



Apple SuperDrive





Troubleshooting

Apple SuperDrive





General

The Symptom Charts included in this chapter will help you diagnose specific symptoms related to your product. Because cures are listed on the charts in the order of most likely solution, try the first cure first. Verify whether or not the product continues to exhibit the symptom. If the symptom persists, try the next cure. (Note: If you have replaced a module, reinstall the original module before you proceed to the next cure.)

If you are not sure what the problem is, or if the Symptom Charts do not resolve the problem, refer to the Flowchart for the product family.

For additional assistance, contact Apple Technical Support.





Symptom Charts

Drive does not come on; LED flashes once or does not light

- 1 Replace drive mechanism.
- 2 Replace external drive cable.
- 3 Replace LED assembly.

Drive reads but does not write

- 1 Verify that drive is 1.4 MB SuperDrive.
- 2 Replace drive mechanism.
- 3 Replace external drive cable.

Drive does not read but LED comes on

- 1 Replace bad disk.
- 2 Replace drive mechanism.

Drive does not eject disk

- 1 Replace drive mechanism.
- 2 Replace eject switch cable assembly.





Drive functions, but
LED does not light

- 1 Replace LED assembly.
- 2 Replace drive mechanism.

MS-DOS drive does
not recognize disk
formatted on 1.4 MB
SuperDrive

To read and write files with either MS-DOS or 1.4 MB drive,
format all disks with MS-DOS drive first.

Drive reads/writes
to 800K disks but not
to HD disks

- 1 Verify that drive is 1.4 MB SuperDrive.
- 2 Replace drive mechanism.

Drive is unable to
read; many file
transfer errors occur

- 1 Clean drive.
- 2 Replace drive mechanism.





Drive fails to format

- 1 Clean drive.
- 2 Replace drive mechanism.

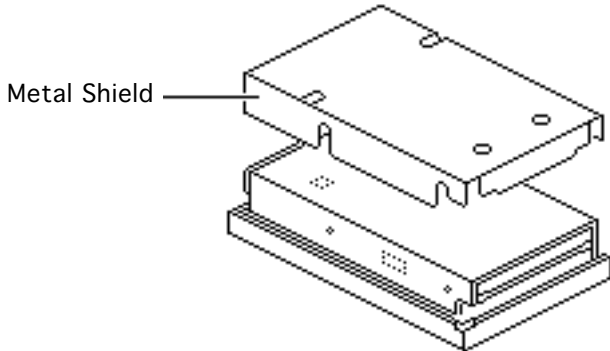
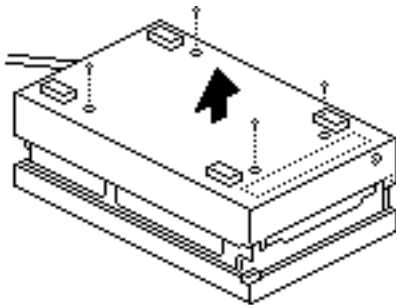




Take Apart

Apple SuperDrive





Top & Bottom Cover

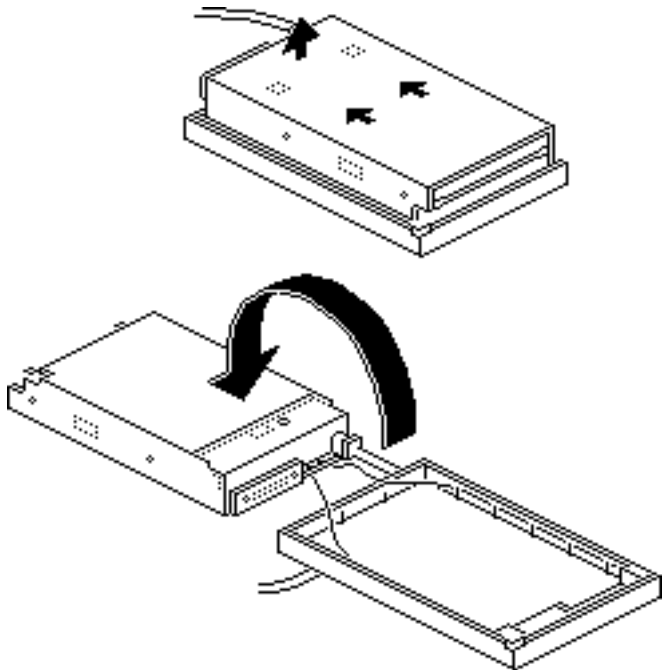
No preliminary steps are required before you begin this procedure.

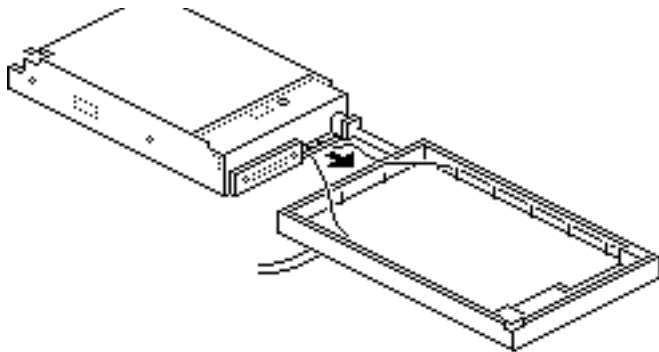
- 1 Remove the four screws from the case bottom and pull the bottom cover off the drive.
- 2 Remove the floppy metal shield from the drive assembly.
- 3 Pull the cable anchor free of the top case.





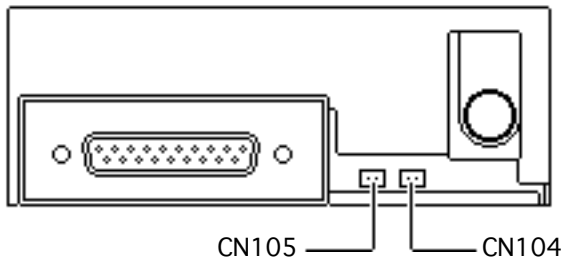
- 4 Grip the case top in one hand and the drive assembly in the other. Slide the drive assembly as far as it will go to the cable end of the case top.
- 5 Lift the drive assembly from the case top. Flip the drive assembly over. The drive assembly and the case top will be end to end.





6 Using needlenose pliers, disconnect the following cable connectors:

- LED cable from drive assembly, connector CN104
- Eject button cable from drive assembly, connector CN105

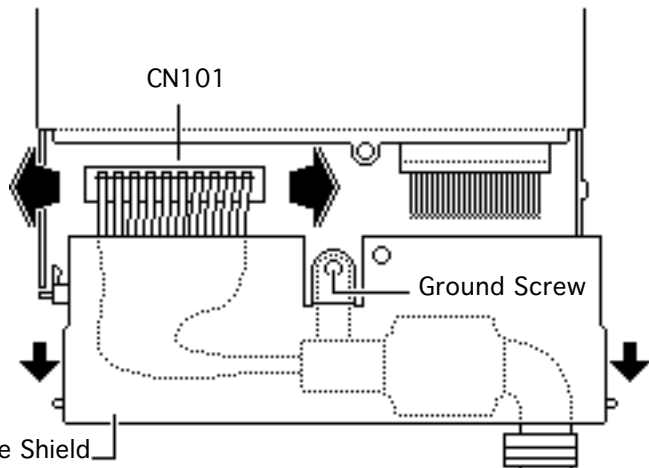
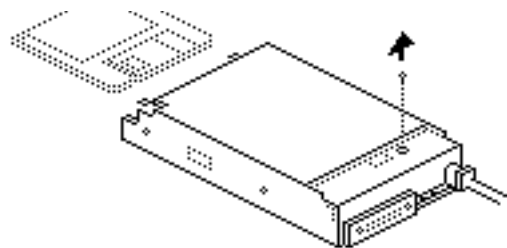




External Cable and Shield

Before you begin, remove the top and bottom covers.

- 1 Remove the mounting screw from the external drive shield.
- 2 Gently pull back the external drive cable shield and disconnect the external drive cable from drive assembly connector CN101.





Note: If you are replacing the shield or the external drive cable, first separate them by removing the ground screw.



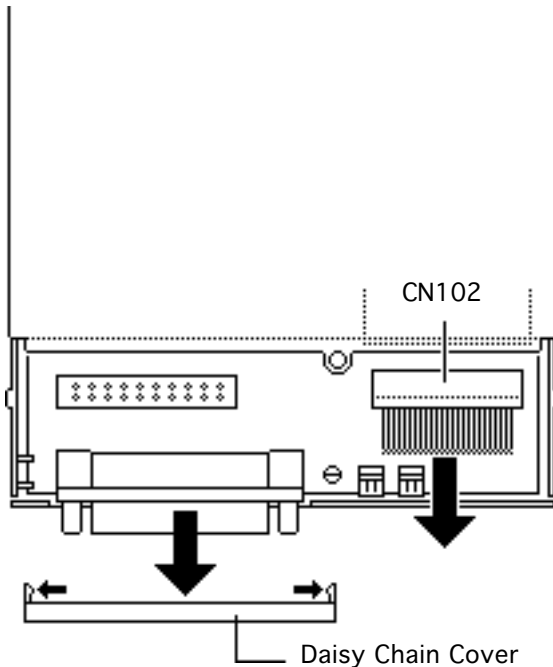


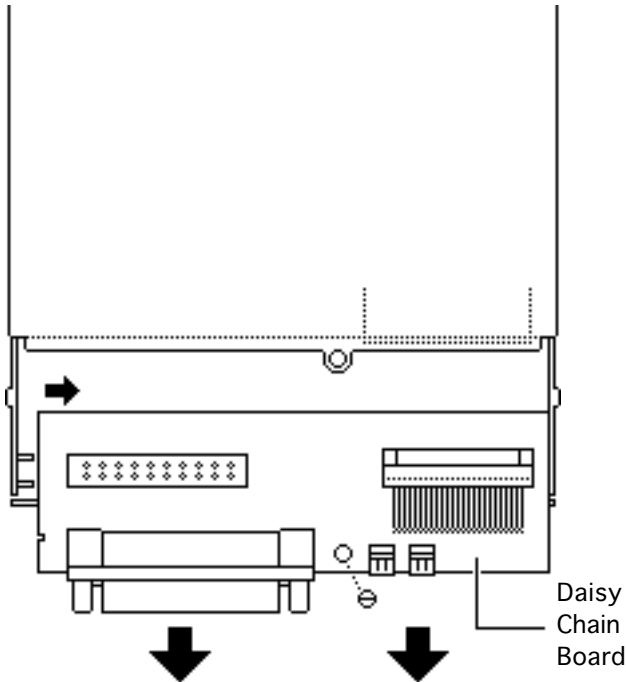
Daisy Chain Interface Board

Before you begin, remove the following:

- Top and bottom cover
- External cable & shield

- 1 Disconnect cable connector CN102 from the drive mechanism.
- 2 Pull back the two side tabs and remove the plastic daisy chain cover from the outer metal shield.





- 3 Remove the screw that holds the daisy chain interface board to the metal shield.
- 4 Slide the daisy chain board to the right and remove it from the outer metal shield.



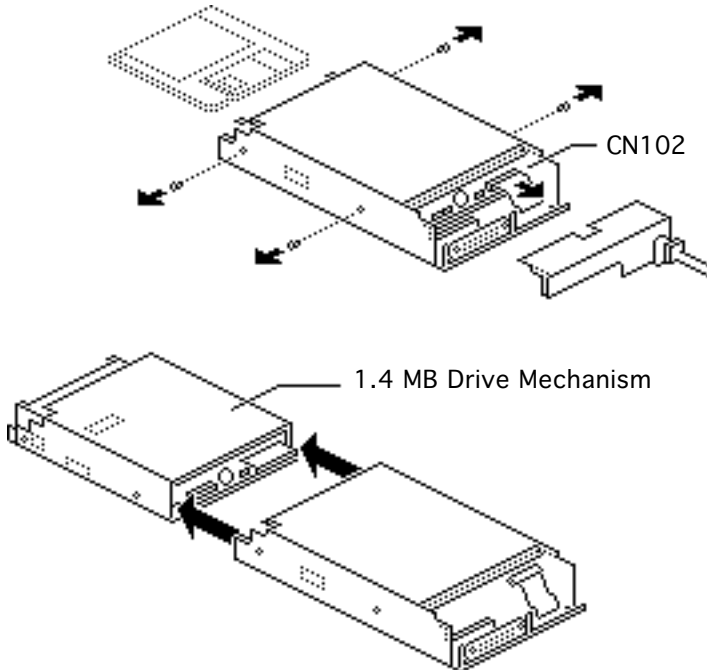


1.4 MB Drive Mechanism

Before you begin, remove the following:

- Top and bottom cover
- External cable and shield

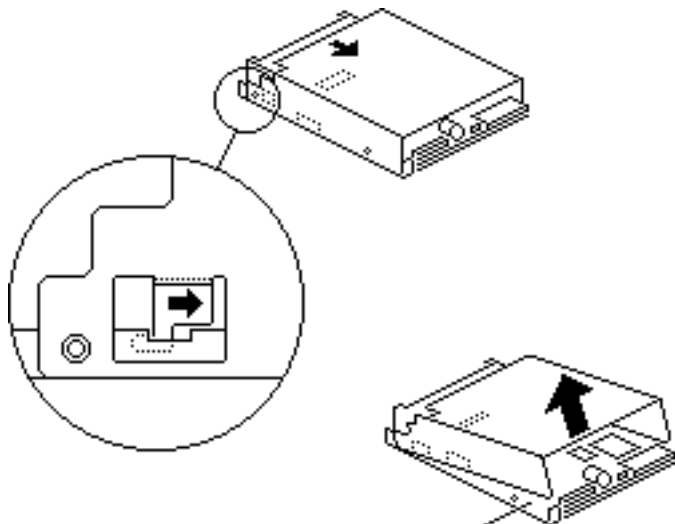
- 1 Remove the four screws from the outer metal shield.
- 2 Disconnect cable connector CN102 from the drive mechanism.





- 3 Slide the 1.4 MB drive mechanism from the outer metal shield (away from the external cable end).



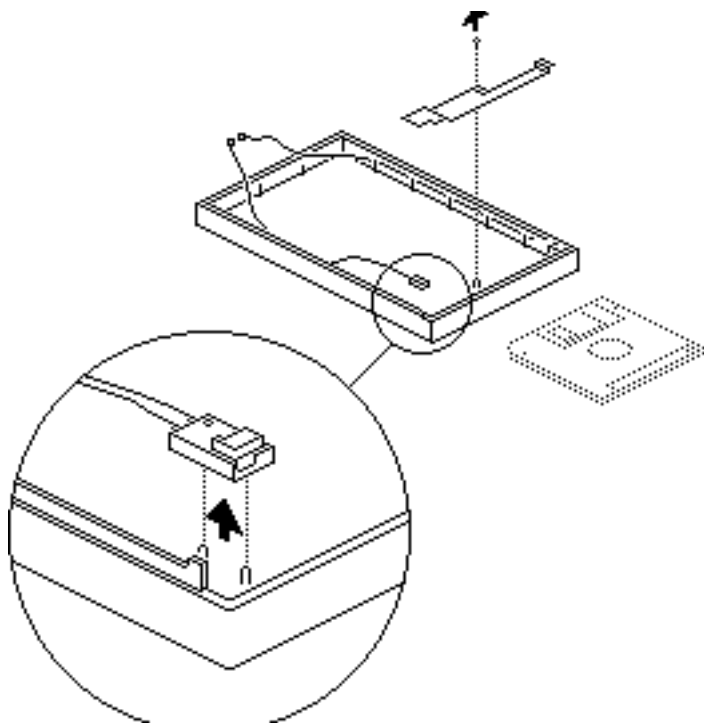


1.4 MB Drive Mechanism

- 4 Remove the inner metal shield by firmly pushing the inner metal shield in the direction of the arrow until the tabs on each side of the shield clear the holes in the drive mechanism.
- 5 Lift the shield off the drive.

Replacement Note: Before you install a replacement 1.4 MB SuperDrive mechanism, you must remove the dust shield.





Eject Switch Assembly

Before you begin, remove the top and bottom cover.

- 1 Remove the mounting screw that holds the metal bracket to the case top and remove the bracket.
- 2 Lift the eject switch assembly off the holding tabs.

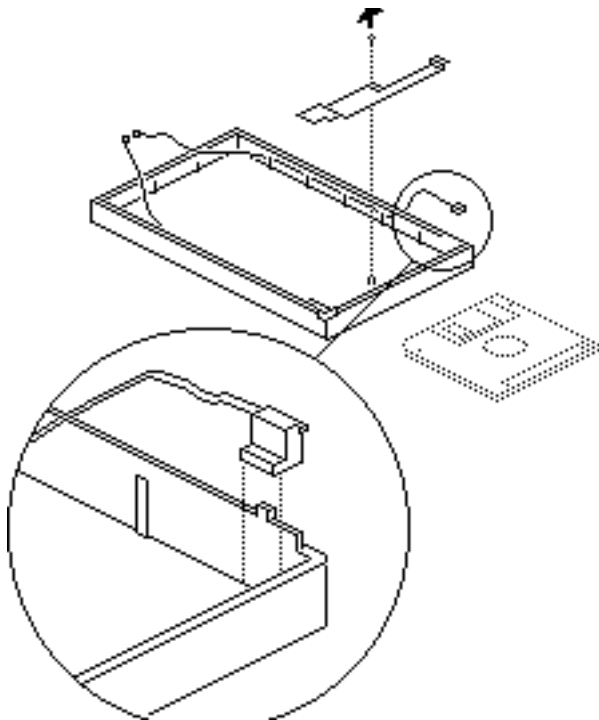




Led Assembly

Before you begin, remove top and bottom cover.

- 1 Remove the mounting screw that holds the metal bracket to the case top and remove the bracket.
- 2 Lift the LED assembly off the holding tabs.





Exploded View

Apple SuperDrive



