

In November 2018 my MacBook Pro 17" broke down for the fourth time. At the Apple Genius bar in Sydney I was told that the machine could not be repaired anymore, it was now considered a 'vintage' machine, spare parts were no longer produced for the computer; I think the Apple case number is 100684876951.

Over the course of my career I have used many computers, always Apple. As a professional photographer I generally made sure I had two units for my commercial location work, first 12" Powerbook G4, then 15" MacBook Pro, finally I had two MacBook Pro 17" machines. The older 17" machine started malfunctioning in early 2018. I still used it; to start it up I needed to initiate start-up approx. a dozen times ... it produces an audible 'click' and shuts down again before finally responding. At Apple I was told the machine is too old to repair.

In principle I have no problem with that outcome ... computers, like everything else, have a certain lifespan and they either can be fixed or not; so I have long ago accepted that my 2009 Apple MacBook Pro 17" was dead.

However, the situation is totally different with my 2012 MacBook Pro 17". It went down repeatedly with the same fault: The video card gave up. I learnt that to deal with the break-down, the motherboard needed replacing. I was astonished when that occurred twice during the extended warranty period. And then it happened again, one year out of warranty ... but to my relief Apple repaired the computer again, no questions asked. However, when it happened for the fourth time the news was very bad: The computer is now vintage and repair is not possible anymore. Apple then refunded me the cost of a motherboard.

So far this is one half of the story ... the other half goes like this:

I employed a freelance computer technician to remove the hard drive from my computer. He had been an Apple employee, working in the Genius Bar in Sydney. When I told him this story he said ...

"Oh, that was a known issue at Apple, the video card couldn't be fixed on the 17" and we just replaced the motherboard. In the end the 17" was discontinued ... for that very reason."

Frankly, this has left a very bad taste in my mouth. I feel short-changed by Apple. I requested Apple provide a replacement MacBook Pro for me, a request that was declined.

I was hoping to have a MacBook Pro into my retirement, but find myself with a little re-conditioned MacBook 12" that I bought as a stop-gap until I would get another Pro machine ... I have to say, I am not a happy customer. I do not threaten to "never to use Macs again", in the contrary, I just bought another machine for my wife, however ...

... I herewith request Apple to re-consider, and provide me with a replacement MacBook Pro. Thank you, C.B.

My history with Apple ...

1988	Macintosh SE	ca. \$4,500	\$4,500
1992	Macintosh II cx	ca. \$5,000	\$9,500
1998	Quadra 9600, 3 monitors	ca. \$15,000	\$24,500
	G3 desktop, AV monitor	ca. \$5,000	\$29,500
	start of commercial digital photography		
	huge \$150,000 investment in digital technology		
	including \$30,000 of computer gear (with non-Apple peripherals)		
2001	Powermac G4	\$6,350	\$35,850
2002	Powerbook G4 Titanium	\$5,595	\$41,445
2003	iBook	\$2,995	\$44,440
2006	Powerbook G4 Aluminium	\$3,595	\$47,925
2008	Apple Macbook Pro 15"	\$4,850	\$52,775
2008	Apple 30" Cinema Display	\$2,635	\$55,410
2009	MacBook Air 64gb SSM (2 nd hand)	\$2,295	\$58,705
2009	Apple 23" Cinema Display	\$1,065	\$59,770
2009	MacBook Pro 15"	\$3,750	\$62,520
2009	MacBook Pro 17"	\$4,079	\$66,599
2012	MacBook Pro 17"	\$3,508	\$70,107
2018	MacBook 12" (2 nd hand)	\$1,495	\$71,602
2019	MacBook Pro 13" (for my wife)	\$2,996	\$74,598
2020	MacBook Pro 15" (2015 - 2 nd hand)	\$2,095	\$76,693
	this now is the machine to replace my 2012 MBP 17"		
	since Apple continue declining to provide a replacement		

32 years (2020) 16 computers ... average per computer \$4,793

The 2012 MBPro17" # C02GX02JDW48 is the only computer I ever had that broke down to the point it needed motherboard replacement ... in Jan. 2017 for the 3rd time; it was out of warranty but fixed by Apple (no charge). In Nov. 2018 it broke down for the fourth time, with the same problem as before ... (faulty video card).

When my 2012 MacBook Pro 17" was down in 2017, I was able to work on the 2009 MB Pro17", but that doesn't work anymore either; now I bought a 2nd hand 15" to replace the 17" and I use my little MacBook.

My 2 Powerbook G4 (2002, 2006) are still in use (as music systems) ... but when I had to go back to one of them to retrieve an old email, the computer was working perfectly.

I am now retired, not doing commercial photography anymore; but I still do personal digital photography & video ... I had hoped I would have a MBPro in my retirement.