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PowerBook 5300 & 190 Series Repair Extension Program Q&A (7/96)

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TOPIC -----

This article contains Frequently Asked Questions (FAQ) and Answers concerning the PowerBook 190 and 5300 series Repair Extension Program.

The following questions are answered in this article:

- 1) What is a Repair Extension Program?
- 2) Which PowerBook models are included in this Repair Extension Program?
- 3) Is this repair program different from the product recall I heard about recently?
- 4) Are other computers (Performas, Power Macs) included in this program?
- 5) What is the Repair Extension Program for the Apple PowerBook 5300 and 190 computers?
- 6) What are the details of the repair?
- 7) How is Apple notifying customers who may be affected by these quality issues?
- 8) What is the turnaround time on getting my PowerBook repaired?
- 9) If I have to send my PowerBook in to get fixed, is there a chance that I will lose my data, either in the repair or OS upgrade?
- 10) I have already called 1-800-SOS-APPL about getting my computer system repaired under this program. Do I need to call Apple again?
- 11) Are there any known safety issues with these products?

12) Is there a cost to customers to participate in this program?

13) Are these worldwide programs?

14) What if my computer exhibits problems not caused by the components that Apple has identified?

15) Is Apple extending the warranty on my computer?

DISCUSSION -----

1) Question: What is a Repair Extension Program?

Answer: A repair Extension Program is one mechanism Apple uses to correct specific known quality issues exhibited during or after the warranty period. Quality is a top priority at Apple, and this repair program addresses certain specific quality issues that have surfaced with these products. Apple is implementing this repair program as part of the company's goal to provide a high level of customer satisfaction to its customers.

2) Question: Which PowerBook models are included in this Repair Extension Program?

Answer: The models included in this program are Apple PowerBook 5300, 5300c, 5300ce, 5300cs, 190, 190cs.

3) Question: Is this repair program different from the product recall I heard about recently?

Answer: This is the same program. In early May, we alerted Apple resellers about these Repair Extension Programs so that they would have time to prepare for customer calls and questions. Our communications to our resellers received widespread media coverage, which characterized these programs as a recall. But it's the same program; we are in the process now of letting customers know that we're ready to begin repairing affected PowerBook computers. This is a repair extension program, not a product recall.

4) Question: Are other computers (Performas, Power Macs) included in this program?

Answer: We are activating the PowerBook 5300/190 Repair Extension Program this week. In early June, we launched a separate Repair Extension Program for certain Performa and Power Macintosh computers.

5) Question: What is the Repair Extension Program for the Apple PowerBook 5300 and 190 computers?

Answer: The Repair Extension Program for the Apple PowerBook 5300 and PowerBook

190 computers addresses the following potential quality issues:

PowerBook 5300 and PowerBook 190

- * The AC power connector on some systems can become loose or inoperative.
- * The display bezel and housing on some systems can crack at the hinge.
- * Some systems may exhibit problems when accessing a device in the media bay while using certain PC cards that draw higher levels of power.

PowerBook 5300 only

- * Some systems may take twice as long as normal to boot when plugged into AC power.
- * Some computers on larger LocalTalk networks may experience devices dropping off the network.

With this Repair Extension Program, Apple has identified known hardware issues the company will repair * at its cost * for as long as Apple services these products. In the United States, that is seven years after the company stops manufacturing the products. In other countries, the time period is different.

6) Question: What are the details of the repair?

Answer: The following issues will be addressed by this program:

PowerBook 5300 and PowerBook 190 computers

Symptom: The AC power connector on the logic board can become loose or inoperative.

Affected serial numbers: xx605xxxxx and below

Solution: Replace logic board.

Symptom: Using a device in the media bay in combination with certain PC cards that draw higher levels of power can cause the system to freeze at the time the devices are used. When the computer experiences a freeze, you are able to move the pointer on screen, but clicking the mouse button has no effect.

Affected serial numbers: xx605xxxxx and below

Solution: Replace logic board.

Symptom: The display bezel and housing can crack and separate at the hinge.

Affected serial numbers: xx622xxxxx and below.

Solution: Replace display bezel, housing, and screws.

PowerBook 5300 Only

Symptom: Some computers may take twice as long to boot when plugged into AC power as compared to booting from battery only.

Affected serial numbers: xx605xxxxx and below

Solution: Install the power supply shield.

Symptom: Some computers on larger LocalTalk networks may experience devices dropping off the network.

Affected serial numbers: xx622xxxxx and below
Solution: Replace the logic board

7) Question: How is Apple notifying customers who may be affected by these quality issues?

Answer: Many customers heard about this program through media coverage and have already contacted Apple. Apple has begun to contact these customers through phone calls or letters to provide specific details on program participation and/or to schedule a repair. In addition, customers who have mailed in their product registration cards will receive a letter from Apple. Information on the Repair Extension Program is also available on Apple's Web site: www.info.apple.com.

8) Question: What is the turnaround time on getting my PowerBook repaired?

Answer: It's important to note that because of constrained parts availability, scheduling repairs may be delayed by several weeks. That means that we may have to schedule pickup of a customer's PowerBook several weeks in advance. Once we have picked up a customer's PowerBook, it will take only 5 to 7 days to repair and return the system. For this reason, we are requesting PowerBook customers to wait a couple weeks to schedule a repair if their computer is functioning adequately.

9) Question: If I have to send my PowerBook in to get fixed, is there a chance that I will lose my data, either in the repair or OS upgrade?

Answer: Apple recommends that you backup your hard disk before sending your system in. Under usual circumstances, there should be no problem with the information stored on your PowerBook. But be sure to back up your hard disk before sending your PowerBook in for repair.

10) Question: I have already called 1-800-SOS-APPL about getting my computer system repaired under this program. Do I need to call Apple again?

Answer: No. Apple will be contacting (via phone and/or letter) all customers who have previously expressed interest in participating in this program.

11) Question: Are there any known safety issues with these products?

Answer: No.

12) Question: Is there a cost to customers to participate in this program?

Answer: The specific repairs outlined in this program will be at Apple's cost.

13) Question: Are these worldwide programs?

Answer: These are worldwide programs, but it is important to note that these identified quality issues and their solutions may differ country to country.

14) Question: What if my computer exhibits problems not caused by the components that Apple has identified?

Answer: If a customer is experiencing an issue that has not been identified by Apple as part of this program, the service provider or Apple phone-support representative (1-800-SOS-APPL) will work with the customer to determine an appropriate course of action.

15) Question: Is Apple extending the warranty on my computer?

Answer: Under this Repair Extension Program, Apple, at its option, will repair or replace the specific components the company has identified. This program does not extend the repair of any other systems, parts, or components beyond the warranty period.

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