



Remove Dislodged Plug Parts

Plug replacement or remove broken plug pieces from Bose QuietComfort 35 QC35 jack

Written By: Michael Pangburn



INTRODUCTION

This guide is for either replacing the receiver jack/plug or removing parts that have broken off inside the headphones from a plug. Please read it through and make sure you are comfortable with it before attempting the teardown.

TOOLS:

- [Small Phillips Head Screwdriver](#) (1)
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Step 1 — Remove Left Ear Cushion



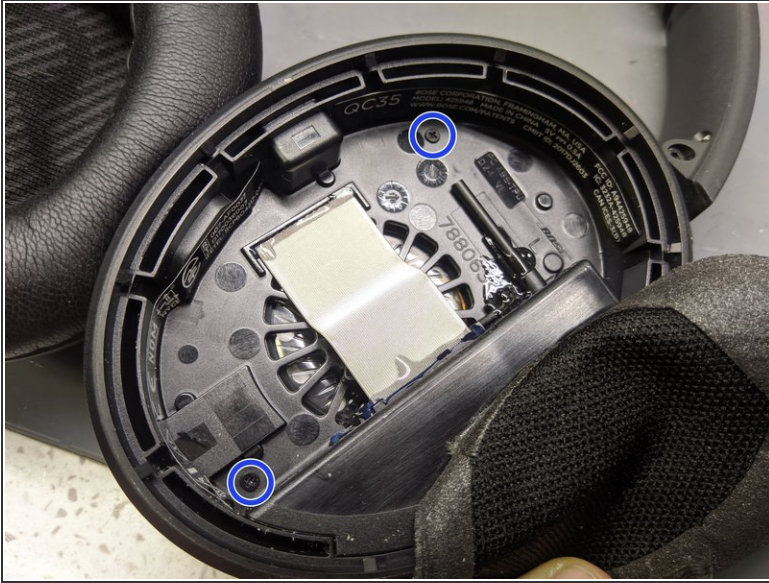
- Place the headphones down with ear cushions facing you
- Cushions are held in by small tabs along the perimeter. Remove by hand

Step 2 — Remove Left Driver Pad



- Pad is held in by two pieces of double-sided tape. You only need to peel back the left piece, as shown
- Be careful to avoid tearing the pad

Step 3 — Remove Left Backplate



- First, remove the two small philips screws securing the backplate to the body
- Turn the headphones over and carefully wiggle the backplate away from the body. Use soft plastic tools if necessary to avoid scratching the plate

Step 4 — Remove Plug Circuit Board



- Remove the two small, shorter philips screws securing the board to the body
- The board is now held in by vinyl tape (black) and two ribbon cables
- If you are just removing broken plug pieces, **do not disconnect** these ribbon cables - **be careful** not to damage them! *Instead, simply lift the board enough to poke tweezers or similar through the plug to dislodge broken bits*
- If replacing the plug, disconnect the ribbon cables (one is soldered in place) from the circuit board and replace the board

Reassembly is the reverse of disassembly - no surprises. Optionally, replace your ear cushions, pads, or double sided tape in the process.