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Exam: **9L0-009**

Title : Macintosh Service Certification Exam

Version : DEMO

1.Which section of any Apple Technician Guide is the BEST place to look for instructions for replacing an internal component?
A.Views
B.Basics
C.Take Apart
D.Troubleshooting
Answer: C

2.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

3.You must provide your identity when you use Apple's Business Conduct Helpline.You may not contact the Helpline anonymously.
A.True
B.False
Answer: B

4.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

5.Which THREE of the following components should you be very careful with, when working inside an Apple portable? SELECT THREE
A.Plastic tab
B.Small screw
C.Ribbon cable
D.Deflection coil
E.Anode aperture
F.Flyback transformer
Answer: ABC

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

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

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

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

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