

DUMPS ARENA

Mac Service Certification

Apple 9L0-012

Version Demo

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QUESTION NO: 1

Remaining residue from Very High Bond (VHB) adhesive should only be removed with which of the following:

- A. VHB solvent
- B. Nail polish remover
- C. Isopropyl alcohol wipes
- D. VHB neutralizer
- E. Liquid acid neutralizer

ANSWER: B C**QUESTION NO: 2**

You are inspecting a MacBook Pro as part of your troubleshooting process. You note that two of the screws on the bottom case are damaged. There is no record of the computer being repaired on a previous occasion. If the resolution to the issue requires that you replace a part, how does your discovery of the stripped screws impact that repair?

- A. You need to thoroughly question the customer on previous repairs or attempted repairs by unauthorized service providers
- B. Make sure to inspect internal components and connections carefully to make sure that components were not damaged by someone tampering with the computer
- C. Complete the set of three modification tests as specified in GSX prior to opening the computer
- D. Classify the repair as ineligible for service and explain to the customer that you will not be able to complete any repairs

ANSWER: C**QUESTION NO: 3**

Which of the following parts are built into the top case of MacBook Air (Mid 2013) model computers? SELECT TWO.

- A. Keyboard
- B. Trackpad
- C. Microphone
- D. Battery
- E. LVDS cable

ANSWER: A B

QUESTION NO: 4

Which THREE of the following items are appropriate to use for ESD prevention?

- A. Metal work surface
- B. Power supply discharge tool
- C. Grounded work mat
- D. Wrist strap and cord
- E. Wireless wrist strap
- F. Static-shielding bags

ANSWER: C D F

QUESTION NO: 5

According to the Apple Troubleshooting theory, at what stage should you run a diagnostic?

- A. After determining the issue is not hardware
- B. After determining the issue is Education Opportunity
- C. After determining the issue is caused by the Environment
- D. After determining the issue is with the device's Software or Hardware

ANSWER: D

QUESTION NO: 6

How do you reset the SMC of a MacBook Pro (Retina, 13-inch, Early 2013)?

- A. Press the internal SMC reset button near the SSD slot.
- B. Disconnect the main battery, then hold down the power button down for five seconds.
- C. Shut down the MacBook Pro and unplug for fifteen seconds. Attach the power adapter and wait five seconds, then press the power button.
- D. Plug in the MagSafe power adapter and shut down the computer. Using the system keyboard, press the Shift-Option-Control keys and the power button at the same time

ANSWER: D**QUESTION NO: 7**

A customer brings his MacBook Pro (15-inch, Mid 2012) in for servicing. It is not functioning correctly and you suspect the machine has been damaged by the customer. As you inspect for accidental damage, you should open the lid and confirm that the hinges are working smoothly and inspect the LCD for cracks in the glass. Which of the following should you also do? Select two.

- A. Disassemble the SuperDrive to check for debris or dust inside.
- B. Look for cracks, dents, or scratches on the exterior of the system.
- C. Connect the system to external speakers to check for sound output.
- D. Erase all of the customer's data and reinstall OS X to test the hard drive.
- E. Check for any unusual odors coming from the system, which might indicate spill damage.

ANSWER: B D**QUESTION NO: 8**

The Mac Pro (Late 2013) enclosure is made of the following polished material that must be handled with care to avoid scratching:

- A. plastic
- B. acrylic
- C. titanium
- D. aluminum

ANSWER: D**QUESTION NO: 9**

What component should be investigated if a MacBook Air (13-inch, Mid 2012) sends video to an external display but not to the internal?

- A. Display Module
- B. Logic board
- C. I/O flex cable
- D. I/O board

ANSWER: A

QUESTION NO: 10

Which of the following software tools can detect malfunctioning thermal sensors on MacBook Air (Mid 2013) models?
SELECT TWO

- A. System Information
- B. Apple Service Toolkit (AST)
- C. Apple Service Diagnostics (ASD)
- D. Thermal Sensor Diagnostics (TD)
- E. Thermal Service Diagnostics (TSD)

ANSWER: B C