



## ALERTE SÉCURITÉ

### Une série de MacBook Pro 15 pouces interdits au transport aérien

En juin dernier, Apple lançait un programme de rappel d'une ancienne génération de ses « MacBook Pro 15 pouces » après avoir déterminé que les batteries présentaient un risque de surchauffe et posaient des problèmes de sécurité notamment un risque d'explosion et d'inflammabilité. Les appareils affectés par ces batteries défectueuses ont été vendus entre septembre 2015 et février 2017.

Tout appareil faisant l'objet d'un rappel par son fabricant, déclaré comme défectueux, endommagé ou potentiellement dangereux est strictement interdit en bagage de soute, en bagage de cabine et en fret.

Durant l'achat du billet (vente directe et vente à distance) et lors de l'enregistrement, les agents doivent impérativement informer les passagers sur cette nouvelle restriction en menant un questionnement rapide sur le contenu de leurs bagages par exemple.

En cas de doute de la part du passager sur l'éligibilité de son appareil, il sera invité à se rendre sur la page d'assistance d'Apple où il pourra vérifier si il est concerné ou non par ce rappel en y entrant le numéro de série de son appareil dans le champ prévu à cet effet.

Si de tels appareils sont mis à bord, le passager doit s'assurer de le maintenir éteint et de ne pas utiliser ou charger l'appareil. Il doit également informer l'équipage de cabine dans les plus brefs délais lorsqu'un appareil est endommagé, en surchauffe, émane de la fumée, perdu ou tombé dans la structure du siège



## 15-inch MacBook Pro Battery Recall Program

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.

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. Choose About This Mac from the Apple menu (🍏) in the upper-left corner of your screen. Confirm your model is "MacBook Pro (Retina, 15-inch, Mid 2015)." If you have that model, 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.

Serial Number  
XXX00X0X000

Submit



## **SAFETY ALERT**

### **A number of MacBook Pro 15-inch banned for air transport**

Last June, Apple announced a recall program of an old generation "15-inch MacBook Pro" models after determining batteries may be potentially dangerous and may pose a risk of overheating, explosion or flammability. Devices affected by such defective batteries were sold between September 2015 and February 2017.

Any device subject to a manufacturer recall, considered as defective, damaged or potentially dangerous is strictly forbidden in checked luggage, in carry-on luggage and as freight.

During the ticket purchase (direct sales and distance sales) and check-in, agents must inform passengers about this new restriction with a quick questioning about the content of their luggage for example.

Agents should advise passengers to consult the Apple's support page to check whether their device is affected or not by this recall by entering the serial number in the field therefor.

If such a device is taken on board, passenger should ensure to keep it switched off and do not use or charge it. When a device is damaged, overheating, producing smoke, lost or fallen in the seat structure, passenger should inform the cabin crew without delay.



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