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UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA

IN RE SEAGATE TECHNOLOGY LLC  
LITIGATION

Case No. 16-cv-00523-JCS

CONSOLIDATED ACTION

**ORDER GRANTING IN PART AND  
DENYING IN PART MOTION TO  
DISMISS SECOND CONSOLIDATED  
AMENDED COMPLAINT**

Re: Dkt. No. 68

**I. INTRODUCTION**

Plaintiffs<sup>1</sup> bring this putative class action against Defendant Seagate Technology LLC (“Seagate”), alleging that Seagate misrepresented certain hard drives and delivered defective drives to consumers. Seagate moves to dismiss for failure to state a claim. The Court, the Honorable Ronald Whyte presiding, heard argument on October 7, 2016. Following Judge Whyte’s retirement, this case was reassigned to the undersigned magistrate judge for all purposes upon consent of the parties pursuant to 28 U.S.C. § 636(c). For the reasons set forth below, Seagate’s motion to dismiss is GRANTED in part and DENIED in part. Plaintiffs may amend their complaint to address the deficiencies identified below no later than March 3, 2017.

**II. BACKGROUND**

Seagate manufactures and distributes hard drives. 2d Consolidated Am. Compl. (“SCAC,” dkt. 62) ¶ 25.<sup>2</sup> Seagate released the Seagate Barracuda 3TB internal hard drive, model number ST3000DM001, in October of 2011. *Id.* ¶ 2. Seagate subsequently released two external 3TB

<sup>1</sup> Plaintiffs are Christopher Nelson, Dennis Crawford, Joshua Enders, David Schechner, Chadwick Hauff, James Hagey, Nikolas Manak, John Smith, and Dudley Lane Dortch IV.

<sup>2</sup> Although Plaintiffs have amended their complaints multiple times, Seagate’s present motion is the first motion to dismiss in this litigation.

1 hard drives—the Backup Plus 3TB and GoFlex3TB—that enclosed the same model number  
2 ST3000DM001 hard drives in an external casings with external power supplies and USB  
3 connectors. *Id.* ¶¶ 2, 47–48. In late 2012 or early 2013, Seagate rebranded the Barracuda 3TB  
4 internal drive as the “Desktop HDD” internal drive, but the model number remained the same. *Id.*  
5 ¶ 46. According to Plaintiffs, Seagate has continuously and falsely marketed these model number  
6 ST3000DM001 “Barracuda” hard drives as “reliable, dependable, and suitable for use in Network  
7 Attached Storage (“NAS”) and Redundant Array of Independent Disks (“RAID”) configurations.”  
8 *Id.* ¶¶ 3–4. Plaintiffs allege that the Barracuda drives<sup>3</sup> had a “latent, model-wide defect” that  
9 caused them to fail at annual rate “as high as 47.2%” and that the drives “are not designed for  
10 certain types of home RAID configurations.” *Id.* ¶¶ 4, 5.

11 The nine named plaintiffs<sup>4</sup> are citizens of nine different states, each of whom purchased at  
12 least one Seagate Barracuda hard drive from an authorized retailer. *Id.* ¶¶ 14–17, 19–23,  
13 135–136, 149–50, 162–63, 174–75, 186–87, 211–12, 223–24, 232–33, 243–44. Each named  
14 plaintiff alleges reliance on Seagate’s advertising representations and express warranty. *Id.*  
15 ¶¶ 137–40, 151–54, 165–67, 176–79, 188–93, 213–18, 225–39, 234–36, 245–47. Each named  
16 plaintiff also alleges that at least one of his Barracuda drives failed under warranty. *Id.* ¶¶ 144,  
17 158, 169, 182, 195–201, 220, 230, 239, 249. Plaintiffs seek to represent a nationwide class of  
18 individuals who purchased at least one Seagate model ST3000DM001 or, in the alternative, nine  
19 statewide subclasses of purchasers. *Id.* ¶¶ 264–65.

20 Plaintiffs assert claims for breach of express and implied warranty (Claims 4 through 7),  
21 violation of California’s Unfair Competition Law, False Advertising Law, and Consumer Legal  
22 Remedies Act and the consumer protection statutes of the eight other states of the named  
23 plaintiffs’ citizenship (Claims 1 through 3 and 8 through 15), and unjust enrichment (Claim 16).

24 ///

25 ///

26 \_\_\_\_\_  
27 <sup>3</sup> This Order uses the terms “drives,” “hard drives,” or “Barracuda drives” interchangeably to refer  
28 to the various Seagate products discussed above consisting of or containing model number  
ST3000DM001 hard drives.

<sup>4</sup> A tenth named plaintiff voluntarily dismissed his claims. *See* dkts. 66, 67.

1 **III. ANALYSIS**

2 **A. Legal Standard**

3 A complaint may be dismissed for failure to state a claim on which relief can be granted  
4 under Rule 12(b)(6) of the Federal Rules of Civil Procedure. “The purpose of a motion to dismiss  
5 under Rule 12(b)(6) is to test the legal sufficiency of the complaint.” *N. Star Int’l v. Ariz. Corp.*  
6 *Comm’n*, 720 F.2d 578, 581 (9th Cir. 1983). Generally, a plaintiff’s burden at the pleading stage  
7 is relatively light. Rule 8(a) of the Federal Rules of Civil Procedure states that “[a] pleading  
8 which sets forth a claim for relief . . . shall contain . . . a short and plain statement of the claim  
9 showing that the pleader is entitled to relief.” Fed. R. Civ. P. 8(a).

10 In ruling on a motion to dismiss under Rule 12(b)(6), the court analyzes the complaint and  
11 takes “all allegations of material fact as true and construe[s] them in the light most favorable to the  
12 non-moving party.” *Parks Sch. of Bus. v. Symington*, 51 F.3d 1480, 1484 (9th Cir. 1995).  
13 Dismissal may be based on a lack of a cognizable legal theory or on the absence of facts that  
14 would support a valid theory. *Balistreri v. Pacifica Police Dep’t*, 901 F.2d 696, 699 (9th Cir.  
15 1990). A complaint must “contain either direct or inferential allegations respecting all the material  
16 elements necessary to sustain recovery under some viable legal theory.” *Bell Atl. Corp. v.*  
17 *Twombly*, 550 U.S. 544, 562 (2007) (citing *Car Carriers, Inc. v. Ford Motor Co.*, 745 F.2d 1101,  
18 1106 (7th Cir. 1984)). “A pleading that offers ‘labels and conclusions’ or ‘a formulaic recitation  
19 of the elements of a cause of action will not do.’” *Ashcroft v. Iqbal*, 556 U.S. 662, 678 (2009)  
20 (quoting *Twombly*, 550 U.S. at 555). “[C]ourts ‘are not bound to accept as true a legal conclusion  
21 couched as a factual allegation.’” *Twombly*, 550 U.S. at 555 (quoting *Papasan v. Allain*, 478 U.S.  
22 265, 286 (1986)). “Nor does a complaint suffice if it tenders ‘naked assertion[s]’ devoid of  
23 ‘further factual enhancement.’” *Iqbal*, 556 U.S. at 678 (quoting *Twombly*, 550 U.S. at 557).  
24 Rather, the claim must be “‘plausible on its face,’” meaning that the plaintiff must plead sufficient  
25 factual allegations to “allow[] the court to draw the reasonable inference that the defendant is  
26 liable for the misconduct alleged.” *Id.* (quoting *Twombly*, 550 U.S. at 570).

27 Plaintiffs’ false advertising claims are subject to Rule 9(b) of the Federal Rules of Civil  
28 Procedure, which sets a heightened pleading standard for claims based on fraud. “In alleging

1 fraud or mistake, a party must state with particularity the circumstances constituting fraud or  
 2 mistake.” Fed. R. Civ. P. 9(b). The Ninth Circuit has held that in order to meet this standard, a  
 3 “complaint must specify such facts as the times, dates, places, benefits received, and other details  
 4 of the alleged fraudulent activity.” *Neubronner v. Milken*, 6 F.3d 666, 672 (9th Cir. 1993); *see*  
 5 *also McMaster v. United States*, 731 F.3d 881, 897 (9th Cir. 2013). “Rule 9(b) demands that the  
 6 circumstances constituting the alleged fraud ‘be specific enough to give defendants notice of the  
 7 particular misconduct . . . so that they can defend against the charge and not just deny that they  
 8 have done anything wrong.” *Kearns v. Ford Motor Co.*, 567 F.3d 1120, 1124 (9th Cir. 2009)  
 9 (alteration in original) (quoting *Bly-Magee v. California*, 236 F.3d 1014, 1019 (9th Cir.2001))  
 10 (internal quotation marks omitted). The heightened pleading standard does not apply to state-of-  
 11 mind allegations. Fed. R. Civ. P. 9(b).

12 Seagate argues that Plaintiffs’ warranty claims are also subject to Rule 9(b) because  
 13 Plaintiffs allege “a unified course of fraudulent conduct.” Where a plaintiff alleges a unified  
 14 course of fraudulent conduct, the claims are “said to be ‘grounded in fraud’ or to ‘sound in fraud,’  
 15 and the pleading . . . as a whole must satisfy the particularity requirement of Rule 9(b).” *Kearns*,  
 16 567 F.3d at 1125 (quoting *Vess v. Ciba-Geigy Corp. USA*, 317 F.3d 1097, 1103-04 (9th Cir.  
 17 2003)). Here, however, Plaintiffs’ complaint is not based on a unified course of fraudulent  
 18 conduct. Plaintiffs’ warranty claims are based Seagate’s alleged failure to deliver non-defective  
 19 drives, rather than Seagate’s alleged use of false or misleading statements in advertising. *See*  
 20 SCAC ¶¶ 10, 11. Seagate argues that Plaintiffs allege fraudulent conduct in connection with their  
 21 express warranty claims by alleging that Seagate provided replacement drives that Seagate  
 22 ‘refurbished’ *despite knowing* that they were irreparably defective and highly likely to fail again.”  
 23 SCAC ¶¶ 341, 374 (emphasis added). But “[w]here fraud is not an essential element of a claim,”  
 24 as is true of Plaintiffs’ warranty claims, “only those allegations of a complaint which aver fraud  
 25 are subject to Rule 9(b)’s heightened pleading standard.” *Kearns*, 567 F.3d at 1124 (citing *Vess*,  
 26 317 F.3d at 1105). Moreover, even under Rule 9(b), “[m]alice, intent, knowledge, and other  
 27 conditions of a person’s mind may be alleged generally.” Fed. R. Civ. P. 9(b).  
 28

1           **B. Express Warranty Claims**

2           Seagate contends that Plaintiffs’ allegations do not show any violation of its express  
3 warranty, because Plaintiffs acknowledge that Seagate provided replacement drives as required by  
4 the terms of its warranty. *See* Mot. (dkt. 68) at 20. Plaintiffs do not meaningfully dispute that  
5 point, but argue instead that this claim should proceed based on the “essential purpose” doctrine  
6 and on California’s Song-Beverly Consumer Warranty Act. *See* Opp’n (dkt. 72) at 20–23.

7                   **1. Seagate’s Limited Warranty**

8                           **a. Allegations of Defective Replacement Drives**

9           Seagate’s limited warranty covers “any defects in material or workmanship” in new  
10 Seagate products purchased from authorized retailers or resellers. SCAC Ex. F at 1. Under the  
11 warranty, Seagate promises to “replace” defective products “without charge with a functionally  
12 equivalent replacement product” if consumers “follow proper return procedure.” *Id.* Plaintiffs do  
13 not allege that Seagate breached the warranty by failing to replace defective drives upon request.  
14 Rather, Plaintiffs allege that Seagate breached the express warranty by “replac[ing] defective  
15 Drives with defective Drives.” SCAC ¶¶ 341, 374. Plaintiffs’ opposition asserts that five named  
16 plaintiffs—Schechner, Hagey, Crawford, Dortsch, and Smith—received replacement drives that  
17 failed during the warranty period, and two additional plaintiffs—Nelson and Hauff—received  
18 replacement drives that began to malfunction (but did not fail entirely) during the warranty period.  
19 Opp’n at 20.

20           Under the terms of the warranty, a replacement drive must only be “functionally  
21 equivalent” to the original product. *Id.* Ex. F at 1. Plaintiffs do not plausibly allege that  
22 replacement drives were more prone to failure than retail drives.<sup>5</sup> Moreover, the terms of the  
23 warranty contemplate a remedy for defective replacement drives—namely warranty coverage “for  
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25 <sup>5</sup> To the extent that Plaintiffs’ conclusory assertion that the refurbished drives provided as  
26 replacements were “highly likely to fail again,” *see* SCAC ¶ 341, could be construed suggesting  
27 that replacement drives were not “functionally identical” to retail drives, that assertion is not  
28 supported by sufficient factual allegations to survive scrutiny under *Iqbal* and *Twombly*. The  
Court also notes that Seagate’s warranty expressly permits it to “replace [a returned] product with  
with a product that was previously used, repaired and tested to meet Seagate specifications.” *Id.*  
Ex. F at 1. Plaintiffs do not plausibly allege that Seagate failed to repair and test refurbished  
drives as required by the warranty.

1 the greater of either the remainder of the original product warranty or 90 days.” *Id.* Reading the  
2 warranty as a whole, failure of a replacement drive under warranty would require only that  
3 Seagate provide another replacement. Absent circumstances sufficient to satisfy the essential  
4 purpose doctrine or the Song-Beverly Act, discussed separately below, the Court holds that failure  
5 of a replacement drive—which Plaintiffs characterize as “replac[ing] defective Drives with  
6 defective Drives,” SCAC ¶¶ 341, 374—is not in itself a breach of the express terms of Seagate’s  
7 warranty, so long as Seagate provided a further replacement upon request if the drive was still  
8 within warranty.

9 **b. Failure to Provide Replacement Drives**

10 Plaintiffs’ express warranty claims, as currently alleged, are based on Seagate’s failure to  
11 deliver “conforming, non-defective Drives to Plaintiffs and Class Members *despite sending*  
12 *replacement Drives to them.*” SCAC ¶¶ 338, 371 (emphasis added). The Second Consolidated  
13 Amended Complaint does not put Seagate on notice of a claim for failure to send replacements on  
14 request.

15 In footnotes, Plaintiffs nevertheless contend that Seagate refused requests for second  
16 replacements from two named Plaintiffs, Dudley Lane Dortch and Dennis Crawford. *See* Opp’n at  
17 22 & nn.140–41. It is not clear from the complaint, however, that either Dortch or Crawford’s  
18 drive failed under warranty. Plaintiffs themselves allege that the warranty for Dortch’s  
19 replacement drive had expired before he sought a second replacement. *See* SCAC ¶ 240 (alleging  
20 that Dortch’s drives “were just outside warranty” at the time in question). As for Crawford,  
21 Plaintiffs allege that he purchased the original drive at issue from eBay, with no allegation that  
22 eBay itself or the particular eBay user who sold the drive was an authorized reseller. *Id.* ¶¶ 186,  
23 198, 201; *see also id.* Ex. F at 1 (“Only consumers purchasing this product from an authorized  
24 Seagate retailer or reseller may obtain coverage under this limited warranty.”). The Court declines  
25 to infer from Seagate’s initial replacement of the drive that eBay was in fact an authorized reseller,  
26 nor is the Court persuaded that the failed replacement drive fell within the scope of the warranty  
27 even if the initial drive that it replaced did not. *Cf.* Opp’n at 22 n.141 (advancing those  
28

1 arguments).<sup>6</sup>

2 Plaintiffs therefore do not adequately allege breach of the express warranty. If Plaintiffs  
3 are aware of facts to support such a claim—e.g., if Crawford in fact purchased his initial drive  
4 from an authorized retailer and was nevertheless refused service when his replacement drive failed  
5 under warranty—Plaintiffs may amend their complaint to so allege.

6 **2. Essential Purpose Doctrine**

7 Rather than focusing on the express terms of Seagate’s warranty, Plaintiffs instead rely  
8 primarily on the essential purpose doctrine, described in the Uniform Commercial Code and  
9 adopted in all nine states at issue, which provides that “[w]here circumstances cause an exclusive  
10 or limited remedy to fail of its essential purpose, remedy may be had as provided” in the code.  
11 *See* Cal. Com. Code § 2719; Fla. Stat. § 672.719(2); 810 Ill. Comp. Stat. 5/2-719(2); Mass. Gen.  
12 Laws ch. 106, § 2-719; N.Y. U.C.C. Law § 2-719(2); S.C. Code Ann. § 36-2-719(2); S.D.  
13 Codified Laws § 57A-2-719(2); Tenn. Code Ann. § 47-2-719(2); Tex. Bus. & Com. Code Ann.  
14 § 2.719(B). But the essential purpose doctrine only “becomes operative when a party is deprived  
15 of its contractual remedy.” *Nat’l Rural Telecomms. Coop. v. DIRECTV, Inc.*, 319 F. Supp. 2d  
16 1040, 1055 (C.D. Cal. 2003) (citations omitted). The “aggrieved party ‘[o]rdinarily . . . must  
17 provide [the other party] a reasonable opportunity to carry out the exclusive or limited remedy  
18 before . . . successfully [arguing] failure of essential purpose.’” *Id.* (alterations in original)  
19 (quoting 1 White & Summers, *Uniform Commercial Code*, § 12-10 at 661); *see also Philippine*  
20 *Nat’l Oil Co. v. Garrett Corp.*, 724 F.2d 803, 808 (9th Cir. 1984) (“[T]he law is that a repair or  
21 replace remedy fails of its essential purpose only if repeated repair attempts are unsuccessful  
22 within a reasonable time.” (emphasis omitted)).

23 The essential purpose of Seagate’s limited warranty is to ensure that customers are not  
24 deprived of functional drives during the warranty period—a purpose that can be fulfilled either by  
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26 <sup>6</sup> The Second Consolidated Amended Complaint also alleges that Seagate refused a second request  
27 for replacement by former plaintiff Adam Ginsberg, whose first replacement drive may have failed  
28 after the filing of the operative complaint. *See* SCAC ¶¶ 203–10. Ginsberg voluntarily dismissed his claims  
after the filing of the operative complaint. *See* dks. 66, 67. This Order therefore does not  
consider allegations regarding Ginsberg’s experience.

1 drives continuing to function as intended, or by Seagate replacing defective drives with functional  
 2 drives. *See generally* SCAC Ex. F. In this case, as discussed above, Plaintiffs do not allege that  
 3 Seagate failed to provide a replacement for a defective drive still under warranty after being  
 4 presented with an opportunity to do so. Plaintiffs argue that “[d]ue to the stress and strain, both  
 5 emotional and financial, that a drive failure can cause, many consumers are understandably  
 6 unwilling to continue to use a particularly drive model after the originals and replacements have  
 7 failed,” Opp’n at 23 (emphasis omitted), but cite no authority that would excuse Plaintiffs’ failure  
 8 to seek a remedy under the terms of the warranty. *Cf., e.g., In re MyFord Touch Consumer Litig.*,  
 9 46 F. Supp. 3d 936, 970 (N.D. Cal. 2014) (“[B]efore the exclusive repair and replace remedy is  
 10 considered to have failed of its essential purpose, ‘the seller *must be given an opportunity* to repair  
 11 or replace the product.’” (quoting *Asp v. Toshiba Am. Consumer Prods., LLC*, 616 F. Supp. 2d  
 12 721, 729 (S.D. Ohio 2008) (emphasis added in *MyFord Touch*))).

13 Plaintiffs argue that “[a]s long as there is more than one opportunity to fix the  
 14 nonconformity, the reasonableness of the number of attempts is a question of fact to be determined  
 15 in light of the circumstances.” Opp’n at 21 (emphasis omitted). Two of the three cases that  
 16 Plaintiffs cite for this proposition applied it in the context of the Song-Beverly Act, not the  
 17 essential purpose doctrine. *Robertson v. Fleetwood Travel Trailers of Cal., Inc.*, 144 Cal. App.  
 18 4th 785, 799 (2006); *Jekowsky v. BMW of N. Am., LLC*, No. C 13-02158 JSW, 2013 WL 6577293,  
 19 at \*4 (N.D. Cal. Dec. 13, 2013) (quoting *Robertson*). Regardless, Plaintiffs have not plausibly  
 20 alleged that Seagate failed to provide any plaintiff with a functional drive after “more than one  
 21 opportunity to fix the nonconformity.” *Cf.* Opp’n at 21; *see also Philippine Nat’l*, 724 F.2d at 808  
 22 (stating that the essential purpose doctrine requires “repeated [unsuccessful] repair attempts”).  
 23 The only named plaintiff who replaced the same drive twice, David Schechner, has not used the  
 24 drive he received after the second replacement and thus does not plausibly allege any deficiency of  
 25 that drive. *See* SCAC ¶ 172.<sup>7</sup>

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26  
 27 <sup>7</sup> One case cited by Plaintiffs appears to have held that multiple attempts to have products repaired  
 28 can be aggregated among several plaintiffs to establish a breach of warranty under the essential  
 purpose doctrine. *See Horvath v. LG Elecs. Mobilecomm U.S.A., Inc.*, No. 3:11-CV-01576-H-  
 RBB, 2012 WL 2861160, at \*1, \*6 (S.D. Cal. Feb. 13, 2012) (allowing an essential purpose claim



1 While there would likely be some point at which repeated failure of replacement drives  
2 would deprive consumers of the essential purpose of the warranty, the Court declines to hold, in  
3 the absence of authority, that a mere two successive failures within the warranty period—or in  
4 other words, only one unsuccessful replacement—can meet that test where a warranty both  
5 specifically contemplates replacement of defective drives and provides the same warranty  
6 coverage for replacement drives.

7 **3. Song-Beverly Act**

8 Nor can Plaintiffs sustain their express warranty claims through California’s Song-Beverly  
9 Consumer Warranty Act, which provides in relevant part that “if the manufacturer . . . does not  
10 service or repair the goods to conform to the applicable express warranties after a reasonable  
11 number of attempts, the manufacturer shall either replace the goods or reimburse the buyer in an  
12 amount equal to the purchase price paid by the buyer, less that amount directly attributable to use  
13 by the buyer prior to the discovery of the nonconformity.” Cal. Civ. Code § 1793.2(d)(1); *see*  
14 *Opp’n* at 20–21. This argument fails for multiple reasons.

15 By its terms, the statute addresses failure to repair after a reasonable number of attempts—  
16 not failure to replace. Here, Seagate’s express warranty authorized consumers to return products  
17 in exchange for a replacement, rather than for repair. *See* SCAC Ex. F at 1 (“By sending product  
18 for replacement, you agree to transfer ownership of the original product to Seagate. Seagate will  
19 not return your original product to you.”). Section 1793.2(d)(1) contemplates replacement as a  
20 remedy in the event that repair attempts fail. In this case, Seagate already promised to replace  
21 defective replacement drives under warranty, and Plaintiffs do not allege that any of them  
22 requested “service or repair” from Seagate. Nor, as discussed above, do Plaintiffs allege that  
23 Seagate failed to replace a defective drive that was under warranty upon request. Because there is  
24 no allegation that any plaintiff sought repair services, much less that Seagate failed to provide a  
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26 to proceed based on allegations that “Plaintiffs collectively made at least ten repair attempts”).  
27 This Court respectfully disagrees with the aggregate analysis of *Horvath*, and declines to hold that  
28 a limited warranty remedy fails at its essential purpose absent a showing that a *particular plaintiff*  
was unable to obtain a satisfactory product despite giving a defendant a reasonable number of  
opportunities to remedy the defect.

1 replacement after an unsuccessful repair, the statute does not apply to Plaintiffs’ asserted claims.

2 Moreover, section 1793.2(d)(1) is limited to goods sold in California. *See Cummins, Inc.*  
3 *v. Superior Court*, 36 Cal. 4th 478, 490 (2005) (concluding “that subdivision (d)(2) of section  
4 1793.2, like subdivision (d)(1) . . . is limited to new motor vehicles *sold in this state*” (emphasis  
5 added)). Only one named plaintiff, Joshua Enders, alleges that he purchased Seagate hard drives  
6 in California, and Enders does not allege that he presented any hard drive to Seagate—either for  
7 repair or for replacement. *See SCAC ¶¶ 223–31.*

8 Finally, “[t]he reasonableness of the number of repair attempts is a question of fact to be  
9 determined in light of the circumstances, but at a minimum there must be more than one  
10 opportunity to fix the nonconformity.” *Robertson*, 144 Cal. App. 4th at 798–99. As discussed  
11 above in the context of the essential purpose doctrine, there is no allegation that any plaintiff  
12 provided Seagate “more than one opportunity to fix the nonconformity” of a defective drive within  
13 the warranty period.

14 \* \* \*

15 Plaintiffs do not adequately state a claim for breach of express warranty, whether under the  
16 terms of the warranty itself, under the essential purpose doctrine, or under the Song-Beverly Act.  
17 Seagate’s motion is therefore GRANTED as to Plaintiffs’ express warranty claims, which are  
18 DISMISSED with leave to amend if Plaintiffs can allege sufficient facts to remedy the deficiencies  
19 discussed above.

20 **C. Implied Warranty Claims**

21 Plaintiffs assert breach of the implied warranty under the California Commercial Code,  
22 California’s Song-Beverly Act (which provides for an implied warranty separately from the  
23 reasonable-opportunity-for-repair statute discussed above), and statutes of the eight other states of  
24 the named plaintiffs’ citizenship. *See* Cal. Com. Code § 2314; Cal. Civ. Code § 1792; 810 Ill.  
25 Comp. Stat. 5/2-314, 5/2A-212; Fla. Stat. § 672.314; Mass. Gen. Laws ch. 106, § 2-314; N.Y.  
26 U.C.C. Law § 2-314; S.C. Code § 36-2-314; S.D. Codified Laws § 57A-2-314; Tenn. Code § 47-  
27 2-314; Tex. Bus. & Com. Code § 2.314. Seagate does not address Plaintiffs’ California implied  
28 warranty claim under the Song-Beverly Act, which does not require privity. *See* Cal. Civ. Code

1 § 1792 (“Unless disclaimed in the manner prescribed by this chapter, every sale of consumer  
2 goods that are sold at retail in this state shall be accompanied by the manufacturer’s and the retail  
3 seller’s implied warranty that the goods are merchantable.”); *MyFord Touch*, 46 F. Supp. 3d at  
4 982; *Clark v. LG Elecs. U.S.A., Inc.*, No. 13-CV-485 JM JMA, 2013 WL 5816410, at \*10 (S.D.  
5 Cal. Oct. 29, 2013). Nor does Seagate address Plaintiffs’ implied warranty claims brought under  
6 the laws of the other eight states. Seagate’s motion is therefore DENIED as to those claims.

7 Section 2314 of the California Commercial Code provides that “a warranty that the goods  
8 shall be merchantable is implied in a contract for their sale,” which includes a warranty that “fit  
9 for the ordinary purposes for which such goods are used.” Cal. Com. Code § 2314. Seagate  
10 challenges Plaintiffs’ claim under this statute solely on the basis of a lack of privity—Seagate does  
11 not, for example, contest the sufficiency of Plaintiffs’ allegations that that the drives at issue fall  
12 below the standard of merchantability. *See* Mot. at 22–23; Reply (dkt. 77) at 13–14. “The general  
13 rule is that privity of contract is required in an action for breach of either express or implied  
14 warranty and that there is no privity between the original seller and a subsequent purchaser who is  
15 in no way a party to the original sale.” *Burr v. Sherwin Williams Co.*, 42 Cal. 2d 682, 695 (1954).  
16 “A buyer and seller stand in privity if they are in adjoining links of the distribution chain.”  
17 *Clemens v. DaimlerChrysler Corp.*, 534 F.3d 1017, 1023 (9th Cir. 2008) (citing *Osborne v.*  
18 *Subaru of Am. Inc.*, 198 Cal. App. 3d 646, 656 n.6 (1988)). “Thus, an end consumer . . . who buys  
19 from a retailer is not in privity with a manufacturer.” *Id.* (citing *Osborne*, 198 Cal. App. 3d at 656  
20 n.6). Plaintiffs contend that they can nevertheless pursue this claim against Seagate under the  
21 third-party beneficiary exception to the privity requirement.

22 The parties dispute whether the third-party beneficiary exception is viable in the consumer  
23 warranty context. Seagate argues that “[n]o reported California decision has held that the  
24 purchaser of a consumer product may dodge the privity rule by asserting that he or she is a third-  
25 party beneficiary of the distribution agreements linking the manufacturer to the retailer who  
26 ultimately made the sale.” Mot. at 22–23 (quoting *Xavier v. Philip Morris USA Inc.*, 787 F.  
27 Supp. 2d 1075, 1083 (N.D. Cal. 2011)). Plaintiffs point to a number of federal district court  
28 decisions that found the exception “viable under California law” and applied it to consumer claims

1 against a manufacturer based on the manufacturer’s agreement with a reseller. Opp’n at 23–24  
 2 (citing, e.g., *MyFord Touch*, 46 F. Supp. 3d at 984 (relying on *Gilbert Fin. Corp. v. Steelform*  
 3 *Contracting Co.*, 82 Cal. App. 3d 65, 69 (1978) and rejecting the holding of *Xavier*)).<sup>8</sup>

4 Cases finding a third-party beneficiary exception generally trace their holding to *Gilbert*, in  
 5 which a California appellate court held that the owner of a building could bring an implied  
 6 warranty of fitness claim against a subcontractor who installed a leaky roof, despite a lack of  
 7 privity, because the owner was an intended beneficiary of the contract between the subcontractor  
 8 and the general contractor that the owner had hired. *See Gilbert*, 82 Cal. App. 3d at 67, 69. As far  
 9 as the Court is aware, Seagate is correct that no published decision of a California court has  
 10 applied this doctrine in the context of a consumer claim against a product manufacturer.  
 11 Recognizing that federal district courts have reached different conclusions, the Court holds that  
 12 such an approach would be inconsistent with the Ninth Circuit authority.

13 In *Clemens*, the purchaser of Dodge Neon automobile argued that “similar equities,”  
 14 beyond certain specific exceptions not applicable here, supported an exception to the privity  
 15 requirement for his implied warranty claim against the car manufacturer. *Clemens*, 534 F.3d at  
 16 1023. The Ninth Circuit “decline[d] this invitation to create a new exception that would permit  
 17 [the] action to proceed.” *Id.* at 1023–24. Although the Ninth Circuit acknowledged authority  
 18 from other jurisdictions finding the privity requirement “an archaism in the modern consumer  
 19 marketplace,” it held that “California courts have painstakingly established the scope of the privity  
 20 requirement under California Commercial Code section 2314, and a federal court sitting in  
 21 diversity is not free to create new exceptions to it.” *Id.* at 1024.

22 Some district court decisions have held that *Clemens* forecloses the type of claim Plaintiffs

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24 <sup>8</sup> *See Roberts v. Electrolux Home Products, Inc.*, CV12-1644, 2013 WL 7753579, at \*10 (C.D.  
 25 Cal. March 4, 2013); *In re Toyota Motor Corp. Unintended Acceleration Mktg., Sales Practices,*  
 26 *& Prod. Liab. Litig.*, 754 F. Supp. 2d 1145, 1185 (C.D. Cal. 2010); *In re Sony Vaio Computer*  
 27 *Notebook Trackpad Litig.*, No. 09CV2109 BEN RBB, 2010 WL 4262191, at \*3 (S.D. Cal. Oct.  
 28 28, 2010); *Cartwright v. Viking Indus., Inc.*, 249 F.R.D. 351, 356 (E.D. Cal. 2008); *see also*  
*Huntzinger v. Aqua Lung Am., Inc.*, No. 15CV1146 WQH (KSC), 2015 WL 8664284, at \*9–10  
 (S.D. Cal. Dec. 10, 2015) (generally acknowledging the third party beneficiary doctrine to be  
 applicable to implied warranty product defect claims, but holding that the plaintiff had not  
 sufficiently alleged a contractual relationship between the manufacturer and retailer).

1 seek to bring here. *See Xavier*, 787 F. Supp. 2d at 1082–83; *Long v. Graco Children’s Prods.*  
 2 *Inc.*, No. 13-CV-01257-WHO, 2013 WL 4655763, at \*12 (N.D. Cal. Aug. 26, 2013). Others have  
 3 distinguished *Clemens* on the basis that it did not explicitly consider a third-party beneficiary  
 4 argument, and instead rejects an exception vaguely based on “similar equities” to those recognized  
 5 by the California courts. *See MyFord Touch*, 26 F. Supp. 3d at 984; *In re Toyota*, 754 F. Supp. 2d  
 6 at 1185.

7 Although it appears that the majority of district court decisions to consider the question  
 8 have held that a consumer who purchased a product from a retailer can invoke the third party  
 9 beneficiary exception to bring an implied warranty claim against the manufacturer, this Court  
 10 cannot square that outcome with *Clemens*. In that case, the Ninth Circuit held that “an end  
 11 consumer . . . who buys from a retailer is not in privity with a manufacturer” and therefore cannot  
 12 bring an implied warranty claim under section 2314 against the manufacturer. *Clemens*, 534 F.3d  
 13 at 1023 (citing *Osborne*, 198 Cal. App. 3d at 656 n.6). According to the Ninth Circuit, allowing  
 14 exceptions beyond those clearly recognized by the California courts would improperly undermine  
 15 a rule “painstakingly established” by the state courts. *Id.* at 1024. It is difficult to imagine a more  
 16 thorough nullification of the rule stated in *Clemens* than to hold that consumers, simply by virtue  
 17 of their status as end users of a product, are implied beneficiaries of distribution contracts between  
 18 manufacturers and retailers, and thus entitled to bring implied warranty claims under section 2314.  
 19 Nor is it clear that *Gilbert*, a case considering a subcontract to build a roof for a specific,  
 20 identifiable customer, *see* 82 Cal. App. 3d at 67, compels relaxing the privity rule for all end  
 21 purchasers of products sold through retailers. Although the privity requirement in this context  
 22 may well be an “archaism,” *see Clemens*, 534 F.3d at 1024, this Court concludes that it is bound  
 23 by *Clemens* to dismiss Plaintiffs’ claim under section 2314 of the California Commercial Code.  
 24 Seagate’s motion is GRANTED as to that claim.

25 **D. Consumer Protection Claims**

26 The FAL prohibits the use of “untrue or misleading” statements in advertising. Cal. Bus. &  
 27 Prof. Code § 17500. The CLRA prohibits “unfair methods of competition and unfair or deceptive  
 28 acts or practices undertaken by any person in a transaction intended to result or which results in

1 the sale or lease of goods or services to any consumer.” Cal. Civ. Code § 1770. The UCL  
2 prohibits any “unlawful, unfair or fraudulent business act or practice and unfair, deceptive, untrue  
3 or misleading advertising.” Cal. Bus. & Prof. Code § 17200. To state a claim based on false  
4 advertising or promotional practices, “it is necessary only to show that members of the public are  
5 likely to be deceived.” *Kasky v. Nike, Inc.*, 27 Cal. 4th 939, 951 (2002) (citation and internal  
6 quotation marks omitted); *see also Williams v. Gerber Prods. Co.*, 552 F.3d 934, 938 (9th Cir.  
7 2008) (holding that false advertising claims under all three statutes are “governed by the  
8 ‘reasonable consumer’ test.”). Seagate moves to dismiss Plaintiffs’ claims under the FAL, CLRA,  
9 and UCL “fraudulent” prong for failure to adequately allege an actionable affirmative  
10 misrepresentation or omission.<sup>9</sup>

### 11 **1. Affirmative Misrepresentations**

12 Plaintiffs’ claims implicate a number of allegedly false or misleading statements. As  
13 discussed below, the Court declines to dismiss Plaintiffs’ claims based on Seagate’s statements as  
14 to the drives’ annualized failure rate (“AFR”) and suitability for use in RAID configurations, but  
15 dismisses Plaintiffs’ claims to the extent they are based on the other statements identified in the  
16 complaint. Plaintiffs do not sufficiently allege the falsity of Seagate’s affirmative statements as to  
17 the drives’ read error rate, suitability for NAS, or AcuTrac technology, and the Court holds that  
18 Seagate’s affirmative statements about the general reliability and performance of the drives are  
19 non-actionable puffery.

#### 20 **a. Published Annualized Failure Rate**

21 Seagate published a “Barracuda Data Sheet,” beginning in 2011, which includes a  
22 representation that the model number ST3000DM001 drives have an “annualized failure rate  
23 (AFR)” of less than 1%. SCAC Ex. B; *see also* SCAC ¶¶ 72–73. Seagate argues that the  
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25 <sup>9</sup> Seagate argues that Plaintiffs’ false or misleading advertising claims under the consumer  
26 protection statutes of the eight other states fail for the same reasons. Plaintiffs note that Seagate  
27 does not specifically address Plaintiffs’ other claims in its motion, but do not identify any  
28 differences in state law that would allow a claim to proceed in the absence of an adequately  
alleged affirmative misrepresentation or fraudulent omission. The Court assumes for the purpose  
of the present Order that the other consumer protection statutes at issue are not materially different  
from the California statutes.

1 published AFR data are “statistical results” that “provide no guarantee of future performance for  
2 any individual drive” and therefore not actionable. Mot. at 18. The Court disagrees with  
3 Seagate’s premise that statistical test results are inherently non-actionable. The Barracuda Data  
4 Sheet purports to describe the “Key Advantages” of the Barracuda drives, and the AFR statistic is  
5 listed under the heading for “Reliability/Data Integrity” specifications. See SCAC Ex. B. If  
6 Plaintiffs can show that the published AFR is inaccurate, Plaintiffs could plausibly prove that a  
7 reasonable consumer would be materially deceived as to the drives’ reliability.

8 Seagate also contends that Plaintiffs fail to allege that the published AFR is false. Mot. at  
9 18; Reply at 11 n.8. Seagate is incorrect. The complaint in fact explicitly alleges that Seagate’s  
10 “representation that the Drives have an AFR of less than 1% is false, misleading, and likely to  
11 deceive a reasonable person.” SCAC ¶ 109.

12 To the extent that such an allegation alone might not be sufficient to meet the plausibility  
13 standard of *Iqbal* and *Twombly*, the complaint also alleges that Seagate’s published AFR is  
14 inconsistent with the results of independent testing by Backblaze, Inc., an online data backup  
15 company. *Id.* ¶ 5; see also RJN (dkt. 68-1) Ex. A (Backblaze report).<sup>10</sup> Backblaze found that  
16 Seagate’s ST3000DM001 drives failed at an annualized rate substantially higher than the AFR for  
17 the other 3TB hard drives used by Backblaze between 2012 and 2015—and substantially higher  
18 than 1%. SCAC ¶¶ 5, 82, 93–97. Backblaze reported that “[i]n annual terms, 2.7% of the drives  
19 failed in 2012, 5.4% failed in 2013 and 47.2% failed in 2014. As of March 31, 2015, 1,423 of the  
20 4,829 deployed Seagate 3TB drives had failed, that’s 29.5% of the drives.” RJN Ex. A at 9; see  
21 also SCAC ¶ 92. According to Plaintiffs, “Backblaze subsequently released statistics for 2015,  
22 revealing that the Drives had an AFR of 30.94% for the first through third quarters of 2015 and an  
23 overall failure rate of 28.46% dating back to 2013.” SCAC ¶ 93.

24 Seagate argues that the Backblaze assessment of the drives’ AFR is unreliable because  
25 Backblaze admittedly used the consumer-grade drives for commercial applications and “shucked”  
26 the external drives that it used—removing them from their protective casings. Mot. at 14.

27 \_\_\_\_\_  
28 <sup>10</sup> The Court takes judicial notice of the Backblaze report as incorporated by reference by the  
complaint.

1 Plaintiffs allege that Backblaze considered the effects of both the storage environment and  
2 shucking in its analysis, but concluded that the high failure rate was caused by the drives  
3 themselves. SCAC ¶¶ 105–07. The question at this stage of the case, however, is not whether the  
4 Backblaze report itself *proves* Seagate’s published AFR false, but whether Plaintiffs’ allegation  
5 that the AFR was false is plausible. Taking into account the allegations regarding the Backblaze  
6 report, the Court holds that Plaintiffs have sufficiently alleged that the AFR published by Seagate  
7 was inaccurate and misleading.

8 Seagate’s remaining arguments with respect to the published AFR are similarly unavailing.  
9 Seagate argues that “no consumer is alleged to have known of or relied upon this information  
10 before purchasing” and that “the SAC does not allege that a ‘reasonable consumer’ would find the  
11 Barracuda specifications to be misleading.” Mot. at 18. But the complaint alleges that several  
12 named plaintiffs read the AFR data before purchase, relied on the information as material, and  
13 would not have purchased their drives if they had known that drives had a higher AFR. *See* SCAC  
14 ¶¶ 153–54, 161, 178–79, 185, 192–93, 202, 227–29, 231. Moreover, Plaintiffs specifically allege  
15 that a “reasonable consumer would consider these statistics material because they measure the  
16 reliability and longevity of the Drives, which are extremely important qualities of hard drives.” *Id.*  
17 ¶ 79. Such allegations are sufficient at the pleading stage. Seagate also argues that Plaintiffs’  
18 AFR claims must fail because Seagate’s AFR statistic does not include failures because of misuse,  
19 and Plaintiffs have not alleged that they “use the drives consistent with manufacturer  
20 specifications.” Mot. at 18. It is not clear how Plaintiffs’ later use of the drives is relevant to  
21 Plaintiffs’ claim that Seagate engaged in false advertising, but in any case, Plaintiffs do in fact  
22 allege that they used the drives “in a manner consistent with their intended use.” SCAC ¶¶ 355,  
23 389. Accordingly, Seagate’s motion is DENIED as to Plaintiffs’ affirmative misrepresentation  
24 claims based on Seagate’s published AFR statistic.

25 **b. Published Read Error Rate**

26 In the same Barracuda Data Sheet containing the published AFR, Seagate published  
27 statistics showing that maximum “Nonrecoverable Read Errors per Bits Read” for the model  
28 number ST3000DM001 drives is “1 per 10E14,” which means that for every 100 trillion bits of



1 data read, the drives fail to recover 1 bit of requested data. SCAC ¶¶ 72–75 & Ex. B. Plaintiffs  
2 allege in a conclusory fashion that the published read error rate, among other representations by  
3 Seagate, was “false, misleading, and ha[d] a tendency to deceive.” *Id.* ¶ 81. But under Rule 9(b),  
4 Plaintiffs must plead the falsity of affirmative representations with specificity, and the complaint  
5 contains no such allegations with respect to the read error rate. Plaintiffs do not claim that the  
6 Backblaze reports analyze anything other than the AFR, and plaintiffs identify no other source of  
7 information as to the “true” read error rate for the drives. While some individual plaintiffs’  
8 experiences could perhaps relate to read error rates—*see, e.g., id.* ¶ 144 (alleging that “a large  
9 number of data sectors suddenly failed with little or no warning” on Nelson’s drive); *id.* ¶¶ 159–60  
10 (alleging that Hauffs’ drives experienced “bad sectors”)—the complaint does not include  
11 sufficient information to understand how those incidents relate to the read error rate, or whether it  
12 would be reasonable to extrapolate that Seagate’s representations of this metric were false based  
13 on Plaintiffs’ anecdotal experiences. Plaintiffs’ misrepresentation claims based on the read error  
14 rate are therefore DISMISSED with leave to amend.

### 15 c. NAS and RAID Representations

16 In the Barracuda Data Sheet and other publications, Seagate describes the Barracuda drives  
17 as “designed for,” “perfect” for and “best-fit” for use in NAS and Desktop RAID configurations.  
18 SCAC ¶¶ 59, 60, 61, 63, 112. A Network Attached Storage (“NAS”) device is a computer  
19 appliance consisting of hardware such as a motherboard, a CPU, and memory, and at least one  
20 hard drive in an enclosure. *Id.* ¶ 37. A NAS device is often used for storing and sharing files  
21 across a computer network. *Id.* ¶ 36. A Redundant Array of Independent Disks (“RAID”)   
22 configuration is a data storage technology that combines multiple hard drives in a single unit for  
23 the purposes of data redundancy, performance improvement, or both. *Id.* ¶ 39. RAID systems can  
24 be configured in several “levels,” and the most common levels for home units are RAID 0, RAID  
25 1, and RAID 5. *Id.* ¶ 39. RAID 0 does not provide any data redundancy but typically increases  
26 storage space and data read/write speeds. *Id.* ¶ 41. RAID 1 is used for data redundancy and  
27 typically involves two hard drives storing duplicate data. *Id.* ¶ 42. RAID 5 utilizes three or more  
28 hard drives, and a percentage of each hard drive, together equaling the storage space of one drive,

1 is set aside for redundancy purposes. *Id.* ¶ 43. A RAID 5 configuration can withstand the failure  
2 of one hard drive, but if two drives fail within a short span of one another, data may be lost. *Id.*  
3 An NAS system can include a RAID configuration such that the server backs up its own data  
4 using data redundancy. *Id.* ¶ 44.

5 Plaintiffs allege that Seagate described the Barracuda drives in a 2011 press release as  
6 “designed for desktop, tower or all-in-one personal computers; workstations, home and small  
7 business servers; network-attached storage devices; direct-attached storage expansion; and home  
8 and small-business RAID solutions.” *Id.* ¶ 60. In a 2012 version of the Barracuda website,  
9 Seagate claimed that the drives were “Perfect when you need to . . . Build desktop or all-in-one  
10 PCs,” “Equip home servers;” “Implement a desktop RAID;” or “Build network attached storage  
11 devices (NAS).” *Id.* ¶ 61. Plaintiffs allege that Seagate has made similar representations in the  
12 Barracuda Data Sheets and Desktop HDD Kit Data Sheets published since 2011. *Id.* ¶¶ 63, 112.  
13 To plead the falsity of these statements, Plaintiffs rely on an email sent from a Seagate customer  
14 support representative to plaintiff John Smith: “The consumer level drives you have are not meant  
15 for any type of raid configuration beyond a Desktop RAID 0 or 1. If you do use ‘desktop class  
16 drives’ in a RAID 5 configuration, you can expect to deal with RAID failures.” *Id.* ¶ 111.  
17 Plaintiffs also allege that “[d]ue to their extremely high failure rate, Internal Barracudas are not  
18 suitable for a system that backs up its own data through redundancy, as using them would amount  
19 to defective Drives backing up data on defective Drives.” *Id.* ¶ 114.

20 Seagate contends that the RAID statements cannot be considered false or misleading as a  
21 matter of law because Seagate has never claimed that the Barracuda drives are suitable for *all*  
22 RAID configurations. Mot. at 18–19. But California’s consumer protection statutes “prohibit not  
23 only advertising which is false, but also advertising which, although true, is either actually  
24 misleading or which has a capacity, likelihood or tendency to deceive or confuse the public.”  
25 *Williams*, 552 F.3d at 938 (quoting *Kasky*, 27 Cal. 4th at 951). “[W]hether a business practice is  
26 deceptive will usually be a question of fact not appropriate for decision on demurrer” or motion to  
27 dismiss. *Id.* at 938–39. Even if the Court were to accept Seagate’s contention that the drives are  
28 in fact suitable for use in some RAID configurations, Plaintiffs could plausibly show that a

1 reasonable consumer would be deceived as to their suitability for use in other RAID  
2 configurations—particularly given Plaintiffs’ allegation that RAID 5 is among “the most common  
3 [RAID configurations] for home units.” SCAC ¶ 39. The Court therefore cannot say that  
4 Seagate’s RAID statements are not actionable as a matter of law merely because the statements do  
5 not explicitly refer to “all” RAID configurations.

6 Seagate also argues that these claims fail because Plaintiffs fail to allege that any named  
7 plaintiffs suffered harmed as a result of these particular representations. Not all named plaintiffs  
8 allege that they suffered injury as a result of Seagate’s NAS and RAID statements, but plaintiffs  
9 Chadwick Hauff, Dennis Crawford, Joshua Enders, Dudley Lane Dortch IV, and John Smith  
10 specifically allege that they relied on Seagate’s RAID statements and would not have purchased  
11 the drives if they had known the truth. SCAC ¶¶ 153, 156–57, 192–193, 202; 227, 229, 231,  
12 236–37, 242, 247, 251. Plaintiffs have therefore adequately alleged that they suffered injury as a  
13 result of the statements. *See Kwikset Corp. v. Superior Court*, 51 Cal. 4th 310, 330 (2011) (stating  
14 that a “consumer who relies on a product label,” “challenges a misrepresentation contained  
15 therein,” and alleges that “he or she would not have bought the product but for the  
16 misrepresentation” sufficiently alleges both economic injury and causation). The Court declines  
17 to dismiss Plaintiffs’ claims based on the RAID representations.

18 As for NAS, however, Plaintiffs present no specific factual allegations showing that the  
19 drives are unsuitable for use in NAS applications, except to the extent that an NAS device might  
20 be configured to use RAID 5. Although NAS systems can use RAID configurations, SCAC ¶ 44,  
21 Plaintiffs have not plausibly alleged that a reasonable consumer would understand Seagate’s  
22 representations that the drives were suitable for NAS applications as suggesting that they were  
23 suitable for RAID 5 configurations. Plaintiffs’ claims that Seagate’s statements regarding NAS  
24 were affirmative misrepresentations are therefore DISMISSED with leave to amend.

25 **d. AcuTrac Technology Representations**

26 The complaint recounts several of Seagate’s statements describing its AcuTrac technology  
27 and its effect on the “read/write” performance of the drives:  
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- “Seagate AcuTrac™ technology enables new storage densities with accurate reading and writing to nano-sized tracks that are only 75 nanometers wide! That’s about 500 times smaller than the period at the end of this sentence.”
- “Seagate engineers had to pack 340,000 hard drive tracts into the width of a single inch. This means that, when reading and writing data, the read-write head needs to accurately follow a track that is a mere 75 nanometers wide. That’s about 500 times smaller than the period at the end of this sentence.”
- “Reliable performance, even in tough environments, thanks to Seagate AcuTrac™ servo technology.”
- Seagate AcuTrac technology “reliably and accurately [follows the Drive’s] nano-tracks even in challenging operating environments, like an all-in-one PC with the music turned up.”
- “AcuTrac™ servo technology delivers dependable performance, even with hard drive track widths of only 75 nanometers.”
- “Seagate AcuTrac technology enables reliable read/write performance even in high touch operating environments.”
- “Rest easy knowing your drive delivers dependable performance with Seagate® AcuTrac™ servo technology.”

See SCAC ¶¶ 51, 53, 54, 55, 58 (alteration in original). As with the published read error rate, the complaint contains no specific, plausible allegations as to the falsity of these statements. Plaintiffs do not allege, for example, that the read-write head does not “accurately follow a track that is a mere 75 nanometers wide” or that Seagate’s AcuTrac servo technology is not reliable in “high touch operating environments.” Plaintiffs do not connect the AcuTrac technology or the drives’ read-write performance with Backblaze’s analysis or the individual plaintiffs’ experiences, and do not identify any other source of information that would show these statements to be false. The Court therefore GRANTS Seagate’s motion with respect to claims based on these representations, and DISMISSES such claims with leave to amend.

**e. Reliability and Performance Representations**

Finally, Plaintiffs point to a series of Seagate’s statements that describe the reliability and performance of the drives:

- “Proven quality and performance.”
- “Barracuda has become the world’s most popular family of hard drives with consistent quality and performance-enhancing innovations and features . . . .”
- “One drive with trusted performance, reliability, simplicity, and capacity.”

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- “Count on Barracuda drives to deliver the storage innovations that drive your costs down and your performance up.”
- Barracuda is “produced using the most sophisticated manufacturing process in the industry, which a focus on environmental stewardship.”
- “Your digital life safe and sound.”
- “Backup Plus from Seagate is the simple, one-click way to protect and share your entire digital life—without getting in the way of the rest of your life.”
- “Backup Plus is the family of external drives from Seagate that lets you do more with photos and movies, protect everything in your digital life, and manage it all from a single intuitive dashboard.”
- “Space for everything you’ve got. No more having to pick and choose what you protect.”
- “Life is full of amazing moments you want to remember forever. The Backup Plus desktop drive lets you set up easy automatic backups of all your stuff, so you know that even if ‘life happens’ to your computer, your memories are always protected.”

SCAC ¶¶ 55, 58, 67.

“Generalized, vague, and unspecified assertions constitute ‘mere puffery’ upon which a reasonable consumer could not rely, and hence are not actionable.” *Anunziato v. eMachines, Inc.*, 402 F. Supp. 2d 1133, 1139 (C.D. Cal. 2005) (quoting *Glen Holly Entertainment, Inc. v. Tektronix Inc.*, 343 F.3d 1000, 1005 (9th Cir. 2003)). Use of terms like “quality,” “reliability,” and “performance” generally constitutes puffery. *See id.* at 1140 (collecting cases); *see also Summit Tech., Inc. v. High-Line Med. Instruments, Co.*, 933 F. Supp. 918, 931 (C.D. Cal. 1996) (“The word ‘reliable’ is inherently vague and general—in common parlance akin to a statement that the machine is ‘fine.’”). In contrast, “misdescriptions of specific or absolute characteristics of a product are actionable.” *Southland Sod Farms*, 108 F.3d at 1145 (citations and internal quotation marks omitted) (finding a claim that “Less is More” to be nonactionable puffery, but a “50% Less Mowing” claim actionable as “a specific and measurable advertisement claim of product superiority based on product testing”). Seagate’s statements listed above do not involve specific or measurable facts about the drives’ characteristics on which a reasonable consumer could rely. They consist instead of vague and subjective assertions, amounting to mere puffery.<sup>11</sup>

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<sup>11</sup> Certain of these statements include more specific factual claims that might go beyond puffery, such as the assertion that Seagate drives can be used for automatic backups. Plaintiffs do not

1 Plaintiffs argue that a state trial court considering similar claims against Seagate recently  
 2 found the same statements to be actionable. *See Pozar v. Seagate Tech. LLC*, No. CGC-15-  
 3 547787, 2016 Cal. Super. LEXIS 5083 (Cal. Super. Ct. Feb. 10, 2016). The *Pozar* court found  
 4 Seagate’s statements specific enough to state a CLRA claim: “To be sure there are cases that do  
 5 find puffery, but here Seagate made fairly specific statements about the reliability of its hard  
 6 drives—e.g., even when ‘life happens’ to your computer, your memories are always protected.’ A  
 7 reasonable person might rely on that statement when choosing one hard drive over another.” *Id.* at  
 8 \*9. The *Pozar* court cited *Lima v. Gateway, Inc.*, 710 F. Supp. 2d 1000 (C.D. Cal. 2010), in which  
 9 the district court found that although statements that a monitor “offered a ‘visually intense’  
 10 gaming experience or ‘über-universal functionality’” were not “quantifiable and, as such, entirely  
 11 subjective,” considered in context, the statements were relevant to the plaintiff’s claim that the  
 12 defendant “misled him into believing that the monitor could attain a resolution of 2,560 x 1,600  
 13 pixels without additional purchase” and “that the monitor would connect to almost any device,”  
 14 and therefore did not constitute mere puffery. *Lima*, 710 F. Supp. 2d at 1007-08.

15 This court agrees with the *Pozar* and *Lima* courts that the deceptiveness of a defendant’s  
 16 statements must be evaluated in context of whole advertisement. *See also Williams*, 552 F.3d at  
 17 939 n.3 (finding that a claim that snacks are “nutritious” contributes to the “deceptive context of  
 18 the packaging as a whole” and declining to dismiss the statement as puffery). But in this case at  
 19 least, Plaintiffs do not allege that the statements were made in a context that suggests a particular  
 20 level of verifiable reliability or performance. Plaintiffs do not allege, for example, that the  
 21 statements were made in close connection with Seagate’s published AFR statistics or any other  
 22 specific reliability or performance claims. *Cf. Williams*, 552 F.3d at 939 & n.3 (addressing claims  
 23 made on packaging that, in context, could promote an objectively false conclusion that the product  
 24 was made entirely from natural ingredients).

25 The state trial court’s findings notwithstanding, this Court concludes that the statements  
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27 challenge the truthfulness of those elements of the statements. The analysis here focuses on  
 28 Plaintiffs’ contention that Seagate’s marketing misrepresented the reliability and general  
 performance of the drives.

1 are too vague, general, and subjective to be actionable. *See e.g., Punian v. Gillette Co.*, No. 14-  
 2 CV-05028-LHK, 2016 WL 1029607, at \*9 (N.D. Cal. Mar. 15, 2016) (finding statements that “a  
 3 consumer ‘will always have access to power’ when needed” and “can ‘trust’ Duralock batteries” to  
 4 be non-actionable puffery, because “even in the context of a broad advertising campaign,” the  
 5 statements made no specific factual claim about the batteries); *Summit*, 933 F. Supp. at 931 (“In  
 6 the context of the entire advertisement, the phrase ‘perfectly reliable’ is not couched in terms that  
 7 would indicate independent verifiability.”). Seagate’s motion is therefore GRANTED with  
 8 respect to claims based on the broad representations of reliability set forth above, and such claims  
 9 are DISMISSED with leave to amend if Plaintiffs can sufficiently allege a connection to more  
 10 specific misrepresentations.

11 **2. Omission Claims**

12 Under California law, an allegedly fraudulent omission is actionable only if the omission is  
 13 “contrary to a representation actually made by the defendant, or an omission of a fact the  
 14 defendant was obliged to disclose.” *Daugherty v. Am. Honda Motor Co.*, 144 Cal. App. 4th 824,  
 15 835 (2006). “California courts have generally rejected a broad obligation to disclose . . . .”  
 16 *Wilson v. Hewlett-Packard Co.*, 668 F.3d 1136, 1141 (9th Cir. 2012). In *Wilson*, the Ninth Circuit  
 17 held that, absent affirmative misrepresentations, an obligation to disclose under California law  
 18 extends only to matters of product safety, at least with respect to products no longer covered by an  
 19 express warranty. *Id.* at 1141–43 & n.1 (examining *Daugherty*, 144 Cal. App.4th at 836, and  
 20 subsequent decisions, and distinguishing *Tietsworth v. Sears, Roebuck & Co.*, 720 F. Supp. 2d  
 21 1123 (N.D. Cal. 2010)). Some courts have identified four circumstances that give rise to a duty to  
 22 disclose:

- 23 (1) when the defendant is in a fiduciary relationship with the  
 24 plaintiff; (2) when the defendant had exclusive knowledge of  
 25 material facts not known to the plaintiff; (3) when the defendant  
 actively conceals a material fact from the plaintiff; and (4) when the  
 defendant makes partial representations but also suppresses some  
 material facts.

26 *Tietsworth*, 720 F. Supp. 2d at 1133 (quoting *LiMandri v. Judkins*, 52 Cal. App. 4th 326, 336  
 27 (1997)); *but see, e.g., Norcia v. Samsung Telecomms. Am., LLC*, No. 14-CV-00582-JD, 2015 WL  
 28 4967247, at \*6 (N.D. Cal. Aug. 20, 2015) (noting some disagreement as to the use of these

1 factors).

2 Plaintiffs allege that Seagate wrongfully failed to disclose the following information:

3 1) that the Drives are not reliable or dependable; 2) that they are  
4 plagued by a latent, model-wide defect that renders them highly  
5 prone to early catastrophic failures; 3) that they are not suitable for  
6 storing, protecting, or backing up important personal data; 4) that  
7 they are not designed for RAID 5 or suitable for any form of RAID  
8 or NAS; 5) that their published read error rates and AFRs are wholly  
9 inaccurate; and 6) that they do not last as long as comparable hard  
10 drives on the market.

11 SCAC ¶ 285.

12 In their opposition brief, Plaintiffs contend that their omissions claims arise out of  
13 Seagate’s affirmative misrepresentations. *See* Opp’n at 10; *see also* *Pozar*, 2016 Cal. Super.  
14 LEXIS 5083, at \*9 (citing *Daugherty*, 144 Cal. App. 4th at 835) (finding no need to address  
15 whether Seagate had “an independent obligation to disclose” because the alleged affirmative  
16 misrepresentations were both “actionable in themselves,” and “permit[ted] a claim for  
17 omissions”). As discussed above, Plaintiffs adequately allege affirmative misrepresentations as to  
18 the drives’ AFR and suitability for use in RAID configurations.

19 Viewing the complaint as a whole, and taking into account Rule 9(b)’s instruction that  
20 “knowledge . . . may be alleged generally,” it is plausible that Seagate knew of and failed to  
21 disclose information contrary to those representations—e.g., that the published AFR was  
22 inaccurate or that the drives were in fact unsuitable for RAID 5 configurations. With respect to  
23 AFR, such an inference is plausible at the pleading stage based on the allegations discussed above  
24 that the actual failure rate was much higher than published, and based on Seagate’s presumed pre-  
25 market testing of its products. The Court holds that publication of the allegedly false AFR gave  
26 rise to a duty to disclose information bearing on the drives’ alleged unreliability. As for RAID,  
27 Plaintiffs specifically allege that a Seagate representative informed one of the plaintiffs that the  
28 drives at issue “are not meant for any type of raid [sic] configuration beyond a Desktop RAID 0 or  
1,” and would be prone to failure in a RAID 5 configuration. SCAC ¶ 111. The Court finds this  
allegation sufficient at the pleading stage to show Seagate’s knowledge that its drives were not  
suitable for at least one common RAID use case, and holds that Seagate’s representation that the



1 drives could be used for “Desktop RAID” gave rise to a duty to disclose that limitation. *See, e.g.,*  
2 *id.* Ex. B.

3 As discussed above, Plaintiffs have not plausibly alleged Seagate’s representations  
4 regarding the drives’ NAS capabilities or error read rates to be false or misleading. Similarly,  
5 Plaintiffs have not plausibly alleged that Seagate withheld any relevant information on those  
6 subjects. The Court therefore GRANTS Seagate’s motion as to wrongful omission claims based  
7 on those subjects, and DISMISSES such claims with leave to amend. The remaining categories of  
8 alleged wrongful omission set forth above and at paragraph 285 of the complaint, however, are  
9 sufficiently tied to the alleged misrepresentations regarding AFR and RAID capabilities to  
10 proceed.

11 In light of these holdings, the Court need not determine whether Seagate would have an  
12 independent duty to disclose any of the information at issue, beyond that duty triggered by its  
13 alleged affirmative misrepresentations. Such a duty would not alter the outcome of this motion as  
14 to either the surviving omission claims, which will proceed regardless of such a duty, or the claims  
15 related to NAS capabilities and error read rates, which would warrant dismissal for failure to  
16 plausibly allege any such omission even if an independent duty to disclose exists. The Court  
17 declines to resolve the question of whether these allegations could support a duty to disclose  
18 independent of affirmative misrepresentations.

19 **3. Other Arguments for Dismissal of CLRA Claims**

20 Seagate raises two arguments specific to Plaintiffs’ CLRA claims: (1) that such claims  
21 should be dismissed for failure to file venue affidavits; and (2) that such claims are time barred.

22 “In any action [under the CLRA], concurrently with the filing of the complaint, the  
23 plaintiff shall file an affidavit stating facts showing that the action has been commenced in a  
24 county described in this section as a proper place for the trial of the action.” Cal. Civ. Code  
25 § 1780(d). If a plaintiff fails to file the required affidavit, “the court shall, upon its own motion or  
26 upon motion of any party, dismiss the action without prejudice.” *Id.* As Seagate acknowledges,  
27 however, two named plaintiffs submitted venue affidavits with their amended complaints filed  
28 before consolidation. Mot. at 23 (citing dkt. 37 in this case and dkt. 38 in case number 16-cv-

1 00612). Seagate nevertheless contends that these claims must be dismissed because affidavits  
 2 were not included with Plaintiffs’ original complaints. Reply at 14–15. Such a result would serve  
 3 no purpose where the appropriate remedy would merely be dismissal with leave to amend to attach  
 4 the same affidavits that were previously filed. *See* Cal. Civ. Code § 1780(d) (calling for dismissal  
 5 without prejudice). The Court is therefore persuaded that the purpose of the rule has been satisfied  
 6 and declines to dismiss any plaintiff’s CLRA claim on this basis. *See In re Sony Gaming*  
 7 *Networks & Customer Data Sec. Breach Litig.*, 903 F. Supp. 2d 942, 971 (S.D. Cal. 2012) (finding  
 8 the purpose of the requirement satisfied where only one named plaintiff filed a venue affidavit); *In*  
 9 *re Apple In-App Purchase Litig.*, 855 F. Supp. 2d 1030, 1037–38 (N.D. Cal. 2012) (same); *In re*  
 10 *Easysaver Rewards Litig.*, 737 F. Supp. 2d 1159, 1178 (S.D. Cal. 2010) (finding the purpose  
 11 satisfied even where the plaintiff who had filed an affidavit with an original complaint was no  
 12 longer a named plaintiff in the consolidated complaint).

13 The Court also declines to dismiss plaintiffs’ CLRA claims as time barred, except for the  
 14 claim of Plaintiff John Smith, which Plaintiffs concede is barred. *See* Opp’n at 25 n.166. Under  
 15 the discovery rule “plaintiffs are required to conduct a reasonable investigation after becoming  
 16 aware of an injury, and are charged with knowledge of the information that would have been  
 17 revealed by such an investigation.” *Fox v. Ethicon Endo-Surgery, Inc.*, 35 Cal. 4th 797, 808  
 18 (2005). Even though “UCL and CLRA claims in consumer cases generally accrue on the date of  
 19 purchase,” Plaintiffs in this case “were not charged with a duty to reasonably investigate” until  
 20 their hard drives failed. *Philips v. Ford Motor Co.*, No. 14-CV-02989-LHK, 2015 WL 4111448,  
 21 at \*8 (N.D. Cal. July 7, 2015) (holding that a duty to investigate did not arise “until the alleged  
 22 steering defect manifested in [the plaintiffs’] vehicles”). Seagate argues that Plaintiffs could have  
 23 learned about the possibility of drive failure from customer reviews posted online, but on the facts  
 24 alleged, the Court finds that “Plaintiffs had no reason to suspect wrongdoing, and there was no  
 25 fact or circumstance to prompt an investigation” into such reviews before Plaintiffs’ own drives  
 26 failed. *See id.*

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1 policy or when the practice is immoral, unethical, oppressive, unscrupulous or substantially  
2 injurious to consumers.” *S. Bay Chevrolet v. Gen. Motors Acceptance Corp.*, 72 Cal. App. 4th  
3 861, 886–87 (1999) (citation and internal quotation marks omitted). “This test involves balancing  
4 the harm to the consumer against the utility of the defendant’s practice.” *Lozano v. AT & T*  
5 *Wireless Servs., Inc.*, 504 F.3d 718, 735 (9th Cir. 2007) (citing *S. Bay*, 72 Cal. App. 4th at 886).  
6 The California Supreme Court, however, found that the *South Bay* test was “too amorphous and  
7 provide[d] too little guidance to courts and businesses” in a UCL case between competitors, and  
8 held instead that:

9           When a plaintiff who claims to have suffered injury from a direct  
10 competitor’s “unfair” act or practice invokes section 17200, the  
11 word “unfair” in that section means conduct that threatens an  
12 incipient violation of an antitrust law, or violates the policy or spirit  
of one of those laws because its effects are comparable to or the  
same as a violation of the law, or otherwise significantly threatens or  
harms competition.

13 *Cel-Tech Commc’ns, Inc. v. L.A. Cellular Tel. Co.*, 20 Cal. 4th 163, 185, 187. The *Cel-Tech* court  
14 explicitly declined to decide what test applied to actions brought by consumers, as opposed to by  
15 competitors. *Id.* at 197 n.12.

16           In the years since *Cel-Tech*, some courts have continued to use the *South Bay* test for cases  
17 brought by consumers, *e.g.*, *McKell*, 142 Cal. App. 4th at 1473, while others have followed *Cel-*  
18 *Tech*’s lead and “require[d] that the unfairness be tied to a ‘legislatively declared’ policy,” *Lozano*,  
19 504 F.3d at 736, or in other words, “that the UCL claim be tethered to specific constitutional,  
20 statutory, or regulatory provisions,” *Hodsdon v. Mars, Inc.*, 162 F. Supp. 3d 1016, 1027 (N.D.  
21 Cal. 2016) (quoting *McVicar v. Goodman Global, Inc.*, 1 F. Supp. 3d 1044, 1054 (C.D. Cal.  
22 2014)). “Absent guidance from the California courts about the proper definition of an ‘unfair’  
23 business practice, federal courts have applied both tests.” *Id.* (citing *Lozano*, 504 F.3d at 736).

24           To the extent that the California statutory claims discussed above are allowed to proceed,  
25 Plaintiffs may also proceed on UCL unfairness claims for violation for the legislatively declared  
26 policies underlying the statutes at issue. Conversely, Plaintiffs UCL unfairness claims are  
27 DISMISSED with leave to amend to the extent that they rely on theories rejected in other contexts  
28 above, because Plaintiffs have not plausibly alleged contravention of a legislative policy under

1 *Cel-Tech* or substantive unfairness under *South Bay*. With respect to Plaintiffs’ theory of  
2 “replacing defective hard drives with defective hard drives,” for example, Plaintiffs have not  
3 plausibly alleged that replacement hard drives were less reliable than retail drives, and the Court is  
4 not satisfied that the alleged failure of some replacement drives is in itself sufficiently “immoral,  
5 unethical, oppressive, unscrupulous or substantially injurious” to support a claim. *See S. Bay*, 72  
6 Cal. App. 4th at 886–87.

7 That leaves Plaintiffs’ theory that Seagate’s practice of “charging customers exorbitant  
8 sums of money to recover their data when [Seagate’s] drives repeatedly fail” is unfair within the  
9 meaning of the UCL, which does not significantly overlap with any other claim addressed above.  
10 *See Opp’n* at 19; SCAC ¶ 292 (“These [unfair] acts and practices include . . . charging customers  
11 exorbitant sums of money to recover their data.”). Because Seagate has not presented any reason  
12 to dismiss claims based on this theory, the Court declines to dismiss such claims at this time.

13 **E. Unjust Enrichment Claims**

14 Seagate argues that Plaintiffs’ unjust enrichment claim should be dismissed as duplicative  
15 of Plaintiffs’ “claims under the UCL and FAL as well as the warranty claims” because it is based  
16 on the same factual allegations as Plaintiffs’ other claims. *Mot.* at 24. Although Plaintiffs’ unjust  
17 enrichment claim may ultimately prove to be “duplicative of or superfluous to . . . other claims,”  
18 the Ninth Circuit has held that “this is not grounds for dismissal” because a party may plead  
19 claims in the alternative. *Astiana v. Hain Celestial Grp., Inc.*, 783 F.3d 753, 762–63 (9th Cir.  
20 2015) (citing Fed. R. Civ. P. 8(d)(2)). Seagate’s motion to dismiss this claim is DENIED.

21 **IV. CONCLUSION**

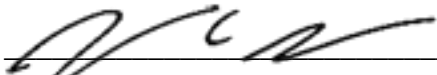
22 For the reasons discussed above, Seagate’s motion to dismiss is GRANTED as to:  
23 (1) Plaintiffs’ express warranty claims (including to the extent such claims are based on the  
24 essential purpose doctrine or the Song-Beverly Act); (2) Plaintiffs’ implied warranty claims under  
25 the California Commercial Code; (3) Plaintiffs’ affirmative misrepresentation claims based on  
26 Seagate’s statements about the drives’ read error rate, NAS capabilities, AcuTrac technology, and  
27 general reliability and performance; (4) Plaintiffs’ omissions claims based on NAS capabilities  
28 and read error rates; (5) all CLRA claims by Plaintiff John Smith; and (6) Plaintiffs’ claims under

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the “unlawful” and “unfair” prongs of the UCL to the extent that they depend on theories dismissed in the context of other claims. Seagate’s motion is DENIED as to Plaintiffs’ remaining claims. Plaintiffs may file a third consolidated amended complaint no later than March 3, 2017.

**IT IS SO ORDERED.**

Dated: February 9, 2017

  
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Joseph C. Spero  
Chief Magistrate Judge