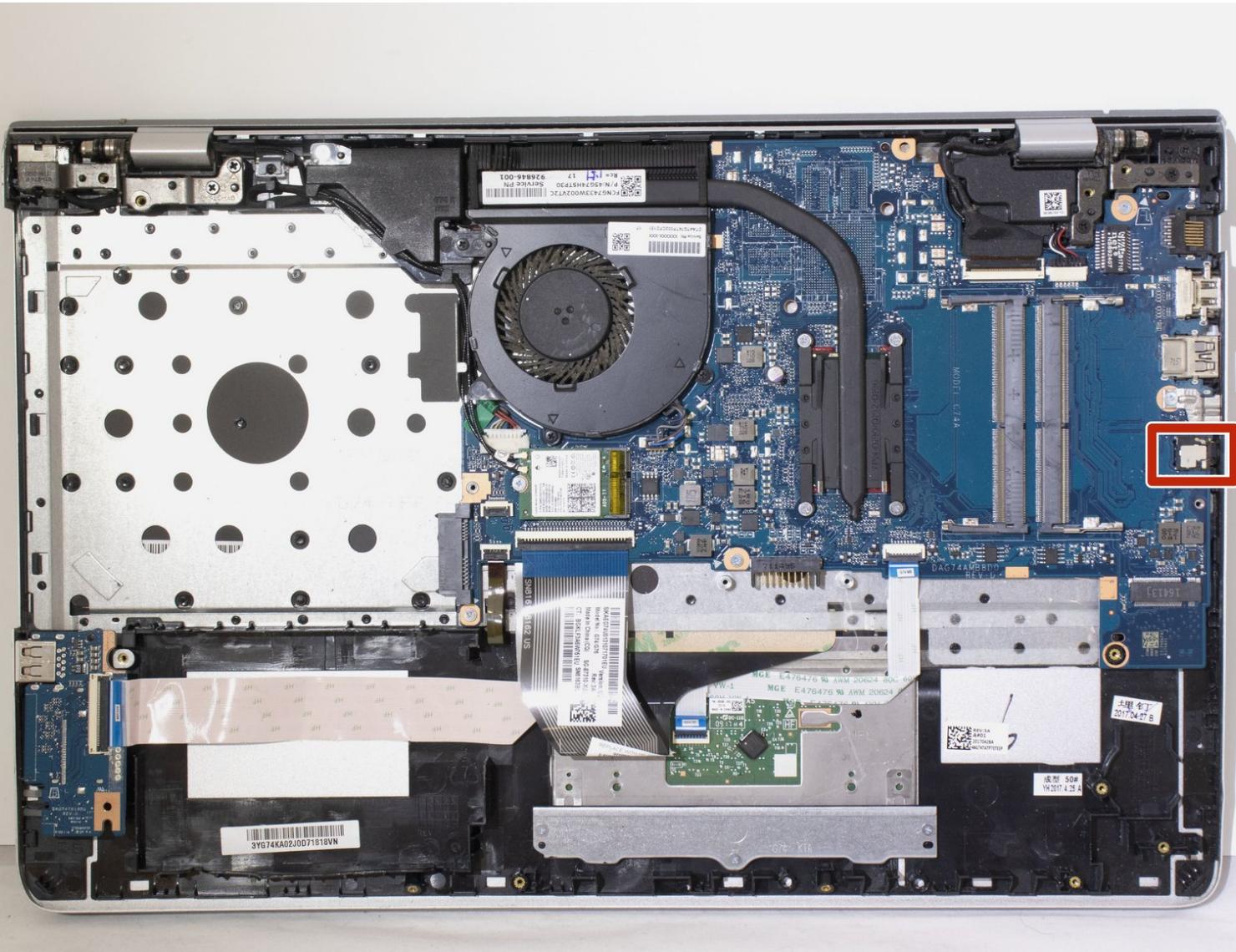




# hp pavilion 15-cc023cl Headphone Jack Replacement

Your headphone jack still isn't working despite software troubleshooting and updates.

Written By: Stephanie Henry



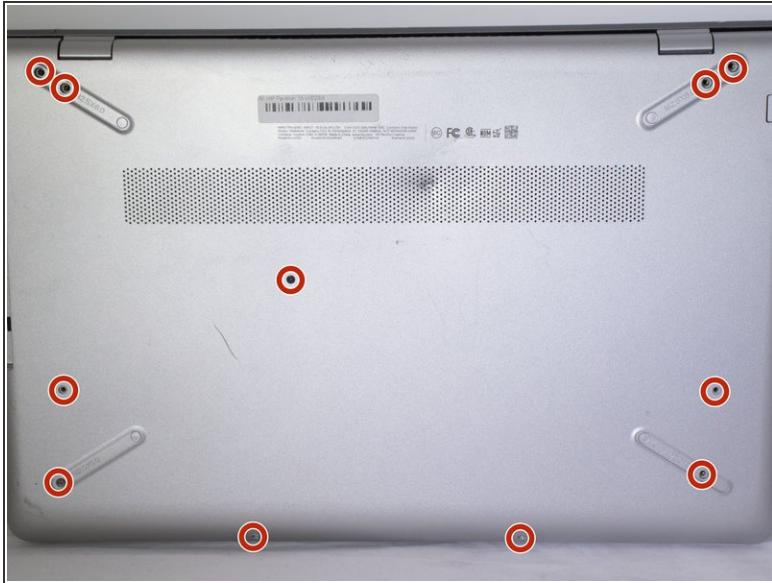
## INTRODUCTION

After performing all possible software troubleshooting, if your headphone jack still doesn't work, you will have to replace the entire motherboard because the jack is permanently attached to the motherboard.

### TOOLS:

- [Phillips #000 Screwdriver](#) (1)
- [iFixit Opening Tools](#) (1)
- [Spudger](#) (1)
- [Phillips #0 Screwdriver](#) (1)
- [Phillips #1 Screwdriver](#) (1)

## Step 1 — Battery



- Use a PH000 screwdriver to unscrew the eleven 4mm Phillip head screws located on the back panel.

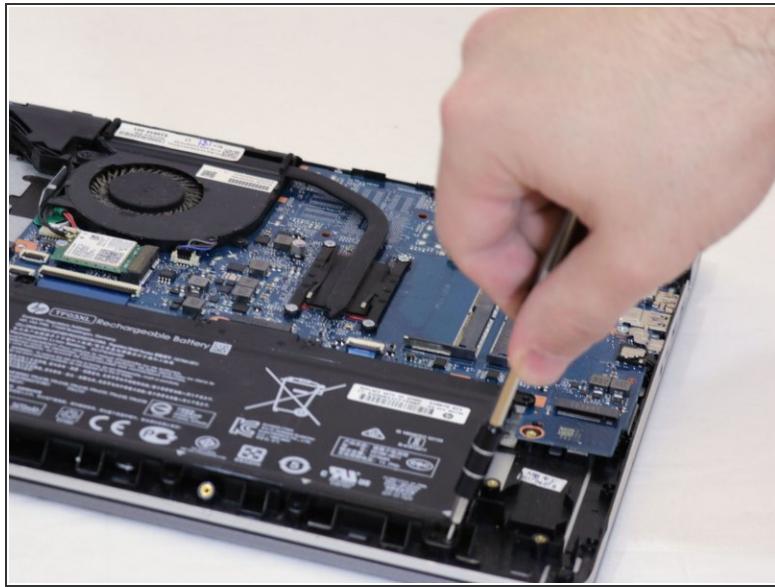
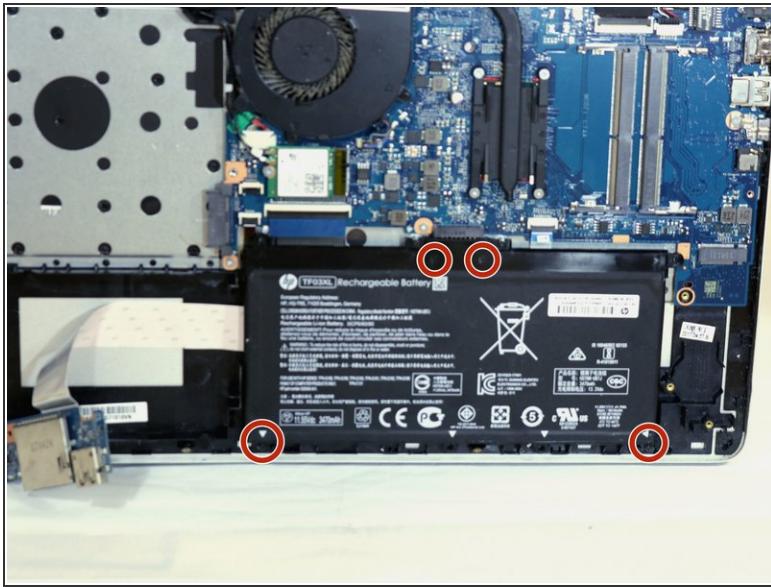
## Step 2



- Using the iFixit opening tool, pry open and remove the back cover of the laptop.

 Be gentle when applying force to the cover.

## Step 3



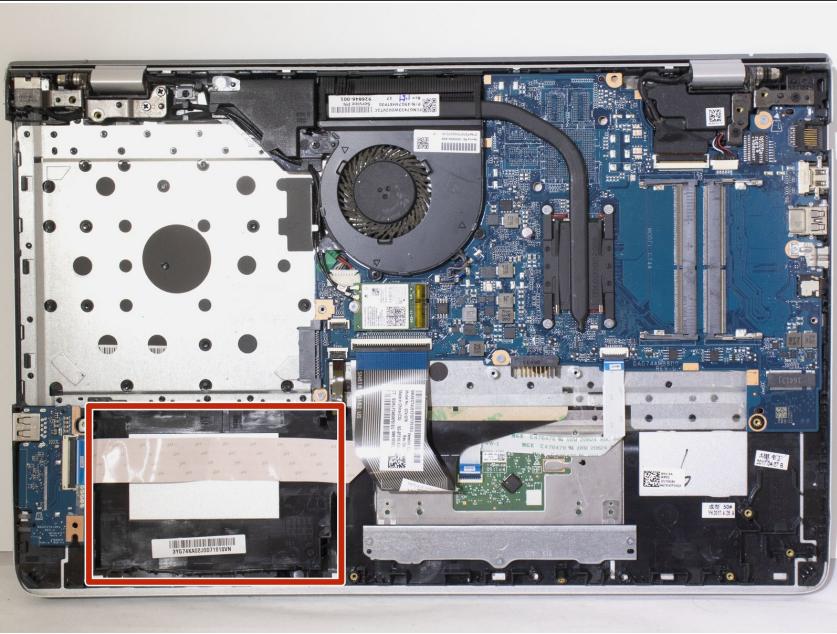
- Use a PH000 screwdriver to unscrew the four 3.5mm Philips head screws located on the battery.

## Step 4



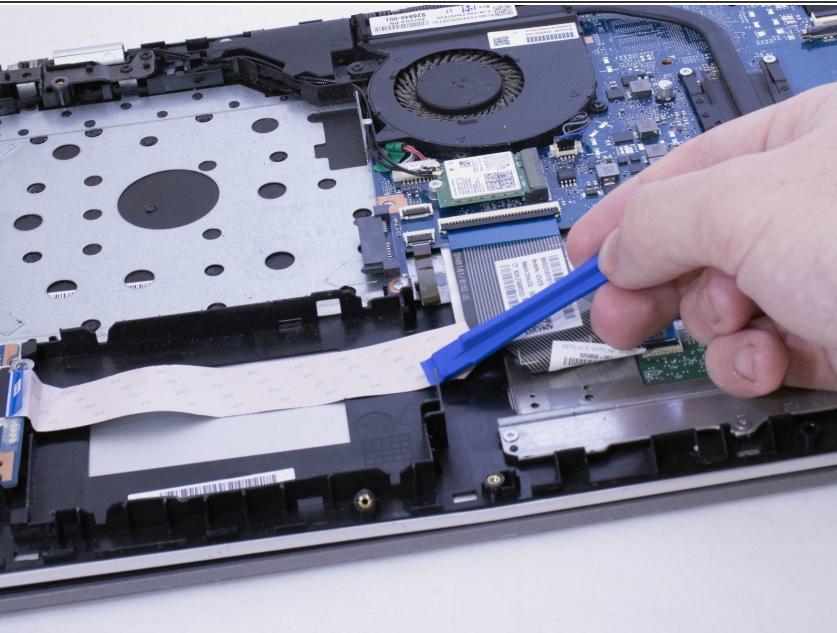
- Disconnect the port connecting the battery and the motherboard and then remove.

## Step 5 — Hard Drive



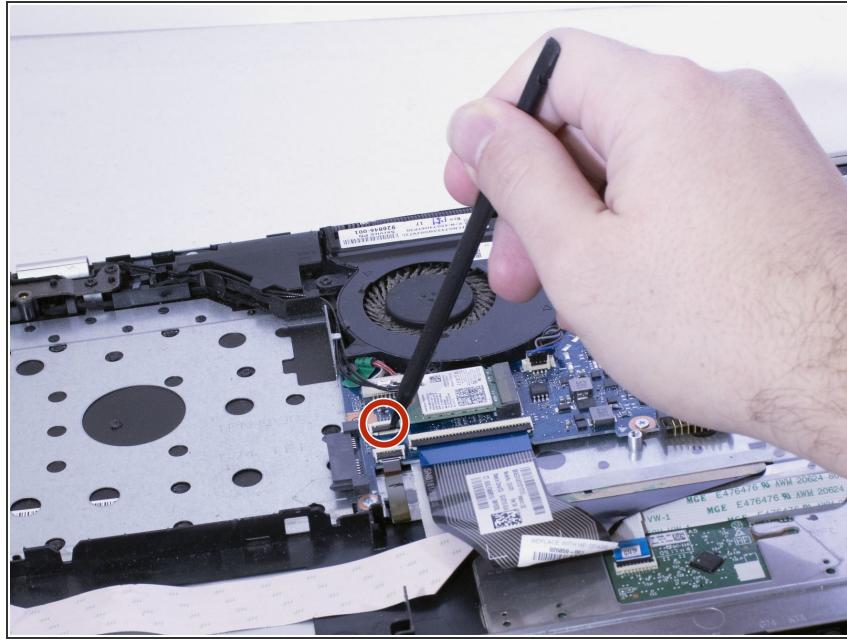
- Use a spudger to lift the latch that holds the hard drive cable in place.

## Step 6



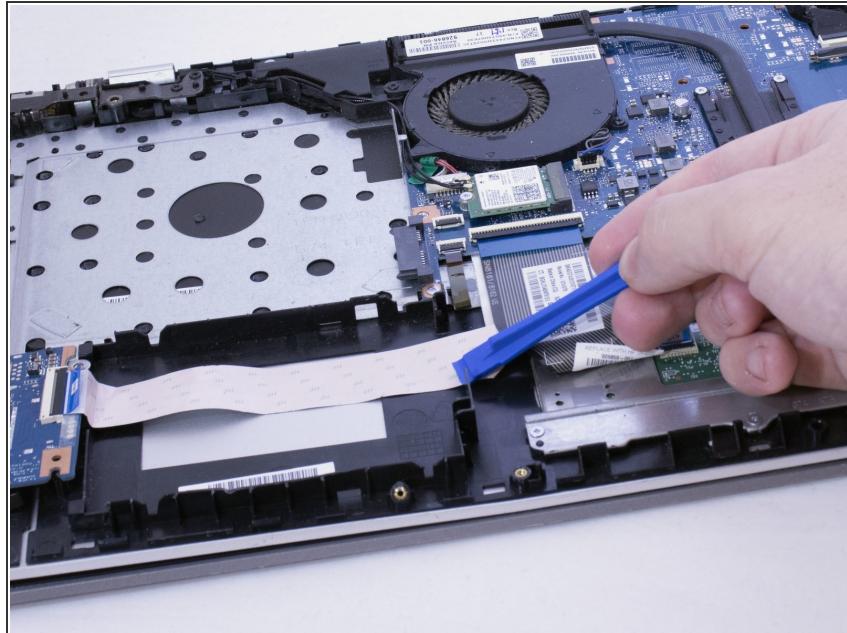
- Use a plastic opening tool to pry the hard drive out.

## Step 7



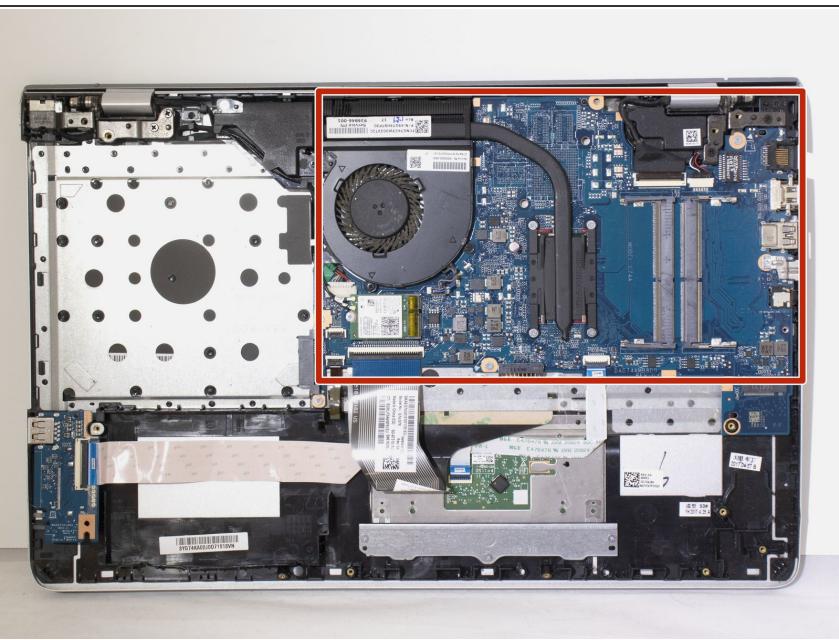
- Disconnect the hard drive cable.

## Step 8



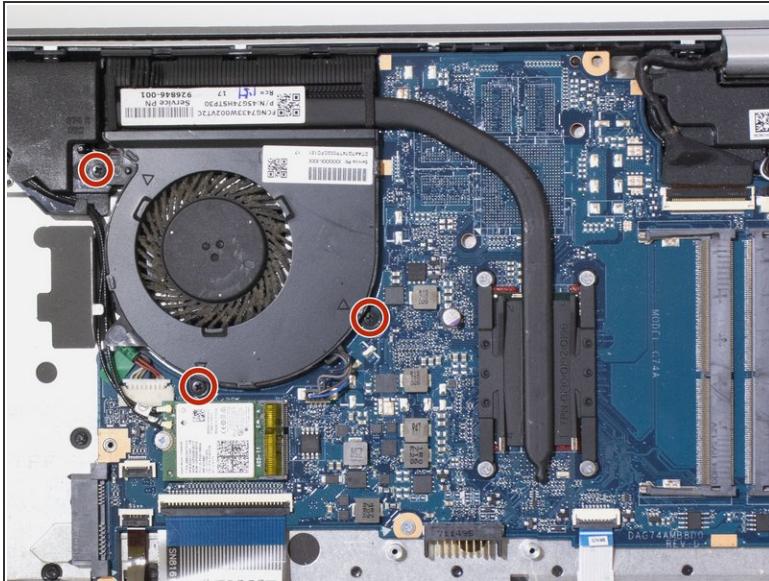
- Lift the plastic wedges up on both sides of the hard drive.

## Step 9 — Motherboard



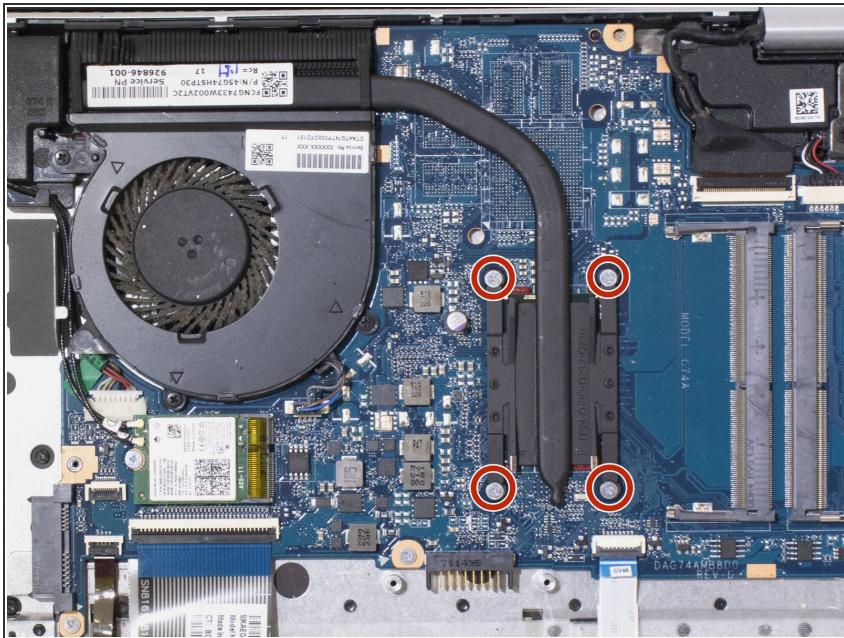
- Locate the motherboard.

## Step 10



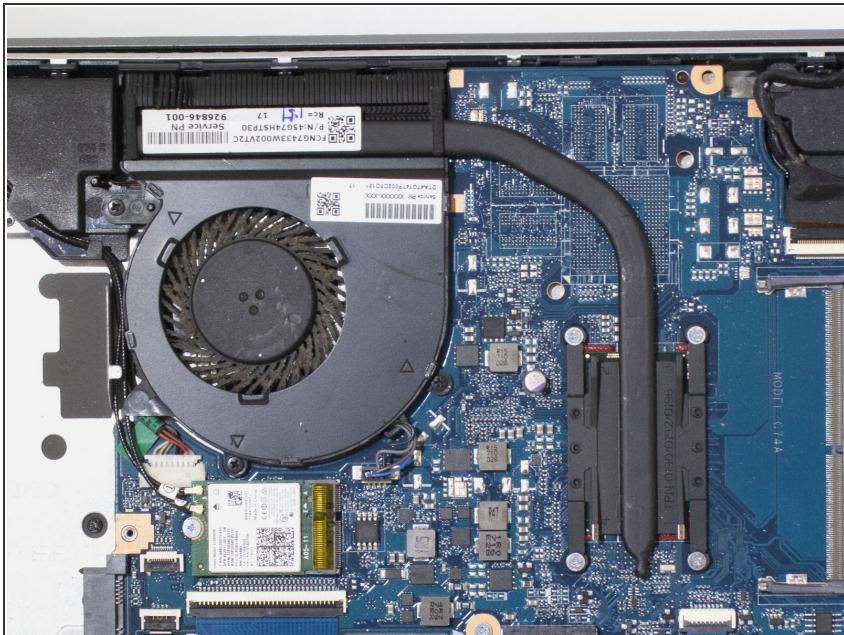
- Use a PH0 screwdriver to unscrew the three 3 mm Phillips head screws located on the fan.

## Step 11



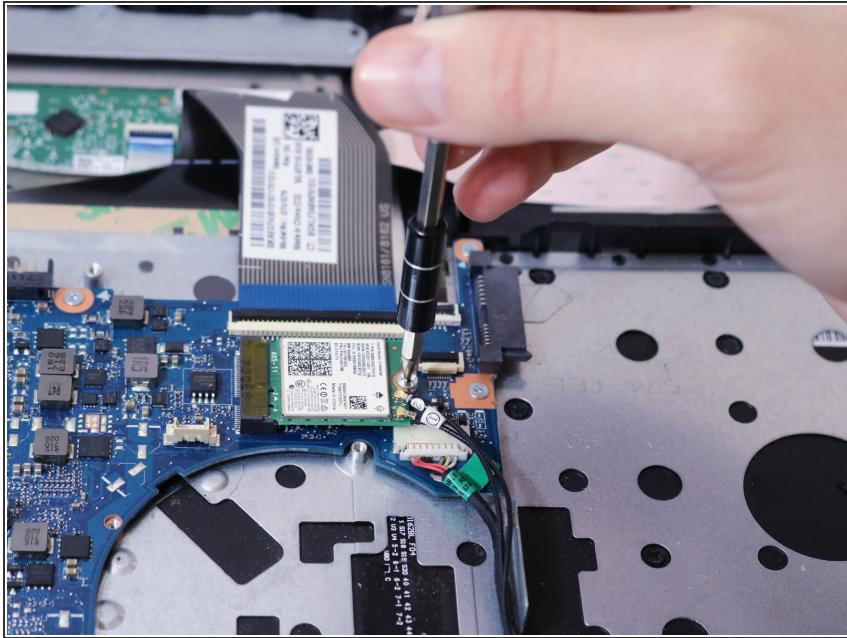
- Use a PH1 screwdriver to unscrew the four 3mm Phillips head screws located on the processor cover.
- Disconnect the cable.

## Step 12



- Disconnect the plastic arm attached to the processor and remove.
- Disconnect the cable attaching the fan to the motherboard and remove.

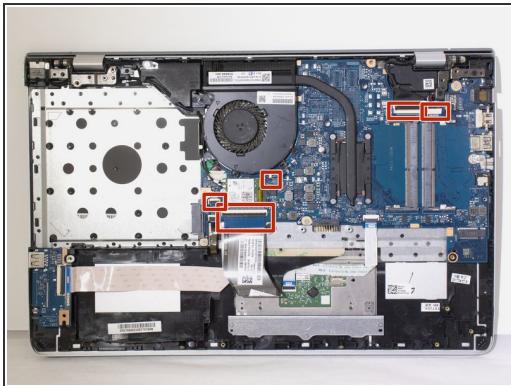
## Step 13



- Use a PH1 screwdriver to unscrew one 3mm Phillips head screws on WiFi card.
- Disconnect the WiFi card.

**⚠** Be careful not to break any of the connectors.

## Step 14

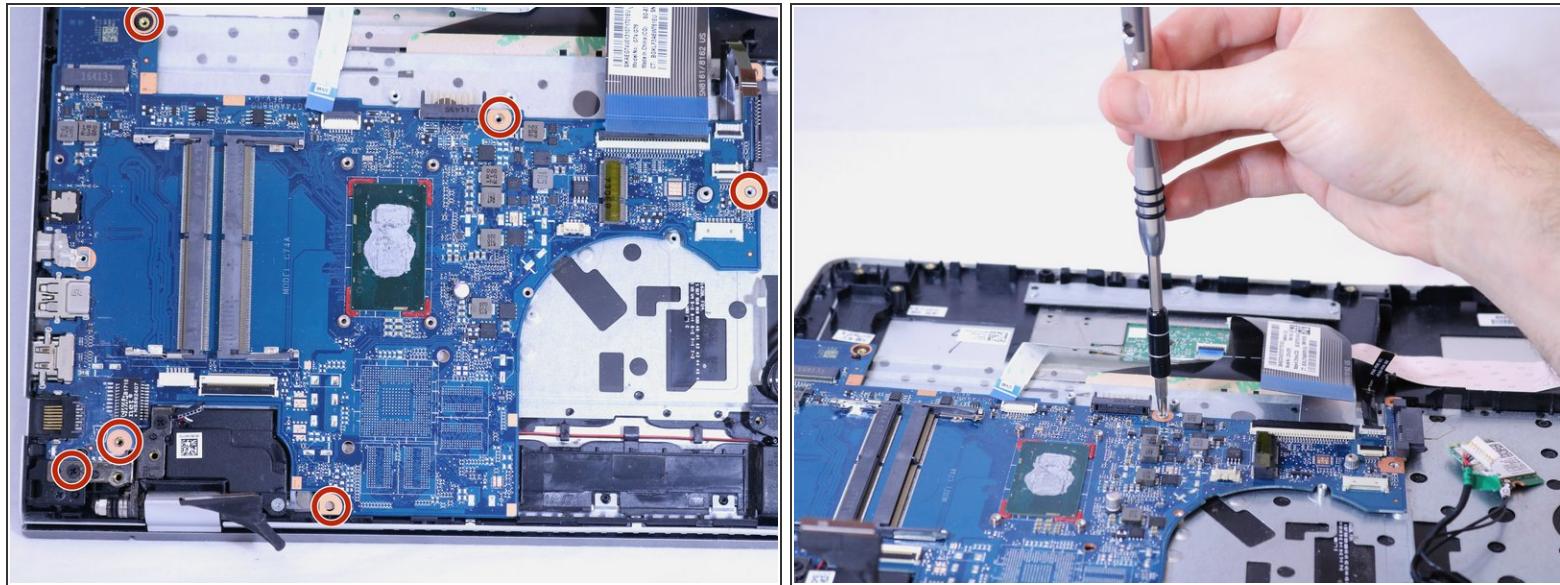


- Disconnect the 5 cables to keyboard and speakers.

**⚠** Be careful not to break any of the connectors.

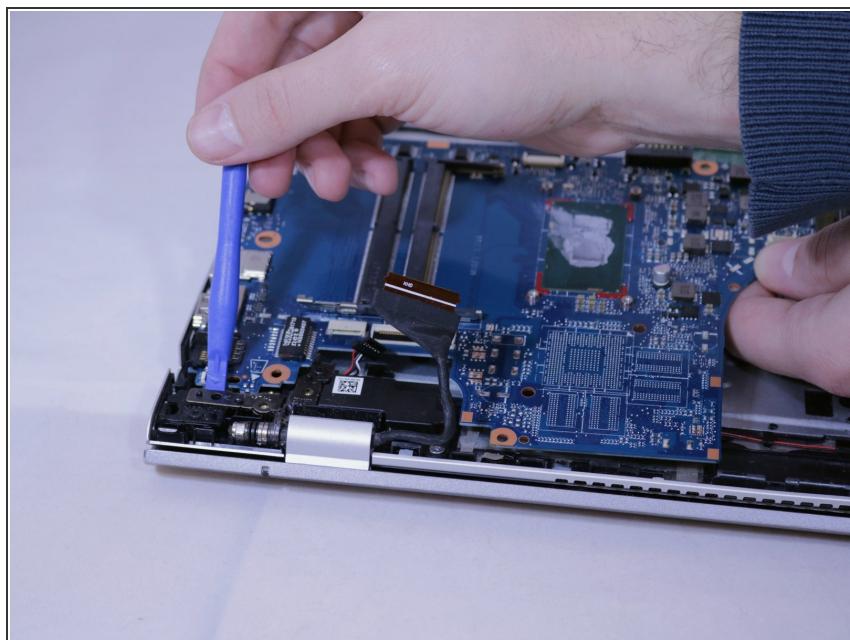
**(i)** You may have to pry some up with the spudger.

## Step 15



- Use a PH1 screwdriver to unscrew six 3 mm Phillips head screws on the motherboard.

## Step 16



- Use the iFixit opening tools to pry motherboard from back of laptop.

## Step 17



- Disconnect SD and USB card cable.

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