



Microsoft Surface Laptop 3 13.5" Upper Case Replacement

Use this guide to remove or replace the upper...

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INTRODUCTION

Use this guide to remove or replace the upper case of a Microsoft Surface Laptop 3 (13.5").

The upper case contains the keyboard and touchpad.

Some photos in this guide are from a different model and may contain slight visual discrepancies, but they won't affect the guide procedure.

TOOLS:

[Spudger](#) (1)
[T5 Torx Screwdriver](#) (1)

PARTS:

[Surface Laptop 3 13" \(Model 1868\) Top Cover and Keyboard - Genuine](#) (1)
[Surface Laptop 3 13" \(Model 1867\) Top Cover and Keyboard - Genuine](#) (1)

Step 1 — Flip the laptop over



- Flip the laptop over and place it on your work surface, feet facing up.

Step 2 — Removal tip



- ① The feet on the bottom of the laptop are meant to be removed with the pointed end of a spudger.
 - Each foot has a hidden indent that will simplify removal.
 - To make sure the spudger is in the indent, insert it at the nearest **long edge**, pushing parallel to the short edges of the laptop, as shown.
- ① Note that the two feet near the rear (screen) edge are different than the two front feet.

Step 3 — Remove the rear feet



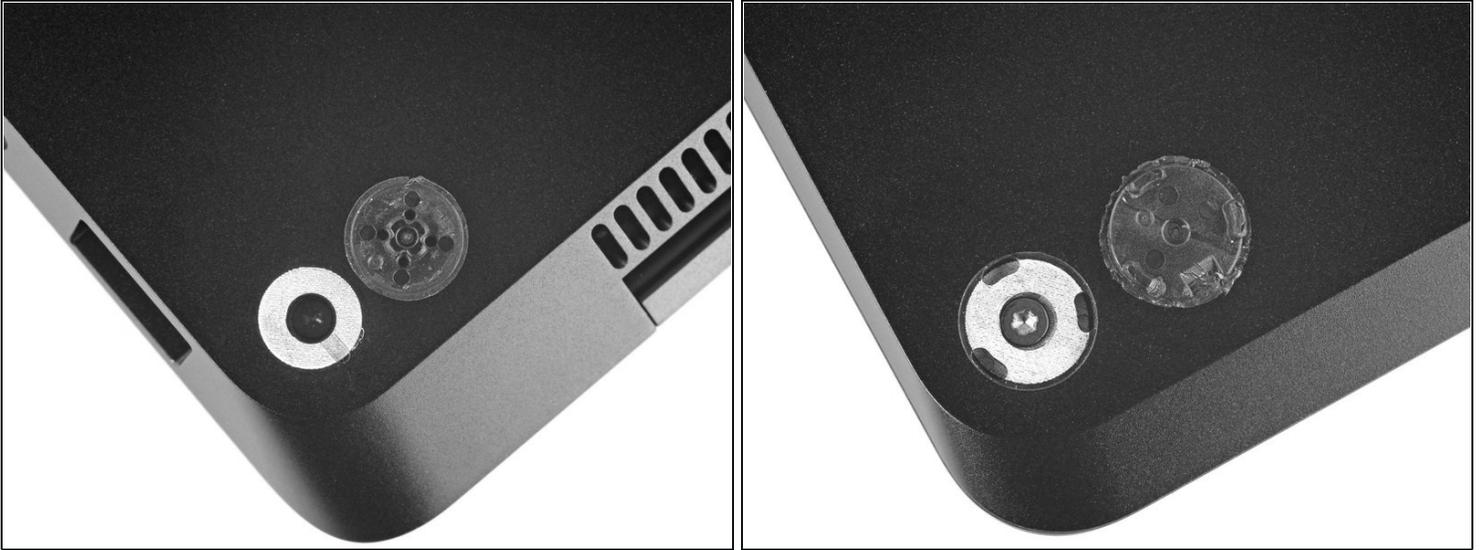
- Insert the pointed end of a spudger underneath one of the two rear feet, at its rear edge.
- Push the spudger underneath the foot and pry up to release it.
 - ⓘ The two rear feet are secured with some light adhesive.
- Repeat to remove the second rear foot.

Step 4 — Remove the front feet



- Insert the pointed end of a spudger underneath one of the two front feet, at its front edge.
- Push the spudger underneath the foot and pry up to release it.
 - ⓘ The two front feet are secured with plastic clips as well as light adhesive.
- Repeat to remove the second front foot.

Step 5 — Reassembly tip



✦ During reassembly:

- Note that the front and rear feet are different.
- Note that the front feet are directional and only clip in one way.

Step 6 — Reassembly tip



✦ In place of reusing old, worn out feet on your device, 8 mm rubber furniture pads can be a good substitute.

- Peel a pad away from its backing, align it over a foot cavity, and press to secure.

Step 7 — Remove the upper case screws



- Use a T5 Torx driver to remove the four 3 mm screws in the foot cavities securing the upper case to the device.
- ⓘ Throughout this repair, [keep track of each screw](#) and make sure it goes back exactly where it came from to avoid damaging your laptop.
- 🔧 During reassembly, don't over-tighten these screws—they strip easily.

Step 8 — Open the display



- Flip the device over.
- Open the display as far as it will go.

Step 9 — Lift up the upper case



i The upper case is secured in place by magnets.

- Grip the top edge of upper case above the keyboard and lift straight up to release it.

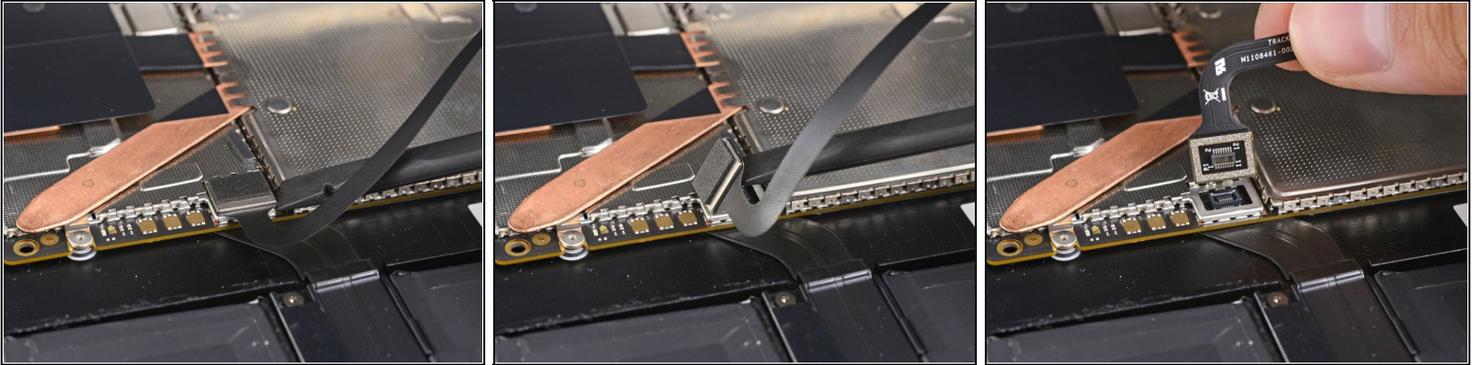
⚠ Don't try to completely remove the upper case just yet, as it's still connected to the rest of the laptop.

- Lift the front edge of the upper case up and away from the laptop, taking care to not strain the keyboard and touchpad ribbon cable underneath.

★ During reassembly, lower the upper case onto the lower case until the magnets snap into place and it lays flat.

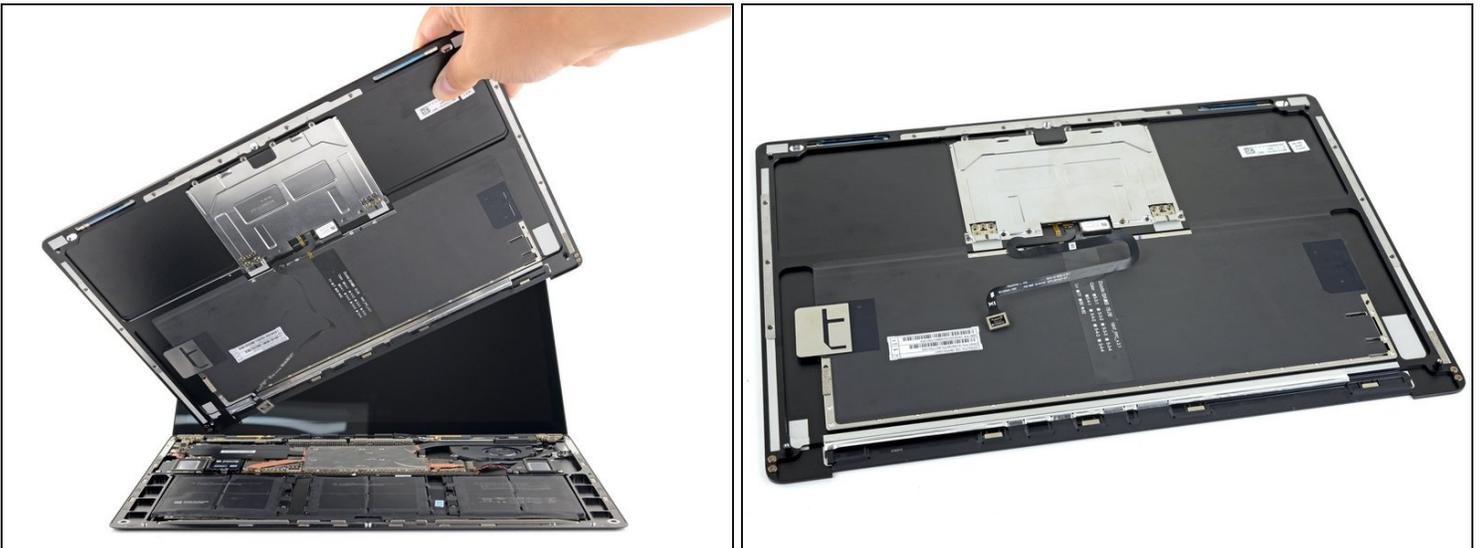
⚠ Check that the upper case sits flush around the entire perimeter. Any gaps between the upper and lower case near the display could cause damage to the display as it closes.

Step 10 — Disconnect the ribbon cable



- ⓘ The keyboard and touchpad ribbon cable is secured in place by a magnet connector.
- ⓘ On some models, this connector is surrounded by black tape.
- Insert the flat end of a spudger underneath one edge of the ribbon cable connector, and pry up to release it.
- Remove the ribbon cable from the motherboard.

Step 11 — Remove the upper case



- Remove the upper case.
- Set the upper case onto a clean surface, keyboard-side down.
⚠ Ensure the ribbon cable lays flat, and isn't twisted or stressed.

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? Try some basic [troubleshooting](#) or search our [Answers community](#) for help.