

Western Digital not honouring warranty on M.2 drive - What to do?

Question/Advice

I have an SN770 that I bought brand new in Apr 2023. It has failed spectacularly and I have started an RMA request with Western Digital (now SanDisk apparently).

I have been told that the 5 year warranty on this device doesn't apply because it was manufactured in 2020 and "the Drive has already extended its shelf life period."

Here are the two most relevant messages:

Dear <name>.

Thank you for contacting Western Digital. We apologize for the inconvenience but based on the serial number you have provided, our records indicate the Build Date of your drive was [APR-17-2020] and your Purchase Date was [March 6, 2023]. Due to the large gap in time, additional verification (e.g., written confirmation from your place of purchase that the product was sold to you as new) is needed to validate your warranty service request.

SERIAL NUMBER: <serial>

Please note, pursuant to Western Digital's Limited Warranty Policy (<https://support.wdc.com/warranty/warrantypolicy.aspx>), Western Digital has no liability with respect to products that are not sold to you as new.

If Western Digital cannot verify that the drive was sold to you as new (based on the additional documentation you provide), we will recommend that you contact your place of purchase for warranty service.

We apologize for the inconvenience. If you have any further questions, please let us know and we will be happy to assist you further.

Sincerely, Western Digital Service and Support <http://support.wdc.com/>

To my surprise, Canada Computers responded to me and confirmed it was brand new. I uploaded the email they sent, but that's when all replies from WD/SanDisk stopped for a while.

I then also updated the case with this info:

In the receipt it has item number SSWEE00119. I found this listing: <https://www.canadacomputers.com/en/desktop-laptop-internal-ssds/214599/wd-black-sn770-2tb-pcie-gen4-nvme-m-2-ssd-wds200t3x0e.html>

This is the SAME ITEM but open box: <https://www.canadacomputers.com/en/desktop-laptop-internal-ssds/219555/wd-black-sn770-2tb-pcie-gen4-nvme-m-2-ssd-wds200t3x0e.html> You can see the product number has "OB" at the end of the product number (SSWEE00119OB).

WD/Sandisk never responded again, so I used the chat feature online and they repeated the same info above, but then a few days later I got an email with slightly more (bad) info:

Thank you for contacting Western Digital Customer Service and Support. My name is <chat person's name>.

It was my pleasure assisting you today! As per our conversation over the chat session today, Please allow me to inform you that, the Drive has already extended its shelf life period. Hence, we are unable to extend the warranty period of the drive.

If you have any further questions, please reply to this email and we will be happy to assist you further. Alternatively, you can start a live chat or a phone call with one of our support specialists by clicking on the following link:

Chat: https://support-en.wd.com/app/chat/chat_launch Phone: https://support.wdc.com/contact_phone.aspx?lang=en)

This makes no sense to me.

- It's not milk with an expiry date.
- It doesn't have the manufactured date listed on the packaging so I could have refused to buy this specific drive at the point of purchase (in their fictional universe where that mattered.)
- Even if I bought it on the day it was manufactured, it's still within the 5-year warranty period.

Does anyone have any experience with this, or any advice?

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