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Sony 20/40MB Hard Drives: Repair Extension Clarification (2/94)

Article Created: 12 June 1992

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TOPIC -----

This article clarifies the details of the Apple 20/40MB Hard Drive Repair Extension Program (2DS406) which expired 8/15/93.

DISCUSSION -----

This program covers replacement of 20MB hard drives (model SRD2020) and 40MB hard drives (model SRD2040) experiencing the platter stiction problem.

ALL failing 20MB hard drives are covered under this program; however, NOT ALL 40MB hard drives qualify. The 40MB drives must be within a specific serial number and date range, AND they must be received by Apple within a specified date to qualify.

Apple 40MB hard drives with the model #SRD2040 have a bar-code serial number on the mechanism. The serial number looks like this example:

S A 8 3 3 x x x R x

The first two digits are SA followed by a date code. The third digit represents the year of manufacture, and the fourth and fifth represent the week of manufacture. In the example above, the serial number shows that the drive was manufactured the 33rd week of production in 1988.

All Apple 40MB hard drives (model SRD2040) with serial numbers from SA815xxxxRx (1988 - week 15) to SA129xxxxRx (1991 - week 29) are covered by this program.

In addition to the serial number qualifier, all failed hard drives must be received by Apple for repair within a specified date to qualify. This date varies depending on the age of the drive. Since the date table from the Repair Extension Program

documentation in the Service Programs Manual could be misinterpreted, here is a revised table showing both the serial number range and the dates the failed drives must be received at Apple to qualify for the program:

Apple 40MB Hard Drives (Model SRD2040)

Starting Serial #	Ending Serial #	Date 40MB Drive Must Be Received By Apple
SA833xxxxRx	SA129xxxxR9	9/30/91
SA834xxxxRx	SA129xxxxR9	12/31/91
SA841xxxxRx	SA129xxxxR9	3/31/92
SA902xxxxRx	SA129xxxxR9	6/30/92
SA915xxxxRx	SA129xxxxR9	9/30/92
SA928xxxxRx	SA129xxxxR9	12/31/92
SA941xxxxRx	SA129xxxxR9	3/31/93
SA002xxxxRx	SA129xxxxR9	6/30/93
SA015xxxxRx	SA129xxxxR9	8/15/93

Article Change History:

01/26/93 - CORRECTED

- To show the correct serial number ranges

02/18/94 - MODIFIED

- To reflect the expiration of the program on 8/15/93

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Keywords: <None>

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19960215 11:05:19.00

Tech Info Library Article Number: 10331