Due to the evolving Covid-19 situation, the Atlas Service Center ceased in-person services as of Tuesday, March 17 at 6:00pm.

IS&T Service Desk walk-in IT help and repair services will not be offered in the Atlas Service Center until further notice. If you have questions or need assistance, contact the IS&T Service Desk at any time 24/7 at 617-253-1101 or servicedesk@mit.edu.

On June 20th, 2019, Apple posted the following on their support site:

Apple has determined that, in a limited number of older generation 15-inch MacBook Pro units, the battery may overheat and pose a fire safety risk. Affected units were sold primarily between September 2015 and February 2017 and product eligibility is determined by the product serial number. (NOTE: Not all machines sold during this time may qualify for this program - see below to see eligibility)

Customer safety is always Apple's top priority, and we have voluntarily decided to replace affected batteries, free of charge.

Eligibility

First check to see which 15-inch MacBook Pro you have. To find the Serial Number and Model machine you have, you can follow the steps on this Apple Knowledge Base Article. If you can confirm your model is "MacBook Pro (Retina, 15-inch, Mid 2015), enter your computer's serial number below to see if it is eligible for this program.

If your MacBook Pro is eligible, please stop using it and follow the instructions below to have your battery replaced.

To check to see if the serial number is part of the recall program go to this Apple Support Article here

Please note the following:

- UPDATE SEPT 23, 2019: Apple is now allowing Apple Stores and Apple Authorized Service Providers (AASP) such as the MIT IS&T Service Center to perform the repair in-house; also called an APPLE CARRY IN REPAIR. Apple is quoting 1-2 weeks as a turnaround time for these repairs due to potential parts constraints.

For clients opting for a mail in repair: The Apple quoted 1-2 week turnaround time is due to the hazardous nature of the battery recall coupled with FAA regulations, all mailed-in laptops will be shipped via ground methods which contributes to the longer-than-average turnaround time. Again this is a one - two week projected turnaround.

- Apple and IS&T strongly recommends that clients back up their MacBook Pro before taking it to any service facility. MIT community members can download and use CrashPlan or can back up using Apple’s Time Machine. Our Atlas IT DESK in E17 can assist with backups or questions.

- Should your MacBook Pro be affected by this recall, please visit the IS&T Service Desk in E17 for a consult. You may also contact Apple Support to arrange for mail-in service or a carry in to a local Apple store.

If you have questions about this recall, please contact the IS&T Service Desk.

Please note that as of August 14th, 2019, the FAA has stated that machines that have not the batteries replaced will not be allowed on flights (both carry on or checked luggage) per the existing policy of devices with lithium batteries have been identified by the manufacturer as having a safety defect.