Macintosh 5200/5300/6200/6300: Repair Extension Program (1/97)

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TOPIC ---

The pointer on the screen of my Power Macintosh 5200/75 computer seems to freeze
when I am working in different applications. The color hue also seems to change
over time. What can I do?

DISCUSSION --

Apple has identified the causes for the issues you describe and has created a
Repair Extension Program to address them. This is NOT a product recall. Rather,
it is a program designed to resolve the sporadic freezing and color hue changes
on your computer.

Quality is a top priority at Apple, and this repair program addresses certain
quality issues that have surfaced with these products. Apple is putting these
repair programs in place as part of the company's goal to provide a high level
of customer satisfaction.

ISSUES ADDRESSED
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The Repair Extension Program for Power Macintosh and Performa 5200, 5300, 6200,
and 6300 series computers addresses two key quality issues:

1) System freezes caused by specific, known component issues that have been
identified by Apple.

2) Sudden or intermittent changes in the monitor's color hue on Power Macintosh
and Performa 5200 and 5300 series computers due to a particular cable.

MODELS INCLUDED
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• Power Macintosh 5200/75 LC, 5300/100 LC
• Macintosh Performa 5200, 5215, 5300
• Macintosh Performa 6200, 6205, 6214, 6216, 6218, 6220, 6230, 6290, 6300

*Note:
The recently introduced Power Macintosh 5260 and 6320 are not included in this

program because Apple corrected all the known issues with this product prior to manufacturing.

REPAIRS INCLUDED IN PROGRAM
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The Repair Extension Program will include some or all of the following, as appropriate, for a particular computer:

• Check the logic board and replace as appropriate.
• Check revision of the unit and replace a cable to correct the sudden or intermittent changes in color hue.

IMPORTANT NOTES
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• System freezes or video issues can occur for reasons unrelated to the component problems described above. Any such issues would not be covered by this Repair Extension Program.

• If your computer is affected by either of the two specific issues identified above, call 1-800-SOS-APPL (in the United States) or contact an Apple-authorized service provider (outside the United States) to schedule your system for repair.

• This program will remain in effect for 7 years.

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