

MacBook Diagnostic Cheat Sheet

Service Optimization Platform · Triage Path by Chip/Model Generation

INTEL T2 CHIP / APPLE M1 OR NEWER

Apple Configurator 2

For more detail, see GSX Article 111009 — search “111009” in GSX.

- Put the device into **DFU Mode**, then perform a **Firmware Revive** in Apple Configurator 2.
Step 1 for ANY symptom — can fix no display, battery not detected, battery service message, and much more.



Each model uses a different DFU key combination — check the posted visual guide on the Apple bench (near the HDI/ASU MacBooks) for model-specific instructions.

- If **Firmware Revive** doesn't correct the issue — or doesn't complete successfully at all — perform basic troubleshooting (update the host Mac, update Apple Configurator 2, try new cables, clean the ports, etc), then proceed to **Restore** the OS through Apple Configurator 2.

Unlike Firmware Revive, an OS Restore WILL erase all data on the target device.

- If that doesn't correct the issue, assume a hardware issue and proceed to **Diagnostic Mode + AST2**.

Special note: if the device will not boot to Diagnostic Mode, ship out.

OLDER INTEL MODELS (PRE-T2)

No DFU Mode is available on these models — there is no Firmware Revive/Restore pathway.

- Boot to **Diagnostic Mode** → run **MRI** via **AST2**.
The key combo to boot to Diagnostic Mode differs by model — selecting **MRI** in the **AST2** window will display the exact instructions for that specific device.
- OR use a model-specific dedicated ASD bootable diagnostic USB, for older models that don't support **AST2/MRI**.
- If **MRI** passes, try any other applicable tests available in **AST2** and attempt to produce a failure.
- If diagnostics pass: quote the customer for an **OS Reimage**.
Per Apple policy — passing diags indicate a software/firmware-related failure.
- Reimage the OS on the older model via **Internet Recovery** (typically **⌘** + **⌘** + **R** while booting up) or using one of the shop's **USB OS Installers**.