

FAQs

1. What should I do if I own a MacBook Pro?

If your laptop is an older generation 15-inch MacBook Pro, please visit Apple's Macbook Pro Battery Recall Program page and key in the product serial number to check if it is one of the affected models.

Once it has been verified that your laptop is one of the affected models, please contact Apple to arrange for a battery replacement.

If the battery has been replaced, it will be stated as such in the records. Once the battery has been replaced or verified safe, you can carry your Macbook Pro on board.

2. If my MacBook Pro is among the affected models, and its battery hasn't been replaced, can I still carry it on board and have it replaced when I arrive?

No. For the safety of our passengers and crew, we seek your cooperation to ensure that the battery is replaced before your flight.

3. If my MacBook Pro is not affected or if I have replaced the battery, can I carry it on board?

Yes, once the affected battery has been replaced, you may carry your MacBook Pro on board.

4. Must I show any documentation during check-in to prove that the battery for my affected MacBook Pro has been replaced?

No, there is no need to provide documentation. However, if you are asked to assist in the verification, you will be required to provide the product serial number to prove that the battery has been replaced.

5. If I am a passenger who has started my journey and about to return home, what should I do if my MacBook Pro is among the affected models?

If your MacBook Pro is among the affected models, please contact a local Apple service provider to arrange for the battery replacement before your flight.

6. How long can I expect this restriction to last?

We are monitoring the situation and will provide the necessary updates when available.

7. What happens if I miss my flight or have to change my flight as a result of having to replace the battery for my affected MacBook Pro?

Please contact your travel agent or local reservations office to make changes to your flight. We will be happy to assist you in doing so.