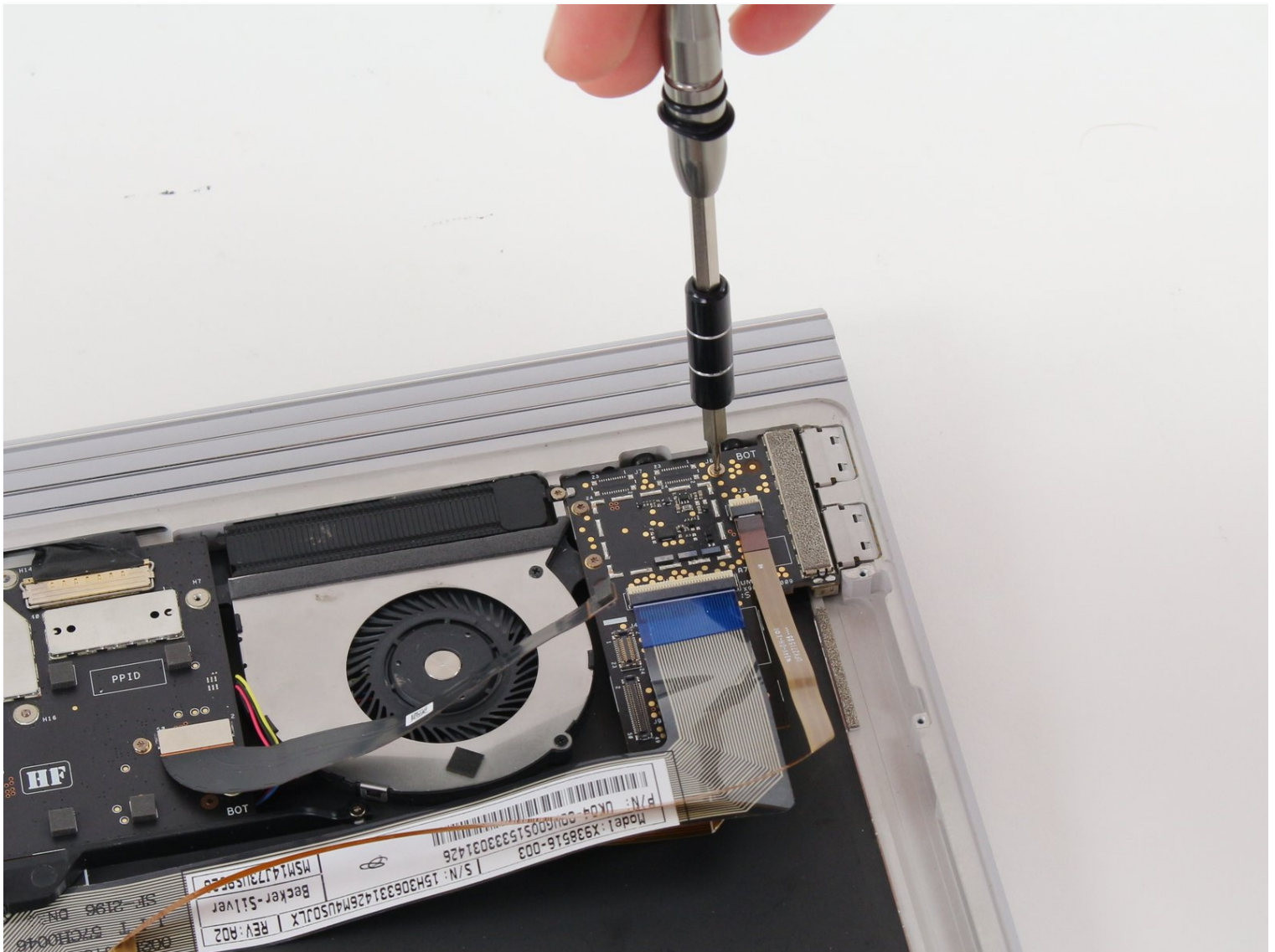




# Microsoft Surface Book Keyboard USB Port Replacement

Follow this guide to remove or replace a faulty...

Written By: Natalie Weisenburger



# INTRODUCTION

Follow this guide to remove or replace a faulty USB port assembly on a Microsoft Surface Book.

This procedure requires you to remove the back panel. Note: It's not necessary to remove the SD card to get to the USB ports.

## TOOLS:

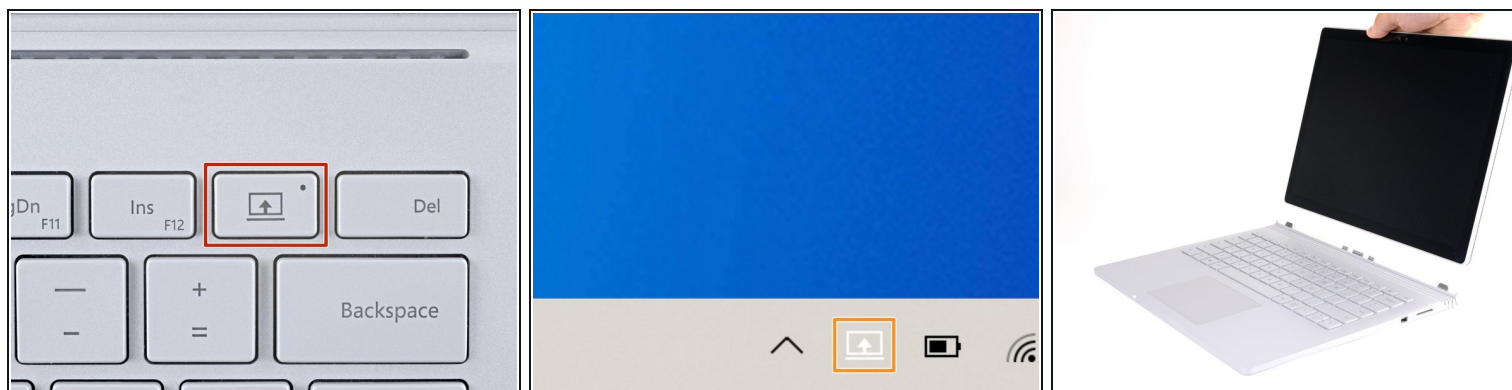
Paper Clip (1)



Spudger (1)

iFixit Opening Tool (1)

T3 Torx Screwdriver (1)

## Step 1 — Remove the display with the Detach button



-  In order for the keyboard to be detached with the Detach buttons, both batteries must be charged above 10 percent. If your device doesn't power on and you can't use the Detach buttons, skip to the next step.
- Press and hold the Detach button on the keyboard.
  -  Once pressed, the Detach button it will light up red. After a second, it'll turn green and you'll hear an audible clicking sound.
- Alternatively, click the Detach icon on the right-hand side of the Windows 10 taskbar.
- Remove the display.

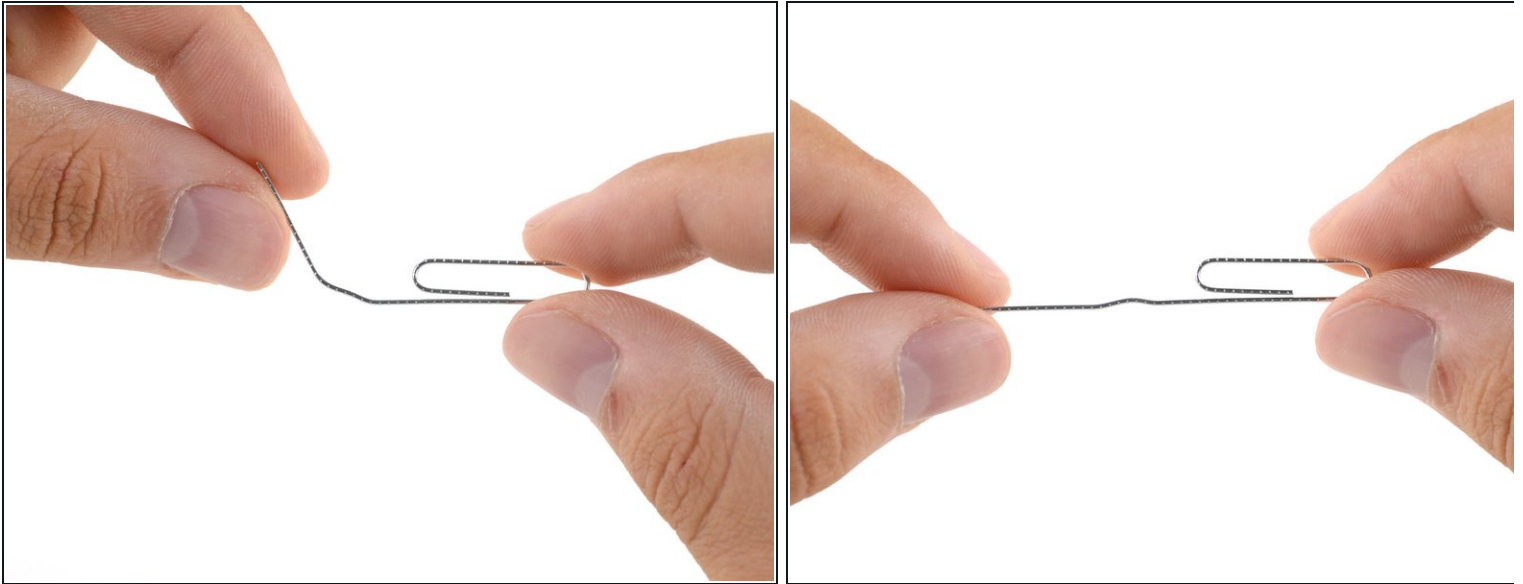
## Step 2 — Manually detach the display



**i** The next six steps show how to detach the display manually if you're unable to power on the Surface Book.

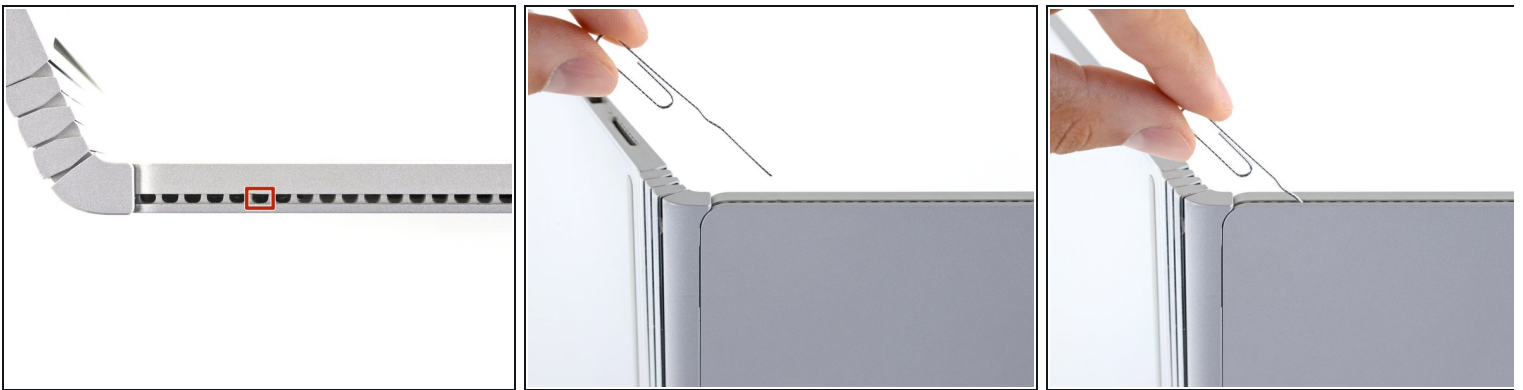
- Flip open the display as far as it will go.
- Lift the device up and place it on its side, with the display facing away from you and the SurfaceConnect port facing up.

### Step 3 — Bend a paper clip



- Straighten out one section of a paper clip.

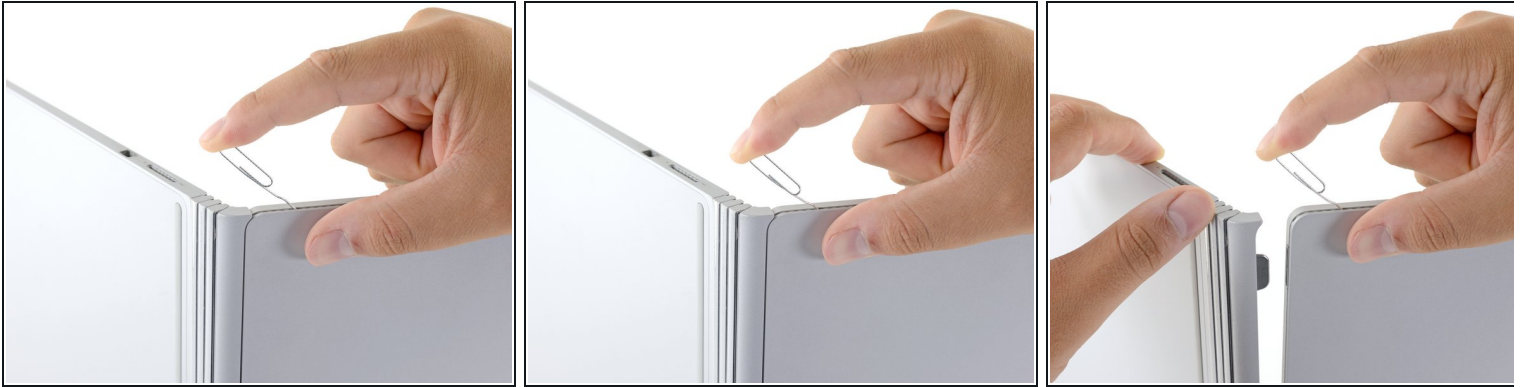
### Step 4 — Push the paper clip into the hole



① The Surface Book has an internal lever arm mechanism that can be manually actuated through an access hole in the vents on side of the display.

- Insert the straight end of the paper clip at a 45 degree angle into the **sixth hole from the left**.

## Step 5 — Release the mechanism



- Firmly push the paper clip into the hole.
  - ⓘ This may take a considerable amount of force.
  - ⓘ Once the internal lever arm is fully depressed, you can disconnect the display.
- Pull the base away from the display to detach it.
  - ⓘ If you are unable to detach the display from the base on this side, release pressure on the paper clip and try again.

## Step 6 — Detach the second side



- ⓘ The magnetic connections are prone to snap back into place, so hold the two halves apart.
- With one side detached, pull firmly to pivot the display out to disconnect the second side.
  - ⓘ If the magnetic connection feels extra strong and the display won't detach on the second side, [keep the detached side separated](#) with a spudger, pen, or pencil, and repeat the paper clip process on the other side of the display.



## Step 7 — Remove the display



- Remove the display.

**⚠** Completely power down your Surface Book before opening it up for any repairs.

## Step 8 — Back Panel



- Flip the keyboard over so you can see the back panel.

## Step 9



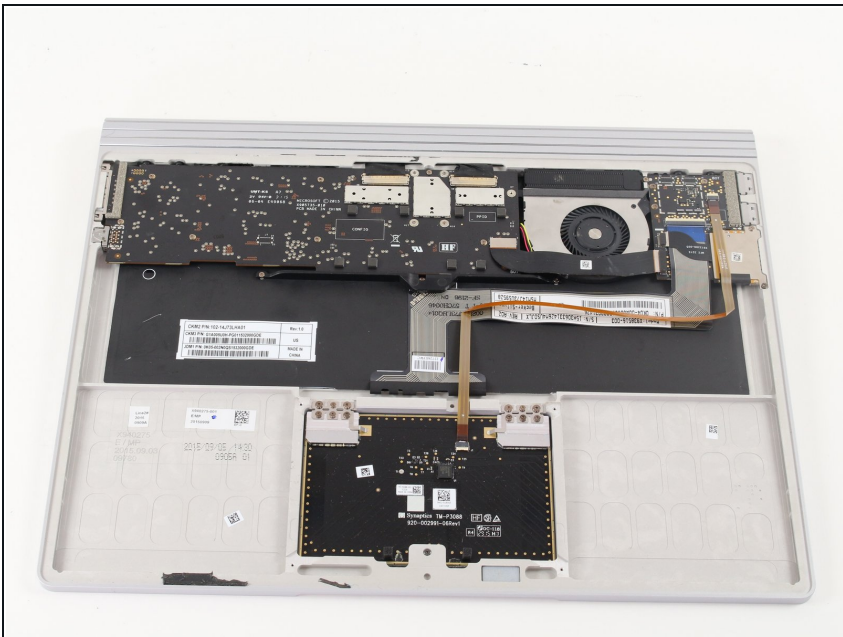
- Insert the plastic opening tool in the crevice between the panel and the keyboard.
- Apply some pressure and lift up so that the back panel is pried away from the keyboard.
- ⓘ The panel is glued down on the inside so this may require some force to lift away the panel.
- Continue to lift until the panel is completely separated from the keyboard.
- ⓘ The panel is still attached to the keyboard by a ribbon cable so only lift the panel a few inches.

## Step 10



- Lift the panel away with the ribbon cable still attached and set aside the panel so that you can work on other components.

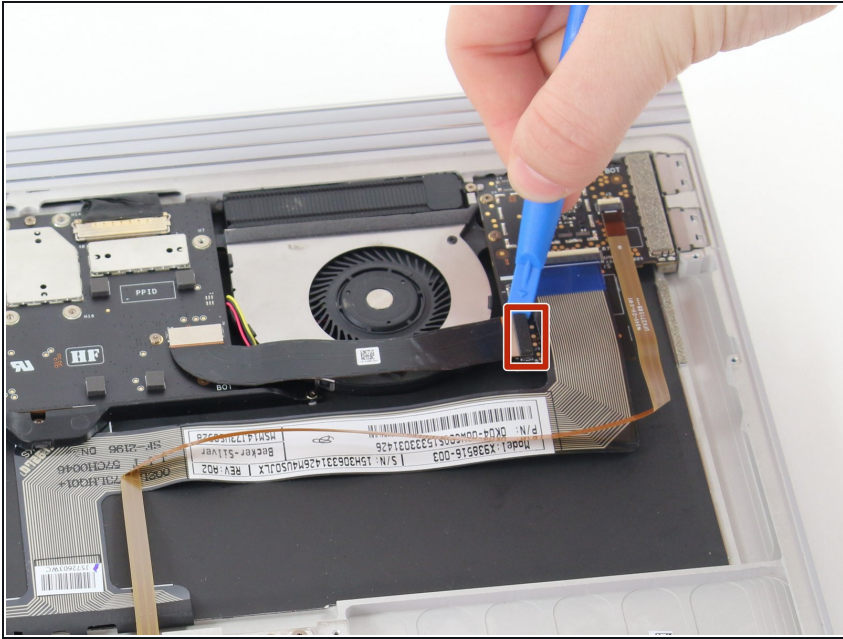
## Step 11 — USB Port



- Orient your keyboard with the internals facing up and the USB Port on the right.

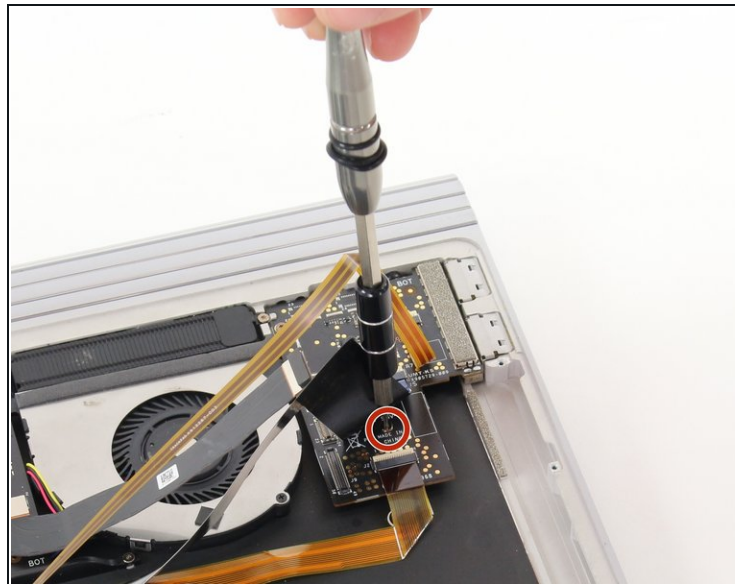
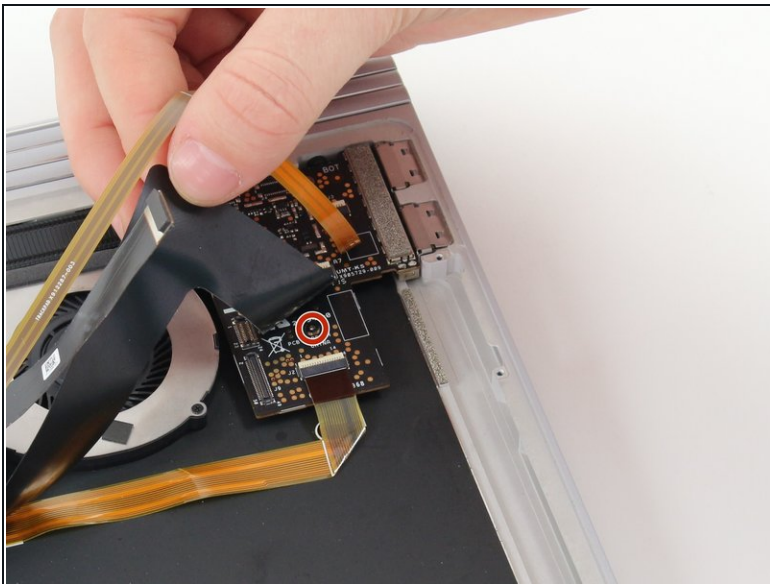


## Step 12



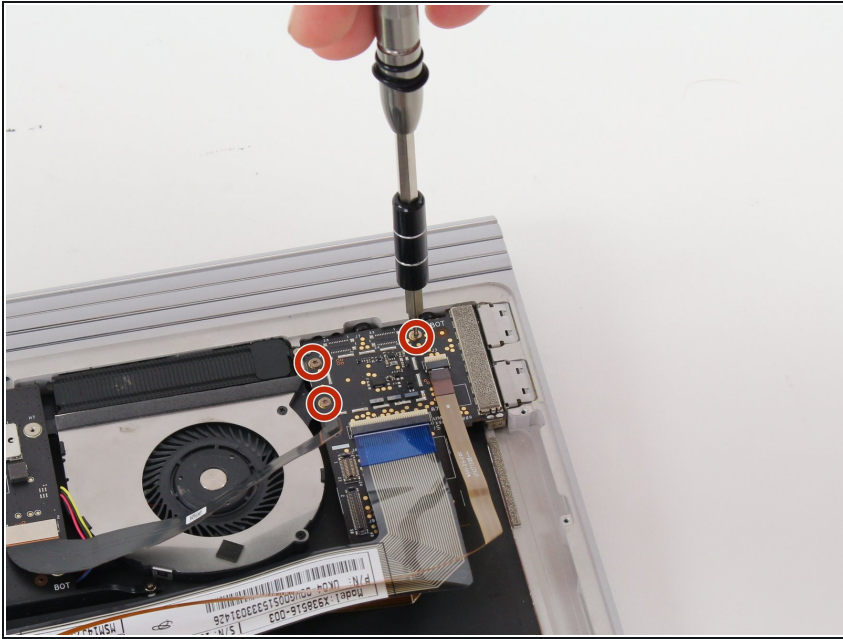
- Use a plastic opening tool and remove the tab from the USB board

## Step 13



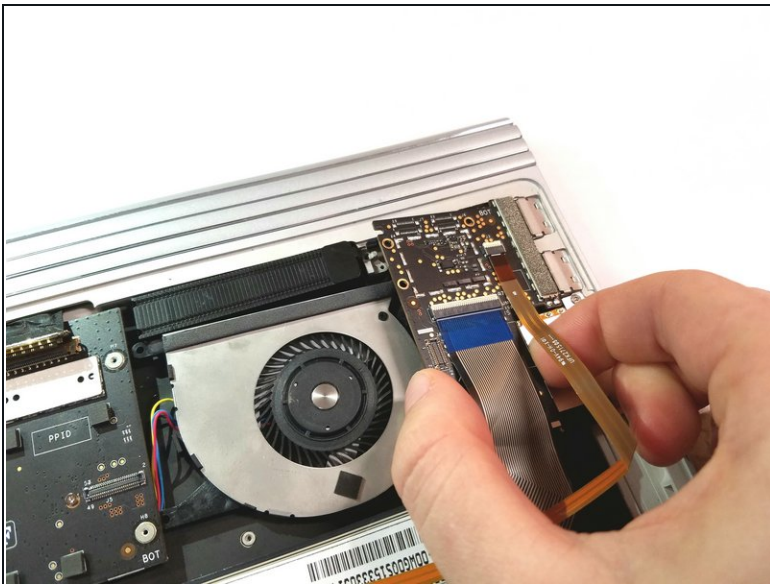
- Lift up the black and gold wires and find the screw hidden there.
- Use the T3 Torx Screwdriver and remove the four mm screw.

## Step 14



- Use the T3 Torx Screwdriver to remove the remaining three 4 mm screws.

## Step 15



- Wiggle the USB Port board away from the keyboard.

 This may require some force.

---

Compare your new replacement part to the original part—you may need to transfer remaining components or remove adhesive backings from the new part before installing.

**To reassemble your device, follow the above steps in reverse order.**

Take your e-waste to an [R2 or e-Stewards certified recycler](#).

Repair didn't go as planned? Check out our [Answers community](#) for troubleshooting help.