



# 9L0-012<sup>Q&As</sup>

Mac Service Certification Exam

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### QUESTION 1

Which section of Apple Service Guide contains a diagram for symptoms related to logic board connectors?

- A. Quick Checks
- B. Block Diagram
- C. Exploded View
- D. Functional Overview

Correct Answer: D

Reference: [http://tim.id.au/laptops/apple/macbook/mbp15\\_mid2010.pdf](http://tim.id.au/laptops/apple/macbook/mbp15_mid2010.pdf) (functional overview)

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### QUESTION 2

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

Correct Answer: C

Reference: <http://mdex-nn.ru/uploads/imac12.pdf> (page 11)

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### QUESTION 3

After disconnecting all other Mac Pro (Late 2013) parts, which of the following components remains?

- A. Thermal center
- B. Thermal unit
- C. Thermal core
- D. Thermal structure

Correct Answer: C

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#### QUESTION 4

Which of the following is a valid ESD safety precaution?

- A. Always handle logic board by grasping the heat sinks.
- B. Do not wear polyester clothing while working on ESD sensitive components
- C. You should place ESD-sensitive circuits on top of metal work surfaces.
- D. Keep ion generators away from circuit board or assembly containing ESD-sensitive circuits.

Correct Answer: B

Reference: <http://www.peachpit.com/articles/article.aspx?p=760956> (see ESD safety guidelines)

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#### QUESTION 5

You are about to replace a MacBook Air (11-inch, Mid 2013) logic board. Which of the following is the most important step you should take immediately after removing the bottom case?

- A. Remove the thermal module.
- B. Install the battery cover.
- C. Remove the SSD carrier
- D. Remove the battery.

Correct Answer: D