



PCMCIA Expansion Module
Update—Repair Extension
Program

November 1995 Service Notices





Overview

Beginning this month, Apple is offering the latest PCMCIA Expansion Module to customers who would like to update their PowerBook 500 Series computers. This revised PCMCIA Expansion Module is compatible with the PowerPC™ Processor Card Upgrade kit and with the Card and Socket Services 2.1, whereas previous versions of the module are not. Valid through November 31, 1996, the Apple PCMCIA Expansion Module Update program covers replacement of a PCMCIA expansion module that meets the criteria below.





Product Identification

PowerBook 500 Series computers that qualify for the PCMCIA Expansion Module update have model number “M2864V1” or “M2864/B” on the PCMCIA expansion module.





Repair Strategy

Customers can request carry-in or mail-in service from an Apple Authorized Service Provider Plus, Apple Authorized Service Provider, or Apple Service Facilitator, or they can choose service through the Apple Assurance Program.

There are two types of update options:

- Replacement of PCMCIA Expansion Module Only
Customers using the old (model M2864V1 or M2864/B) module with their PowerBook computers qualify for a free PCMCIA Expansion Module update. Replace the old expansion module with the new PCMCIA Expansion Module (661-1060) and submit a Service Repair Order (SRO) using the claim procedures outlined below.
- Replacement of the PCMCIA Expansion Module During Unrelated Repair
PowerBook 500 series computers that qualify for





the update, and are being repaired for unrelated failures, still qualify for a free PCMCIA Expansion Module update.

Note: Although the PCMCIA Expansion Module is covered under the Repair Extension program, the unrelated failure is not. Replace the expansion module with the new PCMCIA expansion module (661-1060), using the claim procedures outlined below (see “Submitting a Service Repair Order”).

Replace the parts for the unrelated failure on a separate Service Repair order.





Ordering and Claim Procedures

Order parts and submit reimbursement claims using the AppleOrder™ system. Refer to the PowerBook 500 Series section in the “Service Price Pages” for part and pricing information. Large businesses, universities, and K-12 accounts must provide a purchase order on all transactions, including orders placed through the AppleOrder system. Service Providers not enrolled in AppleOrder may fax their orders to Service Provider Support (512-908-8125) or mail them to

Apple Computer, Inc.
Service Provider Support
M/S 212-SPS
P.O. Box 149125
Austin, TX 78714-9125





If you are an Apple Service Facilitator and facilitate an advance replacement or mail-in repair that qualifies under the Repair Extension Program, you are eligible to receive a facilitation reimbursement by using the claim forms described below. In addition, reference in the “Purchase Order” field the case number you received when you called Apple Assurance. To facilitate a repair, call Service Provider Support (800-919-2775, option 6).





Submitting a Service Repair Order

To submit an SRO claim for this Repair Extension program, use an Apple Authorized Transaction Form (AATF) (i.e., AppleOrder Traveler, CompTIA or

SRO form). On the AATF, reference the following information for both in-warranty and out-of-warranty units:

- Customer and/or company name and address
- Purchase date
- Date the PowerBook was brought in for repair
- Serial number of the PowerBook

If using AppleOrder, select the "Repair Extension" warranty type and enter the code "PCMCIA" in the box provided.

If using a CompTIA form, enter an "05" warranty transaction code (warranty concession) and enter the code





“PCMCIA” in the “Special Instruction Code” box.

If using an SRO form, select “Repair Extension Authorization” in the Warranty Information box and enter the “PCMCIA” in the “Code” field.

All claims will be reviewed before being processed.





Returning a Module to Apple

To return a PCMCIA module to Apple, record the following information either in AppleOrder or on a COMPTIA or SRO form (whether or not the computer's warranty is still active):

- Date of purchase of the computer
- Serial number of the computer

Follow the standard procedures when returning the PCMCIA Expansion Module. For faster service, use Airborne's Overnight Express preaddressed labels. Note: When Airborne is the carrier, Apple will pay the freight costs for returning modules. All returned modules should be sent to

Apple Computer, Inc.
3011 Laguna Blvd.
Bldg. A
Elk Grove, CA 95600





Program Information

For future reference, this program information is included in this CD (Path: Service Information, Service Notices, Current Notices, Repair Extension Authorization Program - PCMCIA Expansion Module Update). For additional troubleshooting information, refer to this CD (Path: PowerBook 500 Series manual, Troubleshooting).

If you have any questions regarding the PCMCIA Expansion Module Repair Extension Program, contact Service Provider Support (800-919-2775, option 1).

