



# Tech Info Library

## Powerbook 190 & 5300 Series Repair Exten Prog- Restricted (2/97)

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\* RESTRICTED: Apple Internal and Support Providers Only \*  
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TOPIC -----

Apple Computer, Inc. has announced a Repair Extension Program for PowerBook 5300 and PowerBook 190 computers to address specific quality issues documented below.

The program will remain in effect for seven years after manufacturing stops. A customer's computer need not be showing any of the symptoms to be eligible for this program.

The following Program Notice applies to Apple Authorized Service Providers in the United States only.

DISCUSSION -----

MODELS INCLUDED

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Apple PowerBook 5300, 5300c, 5300ce, 5300cs

Apple PowerBook 190, 190cs

ISSUES ADDRESSED

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PowerBook 5300 and PowerBook 190

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- The AC power connector on some systems can become loose or inoperative.
- The display bezel and housing on some systems can crack at the hinge.
- Some systems may freeze when accessing a device in the media bay while using certain PC cards that draw higher levels of power.

PowerBook 5300 only

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- Some systems may take twice as long as normal to boot when plugged into AC power.
- Some computers on larger LocalTalk networks may experience devices dropping off the network.

REPAIRS

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The Repair Extension Program includes some or all of the following, as appropriate, for a particular PowerBook 5300 and/or PowerBook 190 system:

- As appropriate, update the logic board to include engineering changes implemented as of April 22, 1996.
- As appropriate, replace all plastics including the: top & bottom cases, display bezel, housing, and screws to correct any cracks in plastic.
- As appropriate, add shielding to improve boot time while connected to AC power.

IDENTIFICATION

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Any PowerBook 5300 or 190 computer which was in Apple finished goods inventory as of mid-April, 1996 has been updated. These updated computers, and all future 5300 and 190 series computers, can be identified by a "/B" in the finished goods part number and having the letters "AA" appended to the bottom right corner of the serial number label on the PowerBook itself.

After completion of the specific updates mentioned in this Program Notice, a similar sticker will be applied by Apple or an Apple Authorized Service Provider indicating the PowerBook has received the updates associated with this program.

SYMPTOMS/REPAIRS INCLUDED IN PROGRAM

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PowerBook 5300 and PowerBook 190

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SYMPTOM: The AC power connector on the logic board can become loose or inoperative.

AFFECTED SERIAL NUMBERS: xx605xxxxx and below

SOLUTION: Replace logic board.

SYMPTOM: Using a device in the media bay in combination with certain PC cards that draw higher levels of power can cause the system to freeze at the time the devices are used. When the computer experiences a freeze, the computer does not respond to mouse and/or keyboard input.

AFFECTED SERIAL NUMBERS: xx605xxxxx and below

SOLUTION: Replace logic board.

SYMPTOM: The display bezel and housing can crack and separate at the hinge.

AFFECTED SERIAL NUMBERS: xx622xxxxx and below.

SOLUTION: Replace all plastics including the: top & bottom cases, display bezel, housing, and screws.

PowerBook 5300 Only

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SYMPTOM: Some computers may take twice as long to boot when plugged into AC power as compared to booting from battery only.

AFFECTED SERIAL NUMBERS: xx605xxxxx and below

SOLUTION: Install the power supply shield.

SYMPTOM: Some computers on larger LocalTalk networks may experience devices dropping off the network.

AFFECTED SERIAL NUMBERS: xx622xxxxx and below

SOLUTION: Replace the logic board

In the United States, repairs will only be performed at Apple's central repair facility. Specific repair procedures for this program have been added to the Service Source CD, however, parts will continue to be unavailable for general Apple Authorized Service Provider ordering until further notice.

To facilitate a customer's computer for service related to this program, call 1-800-801-6024 after June 24, 1996. Due to parts constraints, Apple may schedule repair center dispatches out into the future. For that reason, Apple recommends that you do not take possession of your customer's computer until the shipping box arrives.

Additionally, when packaging multiple computers for repair it is extremely important that care be taken to insure that the correct computer is placed in its corresponding box. Failure to correctly package the computer may cause considerable delays.

Should you have a pending order through Service Provider Support (SPS) which cannot wait until parts are available, you should consider facilitating the repair through the central repair facility. If so, please remember to cancel your order through Service Provider Support to prevent shipment of un-needed parts. Fax cancellation requests to SPS at 512-908-8125, attn: Order Management. You must include your account and sales order number in the request.

For repairs involving parts not included in this REA program, follow your normal repair procedure.

#### IMPORTANT NOTES

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It is possible some customers may experience issues with PowerBook 5300 or PowerBook 190 computers that may be unrelated to the issues and repairs described above. Any such issues would not be covered by this Repair Extension Program.

In addition to performing the REA repair procedures, Apple will also update system software on PowerBook 5300 and 190 series computers to System Software version 7.5.2 with Enabler 1.2.1 if the computer is running an earlier version.

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24 Feb 1997 - Updated and reworded for clarity.

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