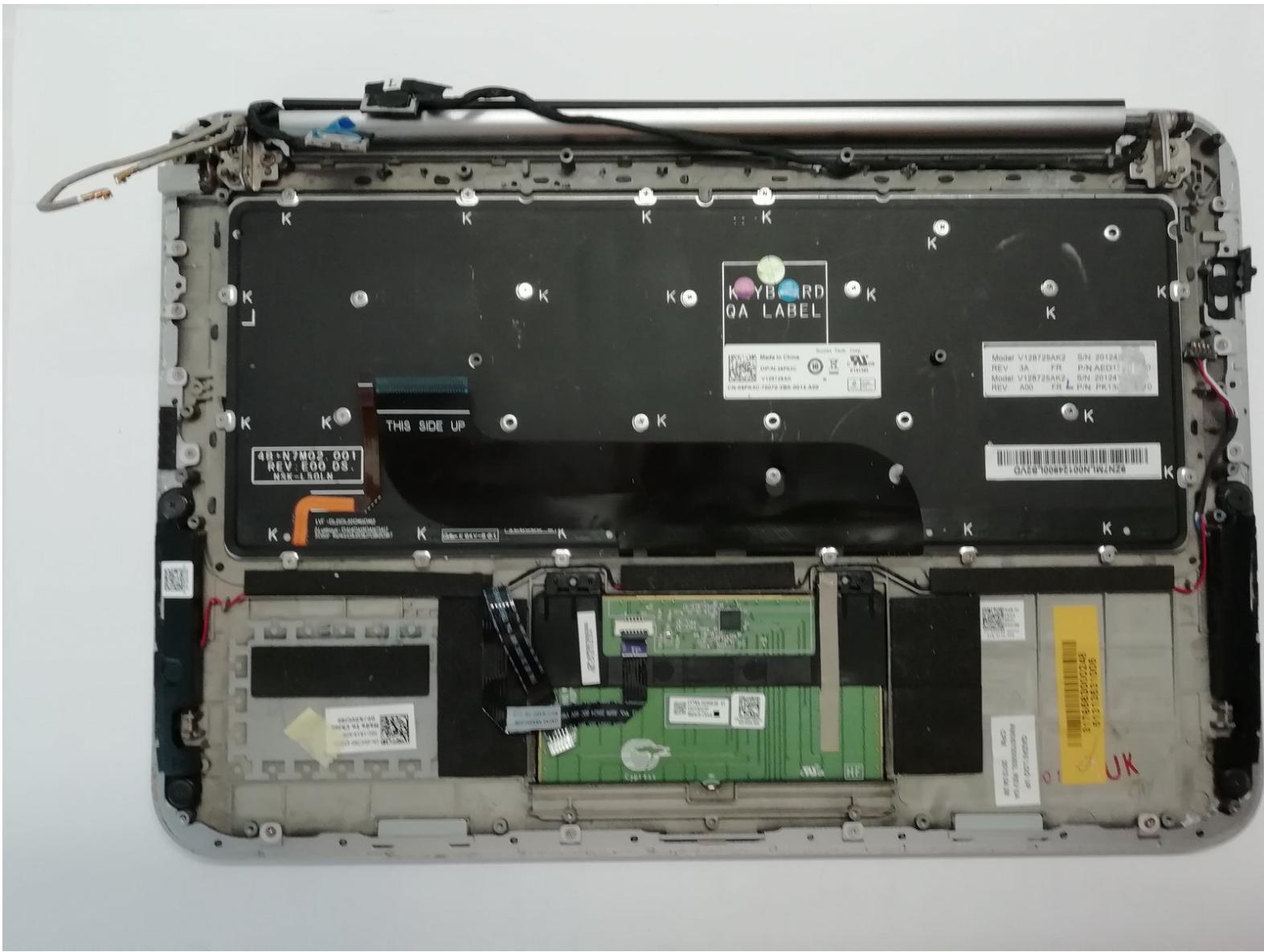




Replacement of the keyboard on a Dell XPS 12 9Q23

This guide shows the steps to follow when replacing the keyboard.

Written By: Schwarzer



INTRODUCTION

There you go! There you go! You have just spilled your glass of *Johnnie Walker Black Label* on the keyboard of your Dell XPS 12 9Q23 and it no longer works...

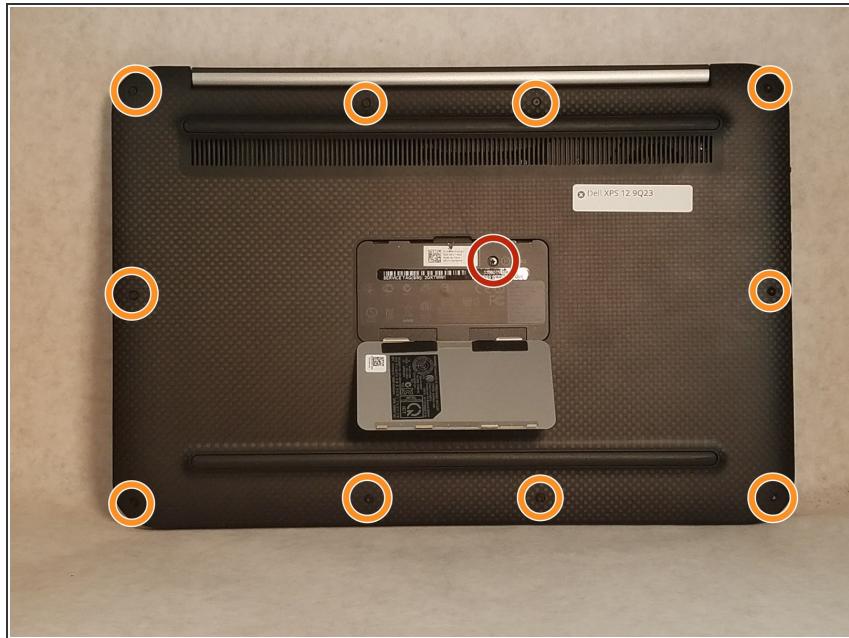
What a pity (*especially for whisky*), but luck is with you, this tutorial will guide you step by step to make the replacement.

PS: This tutorial also works for other drinks spilling on the keyboard or simply to clean them up.)

TOOLS:

- Mako Driver Kit - 64 Precision Bits (1)

Step 1 — Battery



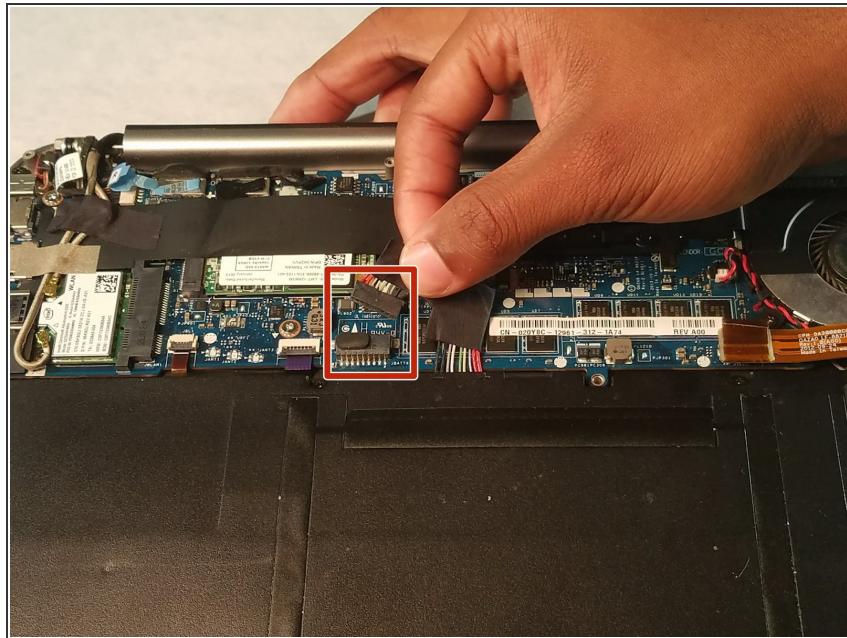
- Pop the center cover open on the bottom cover.
 - Remove the center screw with a #00 Phillips screwdriver.
 - Use a T5 Torx screwdriver for the remaining screws around the edge of the bottom cover.

Step 2



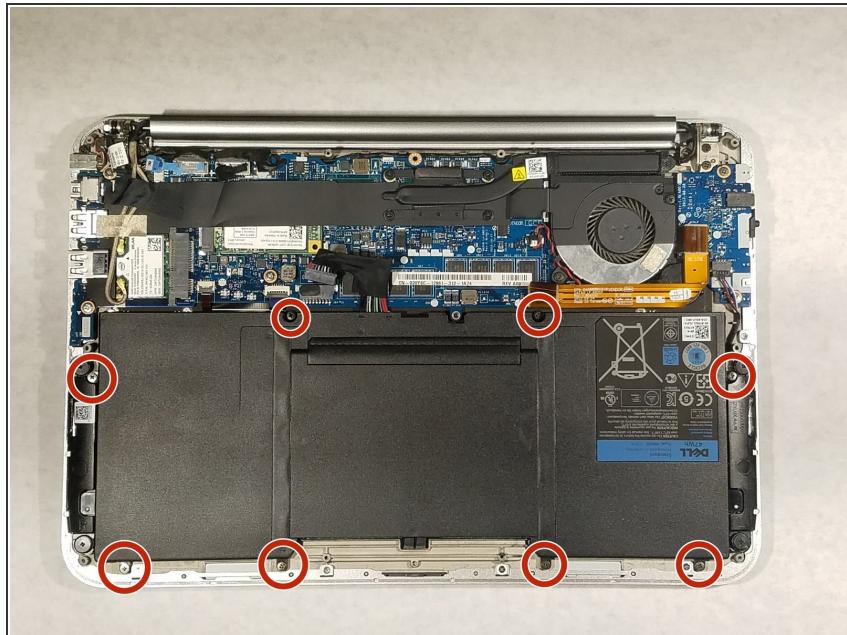
- Carefully remove back panel after all screws have been removed.

Step 3



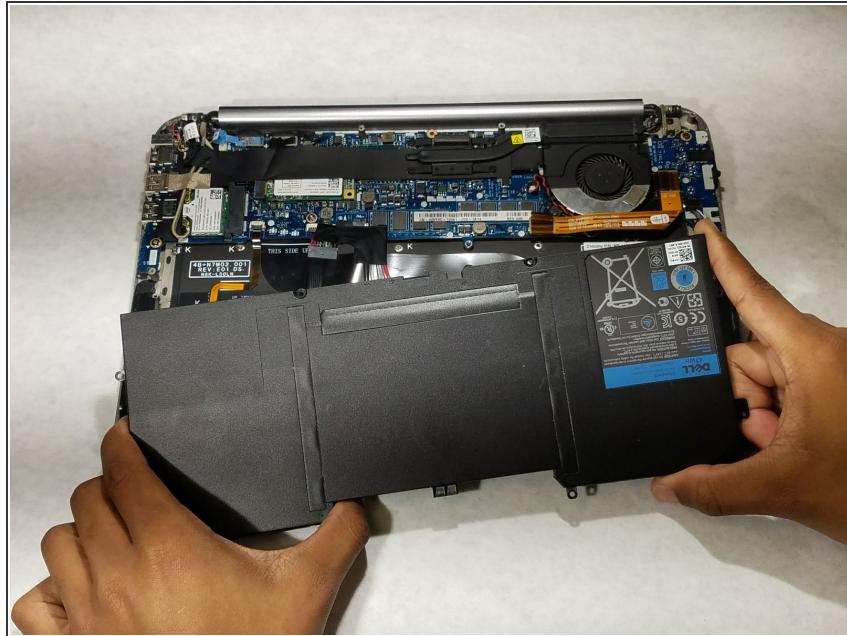
- After the back panel has been removed, disconnect the battery to prevent electrical shock

Step 4



- Use a Phillips #00 screwdriver to remove the 8 screws that secure the battery.

Step 5 — Remove the battery



- Once all the screws have been removed the battery is now safe to extract

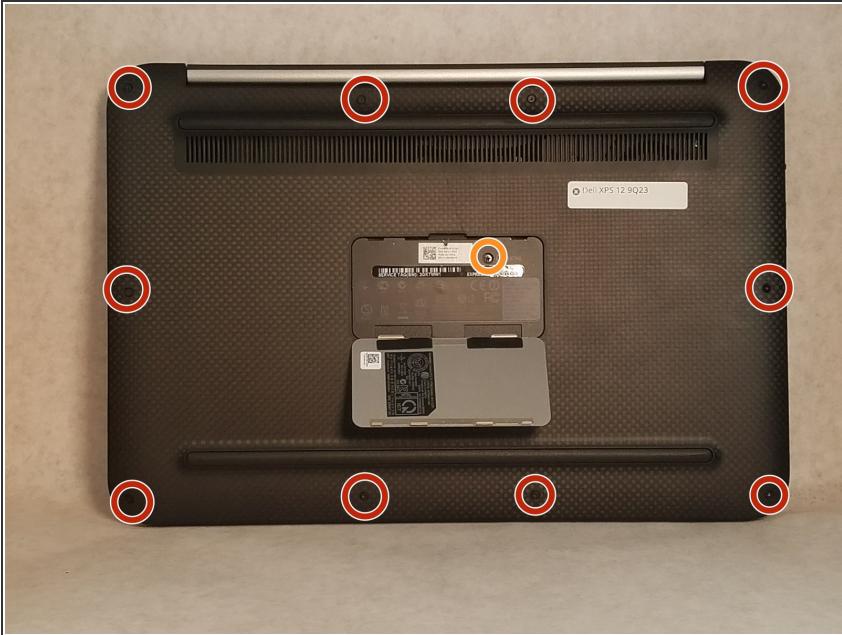
Step 6 — Fan



- Close the laptop, flip the laptop over, and pop off the back panel with a flathead screwdriver. The panel will

be hanging by the hinges once open.

Step 7



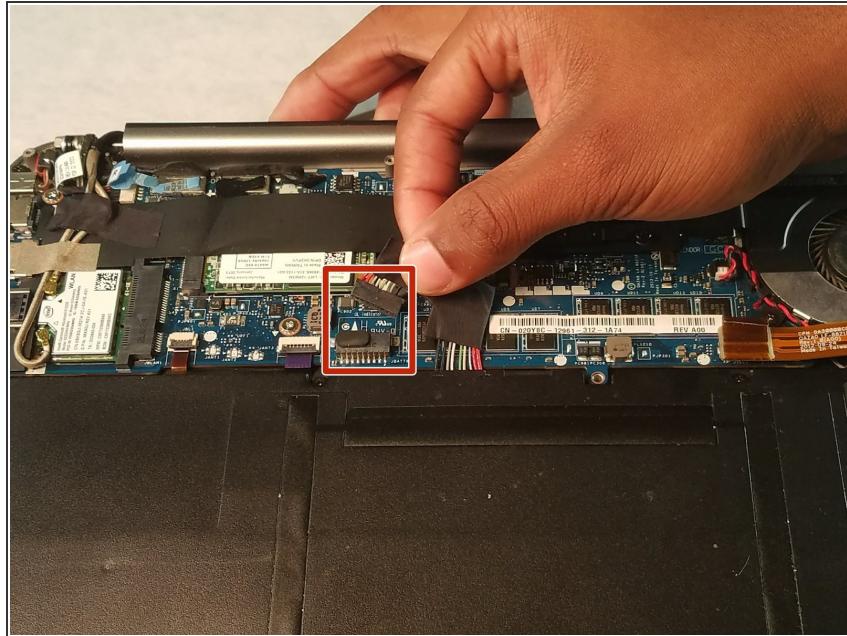
- Use a T5 Torx screwdriver to remove the screws along the edge of the bottom cover.
- *(i)* Use a magnetic board if possible to keep track of screws
- Open the center cover and use a Phillips #00 screwdriver to remove single screw.

Step 8



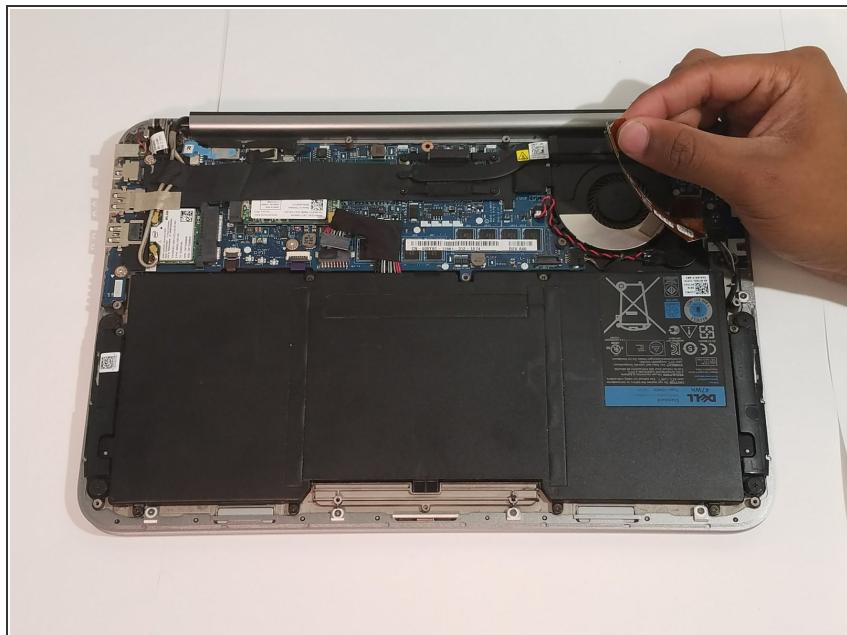
- Carefully remove back cover

Step 9



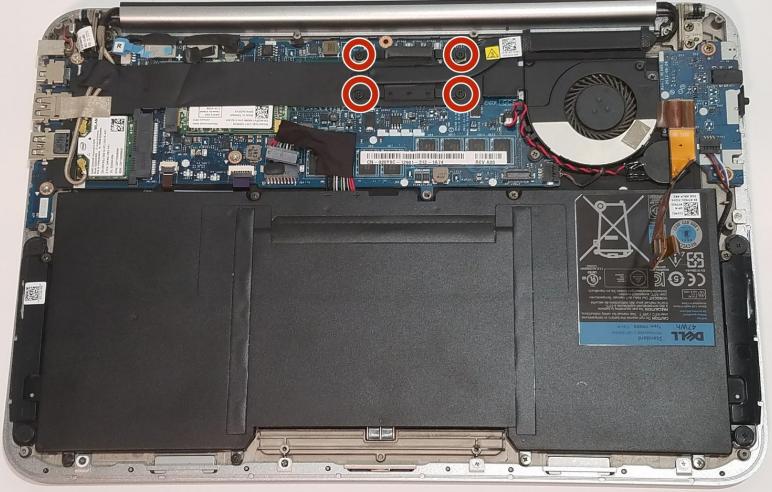
- Disconnect the battery to prevent electrical shock.

Step 10



- Disconnect amber-colored daughter cable.

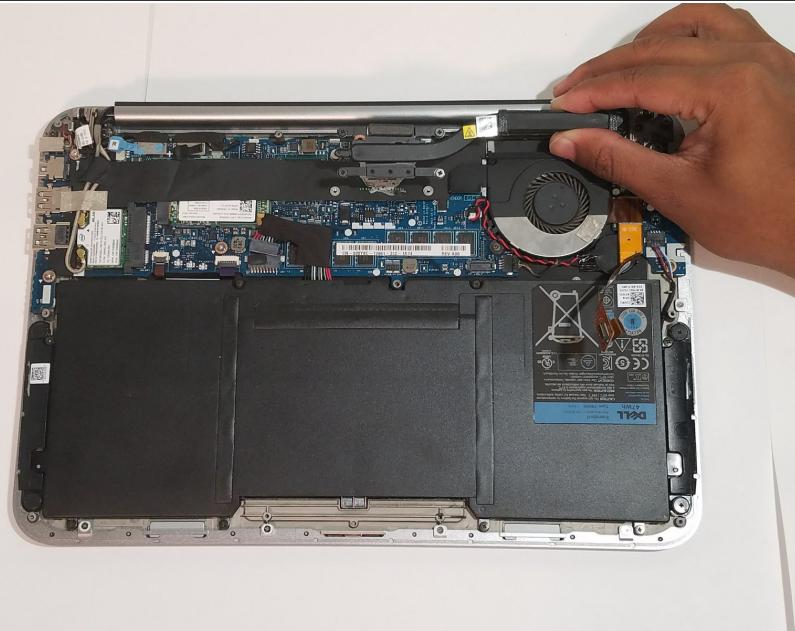
Step 11



- Use a Phillips #00 screwdriver to loosen the screws that secure the heatsink.

i Screws cannot be fully removed from heatsink.

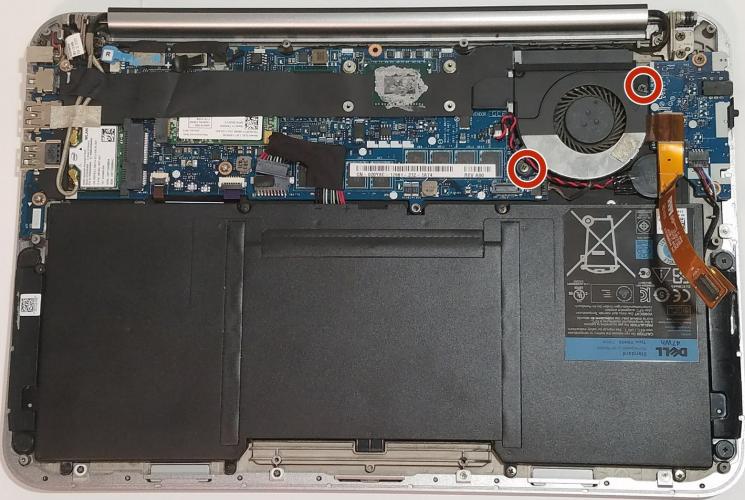
Step 12



- Remove the heatsink.

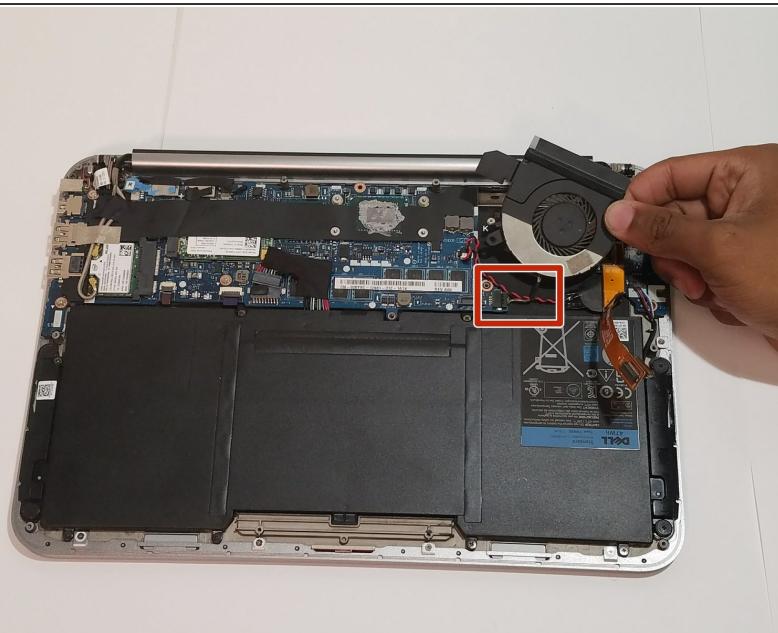
i Heatsink is a device used for absorbing heat and necessary to remove to reach the fan.

Step 13



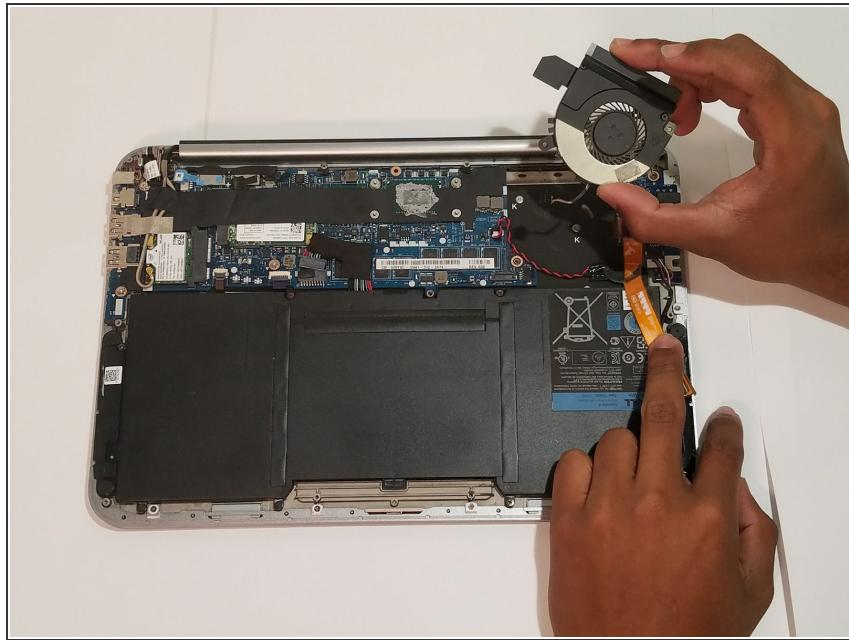
- Use Phillips screwdriver to remove cooling fan screws.

Step 14



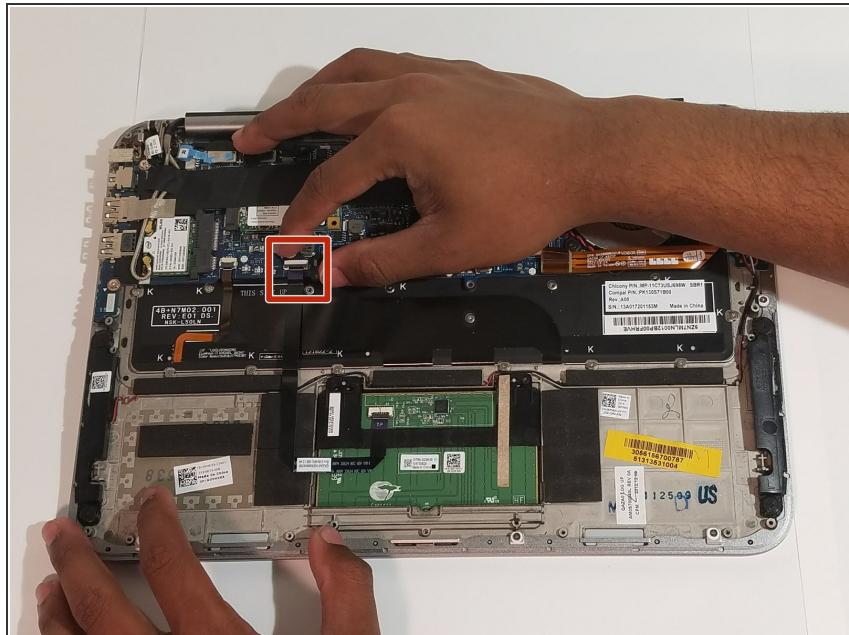
- Unplug fan cable.

Step 15



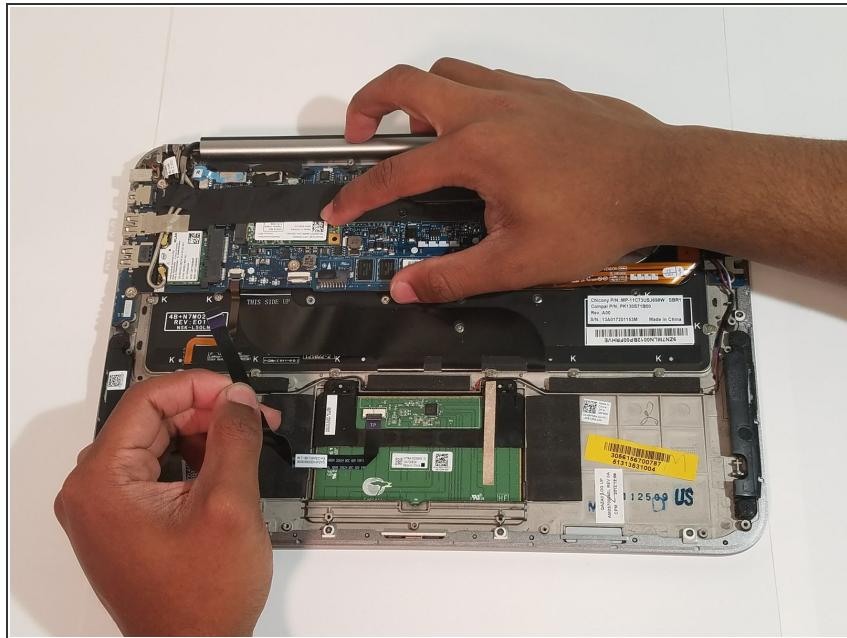
- Fan can now be removed and a new one can be installed.

Step 16 — Touch Pad



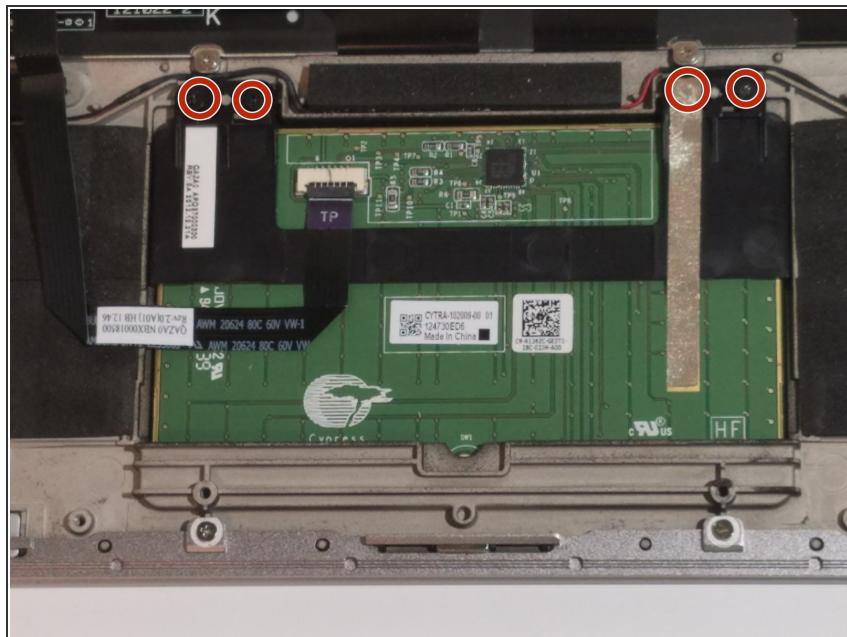
- Unplug the trackpad cable.

Step 17



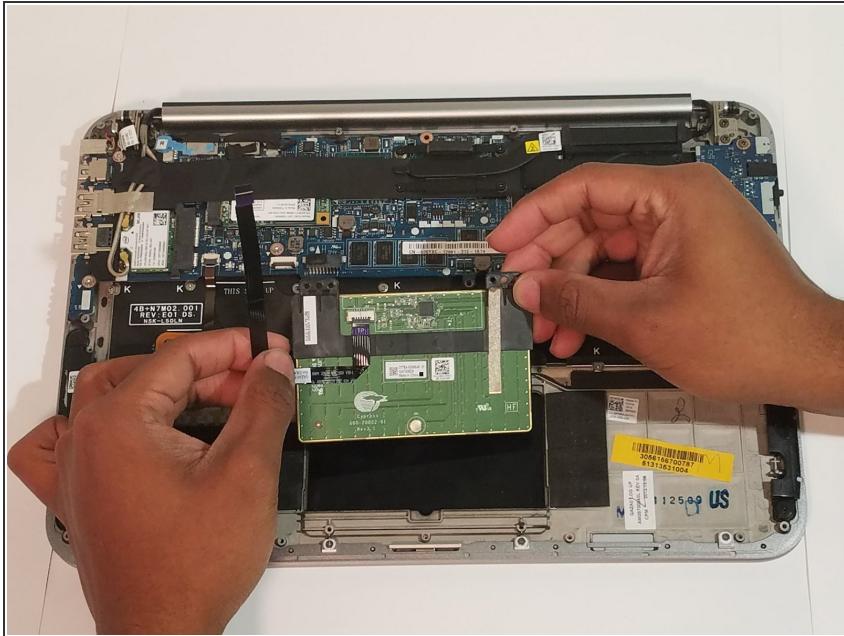
- Insert wisdom here.

Step 18



- Use a Phillips #00 screwdriver to remove the 4 trackpad screws.

Step 19



- Remove the trackpad.

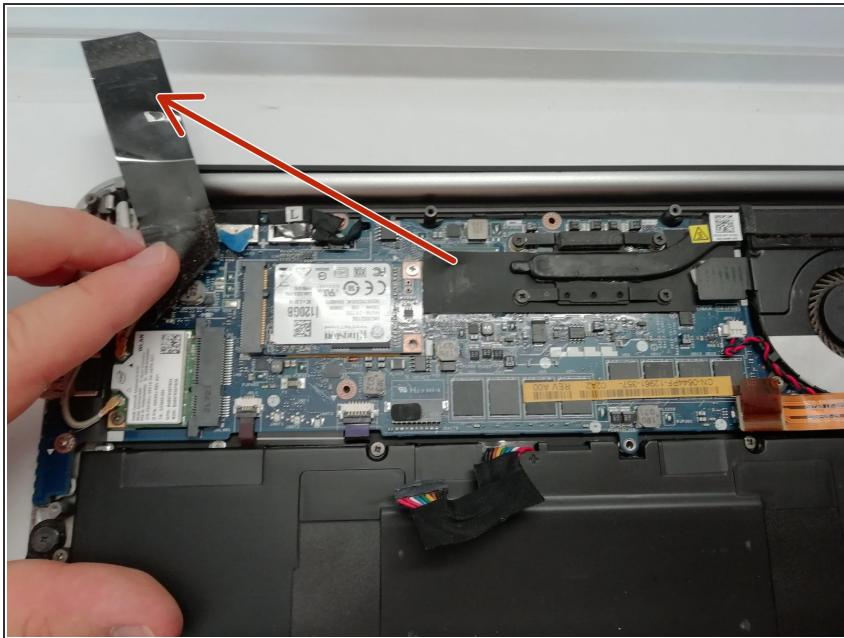
Step 20 — Remove the WiFi card



 We removed the battery to avoid electric shocks.

- Disconnect the two wires from the WiFi card. You can do this with a pair of pliers or your fingernail.
- Remove the screw with a #00 Phillips screwdriver.
- Now remove your WiFi card to replace it.

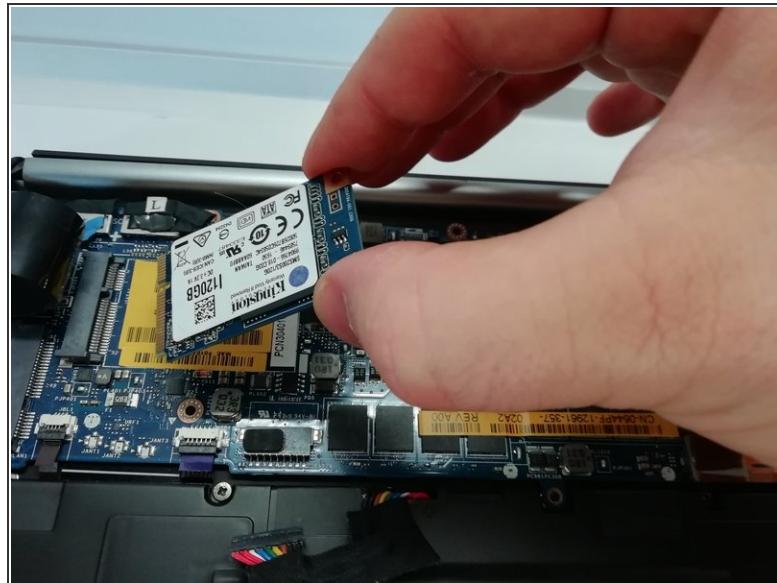
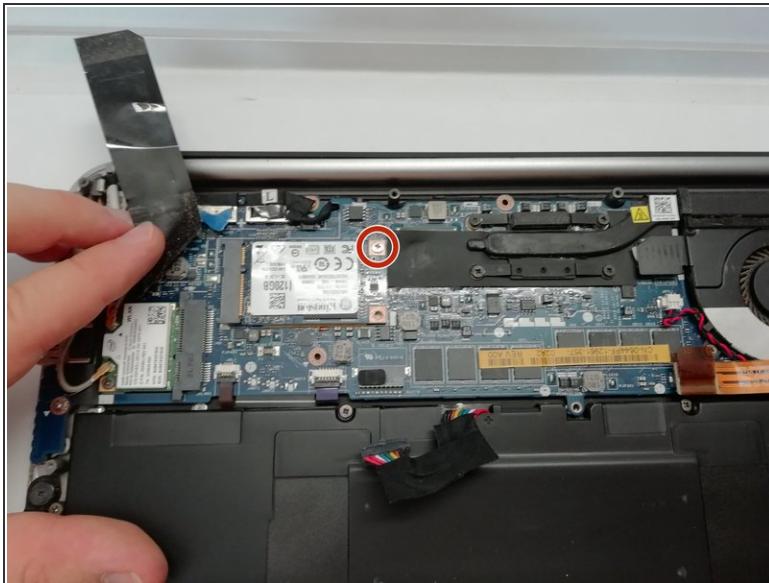
Step 21 — Adhesive tape



 We removed the battery to avoid electric shocks.

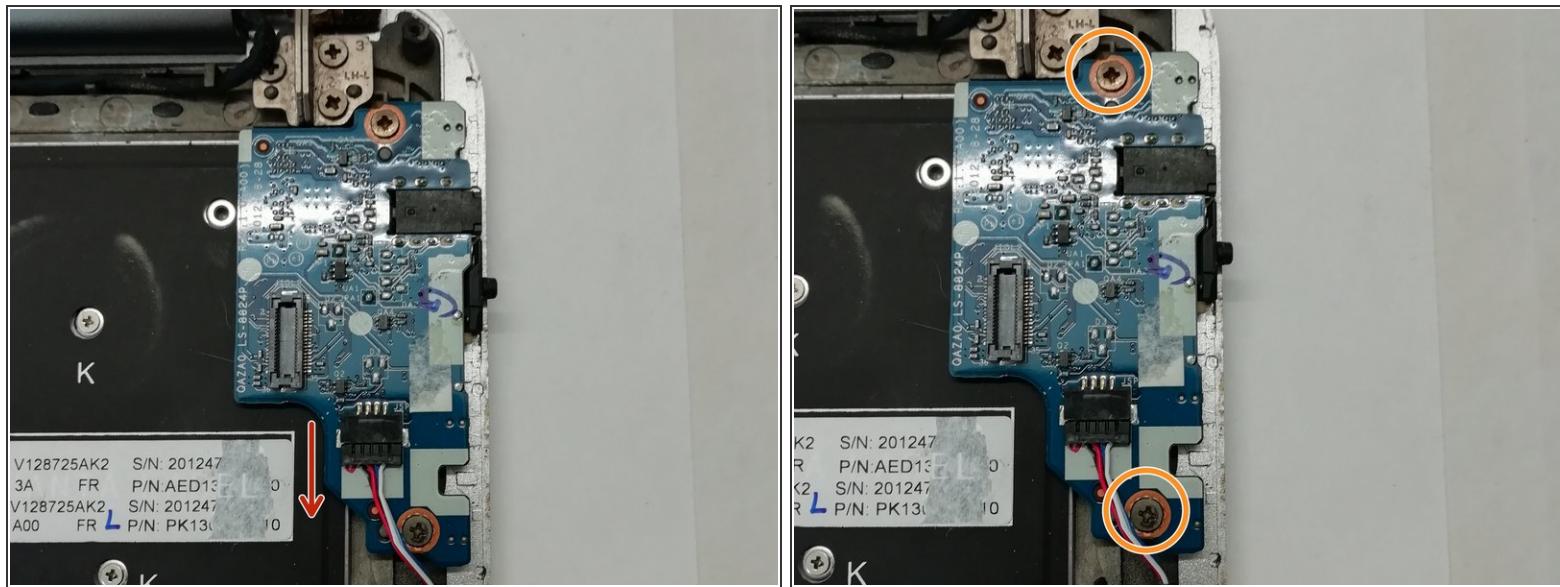
- Remove the adhesive tape.

Step 22 — Remove the hard disk drive



- Remove the screw with a #00 Phillips screwdriver.
- Remove the hard disk from its location.

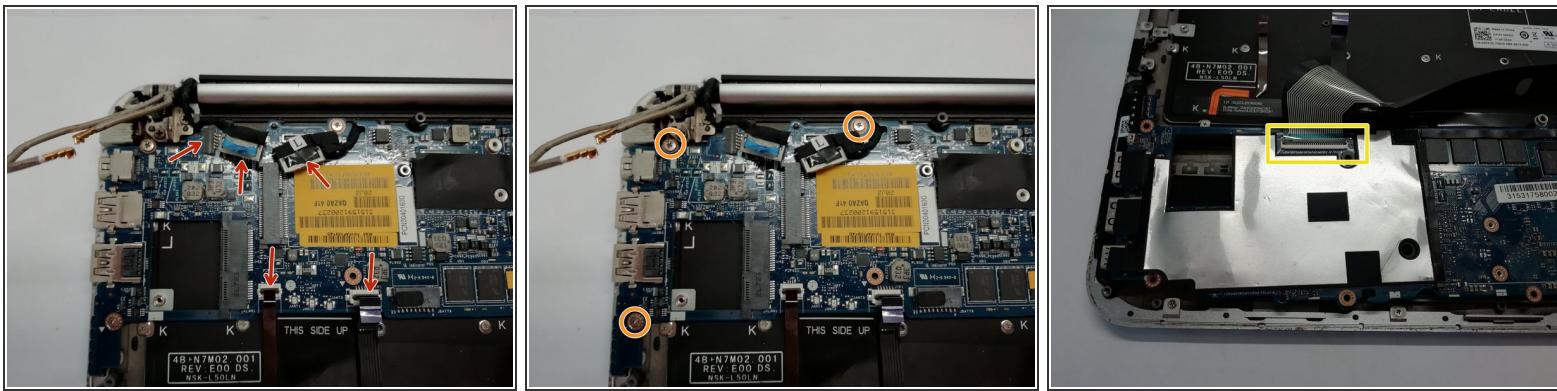
Step 23 — Remove the operating button



 We removed the battery to avoid electric shocks. The hard disk, WiFi card and fan have also been removed.

- Remove the connector with a pair of pliers or your fingernail.
- Remove the screws with a #00 Phillips screwdriver.
- Remove the card afterwards.

Step 24 — Remove the motherboard



- Disconnect the various connections from the motherboard.
- Remove the screws with a #00 Phillips screwdriver.
 - Carefully turn the motherboard over to disconnect the tablecloth from the keyboard.
- You can now replace the motherboard.

Step 25 — Undo the keyboard



- ↗ We removed the battery to avoid electric shocks. The hard disk, WiFi card, fan, touchpad and motherboard have also been removed.
- Remove the screw with a #00 Phillips screwdriver and remove the bracket.
 - Remove the screw with a #00 Phillips screwdriver and remove the support.
 - Be patient and unscrew the 24 keyboard screws.

Step 26 — Remove the keyboard



- You can now remove the keyboard. And also do a cleaning if necessary, as in the second photo.

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