



# Lower Case Recall/Replacement

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

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The screenshot shows a mobile browser interface with the URL [www.apple.com/support/macbook-bottomcase/](http://www.apple.com/support/macbook-bottomcase/). The page title is "MacBook Bottom Case Replacement Program".

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.

**Assisted service**

- Visit an Apple Retail Store - Set up an appointment with a [Genius](#).
- Visit an Apple Authorized Service Provider - Find one [here](#).

**Self service**

- Order a replacement bottom case kit online.
  - You will 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](#).

Note: If your MacBook does not exhibit any signs of this issue, no action is required on your part at this time.

**Additional Information**

If you believe you have paid for a repair or replacement due to this issue, [contact Apple](#) regarding a refund.

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.

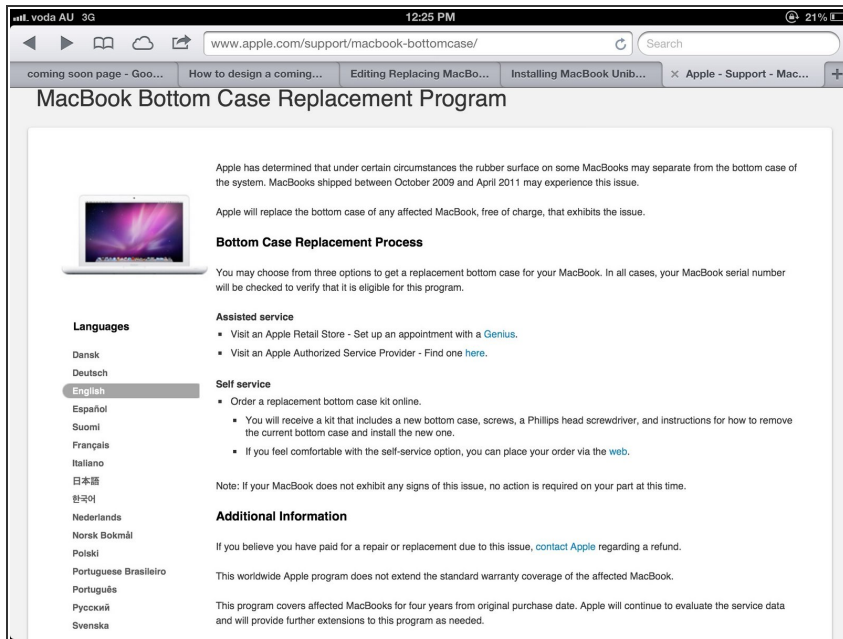
**Languages**

- Dansk
- Deutsch
- English**
- Español
- Suomi
- Français
- Italiano
- 日本語
- 한국어
- Nederlands
- Norsk Bokmål
- Polski
- Portuguese Brasileiro
- Português
- Русский
- Svenska

## INTRODUCTION

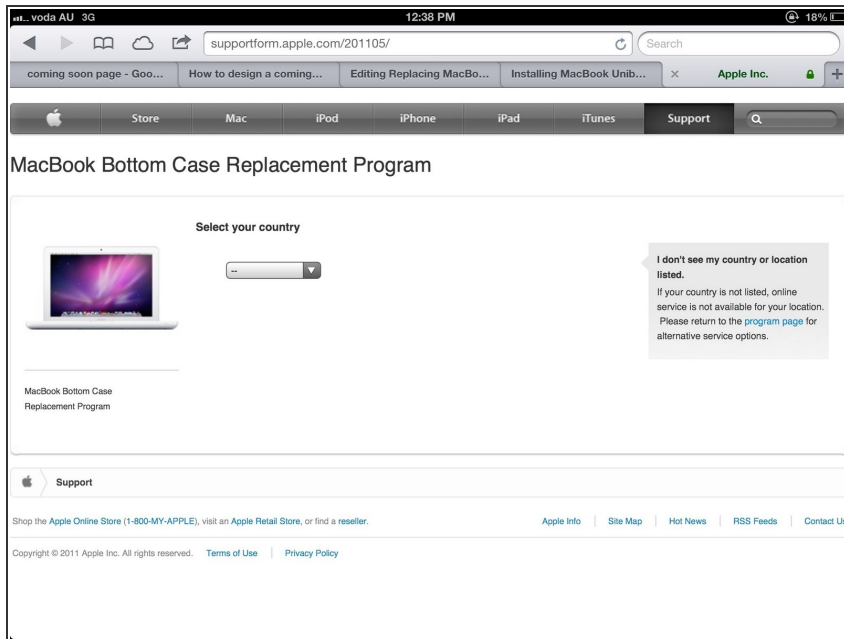
I thought I was going to have to pay \$150 to replace my MacBook's bottom cover. Then I found this link on the apple community pages. Hope this helps

## Step 1 — Lower Case Recall/Replacement



- 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.

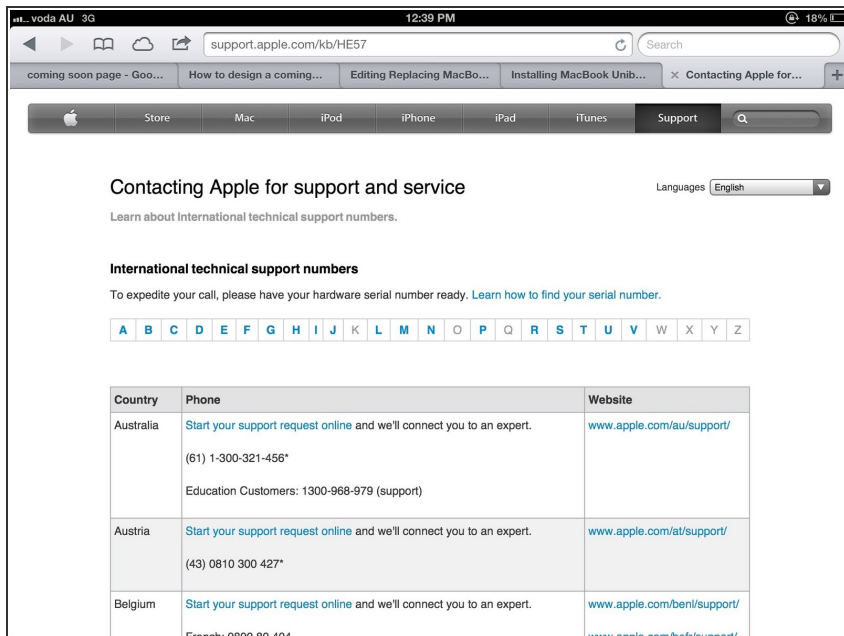
## Step 2



- 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.