



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

Mac Service Certification Exam

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### QUESTION 1

What is this tool used for when servicing a MacBook Pro (Retina, 13-inch, Early 2013)?



- A. Removing the interposer.
- B. Flipping up the locking lever connectors.
- C. Installing Thin, Multi-Pin Horizontal cables.
- D. Disconnecting the Vertical Insert Connectors (JST).

Correct Answer: D

Reference: <https://www.ifixit.com/Guide/MacBook+Pro+13-Inch+Retina+Display+Early+2013+Display+Assembly+Replacement/15464> (See the Step 9).

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### QUESTION 2

A customer states that a MacBook Pro (Retina, 13-inch, Early 2013) does not recognize the SD card she brought with her. You have her reproduce the issue, and discover that she is properly inserting the card and it is not recognized by iPhoto and Image Capture. What question should you ask next to isolate the issue to hardware?

- A. Are you running the latest version of iPhoto?
- B. What kind of files or images are on the SD card?
- C. Have you tried resetting your SMC and NVRAM?
- D. Have you had this issue with all SD cards or just this one?

Correct Answer: C

**QUESTION 3**

Linda states that the fans on her MacBook Pro are intermittently noisy. Which is the best component of AST to further isolate the issue?

- A. TPT
- B. IPT
- C. CSD
- D. VST

Correct Answer: C

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**QUESTION 4**

What is the maximum amount of memory that is supported in a dual-processor Mac Pro (Mid 2012)?

- A. 64 GB
- B. 32GB
- C. 16 GB
- D. 8 GB

Correct Answer: D

Reference: [https://support.apple.com/kb/SP652?locale=en\\_US](https://support.apple.com/kb/SP652?locale=en_US)

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**QUESTION 5**

Which of the tools below is considered part of an ESD-compliant workstation?

- A. ABC or CO2 Fire Extinguisher
- B. A ground polarity tester
- C. Styrofoam screw tray
- D. Metal workbench

Correct Answer: B



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