

About the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program

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Summary

This article answers the following Frequently Asked Questions (FAQ) regarding the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program which ended on July 24, 2008.

Products Affected

PowerBook G4 (15-inch 1.67/1.5GHz)

1. What was the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program?
2. What were the symptoms of an affected PowerBook G4?
3. Which PowerBook (15-inch 1.67/1.5GHz) computers were included in the Repair Extension Program?
4. Was the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension program available for other Apple computers?
5. How could I tell if my computer is affected by the component issue identified for the PowerBook G4 (15-inch 1.67/1.5GHz) Repair Extension Program?
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7. What if my computer exhibits symptoms not caused by the component Apple had identified for the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program?
8. I had a remanufactured PowerBook G4 (15-inch 1.67/1.5GHz) that fits the description noted. How could I determine whether my PowerBook G4 qualifies for the program?
9. Was there a cost for participating in the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program?
10. How long was the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program available?
11. Did the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program extend the warranty coverage on my PowerBook G4?
12. Were there any known safety issues caused by this component issue?
13. Could I determine if my PowerBook G4 (15-inch 1.67/1.5GHz) has the component issue and fix it myself?
14. If my PowerBook G4 (15-inch 1.67/1.5GHz) was still under warranty, how does this program affect me?

What was the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program?

The PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program was a worldwide program covering repair or replacement of the memory slot in PowerBook G4 models manufactured between January 2005 and April 2005 (2005-01 through 2005-04) that were experiencing specific component issues. The program ended on July 24, 2008.

What were the symptoms of an affected PowerBook G4?

Affected systems would exhibit one of the following symptoms:

- The computer does not start up; instead, there are three short beeps (typically) followed by the the sleep LED flashing periodically.
- When both SO-DIMM memory slots are filled (populated), only one slot's memory is recognized.
- System performance may be degraded because the memory in only one slot is not recognized.

Important: These symptoms may only occur intermittently.

If your PowerBook G4 (15-inch 1.67GHz/1.5GHz) did *not* experiencing any of these symptoms, you did not have to contact Apple or any Apple Authorized Service Provider. You could disregard this article.

Which PowerBook (15-inch 1.67/1.5GHz) computers were included in the Repair Extension Program?

The PowerBook (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program was available for certain PowerBook G4 (15-inch 1.67/1.5GHz) computers that were manufactured between approximately January 2005 and April 2005.

Serial number ranges

The affected PowerBook G4 (15-inch 1.67/1.5GHz) computers have eleven-digit serial numbers in this range:

W8503xxxxxx through W8518xxxxxx

For example, a serial number of W8511xxxxxx would fall in this range. Note that the six lowercase "x" characters will be letters or numerals, not "x"es.

Where can you find the serial number? Either in your Mac OS X About This Mac window, or by looking in the battery bay :



Was the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension program available for other Apple computers?

This program applied only to PowerBook G4 (15-inch 1.67/1.5GHz) mentioned in this article. Other versions of the PowerBook G4 line were not part of this program. Click here for more information on how to identify PowerBook G4 models.

How can I tell if my computer was affected by the component issue identified for the PowerBook G4 (15-inch 1.67/1.5GHz) Repair Extension Program?

An Apple technical support representative or an Apple Authorized Service Provider (AASP) needed to troubleshoot your computer to determine if the component issue identified for the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program affects your computer.

How could I participate in the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program?

This program ended on July 24, 2008.

What if my computer exhibits symptoms not caused by the component Apple had identified for the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program?

It is possible that your PowerBook G4 (15-inch 1.67/1.5GHz) may exhibit issues that are unrelated to the component issue identified by Apple as part of this program and are not covered under this program. If your PowerBook G4 was not covered under warranty or an extended service agreement, such as the AppleCare Protection Plan, repairs for other issues would be made at your expense if you requested that they be made.

I had a remanufactured PowerBook G4 (15-inch 1.67/1.5GHz) that fits the description noted. How can I determine whether my PowerBook G4 qualifies for the program?

This program ended on July 24, 2008.

Was there a cost for participating in the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program?

The repairs outlined in this program, including shipping charges for a Mail-In repair where available, was covered at Apple's cost.

How long was the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program available?

The program covered affected PowerBook G4 (15-inch 1.67/1.5GHz) computers for up to two years from the original date of purchase.

Did the PowerBook G4 (15-inch 1.67/1.5GHz) Memory Slot Repair Extension Program extend the warranty coverage on my PowerBook G4?

No. The program applied only to the memory slot issue described in this article. This program does not extend the standard warranty coverage.

Were there any known safety issues caused by this component issue?

No.

Can I determine if my PowerBook G4 (15-inch 1.67/1.5GHz) had the component issue and fix it myself?

No. Apple or an Apple Authorized Service Provider (AASP) had to evaluate whether your PowerBook G4 computer was eligible

as part of the program and then perform the repair.

If my PowerBook G4 (15-inch 1.67/1.5GHz) was still under warranty, how does this program affect me?

If your PowerBook G4 (15-inch 1.67/1.5GHz) was eligible for the program and within its warranty period, you could have had your system repaired under warranty. If your PowerBook G4 (15-inch 1.67/1.5GHz) experiences the symptoms described above and was determined to be eligible under this program by Apple or an AASP after its Apple One Year Limited Warranty expires, the program covers affected PowerBook G4 computers for up to two years from the original date of purchase.



Still need help? Speak to an Apple Expert

Arrange a phone call with one of our Apple Experts who specializes in your exact question. Talk to us now or later at your convenience. We'll even call you.

Get started

NOTE: Callbacks are currently only available for U.S. and Canada phone numbers.