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Power Macintosh DOS Compatible Card: Remove Sound Card (3/96)

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TOPIC -----

I need to return a customer's damaged Power Macintosh DOS Compatible card (661-0230). I noticed that the Sound card (661-0253) is attached. Should I remove the Sound card before sending in the DOS Compatible Card?

DISCUSSION -----

Yes, you should definitely remove the Sound card (or instruct the customer to do so) before sending in the DOS Compatible Card for replacement. Apple Service has been seeing a large number of DOS Compatible cards returned with the Sound card still attached. This has caused the demand for the Sound card to increase sharply, making it difficult to provide replacement cards. So, remember to remove the Sound card when returning the DOS Compatible card.

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