



Tech Info Library

VRAM SIMMs: Problem, Symptoms, and Exchange Information

Article Created: 16 July 1992

* RESTRICTED: Apple Internal and Support Providers Only *
Not For General Public Release

TOPIC -----

This article discusses a problem with some VRAM SIMMs used to upgrade the Macintosh Quadra, Macintosh LC, and Macintosh Display Card 4•8. It also provides exchange information for defective SIMMs.

DISCUSSION -----

Problem/Symptoms -----

The VRAM chips that Apple uses are supplied by multiple vendors, and these VRAM chips have different characteristics. If VRAM SIMMs are used in incompatible products, you may receive reports of defective SIMMs. Here's some information on the symptoms that may be reported:

Macintosh LC -----

A few pixels along the left edge of the screen intermittently change colors.

Macintosh Quadra -----

On large screens, pixels drop.

Macintosh Display Card 4•8 -----

On startup, the 12-inch and 13-inch displays show only 256 colors, instead of the millions the upgrade should provide. It also starts up in black and white mode.

If the Macintosh is restarted, the option for millions of colors becomes available. However, once you shut down the Macintosh, the problem recurs on startup.

Upgrade Information -----

The VRAM SIMMs have been separated and categorized for use with the appropriate products. They are available under these four part numbers:

Part Number	Description	Product
M0517LL/A*	Macintosh LC 512K VRAM SIMM	Macintosh LC only
M5951LL/A*	Macintosh VRAM Expansion Kit	Being replaced by M5953LL/A
M5953LL/A*	Macintosh Quadra VRAM Expansion Kit	Macintosh Quadra only
661-0609**	VRAM SIMM, 256K	Use two to upgrade Macintosh Display Card 4•8 only

*Order through Finished Goods

**Order through Service

Exchange Information

To exchange defective modules, use these service part numbers:

Part Number	Description	Product
661-0609	VRAM SIMM, 256K	Macintosh Display Card 4•8 only
661-0649	VRAM SIMM, 512K	Macintosh LC only
661-0722	VRAM SIMM, 256K	Macintosh Quadra and LC only

Notes

- Defective 256K VRAM SIMMs can be returned for exchange as either part number 661-0609 or 661-0722. The Service Provider needs to specify the service part number of 256K VRAM SIMM he wants in exchange.
- The Service Provider should use advance exchange to acquire these modules.

Future releases of the Technical Procedure (Service Source CD), the Service Program price pages, Finished Goods price pages, Module ID, Apple Service Guide, a Read and Post, and SIMM Compatibility Guide will be modified to reflect this change.

Copyright 1992, Apple Computer, Inc.

Keywords: <None>

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 10458