Microsoft XBOX Galaxy Series X Service Guide



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This document and the information it contains are subject to change without notice. You can find the latest information on XBOX device servicing and repair at XBOX Servicing . Always consult the most up-to-date information available before performing device service or repair.

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Introduction

This Service Guide provides instructions for repairing XBOX devices using genuine Microsoft parts. It is intended for technically inclined individuals with the knowledge, experience, and specialized tools required to repair Microsoft devices.

IMPORTANT: Read this Guide in its entirety before starting any repairs. If at any point you are unsure or uncomfortable about performing the repairs, as detailed in this Guide, **DO NOT** proceed. Contact Microsoft for additional support options.

⚠ WARNING: Failure to follow the instructions in this Guide; use of non-Microsoft (non-genuine), incompatible, or modified replacement parts; and/or failure to use proper tools could result in serious personal injury, death, and/or damage to the product or other property.

What are some things to consider before deciding to self-repair?

- Does the device support self-repair?
- Will the replacement part fix the issue?
- Do you have the technical skills to complete the repair?
- Do you have the correct tools for the repair process as explained in the service guides?

If the answer is no to any of the above questions, we suggest taking the device into an authorized service provider or setting up an out-of-warranty repair order. More information can be found on XBOX Repair Site.

If the answer is yes to the above questions, you can purchase from Microsoft Online Store and iFixit.

Device Identity Information

Supported Models –

- XBOX Series X Model 1882 with 14-digit SN. Units with 12-digit SN are not supported.
- The model and serial number for the XBOX Series X are on the label on the back right of the device.
- Information regarding the component's Product ID (batch code) for many of the spare parts can be found on its packaging. It is recommended that customers retain the bag labels for each part for later reference.



General Information, Precautions, and Warnings

Tools

This section documents the tools recommended or required by Microsoft to successfully complete a repair on an XBOX device. Microsoft Service Tools (recommended and required) are sold by iFixit in partnership with Microsoft. Items under Electronic Repair Hardware and Tools can be commonly purchased from electronic repair retailers. Lastly, items under standard tools and misc. items on this list can be commonly purchased from consumer retailers.

Required Electronic Service Tools

Anti-static Wrist Strap (1 MOhm resistance)	
ESD-safe mat or benchtop	
Nylon Spudger/Probing Tool	
Plastic Opening Tool	
ESD-safe Tweezers	

Required Standard Tools and Misc Items

- T8 Driver
- Metal Tweezers
- Isopropyl alcohol dispenser bottle (use 70% IPA)
- Cleaning swabs
- Microfiber Cloth
- Lint free cleaning cloth
- Commercially available leakage tester

Recommended Standard Tools and Miscellaneous Items

- Protective eyewear
- Protective gloves

General Safety Precautions

⚠ Always observe the following general safety precautions:

- Opening and/or repairing any device can present electric shock, device damage, fire, and/or personal injury risks and other hazards. Exercise caution when undertaking these activities as described in this guide. Microsoft recommends a familiarity with repair and troubleshooting of

consumer electronics equivalent to an CompTIA A+ Certification for the best chance of success in the execution of a device repair.

- Always select and use a genuine AC power supply and AC power cord for your Microsoft device. A genuine Microsoft power supply unit is provided with every device. Failure to take the following steps during device repair or component replacement can result in serious personal injury or death from electric shock or in damage to your device.
- Use only AC power provided by a standard (mains) wall outlet. Do not use non-standard power sources, such as generators or inverters, even if the voltage and frequency appear acceptable.
- Do not dispose of your old device in a household garbage can or recycling bin.
- While working on devices, avoid the use of clothing accessories such as bracelets or watches that can cause electrical shorts

For additional product safety information, including information about

- Hearing conservation
- Heat related concerns
- Choking hazard/small parts
- Interference with medical devices
- Photosensitive seizures
- Musculoskeletal disorders

See https://aka.ms/xbox-safety

⚠ Repair-Specific Precautions and Warnings

Before opening the device, ensure that:

- The device has powered off and disconnected from power for at least 30 seconds.

Personal protective equipment

- We recommend wearing protective eyewear and gloves when disassembling/re-assembling a device.
- While working on devices, avoid the use of clothing accessories such as bracelets, rings, or watches that can cause electrical shorts.
- Before opening device, always check that an anti-static wrist strap is worn, and work area is properly grounded to ensure electrostatic discharge (ESD) safe environment.
- Check to make sure that general guidelines and ESD compliance steps are followed prior to starting activities. Refer to Prerequisite Steps section for details.

Workspace

- Clean your work surface regularly to remove debris and abrasive particles. As you remove each subassembly from the device, place the subassembly (and all accompanying screws) away from the work area to prevent damage to the device or to the subassembly.

Electro-Static Discharge (ESD) Prevention

- Review and follow the general guidelines and ESD prevention steps in this Guide prior to beginning work.
- Ensure your work XBOX is level/flat and covered with ESD-safe, soft, non-marring material.
- Before opening a device, always wear an anti-static wrist strap and confirm your work area is properly grounded to protect vulnerable electronics from electrostatic discharge (ESD).

- Parts removed from a device during the repair process should be stored in ESD-safe bags and packaged for return or recycling in the same packaging that the new replacement part came in.

Watch for Indicators of potential problems – If Observed, Stop Repair and Contact Microsoft

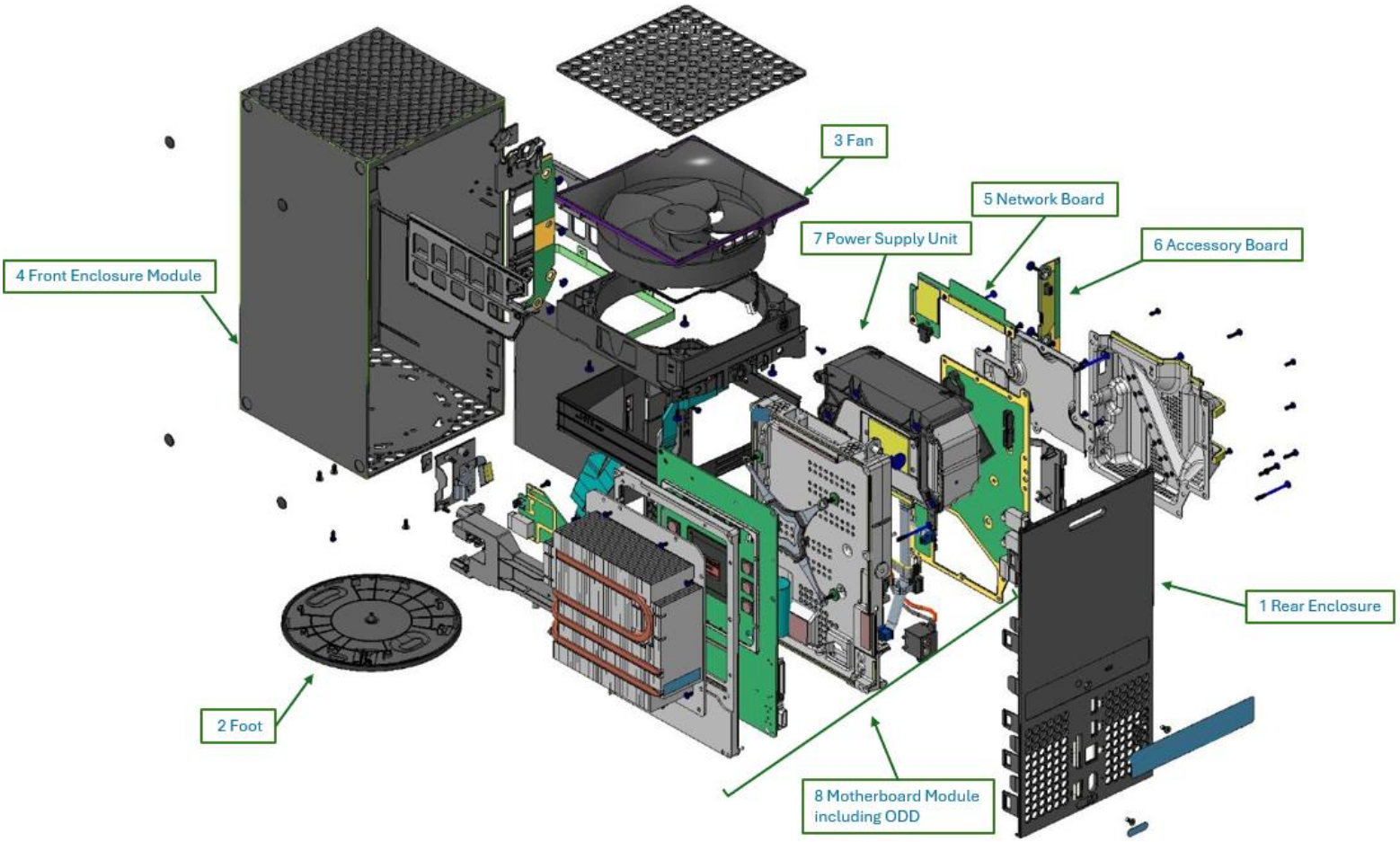
Before and during repair of any Microsoft device, watch for the following indicators of a potential problem. If you see any of these, stop repairing. Visit http://aka.ms/productsafety to report and obtain next steps:

- Any burned or melted components, traces, or plastic parts on the **outside** of the device, or which otherwise exhibits heat damage, including charring seen in charging or other ports.
- Any burned or melted components, traces, or plastic parts on the **inside** of the device, or which otherwise exhibits heat damage.
- Any accessories exhibiting meting or heat damage that are included with the Microsoft device such as power supplies, keyboards, mice, cables, charging connectors, etc. included with the Microsoft device.
- Any devices that exhibit a case that has separated apart or opened for reasons other than impact damage from dropping or evidence of tampering,
- Any other finding that may constitute a potential safety hazard to the user, such as sharp edges on plastics.

The following information is required for reporting:

- The model and serial number of the affected Microsoft Xbox device and/or accessory(ies).
- A description of the damage found.
- Clear photographs depicting the symptoms observed.

Illustrated Service Parts List



IMPORTANT: Repair workflows may require multiple parts to be ordered to complete the repair successfully. Please check the Required Components section in each repair workflow to ensure you have all required parts before beginning your repair.

Item	Component	SKU Part No.
1	**Rear Enclosure**	**EP2-18844**
2	**Foot**	**EP2-18842**
3	**Fan**	**EP2-18850**
4	**Front Enclosure Module**	**EP2-18843**
5	**Network Board**	**EP2-18848**
6	**Accessory Board**	**EP2-18847**
7	**Power Supply Unit**	**EP2-18849**
8	**Motherboard Module**	
	US/CA	EP2-18841
	Mexico	EP2-24880
	EMEA	EP2-24881
	AU/NZ	EP2-24882

Genuine Microsoft Replacement Parts

- Genuine Microsoft replacement parts can be obtained directly from Microsoft on Microsoft XBOX Repair & Replacement Parts - Microsoft Store
- Genuine Microsoft replacement parts are also available on the partner sites below:
    - iFixit

General Support

- For general XBOX support, visit XBOX Support
- To troubleshoot device feature/function problems or learn more about XBOX visit Hardware & networking | XBOX Support
- To learn more about the accessibility features of the XBOX, go to the online user guide at Accessible gaming on XBOX and Windows | XBOX Support

Hardware Troubleshooting Approach

Microsoft recommends checking for any device updates before troubleshooting XBOX

Important: Ensuring your device is fully up to date is important for ensuring the issue you are experiencing is not fixed by a software update prior to conducting a hardware repair.

Cleaning Process

Important Power off and disconnect your XBOX console from the wall before cleaning it. Don't apply liquids directly to your console or controllers.

We recommend cleaning your XBOX regularly to remove debris and abrasive particles. This can be done with a soft lint-free cloth (microfiber cloths work great) dampened with a little bit of mild soap and water, or premoistened disinfectant wipes. Clean every 3-6 months or whenever needed.

To learn more about the cleaning and care of your XBOX, go to XBOX Support

Component Removal and Replacement Procedures

Prerequisite Steps (All Repairs)

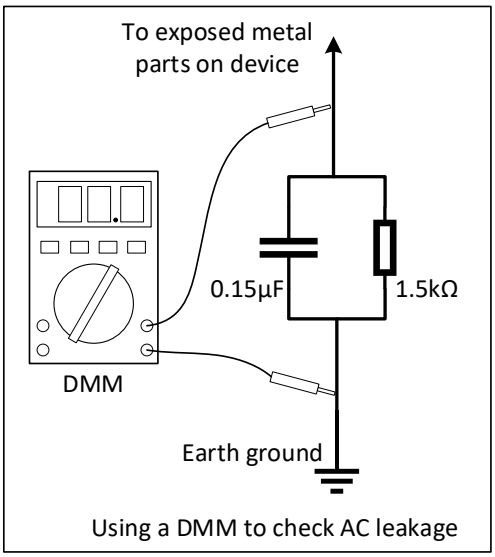
Steps outlined in this section should be conducted prior to starting any repair on a XBOX device.

- **Power off device –** Power off device – Ensure device is powered off and has been disconnected from a power supply for at least 30 seconds.
- **General Safety –** Check to make sure that general guidelines and ESD compliance steps are followed prior to opening the device.
- **Position Device –** Place device onto a clean surface free of debris with the screen face down on an ESD mat and the base of the unit facing the technician.

Perform leakage test – Before returning the device to the user after reassembly

- A leakage test must be performed after the device is reassembled and before it is returned to the user.
- After the repair process, any device which incorporates an internal power supply that connects to AC mains, may present a shock hazard to the user. This may be caused by conditions such as improper cable routing, pinched wires, foreign objects, solder bridges, debris, etc.
- If the device fails any portion of this test, remove the PSU and inspect the cables. If the cables. If the cables are damaged ro if the PSU continues to fail, replace the PSU.
- The AC leakage (leakage current) test shall be performed from any exposed metal part to earth ground and must not exceed 0.1 mA (100 micro-amperes).
- Leakage current can be measured by the following methods. Note: The outer ground shell of a USB cable can be inserted into a USB port as a good contact point for an exposed metal part of the device.

    1. A commercially available leakage tester such as the Simpson 229, or equivalent. The leakage tester shall incorporate an input current measuring network consisting of a 1500 ohm resistor with a parallel 0.15uF capacitor to represent the human body resistance. Follow the manufactures instructions.
    2. Measure the voltage drop across a 1500 ohm resistor with a 0.15uF capacitor in parallel using a digital multimeter (DMM). The AC voltage measured across the resistor/capacitor network shall not exceed 0.75VAC.



Using a DMM to check AC leakage

Rear Enclosure Replacement Process

This is the back panel of the XBOX's casing. It provides structural support and protection for the internal components

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See Prerequisite Steps (All Repairs) section before beginning repair.

Required Tools

- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver

Components

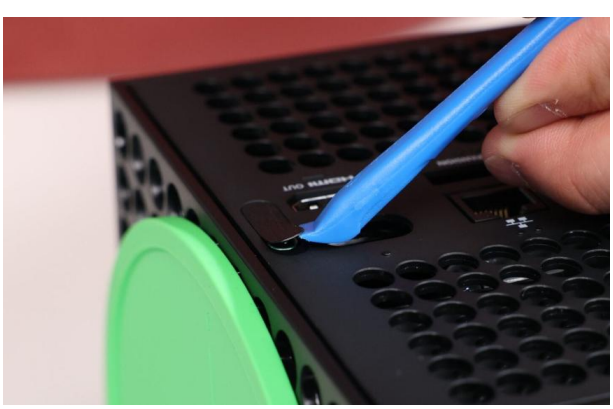
- Rear Enclosure (Refer to Illustrated Service Parts List)
    - 2 x Screws (Rear Enclosure)
        - P/N: M1097276-001
    - Cosmetic Screw Cover
        - P/N: M1296016-001
    - Blank SN Label
        - P/N: M1285386-001

Procedure – Removal (Rear Enclosure)

1. **Disengage snaps –** Put the device in position with foot up so that the bottom of the device is accessible. Use a Nylon Spudger/Probing Tool/ Plastic Opening Tool to remove the 2 snap covers.



2. **Expose rear enclosure screws –** Use a Nylon Spudger/Probing Tool/ Plastic Opening Tool to remove the cosmetic cover (P/N: M1296016-001) which covers 1 of the rear enclosure screws. Either use a screwdriver to puncture the SN label or the use the same tool as before to pull back the SN label which covers the other of the rear enclosure screw.







3. **Unfasten screws** – Use a T8 Torx driver to unfasten the 2 rear enclosure screws (P/N: M1097276-001).
4. **Remove the Rear Enclosure** – Use a Nylon Spudger/Probing Tool/ Plastic Opening Tool to lift the RIO housing cover along the bottom side to disengage the snaps there. Disengage the snaps along the 2 sides by moving the tool along the bottom edge. When all snaps are disengaged, grip the RIO housing cover and remove it from the device.



Procedure – Installation (Rear Enclosure)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.

2. **Install Rear Enclosure-** Align the retention tabs along the top of Rear Enclosure and slide tabs into the recesses. Firmly press along the 2 sides to engage the snaps. **Be careful not to use excessive force to avoid damaging the snaps**. Press along the bottom side to completely install the Rear Enclosure. Check for alignment gaps to ensure connection ports are not obstructed.
3. **Fasten Screws –** Use a T8 Torx driver to fasten the 2 rear enclosure screws (P/N: M1097276-001). Screws should be fastened until just snug and seated, and then turn another 60 degrees (1/6 turn). Do not overtighten.

4. **Install Blank SN label** – Record the Serial Number from the old Rear Enclosure onto the blank SN label provided. Clean the marked label area with 70% IPA. When the area is dry, align and paste the SN label making sure not to block the security lock port.

5. **Install the cosmetic cover -** Align and paste the cosmetic cover.

6. **Test unit** – Flip the device right side up and reconnect cables. Perform leakage test prescribed above. Power up the device and ensure that the unit is running correctly.

Foot Replacement Process

This is the plastic disc foot attached to the bottom of the XBOX. It provides stability and prevents the console from sliding or scratching surfaces.

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See Prerequisite Steps (All Repairs) section before beginning repair.

Required Tools

- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat

- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver

Components

- Foot (Refer to Illustrated Service Parts List)
    - 2 x Screws (Rear Enclosure)
        - P/N: M1097276-001
    - Cosmetic Screw Cover
        - P/N: M1296016-001

Procedure – Removal (Foot)

1. **Remove Rear Enclosure-** Remove the Rear Enclosure as prescribed above
2. **Remove Foot–** Use a flat plastic spludger to lift the locking snap while rotating the Foot counter-clockwise to disassemble from the unit





Procedure – Installation (Foot)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
2. **Install Foot** – Align the Foot to the Front Enclosure Module. Rotate clockwise while pressing the Foot against the Front Enclosure Module to engage the snaps. There will be a sound upon proper engagement.
3. **Install Rear Enclosure -** Install the Rear Enclosure as prescribed above.
4. **Test unit** – Flip the device right side up and reconnect cables. Perform leakage test prescribed above. Power up the device and ensure that the unit is running correctly

Fan Replacement Process

The fan is used to cool the internal components of the XBOX, preventing overheating and ensuring device optimal performance.

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See Prerequisite Steps (All Repairs) section before beginning repair.

Required Tools

- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers

- T8 (Torx) Driver

Components

- Fan (Refer to Illustrated Service Parts List)
  - 2 x Screws (Rear Enclosure)
    - P/N: M1097276-001
  - Cosmetic Screw Cover
    - P/N: M1296016-001
  - Screw (Fan – Large screw)
    - P/N: M1104855-001

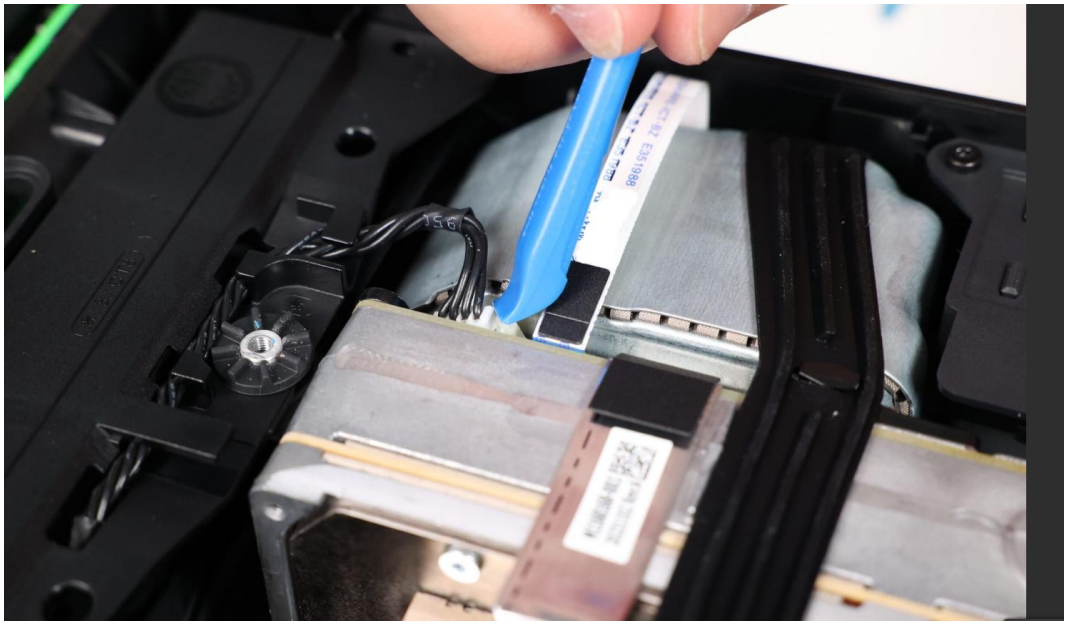
Procedure – Removal (Fan)

1. **Remove Rear Enclosure-** Remove the Rear Enclosure as prescribed above

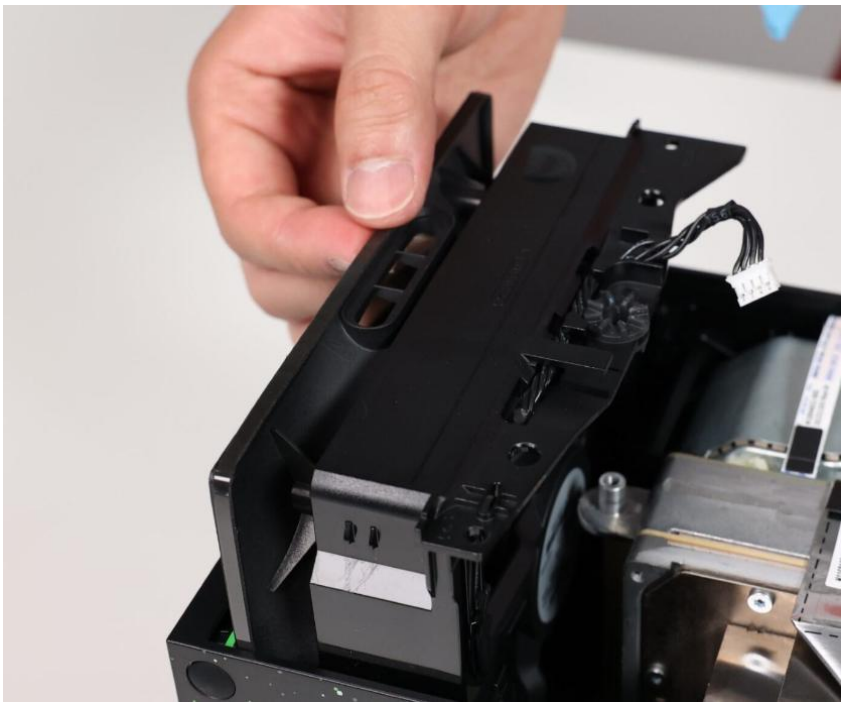
2. **Unfasten screws –** Use a T8 Torx driver to unfasten all three screws that hold the fan assembly in place. **Place the 2 outer screws to the side as they will be used to install the new fan.**



3. **Disconnect the Fan –** Using ESD-safe tweezers or your fingers, unplug the fan connector from the Motherboard Module. **Be sure to pull on the connector and not the cable as well as pull the connector straight out of the Motherboard Module to avoid damage.**



4. **Remove Fan –** Gently grip the fan and slide it directly out of the Front Enclosure Module.



Procedure – Installation (Fan)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
2. **Install Fan Assembly –**Slide the Fan into the slots of the Front Enclosure Module and connect the fan cable to the Motherboard Module. **Be sure to route the cable under the cable guide when reconnecting the fan.**
3. **Fasten Screws –** Using a T8 Torx driver and the 2 screws previously set aside, fasten each side of the Fan to the Front Enclosure Module. Then install the last screw (P/N:1104855-001) in the center of the fan. **Screws should be fastened until just snug and seated, and then turn another 60 degrees (1/6 turn). Do not overtighten.**
4. **Install Rear Enclosure -** Install the Rear Enclosure as prescribed above.
5. **Test unit** – Flip the device right side up and reconnect cables. Perform leakage test prescribed above. Power up the device and ensure that the unit is running correctly

Front Enclosure Module Replacement Process

This is the top and sides of the XBOX's casing as well as the circuit boards for the buttons. It also provides structural support and protection for the internal components

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See Prerequisite Steps (All Repairs) section before beginning repair.

Required Tools

- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver

Components

- Front Enclosure Module (Refer to Illustrated Service Parts List)
    - 5 x Screws (Rear Enclosure and Base)
        - P/N: M1097276-001
    - Cosmetic Screw Cover
        - P/N: M1296016-001
    - Screw (Fan – Large screw)
        - P/N: M1104855-001

Procedure – Removal (Front Enclosure Module)

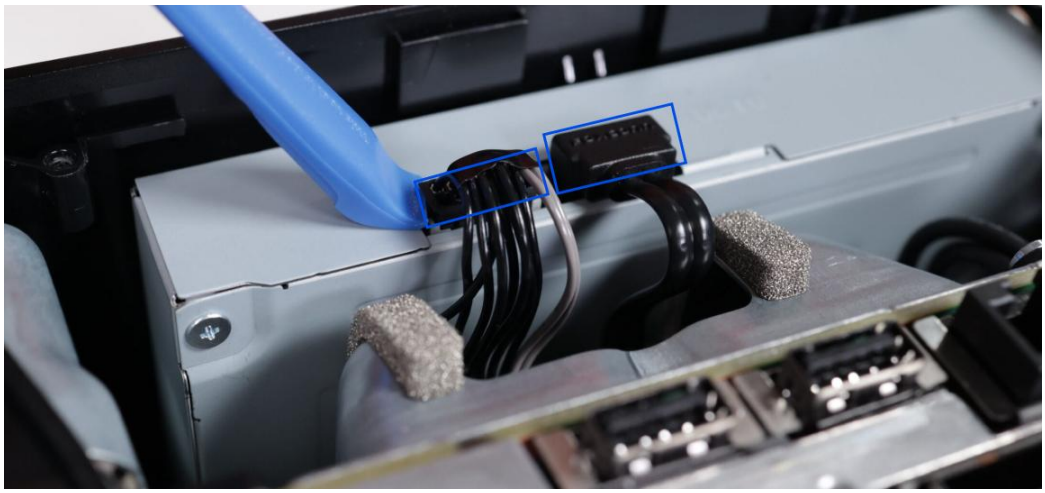
1. **Remove Rear Enclosure-** Remove the Rear Enclosure as prescribed above
2. **Remove Foot-** Remove the Foot as prescribed above
3. **Remove Fan –** Remove the Fan as prescribed above.
4. **Unscrew ODD-** Use a T8 Torx driver to unfasten the 1 ODD Base screws that hold the ODD to the Front Enclosure Module. **Set screw to the side to be used in the reassembly and keep track of which screw goes to which part.**



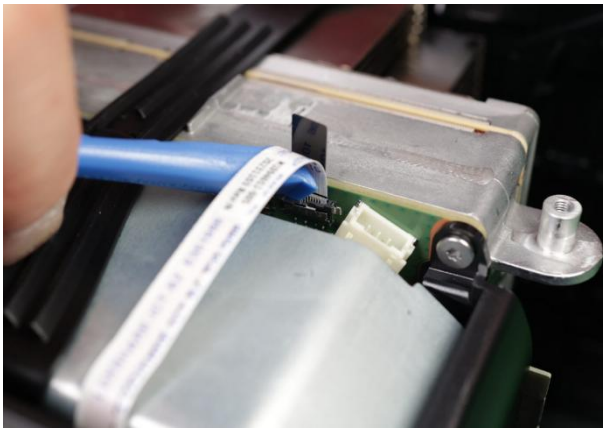
5. **Unscrew ODD Cover-** Use a T8 Torx driver to unfasten the 1 ODD cover screws that hold the ODD cover to the Main Enclosure Module. **Set screw to the side to be used in the reassembly and keep track of which screw goes to which part.**

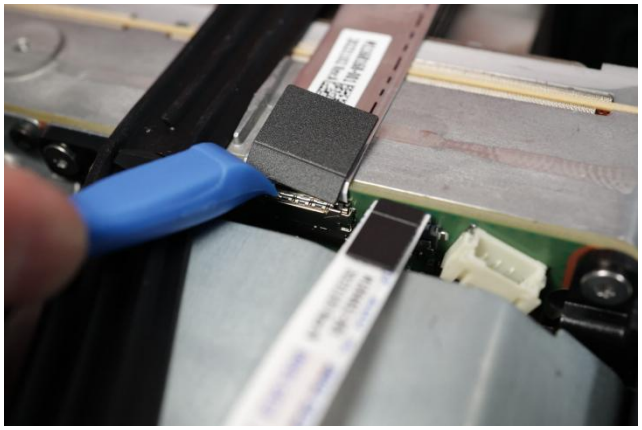


6. **Disconnect and Remove ODD –** Disconnect the power and data cables from the ODD. **Be sure to pull on the connector and not the cable as well as pull the connector straight out to avoid damage**. Gently grip the ODD and lift directly out of the Main Enclosure Module.



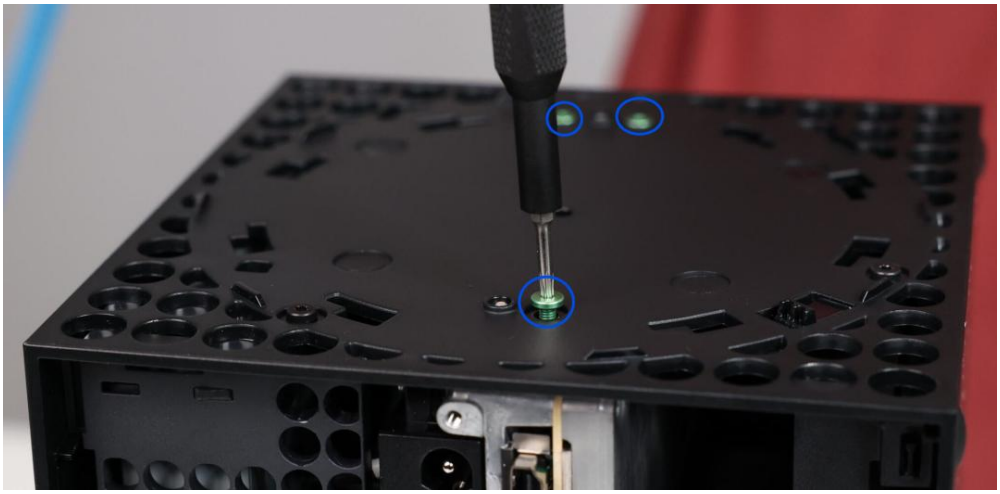
7. **Disconnect FFCs –** Disconnect the FIO-W FFC (narrower one) by pressing on the metal tab to release the FFC. Disconnect the FIO-E (wider one) by flipping down the metal latch to release the FFC.



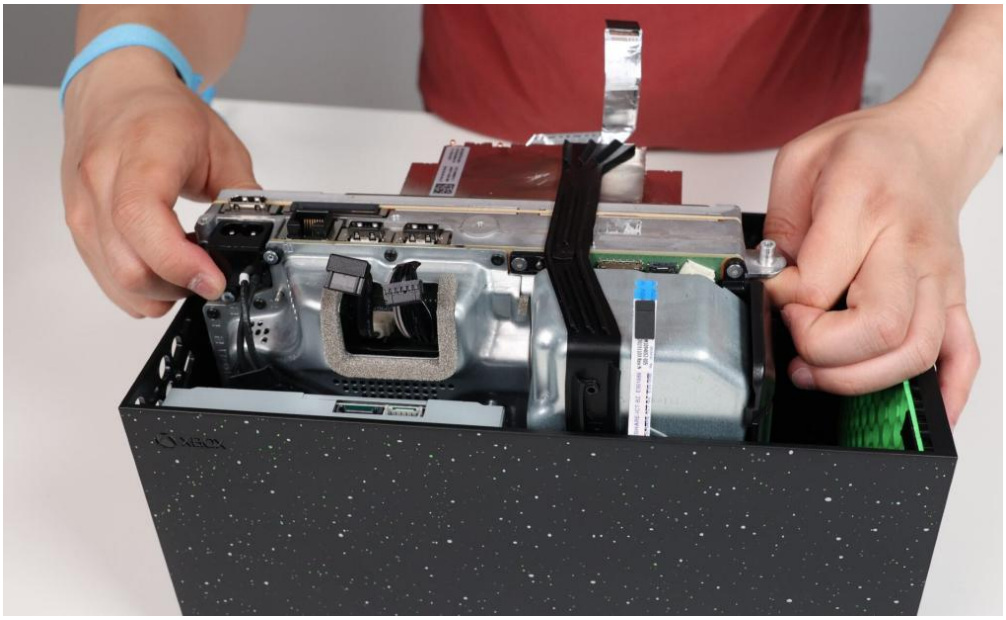


8. **Detach FFCs –** Lift up each of the FFCs to detach them from the Core assembly. **Be sure to pull the FFC straight out to avoid damage.**

9. **Unfasten Screws –** Use a T8 Torx driver to unfasten the three Base screws that hold the Motherboard Module to the Front Enclosure Module.



10. **Remove Motherboard Module –** Slide the Motherboard Module in the shown direction for about 10mm to disengage the Motherboard Module form the Front Enclosure Module. Lift the Motherboard Module out and place on a soft ESD safe location to avoid physical or ESD damage.



Procedure – Installation (Front Enclosure Module)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
2. **Install Motherboard Module –** Align Motherboard Module such that the 3 bosses on the Front Enclosure Module are inserted into the bigger holes. Slide the Motherboard Module in the direction so that the 3 bosses are now engaged in the smaller holes.

3. **Reconnect FIO FFCs –** Use 70% IPA to clean the area on the Heatsink and PSU where the FFCs will be adhered. Remove liners from the adhesive patches of both FFCs. Insert the FIO-E FFC and flip up the latch to secure the FFC. Press on the adhesive area of this FFC to ensure proper adhesion. Add the clear yellow Kapton tape for reinforcement. Press on the metal tab for the FIO-W connector and insert the FFC. Release the metal tab to secure this FFC. Press on each adhesive area of this FFCs to ensure proper adhesion.
4. **Install ODD –** Gently slide ODD into place. It will sit flat in the Main Enclosure Module once it is fully seated. Reconnect the power and data cables to the ODD.
5. **Fasten ODD screw -** Use a T8 Torx driver to fasten the 1 ODD Base screw that hold the ODD to the Front Enclosure Module. **If the screw is unable seat fully, check the alignment of the ODD in the Main Enclosure Module.**
6. **Fasten ODD cover screw** - Use a T8 Torx driver to fasten the 1 ODD cover screws that hold the ODD cover to the Main Enclosure Module.
7. **Fasten Enclosure Screws –** Use a T8 Torx driver to fasten the 3 Base screws (P/N: M1097276-001) to secure the Motherboard Module in place. **Screws should be fastened until just snug and seated, and then turn another 60 degrees (1/6 turn). Do not overtighten.**
8. **Install Fan –** Install the Fan as prescribed above.
9. **Install Foot -** Install the Foot as prescribed above.
10. **Inspection –** Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
11. **Install Rear Enclosure -** Install the Rear Enclosure as prescribed above.
12. **Test unit –** Flip the device right side up and reconnect cables. **Perform leakage test prescribed above.** Power up the device and ensure that the unit is running correctly.

Accessory Board Replacement Process

This board connects various accessories to the XBOX, such as controllers, ensuring proper communication with the console.

Preliminary Requirements

> **Important:** Be sure to follow all special (bolded) notes of caution within each process section. See Prerequisite Steps (All Repairs) section before beginning repair.

- See Prerequisite Steps (All Repairs) section before beginning repair.

Required Tools

- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver

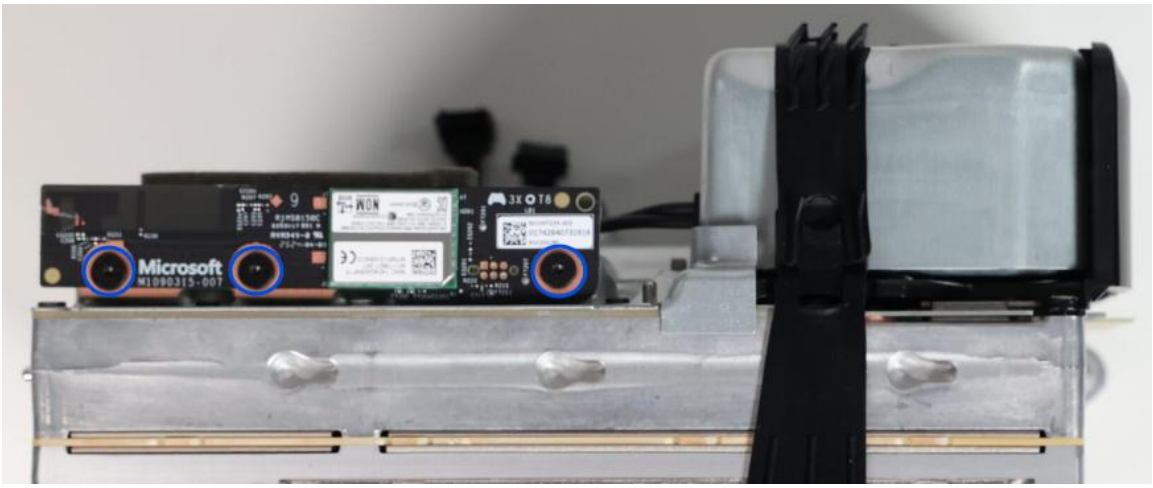
Components

- Accessory Board (Refer to Illustrated Service Parts List)

- 5 x Screws (Rear Enclosure and Base)
  - P/N: M1097276-001
- Cosmetic Screw Cover
  - P/N: M1296016-001
- Screw (Fan – Large screw)
  - P/N: M1104855-001
- 3 x Screw (Accessory Board)
  - P/N: M1104853-001

Procedure – Removal (Accessory Board)

1. **Remove Rear Enclosure-** Remove the Rear Enclosure as prescribed above
2. **Remove Foot-** Remove the Foot as prescribed above
3. **Remove Fan –** Remove the Fan as prescribed above.
4. **Remove ODD –** Remove the ODD as prescribed above.
5. **Remove Motherboard Module -** Remove the Motherboard Module as prescribed above.
6. **Remove Accessory Board** – Use a T8 Torx driver to unfasten the 3 Accessory Board screws. Gently remove the Accessory Board. **Be sure to pull the board straight out to avoid damage to the Motherboard Module.**



Procedure – Installation (Accessory Board)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
2. **Install Accessory Board –** Align the Accessory Board with the top PCBA connector and insert firmly. Use a T8 Torx driver to fasten the 3 Accessory Board screws (P/N: M1104853-001). **Screws should be fastened until just snug and seated. Do not overtighten or PCBA may warp.**
3. **Install Motherboard Module –** Install the Motherboard Module as prescribed above.
4. **Install ODD –** Install the ODD as prescribed above.
5. **Install Fan –** Install the Fan as prescribed above.
6. **Install Foot -** Install the Foot as prescribed above.
7. **Inspection –** Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
8. **Install Rear Enclosure -** Install the Rear Enclosure as prescribed above.

9. **Test unit –** Flip the device right side up and reconnect cables. **Perform leakage test prescribed above.** Power up the device and ensure that the unit is running correctly.

Power Supply Unit (PSU) Replacement Process

This component converts electrical power from an outlet into the appropriate voltage and current needed to power the XBOX.

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See Prerequisite Steps (All Repairs) section before beginning repair.

Required Tools

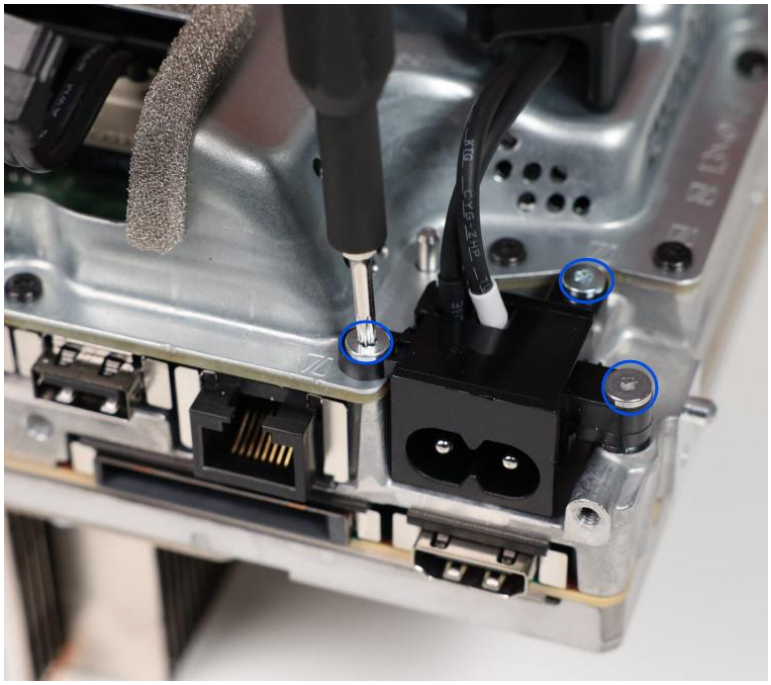
- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver

Components

- Power Supply Unit (Refer to Illustrated Service Parts List)
  - 5 x Screws (Rear Enclosure and Base)
    - P/N: M1097276-001
  - Cosmetic Screw Cover
    - P/N: M1296016-001
  - Screw (Fan – Large screw)
    - P/N: M1104855-001
  - 3 x Screw (Accessory Board)
    - P/N: M1104853-001
  - 3 x Screw (Board Shield)
    - P/N: M1097165-002
  - 6 x Screw (Board Shield)
    - P/N: M1097224-003
  - 8 x Screw (Board Shield)
    - P/N: M1097195-001

Procedure – Removal (PSU)

1. **Remove Rear Enclosure-** Remove the Rear Enclosure as prescribed above
2. **Remove Foot-** Remove the Foot as prescribed above
3. **Remove Fan –** Remove the Fan as prescribed above.
4. **Remove ODD –** Remove the ODD as prescribed above.
5. **Remove Motherboard Module -** Remove the Motherboard Module as prescribed above.
6. **Remove Accessory Board** – Remove the Accessory Board as prescribed above.
7. **Remove Corner Shield** – Use a T8 Torx driver to unfasten the corner shield screw
8. **Unfasten Socket Screws** – Use a T8 Torx driver to unfasten the 3 screws holding the A/C socket.



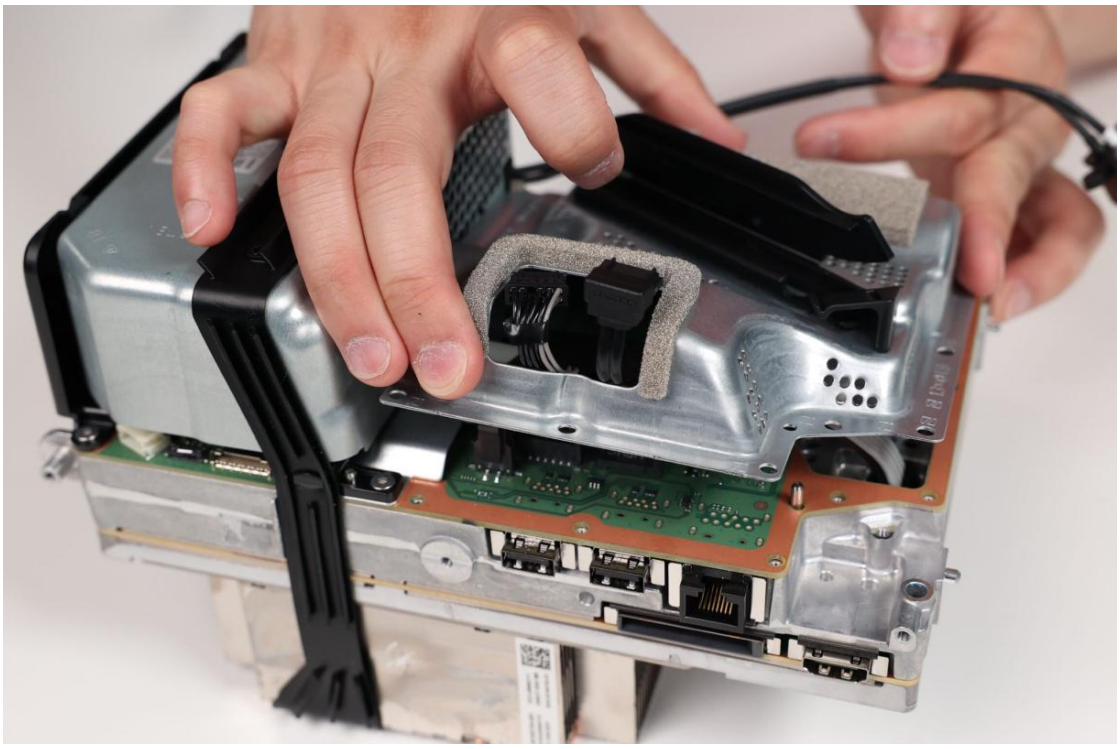
9. **Release Cable** – Unbuckle the clip holding the cable. **Do not use a metal tool.** If necessary, use a flat plastic sludger. Lift cable to allow access to unfastening screws.



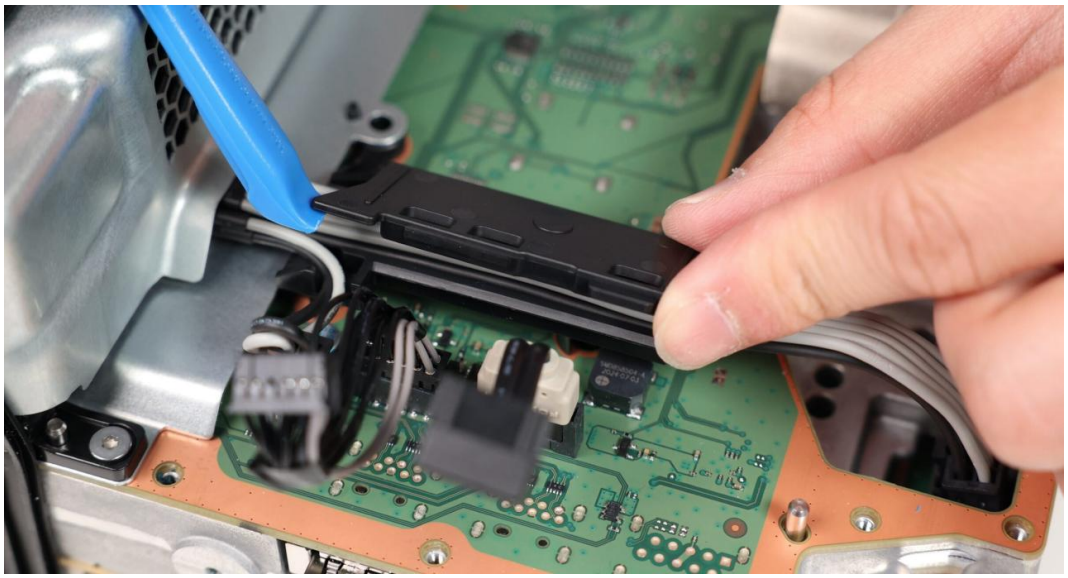


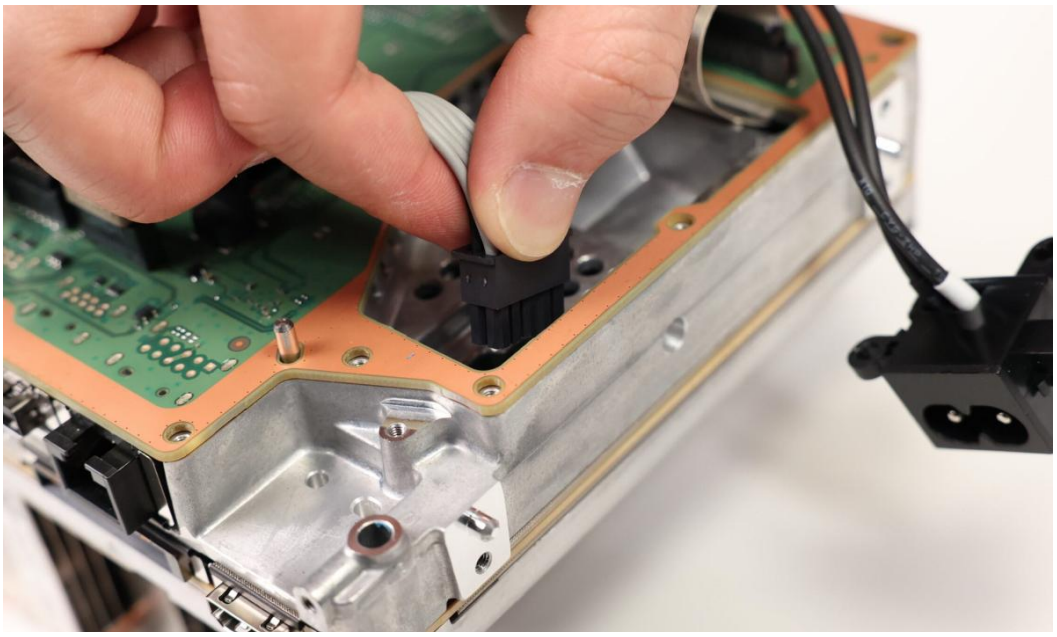
10. **Remove Board Shield** – Use a T8 Torx driver to unfasten all 9 screws holding down the board shield. Remove the shield. **Be careful not to damage the A/C able.**





11. **Disconnect power to Motherboard Module** – Unbuckle the clip holding the power cable connecting to the lower board. **Do not use a metal tool.** If necessary, use a flat plastic spudger. Press on the retention tab and disconnect this cable. Disconnect the other cable supplying power to the upper PCBA. **Be sure to pull the connectors straight out to avoid damage to the Motherboard Module.**

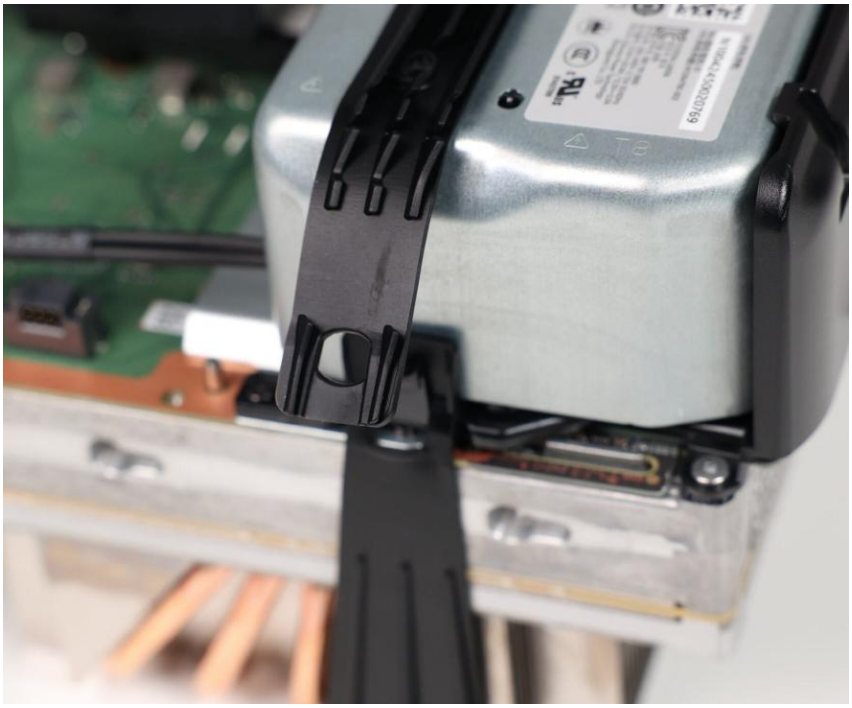


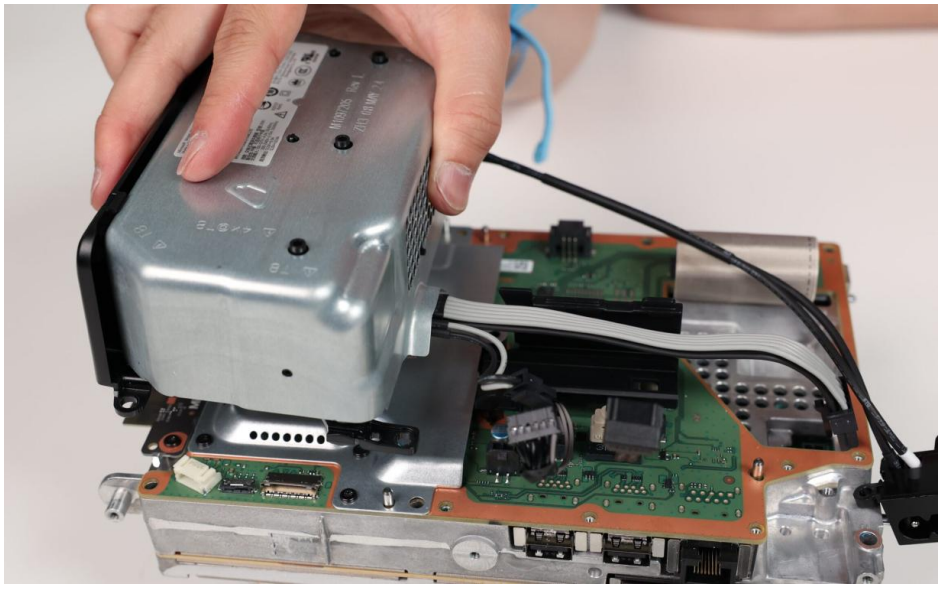


12. **Unfasten screws** - Use a T8 Torx driver to unfasten all 4 screws holding the Power Supply Unit (PSU).



13. **Remove PSU**- Unbuckle the rubber baffle that holds the PSU to the Motherboard Module and remove the PSU.





Procedure – Installation (PSU)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
2. **Install Power Supply Unit** – Place and align the PSU on the Motherboard Module. Connect both cables supplying to the two PCBAs. Align and buckle the plastic clip to secure the cable connecting to the lower PCBA. Use a T8 Torx driver to fasten the 4 PSU (1 – M1097195-001 and 3 – M 1097195-001) screws. Be sure to use the correct screw for each location. Screws should be fastened until just snug and seated, and then turn another 90 degrees (1/4 turn). **Do not overtighten.** Buckle the rubble

baffle to further secure the power. **Inspect the cables of the PSU to confirm that there is no damage to any of the cables.**

3. **Install Board Shield** – Lift up the A/C power cable to place the board shield. Align the shield and use a T8 Torx driver to fasten all 9 (6 -M1097195-001, 2 -M1097224-003 and 1 – M1097165-002) board shield screws. Be sure to use the correct screw for each location. Screws should be fastened until they are just snug and seated, and then turn another 90 degrees (1/4 turn). **Do not overtighten.**
4. **Install A/C socket** – Align the A/C socket and fasten all 3 screws (1 - P/N: M1097224-003 and 2 - P/N: M1097165-002). Be sure to use the correct screw for each location. Screws should be fastened until just snug and seated, and then turn another 180 degrees (1/2 turn). **Do not overtighten.** Buckle the plastic clip to secure the A/C socket cable.
5. **Install Corner Shield** – Align the corner shield and fasten the screw (P/N: M1097195-001) to secure it. Screw should be fastened until just snug and seated, and then turn another 90 degrees (1/6 turn)**. Do not overtighten.**
6. **Install Accessory Board –** Install the Accessory Board as prescribed above.
7. **Install Motherboard Module –** Install the Motherboard Module as prescribed above.
8. **Install ODD –** Install the ODD as prescribed above.
9. **Install Fan –** Install the Fan as prescribed above.
10. **Install Foot -** Install the Foot as prescribed above.
11. **Inspection –** Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
12. **Install Rear Enclosure -** Install the Rear Enclosure as prescribed above.
13. **Test unit –** Flip the device right side up and reconnect cables. **Perform leakage test prescribed above.** Power up the device and ensure that the unit is running correctly.

Network Board Replacement Process

This component handles the network connectivity of the XBOX, including Wi-Fi and Ethernet connections.

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See Prerequisite Steps (All Repairs) section before beginning repair.

Required Tools

- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver

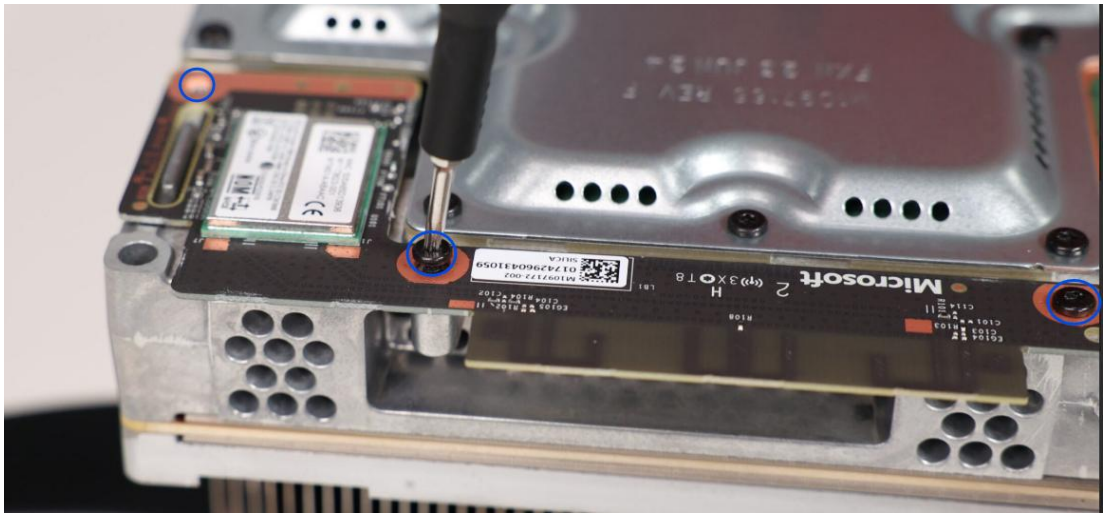
Components

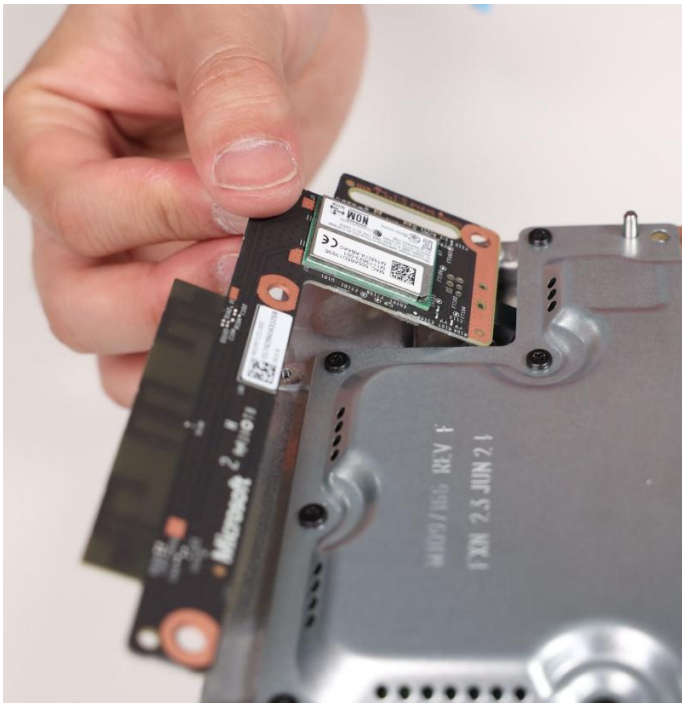
- Network Board (Refer to Illustrated Service Parts List)
    - 5 x Screws (Rear Enclosure and Base)
        - P/N: M1097276-001
    - Cosmetic Screw Cover

        - P/N: M1296016-001
    - Screw (Fan – Large screw)
        - P/N: M1104855-001
    - 3 x Screw (Accessory Board)
        - P/N: M1104853-001
    - 3 x Screw (Board Shield)
        - P/N: M1097165-002
    - 6 x Screw (Board Shield)
        - P/N: M1097224-003
    - 11 x Screw (Board Shield and Network Screws)
        - P/N: M1097195-001

Procedure – Removal (Network Board)

1. **Remove Rear Enclosure-** Remove the Rear Enclosure as prescribed above
2. **Remove Foot-** Remove the Foot as prescribed above
3. **Remove Fan –** Remove the Fan as prescribed above.
4. **Remove ODD –** Remove the ODD as prescribed above.
5. **Remove Motherboard Module -** Remove the Motherboard Module as prescribed above.
6. **Remove Accessory Board** – Remove the Accessory Board as prescribed above.
7. **Remove PSU**- Remove the PSU as prescribed above.
8. **Remove Network Board** – Use a T8 Torx driver to unfasten the 3 Network Board screws. Gently remove the Network Board. **Be sure to pull the board straight out to avoid damage to the Motherboard Module. Only lift out once the board is clear of the Motherboard Module.**





Procedure – Installation (Network Board)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
2. **Install Network Board –** Align the Network Board with the PCBA connector and insert firmly. Use a T8 Torx driver to fasten the 3 Network Board screws (P/N: M1097195-001). **Screws should be fastened until just snug and seated. Do not overtighten or PCBA may warp.**
3. **Install PSU –** Install the PSU as prescribed above.
4. **Install Accessory Board –** Install the Accessory Board as prescribed above.
5. **Install Motherboard Module –** Install the Motherboard Module as prescribed above.
6. **Install ODD –** Install the ODD as prescribed above.
7. **Install Fan –** Install the Fan as prescribed above.
8. **Install Foot -** Install the Foot as prescribed above.
9. **Inspection –** Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
10. **Install Rear Enclosure -** Install the Rear Enclosure as prescribed above.
11. **Test unit –** Flip the device right side up and reconnect cables. **Perform leakage test prescribed above.** Power up the device and ensure that the unit is running correctly.

Motherboard Module Replacement Process

This component is the main circuit board in the XBOX, containing the CPU, GPU, memory, and other essential components, responsible for the overall functioning of the console.

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See Prerequisite Steps (All Repairs) section before beginning repair.

Required Tools

- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver

Components

- Motherboard Module (Refer to Illustrated Service Parts List)
    - 5 x Screws (Rear Enclosure and Base)
        - P/N: M1097276-001
    - Cosmetic Screw Cover
        - P/N: M1296016-001
    - Screw (Fan – Large screw)
        - P/N: M1104855-001
    - 3 x Screw (Accessory Board)
        - P/N: M1104853-001
    - 11 x Screw (Board Shield)
        - P/N: M1097195-001

Procedure – Removal (Motherboard Module)

9. **Remove Rear Enclosure-** Remove the Rear Enclosure as prescribed above
10. **Remove Foot-** Remove the Foot as prescribed above
11. **Remove Fan –** Remove the Fan as prescribed above.
12. **Remove ODD –** Remove the ODD as prescribed above.
13. **Remove Motherboard Module -** Remove the Motherboard Module as prescribed above.
14. **Remove Accessory Board** – Remove the Accessory Board as prescribed above.
15. **Remove PSU**- Remove the PSU as prescribed above.
16. **Remove Network Board** – Remove the Network Board as prescribed above.

Procedure – Installation (Network Board)

12. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
13. **Install Network Board –** Install the Network Board as prescribed above on the new Motherboard Module.
14. **Install PSU –** Install the PSU as prescribed above on the new Motherboard Module.
15. **Install Accessory Board –** Install the Accessory Board as prescribed above on the new Motherboard Module.
16. **Install Motherboard Module –** Install the Motherboard Module as prescribed above.
17. **Install ODD –** Install the ODD as prescribed above.

18. **Install Fan –** Install the Fan as prescribed above.
19. **Install Foot -** Install the Foot as prescribed above.
20. **Inspection –** Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
21. **Install Rear Enclosure -** Install the Rear Enclosure as prescribed above.
22. **Test unit –** Flip the device right side up and reconnect cables. **Perform leakage test prescribed above.** Power up the device and ensure that the unit is running correctly.

Environmental Compliance Requirements

All waste electrical and electronic equipment (WEEE), waste electronic components, waste batteries, and electronic waste residuals must be managed according to applicable laws and regulations. and H09117, “Conformance Standards for Environmentally Sound Management of Waste Electrical and Electronic Equipment (WEEE)” which is available at this link: https://www.microsoft.com/en-pk/download/details.aspx?id=11691 . In case of questions, please contact AskECT@microsoft.com .

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