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PowerBook 5300 & 190 Repair Extension Customer Letter (7/96)

Revised: 7/2/96
Security: Everyone

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Article Created: 2 July 1996

TOPIC -----

The following article contains the letter that was sent out by Apple to owners of Macintosh PowerBook 190 or 5300 series computers.

DISCUSSION -----

An Important Apple Service Notification

Dear Valued Apple Customer,

Apple is committed to providing very high-quality products to our customers. Our commitment to quality is essential for maintaining the loyalty of valued customers like you. Please review this notice concerning quality issues with some PowerBook 5300 and PowerBook 190 models.

The Apple PowerBook Repair Extension Program

(Models 5300, 5300c, 5300ce, and 5300cs; 190 and 190cs)

Apple has identified certain quality issues with PowerBook 5300 and PowerBook 190 computers about which we wish to inform you. Apple has instituted a Repair Extension Program. Under the Repair Extension Program, Apple or an Apple Authorized Service Provider will inspect and, if appropriate, repair any of the specific issues Apple has identified. This will be done at no expense to you for as long as Apple services these products, which in the United States is seven years after we stop manufacturing the product.

Repair Extension Program Quality Issues

To determine whether your PowerBook computer may be affected, please review these questions:

PowerBook 5300 and PowerBook 190 computers:

- Is the plastic housing that holds your video display starting to separate at the seams, most likely in the lower left or lower right corners?
- Is the AC power connector on your PowerBook computer loose or inoperative?
- While using PC cards that may draw higher levels of power, does your system seem to "hang" so that the cursor moves but the mouse button has no effect?

PowerBook 5300 computers only:

- Does your PowerBook computer take almost twice as long to boot when plugged into AC power than when running off the battery alone?
- When connected to large LocalTalk networks does your PowerBook drop off the network?

If any of these conditions apply to your system, Apple encourages you to participate in the Repair Extension Program. If there is an "AA" in the lower right corner of the serial number label on the underside of your PowerBook, you should not be experiencing the issues described in this specific Repair Extension Program.

Repair Process

All you need to do is call 1-800-801-6024. An Apple customer service representative will work with you to schedule an inspection and, if needed, repair for your system. Apple will send you a freight-paid shipping box for your PowerBook computer and inform you of the pick-up time and expected return date. (We will be shipping your PowerBook computer via next-day air to minimize the amount of time you will be without your computer.) Before shipping your PowerBook computer to the Repair Extension Program center, please remember to back up all data on your hard disk drive.

Because of repair center capacity, Apple may be required to schedule repairs several weeks in advance. If your system is functioning adequately, you may wish to wait a few weeks before calling to schedule a repair. The 1 800-801-6024 number provides information on how far in advance we are currently scheduling repairs.

If you believe you are experiencing problems with your PowerBook computer that are unrelated to this special program, please call 1 800-SOS-APPL for assistance.

NOTE: Mac OS UPDATE

If your PowerBook computer is running an earlier version of Mac OS, Apple will automatically update your system software to Mac OS 7.5.2 with Enabler 1.2.1. We believe this update will enhance the performance and reliability of your PowerBook computer.

We regret any inconvenience these quality issues may have caused you and we are dedicated to getting your PowerBook computer repaired and returned to you as quickly as possible.

Thank you for your patience.

Sincerely,

Jackie Whiting
Vice President, Apple Customer Service
Apple Computer, Inc.

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Tech Info Library Article Number:20126