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9L0-009

Macintosh Service Certification Exam

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Note: The answer is for reference only, you need to understand all question.

QUESTION 1

You require additional information about a specific problem with a customer's Mac. Which one of the following resources is the Apple-recommended choice for researching the problem?

- A. Downloads
- B. Discussions
- C. User's manual
- D. Apple support articles

Answer: D

QUESTION 2

Which of the following is ALMOST CERTAINLY a hardware-related problem?

- A. No video at startup
- B. Error beep at startup
- C. Distorted video at startup
- D. Blinking question mark at startup

Answer: B

QUESTION 3

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

QUESTION 4

A customer brings a Mac Pro to your service center for repair. After finding the serial number, which TWO of the following sources will display the proper AppleCare name for that Mac Pro? SELECT TWO

- A. MRI
- B. GSX
- C. Console
- D. System Profiler
- E. About This Mac
- F. Apple Name Tool
- G. Apple Hardware Test

Answer: AB

QUESTION 5

Apple sells customer information to other marketers.

- A. True
- B. False

Answer: B

QUESTION 6

What component of a Mac mini (Early 2009) logic board requires use of an anti-static foam support to avoid damage?

- A. EMI clips
- B. Video card
- C. Large heat sink
- D. Battery connector

Answer: A

QUESTION 7

You are troubleshooting an iMac (Early 2008) that does not power on. You notice that all diagnostic LEDs remain off when a known-good power cord is connected to the iMac and to a known-good power outlet. What is most likely the cause of these symptoms?

- A. Faulty power supply
- B. Faulty optical drive
- C. Faulty LCD panel
- D. Faulty video card

Answer: A

QUESTION 8

What step is required before upgrading the RAM in a Mac Pro (Early 2009)?

- A. Remove the processor tray.
- B. Remove the hard drive carriers.
- C. Remove the front inlet fan assembly.
- D. Remove the Optical Drive and Carrier.

Answer: A

QUESTION 9

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

QUESTION 10

The LED on a MacBook (13-inch Late 2009) MagSafe power adapter does not illuminate at all when it is plugged into the MacBook and you know the adapter is connected to a known good power source. What is the most likely cause of this symptom?

- A. The MacBook has a faulty backup battery.
- B. The MagSafe adapter needs to be reset first.
- C. The MacBook has a faulty magnetic sleep sensor.
- D. A MagSafe adapter connector pin is stuck down or dirty.

Answer: D

QUESTION 11

You are about to replace a MacBook Air (13-inch, Late 2010) logic board. Which of the following is the most important step you should take immediately after removing the bottom case?
