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Apple Service Fundamentals

Apple SVC-16A

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QUESTION NO: 1

The iMac (Late 2012, Early 2013, and Late 2013) display panel is secured to the rear enclosure using adhesive strips. Which of the following tools should be used to cut these strips?

A. Nylon probe tool (black stick)

B. Display Removal Tool

C. Commercial-grade pizza cutter

D. Putty knife

E. Access card

ANSWER: B

Explanation:

Display Removal Tool is correct because this generation of iMac uses perimeter adhesive to hold the display assembly to the rear enclosure. The purpose-designed display removal tool, also commonly described as an iMac opening wheel, has a thin guided cutting wheel that can travel through the adhesive seam while minimizing the risk of damaging the display glass, LCD panel, enclosure, cameras, antennas, or internal cables. The tool is inserted at the display edge and moved carefully around the applicable sides of the enclosure to separate the adhesive before the display is lifted. This is an important distinction from simply prying at the seam: the display remains connected by cables after the adhesive is cut, so it must be opened only far enough to safely access and disconnect those cables according to the applicable service procedure. Apple's repair documentation emphasizes using model-appropriate procedures, tools, and parts for service work; see Apple Self Service Repair and Apple's manuals and technical documentation portal. For this adhesive-retained iMac design, the specialized removal tool provides the controlled cutting action required for the display adhesive strips.

QUESTION NO: 2

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

Explanation:

Apple Support articles are the appropriate Apple-recommended resource for researching a specific Mac issue. Apple publishes these articles as its primary customer-facing technical knowledge base, with information organized around symptoms, product models, macOS versions, setup tasks, troubleshooting procedures, repair and service topics, and current software guidance. A technician can use the article search on Apple Support to locate documented steps that match the customer's reported behavior, then verify that the guidance applies to the affected Mac and installed version of macOS.

Using Apple Support articles also helps ensure that troubleshooting follows Apple's current, approved instructions. Articles are maintained by Apple and may include prerequisites, warnings, links to related procedures, and next steps when service is required. For a Mac-specific starting point, Apple's support portal provides product selection and searchable technical content at Apple Support for Mac. Apple also maintains a searchable collection of its published support documentation at Mac Help User Guide. These Apple-hosted resources provide reliable, version-aware information suitable for researching a customer's problem before proceeding with diagnostics or service.

QUESTION NO: 3

Which of the following are appropriate steps before opening a Mac notebook for internal service? (Select three.)

A. Shut down the Mac

B. Disconnect external power

C. Prepare a grounded ESD-safe work area

D. Begin removing internal cables while the Mac is running

E. Place removed parts on the floor

ANSWER: A B C

Explanation:

The appropriate steps are to shut down the Mac, disconnect external power, and prepare a grounded ESD-safe work area. These actions reduce electrical and electrostatic risks before the bottom case is removed and internal components are handled.

After the computer is opened, the applicable repair procedure may also require disconnecting the battery before removing internal assemblies. A technician should not begin disassembly while the notebook is operating or place removed components on an unprotected surface. Apple's Repair Manuals provide product-specific safety and disassembly procedures.

QUESTION NO: 4

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 module

E. Optimizes memory performance

ANSWER: E

Explanation:

The correct answer is **Optimizes memory performance**. Mac Pro (Late 2013) uses a four-channel memory architecture, so the arrangement of DIMMs directly affects available memory bandwidth. Apple's recommended population scheme distributes compatible 1866 MHz DDR3 ECC DIMMs across the system's four memory channels, with all four slots populated when possible. This allows the processor to access memory through multiple channels in parallel, delivering the highest practical bandwidth for workloads such as professional video, imaging, audio, rendering, and scientific applications.

The recommendation concerns memory-channel operation rather than the processor's computational capability, GPU performance, thermal management, or a proprietary DIMM type. Service personnel should use supported ECC DIMMs of matching specifications and follow Apple's slot-population guidance when upgrading or troubleshooting memory, both to preserve performance and to ensure the system recognizes the installed capacity correctly. Apple identifies the supported memory type and describes the Late 2013 Mac Pro memory configuration requirements in its Mac Pro (Late 2013) memory specifications and upgrade information. Additional hardware specifications for this model are available from Apple's Mac Pro (Late 2013) technical specifications.

QUESTION NO: 5

Which of the following components should be removed when testing a Mac Pro (Mid 2012) in minimal configuration?

A. Power supply

B. Backplane board

C. Front panel board

D. Power supply cable

E. PCIe expansion cards

ANSWER: E

Explanation:

PCIe expansion cards should be removed when placing a Mac Pro (Mid 2012) into a minimal test configuration. The purpose of a minimal configuration is to eliminate optional hardware from the startup path so that a technician can determine whether the Mac can start and operate with only its essential hardware installed. PCIe cards are user-installable expansion hardware and can introduce problems through a card failure, an improperly seated card, a compatibility issue, or excessive power demand. Removing them is therefore an appropriate isolation step before restoring cards individually to identify a possible source of a fault.

The Mac Pro (Mid 2012) provides four PCI Express expansion slots, confirming that installed expansion cards are optional rather than fundamental system hardware. Apple's technical specifications describe these slots and their supported card configurations at Mac Pro (Mid 2012) Technical Specifications. Apple's Mac Pro user guide also documents PCI Express cards as installable expansion components: Mac Pro (Mid 2012) User Guide. A proper minimal configuration retains the core hardware needed to receive power and initialize the system while temporarily excluding optional expansion devices such as PCIe cards.

QUESTION NO: 6

Which two components inside an iMac are energized if the computer is plugged in, even when the computer is turned off? (Select two.)

A. Logic board

B. Hard drive

C. Memory

D. Speakers

E. Power supply

F. LCD

ANSWER: A E

Explanation:

The correct selections are **Logic board** and **Power supply**. An iMac connected to AC power is not electrically inactive merely because it has been shut down. The power supply remains connected to incoming mains power and provides an always-on standby output. That standby power supports functions such as responding to the power button and, where configured, wake-related functions. Because the logic board receives this standby power, service technicians must treat both the power supply and the logic board as energized whenever the power cord remains connected.

Apple service safety practice is therefore to disconnect AC power before opening the computer or working around internal assemblies, then allow time for stored electrical energy to dissipate before beginning service. This precaution is especially important around the power-supply area, but it also recognizes that the logic board can carry standby voltage while the Mac appears to be off. Apple's iMac safety guidance requires disconnecting power before servicing or cleaning the computer, and Apple's repair resources emphasize following device-specific safety procedures: Apple iMac Important Safety Information; Apple Self Service Repair.

QUESTION NO: 7

Which of the following findings could indicate accidental damage during an initial inspection of a MacBook Pro? (Select two.)

A. Cracked display

B. Bent enclosure

C. Light dust near the vents

D. Fingerprints on the display glass

E. Customer-created user account

ANSWER: A B

Explanation:

A cracked display and a bent enclosure are both visible conditions that can indicate accidental damage. These findings should be documented before service begins because physical damage can affect the appropriate repair process and may be relevant to service coverage.

Normal dust accumulation and ordinary fingerprints do not by themselves indicate accidental damage. Apple's repair process requires an inspection of the product condition before repair. See Apple Repair and Service and the Apple limited warranty for Mac for service and coverage information.

QUESTION NO: 8

Which two conditions should be verified before replacing a part to resolve a reported issue? (Select two.)

A. The issue can be reproduced

B. The issue has been isolated to the Apple product

C. The customer has approved a cosmetic upgrade

D. All software has been erased

E. The original part has been discarded

ANSWER: A B

Explanation:

The correct selections are **The issue can be reproduced** and **The issue has been isolated to the Apple product**. Reproducing the symptom confirms the customer concern and provides a baseline for verifying the repair. Isolating the issue to the product helps prevent unnecessary replacement of a part when an external accessory, network, software configuration, or environmental condition is responsible.

After completing the repair, the technician should verify that the original issue is resolved and that the product operates as expected. Apple provides repair and diagnostic resources through Apple Repair and Service and Apple Repair Manuals.