



Lower-Capacity Hard Drive
Exchange Program

November 1995 Service Notices





Overview

On November 13, Apple is beginning a pilot program that modifies the service strategy for lower capacity 3.5" SCSI hard drives in the U.S., Canada, and Latin America only. Under this program, Apple will replace nonfunctional, lower-capacity hard drives with higher-capacity drives. As described below, in-warranty and out-of-warranty repairs are handled differently.





Apple No Longer Carrying Lower-Capacity Drives

Due to reduced availability and increasing repair costs of lower-capacity drives, as of November 13, 1995, Apple will not carry the following hard drives (see Table 1 below) in the U.S., Canada, and Latin America:

Table 1: Drive Compatibility

Part Number	Description
661-0111	Hard drive, 80 MB, SCSI, 3.5"
661-0212	Hard drive, 80 MB, SCSI, 3.5"
661-0021	Hard drive, 120 MB, SCSI, 3.5"
661-0214	Hard drive, 160 MB, SCSI, 3.5"





Table 1: Drive Compatibility

Part Number	Description
661-1649	Hard drive, 160 MB, SCSI, 3.5", HD adapter support
661-1637	Hard drive, 230 MB, SCSI, 3.5"

Note: The 40 MB 3.5" hard drive (661-0216) will still be available for exchange; this service strategy does not apply. are handled differently.





Warranty and AppleCare

Repairs on lower-capacity drives are handled on an exchange basis. Apple is implementing a new part number, 661-1750, for the warranty exchange of these lower-capacity, 3.5" SCSI hard drives. This part number should be used ONLY when exchanging one of the above drives under warranty or AppleCare. Please note that since the drives are exchange only, a stock price will not be noted for this part number.

For example, a customer has a Macintosh Quadra 700 computer under AppleCare. It is determined that the computer's 160 MB hard drive, part number 661-0214, has failed. After failure verification, place a service repair order for part number 661-1750; Apple will ship a new 500 MB drive under this part number back to you. Once the 160 MB drive is returned to Apple against the service





repair, the transaction is complete.





Misidentified Modules

If you order a drive under part number 661-1750 and return a drive other than those listed above, the misidentified drive will be returned to you and Apple will charge the stock price for a new 500 MB drive plus 20%. If you order a drive under part number 661-1750 and do not return a drive for exchange, Apple will charge you the stock price for a new drive plus a 20% surcharge.





DOA Service Stock

If a drive received under an order for part number 661-1750 is nonfunctional, place a new service repair order for a replacement drive stating that the service stock is of the IUFU warranty type and return the drive to Apple.





Out-of-Warranty Repairs

Customers with out-of-warranty computers that contain one of the obsoleted lower-capacity hard drives can purchase any Apple drive (250 MB and above) that is compatible with their system. Since an exchange is not available, the hard drive purchase needs to be a stock order. In this case, do not return the nonfunctional hard drive to Apple for exchange.

For example, a customer has a Macintosh Quadra 700 computer that is out-of-warranty. It is determined that the computer's 160 MB hard drive, part number 661-0214, has failed. The customer has the option of purchasing another Apple drive, 250 MB or greater, at the stock price. If the customer wishes to purchase a new drive through Apple, place a stock order for the drive and return the old drive to the customer.





Drive Compatibility

In order to help customers purchase a compatible drive when upgrading out-of-warranty computers, the following chart lists the drives compatible with Apple computers that contain lower-capacity drives.

Drive P/N	Drive Size	Compatibility
661-0890	250 MB	Compatible with all Apple computers and external drives





Drive P/N	Drive Size	Compatibility
661-0182	350 MB	Compatible with all Apple computers and external drives
661-0219	500 MB	Compatible with all Apple computers and external drives





Drive P/N	Drive Size	Compatibility
661-0228	1 GB	Compatible with all Apple computers and external drives, except those that use Foxconn connectors (i.e., Macintosh LC 520/550/575 computers and the same Per5forma Series computers.





Cables and Brackets

Some customers may need to purchase a hard drive mounting bracket if the bracket they are currently using won't support a 3.5" drive. If a bracket is necessary, please refer to the corresponding CPU in this CD to find the part number. Please note that the cost of the bracket is not covered under this upgrade program.

Some new drives may not be able to use the internal SCSI cable from the old drive. In that case, Service Providers may order the Cable Kit (076-0130), which has one of every kind of SCSI cable that could be used with an Apple drive, or they may order the cable itself. For a list of the cables included in the Cable Kit see the table below, or refer to this CD (path: Hard Drives: Cables). Please note that the cost of the cable is not covered under this upgrade program.





Part Number	Description
922-0003	Svc Assy, HDA,LED (amber), 1" drive
922-0894	Cable, SCSI Select, w/ switch
922-0974	Cable, HDA priority
922-0996	Cable, SCSI Select
922-1207	Cable, SCSI Select, Conner FP3
922-1243	Cable, LED (yellow)
922-1244	Cable, LED,400 MB HDA
922-1245	Cable, LED (amber)





Part Number	Description
922-1247	Cable, SCSI Select, 400 MB HDA
922-1248	Cable, SCSI Select, 230/ 500 MB HDA
922-1250	Switch, SCSI Select Assy
922-1893	Cable, SCSI Select, Conner*
*Not included in the Cable Kit (076-0130)	





LED Support

Apple has made every effort to maintain LED support in this program. However, some drives no longer support an LED. We regret any inconvenience this may cause.





Continued Review

Apple Service will periodically review its hard drive offerings and take appropriate action relative to obsoleting lower-capacity drives and/or raising the capacity for the in-warranty exchange drive.

