

Subject: Extreme Pro 64GB Frozen Giving False Write OK [Incident: 230920-000546]

From: "WD Customer Support" <westerndigital@custhelp.com>

Date: 9/19/2023, 3:28 PM

To: jlpool56@gmail.com

Western Digital.

Incident Update

Reference #: 230920-000546



Incident Details

Reference #: 230920-000546
Subject: Extreme Pro 64GB Frozen Giving False Write OK
Product: 64GB

Response by Email Ellie B
(09/19/2023 03:28 PM)

Dear John Poole,

Thank you for contacting Western Digital Customer Service and Support. My name is Ellie B.

We understand that you are facing issue with the card. We sincerely apologize for the inconvenience caused to you. Rest assured, we are here to help. We need to escalate the case to Level 3 technician. Please provide the below details so that we can escalate the case:

- Clear and zoomed in pictures of the card (front and rear side)
- Operating system of computer
- Proof of purchase
- Exact make and model of the host device
- Screenshot of error message you get on computer
- Screenshot of disk management
- Screenshot of root directory of the card

We will be waiting for your response. If you have any further questions or your issue is still unresolved, 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

Sincerely,

Ellie B

Western Digital Service and Support

<https://www.westerndigital.com/support>

Note: If you have not visited our community forums, please make sure to do so. You may also find answer(s) to your question(s) there. Link to WD

community forums at: <https://community.wd.com>.

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In order to process your email, please do not remove this reference #: 230920-000546



Product Specific Help

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[Update Incident](#)

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