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Pwr Mac 5200/5300/6200/6300:Rep. Ext. Pro. Fact Sheet/Q&A(2/97)

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TOPIC -----

This article contains questions about the Repair Extension Program for Power Macintosh and Performa 5200, 5300, 6200, and 6300 computers.

Questions Answered in this Article:

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17) Is Apple extending the warranty on my computer?

18) What are the dates of this Repair Extension Program?

DISCUSSION -----

1) Question: What is a Repair Extension Program?

Answer: A Repair Extension Program is one mechanism Apple uses to correct known quality issues exhibited during or after the warranty period. Quality is a top priority at Apple, and this repair program addresses certain quality issues that have surfaced with these products. Apple is implementing this repair program as part of the company's goal to provide a high level of customer satisfaction to its customers.

2) Question: What models are included in this Repair Extension Program?

Answer: The models included in this program are Apple Power Macintosh 5200/75 LC and 5300/100 LC, and Macintosh Performa 5200, 5215, 5300, 6200, 6205, 6214, 6216, 6218, 6220, 6230, 6290 and 6300. (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.)

3) Question: Is this repair program different from the product recall I heard about recently?

Answer: This is the same program. In early May, we alerted Apple resellers about these Repair Extension Programs so that they would have time to prepare for customer calls and questions. Our communications to our resellers received widespread media coverage, which characterized these programs as a recall. But it's the same program; we are in the process now of letting customers know that we're ready to begin repairing affected Power Macintosh and Performa computers. This is a repair extension program, not a product recall.

4) Question: Are PowerBook computers included in this program?

Answer: We are activating the Power Macintosh and Performa Repair Extension Program this week. Details about the PowerBook 5300 and 190 Repair Extension Programs will be announced to customers in about a week or so.

5) Question: What is the Repair Extension Program for the Apple Power Macintosh and Performa 5200, 5300, 6200, and 6300 computers?

Answer: The Repair Extension Program for the Apple Power Macintosh and Performa 5200, 5300, 6200, and 6300 computers addresses two potential quality issues with these models:

- * Frequent system freezes (the cursor does not move on the screen and the menu-bar clock does not advance) because of specific known components that have been identified by Apple, and/or,

- * Sudden or intermittent change in the video monitor's hue because of a particular cable.

With this Repair Extension Program, Apple has identified known hardware issues the company will repair

- * at its cost

- * for as long as Apple services these products. In the United States, that is seven years after the company stops manufacturing the products. In other countries, the time period is different.

6) Question: What are the details of the repair?

Answer: The repair procedures for this program may include:

- * Running diagnostic (5xxx-6xxx Tester) software to determine whether the computer is affected by specific known component issues on the logic board.

- * Checking the logic board and repair or replace, as appropriate.

- * As appropriate, determining whether the monitor may be affected by a sudden or intermittent change in color hue and replace a cable to correct if necessary.

7) Question: How does a customer know if his/her computer is affected by the quality issues that Apple has identified?

Answer: In each country, customers can contact their service providers or call the service number designated for their country. In the United States, customers should contact their Apple Authorized Service Provider or call 1-800-SOS-APPL to determine whether their computer may be affected by these quality issues. In addition, Apple is making simple diagnostic software widely available; this software can help identify whether a particular computer may be affected by the component issues that cause system freezes.

8) Question: Where can customers obtain this diagnostic software?

Answer: The software, 5xxx-6xxx Tester 1.0, is available in the following locations:

** America Online (keyword: applecomputer) path: software -> Macintosh -> Utilities
** CompuServe (GO APLSUP)

** The Internet:

ftp://ftp.info.apple.com/Apple.Support.Area/Apple_SW_Updates/US/Macintosh/Utilities/5xxx-6xxx_Tester_1.0.sea.hqx

9) Question: How is Apple notifying customers who may be affected by these quality issues?

Answer: Many customers heard about this program through media coverage and have already called Apple. Apple has begun to contact these customers through phone calls or letters to provide specific details on program participation and/or to schedule a repair. Information on the Repair Extension Program is also available on Apple's Web site: <<http://www.info.apple.com>>.

10) Question: I have already called 1-800-SOS-APPL about getting my computer system repaired under this program. Do I need to call Apple again?

Answer: Apple will contact you either by phone or by mail with information about the program. If for any reason you do not hear from Apple by mail or phone by June 21, 1996, please call Apple toll-free at 1-800-SOS-APPL or contact your local service provider.

11) Question: Are there any known safety issues with these products?

Answer: No.

12) Question: Is there a cost to customers?

Answer: The specific repairs outlined in this program will be at Apple's cost.

13) Question: How long will it take to get an affected computer system repaired?

Answer: Apple is committed to repairing systems as soon as possible. The length of time to get a system repaired will depend on the number of requests Apple receives, as well as parts availability.

14) Question: Are these worldwide programs?

Answer: These are worldwide programs, but it is important to note that the quality issues differ on a country-by-country basis.

15) Question: How does Apple define a system freeze?

Answer: For purposes of this Repair Extension Program, a system freeze is defined as when the cursor (arrow) does not move on the screen and the menu bar clock does not advance. The system freeze can be caused by known hardware component issues, which is what Apple is repairing under this program.

A condition defined by Apple as a system "hang", "crash", "bomb," or "lockup," is when the cursor will still move on the screen but pressing the mouse button has no effect. With this condition, users may also see an error dialog box on the screen (for example ID = Type 11). This type of error is caused by one of several possible software issues not addressed by this program.

If a customer is experiencing an issue that has not been identified by Apple as part of this program, the service provider or Apple phone-support representative (1-800-SOS-APPL) will work with the customer to determine an appropriate course of action.

16) Question: What if my computer exhibits problems not caused by the components that Apple has identified?

Answer: It is possible that 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 a customer is experiencing an issue that has not been identified by Apple as part of this program, the service provider or Apple phone-support representative (1-800-SOS-APPL) will work with the customer to determine an appropriate course of action.

In many cases, installation of Mac OS Version 7.5.3 may correct issues customers might be having with system freezes that are unrelated to the component issues Apple has identified. Customers who wish to install Mac OS Version 7.5.3 can obtain the software by calling 1-800-293-6617, ext. 984.

17) Question: Is Apple extending the warranty on my computer?

Answer: Under this Repair Extension Program, Apple, at its option, will repair or replace the specific components the company has identified. This program does not extend the repair of any other systems, parts, or components beyond the warranty period.

18) Question: What are the dates of this Repair Extension Program?

Answer: The Repair Extension Program starts on June 4, 1996 and will expire seven years after Apple stops manufacturing the specific Power Macintosh or Performa computers.

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