



S D <seabasstin@gmail.com>

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**Re: Silicon Power Customer Service Inquiry Number: CSM20260125008**

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<seabasstin@gmail.com>

Tue, Jan 27 at 4:28 PM

To: service@silicon-power.com <spc\_notify@silicon-power.com>

Sorry the last message was sent before I completed the email...

Hello,  
Here is a picture of the two drives.



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:

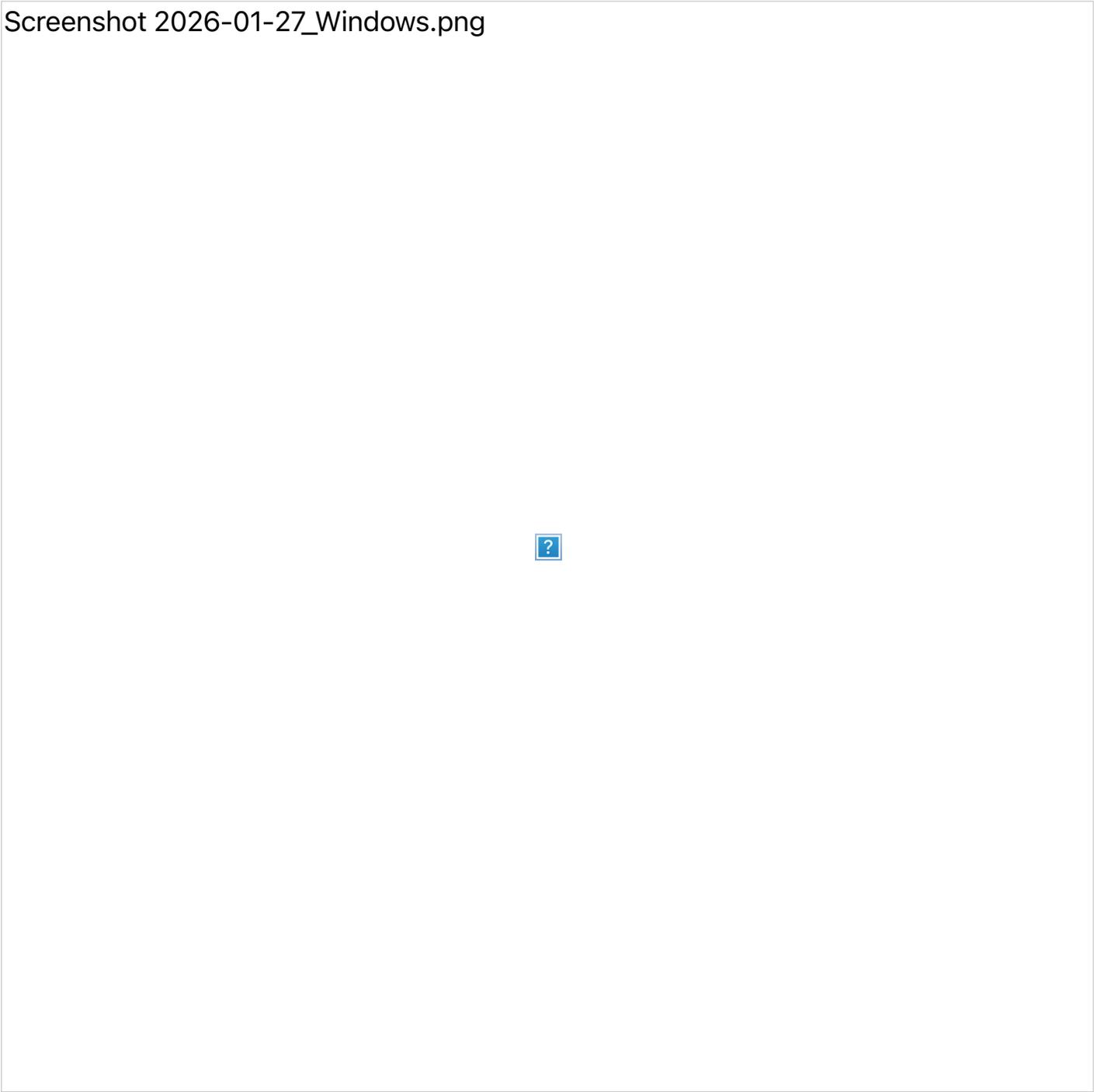
Screenshot 2026-01-27 at 3.46.24 PM.png



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.

Screenshot 2026-01-27\_Windows.png



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

- : - S E A B A S S T I N - : -  
+1 646 755 4509

content = container  
container ≠ content  
content + container

On Sun, Jan 25, 2026 at 10:48 PM [service@silicon-power.com](mailto:service@silicon-power.com) <[spc\\_notify@silicon-power.com](mailto:spc_notify@silicon-power.com)> wrote:



Dear Customer

Thank you for taking your time to contact us. Before you process RMA request, we still would like to double confirm information to make sure if there are still any other solutions that we could provide and solve as below:

1. Please provide us clear photo of both front and back of the SSD
2. Can you still see the disk icon when you try to take it as storage drive?
3. Please provide us an error print screen or the disk not showing on the computer
4. Please kindly provide us the receipt of where you bought this drive, soft copy or hard copy are both fine.

We hope that we could know more information, this part will help us to know how to solve the problem. Thanks!

Silicon Power Customer Service Centre

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✳️ **Please do not reply to this message directly, it was sent from an unmonitored email address.**

✳️ **You can view case details , download attachments which our service team uploaded and add comments to your incident by clicking the button below.**

Inquiry Case Search

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## **Case Details**

**Reference number:** CSM20260125008

**Product information:** Solid State Drives

**Problem description:** I have 2 SP ACE A58 SSDs (SP002TBSS3A58A25) configured as part of a macos soft raid 0 set. One day the volume just disappeared and just stopped working/mounting the raid volume even after restarts. I installed them in a drive enclosure to test on other systems, with macos disk utility the ssd's hardware did not appear or even attempt to mount. I tested each of the 2 drives with windows 11 and neither of the 2 ssds appeared in hardware manager then I tested with linux and same result. there seems to be a hardware problem. I wrote about this problem in February last year but I never got an RMA reply... I would like to see if i can get these repaired. I just re applied for an rma today. thank you

