Power Macintosh 7500: Cache Issue (11/96)

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TOPIC --

I have a Power Macintosh 7500/100 computer, and I recently installed an L2 Cache
DIMM into it. However, now the computer will not start up. What could be causing
this?

DISCUSSION ---

Apple has become aware of an issue affecting some (but not all) customers who
install the Power Macintosh 256K L2 Cache DIMM (M3808LL/A or 661-1035)* in their
Power Macintosh 7500 computers. Some customers report that their computer will
not start up as long as the Cache DIMM is installed. Other customers have also
reported similar symptoms when using third-party cache DIMMs.

Apple has determined that a limited number of Power Macintosh 256K L2 cache
DIMMs sold by Apple may not be compatible when installed into a Power Macintosh
7500/100 computer. To resolve this issue, Apple has established a Repair Program
to replace the Apple-branded cache in affected Power Macintosh 7500/100
computers.

If your Power Macintosh 7500/100 computer does not start up after installing the
Power Macintosh 256K L2 Cache DIMM, contact an Apple-authorized service provider
or (800) SOS-APPL to set up the repair.

If your Power Macintosh 7500/100 computer experiences similar symptoms with L2
cache from a third-party company, contact the vendor for assistance. Apple has
contacted developers regarding this potential issue and has recommended a
solution.

The Repair Program is effective immediately and is scheduled to run for
approximately six months, ending on May 31, 1997.

* Note: There are two part numbers associated with the Power Macintosh 256K L2
Cache DIMM. M3808LL/A is the part number for the L2 Cache DIMM that customers
have purchased. 661-1035 is the service part number for the L2 Cache DIMM that
Apple-authorized service providers can order. Both part numbers refer to the
same product.

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