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PowerBook 5300: Broken AC Connector On Logic Board Issue (2/96)

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TOPIC -----

We are seeing a lot of broken AC connectors in customers' Macintosh PowerBook 190 and 5300 series computers. The AC connector on the logic board is breaking off. Why is this happening?

DISCUSSION -----

Issue

The failure is caused by the center pin being bent upon insertion of the AC adapter. Once the pin is bent, subsequent insertions can cause it to deflect up through the plastic housing of the connector causing the failure/breakage.

Note: The issue is with the AC connector on the logic board. No change has been made to the AC Adapter which plugs into the computer. Therefore, replacing the AC Adapter will not fix the problem.

Resolution

A new vendor has been qualified to supply Apple with connectors which are more robust and have not shown this failure symptom in testing. The center pin in the new design is recessed and the plastic surrounding it is stronger.

Implementation

All manufacturing sites have been using the new connector since the week of February 12 1996. Service has implemented the new connector in its inventory and the Central Product Repair Center (CPRC) has revised inventory.

Future Repair Strategy

A long term plan which allows the CPRC to replace only the adapter on all Macintosh PowerBook 190 and 5300 series computers which come in for any service is under investigation.

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