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**QUESTION 1**

Where can a technician find the serial number of an SSD that has been replaced on a MacBook Pro (Retina, 13-inch, Early 2013)?

- A. Lift the mylar cover on the SSD.
- B. Peel back the thermal pad on the SSD
- C. On the top case.
- D. On the back of the SSD cable

Correct Answer: A

QUESTION 2

How many soft cells does the battery in the Mac Book Pro (Retina Mid2012) or MacBook Pro (Retina, 15inch, Early 2013 and Late 2013) have?

- A. 5
- B. 6
- C. 7
- D. 8

Correct Answer: B

Reference: <https://www.ifixit.com/Teardown/MacBook+Pro+15-Inch+Retina+Display+Mid+2012+Teardown/9462>

QUESTION 3

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

**QUESTION 4**

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

Correct Answer: C

Reference: http://tim.id.au/laptops/apple/imac/imac_27_mid10.pdf

QUESTION 5

Which diagnostic component of AST should be used to test image persistence issues on internal IPS displays in Apple desktop and portable computers, using consistent testing parameters?

- A. IPT
- B. MRI
- C. VST
- D. EFI

Correct Answer: D

Explanation:

Apple Service Toolkit includes:*

AudioTest -- plays a series of tones through each speaker and listens for those same tones via the microphone.

Diagnostic Gateway (DG) -- software that runs on a dedicated Intel-based Mac using Mac OS X Server 10.6/10.7 and serves up tools to triage computers via NetBoot, recording test results as log files.

Mac Resource Inspector (MRI) -- triage tool that provides a fast check of internal hardware components for all Intel-based computer systems. Notebook Adapter Diagnostic (NAD) -- triage tool that reports on the condition of Intel-based notebook power adapters.

Cooling System Diagnostic (CSD) evaluates the thermal sensors, fans and heat sink in MacBook Pro (Early 2011) models and will either confirm correct operation or help diagnose a service issue.



Gateway Manager -- software application used to remotely configure and manage the Diagnostic Gateway server as well as access logs created by diagnostic tools.

Test Patterns Tool (TPT) identifies pixel anomalies in LCD panels in Apple Display, iMac, MacBook, MacBook Pro, and MacBook Air systems.

Server Bit Setter (SBS) Repair tool used after replacing logic boards in late model Mac mini Servers or backplane boards in late model Mac Pro Servers. Video System Test (VST) is used to test video issues in specific MacBook Pro models.

Blank Board Serializer (BBS) Allows technicians to set the system serial number on replacement Main Logic Board (MLB) service parts.

AST Keyboard (OS) service tool for in-depth testing of keyboards.

AST Trackpad (OS) service tool for in-depth testing of trackpads.

Storage Diagnostic (OS) Repair tool for testing HDD or SSD modules.

Image Persistence Test (EFI) triage tool for identifying image persistence anomalies on IPS displays

QUESTION 6

To help define if an issue is in the Environmental problem space, which question can you ask your customer?

- A. Do you have this issue on all Wi-Fi networks?
- B. Could you show me how you use your Mac?
- C. Did you add any memory to this Mac?
- D. Have you updated your software?

Correct Answer: B

QUESTION 7

When plugged in, which component of an iMac remains energized even if the computer is powered off?

- A. Power Supply
- B. Optical Drive
- C. Hard Drive
- D. SSD

Correct Answer: A

**QUESTION 8**

When replacing a MacBook Air (13-inch, Mid 2011) microphone, what other component must be replaced with the speaker included in the Mid 2011 microphone kit?

- A. Left speaker
- B. Right speaker
- C. Thermal rubber gasket
- D. Both left and right speaker

Correct Answer: C

QUESTION 9

The display on Margaret's MacBook Air has multiple cracks. During your visual/mechanical inspection, you observe that the cracks are centered on an impact point. Margaret wishes the display repaired. How should you classify this repair?

- A. Eligible for warranty service.
- B. Eligible for out-of-warranty service (returnable damage)
- C. Beyond economical repair
- D. Ineligible for service (non-returnable damage)

Correct Answer: B

QUESTION 10

Which of the following Apple products have similar power supply designs to the iMac (2011 and earlier) and present a shock hazard when serviced? Select two.

- A. Mac Pro (Mid 2012)
- B. Mac mini (Late 2012)
- C. MacBook Air (Mid 2013)
- D. LED Cinema Display (27-inch)
- E. Thunderbolt Display (27-inch)
- F. MacBook Pro (15 inch, Mid 2012)



Correct Answer: BD

QUESTION 11

After replacing a Mac Pro (Late 2013) graphics board or CPU riser card, which of the following utilities should be run?

- A. Cooling System Diagnostic (CSD)
- B. Cooling Diagnostic (CD)
- C. Mac System Diagnostic (MSD)
- D. System Diagnostic for Mac Pro (SDMP)

Correct Answer: A

QUESTION 12

To power on the system, which of the following can be used on the MacBook Pro (Retina, Mid 2012) and MacBook Pro (Retina, 15-inch, Early 2013 and Late 2013) logic boards?

- A. Two switches that can be flipped
- B. Two ports that be activated
- C. Two pads that can be shorted
- D. Two buttons that can be pressed

Correct Answer: D

QUESTION 13

Which of the following is NOT a good step to take when working on-site on a computer\`?

- A. Place parts on the floor.
- B. Use a grounded ESD mat
- C. Wear a grounded ESD wrist strap.
- D. Check the polarity of the grounded power outlet.

Correct Answer: A



QUESTION 14

Before leaving your bench to take a logic board to a storage place, where should you place the logic board?

- A. On top of an ESD shielding bag
- B. Inside an ESD shielding bag
- C. Inside a cardboard box
- D. On a metal table

Correct Answer: B

QUESTION 15

Which of the following diagnostics is a unique test suite for Mac mini Server and Mac Pro Server?

- A. AXD
- B. AHT
- C. AST
- D. ASD

Correct Answer: A

Explanation: Apple Server Diagnostic (AXD)

A unique test suite for Mac mini Server, Mac Pro

Reference: <https://quizlet.com/56091769/unit-6-flash-cards/>

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