

Apple

Exam SVC-16A

Apple Service Fundamentals

Version: Demo

[Total Questions: 10]

Question No : 1

Which of the following is a best practice when handling the embedded battery from MacBook Air models'?

- A. Use the battery cable or connector to lift the battery.
- B. Hold the battery carefully by its edges only with two hands.
- C. Grasp the middle of the battery cells when removing it from the computer.
- D. Re-cover any punctures or tears in the soft Mylar covering with Kapton tape

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

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. Apple Downloads
- B. Apple Support articles
- C. Third-party search engines
- D. Apple Support Communities

Answer: B

Question No : 4

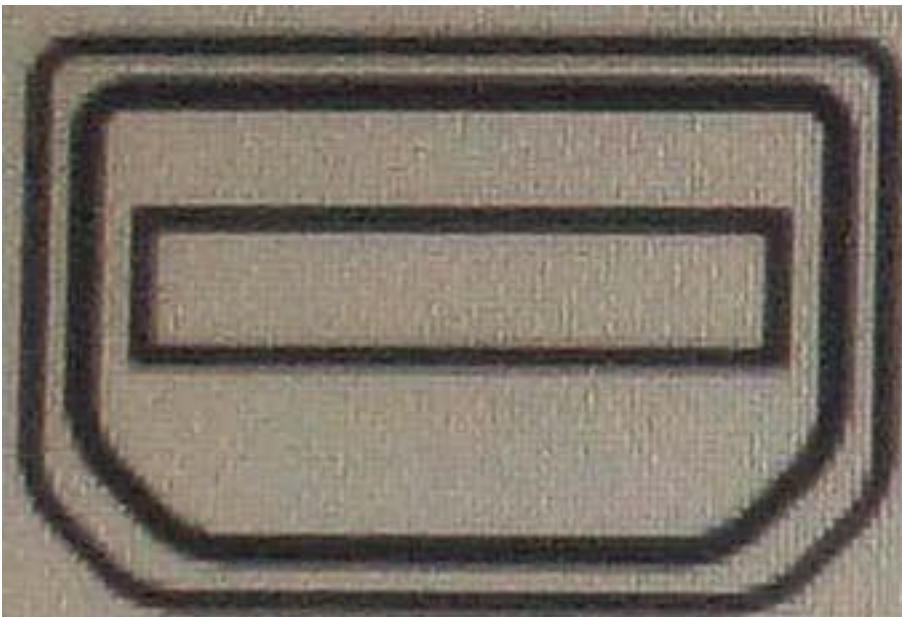
What color indicates that the Liquid Contact Indicators inside a MacBook Pro (13-inch, Mid 2012), have been triggered?

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

Answer: A

Question No : 5

Examine the image. You have a cable with a connector of this shape. What type of cable might this be? (Select two.)

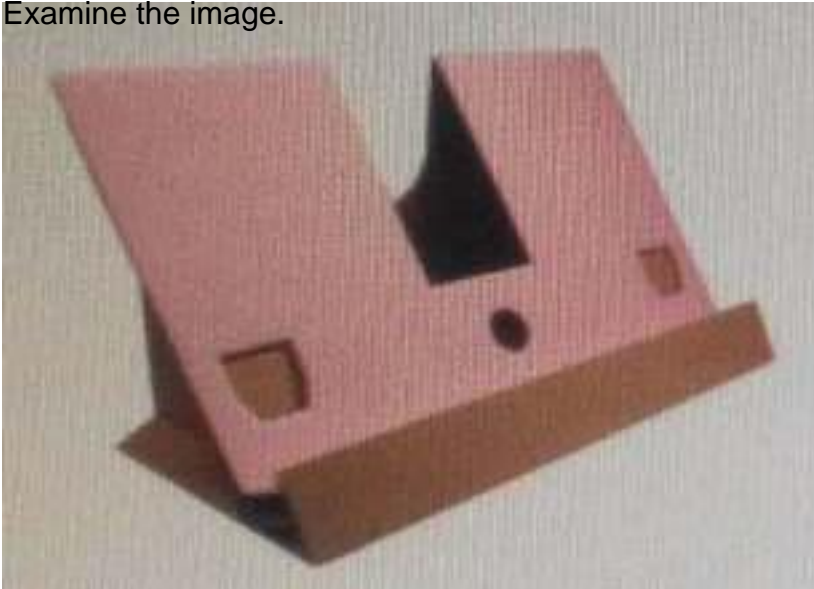


- A. Thunderbolt
- B. Mini DisplayPort
- C. USB 2.0
- D. FireWire800
- E. MiniDVI

Answer: A,B

Question No : 6

Examine the image.



What is this service fixture used for when repairing an iMac (Late 2012)?

- A. It is used to protect the iMac housing from damage.
- B. It is used to support the logic board when removed from the iMac.
- C. It supports a VESA mount adapted iMac when it is being serviced.
- D. It is required for the proper alignment of the iMac LCD panel to the rear housing.

Answer: C

Explanation:

QUESTIONNO: 23

Which component for Apple Service Toolkit is designed to help troubleshoot issues with MagSafe and MagSafe 2 power adapters?

A. NAD

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

Answer: A

Question No : 7

If an issue is in the Hardware problem space, which of the following should be removed from the Apple product to further isolate the issue?

- A. All third party equipment
- B. Any third party applications
- C. Any third party extensions
- D. Any third party frameworks

Answer: A

Question No : 8

Which section of Apple Service Guide contains a diagram for symptoms related to logic board connectors?

- A. Quick Checks
- B. Block Diagram
- C. Exploded View
- D. Functional Overview

Answer: D

Question No : 9

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

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

Answer: B

Question No : 10

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

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