Re: Silicon Power Customer Service Inquiry Number: CSM20260125008

Summarize this email

me Jan 27

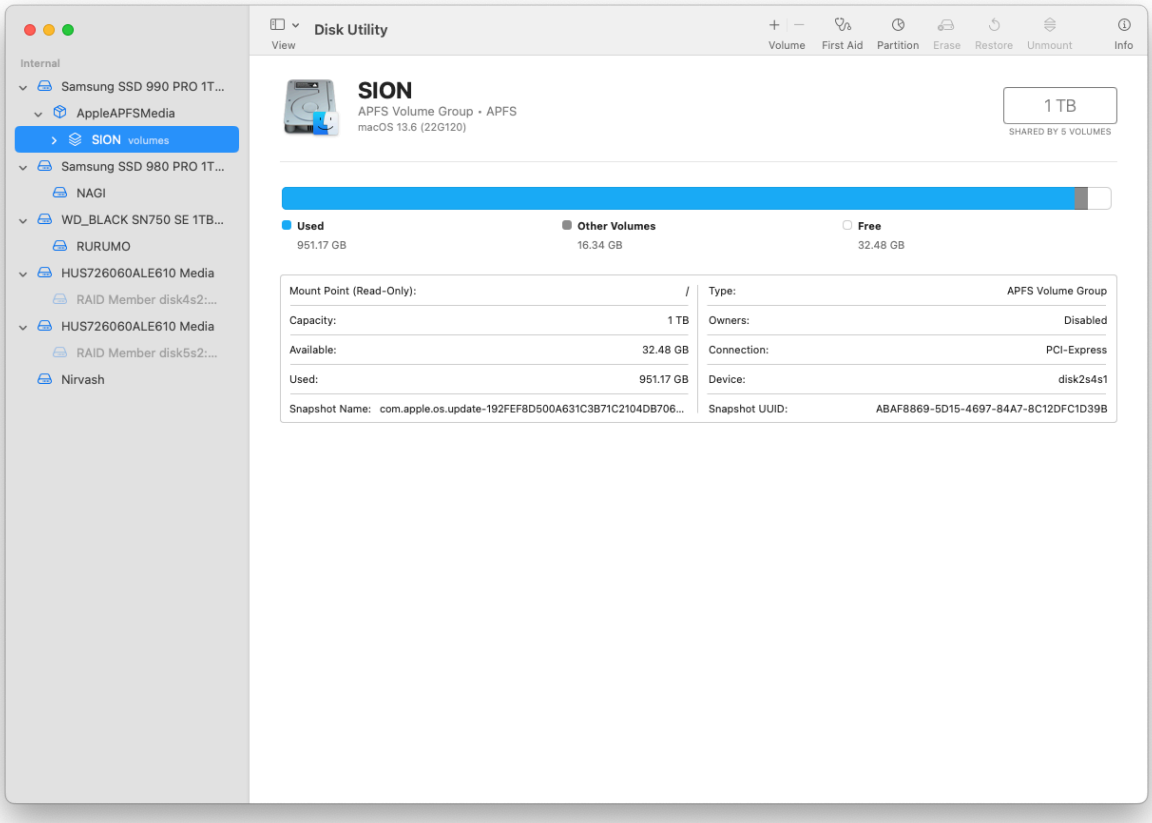
to service@silicon-power.com

Hello,
Here is a picture of the two drives.

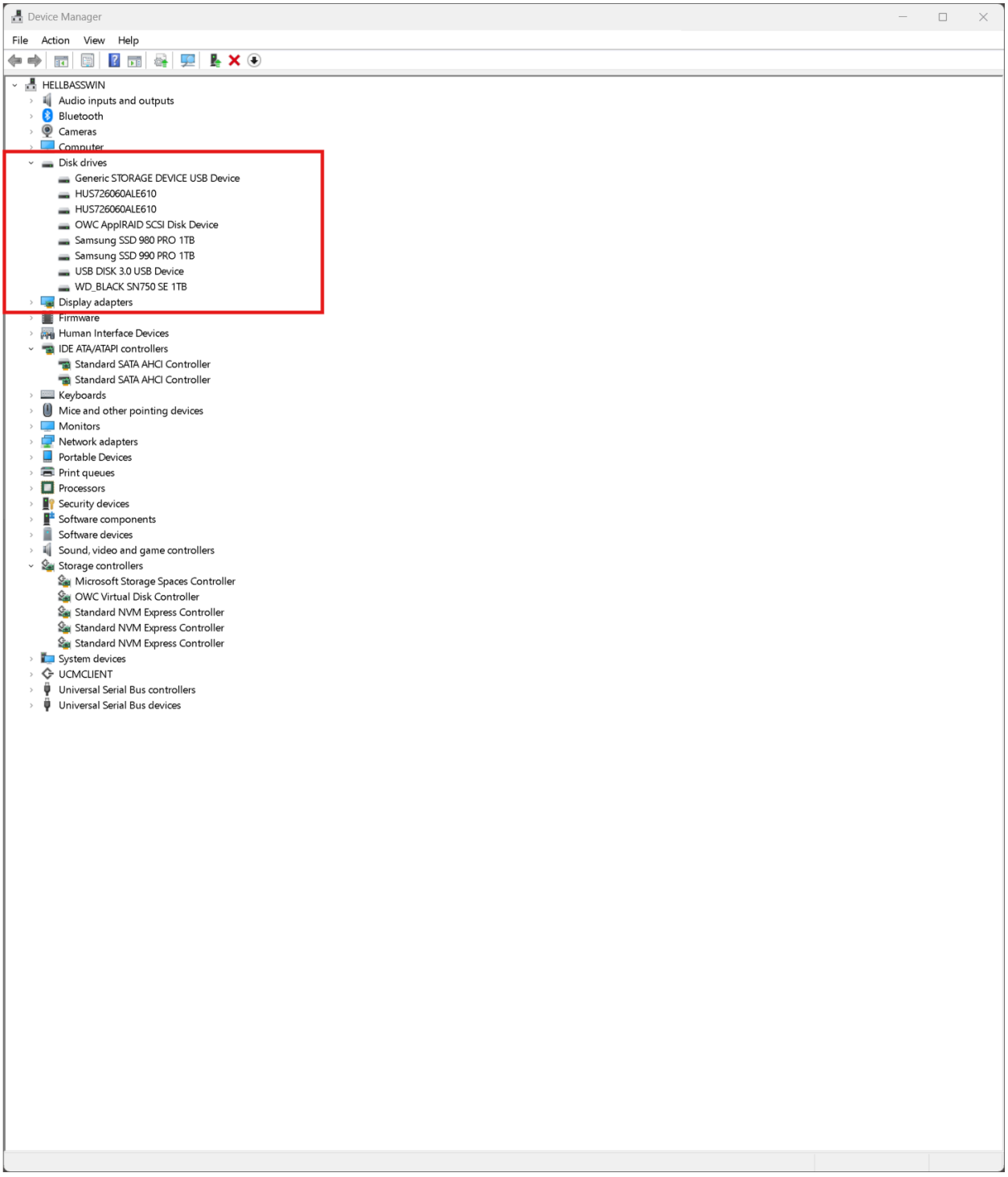
SP
A58
3D NAND
RoHS Compliant Made in Taiwan
D33B29
RoHS
R-R-SLL-SSDA58
2 TB
23070682-120198E
SP
A58
3D NAND
RoHS Compliant Made in Taiwan
D33B29
RoHS
R-R-SLL-SSDA58
2 TB
23066849-120137E

They worked fine for about 9 months and then the volume on the raid stopped mounting either on Macos where I Primarily use them, or windows (using owc macDrive utility.).

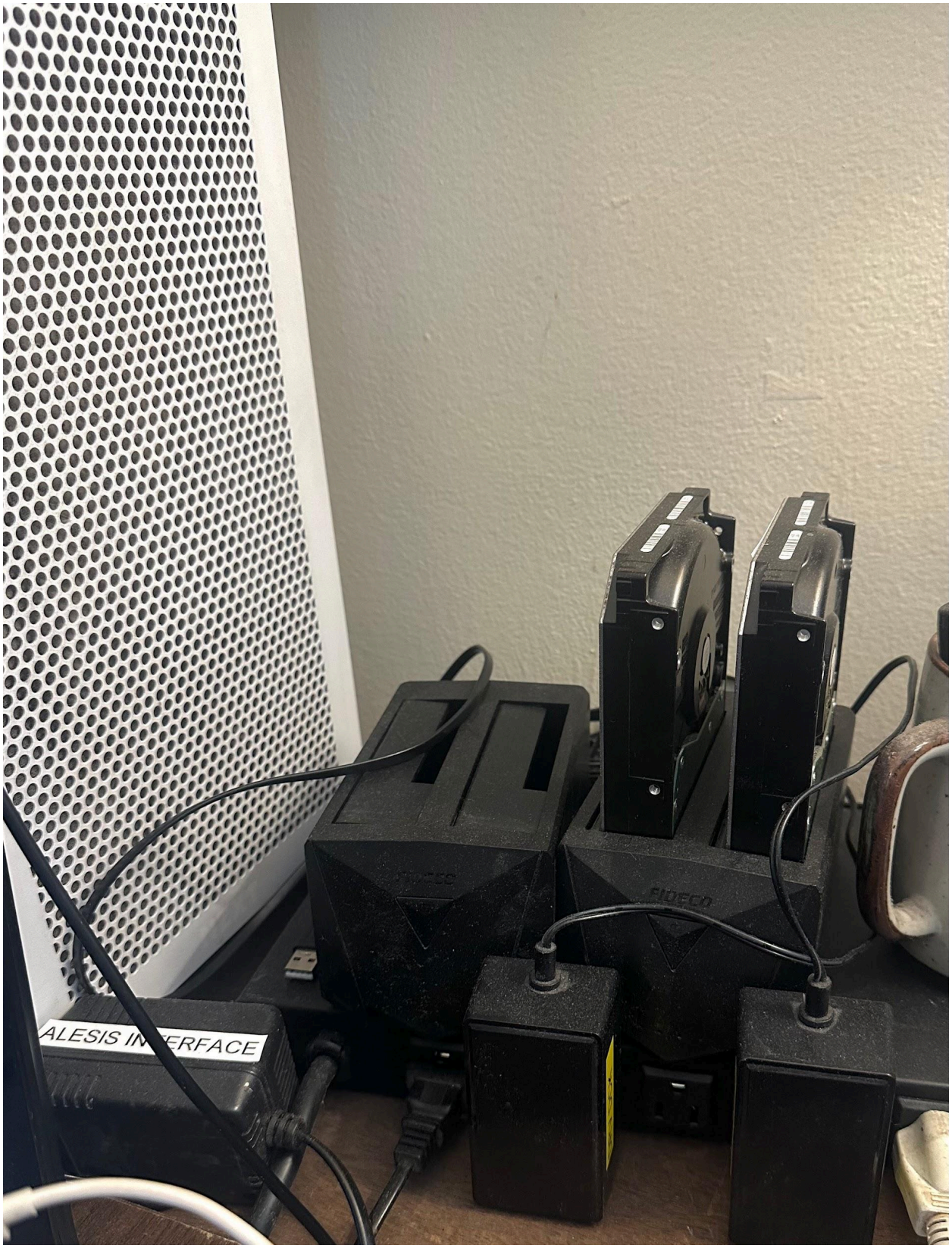
when I checked for the drives using mac os disk utility they no longer showed up in the hardware menu:



This is from today.
The same thing when I put the drives in a windows 11 desktop connected to the motherboard via SATA3, they are not visible in the device manager.



I have also tried them in a USB3 drive dock
And that also did not work.



There are no error messages in either windows or MacOS as it doesn’t seem like the drives are powering up?

Thank you for your help.
Sebastien Derenoncourt
646 755 4509