

Apple SVC-16A Exam

Volume: 59 Questions

Question No: 1

What color indicates that the Liquid Contact Indicators inside a MacBook Pro (13-inch, Mid 2012, have been triggered?

- A. Red
- B. Blue
- C. White
- D. Yellow

Answer: A

Question No: 2

What is the likely cause of an iMac (21.5-inch, Late 2013) producing a single error tone at startup that repeats every five seconds.

- A. The unit does not have RAM or RAM is not installed properly.
- B. The logic board has failed and must be replaced.
- C. The RAM does not pass data integrity tests.
- D. The hard drive has failed S.M.A.R.T. status.

Answer: A

Question No: 3

Apple recommends a DIMM installation scheme for the Mac Pro (Late 2013) that:

- A. Increases processing power
- B. Enhances graphics processing
- C. Optimizes system cooling
- D. Enables use of special memory modules

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Answer: D

Question No: 4

You must know the AppleCare name of an Intel iMac before performing which of the following actions?

- A. Starting up from OS X Recovery HD.
- B. Running Mac Resource Inspector.
- C. Replacing the logic board
- D. Resetting the NVRAM.

Answer: C

Question No: 5

Which of the following could indicate accidental damage when inspecting the inside of a Mac mini (Late 2012) before a repair?

- A. Light dust in the fans
- B. Third-party RAM installed
- C. Lint gathered near the rear vents
- D. Oxidation or discoloration of the logic board

Answer: D

Question No: 6

Which of the following is a valid electrical safety precaution when working on a computer or display with exposed, potentially energized parts?

- A. Use only metal screw drivers or fingers as needed to connect or disconnect cables.
- B. Always wear an ESD wrist or heel strap when working on plugged in systems.
- C. Be very careful handling the logic board or power supply while the computer is plugged in.
- D. Remove rings, watches, necklaces, metal-rimmed eyewear and other metallic articles before working

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on the computer.

Answer: D

Question No: 7

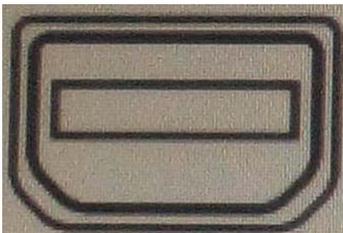
You are inspecting a MacBook Pro as part of your troubleshooting process. You note that two of the screws on the bottom case are damaged. There is no record of the computer being repaired on a previous occasion. If the resolution to the issue requires that you replace a part, how does your discovery 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

Answer: C

Question No: 8

Examine the image. You have a cable with a connector of this shape. What type of cable might this be? SELECT TWO.



- A. Thunderbolt
- B. Mini DisplayPort
- C. USB 2.0
- D. FireWire800
- E. Mini DVI

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Answer: AB

Question No: 9

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

Answer: A

Question No: 10

Remaining residue from Very High Bond (VHB) adhesive should only be removed with which of the following:

- A. VHB solvent
- B. Nail polish remover
- C. Isopropyl alcohol wipes
- D. VHB neutralizer
- E. Liquid acid neutralizer

Answer: BC

Question No: 11

Which of the following utilities helps to diagnose wireless network issues and is only available when running OS X v10.8.4 or later?

- A. Network Utility
- B. Network Diagnostics

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- C. Wireless Diagnostics
- D. Network Setup Assistant

Answer: C

Question No: 12

Which of the following measurements is an example of an appropriate use of a Multimeter when troubleshooting a Mac?

- A. Measure logic board battery voltage.
- B. Measure amount of ESD voltage in the area.
- C. Measure digital signals on the main processor.
- D. Measure amount of AC volts going to the hard drive or SSD.

Answer: D

Question No: 13

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

Answer: D

Question No: 14

Which THREE of the following items are appropriate to use for ESD prevention?

- A. Metal work surface
- B. Power supply discharge tool