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Apple Hard Drives: 400MB Replaced by 500MB (5/93)

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TOPIC -----

I recently sent in a 400MB hard drive (P/N 661-1636) for repair. In exchange, I received a 500MB hard drive (P/N 661-0781). The 400MB was removed from a Quadra 900 and it used the 400MB SCSI Select Cable. This SCSI Select Cable will not fit on the replacement 500MB hard drive.

What is being done to resolve this issue?

DISCUSSION -----

Apple Service has started replacing the 400MB hard drive (P/N 661-1636) with the 500MB hard drive (P/N 661-0781).

This becomes an issue if the 400MB drive, sent in for repair, was removed from a Quadra 900/950. The SCSI Select Cable in the Quadra 900/950 for the 400MB hard drive will not fit on the 500 MB hard drive. The 400MB hard drive uses P/N 590-0790 and the 500MB hard drive uses P/N 590-0794.

The Service Strategy to address this problem will be the following:

- Add a SCSI Select Cable (P/N 590-0794) to the 500 MB hard drive box.
- Add an In-Box statement explaining the need for this cable.

***** In-Box Statement *****

Apple Service is replacing the 400MB hard drive (P/N 661-1636) with the 500MB hard drive (P/N 661-0781). When replacing the 400MB drive in a Quadra 900/950 with the enclosed 500MB drive, the SCSI Select Cable must also be changed. This cable P/N 590-0794 is enclosed for your convenience.

The Cable P/N 590-0794 is included with all 500MB replacement drives, since the cable is required only when replacing a 400MB with the 500MB it may be discarded when it is not required.

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