Powerbook 5300 & 190 Series Repair Extension Program (7/96)

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TOPIC ---

Apple Computer, Inc. has announced a Repair Extension Program for PowerBook 5300
and PowerBook 190 computers to address specific quality issues documented below.
The program will remain in effect for seven years after manufacturing stops. The
computer need not be showing any of the symptoms to be eligible for this
program.

The following Program Notice applies to Apple Authorized Service Providers in
the United States only.

DISCUSSION ---

MODELS INCLUDED
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Apple PowerBook 5300, 5300c, 5300ce, 5300cs
Apple PowerBook 190, 190cs

ISSUES ADDRESSED
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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 freeze 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.

REPAIRS
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The Repair Extension Program includes some or all of the following, as
appropriate, for a particular PowerBook 5300 and/or PowerBook 190 system:

- As appropriate, update the logic board to include engineering changes
  implemented as of April 22, 1996.
- As appropriate, replace display housing to correct cracks in plastic.
- As appropriate, add shielding to improve boot time while connected to AC
  power.

How to tell if your PowerBook needs the update or has been updated
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Any PowerBook 5300 or 190 computer that was in Apple finished goods inventory as
of mid-April, 1996 has been updated. These updated computers, and all future
5300 and 190 series computers, can be identified by a "/B" in the finished goods
part number and having the letters "AA" appended to the bottom right corner of
the serial number label on the PowerBook itself.

After completion of the specific updates mentioned in this Program Notice, a
similar sticker will be applied by Apple or an Apple Authorized Service Provider
indicating the PowerBook has received the updates associated with this program.

Where to get the repair and how to arrange for it

In the United States, repairs will only be performed at Apple's central repair
facility through late summer 1996 due to parts constraints.

To arrange for service related to this program, call 1-800-801-6024 after June
24, 1996. Due to parts constraints, Apple may schedule repair center dispatches
out into the future.

By late summer 1996, we expect to have sufficient parts inventory for your local
Apple Authorized Service Provider (AASP) to perform the repairs.

IMPORTANT NOTES
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Unrelated issues not covered

It is possible some customers may experience issues with PowerBook 5300 or
PowerBook 190 computers that may be unrelated to the issues and repairs
described above. Any such issues would not be covered by this Repair Extension
Program.

System software version will be updated

Apple will update system software on PowerBook 5300 and 190 series computers
that are sent in for the repair program to Mac OS version 7.5.2 with Enabler
1.2.1 if they are running an earlier version. Apple believes this update will
enhance the performance and reliability of your PowerBook computer.

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