

19-013 QA PRODUCT RECALL – APPLE 15 INCH MACBOOK DUE TO FIRE HAZARD

Date: 03 July 2019 Recall: # 19-013

Scope: Exchange worldwide Stores Distribution and E-Commerce

In co-operation with the Consumer Product Safety Commission (CPSC), Apple is recalling the 15-Inch Mac-Book Pro laptop computers due to fire hazard.

Description: This recall involves certain Apple 15-inch MacBook Pro laptop computers. The recalled laptop computers have a 15.4-inch (diagonal) display, 2.2-2.5 GHz processors, 256GB-1TB solid-state storage, two Thunderbolt 2 ports, two USB 3 ports, and one HDMI port. Consumers can determine if their laptop computer is included in this recall by checking the laptop's serial number at <https://support.apple.com/15-inch-macbook-pro-battery-recall/>. The serial number can be found on the underside of the laptop computer or by choosing "About This Mac" from the Apple menu. Only MacBook Pro 15-inch model laptop computers with certain serial numbers are included. The Exchange has carried and sold the following product:

UPC Description

888462101103 MJLQ2LL/A MACBOOK PRO 15IN
888462101110 MJLT2LL/A MACBOOK PRO 15IN
888462664509 MLH32LL/A MACBOOK PRO 15IN
888462786867 MLW72LL/A MACBOOK PRO 15 IN
888462664516 MLH42LL/A MACBOOK PRO 15IN
888462786874 MLW82LL/A MACBOOK PRO 15IN

Hazard: The batteries in the recalled laptop computers can overheat, posing a fire hazard.

Remedy: Consumers should immediately stop using the recalled laptop computers. Contact Apple to determine if the laptop computer is a part of the recall and to schedule a free repair.

Incidents/Injuries: Apple has received 26 reports of the laptop's battery overheating, including five reports of minor burns and one report of smoke inhalation, as well as 17 reports of minor damage to nearby personal property.

Sold at: Apple stores and electronics stores nationwide and online at www.apple.com from September 2015 through February 2017. The Exchange also sold these items online and in stores.

Consumer Contact: Apple at 800-275-2273 anytime, or online at www.apple.com, click on support, then "15-inch MacBook Pro Battery Recall Program" at the bottom of the page for more information.