



## 'Important Message'

### "Important Message" for iOS 18 - Current

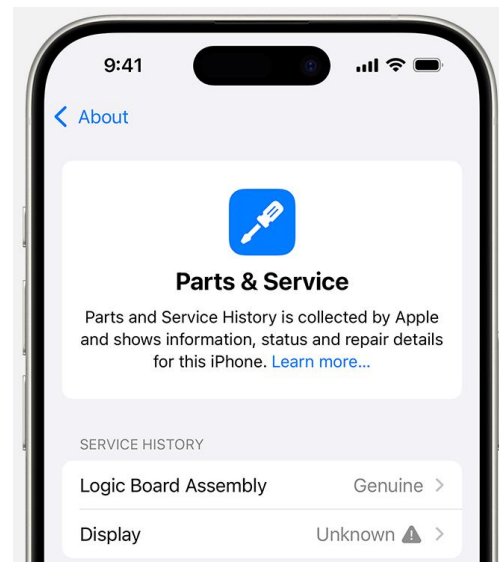
This message occurs after hardware replacement(s).

#### Serialised Parts

- Display
- Battery
- Front Camera
- Rear Camera

#### Affected Models

*iPhone XR onwards*



With the latest release of iOS 18, came some significant changes. More noticeably, the changes that were made to the 'Important Message' - **this has been improved** and is now more tolerable than previous iOS versions (see Page 2).

To hide the newer message(s) generated by iOS 18 after a repair, simply click the notification:



and once it has loaded you can exit back to Settings.

The message and your (1) notification badge will now be gone / show no notifications.

**No more waiting 15 days!** *Good job, Apple.*

## "Important Message" for iOS 15-17

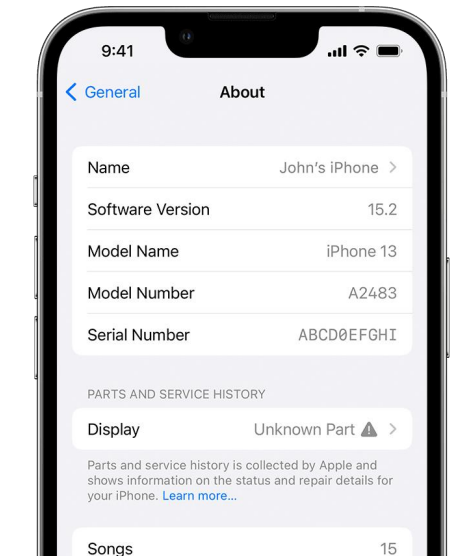
This message occurs after hardware replacement(s).

### Serialised Parts

- Display
- Battery
- Front Camera
- Rear Camera

### Affected Models

*iPhone XR onwards*



### Message Explained

Some components of your iPhone have a unique serial number (as does the replacement part(s)) - your device will look for this serial number on start-up and if it **has changed**, this message will appear.

Although the functionality of your device and the new parts have not changed, the message relates specifically to the **difference** in **serial number**.

### Message Duration

You will see a notification on your lock screen for the first 4 days that you use your device, and in the Settings app for 15 days. After that period, the message will not be displayed on your lock screen or in the Settings app. The Settings **(1)** notification will also be removed.

### Message Affects

These notifications do not affect your ability to use your iPhone or your new parts.

Only Apple can sync this number to match and remove the 'Important Message'.

This check-system is in place to show the Service History of your device.

### Removing This Message

*Parts supplied from Apple will be calibrated via Apple's Diagnostic Services - this is included in repair quotes (where possible). A message will still appear, however this will display 'Genuine Part' instead of 'Unknown Part'.*

## Common FAQ

So - if I have two brand new iPhones, and I swap the displays - which message will appear?

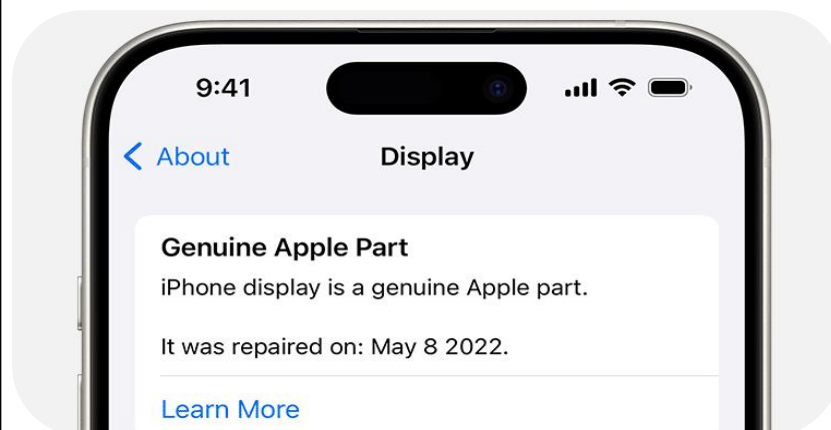
The answer: *'Important Message - Unknown Part'*

Test Item	Factory Value		Current Value	
Device Model	iPhone 11 Pro Max		iPhone 11 Pro Max	
Device Color	Front Black, Rear Space Gray		Front Black, Rear Space Gray	
Mainboard Serial No.	F3Y031600WPLTQ5D	2020-08-01	F3Y031600WPLTQ5D	2020-08-01
Battery Serial Number	F8Y02740NLSMD2CAA	2020-07-02	F8Y02740NLSMD2CAA	2020-07-02
Rear Camera	DN80243A9P2K91K3V	2020-06-10	DN80243A9P2K91K3V	2020-06-10
Front Camera	DNM02921B9UKDH66V	2020-07-14	DNM02921B9UKDH66V	2020-07-14
Screen Serial Number	F3Y031600WPLTQ5D	2020-08-01	F3Y031600WPLTG9Z	2024-09-09

*iPhone 11 Pro Max Serial Numbers - After Screen Replacement*

## Apple Supplied Parts (Coded / Serialised)

*Parts supplied by Apple to EPR UK will display the following message. Apple-sold parts will be configured by Apple Diagnostics and will show the message below:*



*Please note - Apple only provide sixty (60) days of Warranty for their replacement parts (from the date of purchase). All parts supplied by EPR UK will have 12 Months Warranty.*