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PowerBook & Portable: Replacing Cracked AC Adapter

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TOPIC -----

This article discusses a problem with some AC Power Adapters that may damage the logic board fuse on a Macintosh PowerBook, Macintosh Portable, and Backlit Macintosh Portable.

DISCUSSION -----

The suspect power adapters have chipped or cracked plastic insulation on the plug that attaches to the logic board. This chipped or cracked insulation could let the ring and tip leads of the connector short together and destroy the fuse. The connector can blow the fuse even if the power adapter is not plugged in to AC power -- the connector itself shorts the fuse. Opened fuses can be replaced only by exchanging the logic board.

As of this date, the suspect power adapters we found were manufactured in Taiwan. None of the other manufacturing locations seems to have this problem.

Instructions for the Service Providers -----

If you or your customer find a power adapter with chipped or cracked insulation between the tip and ring leads on the connector, DO NOT USE IT. A visual check is all that is needed to confirm the problem.

Replace the suspect power adapter from your service inventory -- be sure to check your stock before use.

If your customer returns a defective power adapter, and the logic board fuse is blown, return the logic board to Apple. Call 1-800-SOS-APPL for return information.

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