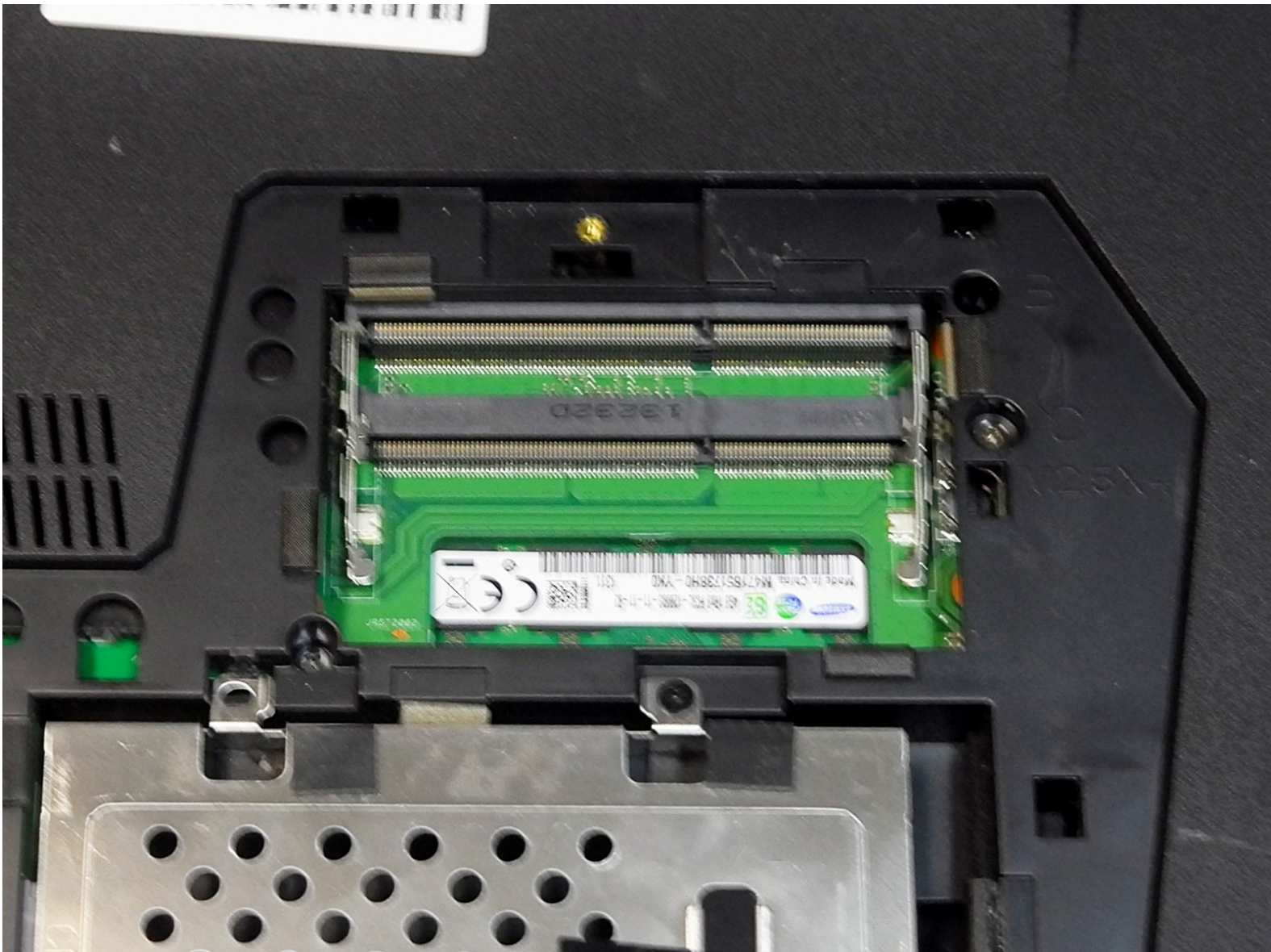




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## INTRODUCTION

Faulty or failing RAM can cause a variety of issues, from random crashing to a total loss of power. This guide will walk you through locating and replacing your laptop's RAM.

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### TOOLS:

- [iFixit Opening Tools](#) (1)
  - [Phillips #00 Screwdriver](#) (1)
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## Step 1 — Battery



- Power off and unplug your laptop, then turn it over.

## Step 2



- Slide the battery release latch all the way to the right. This will cause the battery to "pop" out slightly.

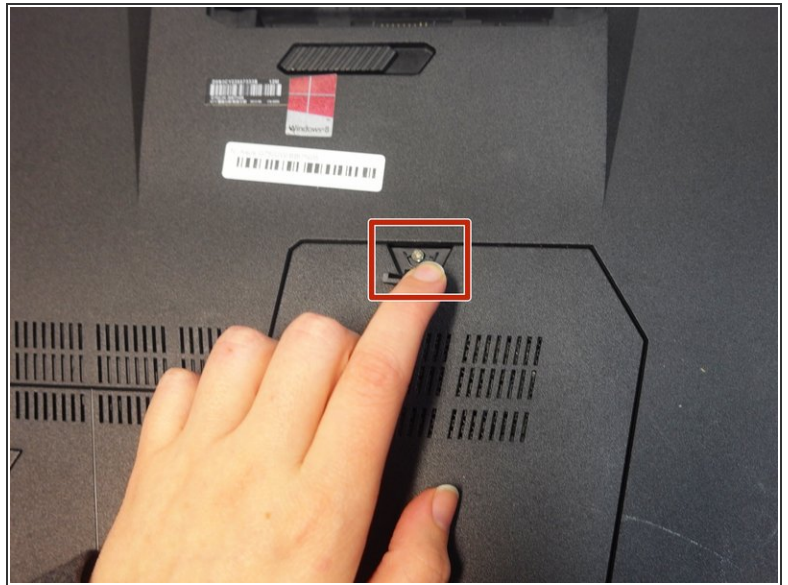
## Step 3



- Remove the battery from its compartment.



## Step 4 — RAM



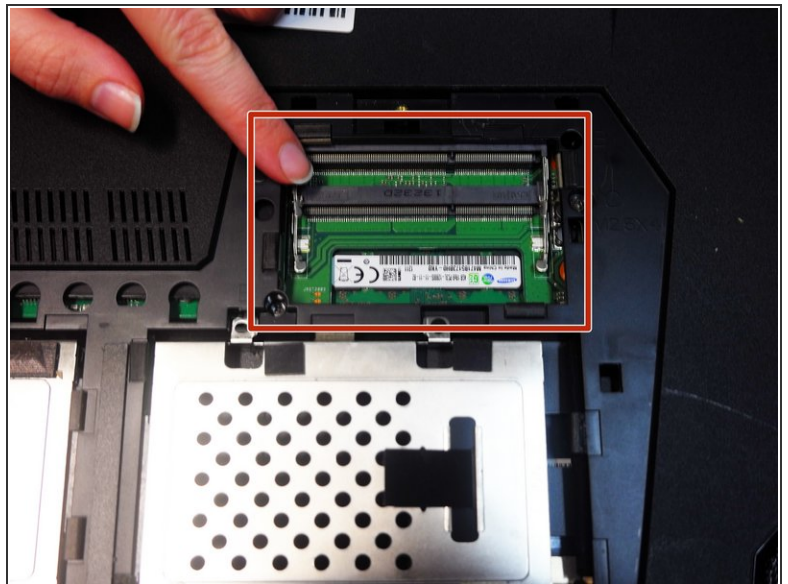
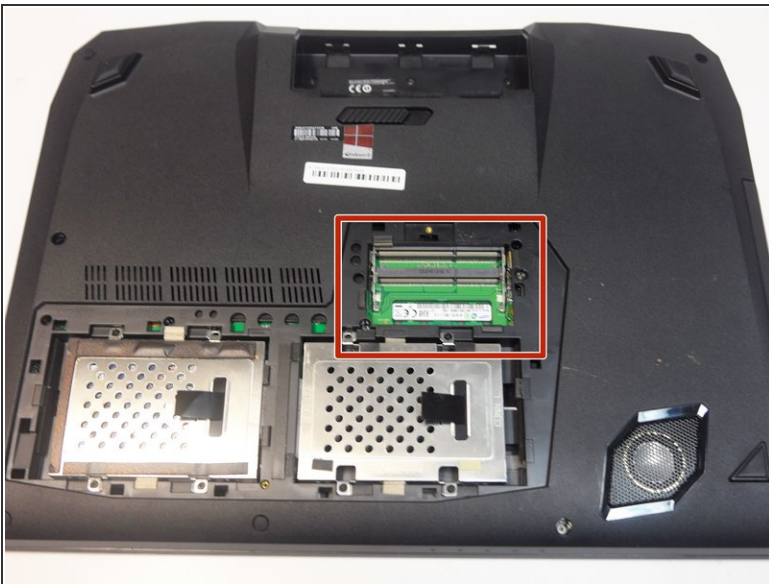
- Lift up the rubber stopper on the backplate to expose one Phillips screw. Unscrew it until it becomes loose.
- ⚠ This screw is permanently connected to the backplate and cannot be removed. Unscrewing it only allows you to remove the backplate from the laptop.
- ℹ The backplate is the plastic plate on the underside of the laptop that covers some of its easily accessible internal components.

## Step 5



- Use an opening tool to pry up the backplate along its edges, then remove it.
- ⓘ You may need to apply some force when prying up the backplate.
- ★ Keep in mind: During reassembly, replace the backplate starting from the bottom.

## Step 6



⚠ During the recycling process, this laptop lost some of its parts. In this step, its top two RAM modules are missing.

- Remove each RAM module one at a time by sliding them downward out of their slots.

To reassemble your device, follow these instructions in reverse order.