

Apple

Exam 9L0-010

Macintosh Service Certification Exam

Version: 7.0

[Total Questions: 93]

Question No : 1

You are preparing to service a MacBook. To reduce the risk of damage from ESD, you clear the area of plastic, vinyl, or foamed polystyrene, and have static-shielding storage bags available for ESD-sensitive components. While you are working you should also remember to _____ and _____. SELECT TWO

- A. ground yourself and the equipment you are working on
- B. always place ESD-sensitive components on metal surfaces
- C. discharge the display to protect the other ESD-sensitive components
- D. handle any ESD-sensitive components by the connectors, rather than by the edges
- E. ask other technicians to avoid touching you when you are working on ESD-sensitive components

Answer: A,E

Explanation:

Before working on any circuit board or assembly containing ESD-sensitive circuits, ground yourself and the equipment you are working on to an earth or building ground. Use a grounded conductive workbench mat and a grounding wrist strap, and ground the equipment to the mat.

Do not touch anyone who is working on ESD-sensitive circuits or circuit boards of any kind. If you touch someone who is properly grounded, your "zap" or body charge may not cause any damage, but just to be safe, keep your own body charge away from other technicians.

Question No : 2

The Mac Pro (Early 2009) has SMC functionality split between a primary SMC on the backplane board, and a secondary SMC on the processor board. What service issue should a technician be aware of when servicing the Mac Pro (Early 2009)?

- A. SMC firmware must always match on both boards.
- B. Three internal buttons must be pressed in order to reset both SMCs.
- C. It is required to remove the memory riser card in order to reset the SMC.
- D. Processor trays are interchangeable between similar Mac Pro (Early 2009) units.

Answer: A

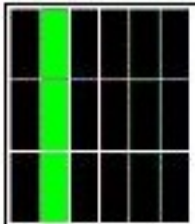
Explanation:

Since the SMC firmware is stored on both the backplane board and processor board, it is

important that the version of SMC firmware match on both boards.

Question No : 3

Examine the exhibit.



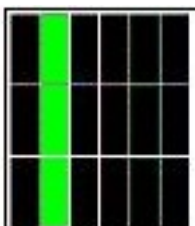
What is the correct name for this type of pixel anomaly?

- A. Dark dot defect
- B. Stuck sub-pixel
- C. Bright dot defect
- D. Vertical TAB fault

Answer: D

Explanation:

In the examples below, a horizontal or vertical white or colored line would appear on the display, while the rest of the display would appear dark.



Whether the symptom is a white line, a black line, or a colored line, horizontal or vertical, the important thing to remember here is that TAB faults are resolved only by replacing the LCD display module itself, not by flexing the LCD display module, rubbing the display, or some other improvised method.

Question No : 4

The purpose of Apple's business conduct helpline is to _____.

- A. ask technical support questions
- B. report damaged service parts to Apple
- C. report normal business operational details to Apple
- D. raise a potential business conduct or ethics issue as it relates to Apple

Answer: D

Question No : 5

Which of the following is a valid precaution you should take while working inside an iMac (27-inch, Mid 2010) system that is plugged into AC power but has not yet been powered on?

- A. Do not turn the unit upside-down.
- B. Avoid putting your fingers near the fans.
- C. Make sure you are NOT wearing a grounded ESD wrist strap.
- D. Do not touch the processor heat sink because it could burn your fingers.

Answer: C

Explanation:

Reminder: If the unit needs to be plugged in for LED checks or similar troubleshooting, do NOT wear an ESD wrist strap. Any shock could be more dangerous since you are connected to ground

Question No : 6

Which part or parts of a CRT display should NOT be touched until after the display is disconnected from its power source and the CRT is properly discharged? SELECT ALL THAT APPLY

- A. Yoke assembly
- B. Anode aperture

- C. High voltage cable
- D. Front of CRT display
- E. Flyback transformer
- F. Outer plastic housing

Answer: A,B,C,E

Question No : 7

The Solid state drive in MacBook Air (11-inch, Mid 2012) is NOT backwards compatible with earlier models.

- A. True
- B. False

Answer: B

Explanation: Explanation/Reference:
Late 2010/Mid 2011 SSD Card



untitled
Mid 2012 SSD Card



untitled

Question No : 8

You are replacing a logic board in a Mac Pro. You should handle the board by its _____.

- A. edges
- B. heat sinks
- C. connectors
- D. components

Answer: A

Question No : 9

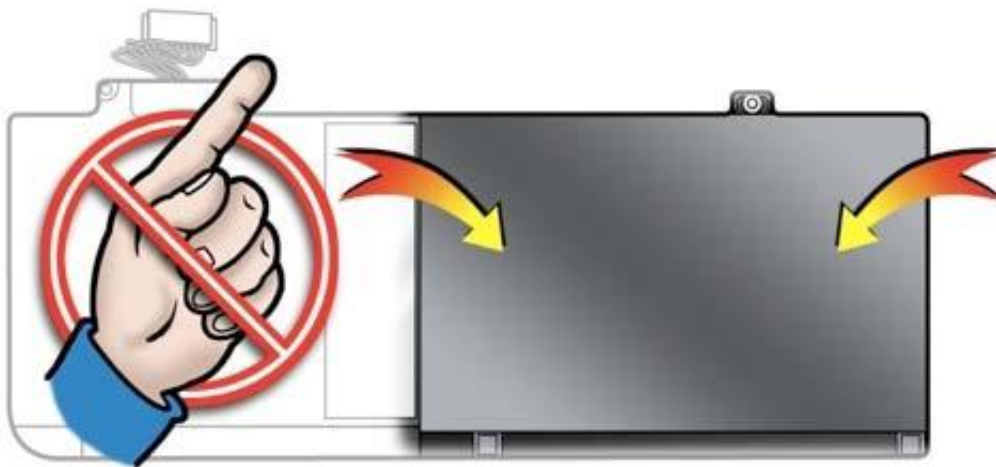
How should you handle an embedded battery once it has been removed from a Mac Book Air (Late 2010)? SELECT TWO:

- A. By the edges.
- B. Use both hands.
- C. Grasping the cells packs.
- D. Compressing the top and bottom.
- E. Use either needle-nose pliers or metal tongs.

Answer: A,B

Explanation:

Tip: Whenever you handle the battery, hold the battery carefully by its edges only. Do not puncture or press on battery. If mylar covering battery is punctured, do not re-use battery. Do not drop the battery. If setting battery aside, make sure surface is clean and free of dust, dirt, screws, etc.



untitled

Question No : 10

You want to follow ESD prevention rules, but your work area is too small for you to be tethered with a wired wrist strap. What is one acceptable alternative solution to this issue?

- A. Use a wireless wrist strap.
- B. Use a grounded ESD heel strap.
- C. Do not practice ESD prevention.
- D. Work on the floor instead of a table.

Answer: B

Explanation:

Mishandling components creates DOA parts that slow down repairs and drive customer dissatisfaction. In addition, you can set up work areas using heel straps instead of wriststraps. This leaves your hands free.

Question No : 11

Which of the following is NOT a valid example of the type of information that Apple collects from its customers?

- A. Credit card information.
- B. Discussion blog postings mentioning Apple
- C. Apple product serial number and date of purchase
- D. Name, mailing address, phone number, email address

Answer: B

Question No : 12

Examine the exhibit.



This specialized tool is required for the removal of which component from the Mac mini (Mid 2010)?

- A. Fan
- B. Memory
- C. Bottom Cover
- D. Antenna Plate
- E. Logic Board Assembly

Answer: E

Explanation:

Tools

Logic board removal tool: 922-9588

Torx T6, T8 & T9 screwdrivers

2 mm (5/64-inch) hex wrench

Black stick



untitled

Question No : 13

You are about to begin disassembly of an iMac (27-inch, Mid 2010) to replace the LCD display. Which TWO of the following tools are required to do this? SELECT TWO

- A. Multimeter
- B. Suction cups
- C. Service stand
- D. Anti-static, lint-free gloves
- E. Torx T-15 driver with 5 inch shaft

Answer: B,D

Explanation:

(First) Glass Removal

Tools

ESD wrist strap

lint-free gloves

suction cups

sticky silicone roller

sticky sheets to clean the silicone roller

microfoam bag to store glass panel

(Second) LCD Removal

Tools

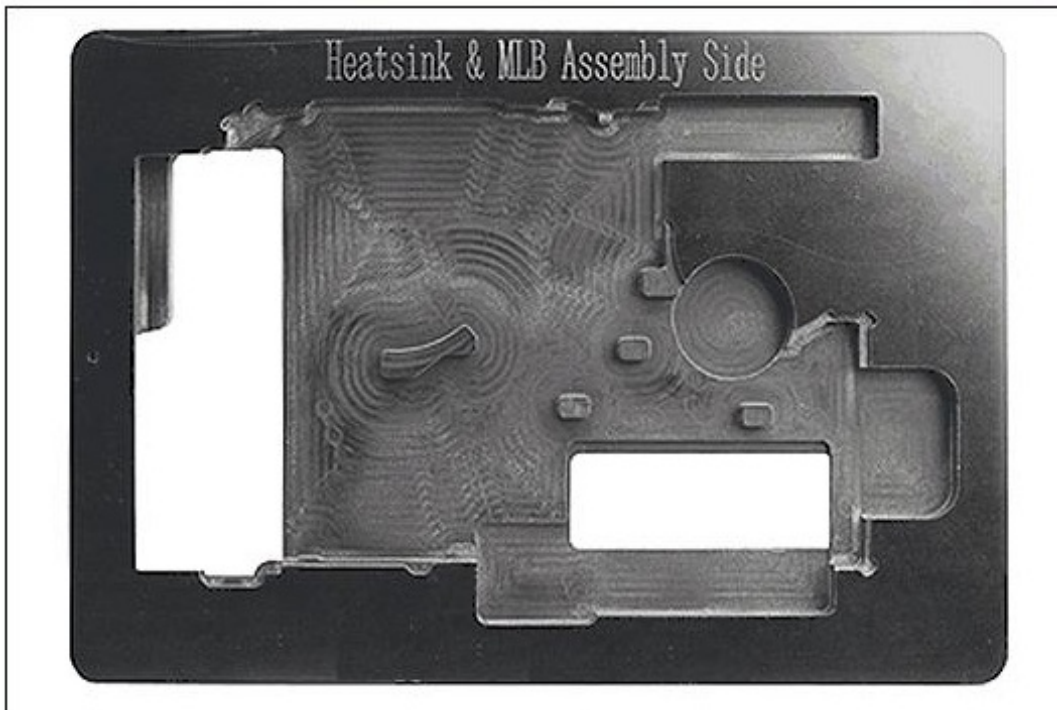
ESD-wrist strap and mat

ESD bag to store LCD panel

Magnetized T10 screwdriver

Question No : 14

Examine the exhibit.



Why is it necessary to use this Service Fixture when replacing the left fan or heat sink in a MacBook Pro (15-inch, Mid 2009)?

- A. This tool is used to avoid flexing the logic board.
- B. This tool is used to avoid ESD damage to the logic board.
- C. It is impossible to remove these components without this tool.
- D. This tool is used to properly align the processor with its socket.

Answer: A

Explanation:

Use the custom-made service fixture (922-9102) to provide support to the logic board whenever removing and replacing the left fan and heatsink. Failure to use the service fixture will flex the logic board and strain components on the board.

Question No : 15

If you are unable to find the password for an AirPort Extreme or Express Base Station, you should perform a _____.

- A. Soft reset
- B. Hard reset