



Surface Pro 9 Service Guide



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This document and the information it contains are subject to change without notice. You can find the latest information on Surface device servicing and repair at <https://aka.ms/surfaceservicing>. Always consult the most up-to-date information available before performing device servicing or repair.

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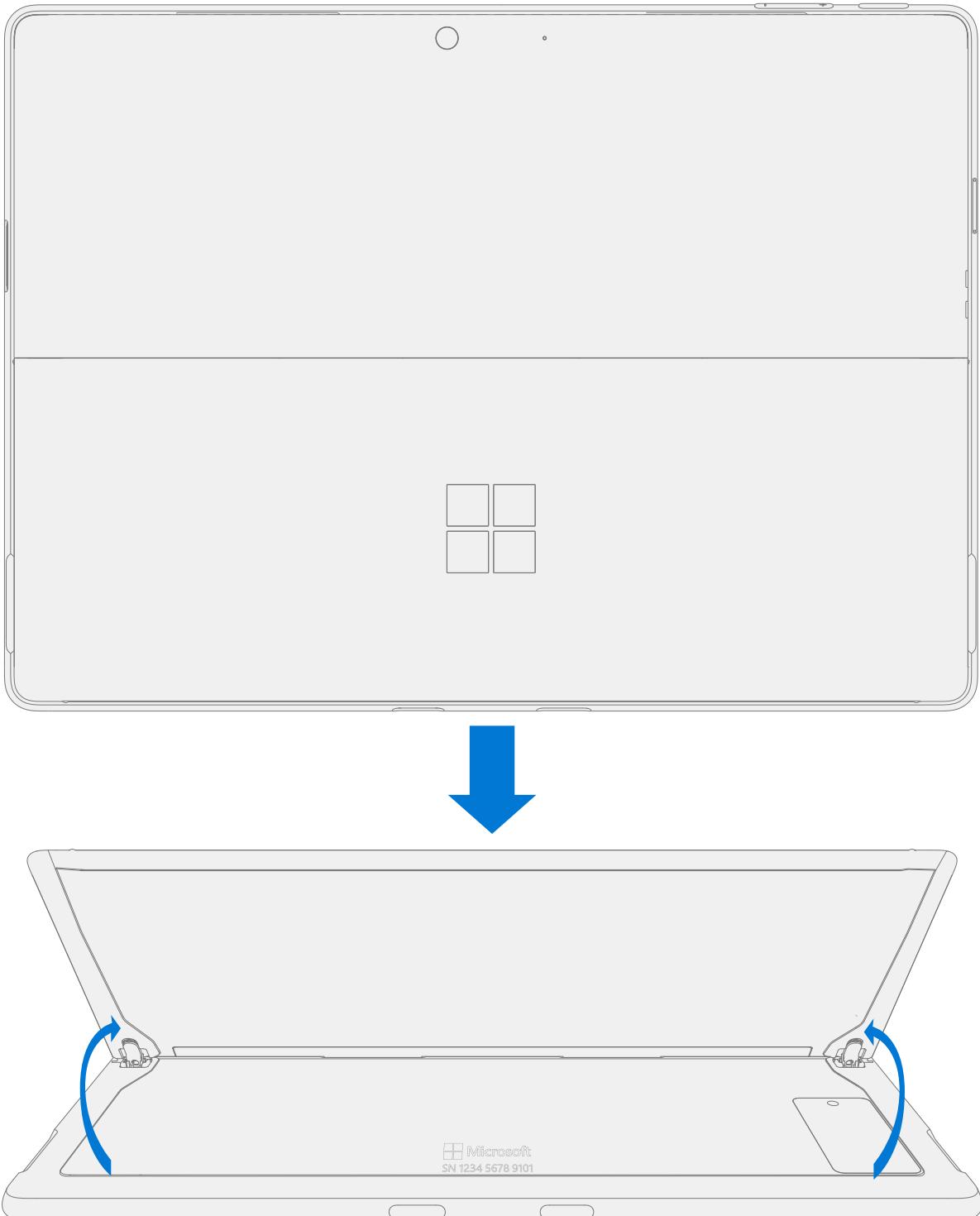
Device Identity Information

Surface Pro Models

2038 – Surface Pro 9

Surface Support – Pro: [Link](#)

The rSSD drive size, model number, and serial number for Surface Pro 9 are located under the kickstand.



Glossary of Terms

The following terms are used throughout this guide.

- **ASP** – Authorized Service Provider. Companies that have received clearance to repair or maintain a product that is still under warranty by Microsoft.
- **BMR** – Bare Metal Recovery refers to the clean imaging process
- **Chassis or IBC** – Tablet Back Cover
- **CPU** – Central Processing Unit
- **CRU or Commercial Spares** – Customer Replaceable Units. Service parts that can be removed and replaced by the customer.
- **Display or TDM** – The Touch Display Module, the complete screen with all layers
- **ESD** – Electro-Static Discharge
- **FPC** – Flexible Printed Circuit Connections
- **FRU** – Field Replaceable Units. FRUs are available only to ASPs. Some replaceable units will only be available as FRUs and therefore are only supported at an ASP.
- **IPA** – Isopropyl alcohol which should be used to clean adhesive from device as detailed within process steps. Use 70% IPA in all cases.
- **Motherboard or PCBA** – Primary circuit board assembly
- **OS** – Operating System
- **PSA** – Pressure Sensitive Adhesive
- **rSSD** – Removable Solid-State Drive
- **SDT** – Surface Diagnostic Toolkit
- **SoC** – System-on-a-chip, a microchip with several electronic circuits and parts in a single integrated circuit.
- **Spudger** – A tool that is used to assist with opening, prying, installing, and removing components from objects such as electronics. Usually plastic.
- **THM or Thermal Module** – An assembly with heat spreaders and electric fan
- **TIM** – Thermal interface material used between the THM and PCBA



General Information, Precautions, Warnings

 This symbol identifies important safety and health information in this guide.

 This symbol identifies important information in this guide.

 This symbol identifies important cautions in this guide.

Service Tools

Microsoft Recommended Service Tools

- [ESD-safe battery cover](#)

Microsoft Provided Software Tools / References

- Surface Power Supply
- How To: [Update Surface device firmware and OS](#)
- How To: [Surface Tools Video](#)
- Download: [Surface drivers and firmware](#)
- Download: [Surface Diagnostic Toolkit \(SDT\)](#)
- Download: [Surface Data Eraser](#)
- Download: [Surface Imaging Tools](#)

Microsoft Service Tools

- Surface dock
- [Display debonding tool \(M1214770-001\)](#)
- [Display bonding frame \(M1260233-001\)](#)

Standard Service Tools

- Anti-static wrist strap (1 MOhm resistance)
- ESD-safe benchtop
- Gloves
- Safety Glasses
- Spudger tool
- Plastic Opening Pick (example [iFixit Opening Picks](#))
- Bucket of Sand (1 gallon)
- Clean, dry, untreated sand (0.5 gallon)
- Exterior monitor (with HDMI connection)
- UDB-C to HDMI adapter
- Non-metallic ruler
- Isopropyl alcohol Dispenser bottle (use 70% IPA)
- Goo Gone
- Cleaning swabs
- ESD-safe tweezers
- USB keyboard
- USB Thumb drive



Standard Service Tools (continued)

- Two 2-in. spring clamps
- Display Bonding weight
 - Weight Requirement: minimum 32 kg (70 lbs.) / maximum 35 kg (77 lbs.)
 - Minimum Dimensions: 280 mm x 200 mm (11 in x 8 in)
 - Geometry must be symmetrical, to allow for even weight distribution.
 - Weight used must be a flat plate, with consistent flatness and not protrude from contact plane with Bonding Frame
 - Weight must contact the full perimeter of the frame when placed above it.
 - Weight must be in place for 2 minutes.
 - Recommended weights: Ruck Plates of 9 kg + 9 kg + 14 kg (20 lbs. + 20 lbs. + 30 lbs.)
 - Alternate weights: Steel Shot Bags of 9 kg + 9 kg + 14 kg (20 lbs. + 20 lbs. + 30 lbs.)
- Foam pad
 - Material: EVA Foam
 - Thickness: 9.5 mm (3/8 in)
 - Density: 0.03 g/cm³ (2 lbs./cu Ft)
 - Dimensions: Minimum 229 mm x 305 mm (9 in x 12 in)
 - Recommended foam pad (McMaster PN: [86095K43](#))
- 3IP (Torx-plus) driver
- 4IP (Torx-plus) driver
- Loctite 649
- Loctite 243
- Isopropyl alcohol dispenser bottle (use 91% or greater IPA)
- Cotton swab
- USB drive
- Wired Ethernet connection to the Internet
- USB keyboard
- Microfiber / lint free cloth

The tools identified on this list can be purchased from many different commercial sources, including but not limited to Amazon.com, iFixit, Chemdex, and other vendors.

ASPs refer to the ASP Guidebook for Microsoft tools.



General Safety Precautions

⚠ Always observe the following general safety precautions:

- Opening and/or repairing any device can present electric shock, device damage, fire, and/or personal injury risks and other hazards. Exercise caution when undertaking these activities as described in this guide. Microsoft recommends a familiarity with repair and troubleshooting of consumer electronics equivalent to an [CompTIA A+ Certification](#) for the best chances of success in the execution of a device repair.
- Always select and use the appropriate AC power supply for a device. We recommend you use genuine Microsoft power supply units and AC power cords. A genuine Microsoft power supply unit is provided with every device.
- Use only AC power provided by a standard (mains) wall outlet. Do not use non-standard power sources, such as generators or inverters, even if the voltage and frequency appear acceptable.
- Improper use, transport, and/or disposal of lithium-ion batteries may result in fire or explosion. Only open the enclosure on a device as outlined in this guide. Do not heat, puncture, mutilate, or dispose of devices or their batteries in fire. Do not leave or charge devices in direct sunlight or exposed to other extreme sources of heat for an extended period. Doing so may cause damage or melt the batteries.
- Depending on the device type, the available suite of FRUs/CRUs may include replacement lithium-ion batteries. Improper transport, recycling, reuse, or disposal of lithium-ion batteries may result in fire or explosion. Always manage lithium-ion batteries as required by local law or regulation. There are several ways to find battery recycling services and advice in your community. Visit [Microsoft End-of-life management and recycling](#) for more information about battery recycling and to find available resources near you.
- Do not dispose of your old device and/or its batteries in a household garbage can or recycling bin.

For additional product safety information, including information about

- Hearing conservation
- Heat related concerns
- Choking hazard/small parts
- Interference with medical devices
- Broken glass
- Photosensitive seizures
- Musculoskeletal disorders

See [aka.ms/surface-safety](#) or the Surface app. To open the Surface app, select the Start button, enter Surface into the search box, then select the Surface app.



Repair-Specific Precautions and Warnings

- For Autopilot managed Surface Products refer to the following guidelines posted [here](#).
- Prior to opening device, ensure device is powered off and disconnected from a power supply.
- We recommend wearing protective eyewear as a safety precaution when disassembling/re-assembling a device.
- Before opening device, always check that an anti-static wrist strap is worn, and work area is properly grounded to ensure electrostatic discharge (ESD) safe environment.
- During all activities involving the display, check to ensure that no loose articles are within the internals of the device when reassembling the unit.
- Check to make sure that general guidelines and ESD compliance steps are followed prior to starting activities. Refer to Prior to Device Disassembly section on ([page 15](#)) for details.
- If battery damage (e.g., leaking, expansion, folds or other) is discovered during the back cover removal process or if the battery is impacted or damaged during the removal process, activities should cease. Refer to Microsoft Operational guidelines or contact Microsoft directly for proper device disposition.
- As you remove each subassembly from the device, place the subassembly (and all accompanying screws) away from the work area to prevent damage to the device and to the subassembly.
- During all activities (excluding feet-only replacement) check to ensure that no loose articles are on the back cover or within the internals of the device when reassembling the unit.

⚠️ WARNING: Ensure rSSD is removed whenever device is opened for repair. rSSD removal disconnects the battery from all device logical components. Refer to the Procedure – Removal (rSSD) ([page 26](#)) for details.

- Device Serial Number Notation – The Surface device serial number for this model is located on the bottom of the chassis. When the chassis is replaced during service/repair, the device serial number becomes physically disconnected from the customer's device. To ensure the customer has the best experience if any future Microsoft support is required, it is recommended to create a notation of the device serial number and provide it to the customer upon completion of the repair.



Safety Policies/Procedures

Microsoft's field product safety program team is referred to as the Rapid Response Team (RRT). All device issues that may be safety related should be managed per the following instructions.

Cease repair on any Microsoft Surface device that visually exhibits any of the following, and contact Microsoft Surface Support to report and receive further guidance:

- Any burned or melted components, traces, or plastic parts on the **outside** of the device, or which otherwise exhibits heat damage, including charring seen in charging and other ports.
- Any burned or melted components, traces, or plastic parts on the **inside** of the device, or which otherwise exhibits heat damage.
- Any melting or heat damage observed for accessories such as power supplies, keyboards, mice, cables, charging connectors, etc. included with the Microsoft device.
- Any devices that exhibit a case that has separated apart or opened for reasons other than customer abuse (e.g., impact damage from dropping, evidence of tampering, separation caused by an expanded battery).
- Any other finding that may constitute a safety hazard to the user, such as sharp edges on plastics.

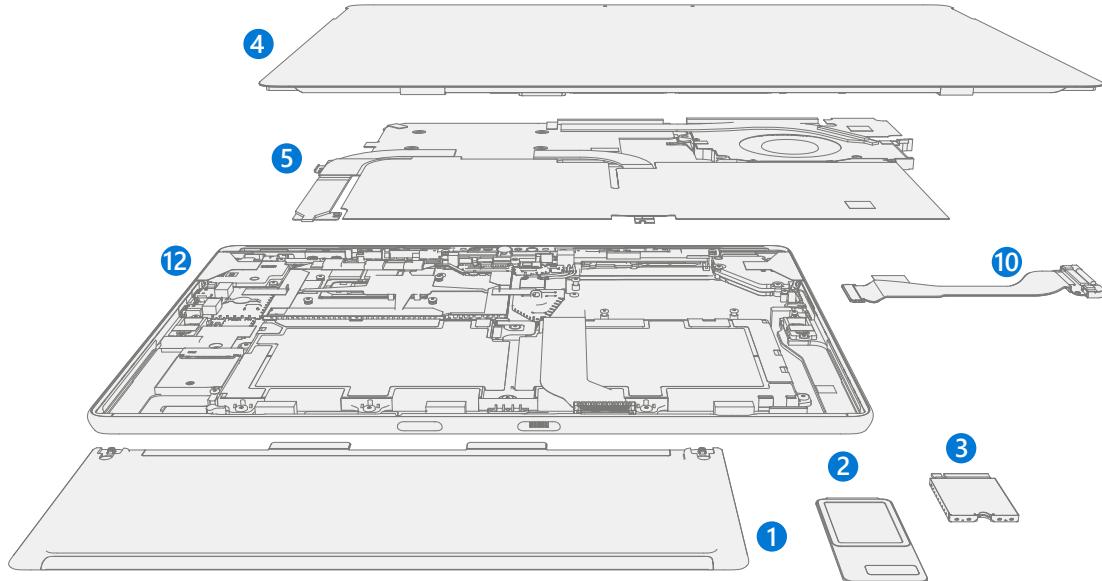
ASPs should refer to the Guidebook for the Microsoft RRT email address and instructions. All others shall go to [Microsoft Surface Support Services](#) to report any above condition(s) observed.

Microsoft will ask for the following information:

- The model and serial number of the affected Microsoft Surface device and/or accessory(ies).
- A description of the damage found.
- Clear photographs depicting the symptoms observed.
- ASPs: The Service Request (SR) Number or alternative service tracking work order that the device was received under



Illustrated Service Parts List



IMPORTANT: Device service part availability is segmented into two groups. FRUs are parts available for repair activity through an Authorized Service Provider under specific contract with Microsoft. CRUs/Spares are parts available for repair activity by a skilled technician.

Item	Component	FRU/ASP Part No.	CRU Part No.
(1)	Kickstand		
	Platinum	TG8-00001	TIB-00001
	Graphite	TG8-00002	TIB-00002
	Sapphire	TG8-00003	TIB-00003
	Forest	TG8-00004	TIB-00004
(2)	Solid State Drive Door		
	Platinum	THB-00001	TIH-00001
	Graphite	THB-00002	TIH-00002
	Maya	THB-00003	TIH-00003
	Pine	THB-00004	TIH-00004
(3)	Removable Solid-State Drive (NOTE: rSSD size must be same as original)		
	rSSD 128 GB	TGB-00001	TIC-00001
	rSSD 256 GB	TGI-00001	TID-00001
	rSSD 512 GB	TH1-00001	TIF-00001
	rSSD 1 TB	TH8-00001	TIG-00001
(4)	Touch Display Module		
	TDM	TF1-00001	TI6-00001
(5)	Thermal Module + Fan		
	THM	TG1-00001	TIA-00001
(6)	Speakers		
	Left & Right	WG8-00001	WGT-00001



Item	Component	FRU/ASP Part No.	CRU Part No.
(7) Power Button + Volume Buttons			
	Platinum	TI4-00001	TIM-00001
	Graphite	TI4-00002	TIM-00002
	Sapphire	TI4-00003	TIM-00003
	Forest	TI4-00004	TIM-00004
(8) Cameras			
	Rear Camera	WFZ-00001	WGR-00001
	Front Camera	WFY-00001	WGQ-00001
(9) WiFi Deck			
	WiFi Deck Worldwide	WG1-00001	WGS-00001
(10) Surflink			
	Surflink Worldwide	TF8-00001	TI7-00001
(11) Battery			
	Battery Worldwide	WFW-00001	WGN-00001
(12) Back Cover / Chassis			
	Platinum	WGB-00001	WGU-00001
	Graphite	WGB-00002	WGU-00002
	Maya	WGB-00003	WGU-00003
	Pine	WGB-00004	WGU-00004
(13) Motherboard (PCBA)			
	i5, 8GB RAM, Nuvoton	WFX-00001	WGP-00001
	i5, 8GB RAM, NationZ	WFX-00002	WGP-00002
	i5, 8GB RAM, fTPM	WFX-00005	WGP-00005
	i5, 16GB RAM, NationZ	WFX-00003	WGP-00003
	i5, 16GB RAM, Nuvoton	WFX-00004	WGP-00004
	i5, 16GB RAM, fTPM	WFX-00006	WGP-00006
	i7, 16GB RAM, NationZ	WFX-00007	WGP-00007
	i7, 32GB RAM, NationZ	WFX-00008	WGP-00008
	i7, 32GB RAM, Nuvoton	WFX-00009	WGP-00009
	i7, 16GB RAM, fTPM	WFX-00010	WGP-00010
	i7, 32GB RAM, fTPM	WFX-00011	WGP-00011
	i7, 16GB RAM, Nuvoton	WFX-00012	WGP-00012



Service Diagnostics/Troubleshooting Overview

- For general Surface support, visit www.support.microsoft.com
- To troubleshoot device feature/function problems or learn more about Surface Pro visit www.aka.ms/SurfaceProHelp
- If you'd like to learn more about Windows, visit aka.ms/WindowsHelp
- To learn more about the accessibility features of the Surface Pro, go to the online user guide at aka.ms/Windows-Accessibility

Software Tools

- How To: [Update Surface device firmware and OS](#)
- How To: [Surface Tools Video](#)
- Download: [Surface drivers and firmware](#)
- Download: [Surface Diagnostic Toolkit \(SDT\)](#)
- Download: [Surface Data Eraser](#)
- Download: [Surface Imaging Tools](#)

Hardware Troubleshooting Approach

The following approach should be taken when troubleshooting Surface devices:

1. Update device to latest OS/FW versions using the SDT tool – Refer to Software Tools section above for details on SDT.

 **IMPORTANT:** Device updates are required as a prerequisite to all hardware repairs.

2. Verify any suspected hardware failures by setting the device in a known OS/FW version state and running SDT to verify fault:
 - a. Replace the device's internal rSSD with a BMR imaged rSSD containing latest OS and FW updates (not supplied – must be created as a fault verification jig/tool) – Refer to Software Tools section above for details on imaging.
 - b. Run SDT and verify if condition persists or if resolved with use of BMR imaged drive – Refer to Software Tools section above for details on SDT.
 - i. If problem is resolved, then re-image original rSSD or replace original rSSD and image.
 - ii. If problem persists, then replace suspected hardware FRU related to the problem by following the detailed replacement procedures covered within this service guide.
3. SDT must be run following all hardware repairs where a FRU was replaced to further verify that problem was resolved by the repair action taken.



Component Removal and Replacement Procedures

Prior to Device Disassembly:

- Before opening the device, always ensure device is powered off and disconnected from the power supply.
- Always ensure that the work surface is covered with an ESD-safe, soft, non-marring material.
- Work surfaces should be cleaned regularly to ensure debris/abrasive particles are not present.
- Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device.

⚠️ WARNING: It is recommended that an ESD-safe battery cover be placed across the device to protect the battery from any physical contact or accidental damage whenever display is removed for internal repairs. Ensure corners of cover are always aligned with the corners of the device while battery is exposed. If battery cover is misaligned during activities in any way, re-align before continuing work.

⚠️ WARNING: Always remove rSSD (removable Solid-State Drive) whenever display is removed from device. rSSD removal disconnects the battery from all device logical components for safety purposes. Refer to the Procedure – Removal (rSSD) ([page 26](#)) for details.

- FRUs/CRUs removed from a device under repair during the repair process should be stored in ESD-safe bags and packaged for return in the same packaging and order that the new replacement part came in.

⚠️ Battery Warning

⚠️ WARNING: Please note that the battery bears the following warning label. Please heed the information provided on the label.



**Battery is replaceable by trained personnel; replacement must follow Microsoft procedure
See <http://aka.ms/surface-safety> for important information.**

- Risk of fire or burning – contact Microsoft for assistance
- Do not modify battery, its wiring, or connectors
- Do not short circuit, bend, dent, crush, or puncture battery
- Do not dispose of battery in fire or expose to high temperatures (+140°F/60°C)



Kickstand Replacement Process

Preliminary Requirements

 **IMPORTANT:** Be sure to follow all special (bolded) notes of caution within each process section.

Required Tools and Components

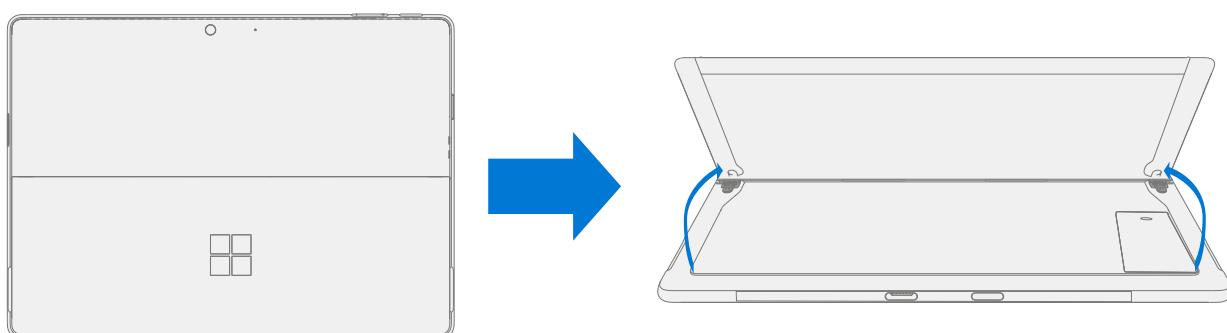
- **Tools:**
 - 3IP (Torx-plus) driver
 - Loctite 649
 - Loctite 243
 - Soft ESD safe mat
 - Microfiber cloth
- **Components:**
 - Kickstand (Refer to [Illustrated Service Parts List](#))
 - Kickstand Screw (Platinum, 13NL-5JN1901) Qty. 2
 - Kickstand Screw (Graphite, 13NL-5JN1B01) Qty. 2
 - Kickstand Screw (Maya, 13NL-5JN1A01) Qty. 2
 - Kickstand Screw (Pine, 13NL-5JN1C01) Qty. 2

Prerequisite Steps:

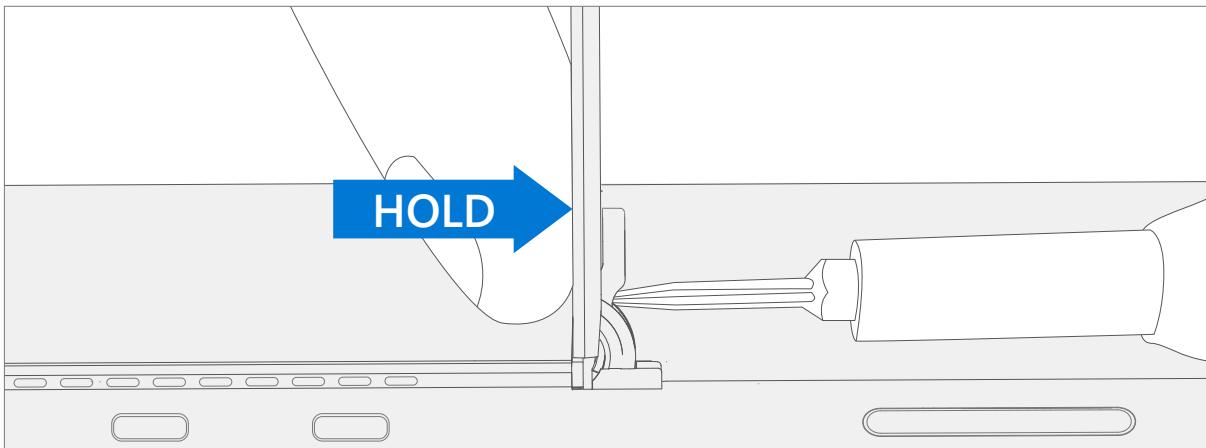
- **Power off device** – Ensure device is powered off and disconnected from a power supply.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.

Procedure – Removal (Kickstand)

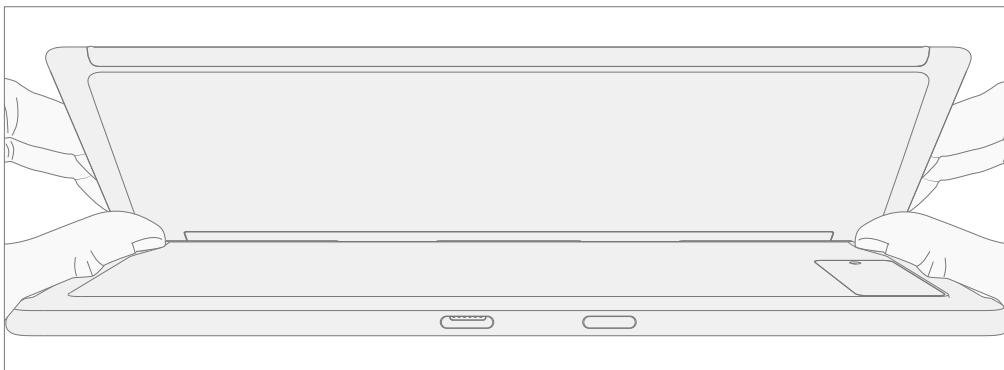
1. **Place device screen-down on soft ESD-safe mat** – Ensure mat is clear of any abrasive material that may scratch the Touch Display Module (display) glass.
2. **Extend the kickstand to approximately 90-degrees.**



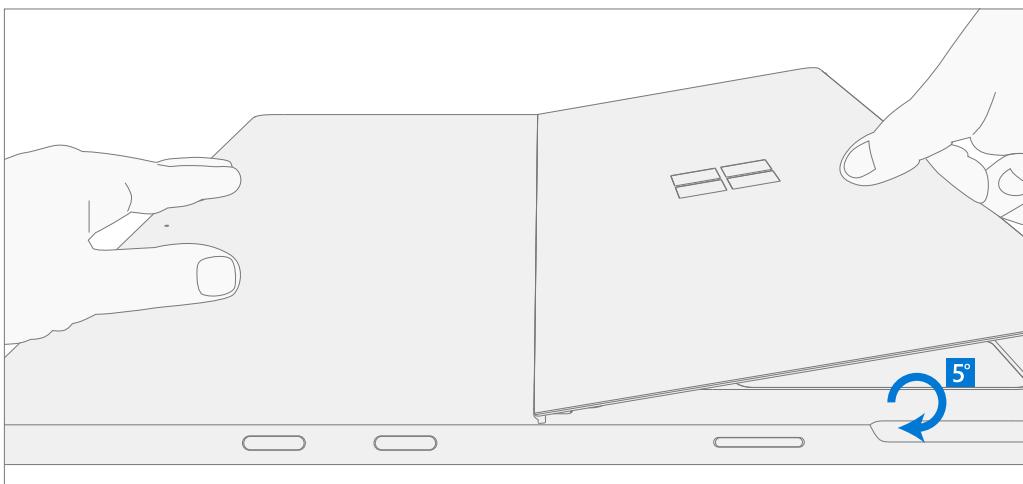
3. **Remove hinge screws** – Use your finger to hold the back of the kickstand behind the hinge while removing the hinge screws. One screw for each hinge. Ensure screws do not fall into the hinge opening.



4. **Angle Kickstand Down** – Firmly grip the hinges and the kickstand between thumb and index fingers. Rotate the kickstand from 90 degrees to approximately 45 degrees.



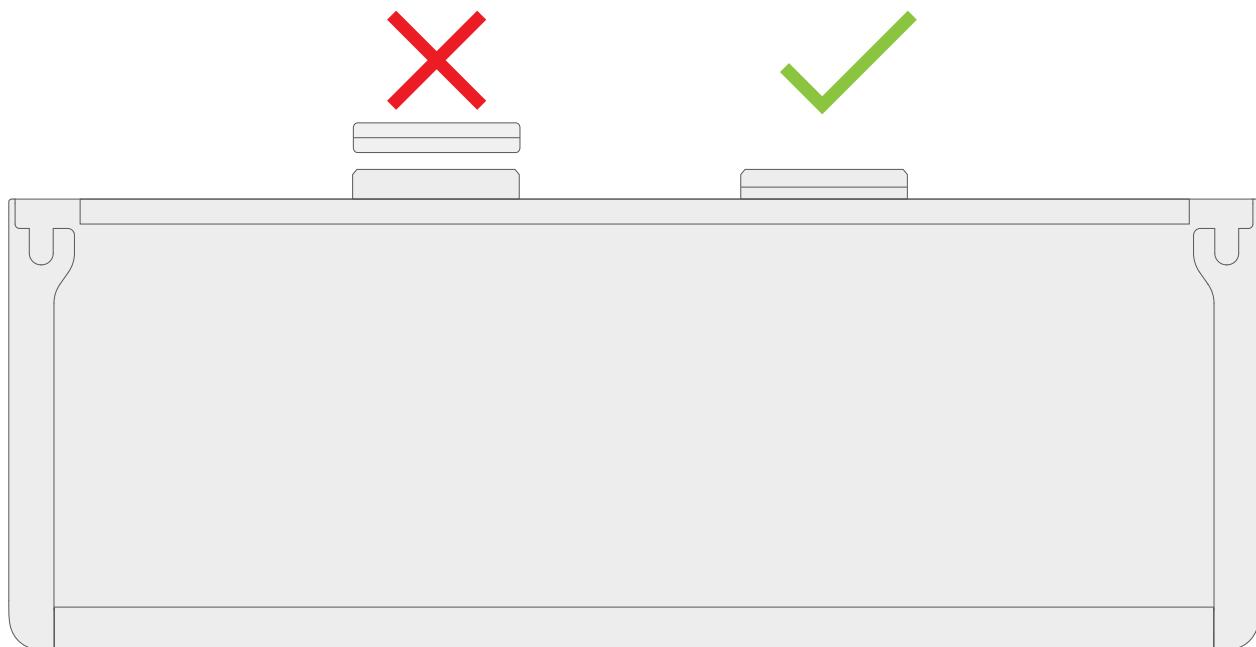
5. **Release Kickstand Threaded Bosses** – Using fingers on the underside of the kickstand and thumb on the topside, slightly rotate the kickstand about the axis as shown below. The kickstand should rotate ~5 degrees to free the two threaded bosses of the kickstand from the recesses of the hinges.



6. **Remove Kickstand** – Using the palm of your hand, firmly hold the device down from the center of the chassis. Simultaneously, grip the kickstand off-center between your thumb and index finger and firmly pull. Pull with a moderate amount of force until the foam inserts slide out of the device. If the kickstand is stuck, ensure the threaded bosses has not slipped back into the recess on the hinges.



⚠️ WARNING: Inspect Removed Kickstand Foam Tabs – Damaged foam or tabs cannot be safely removed. Attempts to do so can damage internal components. Do not insert anything other than the tabs into the slots. Ensure both tabs are complete and show no signs of tearing. If tabs show signs of tearing, part of the foam may still be inside the device. Do not attempt to remove it from the interior of the device, instead proceed to Procedure – Removal (Chassis) to replace the old chassis.

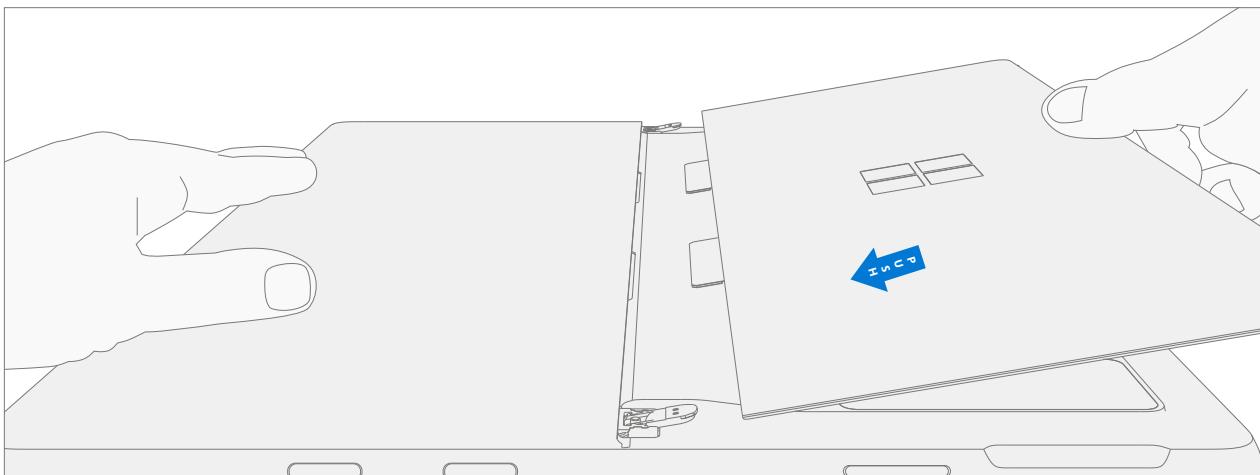


Procedure – Installation (Kickstand)

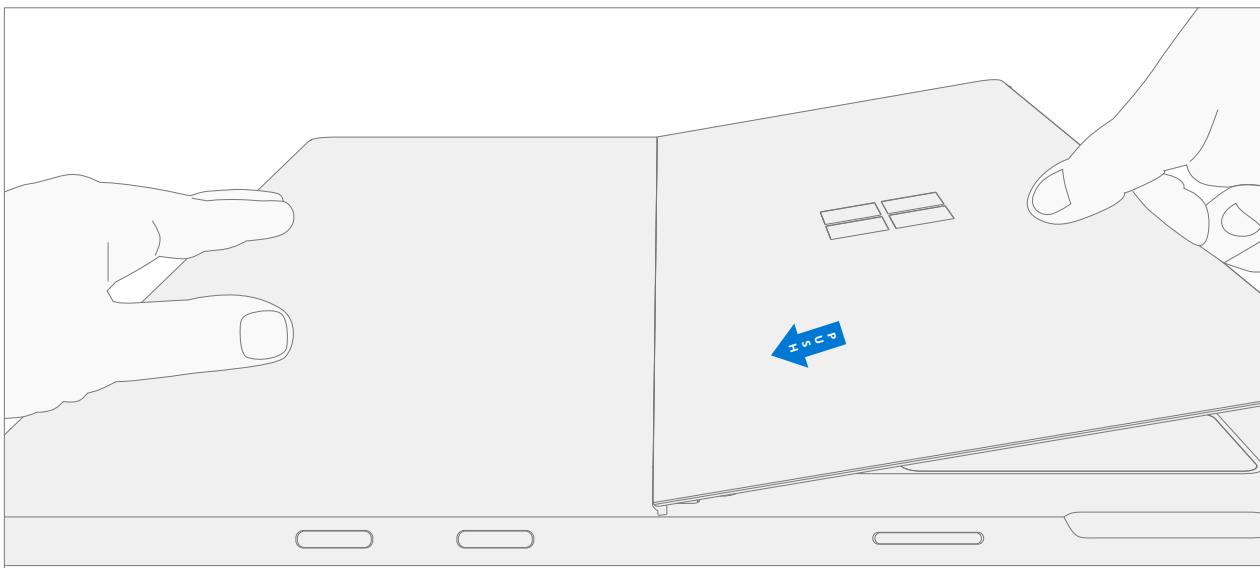
 **IMPORTANT:** Use caution when handling new kickstand assembly to avoid cosmetic damage of the kickstand and the device.

1. **Insert Foam Tabs** – With the hinges still at ~ 45-degrees start to slide the new kickstand's foam tabs into the slots on the back of the chassis. Foam should slide in with minimal force – do not crumple the foam by using excess force. Do not slide the foam completely into the device – insert the foam tabs until ~3/4 of the foam tabs are inside the device.

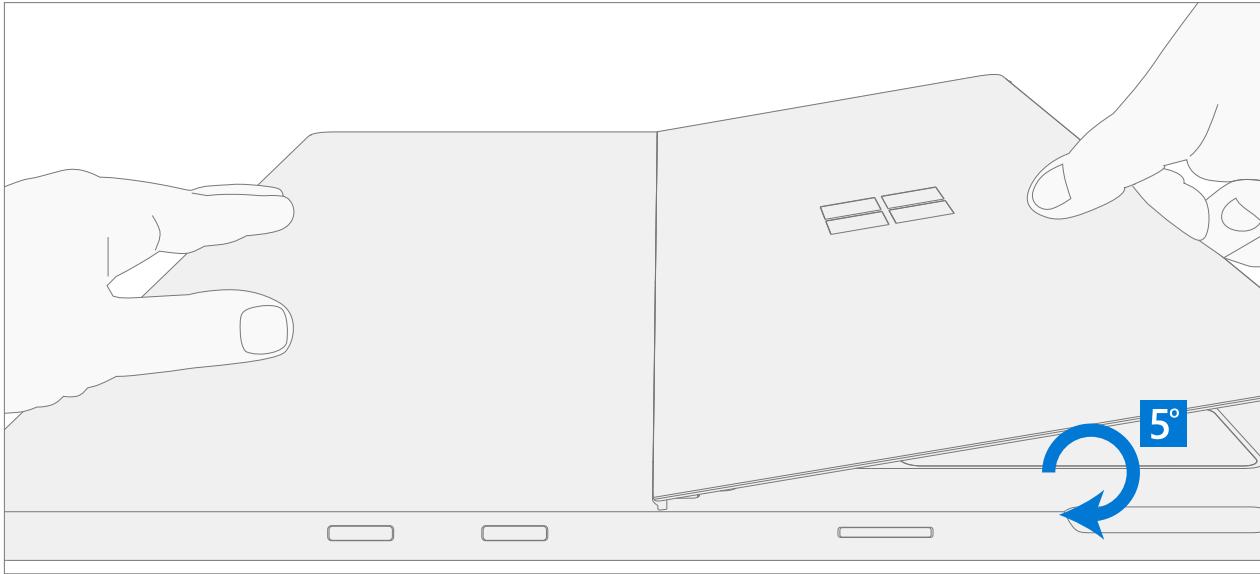
 **CAUTION:** Do not use any tool or sharp object to assist inserting the tabs into the slots. Only the tabs should be inserted. Doing so could damage internal components.



2. **Slot Outer Lip of Hinge into Kickstand** – Using fingers on the underside of the kickstand and thumb on the topside, slightly rotate the kickstand about the axis as shown below. The kickstand should rotate ~5-degrees to catch the outer lip of the hinge. Push the kickstand toward the device.



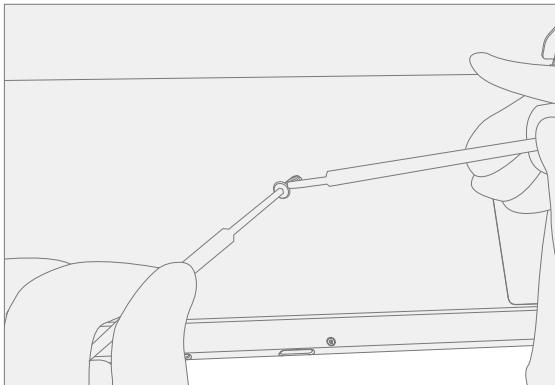
3. **Slip Kickstand Threaded Bosses into Hinge Recesses** – Maintaining pressure on the kickstand to prevent it from backing out, rotate the kickstand down into place (Figure 7-9). The threaded bosses of the kickstand should slip into the recesses of the hinges.



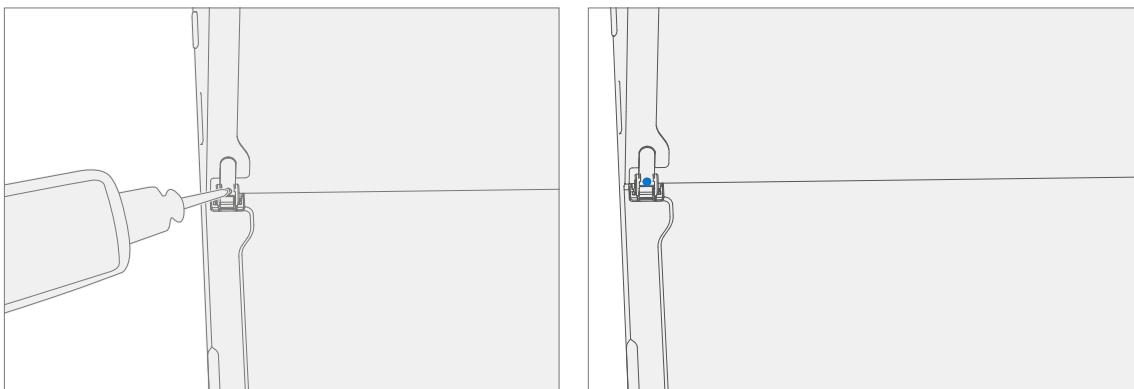
4. **Rotate the Kickstand Up** – Firmly grip the hinges and the kickstand between thumb and index fingers as shown below. Rotate the kickstand from 45-degrees to approximately 90-degrees.



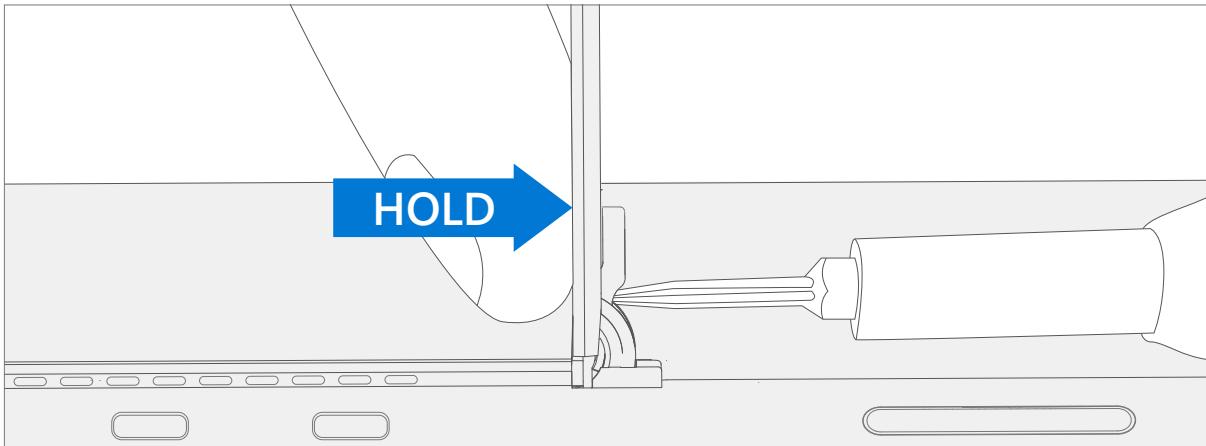
5. **Apply thread locker to screws** – Brush new screws with Loctite 649 Activator. Let screws sit for 2 minutes after activator is applied before assembling to device.



6. **Apply thread locker to screws bosses** – Apply one drop of Loctite 243 thread locker to each screw boss.



7. **Install hinge screws** – Use your finger to hold the back of the kickstand behind the hinge while installing the screws until they are fully seated. Ensure the kickstand is properly aligned and seated in the hinges, then tighten the screws an additional ~quarter turn (~ 90-degrees). Be careful to tighten the screws only until snug and not to strip the kickstand threads. Ensure screws do not fall into hinge opening.



8. **Final inspection Kickstand installation** – Fold the kickstand down and peel off protective plastic from the kickstand and logo if present. Verify the side edges of the kickstand are aligned with the midframe walls and that there are no obvious steps/gaps between the kickstand and the chassis. Wipe the device thoroughly (including under the kickstand) with the microfiber cloth to remove all fingerprints.



rSSD Door Replacement Process

Preliminary Requirements

Required Tools and Components

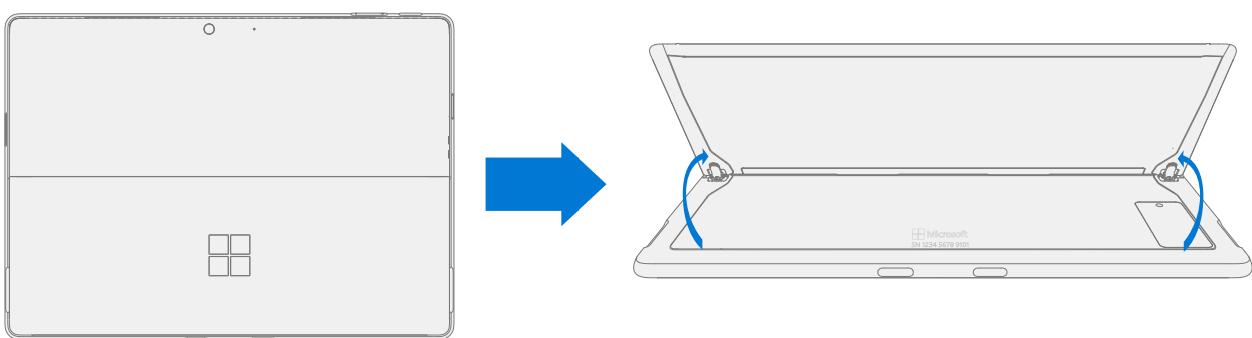
- **Tools:**
 - Soft ESD safe mat
 - Microfiber cloth
- **Components:**
 - rSSD Door (Refer to [Illustrated Service Parts List](#))

Prerequisite Steps

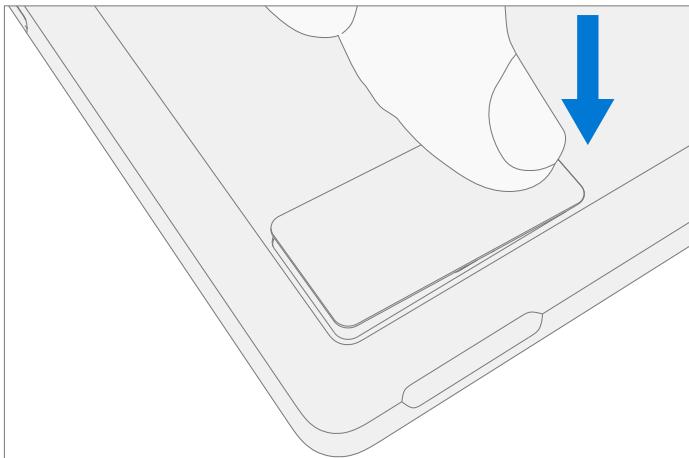
- **Power off device** – Ensure device is powered off and disconnected from a power supply.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.

Procedure – Removal (rSSD Door)

1. **Place device screen-down on soft ESD-safe mat** – Ensure mat is clear of any abrasive material that may scratch the Touch Display Module (display) glass.
2. **Extend the kickstand to approximately 90-degrees.**

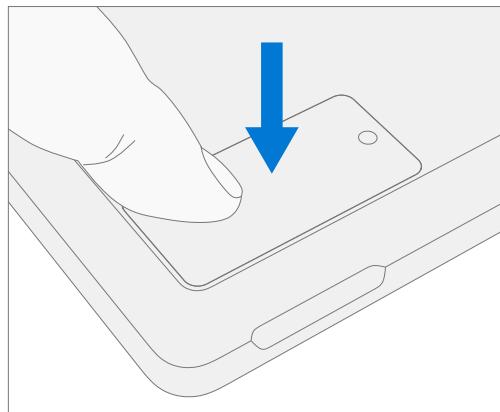
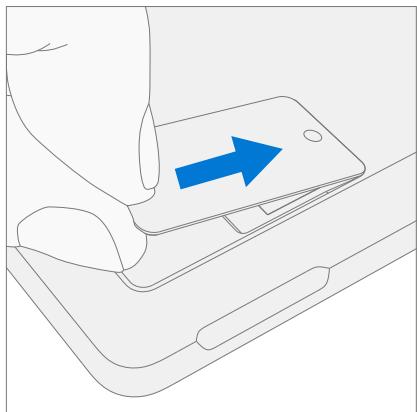


3. **Remove rSSD door** – Press down on top of door till it pops open and lift out.



Procedure – Installation (rSSD Door)

1. **Install rSSD door** – Slot in replacement door and press down.



rSSD Replacement Process

Preliminary Requirements

 **IMPORTANT:** Be sure to follow all special (bolded) notes of caution within each process section.

Required Tools and Components

- **Tools:**
 - 3IP (Torx-plus) driver
 - Anti-static wrist strap (1 MOhm resistance)
 - Soft ESD safe mat
 - Microfiber / Lint free cloth
- **Components:**
 - rSSD (Refer to [Illustrated Service Parts List](#))
 - rSSD Screw (13NL-5JN0V01, Alt: 13NL-5JN0V02) Qty. 1

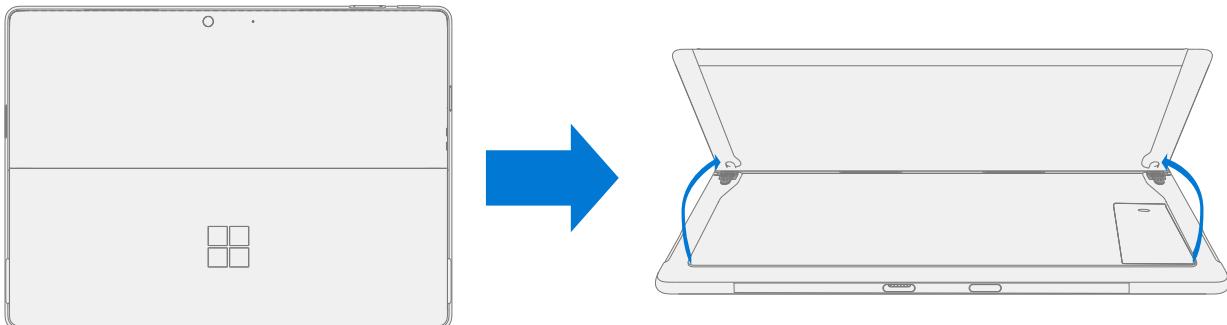
Prerequisite Steps:

- **Power off device** – Ensure device is powered off and disconnected from a power supply.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.

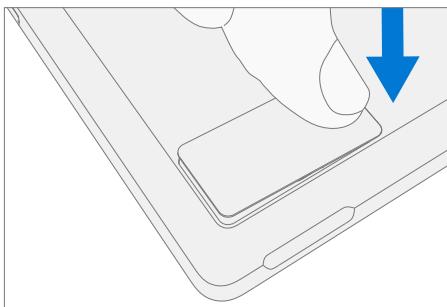


Procedure – Removal (rSSD)

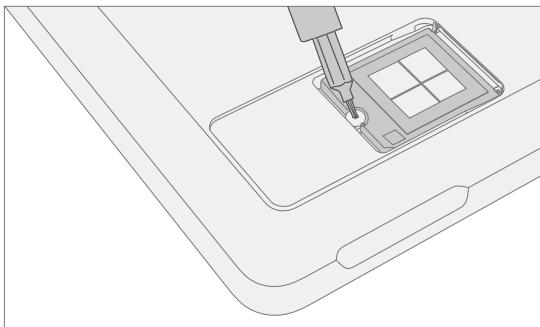
1. **Place device screen-down on soft ESD-safe mat** – Ensure mat is clear of any abrasive material that may scratch the Touch Display Module (display) glass.
2. **Extend the kickstand to approximately 90-degrees.**



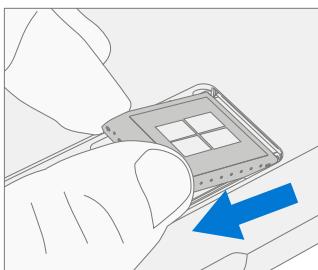
3. **Remove rSSD door** – Press down on top of door till it pops open and lift out.



4. **Remove rSSD screw** – Use a 3IP (Torx-plus) driver to remove the screw securing the rSSD. Take care not to damage the screw; it will be reused.



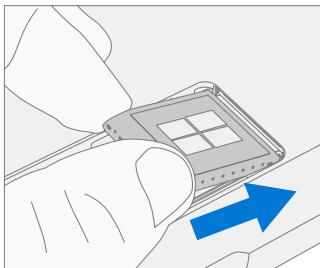
5. **Remove rSSD** – The rSSD should lift upwards to ~15-degrees after screw is removed. Carefully grab sides of rSSD case and pull out of main board socket at same ~15-degree angle.



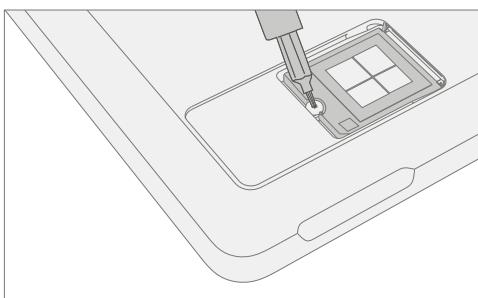
Procedure – Installation (rSSD)

 **IMPORTANT:** Only a rSSD of like capacity should be replaced in the device.

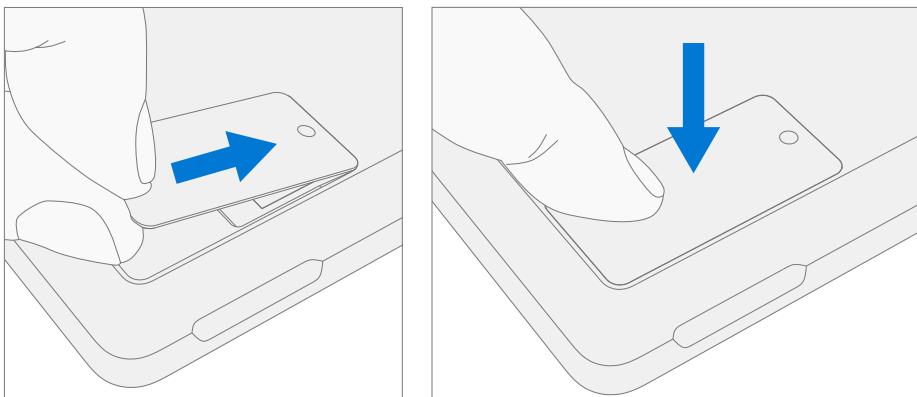
1. **Insert rSSD** – Insert the connector end of the rSSD into the rSSD connector on Main board at ~ 15-degree angle.



2. **Install new rSSD screw** – Use a 3IP (Torx-plus) driver to install a new rSSD screw until the screw is just snug and seated, and then turn another 45 degrees (1/8 turn) or until screw is fully fastened.



3. **Install rSSD door** – Slot in door and press down.



4. **Imaging** – Image the new rSSD by using a BMR Imaging USB drive specific to the device model.

 **IMPORTANT:** Refer to Surface imaging process - Surface Imaging Tools

5. **Run SDT** – Power on device and connect USB drive with SDT Configuration Files. Run SDT to ensure all device features and functions operate as expected.



rSSD Swap to a New Device Process

Preliminary Requirements

 **IMPORTANT:** Be sure to follow all special (bolded) notes, cautions, & warnings in each process section.

The rSSD 3IP screw will be reused in this process. Only a Microsoft rSSD of like capacity should be replaced in the device.

Required Tools and Components

- **Tools:**
 - 3IP (Torx-plus) driver
 - Anti-static wrist strap (1 MΩ resistance)
 - Soft ESD safe mat
 - Microfiber / Lint free cloth
 - USB Drive
 - Surface Dock
 - Wired Ethernet connection to the Internet
 - USB keyboard
- **Components:**
 - New rSSD Door if required. (Refer to [Illustrated Service Parts List](#))
 - rSSD Screw (13NL-5JN0V01, Alt: 13NL-5JN0V02) Qty. 1

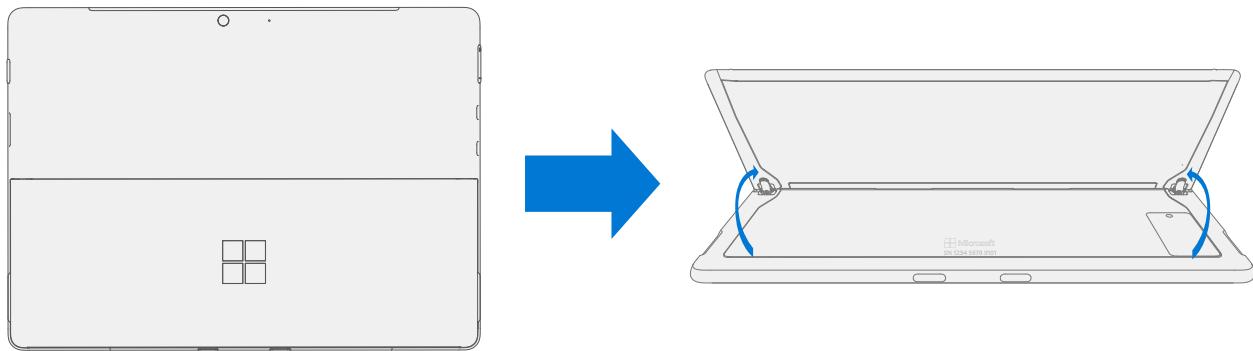
Prerequisite Steps:

- **Using an Internet connection** install all available updates: Navigate to Settings -> Update and Security and check for Windows Update.
- **Consumer using Windows Home:**
 - The BitLocker recovery key is automatically generated for users with an MSA and can be found by the user by searching the web for "bitlocker recovery key" and logging into their MSA. If the user does not have an MSA based account, the disk will not be encrypted.
- **Commercial using Windows Pro:**
 - This is managed via commercial policy, and each business may have their own bitlocker policy / recovery method.
 - Confirm that the customer knows the **Windows password to the device**.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.

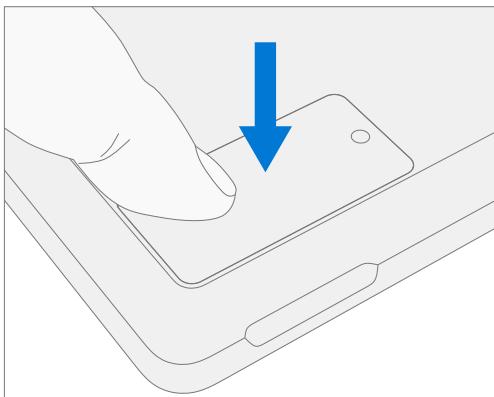


Procedure – Swap (rSSD)

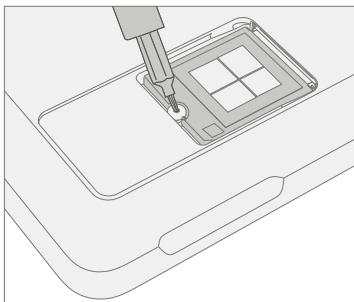
1. **Manage Bitlocker**
 - a. **If rSSD remains encrypted during swap**
 - i. Navigate to **Bitlocker > Manage Bitlocker > Generate Bitlocker Recovery Key.**
 - ii. Plug in USB drive.
 - iii. Save the recovery key to USB storage.
 - iv. Remove the USB drive.
 - b. **If rSSD can be unencrypted before swap**
 - i. Navigate to **Bitlocker > Manage Bitlocker.**
 - ii. Select **Turn Off Bitlocker.**
2. **Place device screen-down on soft ESD-safe mat** – Ensure mat is clear of any abrasive material that may scratch the Touch Display Module (display) glass.
3. **Extend the kickstand to approximately 90-degrees.**



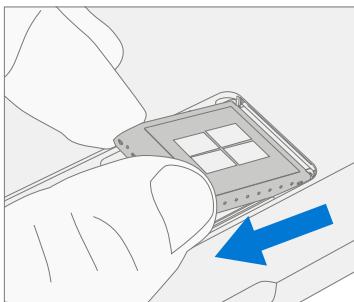
4. **Remove rSSD door** – Press down on top of door till it pops open and lift out.



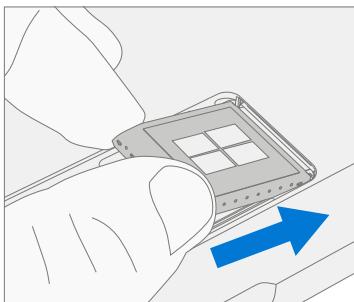
5. **Remove rSSD screw from both devices** – Use a 3IP (Torx-plus) driver to remove the screw securing the rSSD. Take care not to damage the screw; it will be reused.



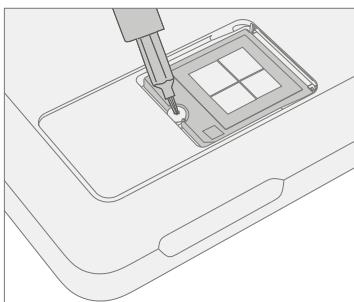
6. **Remove rSSD** – The rSSD should lift upwards to ~15-degrees after screw is removed. Carefully grab sides of rSSD case and pull out of main board socket at same ~15-degree angle.



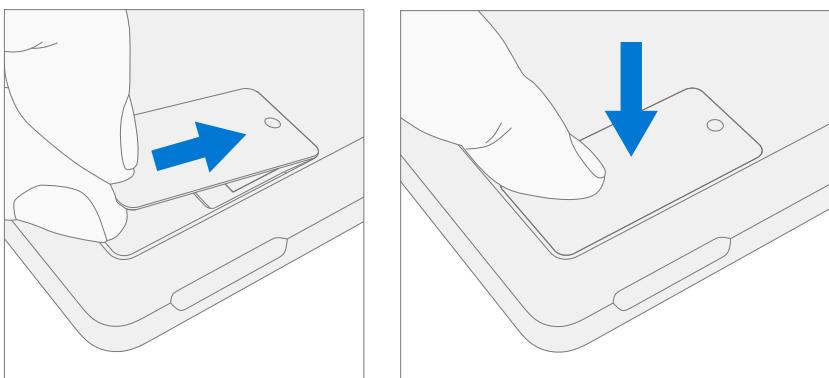
7. **rSSD Swap** – Insert rSSD removed from the new device into customer's original device, then insert customer's original rSSD into new device. Insert the connector end of the rSSD into the rSSD connector on Main board at ~ 15-degree angle.



8. **Install rSSD screws in both devices** – Use a 3IP (Torx-plus) driver to install a new rSSD screw until the screw is just snug and seated, and then turn another 45 degrees (1/8 turn) or until screw is fully fastened.



9. **Install rSSD door** – Slot in door and press down.



10. **Plug new device into power and wired Internet connection.**

11. **Power on new device** – The device may go through a firmware update during startup.

12. **If the SSD remained encrypted during the swap:**

- Plug in USB drive with Bitlocker recovery key.
- Open the .txt file with the Bitlocker recovery key.
- Manually enter the recovery key into the new device.

13. **Connect a keyboard to the new device.**

14. **Navigate to Sign-In Options -> Password** (key icon on the left side).

15. **Customer enters Windows password. Select "Sign In".**

16. **Customer may need to go through two-factor authentication.**

17. **Once fully signed in, navigate to Start -> Account -> Sign Out.**

18. **Customer signs in with Windows password again.**

19. **Customer prompted to setup Windows Hello and PIN.**

- If the device was previously **Bitlocked**, navigate to **Bitlocker -> Manage Bitlocker -> Resume Bitlocker**.



20. **Run SDT** – Power on device and connect USB drive with SDT Configuration Files. Run SDT to ensure all device features and functions operate as expected.
21. **Check Windows activation** – Navigate to **Settings -> Activation**. If there is any error message, select Troubleshoot.
22. Check Office Account – Open Office app and then navigate to File > Account and check for any error messages.
23. **Check cellular (if SIM present)** – Unplug device from wired network and disable WiFi. Check that cellular network shows connected, and that the device can open a webpage.
24. **Return customer's original device per established procedures.**



Display Replacement Process

Preliminary Requirements

 **IMPORTANT:** Be sure to follow all special (bolded) notes, cautions, & warnings in each process section.

Required Tools and Components

- **Tools:**
 - 3IP (Torx-plus) driver
 - Anti-static wrist strap (1 MOhm resistance)
 - Soft ESD safe mat
 - Microfiber / lint free cloth
 - Isopropyl alcohol dispenser bottle (use 91% or greater IPA)
 - Cotton swab
 - USB drive with Surface Diagnostic Toolkit
 - Spudger
 - Plastic opening pick
 - Two 2 in spring clamps
 - Display PSA cutting tool
 - Display PSA bonding frame
 - **Foam Pad**
(Material: EVA Foam, Thickness: 9.5 mm, Density: 0.03 g/cm³, Minimum 229 mm x 305 mm)
(Recommended McMaster PN: [86095K43](#))
 - Display bonding weights 32 kg (Recommended using three Ruck weights two 9 kg, one 14 kg)
(Alternate using steel shot bags two 9 kg, one 14 kg)
- **Components:**
 - Display (Refer to [Illustrated Service Parts List](#))



Prerequisite Steps:

- **Prep Device** – Device must be set in Display Replacement Mode prior to removing a faulty display.
 - a. **Connect software tools USB drive** – Use SDT to USB connector on device under repair.
 - b. **Connect power supply to device**.
 - c. **Power on device** – Depress the power button on the side of the device.
 - d. **Run software tool** – At the device OS, use Windows Explorer, navigate to USB drive and run:
SDT – Select Repair setup and validation. Run the Touch Display Setup. At the end of the tool process device will power down.

☒ IMPORTANT: The device must first be set in Display Replacement Mode before broken/defective display is removed from the device. Software tools are provided for this purpose. Device must be functional to the point that software tools can be run on device from within the Windows OS. If display on device is non-functional, there is no display, or it is unreadable, connect an external PC monitor and keyboard to the device's USB C port or Surflink port. If this cannot be completed, then the device is not a good candidate for repair.

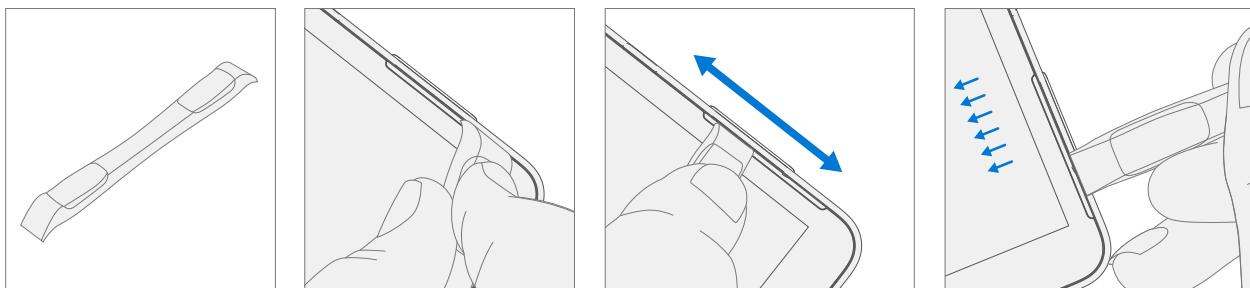
☒ IMPORTANT: This step must be conducted on the device successfully before removal of a faulty display. Ensure light levels in the work area remain consistent during the touch display setup process.

⚠ WARNING: Do not use a heat gun or hair dryer to debond display

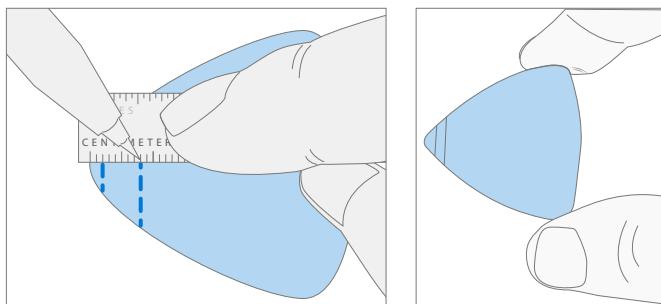
- **Power off device** – Ensure device is powered off and disconnected from a power supply. Remove all attached cables and drives.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.
- **Remove rSSD** – Remove the rSSD as detailed in the Procedure – Removal (rSSD) ([page 26](#)).

Procedure – Removal (Display)

1. **Speaker mesh preparation** – Place the device face up on a Soft ESD safe mat. Use an iFixit opening tool to widen the gap between the right speaker mesh and device. Push the sharp edge into the gap and side to side along the device edge. Once the flat tip fits fully in the gap, use it to push the speaker mesh towards the device, repeating uniformly along the length of the speaker mesh. The metal mesh will either fold lengthwise or slide completely under the glass. Repeat this process for left speaker mesh.

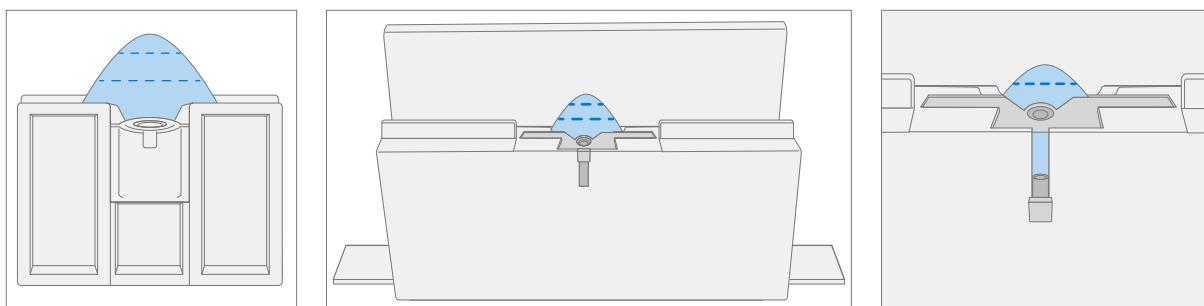


2. **Mark Display Debonding Tool pick depth** – Using a metric ruler draw a 2 mm mark and 8 mm mark on the plastic pick.

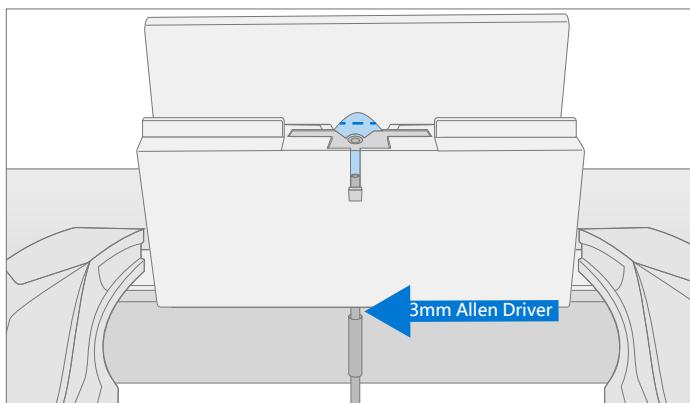


3. **Display Debonding Tool**

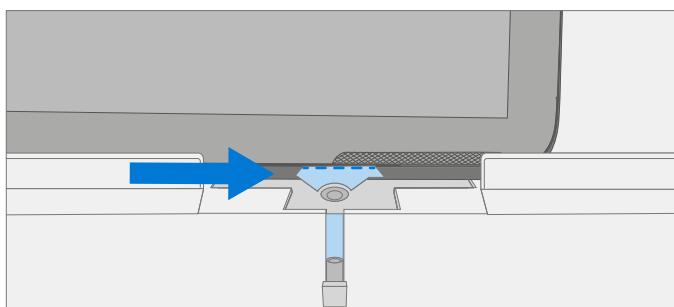
- a. Install marked pick in the holder with the marks in view. Use a 3 mm Allen Driver to adjust pick height to the lowest setting.



- b. Clamp debonding tool to edge of workbench. Ensure the cut depth adjustment can be accessed while the tool is clamped down.



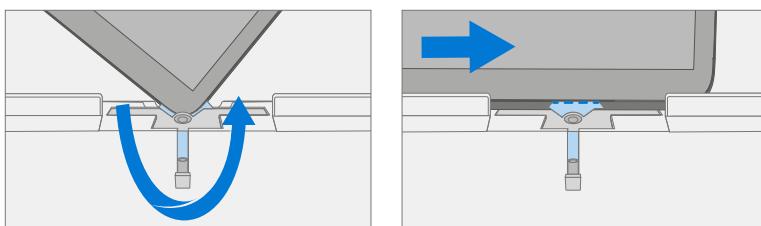
- c. Place the right-side speaker edge of the device in the debonding tool above the pick. Adjust the pick height to the 2 mm mark. Ensure it enters the gap between the display and bucket edge.



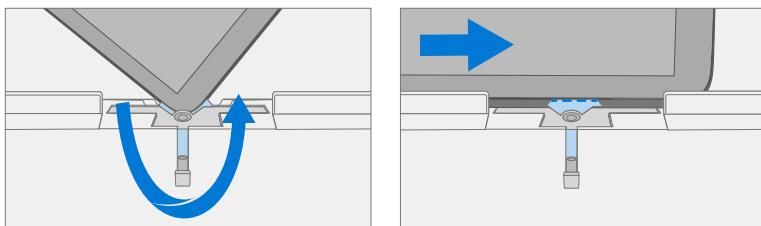
- d. With both hands draw the right side of the device through the debonding tool track.



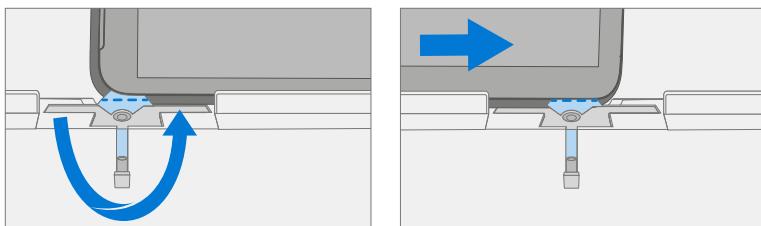
- e. At the **bottom right corner** rotate the device in the debonding tool track. Draw the bottom side of the device through the debonding tool track.



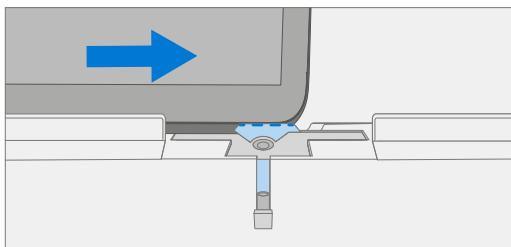
- f. At the **bottom left corner** rotate the device in the debonding tool track. Draw the left side of the device through the debonding tool track.



- g. At the **top left corner** rotate the device in the debonding tool track. Draw the top side of the device through the debonding tool track.



- h. Place the **top left edge** of the device in the debonding tool track. Adjust the pick height to the 8 mm mark. Ensure it enters the gap between the display and bucket edge. With both hands draw the top edge of the device through the debonding tool track.

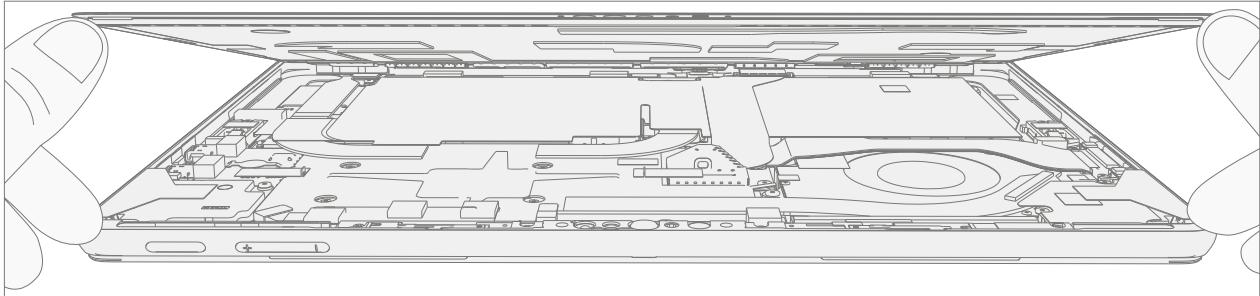


! CAUTION: Do not insert the pick more than 2 mm along the left and right sides or bottom edge of the display. The pick depth should not exceed 8 mm along the top edge of the display.



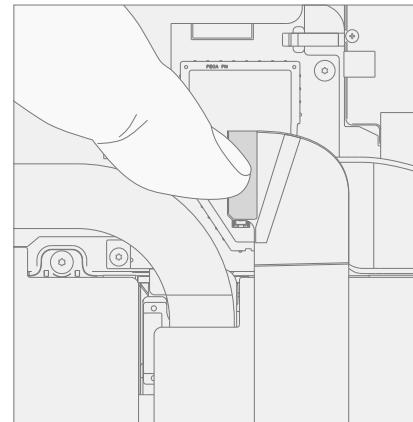
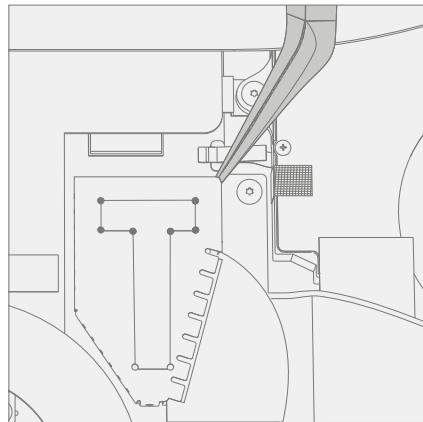
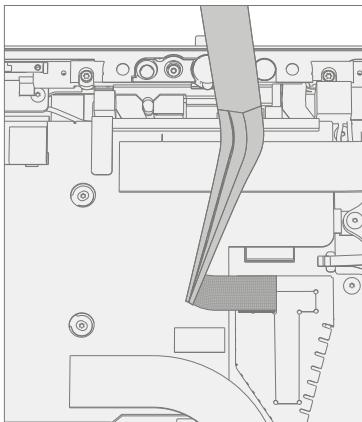
4. **Separate display from chassis** – Gently pull up vertically on the top edge of the glass while pushing down on the chassis to separate the glass. Lift the edges of the display and inspect for any remaining adhesive. Slice or remove (with an iFixit Pick) any strands still connecting the display to the chassis.

⚠️ WARNING: It is recommended a Microsoft provided ESD-safe battery cover appropriate for size is placed across the device to protect the battery from any accidental damage during repair. Ensure corners of cover are always aligned with the corners of the device during repair. If battery cover is misaligned during the repair operation in any way, re-align before continuing repair activities.

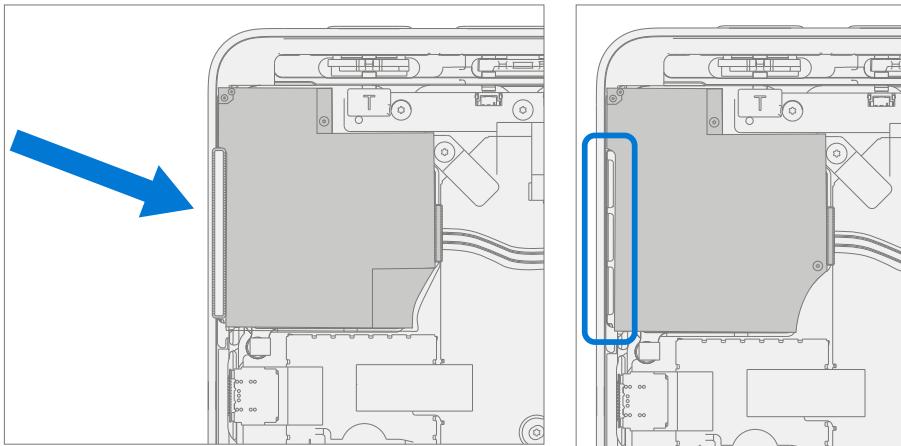


5. **Disconnect display connector** – Lay the display down gently next to the chassis on the work surface. Remove metallic tape from the shield lid using a pair of tweezers. Then remove the shield lid on the display connector by inserting pointed end of a spudger or tweezers underneath the inner edge of the shield. Then gently pull upwards and the shield will come off. Disconnect the display connector using the pointed end of a spudger.

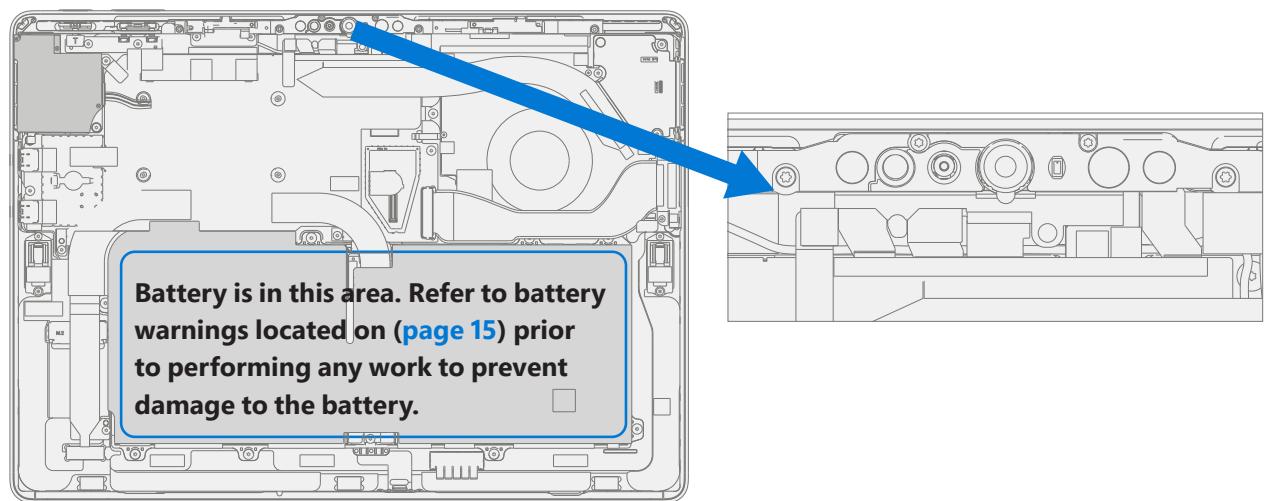
⚠️ WARNING: Do not pull on the Display FPC to disconnect the display.



6. **Remove speaker mesh from chassis** – Remove any remaining speaker mesh from the chassis. Use a handheld pick to remove it by inserting the pick between the Speaker mesh and the enclosure. Confirm a successful removal of the speaker mesh and its adhesive by verifying the three cutouts of the chassis are exposed, as shown below.



7. **Remove residual adhesive** – Using IPA and cotton swabs clean residual PSA off the chassis. Ensure area around the Camera and IR Sensor is clean and free of any dust or other contamination. Wipe the area around the camera with a lint free cloth.



Procedure – Installation (Display)

1. Pre-installation Device Inspection

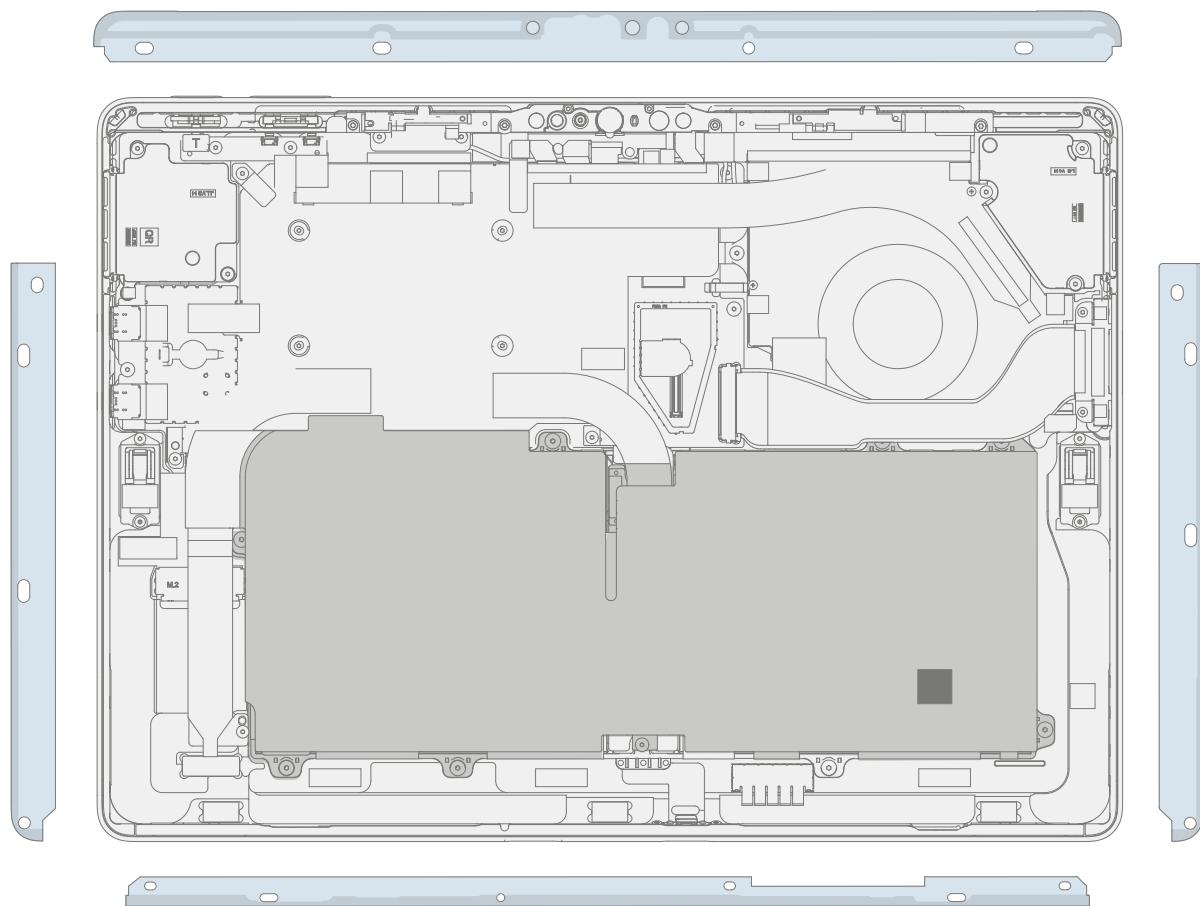
⚠️ WARNING: Verify the battery's condition. Devices exhibiting battery issues as outlined in the Battery Inspection Process require whole unit replacement.

☒ IMPORTANT: Leave protective cling on new display during all installation steps.

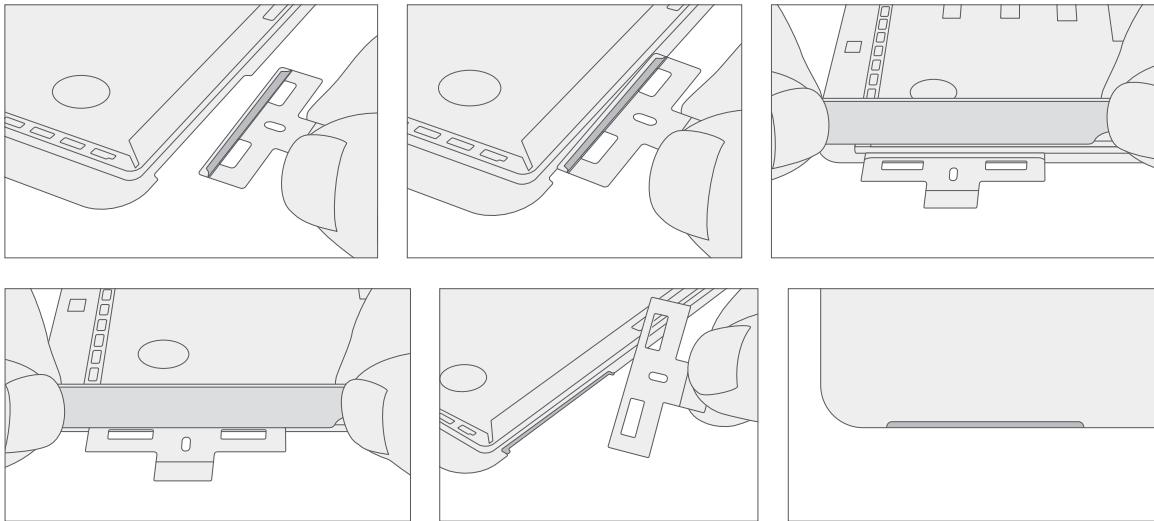
☒ IMPORTANT: Carefully inspect the internal areas of the bucket. Ensure the area around battery is free of any foreign objects.

2. Display adhesive application

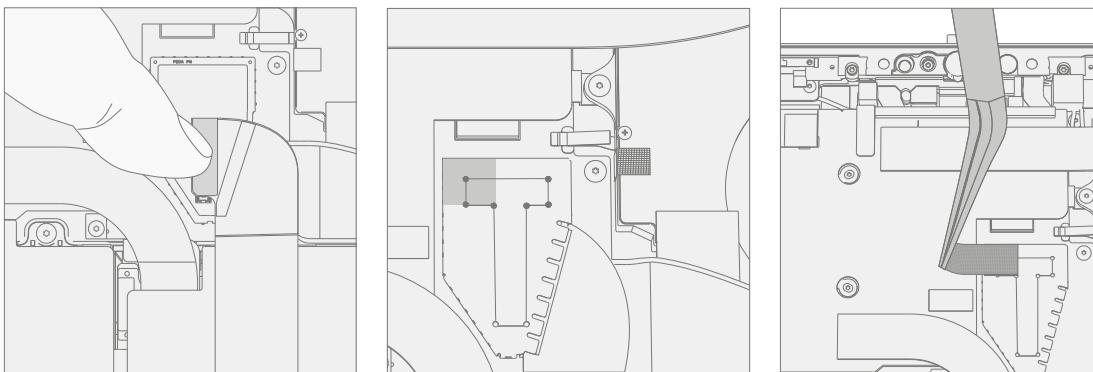
– Thoroughly clean the chassis along the display PSA bonding surface using IPA and a cotton swab. Wait at least 30 seconds before applying the new PSA. Apply the 4 strips of PSA to the chassis. Align the PSA following the outline on the chassis. Leave the blue liner on the PSA, it will be removed at a later step. Refer to the illustration below for PSA locations.



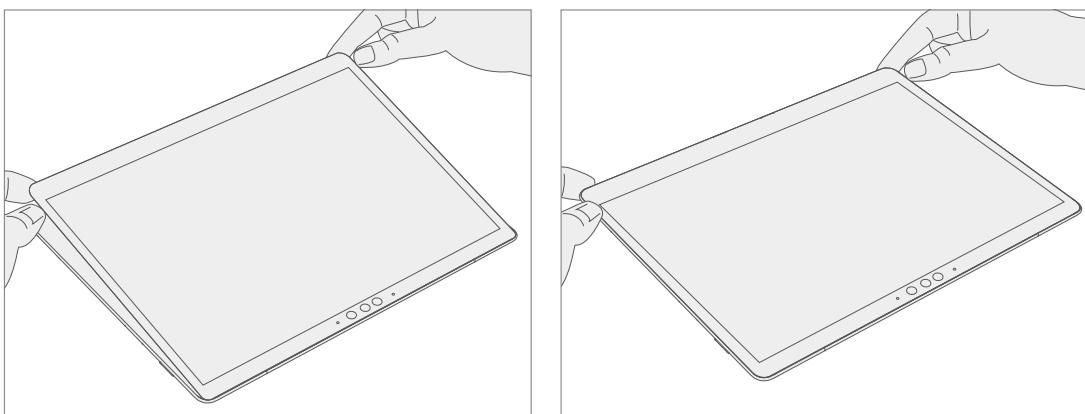
3. **Speaker mesh application** – Place the display face-down on a Soft ESD safe mat. Wipe down the outer edges of the display with a lint free cloth. When installing the **originally removed display** ensure outer edges are clean and clear of PSA residue. Remove the protective liner from the speaker mesh. Using the clear handle align the speaker mesh into the display speaker opening. Press onto the mesh for 10 seconds to activate the adhesive. Carefully remove the clear handle. Repeat this process for the other side of the display.



4. **Connect display connector** – While supporting the display with one hand, connect the Display FPC by pressing it into the mating connector on the motherboard. Install a new shield over the Display FPC. Ensure all edges of the shield are snapped into place. Add new metallic tape strip to the shield and thermal module.



5. **Apply display to chassis** – Hold the display and remove the PSA Liners to expose adhesive. Turn the display over and place it on the chassis. Align the display along the top edge first (Toe-in) and lower after alignment is found. Ensure that the glass sits flush in the chassis and does not rest anywhere on top of the chassis lip.



6. **Bond adhesive** – Place the bonding frame on the device, ensuring that the cutouts on the sides line up with the volume/power buttons. Place foam pad over bonding frame. Place 32 kg of weight on top of the foam pad and bonding frame. Leave weight in place for 2 minutes..

 **IMPORTANT:** Weight Requirement:

Minimum 2 kg (70 lb.) / Maximum 35 kg (77 lb.)

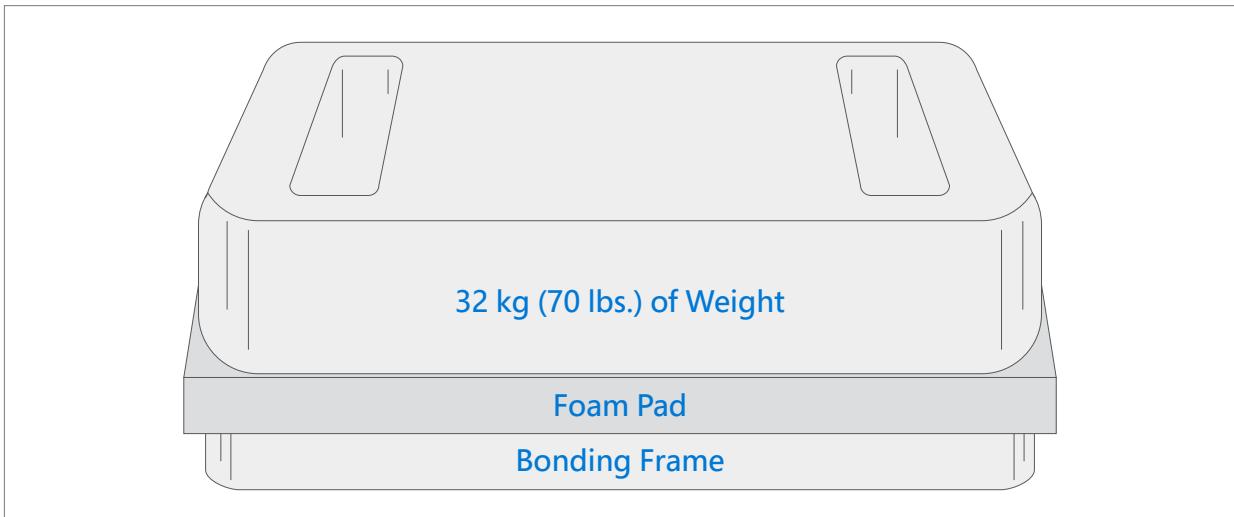
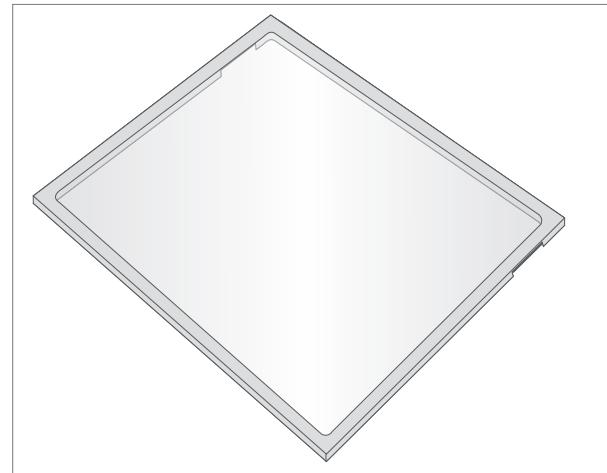
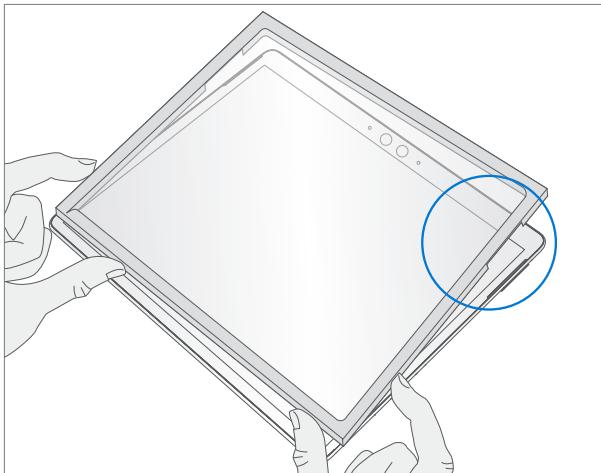
Minimum Dimensions: 280mm x 200mm

Geometry must be symmetrical, to allow for even weight distribution. Weight used must be a flat plate, with consistent flatness and not protrude from contact plane with Bonding Frame.

Weight must contact the full perimeter of the frame when placed above it. Recommended weights (Ruck Plates of 9 kg + 9 kg + 14 kg, or 20 lbs. + 20 lbs. + 30 lbs.)

When using Ruck weights place the 14 kg weight first, then stack the 9 kg weights on top.

Ensure foam pad covers entire bonding frame.



7. **After bonding inspection** – Remove the weights, foam pad, and the frame. Lift carefully to avoid damaging the device. Inspect the display for scratches, cracks, large gaps, and its flushness with respect to the chassis.
8. **Install rSSD** – Install the rSSD as detailed in the Procedure – Installation (rSSD) ([page 27](#))
9. **New display calibration** – On installation of a new display device final calibration relies on the successful completion of the display Replacement Mode. Display calibration is not required when installing the originally removed display.
 - a. **Connect software tools USB drive** with SDT to USB connector on device under repair.
 - b. **Power on device** – Depress the power button on the side of the device.
 - c. **Run software tool** – At the device OS, use Windows Explorer, navigate to USB drive, and run:
SDT – Select Repair setup and validation. Run the Touch Display Calibration. Accept the restart prompt at the end of the tool process.

 **IMPORTANT:** This step must be conducted on the device successfully on installation of a new display. Ensure light levels in the work area remain consistent during the touch display calibration process. Any tool failures require restarting the process with a new display.

10. **Run SDT** – Power on device and connect USB drive with SDT Configuration Files. Run SDT to ensure all device features and functions operate as expected.
11. **Final inspection of display installation** – Remove protective cling from the new display. Verify the side edges of the display are flush, and that there are no obvious steps/gaps between the display and the chassis. Wipe the device thoroughly (including under the kickstand) with the microfiber cloth to remove all fingerprints.



Procedure – Alternate Installation (Display)

1. Pre-installation Device Inspection

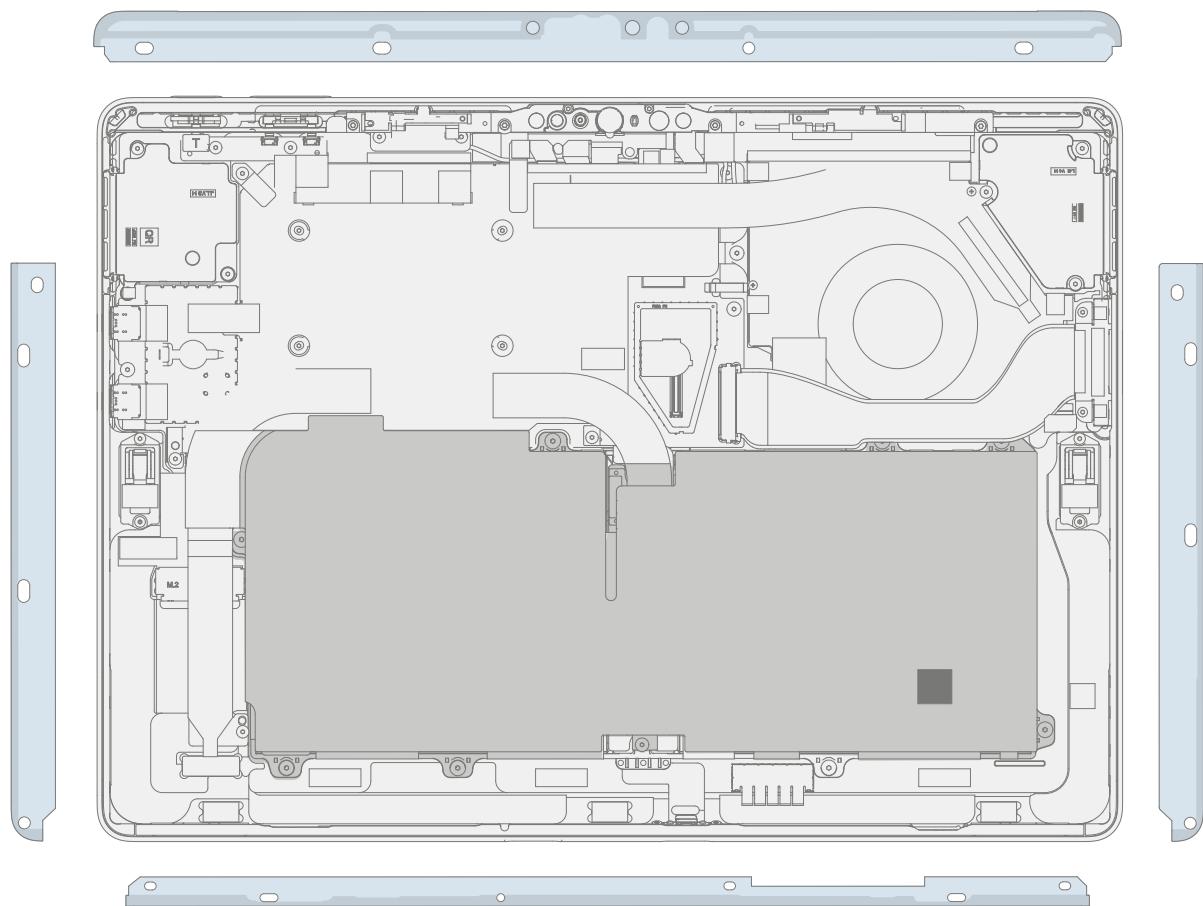
⚠️ WARNING: Verify the battery's condition. Devices exhibiting battery issues as outlined in the Battery Inspection Process require whole unit replacement.

☒ IMPORTANT: Leave protective cling on **new Display** during all installation steps.

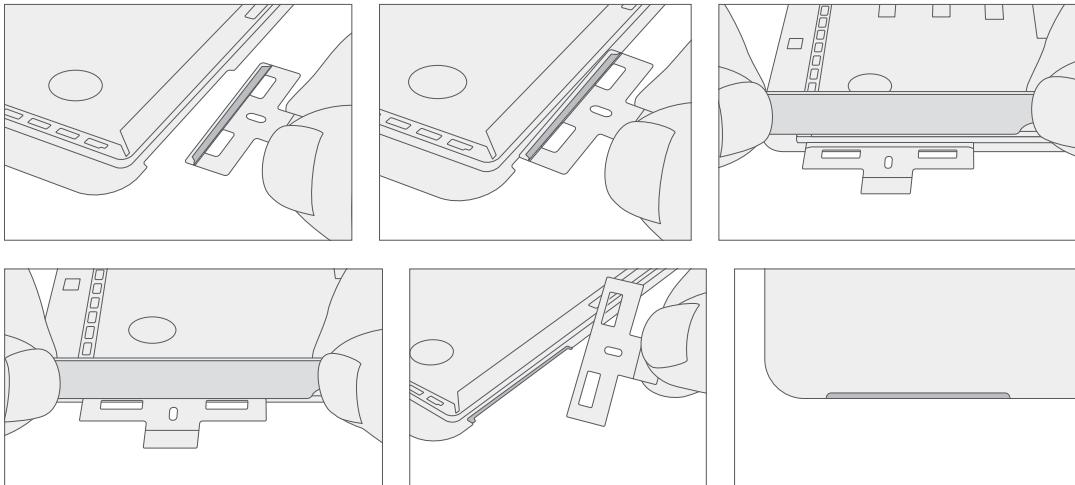
☒ IMPORTANT: Carefully inspect the internal areas of the bucket. Ensure the area around battery is free of any foreign objects.

2. Display PSA Application

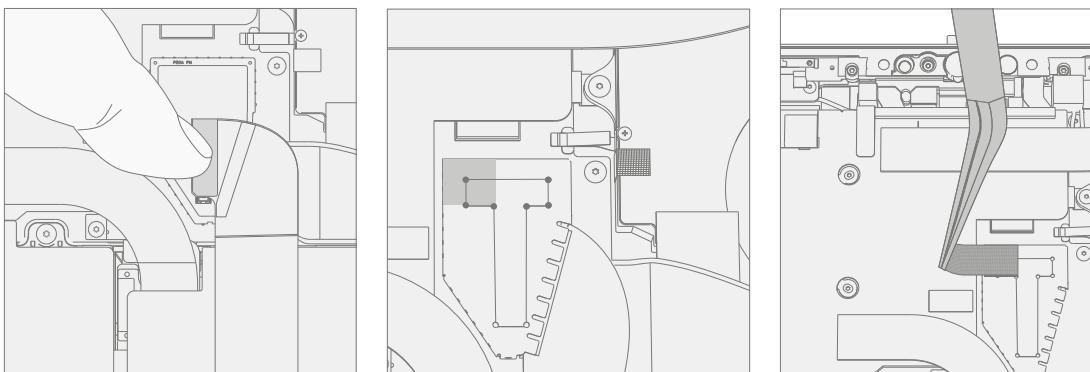
– Thoroughly clean the chassis along the display PSA bonding surface using IPA and a cotton swab. Wait at least 30 seconds before applying the new PSA. Apply the 4 strips of PSA to the chassis. Align the PSA following the outline on the chassis. Leave the blue liner on the PSA, it will be removed at a later step. Refer to the illustration below for PSA locations.



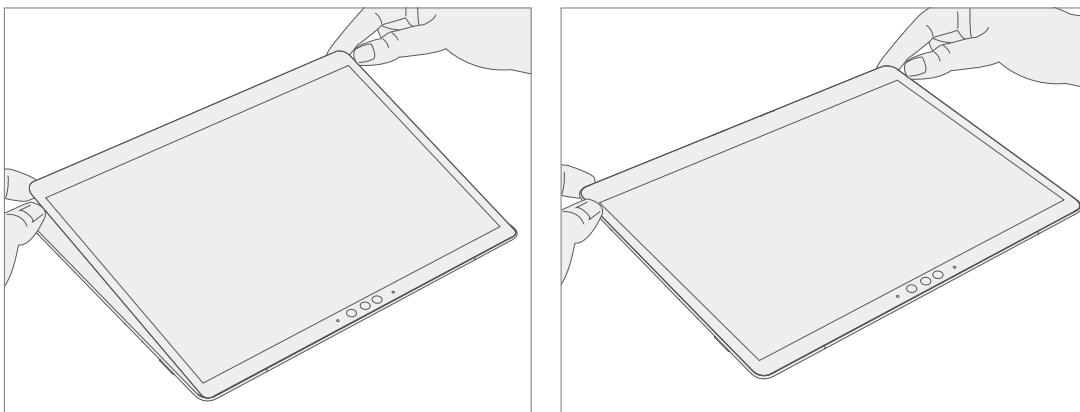
3. **Speaker mesh application** – Place the display face-down on a Soft ESD safe mat. Wipe down the outer edges of the display with a lint free cloth. When installing the **originally removed display** ensure outer edges are clean and clear of PSA residue. Remove the protective liner from the speaker mesh. Using the clear handle align the speaker mesh into the display speaker opening. Press onto the mesh for 10 seconds to activate the adhesive. Carefully remove the clear handle. Repeat this process for the other side of the display.



4. **Connect Display FPC** – TBD While supporting the display with one hand, connect the Display FPC by pressing it into the mating connector on the reverse side of the display. Install a new shield over the Display FPC. Ensure all edges of the shield are snapped into place.

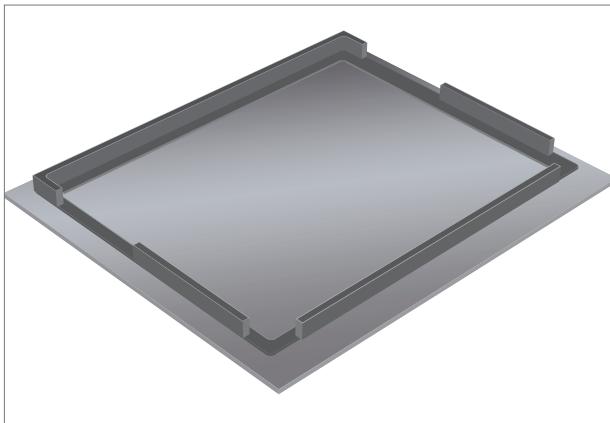


5. **Apply display to bucket** – Hold the display and remove the PSA Liners to expose adhesive. Turn the display over and place it on the chassis. Align the display along the top edge first (Toe-in) and lower after alignment is found. Ensure that the glass sits flush in the chassis and does not rest anywhere on top of the chassis lip. Lightly press on the edges of the display to create an initial bond.



6. **Alternate bonding PSA** – Bonding is a multi-step process. Refer to the below illustrations.

IMPORTANT: Use steel shot bags, two 9 kg and one 14 kg. Apply the 1st 9 kg bag, then the 14 kg bag, and then the 2nd 9 kg bag.



Foam pad with bonding fram face down



Place device display side down into bonding frame



Place 9 kg steel shot bag onto device



Place 14 kg steel shot bag onto device
Bond for 1 minute



Place second 9 kg steel shot bag onto 14kg bag
Bond for 5 minutes



Shift second 9 kg steel shot bag to top edge of the device
Bond for 3 minutes



7. **After bonding inspection** – Remove the steel shot bags and lift device out of the frame. Lift carefully to avoid damaging the device. Inspect the display for scratches, cracks, large gaps, and its flushness with respect to the chassis.
8. **Install rSSD** – Install the rSSD as detailed in the Procedure – Installation (rSSD) ([page 27](#))
9. **New display calibration** – On installation of a new display device final calibration relies on the successful completion of the Display Replacement Mode. Display calibration is not required when installing the originally removed display.
 - a. **Connect software tools USB drive** with SDT to USB connector on device under repair.
 - b. **Power on device** – Depress the power button on the side of the device.
 - c. **Run software tool** – At the device OS, use Windows Explorer, navigate to USB drive, and run:
SDT – Select Repair setup and validation. Run the Touch Display Calibration. Accept the restart prompt at the end of the tool process.

 **IMPORTANT:** This step must be conducted on the device successfully on installation of a new display. Ensure light levels in the work area remain consistent during the touch display calibration process. Any tool failures require restarting the process with a new display.

10. **Run SDT** – Run SDT to ensure all device features and functions operate as expected.
11. **Final inspection display installation** – Remove protective cling from the display. Verify the side edges of the display are flush, and that there are no obvious steps/gaps between the display and the chassis. Wipe the device thoroughly (including under the kickstand) with the microfiber cloth to remove all fingerprints.



Surflink Replacement Process

Preliminary Requirements

 **IMPORTANT:** Be sure to follow all special (bolded) notes, cautions, & warnings in each process section.

Required Tools and Components

- **Tools:**
 - 3IP (Torx-plus) driver
 - Anti-static wrist strap (1 MOhm resistance)
 - Soft ESD safe mat
 - Microfiber / lint free cloth
 - Isopropyl alcohol dispenser bottle (use 91% or greater IPA)
 - Cotton swab
 - USB drive with Surface Diagnostic Toolkit
 - Spudger
 - Display bonding weights 23 kg (Recommended using two Ruck weights one 9 kg, one 14 kg)
(Alternate using steel shot bags one 9 kg, one 14 kg)
- **Components:**
 - Surflink (Refer to [Illustrated Service Parts List](#))
 - Surflink Screw (13NL-5JN1M01, Alt: 13NL-5JN1M02) Qty. 2

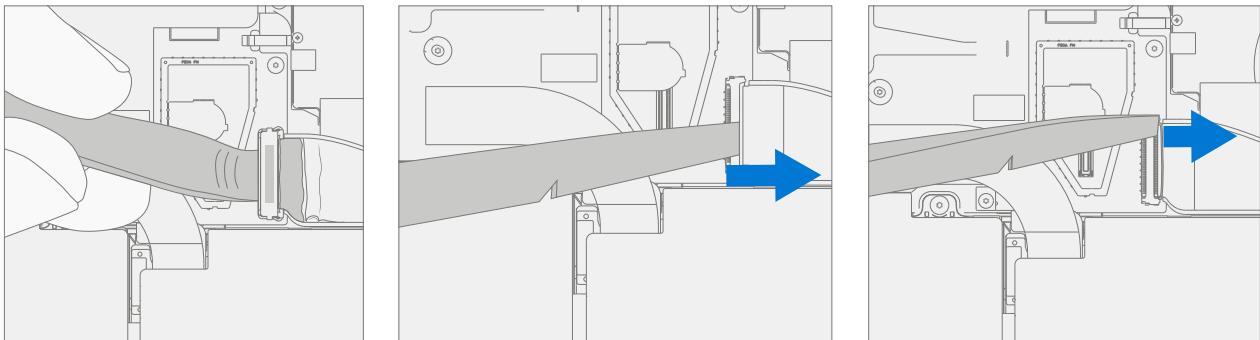
Prerequisite Steps:

- **Power off device** – Ensure device is powered off and disconnected from a power supply.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.
- **Remove rSSD** – Remove the rSSD as detailed in the Procedure – Removal (rSSD) ([page 26](#))
- **Remove Display** – Remove the display as detailed in the Procedure – Removal (Display) ([page 34](#))



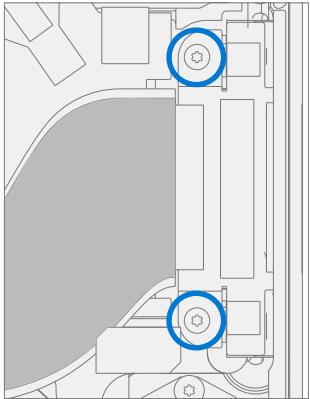
Procedure – Removal (Surflink)

1. **Disconnect cable from motherboard** – Use a spudger to release locking bar and disconnect Surflink connector from PCBA. Use a plastic spudger to disengage the cable from the connector.



2. **Screw removal** – Use a 3IP (Torx-plus) driver to remove the Surflink screws.

! CAUTION: The Surflink cable is magnetized, be careful to not let the screws stick to it during screw removal.



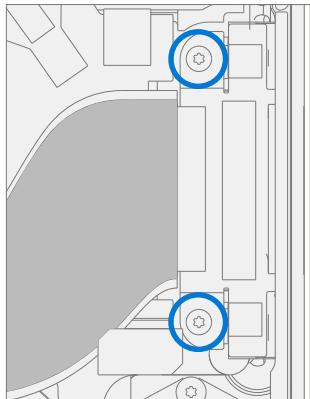
3. **Surflink removal** – Gently peel the Surflink up from the chassis. Take extra care to not damage the fan under the Surflink.



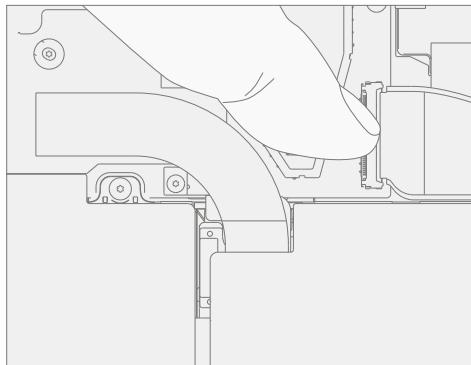
Procedure – Installation (Surflink)

1. **Install screws** – Use a 3IP (Torx-plus) driver to install the Surflink screws until they are just snug and seated, and then turn another 45 degrees (1/8 turn) or until screws are fully fastened. Refer to the below illustration for screw locations.

! CAUTION: The Surflink cable is magnetized, be careful to not let the screws stick to it during screw installation.



2. **Connect cable to motherboard** – Connect Surflink cable to the motherboard. Press down on the locking buckle to secure the connector.



3. **Install display** – Install the display as detailed in the Procedure – Installation (Display) ([page 39](#)).
4. **Install rSSD** – Install the rSSD as detailed in the Procedure – Installation (rSSD) ([page 42](#))
5. **Run SDT** – Power on device and connect USB drive with SDT Configuration Files. Run SDT to ensure all device features and functions operate as expected.

Thermal Module Replacement Process

Preliminary Requirements

 **IMPORTANT:** Be sure to follow all special (bolded) notes, cautions, & warnings in each process section

Required Tools and Components

- **Tools:**
 - 3IP (Torx-plus) driver
 - Anti-static wrist strap (1 MOhm resistance)
 - Soft ESD safe mat
 - Microfiber / lint free cloth
 - Isopropyl alcohol dispenser bottle (use 91% or greater IPA)
 - Cotton swabs
 - USB drive with Surface Diagnostic Toolkit
 - Spudger
 - Plastic tweezers
- **Components:**
 - Thermal Module + Fan (Refer to [Illustrated Service Parts List](#))
 - CPU Bracket Screws (13NL-5EU1K01, Alt: 13NL-5EU1K02) Qty. 4
 - THM Body Screws (13NL-5JN0Z01, Alt: 13NL-5JN0Z02) Qty. 8
 - Fan Screw (13NL-5JN111, Alt: 13NL-5JN112) Qty. 1
 - Battery Side Screw (13NL-5JN0W01, Alt: 13NL-5JN0W02) Qty. 1

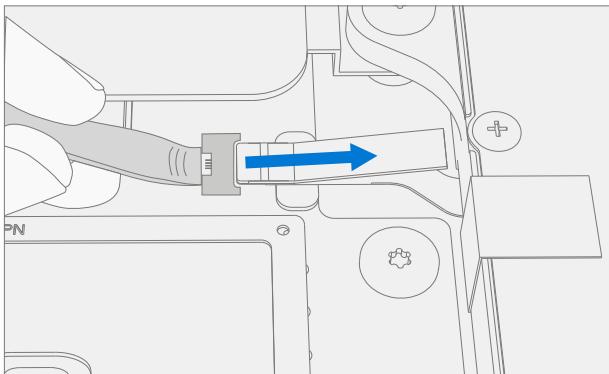
Prerequisite Steps:

- **Power off device** – Ensure device is powered off and disconnected from a power supply.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.
- **Remove rSSD** – Remove the rSSD as detailed in the Procedure – Removal (rSSD) ([page 26](#))
- **Remove Display** – Remove the display as detailed in the Procedure – Removal (Display) ([page 34](#))
- **Remove Surflink** – Remove the display as detailed in the Procedure – Removal (Surflink) ([page 48](#))



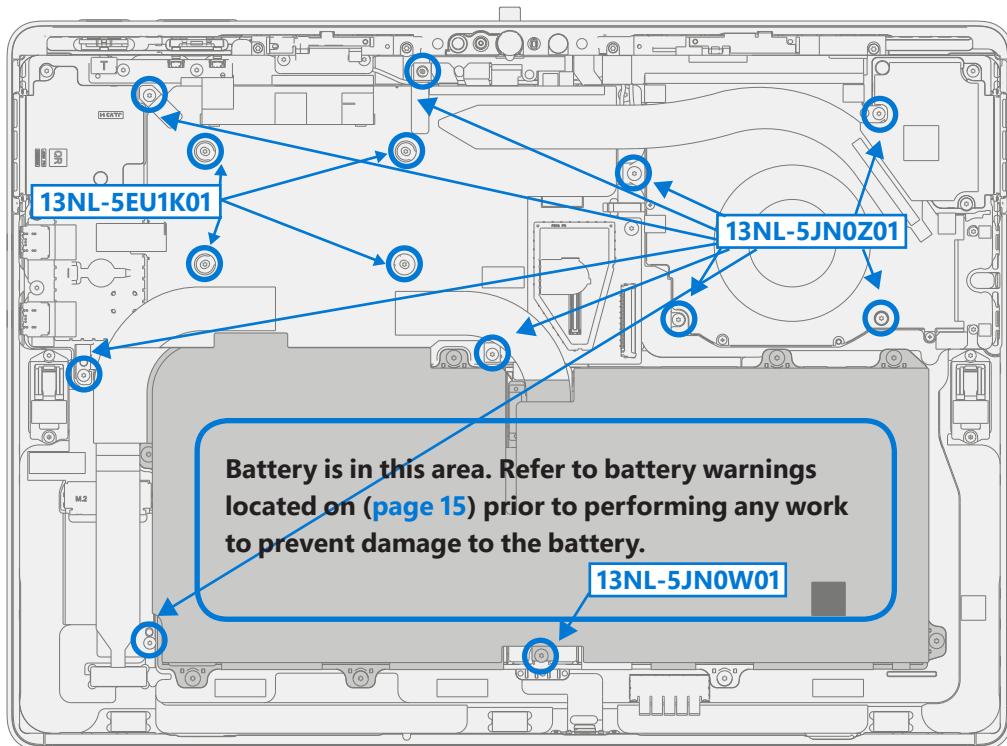
Procedure – Removal (Thermal Module)

1. **Disconnect fan from motherboard** – Using plastic spudger release the locking bar and slide connector from the PCBA.

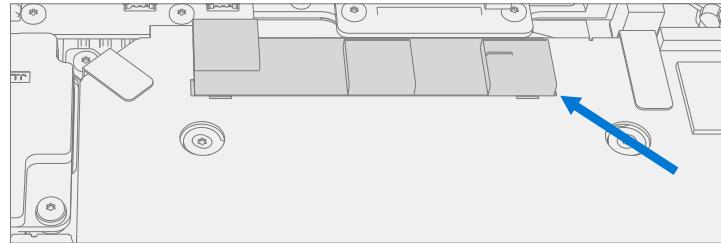
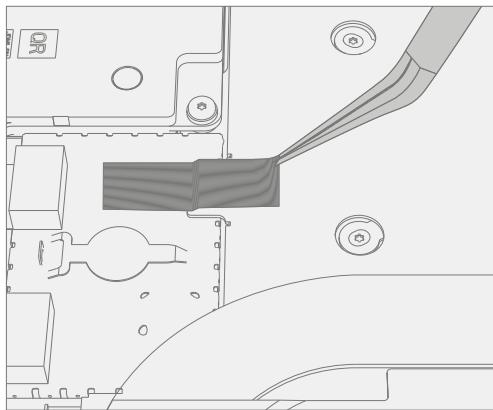


2. **THM screw removal** – Use a 3IP (Torx-plus) driver to remove the 14 screws securing the thermal module to the motherboard.

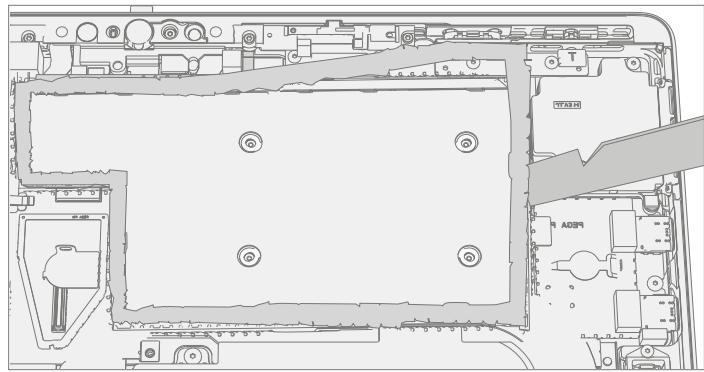
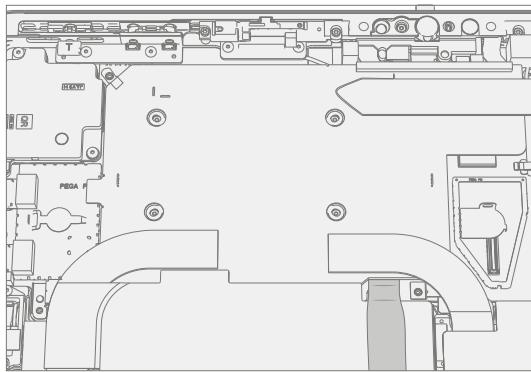
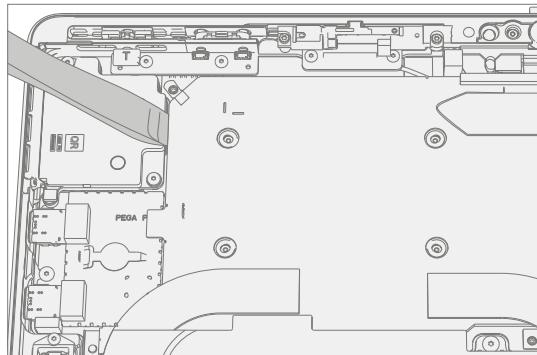
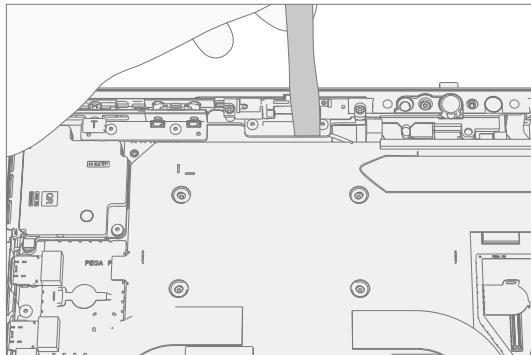
 **IMPORTANT:** Screws are not captive, take care not to drop them in chassis.



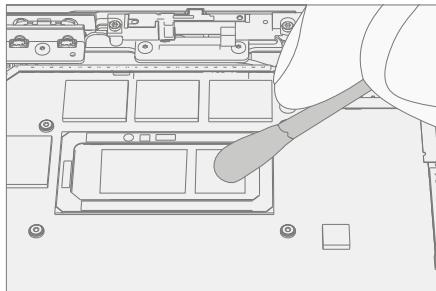
3. **Remove thermal and metallic tape** – Using a pair of tweezers remove the metallic tape from the left side of the thermal module and the thermal tape from the top.



4. **Release the TIM from the motherboard and remove** – Using a plastic spudger apply light pressure to the edges of the THM copper shield on the motherboard as pictured below. Carefully lift thermal module and fan from the chassis. Note that shield spring gasket may also come off with the thermal module.



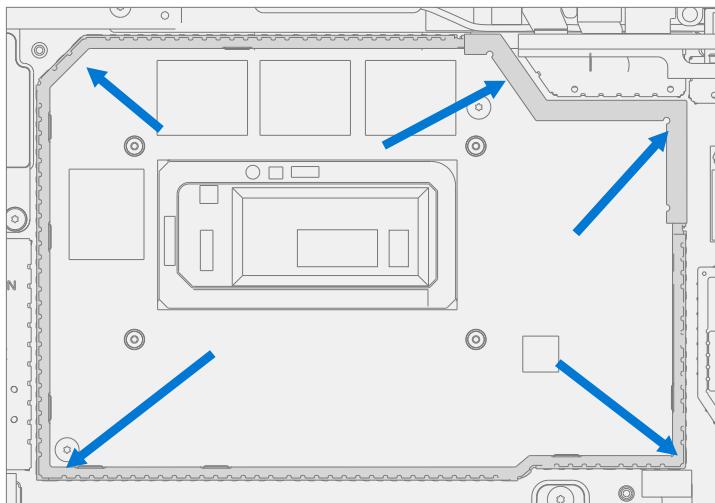
5. **Clean TIM from processor** – Using a plastic spudger, scrape TIM from SoC area. Use IPA and cotton swab to clean residual TIM from SoC.



Procedure – Installation (Thermal Module)

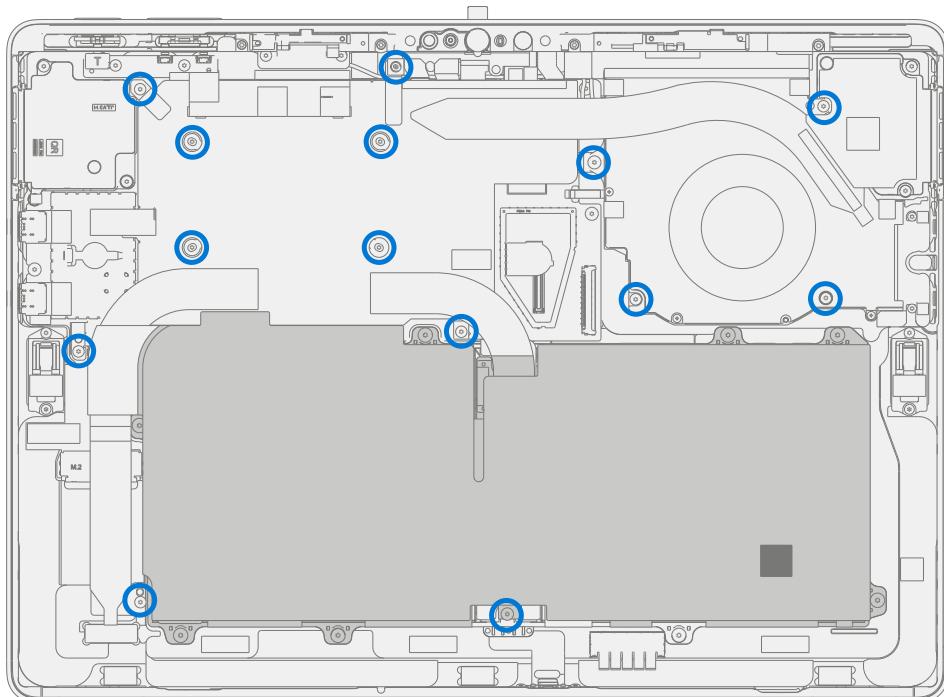
⚠️ WARNING: Do not reuse the old thermal module when carrying out any repairs. A new thermal module must be used for each repair.

1. **Spring gasket placement** – If the original gasket appears damaged replace it with a new spring gasket. Ensure the spring gasket is correctly placed over the motherboard then center and align the thermal module to the spring gasket.



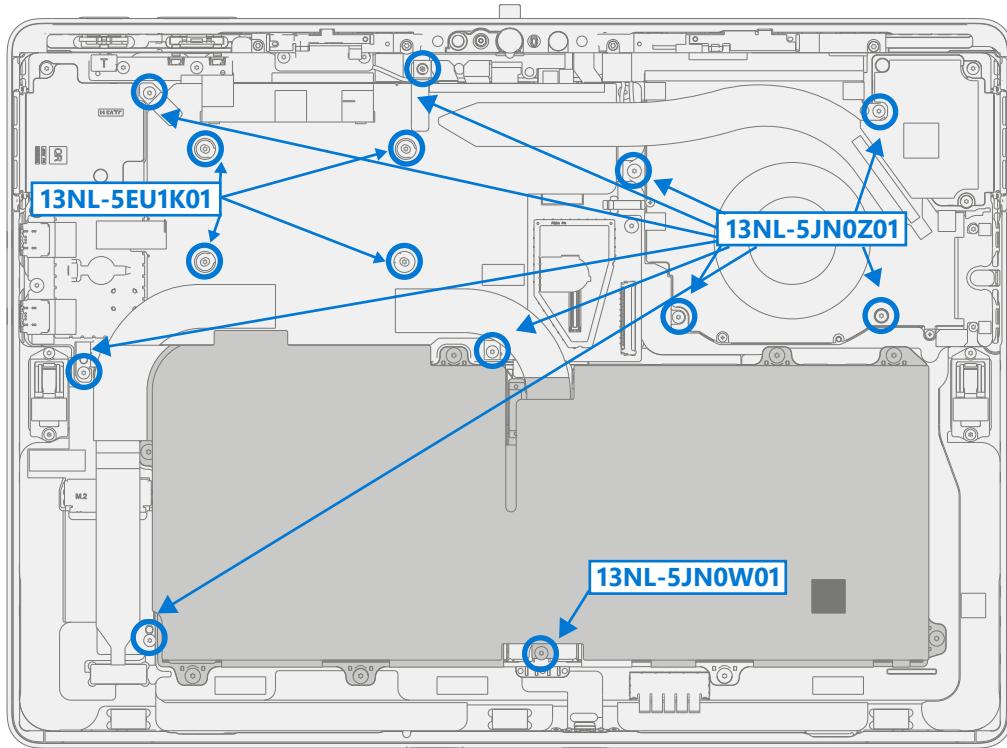
2. **Install thermal module** – Align thermal module and fan to screw holes on motherboard and gently lower into place.

⚠️ WARNING: The thermal module is very fragile. Take extra care to not bend or twist the thermal module + fan assembly. If any part of the thermal module or its heat pipes are bent, then the whole module must be replaced.

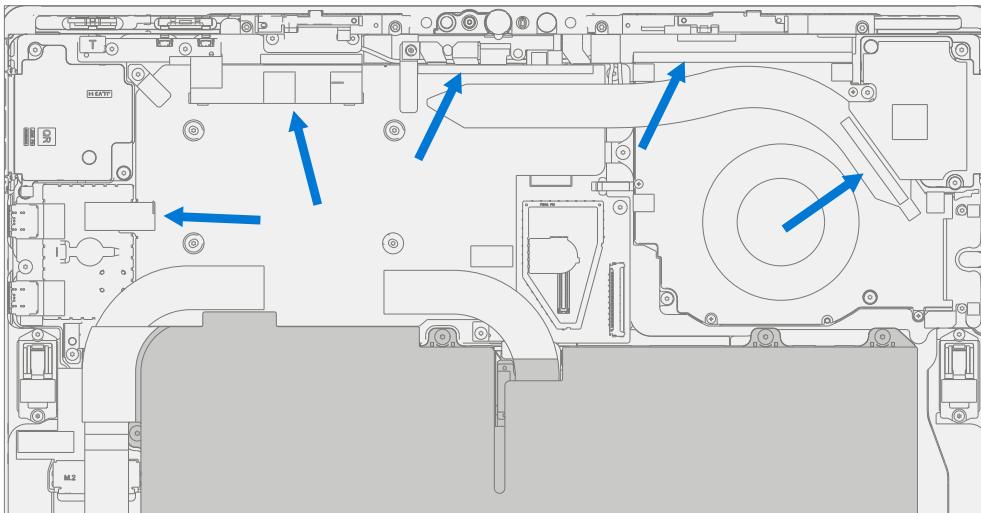


3. **Install new THM screws** – Use a 3IP (Torx-plus) driver to install the 14 screws until just snug and seated, and then turn another 45 degrees (1/8 turn) or until screws are fully fastened. Refer to the below illustration for screw locations.

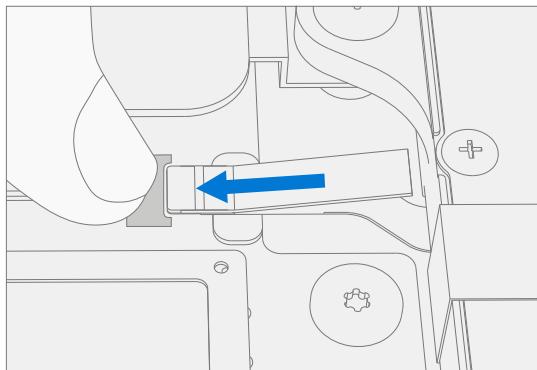
 **IMPORTANT:** Screws are **not** captive, take care not to drop them in chassis.



4. **Apply tape and foams** – Install tape securing speaker cable to the fan. Install new foams as pictured below.



5. **Connect fan to motherboard** – Ensure the fan connector locking tab is up. Slide the fan FPC into the connector on the motherboard. Press down on the locking tab to secure it.



6. **Install Surflink** – Install the Surflink as detailed in the Procedure – Installation (Surflink) ([page 49](#))
7. **Install display** – Install the display as detailed in the Procedure – Installation (Display) ([page 39](#))
8. **Install rSSD** – Install the rSSD as detailed in the Procedure – Installation (rSSD) ([page 27](#))
9. **Run SDT** – Run SDT to ensure all device features and functions operate as expected.



Battery Replacement Process

Preliminary Requirements

Required Tools and Components

- **Tools:**
 - 3IP (Torx-plus) driver
 - 4IP (Torx-plus) driver
 - Anti-static wrist strap (1 MOhm resistance)
 - Soft ESD safe mat
 - Microfiber / lint free cloth
 - Gloves
 - Safety Glasses
 - Bucket of Sand (1 gallon)
 - Clean, dry, untreated sand (0.5 gallon)
 - Isopropyl alcohol dispenser bottle (use 91% or greater IPA)
 - Cotton swab
 - USB drive with Surface Diagnostic Toolkit
 - Spudger
 - Plastic tweezers
- **Components:**
 - Battery (Refer to [Illustrated Service Parts List](#))
 - Battery Frame Screws (13NL-5JN0R11, Alt: 13JNL-5JN0R12) Qty. 8
 - Battery FPC Screw (13NL-5JN0W01, Alt: 13NL-5JN0W02) Qty. 1

Prerequisite Steps:

- **Run SDT** – Insert the SDT USB drive and execute the Battery Repair (Setup) workflow to have the device enter repair mode.
- **Power off device** – Ensure device is powered off and disconnected from a power supply.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.
- **Remove rSSD** – Remove the rSSD as detailed in the Procedure – Removal (rSSD) ([page 26](#))
- **Remove Display** – Remove the display as detailed in the Procedure – Removal (Display) ([page 34](#))
- **Remove Surflink** – Remove the display as detailed in the Procedure – Removal (Surflink) ([page 48](#))
- **Remove Thermal Module** – Remove the thermal module as detailed in the Procedure – Removal (Thermal Module) ([page 51](#))

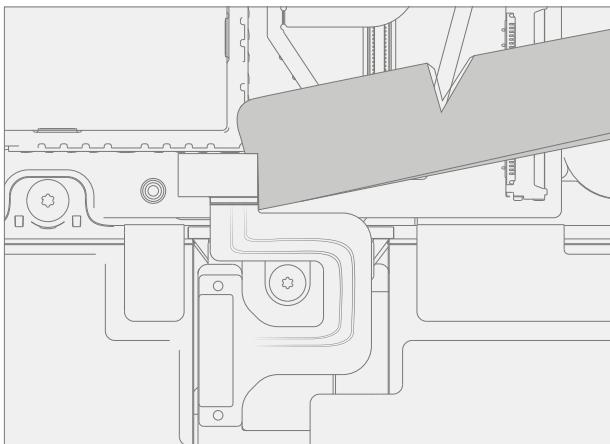


Procedure – Removal (Battery)

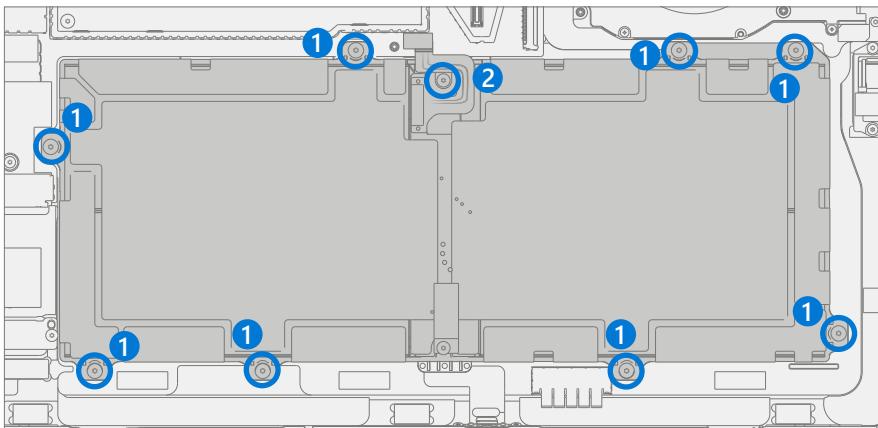
⚠️ WARNING: It is highly recommended that prior to handling battery the operator should remove any personal jewelry, wear gloves and safety glasses, and have a bucket of sand prepared in case of any battery event.

⚠️ WARNING: In case of battery event submerge entire device sand in. **Do not attempt to pick up device.**

1. **Disconnect battery connector** – Using a plastic spudger, disconnect the battery connector from the motherboard.



2. **Screw removal** – Remove the nine screws marked 1 from the battery using a 4IP (Torx-plus) driver. Use a 3IP (Torx-plus) driver for the screw marked 2.



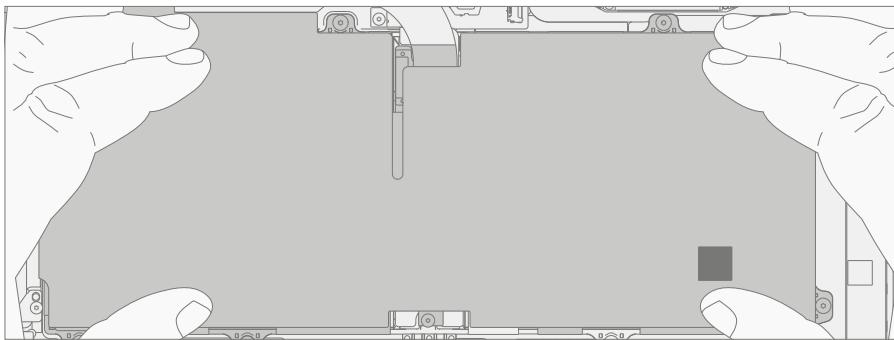
☒ IMPORTANT: Screw marked 2 is slightly longer than the rest of the battery screws.



3. **Lift out the battery** – Using two gloved hands, grab the battery by the frame and gently lift the battery out of the chassis. Set battery on a clean, flat surface.

⚠️ WARNING: Only handle battery by plastic frame. Bending, twisting, or impacting battery may damage the battery, damage the device, and/or result in severe personal injury or property damage. Always use two hands when handling the battery.

☒ IMPORTANT: Place the battery in a location where it cannot be accidentally contacted or damaged. When replacing the battery dispose of the old battery according to local laws.



Procedure – Installation (Battery)

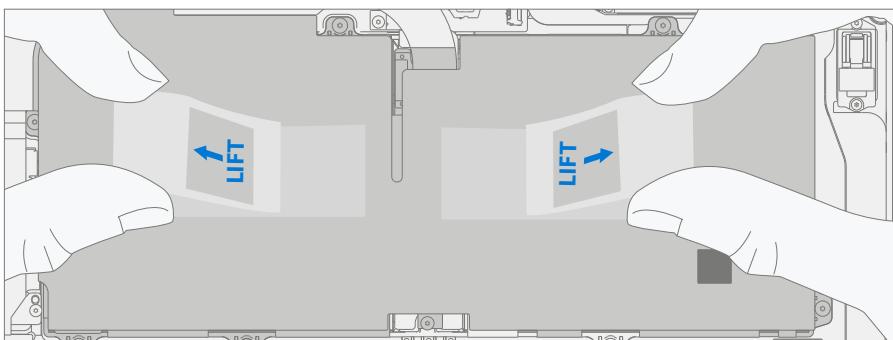
☒ IMPORTANT: Do not reuse the old battery when performing repairs. Always use a new battery when the old battery has been removed from the device.

1. **Pre-installation device inspection** – Check the chassis for any loose articles that may be present.
 - a. Check and remove any foreign object that the magnets may have attracted.
 - b. Pay special attention to the magnetized areas around the bucket edge.
 - c. Verify all removed screws are accounted for and have not been misplaced inside the device
 - d. Loose screws should never be stored on the magnetic areas of the bucket.

⚠ WARNING: Verify the battery's condition. Devices exhibiting battery issues as outlined in the Battery Inspection Process require whole unit replacement.

2. **Insert new battery** – Check area under battery for any loose screws/debris before installing new battery into the chassis. Using the attached loops carefully install the new battery into the device.

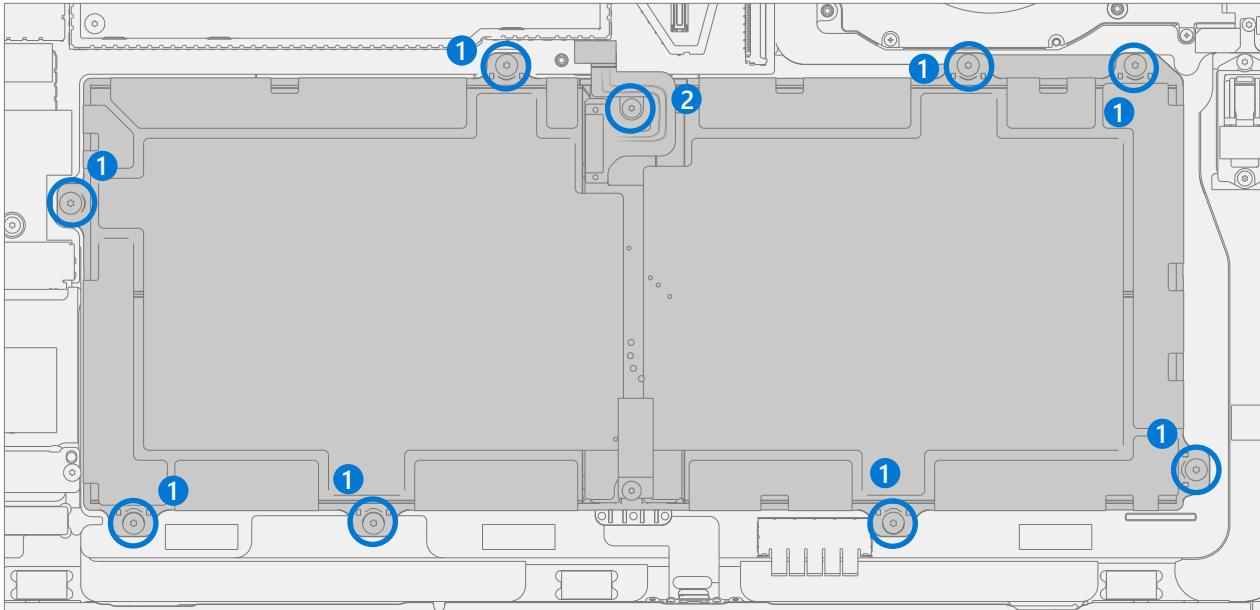
⚠ WARNING: Only handle the new battery with the plastic loops that come attached to the new battery. Bending, twisting, or impacting battery may damage the battery, damage the device, and/or result in severe personal injury or property damage. Always use two hands when handling the battery.



3. **Install screws** – Using a 4IP (Torx-plus) driver install the 8 battery frame screws (marked 1) until finger tight then tighten by an additional 1/8 turn (45-degrees). Using a 3IP (Torx-plus) driver install the battery FPC screw (marked 2) until finger tight then tighten by an additional 1/8 turn (45-degrees).

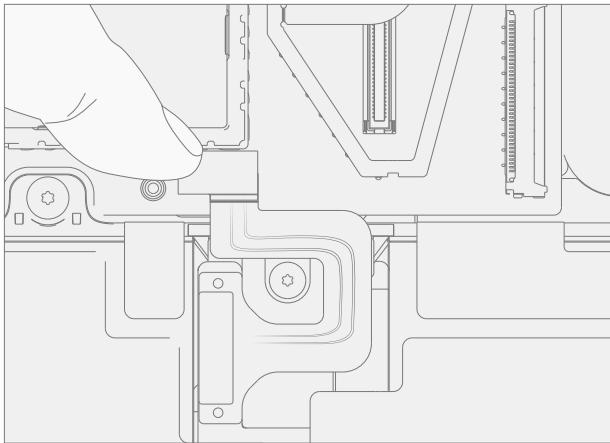
 **IMPORTANT:** Screw marked 2 in the center of the battery is slightly longer than those that hold down the frame.

 **CAUTION:** Do not overtighten screws on battery or battery frame. If frame is cracked battery must not be used.



4. **Remove liner** – After all screws have been seated, hold one of the tabs on the right or left of the Battery liner to peel the Handling Liner away from the Battery Pack. While working on other components, apply the Battery protective cover to ensure the Battery Pack is protected during the rest of the re-assembly steps.
5. **Connect battery connector** – Connect battery connector to motherboard by aligning the connector and gently pressing it down with your finger. There should be a small audible snap as you press down lightly.

 **WARNING:** Do not apply too much pressure to the connector. Too much pressure can damage the motherboard or the battery connector.



6. **Install thermal module** – Install the thermal module as detailed in the Procedure – Installation (Thermal Module) (page 53)



7. **Install Surflink** – Install the Surflink as detailed in the Procedure – Installation (Surflink) ([page 27](#))
8. **Install display** – Install the display as detailed in the Procedure – Installation (Display) ([page 39](#))
9. **Install rSSD** – Install the rSSD as detailed in the Procedure – Installation (rSSD) ([page 49](#))
10. **New Battery Charging** – New batteries are shipped and stored at low states of charge in compliance with shipping regulations. They should be charged to at least 50%. This step will take between 20 minutes and 1 hour and is needed to validate full functionality of the new battery. Carefully place the device right-side up. Open device, connect the power supply, and power it on.
11. **New Battery Authentication** – After charging the new battery to at least 50%, ensure new battery reads as authenticated in the Battery Repair (Validation) workflow in SDT. If the battery shows inauthentic run the SDT Battery Repair (Validation) workflow in its entirety.
 - a. Connect the SDT Configuration USB drive.
 - b. Run the SDT Battery Repair (Validation) to ensure battery is properly authenticated and all features and functions operate as expected.

IMPORTANT: Battery authentication requires a stable internet connection. If any battery steps fail retry with a new internet connection. If failures continue reach out to Microsoft Support.

 - c. Power off at completion of tests. Remove SDT Configuration Files USB drive and power supply.
 - d. If no further repairs are required proceed to final steps.
12. **Run SDT** – Power on device and connect USB drive with SDT Configuration Files. Run SDT to ensure all device features and functions operate as expected.



Button Replacement Process

Preliminary Requirements

Required Tools and Components

- **Tools:**
 - 3IP (Torx-plus) driver
 - Anti-static wrist strap (1 MOhm resistance)
 - Soft ESD safe mat
 - Microfiber / lint free cloth
 - Isopropyl alcohol dispenser bottle (use 91% or greater IPA)
 - USB drive with Surface Diagnostic Toolkit
 - Spudger
 - Plastic tweezers
- **Components:**
 - Volume and Power Buttons (Refer to [Illustrated Service Parts List](#))
 - Button PCBA Screws (13NL-5JN0Z01, Alt: 13NL-5JN0Z02) Qty. 2

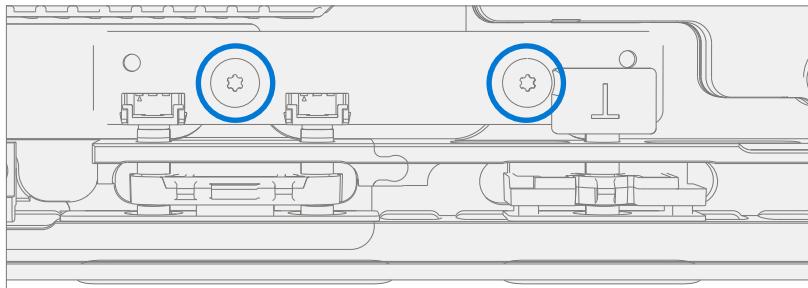
Prerequisite Steps:

- **Power off device** – Ensure device is powered off and disconnected from a power supply.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.
- **Remove rSSD** – Remove the rSSD as detailed in the Procedure – Removal (rSSD) ([page 26](#))
- **Remove Display** – Remove the display as detailed in the Procedure – Removal (Display) ([page 34](#))

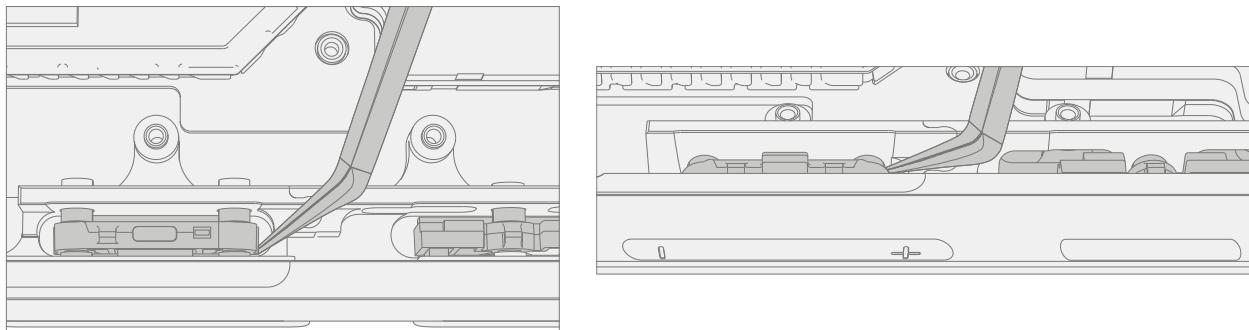


Procedure – Removal (Battery)

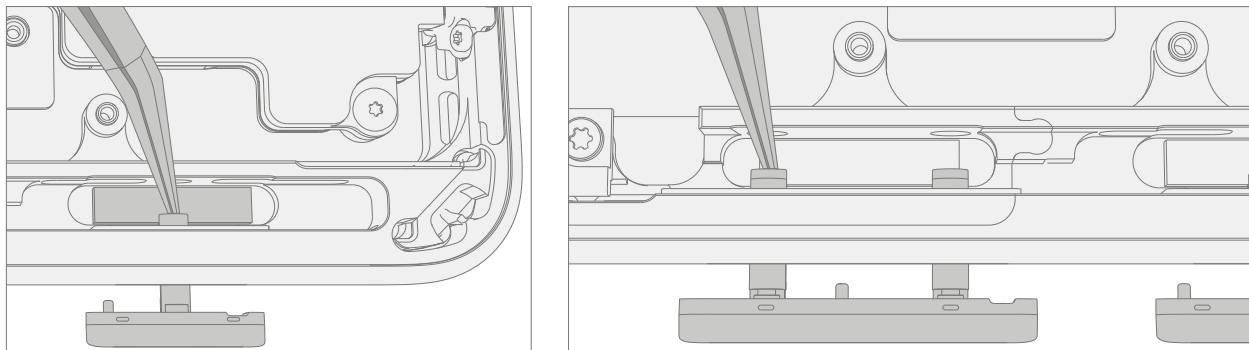
1. **Screw removal** – Remove the two marked screws using a 3IP (Torx-plus) driver and lift the button PCB out of the chassis.



2. **Remove button clips** – Using a plastic spudger or a pair of tweezers, get under the edge of the button clip and leverage them up till the clip pops out.



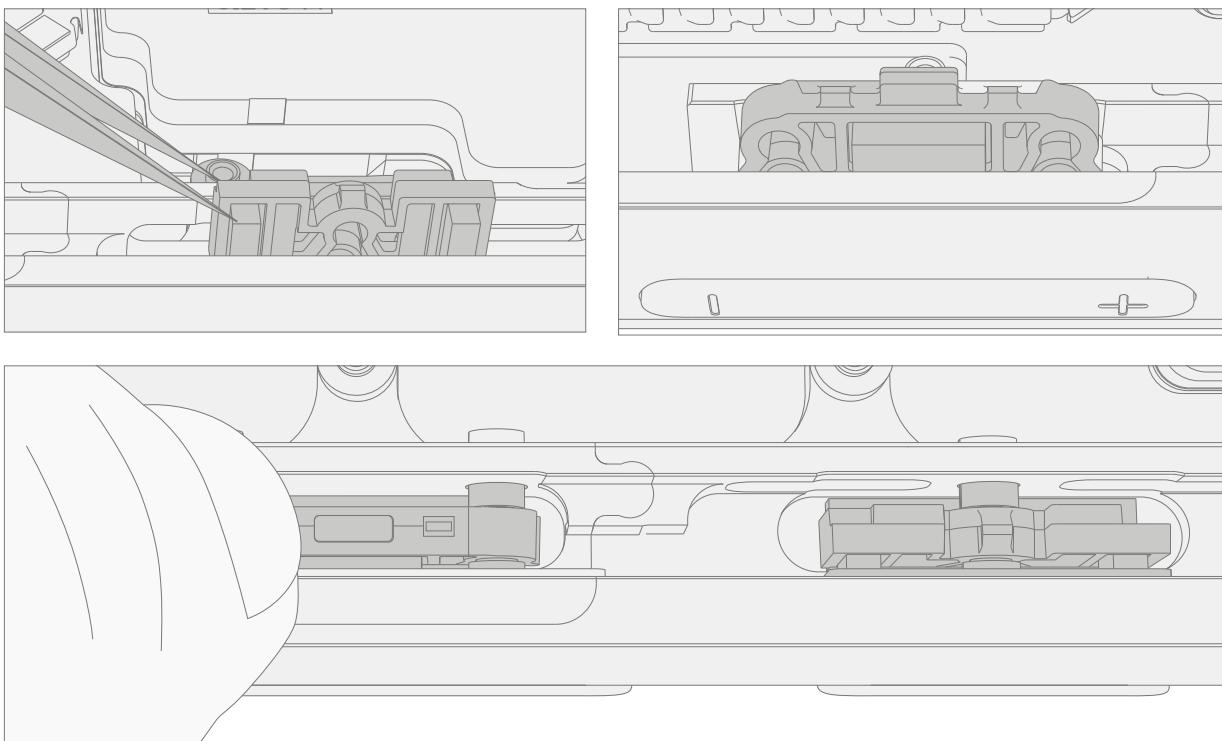
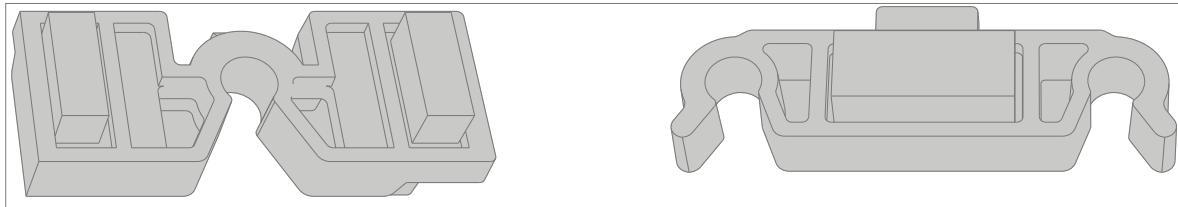
3. **Remove buttons** – Using a plastic spudger or a pair of tweezers, push on the button posts to remove the buttons from the chassis.



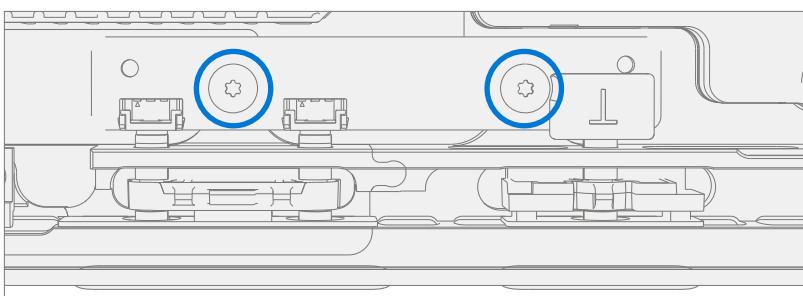
Procedure – Installation (Buttons)

1. **Insert buttons** – Using your fingers, insert the button posts in the chassis.
2. **Install button clips** – Using a plastic spudger or a pair of tweezers, align the button clips with the posts and press down with your fingers until they click into place.

 **IMPORTANT:** The button clips have rubber pads on them. These rubber pads must face towards the exterior of the chassis when installed.



3. **Install button PCB** – Install the button PCB by aligning the screw holes with the posts in the chassis.
4. **Install screws** – Using a 3IP (Torx-plus) driver install the two screws marked below, turning each screw until finger tight then tightening by an additional 1/8 turn (45-degrees).



5. **Install display** – Install the display as detailed in the Procedure – Installation (Display) ([page 39](#))
6. **Install rSSD** – Install the rSSD as detailed in the Procedure – Installation (rSSD) ([page 27](#))
7. **Run SDT** – Power on device and connect USB drive with SDT Configuration Files. Run SDT to ensure all device features and functions operate as expected.



Speaker Replacement Process

Preliminary Requirements

Required Tools and Components

- **Tools:**
 - 3IP (Torx-plus) driver
 - Anti-static wrist strap (1 MOhm resistance)
 - Soft ESD safe mat
 - Microfiber / lint free cloth
 - Isopropyl alcohol dispenser bottle (use 91% or greater IPA)
 - Cotton swab
 - USB drive with Surface Diagnostic Toolkit
 - Spudger
 - Plastic tweezers
- **Components:**
 - Speakers (Refer to [Illustrated Service Parts List](#))
 - Speaker Screws (13NL-5JN0Z01, Alt: 13NL-5JN0Z02) Qty. 5

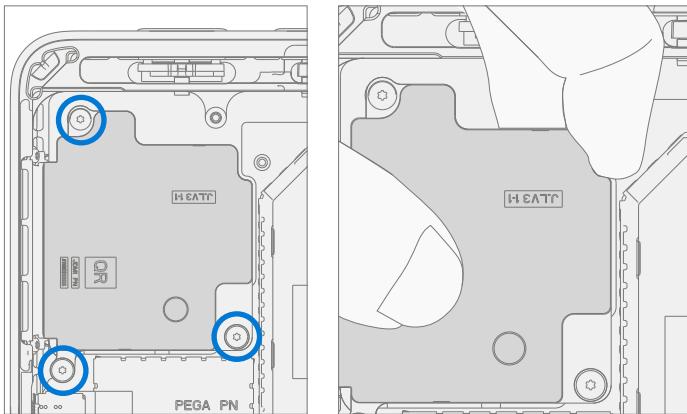
Prerequisite Steps:

- **Power off device** – Ensure device is powered off and disconnected from a power supply.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.
- **Remove rSSD** – Remove the rSSD as detailed in the Procedure – Removal (rSSD) ([page 26](#))
- **Remove Display** – Remove the display as detailed in the Procedure – Removal (Display) ([page 34](#))
- **Remove Surflink** – Remove the display as detailed in the Procedure – Removal (Surflink) ([page 48](#))
- **Remove Thermal Module** – Remove the thermal module as detailed in the Procedure – Removal (Thermal Module) ([page 51](#))



Procedure – Removal (Speaker)

1. **Remove screws from left speaker** – Using a 3IP (Torx-plus) driver remove the three marked screws from the left speaker and lift out of chassis.

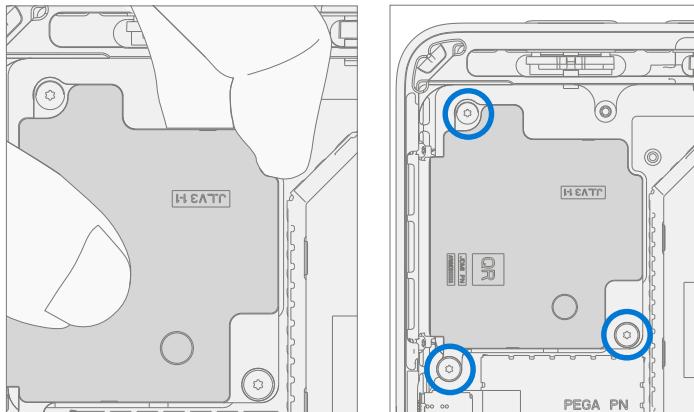


2. **Remove screws from right speaker** – Using a 3IP (Torx-plus) driver remove the two marked screws from the right speaker and lift out of chassis.

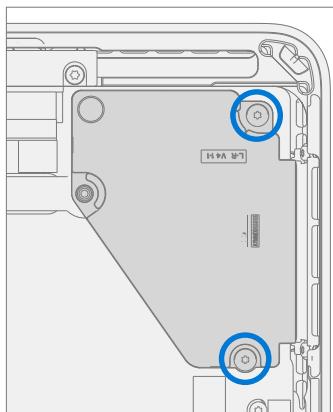


Procedure – Installation (Speaker)

1. **Insert left speaker** – Place left speaker into chassis making sure to align screw holes on the speaker with holes in chassis. Using a 3IP (Torx-plus) driver install the three screws marked below, turning each screw until finger tight then tightening by an additional 1/8 turn (45-degrees).



2. **Install right speaker** – Place right speaker into chassis making sure to align screw holes on the speaker with holes in chassis. Using a 3IP (Torx-plus) driver install the two screws marked below, turning each screw until finger tight then tightening by an additional 1/8 turn (45-degrees).



3. **Install thermal module** – Install the thermal module as detailed in the Procedure – Installation (Thermal Module) ([page 53](#))
4. **Install Surflink** – Install the Surflink as detailed in the Procedure – Installation (Surflink) ([page 49](#))
5. **Install display** – Install the display as detailed in the Procedure – Installation (Display) ([page 39](#))
6. **Install rSSD** – Install the rSSD as detailed in the Procedure – Installation (rSSD) ([page 27](#))
7. **Run SDT** – Power on device and connect USB drive with SDT Configuration Files. Run SDT to ensure all device features and functions operate as expected.



WiFi Deck Replacement Process

Preliminary Requirements

- **Tools:**
 - 3IP (Torx-plus) driver
 - 5IP (Torx-plus) driver
 - Anti-static wrist strap (1 MOhm resistance)
 - Soft ESD safe mat
 - Microfiber / lint free cloth
 - Isopropyl alcohol dispenser bottle (use 91% or greater IPA)
 - Cotton swab
 - USB drive with Surface Diagnostic Toolkit
 - Spudger
 - Plastic tweezers
- **Components:**
 - WiFi Deck (Refer to [Illustrated Service Parts List](#))
 - Camera Screws (13NL-5JN0S01, Alt: 13NL-5JN0S02) Qty. 2
 - Antenna PCBA Screws (13NL-5JN0U01, Alt: 13NL-5JN0U02) Qty. 5

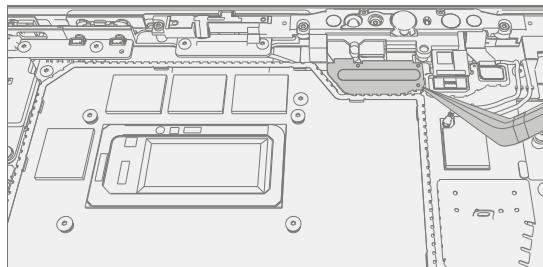
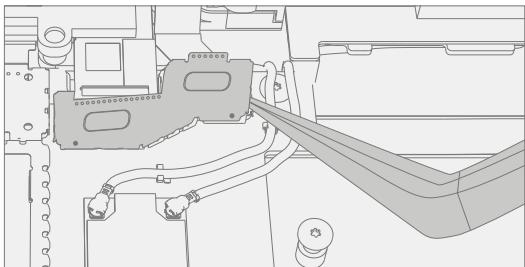
Prerequisite Steps

- **Power off device** – Ensure device is powered off and disconnected from a power supply.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.
- **Remove rSSD** – Remove the rSSD as detailed in the Procedure – Removal (rSSD) ([page 26](#))
- **Remove Display** – Remove the display as detailed in the Procedure – Removal (Display) ([page 34](#))
- **Remove SurfLink** – Remove the display as detailed in the Procedure – Removal (SurfLink) ([page 48](#))
- **Remove Thermal Module** – Remove the thermal module as detailed in the Procedure – Removal (Thermal Module) ([page 51](#))

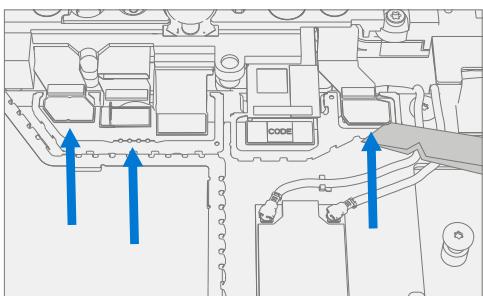


Procedure – Removal (WiFi Deck)

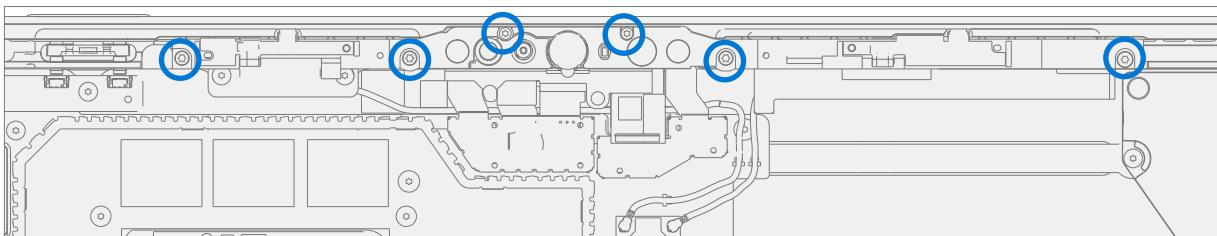
1. **Remove connector shielding** – Using a pair of tweezers or a plastic spudger lift the corner of the shielding for the WiFi Deck and peel off.



2. **Disconnect WiFi deck** – Disconnect the three FPC's for the WiFi deck using a plastic spudger.

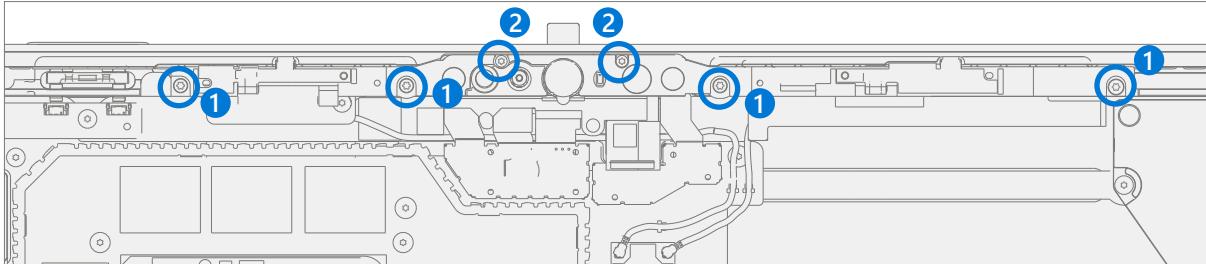


3. **Remove the WiFi Deck screws** – Using 3IP and 5IP (Torx-plus) drivers remove the six marked screws on the WiFi deck. Lift the deck out of the chassis and set aside.

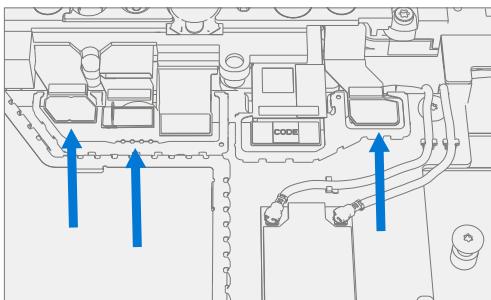


Procedure – Installation (WiFi Deck)

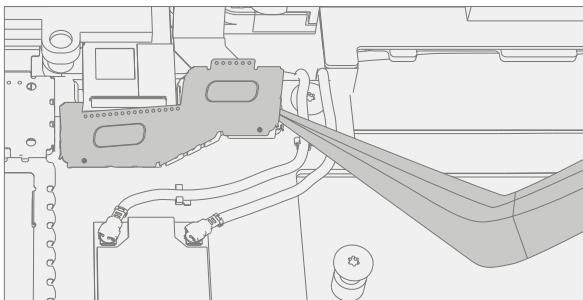
1. **Install WiFi deck screws** – Place WiFi deck over front camera and secure in place using a 5IP (Torx-plus) driver and 4 antenna PCBA screws (marked 1). Tighten each screw until snug then turn another 45-degrees (1/8 turn) or until fully fastened. Using a 3IP (Torx-plus) driver and 2 camera screws (marked 2). Tighten each screw until snug then turn another 45-degrees (1/8 turn) or until fully fastened.



2. **Connect FPC's** – Connect the three FPC's for the WiFi deck to the motherboard by aligning to the motherboard and pressing down with your finger.



3. **Install connector shielding** – Using a pair of tweezers align the corner of the shielding for the WiFi Deck and push down on the edges with your finger to snap in place.



4. **Install thermal module** – Install the thermal module as detailed in the Procedure – Installation (Thermal Module) ([page 53](#))
5. **Install Surflink** – Install the Surflink as detailed in the Procedure – Installation (Surflink) ([page 49](#))
6. **Install display** – Install the display as detailed in the Procedure – Installation (Display) ([page 39](#))
7. **Install rSSD** – Install the rSSD as detailed in the Procedure – Installation (rSSD) ([page 27](#))
8. **Run SDT** – Power on device and connect USB drive with SDT Configuration Files. Run SDT to ensure all device features and functions operate as expected.

Front Camera Replacement Process

Preliminary Requirements

Required Tools and Components

- **Tools:**
 - 3IP (Torx-plus) driver
 - Anti-static wrist strap (1 MOhm resistance)
 - Soft ESD safe mat
 - Microfiber / lint free cloth
 - Isopropyl alcohol dispenser bottle (use 91% or greater IPA)
 - Cotton swab
 - USB drive with Surface Diagnostic Toolkit
 - Spudger
 - Plastic tweezers
- **Components:**
 - Front Camera (Refer to [Illustrated Service Parts List](#))

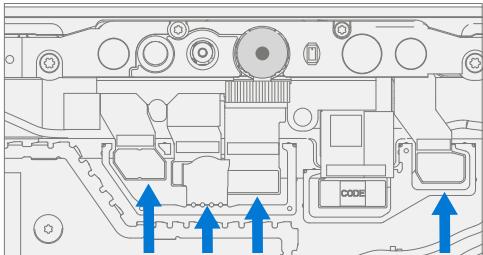
Prerequisite Steps:

- **Power off device** – Ensure device is powered off and disconnected from a power supply.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.
- **Remove rSSD** – Remove the rSSD as detailed in the Procedure – Removal (rSSD) ([page 26](#))
- **Remove Display** – Remove the display as detailed in the Procedure – Removal (Display) ([page 34](#))
- **Remove Surflink** – Remove the display as detailed in the Procedure – Removal (Surflink) ([page 48](#))
- **Remove Thermal Module** – Remove the thermal module as detailed in the Procedure – Removal (Thermal Module) ([page 51](#))
- **Remove WiFi Deck** - Follow steps for Procedure – Removal (WiFi Deck) on ([page 70](#))



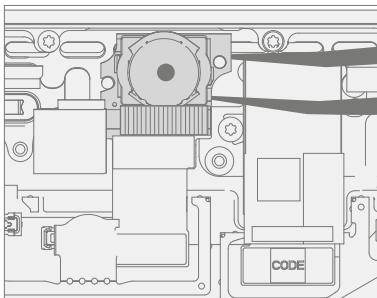
Procedure – Removal (Front Camera)

1. **Disconnect camera connectors** – Disconnect the FPC's for the front camera using a plastic spudger.

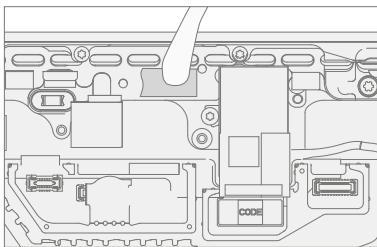


2. **Remove front camera** – Using a plastic spudger, lift out front camera.

 **IMPORTANT:** The front camera has a conductive adhesive on the back. It may take some force to remove.

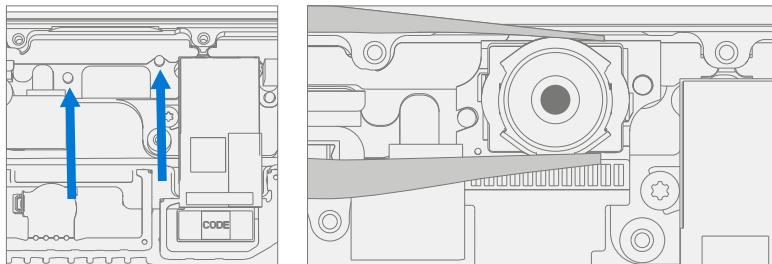


3. **Clean TIM residue** – Using PSA and a cotton swab, clean any residual thermal material from the chassis.

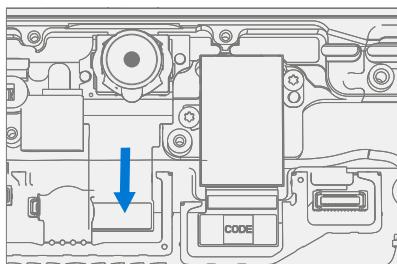


Procedure – Installation (Front Camera)

1. **Install front camera** – Using your fingers gently place front camera on aligning posts and snap FPC into motherboard. Clean lens with microfiber cloth.



2. **Connect camera connectors** – Connect the three FPC's for the WiFi deck and the one for the front camera.



3. **Clean camera** – Using a microfiber cloth, clean the lens of the front camera.
4. **Install WiFi deck** – Install the camera deck as detailed in the Procedure – Installation (WiFi Deck) ([page 71](#))
5. **Install thermal module** – Install the thermal module as detailed in the Procedure – Installation (Thermal Module) ([page 53](#))
6. **Install Surflink** – Install the Surflink as detailed in the Procedure – Installation (Surflink) ([page 49](#))
7. **Install display** – Install the display as detailed in the Procedure – Installation (Display) ([page 39](#))
8. **Install rSSD** – Install the rSSD as detailed in the Procedure – Installation (rSSD) ([page 27](#))
9. **Run SDT** – Power on device and connect USB drive with SDT Configuration Files. Run SDT to ensure all device features and functions operate as expected.



Rear Camera Replacement Process

Preliminary Requirements

Required Tools and Components

- **Tools:**
 - 3IP (Torx-plus) driver
 - Anti-static wrist strap (1 MOhm resistance)
 - Soft ESD safe mat
 - Microfiber / lint free cloth
 - Isopropyl alcohol dispenser bottle (use 91% or greater IPA)
 - Cotton swab
 - USB drive with Surface Diagnostic Toolkit
 - Spudger
 - Plastic tweezers
- **Components:**
 - Rear Camera (Refer to [Illustrated Service Parts List](#))
 - Rear Camera Screws (13NL-5JN1V01, Alt: 13NL-5JN1V02) Qty. 2

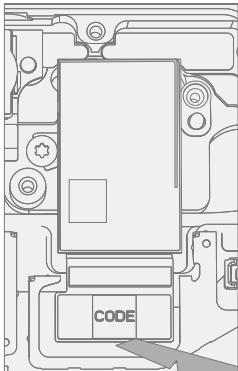
Prerequisite Steps:

- **Power off device** – Ensure device is powered off and disconnected from a power supply.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.
- **Remove rSSD** – Remove the rSSD as detailed in the Procedure – Removal (rSSD) ([page 26](#))
- **Remove Display** – Remove the display as detailed in the Procedure – Removal (Display) ([page 34](#))
- **Remove Surflink** – Remove the display as detailed in the Procedure – Removal (Surflink) ([page 48](#))
- **Remove Thermal Module** – Remove the thermal module as detailed in the Procedure – Removal (Thermal Module) ([page 51](#))
- **Remove WiFi Deck** - Follow steps for Procedure – Removal (WiFi Deck) on ([page 70](#))

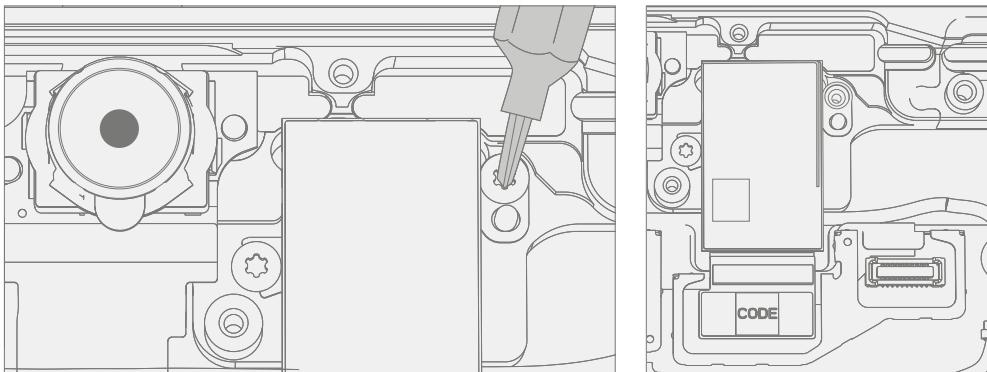


Procedure – Removal (Rear Camera)

1. **Disconnect rear camera FPC** – Disconnect the connector for the rear camera using a plastic spudger.

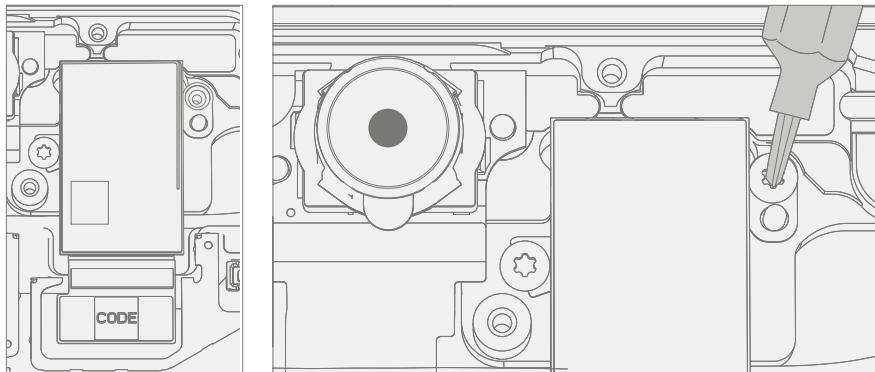


2. **Remove rear camera** – Using a 3IP (Torx-plus) driver remove the two screws securing the camera to the chassis. Then, using a spudger, lift out the rear camera.

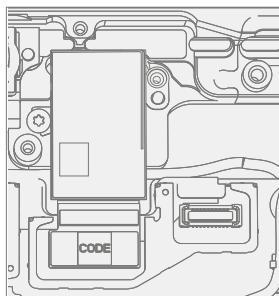


Procedure – Installation (Rear Camera)

1. **Install rear camera** – Clean lens with microfiber cloth. Then, using your fingers, gently place rear camera in the chassis. Using a 3IP (Torx-plus) driver tighten both screws until snug then turn another 45-degrees (1/8 turn) or until fully fastened.



2. **Connect rear camera** – Connect the rear camera FPC to the motherboard.



3. **Install WiFi deck** – Install the WiFi deck as detailed in the Procedure – Installation (WiFi Deck) ([page 71](#))
4. **Install thermal module** – Install the thermal module as detailed in the Procedure – Installation (Thermal Module) ([page 53](#))
5. **Install Surflink** – Install the Surflink as detailed in the Procedure – Installation (Surflink) ([page 49](#))
6. **Install display** – Install the display as detailed in the Procedure – Installation (Display) ([page 39](#))
7. **Install rSSD** – Install the rSSD as detailed in the Procedure – Installation (rSSD) ([page 27](#))
8. **Run SDT** – Power on device and connect USB drive with SDT Configuration Files. Run SDT to ensure all device features and functions operate as expected. If no further repairs are required proceed to final steps.



Motherboard Replacement Process

Preliminary Requirements

- **Tools:**
 - 3IP (Torx-plus) driver
 - Anti-static wrist strap (1 MOhm resistance)
 - Soft ESD safe mat
 - Microfiber / lint free cloth
 - Isopropyl alcohol dispenser bottle (use 91% or greater IPA)
 - Cotton swab
 - USB drive with Surface Diagnostic Toolkit
 - Spudger
 - Plastic tweezers
- **Components:**
 - Motherboard (Refer to [Illustrated Service Parts List](#))
 - Motherboard Screws (13NL-5JN1111, Alt: 13NL-5JN1112) Qty. 5

Prerequisite Steps:

- **Prep Device** – Device must be set in Display Replacement Mode prior to removing a faulty display.
 - a. **Connect software tools USB drive** – Use SDT to USB connector on device under repair.
 - b. **Connect power supply to device.**
 - c. **Power on device** – Depress the power button on the side of the device.
 - d. **Run software tool** – At the device OS, use Windows Explorer, navigate to USB drive and run:
SDT – Select Repair setup and validation. Run the Touch Display Setup. At the end of the tool process device will power down.

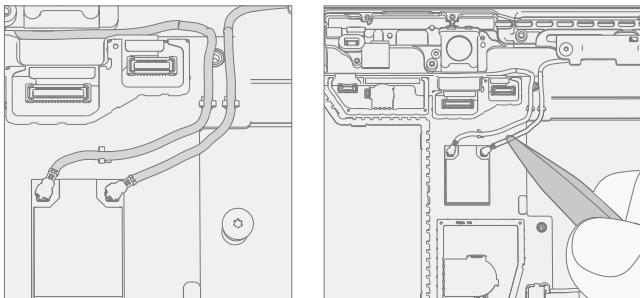
 **IMPORTANT:** This step must be conducted on the device successfully before removal of a faulty display. Ensure light levels in the work area remain consistent during the touch display setup process.

- **Power off device** – Ensure device is powered off and disconnected from a power supply.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.
- **Remove rSSD** – Remove the rSSD as detailed in the Procedure – Removal (rSSD) ([page 26](#))
- **Remove Display** – Remove the display as detailed in the Procedure – Removal (Display) ([page 34](#))
- **Remove Surflink** – Remove the display as detailed in the Procedure – Removal (Surflink) ([page 48](#))
- **Remove Thermal Module** – Remove the thermal module as detailed in the Procedure – Removal (Thermal Module) ([page 51](#))

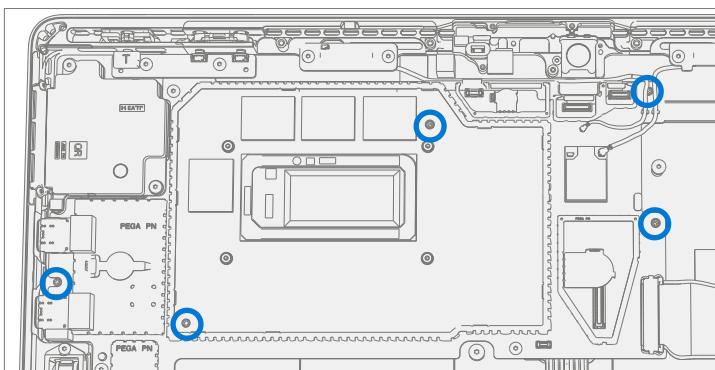


Procedure – Removal (Motherboard)

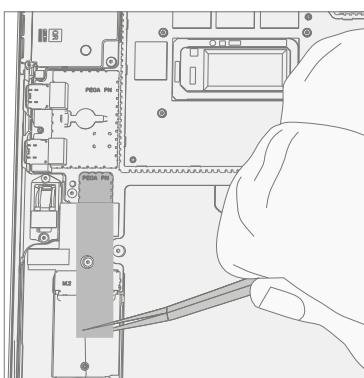
1. **Remove Wi-Fi antennas** – Using a plastic spudger remove the mylar tape covering the Wi-Fi module and the two Wi-Fi module antennas.



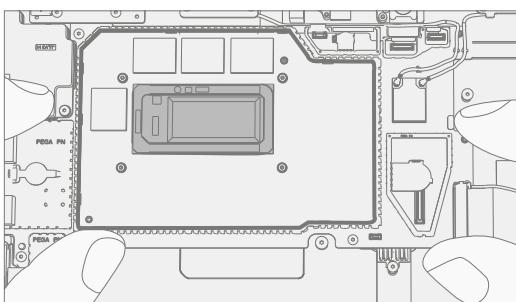
2. **Remove screws** – Using a 3IP (Torx-plus) driver remove the five screws securing the motherboard in the chassis.



3. **Remove conductive tape** – Using a pair of tweezers remove the thermal tape from the bottom right of the motherboard.

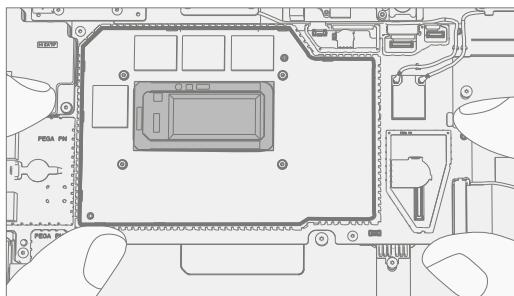


4. **Remove motherboard** – Using two hands remove motherboard from chassis.

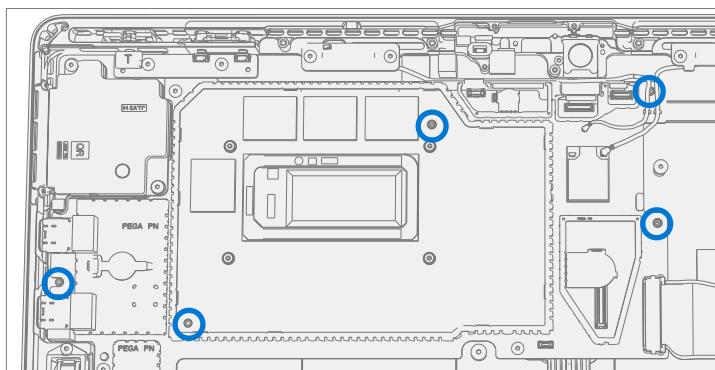


Procedure – Installation (Motherboard)

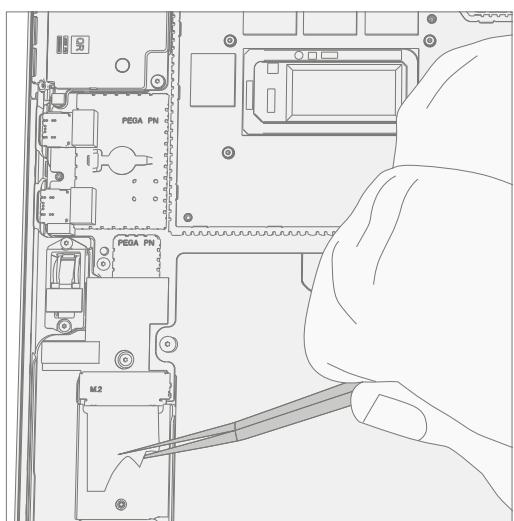
1. **Install motherboard** – Using two hands align screw holes on motherboard with the chassis and place motherboard in the chassis.



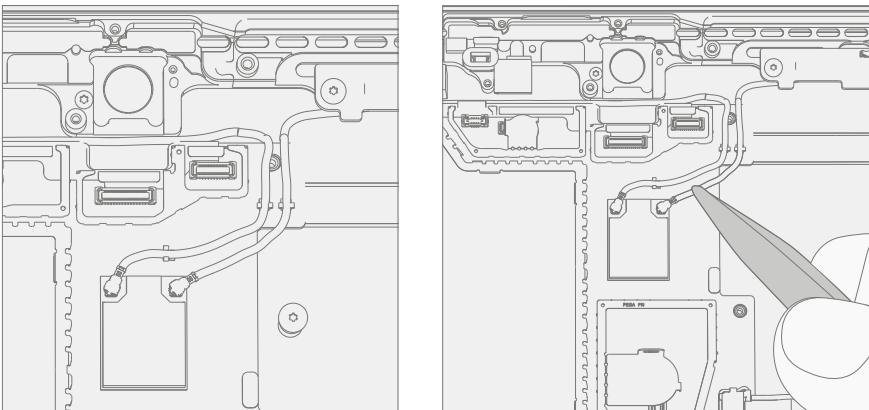
2. **Install screws** – Using a 3IP (Torx-plus) driver install the five screws marked below, turning each screw until finger tight then tightening by an additional 1/8 turn (45-degrees).



3. **Install conductive tape** – Using a pair of tweezers align thermal tape in the approximate area shown below on the bottom right of the motherboard.



4. **Install Wi-Fi antennas** – Install the right-side WiFi antenna onto the right connector of the WiFi module. Connect left antenna onto the left connector. Place wires into holding posts to prevent disconnection. Install mylar tape on the WiFi module.



5. **Install thermal module** – Install the thermal module as detailed in the Procedure – Installation (Thermal Module) ([page 51](#))
6. **Install Surflink** – Install the Surflink as detailed in the Procedure – Installation (Surflink) ([page 49](#))
7. **Install display** – Install the display as detailed in the Procedure – Installation (Display) ([page 39](#))
8. **Install rSSD** – Install the rSSD as detailed in the Procedure – Installation (rSSD) ([page 27](#))
9. **Run SDT** – Power on device and connect USB drive with SDT Configuration Files. Run SDT to ensure all device features and functions operate as expected. If no further repairs are required proceed to final steps.
10. **Battery Authentication** – Authenticate new battery as detailed in Procedure – Installation (Battery), step 11 on ([page 61](#)).



Chassis Replacement Process

Preliminary Requirements

Required Tools and Components

- **Tools:**
 - 3IP (Torx-plus) driver
 - Anti-static wrist strap (1 MOhm resistance)
 - Soft ESD safe mat
 - Microfiber / lint free cloth
 - Isopropyl alcohol dispenser bottle (use 91% or greater IPA)
 - Cotton swab
 - USB drive with Surface Diagnostic Toolkit
 - Spudger
 - Plastic tweezers
- **Components:**
 - Chassis (Refer to [Illustrated Service Parts List](#))
 - Antenna PCBA Screws (13NL-5JN0U01, Alt: 13NL-5JN0U02) Qty. 4

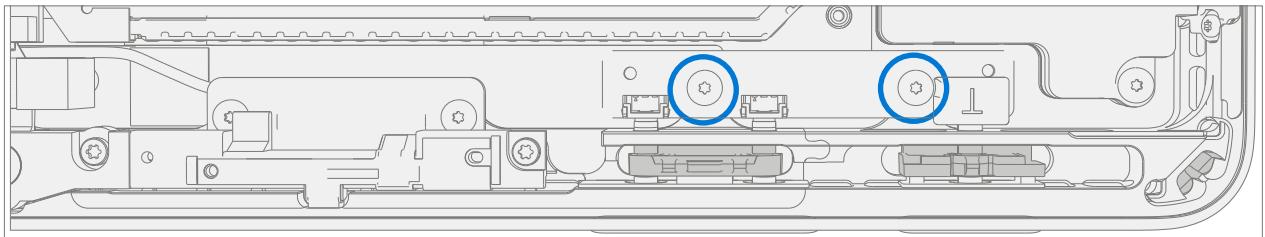
Prerequisite Steps:

- **Device Serial Number Notation** – The Surface device serial number for this model is located on the chassis of the device. When the chassis is replaced during service/repair, the device serial number becomes physically disconnected from the customer's device. To ensure the customer has the best experience if any future Microsoft support is required, it is recommended to create a notation of the device serial number and provide it to the customer upon completion of the repair.
- **Power off device** – Ensure device is powered off and disconnected from a power supply.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening device. Refer to Prior to Device Disassembly section ([page 15](#)) for details.
- **Position device** – Place device onto a clean surface free of debris with the bottom facing up.
- **Remove rSSD** – Remove the rSSD as detailed in the Procedure – Removal (rSSD) ([page 26](#))
- **Remove Display** – Remove the display as detailed in the Procedure – Removal (Display) ([page 34](#))
- **Remove Surflink** – Remove the display as detailed in the Procedure – Removal (Surflink) ([page 48](#))
- **Remove Thermal Module** – Remove the thermal module as detailed in the Procedure – Removal (Thermal Module) ([page 51](#))
- **Remove Battery** – Follow steps for Procedure – Removal (Battery) on ([page 57](#))
- **Remove Speakers** – Follow steps for Procedure – Removal (Speakers) on ([page 67](#))
- **Remove WiFi Deck** – Follow steps for Procedure – Removal (WiFi Deck) on ([page 70](#))
- **Remove Front Camera** – Follow steps for Procedure – Removal (Front Camera) on ([page 73](#))
- **Remove Rear Camera** – Follow steps for Procedure – Removal (Rear Camera) on ([page 76](#))
- **Remove Motherboard** – Follow steps for Procedure – Removal (Motherboard PCBA) on ([page 79](#))

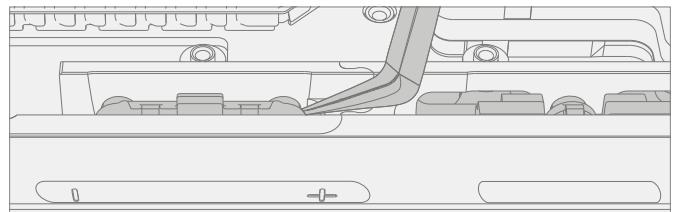
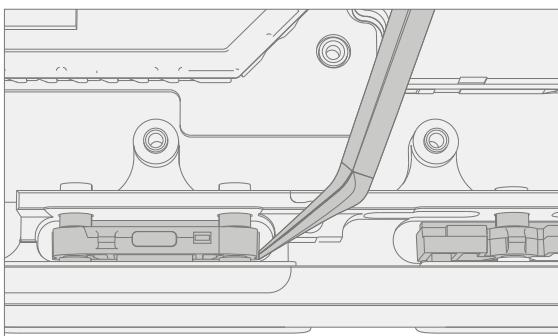


Procedure – Removal (Chassis)

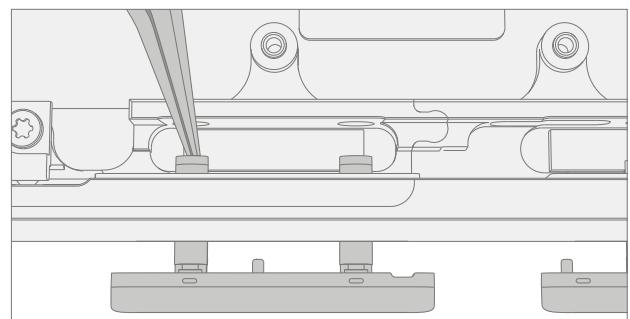
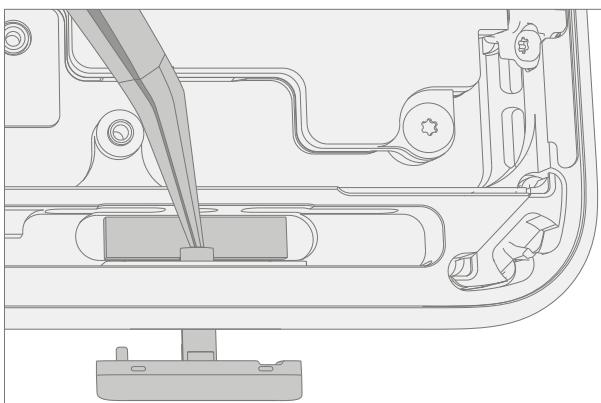
1. **Button PCB removal** – Remove the two marked screws using a 3IP (Torx-plus) driver and lift the button PCB out of the chassis.



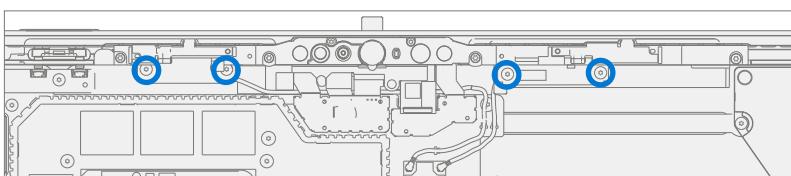
2. **Remove button clips** – Using a plastic spudger or a pair of tweezers, get under the edge of the button clip and leverage them up till the clip pops out.



3. **Remove buttons** – Using a plastic spudger or a pair of tweezers, push on the button posts to remove the buttons from the chassis.

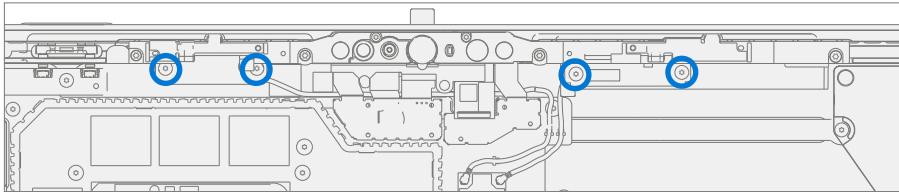


4. **Remove Wi-Fi antennas** – Using a 3IP (Torx-plus) driver, remove the two screws securing the Wi-Fi antennas to the chassis and remove.



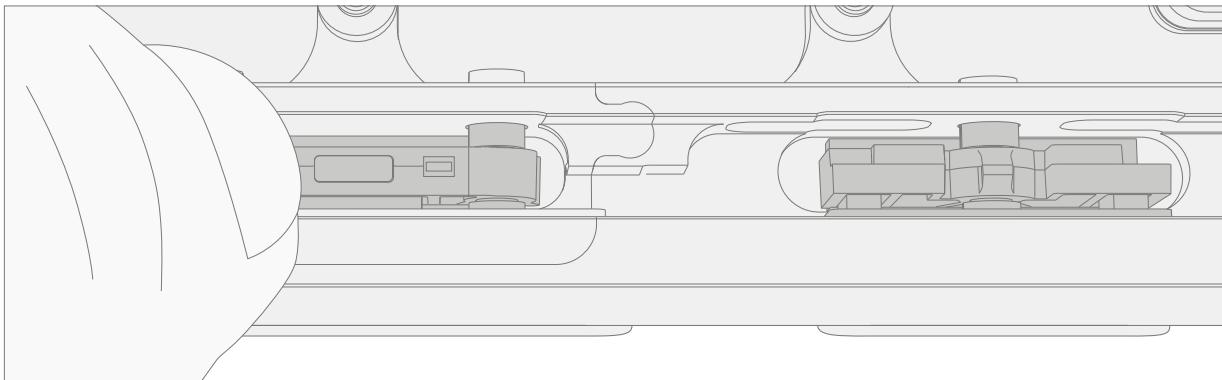
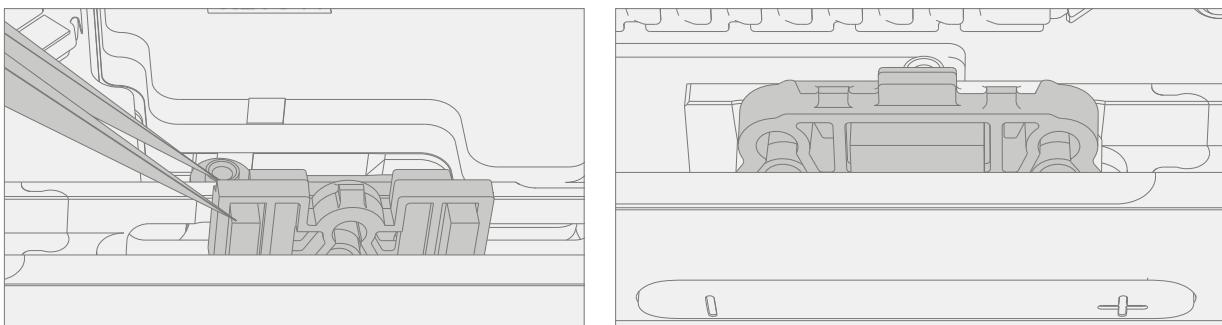
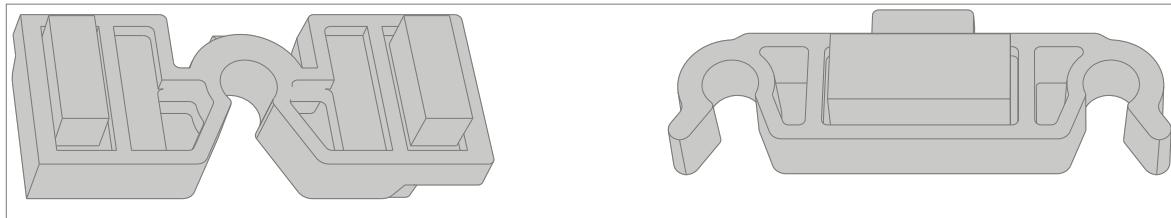
Procedure – Installation (Chassis)

1. **Install Wi-Fi antennas** – Using a 3IP (Torx-plus) driver install the four screws marked below, turning each screw until finger tight then tightening by an additional 1/8 turn (45-degrees).

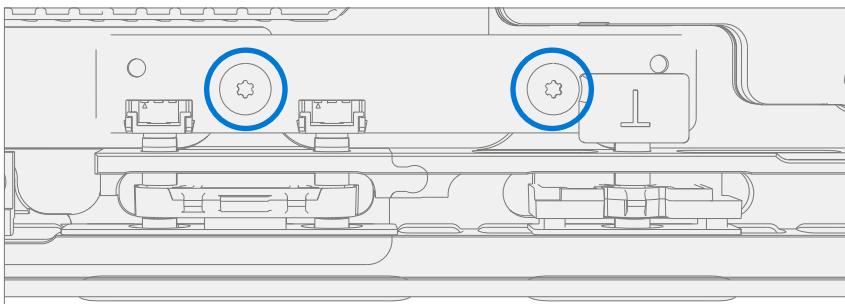


2. **Insert buttons** – Using your fingers, insert the button posts in the chassis.
3. **Install button clips** – Using a plastic spudger or a pair of tweezers, align the button clips with the posts and press down with your fingers until they click into place.

 **IMPORTANT:** The button clips have rubber pads on them. These rubber pads must face towards the exterior of the chassis when installed.



4. **Install button PCB** – Install the button PCB by aligning the screw holes with the posts in the chassis.
5. **Install screws** – Using a 3IP (Torx-plus) driver install the two screws marked below, turning each screw until finger tight then tightening by an additional 1/8 turn (45-degrees).



6. **Install motherboard** – Install the motherboard as detailed in the Procedure – Installation (Motherboard) ([page 80](#))
7. **Install rear camera** – Install the Surflink as detailed in the Procedure – Installation (Rear Camera) ([page 77](#))
8. **Install front camera** – Install the Surflink as detailed in the Procedure – Installation (Front Camera) ([page 74](#))
9. **Install WiFi deck** – Install the Surflink as detailed in the Procedure – Installation (WiFi Deck) ([page 71](#))
10. **Install speakers** – Install the Surflink as detailed in the Procedure – Installation (Speakers) ([page 68](#))
11. **Install battery** – Install the new battery as detailed in the Procedure – Installation (Battery) ([page 64](#))
12. **Install thermal module** – Install the thermal module as detailed in the Procedure – Installation (Thermal Module) ([page 53](#))
13. **Install Surflink** – Install the Surflink as detailed in the Procedure – Installation (Surflink) ([page 49](#))
14. **Install display** – Install the display as detailed in the Procedure – Installation (Display) ([page 39](#))
15. **Install rSSD** – Install the rSSD as detailed in the Procedure – Installation (rSSD) ([page 27](#))
16. **Run SDT** – Power on device and connect USB drive with SDT Configuration Files. Run SDT to ensure all device features and functions operate as expected.



Environmental Compliance Requirements

All waste electrical and electronic equipment (WEEE), waste electronic components, waste batteries, and electronic waste residuals must be managed according to applicable laws and regulations and H09117, "Conformance Standards for Environmentally Sound Management of Waste Electrical and Electronic Equipment (WEEE)," which is available at this link: <https://www.microsoft.com/en-us/download/details.aspx?id=11691> In case of questions, please contact AskECT@microsoft.com

