Apple Service Fundamentals

Apple SVC-16A

Version Demo

Total Demo Questions: 10

Total Premium Questions: 59

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QUESTION NO: 1

If the glass panel on an iMac or Thunderbolt Display is broken and still attached to the rear housing, with what will you secure the broken display?

A. Glue

B. Very High Bond (VHB) adhesive

C. Packing tape

D. Thermal compound

E. Painters tape

ANSWER: 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

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: 4

Which of the following utilities helps to diagnose wireless network issues and is only available when running OS X v10.8.4 or later?

A. Network Utility

B. Network Diagnostics

C. Wireless Diagnostics

D. Network Setup Assistant

ANSWER: C

QUESTION NO: 5

Which of the following parts must be removed prior to replacing the left speaker of the MacBook Air (11-inch,

Mid 2013)? (Select three.)

A. Right speaker

B. Bottom case

C. Battery

D. Logic board

E. I/O Flex cable

F. Display clamshell

G. Input device (IPD) flex cable

ANSWER: B C G

QUESTION NO: 6

Which two components inside an iMac are energized if the computer is plugged in, even when the computer is turned off? (Select two.)

A. Logic board

B. Hard drive

C. Memory

D. Speakers

E. Power supply

F. LCD

ANSWER: E F

QUESTION NO: 7

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: 8

Identify the memory module technology used by the MacBook Air (11-inch, Mid 2013) and MacBook Air (13inch, Mid 2013).

A. DDR3L

B. LPDDR3

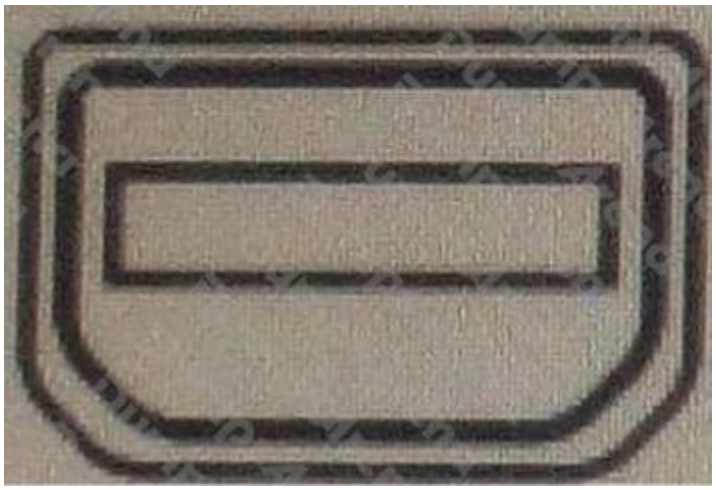
C. DDRPC3

D. PLDDR3

ANSWER: A

QUESTION NO: 9

Examine the image. You have a cable with a connector of this shape. What type of cable might this be? (Select two.)



A. Thunderbolt

B. Mini DisplayPort

C. USB 2.0

D. FireWire800

E. Mini DVI

ANSWER: A B

QUESTION NO: 10

Which of the following is a best practice when handling the embedded battery from MacBook Air models'?

A. Use the battery cable or connector to lift the battery.

B. Hold the battery carefully by its edges only with two hands.

C. Grasp the middle of the battery cells when removing it from the computer.

D. Re-cover any punctures or tears in the soft Mylar covering with Kapton tape

ANSWER: A