Performa/LC 575/577/578: Can't Recognize PDS or Comm Slot (7/96)

Article Created: 23 January 1995
Article Reviewed/Updated: 10 March 1997

TOPIC ---

Some Macintosh LC and Performa 575, 577, and 578 computers manufactured from
October to November 1994 do not properly recognize option cards installed in the
PDS or communication slots. This is caused by the absence of a component at
location U33 on the bottom side of the logic board near the slots.

DISCUSSION --

If a Macintosh LC or Performa 575 computer does not recognize installed cards,
for example, Ethernet, Express Modem, Apple IIe Card, and component U33 on the
bottom of the logic board is missing then the logic board should be replaced.

Apple has implemented the Macintosh LC/Performa 575 Logic Board Component
Upgrade repair extension program. This repair extension program covers free
replacement of a customer's qualifying failed logic board.

If there is no component at location U33, follow the procedures listed below to
return the logic board; use B515 as the module symptom code.

* In-Warranty Repairs: If the computer is still under warranty, claim
In-Warranty on the transaction form, and reference Repair Extension
Authorization Code (KAC06A) in the Repair Extension Code area.

* Out-of Warranty Repairs: If the computer is Out-of Warranty, claim Repair
Extension Authorization Code (KAC06A) in the Repair Extension Code area.

NOTE: If component U33 is present, it is likely the non-recognition symptom is
caused by defective cards or software, not the logic board.

All Macintosh LC or Performa 575 computers with this problem will continue to
function whether the comm slot is being used or not. Installed cards, however,
will not perform their functions.

Article Change History:

25 Jul 1996 - Modified title.
12 Mar 1996 - Made minor correction.
28 Jul 1995 - Corrected minor typos.
10 Mar 1997 - Added REA number, modified title.

Keywords: <None>

==

This information is from the Apple Technical Information Library.

ArticleID: TECHINFO-0017047

19970311 09:04:17.00
Tech Info Library Article Number: 17047