

My sick retina display meets a happy ending



The Subject:
a late 2015 MacBook Pro
with 15-inch retina display

Covered by AppleCare

The Issue:

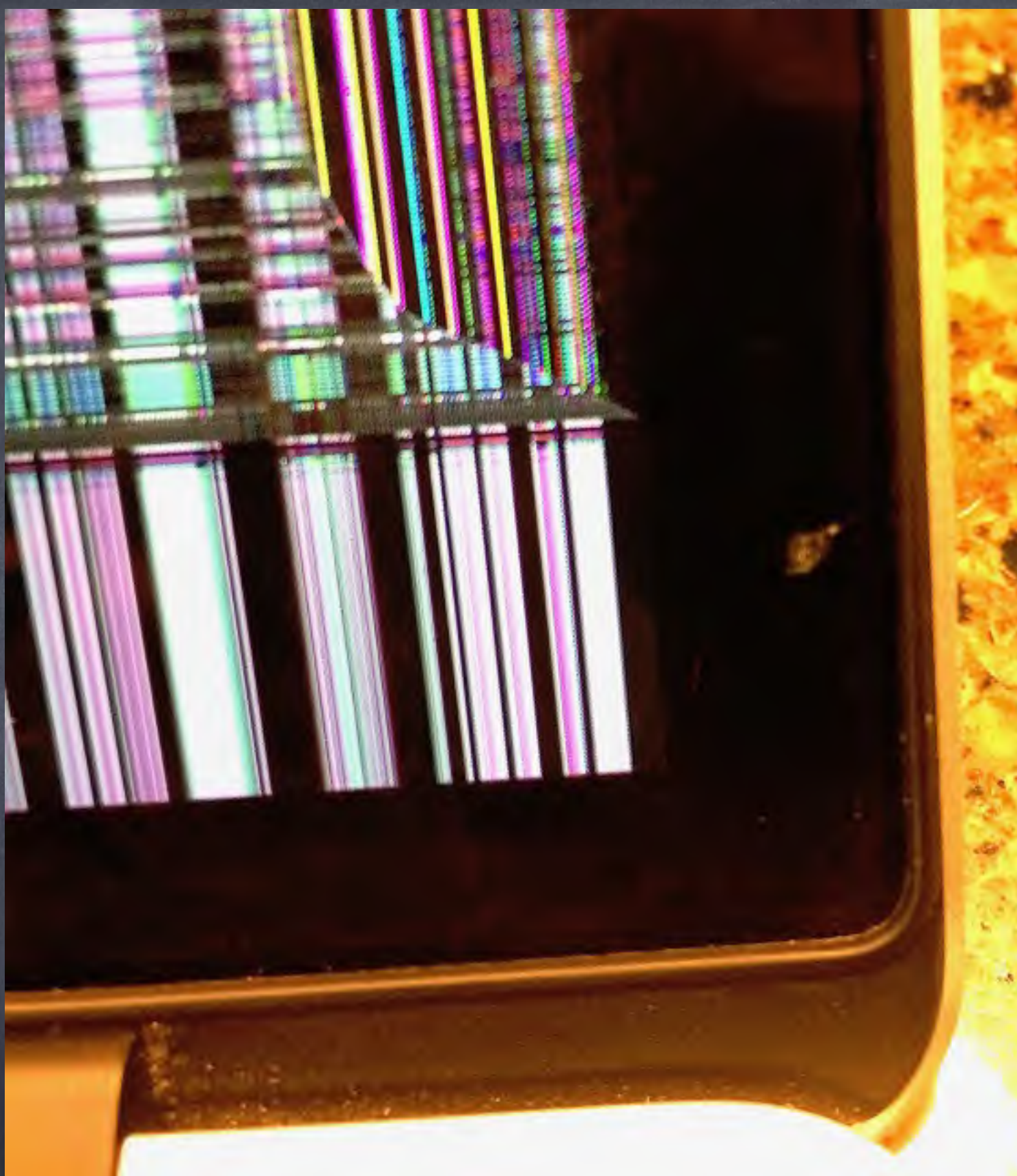
Small flakes (divots) of glass falling off the black border of the display.

Eventual cracking of the active part of the display.

The cause:
Unknown

* Disclaimer *

It is difficult to photograph black objects and reflective surfaces.
A retina display is both of those.



Rideau Genius Bar Position:

The display was damaged. There are several impact marks on the display lid. The repair will cost \$1,000.

My Position:

Small stipples and divots appeared on their own over a period of several weeks.

A crack developed from a divot and it extended to the active display area. This occurred with the machine running while I was away on a trip. I was using it as a remote file server.

There was no damage. What impact marks are you talking about?

I contacted Apple Customer Relations in the U.S. I took about 70 pictures and sent 21 of the better ones to their agent. She later instructed me to take my machine to the Bayshore Apple Store.

Bayshore was excellent. The Genius explained that the divots and “non-spidering” pattern of the crack were consistent with a defective display, not a damaged display. He found no impact marks. He authorized a free replacement under AppleCare.

I love that guy

The display was replaced and I
picked it up the following day.
I was very impressed!

The Customer Relations agent phoned me a few days later to apologize and tell me that I would be receiving a gift pack from Apple for my troubles.

That impressed me too.

Lessons learned?

Some **A's** and **P's** I suppose.

With Apple...
Don't get **A**ngry.
Get **A**ctive and pursue
Alternatives.

Be **P**ersistent
and **P**atient.

Be **P**ersuasive
and **P**olite.

Offer
Pictures
and send **P**lenty of them

More advice...

Find online articles about the same or similar issues. You might earn “part marks”. (Part marks are what got me through University, folks)

I sent some articles about an Apple “Staingate” Quality Programme and similar complaints. It may have helped my case.

Be critical and open-minded about articles like CBC's report slagging Apple's business practices regarding repairs. Consider all sides.

https://www.youtube.com/watch?v=_XneTBhRPYk&frags=pl%2Cwn

And I'm still a loyal
Apple customer