

From: Matthew Willcott <willcott@apple.com>
Sent: Monday, August 6, 2007 3:55 PM
To: Lance Kunnath <lkunnath@apple.com>
Cc: Trish Hambridge <phambridge@apple.com>
Subject: Fwd: M68 battery program

Hi Lance -
It looks like this page now contains a broken link. I did not see this link when I looked at the page on July 2.

<http://www.apple.com/support/iphone/service/battery/>

This link is dead: Just complete our [iPhone service request form](http://apple.com/support/service/iphone/) (<http://apple.com/support/service/iphone/>).

Was this meant to go to WSS (when it becomes available)? We don't have the battery replacement logic in place right now, and Trish told me that it would not be needed until iPhones start to fall out of warranty (11 months from now).

Trish - is there a BHU for the necessary systems work that will be required? Is Heath working on the SAP/GCRM changes?

Thanks-
mw

Begin forwarded message:

From: Patricia Hambridge <phambridge@apple.com>
Date: July 2, 2007 5:56:53 PM PDT
To: Matthew Willcott <willcott@apple.com>
Subject: Re: M68 battery program

Matthew,

It would be mail-in repair & it would be needed a year from now.

How much development work would be needed?

Thanks,
Trish

On Jul 2, 2007, at 5:08 PM, Matthew Willcott wrote:

Hi Trish -
When do we need to have something in place for the M68 battery program? Will this use WSS? Do you have any additional details on the program that you could share with me?

Thanks-
mw

Begin forwarded message:

From: Lance Kunnath <lkunnath@apple.com>
Date: July 2, 2007 7:02:27 PM CDT
To: Matthew Willcott <willcott@apple.com>
Subject: Re: M68 battery program

Hi Matthew,
Trish provided this content and asked to have it posted.

Lance

On Jul 2, 2007, at 4:51 PM, Matthew Willcott wrote:

Hey Lance -
Were you involved with the development of this page?

<http://www.apple.com/support/iphone/service/battery/>

Exhibit L

AP00564

We have not completed any systems work on this, and I was not aware of the program. The iPod battery program uses WUR. Were we planning to use WSS for this as well? Would it be a Whole Unit Replacement, or a Mail-In repair? Any idea where I can find more information?

Thanks-
mw

*Trish Hambridge
iPod Product Service
phone: 408.974.5682*