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Vendor: Apple

Exam Code: 9L0-009

Exam Name: Macintosh Service Certification Exam

Version: Demo

QUESTION NO: 1

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 NO: 2

A customer asks about RAM speed requirements to upgrade his Mac. To which Apple support site resource should you refer this customer?

- A. Downloads
- B. Discussions
- C. Specifications
- D. Technician Guide

Answer: C

QUESTION NO: 3

Which TWO details are derived from entering an Apple product's serial number into the Online Service Assistant section of the Apple Support web page? SELECT TWO

- A. Mac OS version
- B. Warranty status
- C. AppleCare name
- D. Installed memory
- E. Number of USB ports

Answer: B,C

QUESTION NO: 4

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

QUESTION NO: 5

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 NO: 6

According to Apple Technician Guides, what should be completed before performing any take-apart steps when replacing a part in any Apple product?

- A. Disconnect and reconnect all internal cables.
- B. Lay the product on its side so it will not fall over.
- C. Discharge the CRT and establish an ongoing ground.
- D. Gather all necessary tools and perform all preliminary steps.
- E. Order all available service parts for the appropriate configuration of the product.

Answer: D

QUESTION NO: 7

Where is the best place for a customer to look for information about locating her Mac's serial number?

- A.** Downloads
- B.** Discussions
- C.** Service News
- D.** User's manual

Answer: D

QUESTION NO: 8

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: A,B

QUESTION NO: 9

You are attempting to power a Mac mini (Mid 2007) with an 85 Watt power adapter. Will this work?

- A.** Yes

B. No

Answer: B

QUESTION NO: 10

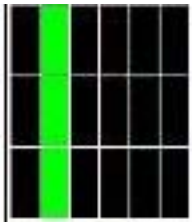
Which piece of information is best used to determine any Mac's correct AppleCare name?

- A.** the EMC number
- B.** the serial number
- C.** the MAC address
- D.** the model number

Answer: B

QUESTION NO: 11

Examine the exhibit.



What is the correct name for this type of pixel anomaly?

- A.** Dark dot defect
- B.** Stuck sub-pixel
- C.** Bright dot defect
- D.** Vertical TAB fault

Answer: D

QUESTION NO: 12

Which of the following statements describes how CCFL backlighting is similar to LED backlighting when troubleshooting backlighting issues in Apple displays?

- A. Both types of displays use fluorescent lights.
- B. Both types of displays use light emitting diodes.
- C. Both types of displays are diagnosed identically.
- D. Both types of displays have components that are individually replaceable.

Answer: C

QUESTION NO: 13

Which of the following can permanently damage an LCD display?

- A. Rubbing the display.
- B. Using a screen saver.
- C. Not using a screen saver.
- D. Turning brightness up too high.

Answer: A

QUESTION NO: 14

Which of the following is NOT a good step to take when working onsite 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.

Answer: A

QUESTION NO: 15

ESD causes damage to circuits by _____

- A. slowing the circuit down
- B. blasting a hole in the circuit
- C. cooling the circuit too quickly
- D. increasing the circuit's clock speed

Answer: B

QUESTION NO: 16

A computer service technician says "I don't use ESD precautions and have never had a problem."
What (if anything) is wrong with this statement?

- A. Nothing is wrong with this statement.
- B. ESD damage may not appear immediately.
- C. ESD happens only to inexperienced technicians.
- D. ESD damage is really not as bad as everyone thinks.

Answer: B

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