

VIN/OBS MacBook Check-in Cheatsheet

Standard Operating Procedure · Vintage or Obsolete MacBook Intake Triage

STEP 1 — CHECK GSX STATUS

1. Log into GSX2 and enter the device's serial number.
2. Look at the top-left pane, next to the model name, for an **OBS** or **VIN** prefix.
3. **OBS or VIN present** — check in as a standard diag.
4. **Neither present** — this is a **"GSX-able Unit"** (our term for an Apple-supported device); proceed with standard support intake.

CHECK-IN TYPE QUICK REFERENCE

Standard Diag

Unit is OBS or VIN

N-type

Flashing "?" — reimage pre-approved (\$100)

DR-type

Flashing "?" — data backup prioritized



OBS/VIN units get checked in **exactly like a standard diag** — assign at check-in to that day's **Diag or Same-Day Tech**, whichever applies. Do NOT assign to the day's Apple Tech; it risks the unit slipping through the cracks.

STEP 2 — FLASHING QUESTION MARK?

- 1 Confirm the device is actually showing the flashing question mark — not a slow boot or a plain black screen.



Older macOS



Apple Silicon

- 2 Ask the customer: reimage now, or prioritize data backup first?
- 3 **If reimage:** pre-approve the customer for a **\$100 OS reimage**. Check in as **N-type** and clearly note: "Customer pre-approved \$100 reimage."

If reimage fails (storage / filesystem / logic board issue): waive the \$100 and quote from there instead.

- 4 **If data backup:** check in as **DR-type** and assign to whoever covers DR-types that day. Quote like a standard DBU.

After backup completes, Apple Tech can attempt reimage — additional \$100 on top of the DBU fee. If that \$100 was not pre-approved in the check-in notes, Apple Tech will not attempt the reimage.

Any MacBook issue involving an OS Reimage or Data Recovery, in ANY form, requires the customer's login password at check-in.

LIQUID SPILL HANDLING

- Most spills look worse than they are — don't jump straight to a \$1,000+ quote.
- Apple Tech can try a few quick things first — clean the USB-C port with Deoxit, attempt a firmware revive, etc. — before quoting further.
- Set the customer's expectations up front that the unit could still need to ship out.

Apple Depot (any type): ~7–10 business day turnaround; device data is wiped at the depot.