

Dear representatives of Apple Technology Services and Apple Sales (New Zealand)

Attention:

Peter Ronald DENWOOD (3394 Las Huertas Road, Lafayette, California)

Gene Daniel LEVOFF (447 Hillcrest Road, San Carlos California)

Anthony James KING (2 St Giles Avenue, Greenwich)

Paul Anthony WHITTINGHAM (33 Upper Cliff Avenue, Northbridge)

Colin Douglas THEYERS (6 Ngaiwi Street, Orakei, Auckland)

Ref: Apple Case ID: 1003903751659

Background:

The Apple iOS text messaging app has always had a powerful search function that many users enjoyed. We were able to search for a particular contact, keyword, and phone number in order to pinpoint a historic text message thread. Although this feature is not exclusive to Apple iOS, it is one that I, as a consumer considered to be a core function that characterizes the iPhone's useability.

When a typical Apple user purchases a new device to replace an older one, they tend to backup all contents from the older device and then proceed to restore the content onto the newer one from iTunes or iCloud. In this case, I had upgraded from an iPhone 6 to 7 Plus recently and performed this as I have done for all historic device purchases in the past. Upon the restoration, all the data was present without a hitch as usual. I could scroll down to text messages dating back to when I owned an iPhone 4 in 2012. This is excellent.

However, the text message app search function was no longer working. At the time of upgrade, I had updated to the latest iOS 11.2.1 on the iPhone 7 Plus and at time of writing this, to iOS 11.2.2. The text messaging app search only yielded results for active text message threads from after the restore date (early December) of the new device. I was no longer able to find the desired search result by using keywords or contact names, despite the text message still being present within the app (located by arduous scrolling). I verified this issue was present on all devices within the household and beyond (other iPhones belonging to friends and family) so determined that this issue was not isolated to my device alone. This function always worked seamlessly prior to the new iOS upgrade and on older devices.

I phoned Apple support and communicated the issue. Your support staff verified the issue and after consulting a Product Specialist, she advised that this is a known issue with the current iOS and that I was not the only user who had reported this. Your staff attribute this issue to the new iOS upgrade. She advised that all I could do at this stage was provide user feedback via the Apple website in hopes of a next iOS update that addresses this loss of function. This is documented in detail against the aforementioned Apple Case ID. I have provided my user feedback several weeks ago and have yet to hear any form of acknowledgement or solution. Updating to iOS 11.2.2 did not remedy the issue.

Resolution:

As a loyal Apple user, I wish to continue using my iPhone 7 Plus and future purchases without a significant loss of function. In accordance with the Consumer Guarantees Act 1993 in New Zealand, a reasonable user would deem the device no longer fit for purpose when a key search function is lost. I urge that you, on behalf of Apple take the necessary action to work with your software developers to address the loss of function. I imagine this would not be a difficult task. I request that users be updated on the progress of this fix in potential upcoming releases of iOS update. As you are aware, Apple recently issued an apology to all users regarding the lack of transparency in implementing the "performance throttling" process with regards to aging batteries. As a consumer, I consider this limitation in search function an equally distressing matter that must be addressed appropriately. As your support teams were unable to resolve the issue and refused to work with me in developing a solution, I have no choice but to reach out to you directly to seek a remedy for the product being rendered not fit for purpose.

Please respond by close of business Friday 2nd February 2018 UTC +12.

If you choose to ignore my reasonable attempt to request a remedy, I will lodge a claim with the Disputes Tribunal.

Best regards,

Melvin Shaw (Mob: +64212347859)

10 January 2018