



9L0-012^{Q&As}

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QUESTION 1

Which of the following tools should be run after using the Trackpad Keyboard Mapper tool to verify that a keyboard language has been programmed on a MacBook Air (Early 2014)?

- A. Apple Diagnostics
- B. Trackpad Diagnostics
- C. Apple Service Diagnostics (ASD)
- D. Mac Resource Inspector (MRI)

Correct Answer: C

QUESTION 2

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 3

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 4

William would like to store his MacBook Air (13-inch, Mid 2013) while away for a six month sabbatical. What is the Apple recommended level of battery charge for storing the computer?

- A. 10 percent
- B. 20 percent
- C. 50 percent
- D. 96 percent

Correct Answer: C

QUESTION 5

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

Correct Answer: BCG

Reference: <https://www.ifixit.com/Guide/MacBook+Air+13-Inch+Mid+2013+Left+Speaker+Replacement/15233>

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