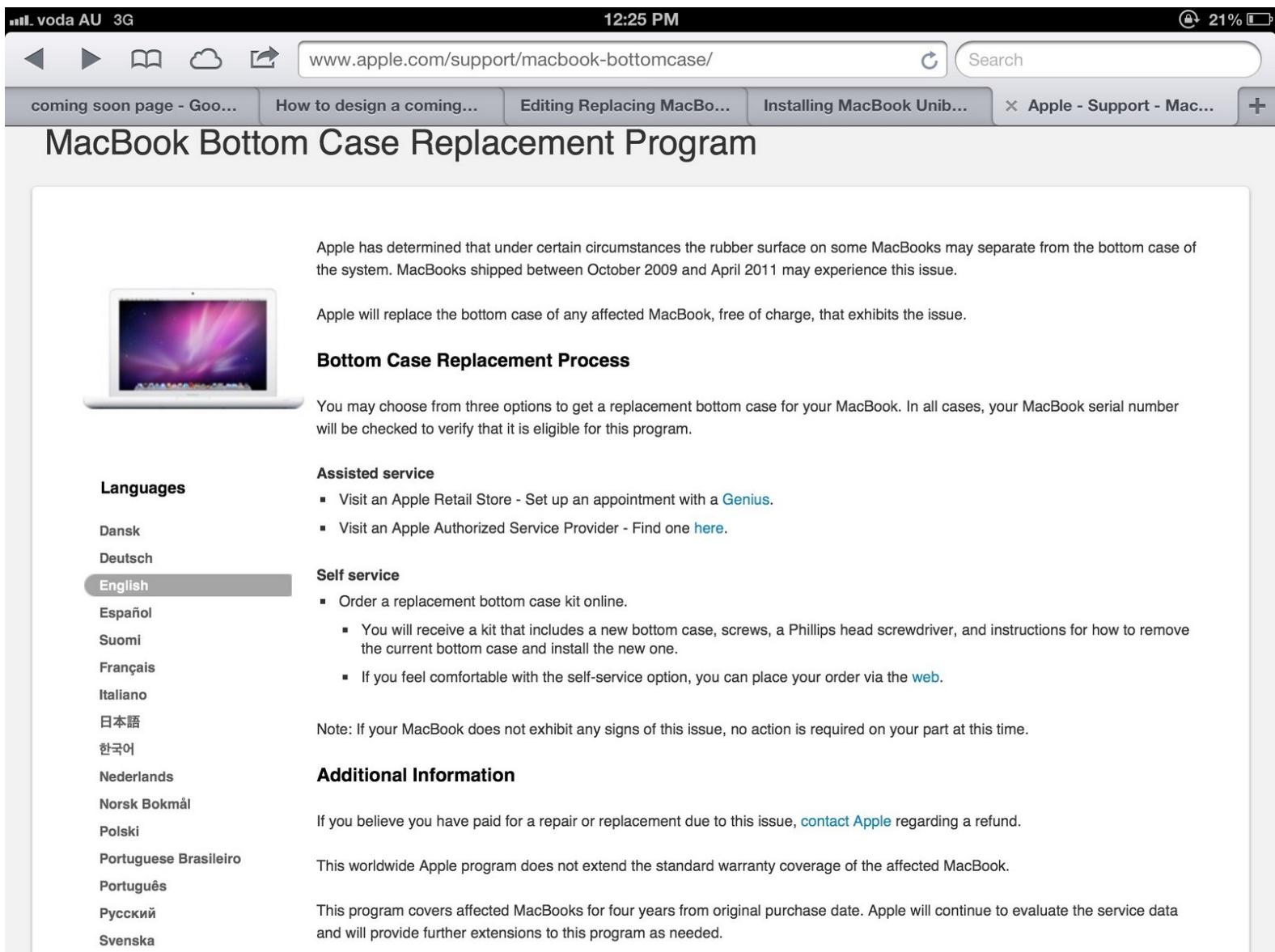




Lower Case Recall/Replacement

Apple to replace lower casing in affected late 2009 MacBooks FOR FREE AND WITHIN 4 years of purchase

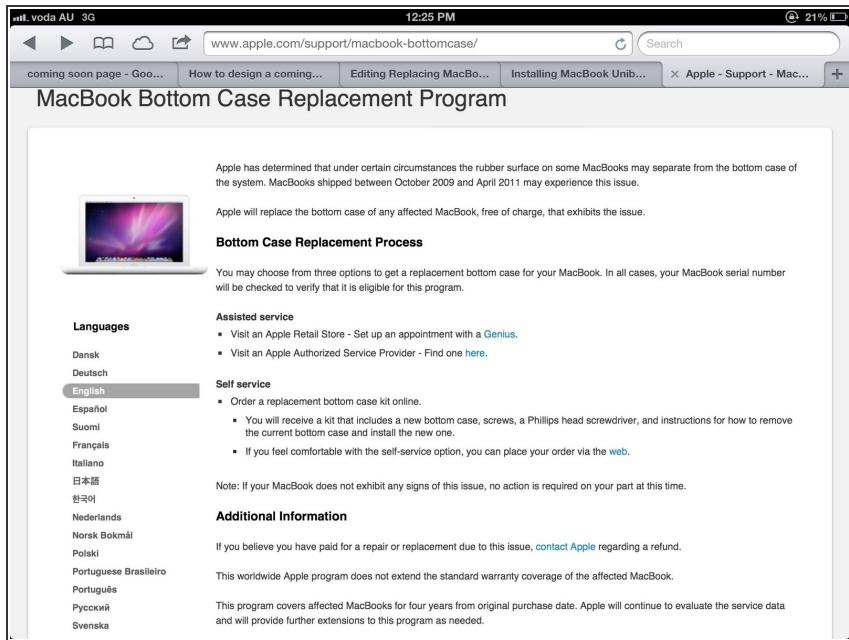
Written By: Gamzee Makara

A screenshot of a web browser window. The address bar shows the URL: www.apple.com/support/macbook-bottomcase/. The page title is "MacBook Bottom Case Replacement Program". The main content area contains text about the issue, an image of a MacBook, and sections for "Bottom Case Replacement Process" and "Additional Information". On the left, a sidebar lists language options: Languages (Dansk, Deutsch, English, Español, Suomi, Français, Italiano, 日本語, 한국어, Nederlands, Norsk Bokmål, Polski, Portuguese Brasileiro, Português, Русский, Svenska). The "English" option is selected. The main text states: "Apple has determined that under certain circumstances the rubber surface on some MacBooks may separate from the bottom case of the system. MacBooks shipped between October 2009 and April 2011 may experience this issue. Apple will replace the bottom case of any affected MacBook, free of charge, that exhibits the issue." The "Bottom Case Replacement Process" section includes "Assisted service" (Visit an Apple Retail Store or Apple Authorized Service Provider) and "Self service" (Order a replacement bottom case kit online). The "Additional Information" section notes that the program does not extend the standard warranty coverage and covers affected MacBooks for four years from original purchase date.

INTRODUCTION

I thought I was going to have to pay \$150 to replace my MacBook's bottom cover. Then I found this link on the apple community pages. Hope this helps

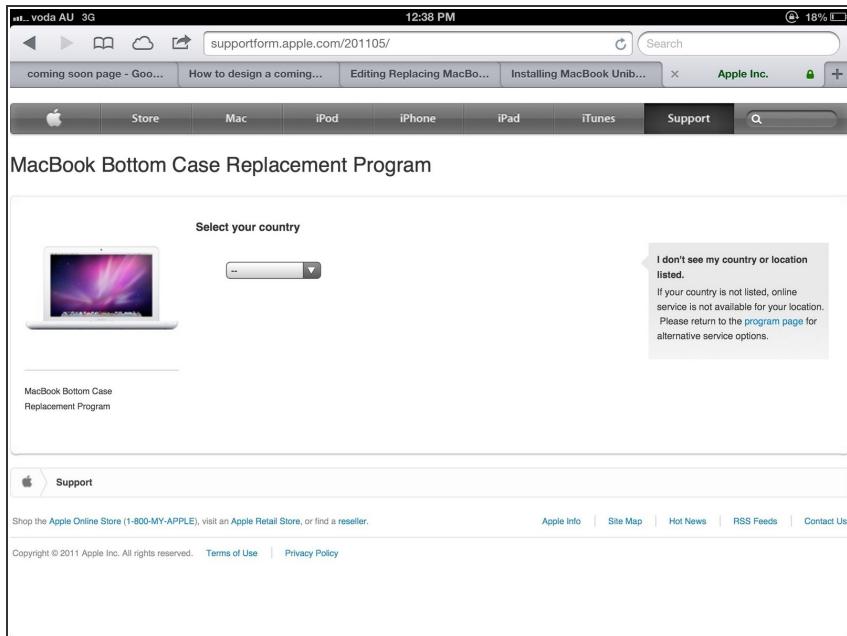
Step 1 — Lower Case Recall/Replacement



The screenshot shows a web browser window with the URL www.apple.com/support/macbook-bottomcase/. The page title is "MacBook Bottom Case Replacement Program". The content includes a note about rubber surface separation, a statement that Apple will replace the bottom case for free, and a "Bottom Case Replacement Process" section. This section details three options: Assisted service (visit a store or find a provider), Self service (order online), and Additional Information (contact Apple for a refund). The "Languages" sidebar on the left shows "English" is selected, along with other options like Dansk, Deutsch, and Norsk Bokmål.

- Apple has determined that under certain circumstances the rubber surface on some MacBooks may separate from the bottom case of the system. MacBooks shipped between October 2009 and April 2011 may experience this issue. Apple will replace the bottom case of any affected MacBook, free of charge, that exhibits the issue.
- Bottom Case Replacement Process You may choose from three options to get a replacement bottom case for your MacBook. In all cases, your MacBook serial number will be checked to verify that it is eligible for this program.

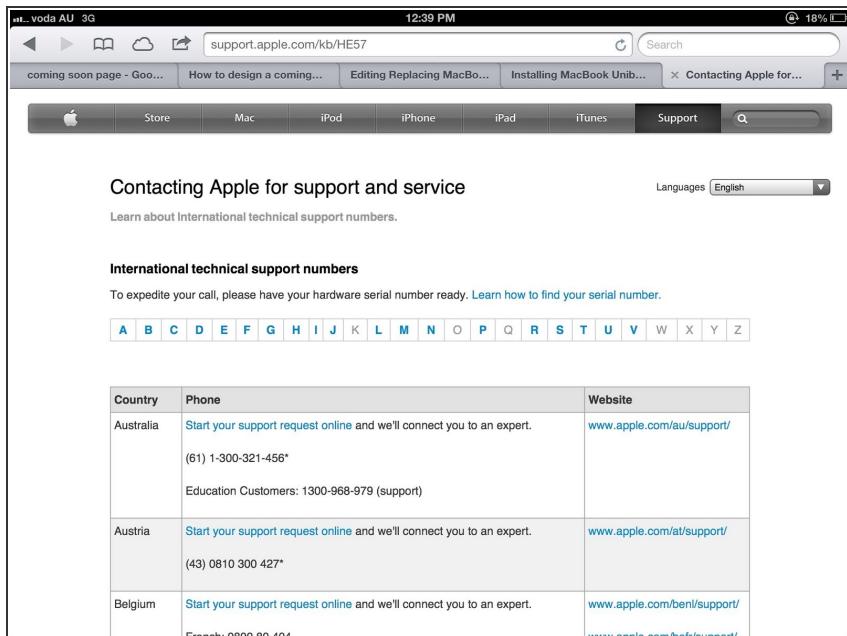
Step 2



- Visit an Apple Retail Store - Set up an appointment with a Genius.
- Visit an Apple Authorized Service Provider
- Order a replacement bottom case kit online. Receive a kit that includes a new bottom case, screws, a Phillips head screwdriver, and instructions for how to remove the current bottom case and install the new one. If you feel comfortable with the self-service option, you can place your order via the web.

<https://supportform.apple.com/201105/>

Step 3



- Additional Information If you believe you have paid for a repair or replacement due to this issue, contact Apple regarding a refund.

Step 4

Instructions

Shut down your computer and turn it over. The serial number is on the bottom case, as shown below.



- This worldwide Apple program does not extend the standard warranty coverage of the affected MacBook. This program covers affected MacBooks for **FOUR** years from original purchase date. Apple will continue to evaluate the service data and will provide further extensions to this program as needed.

I accidentally came across this. Thought I would share, in case others were having the same problem.