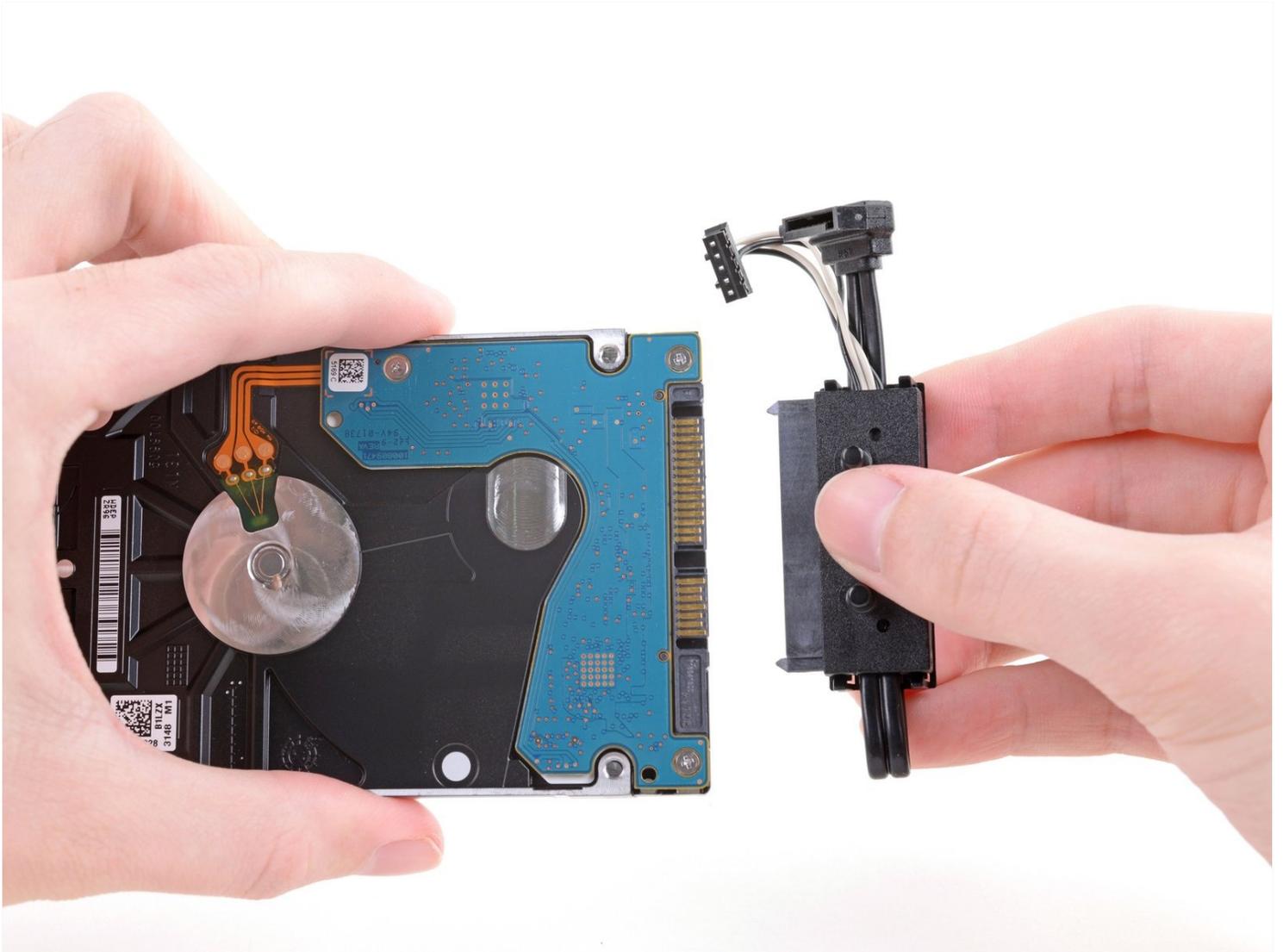




Xbox One X Hard Drive Replacement

Follow this guide to replace the hard drive on...

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INTRODUCTION

Follow this guide to replace the hard drive on your Xbox One X model 1787. You might do this if your hard drive has stopped working.

Turn off the console and unplug any cables before beginning this guide. Follow general electrostatic discharge (ESD) safety procedures while repairing the console.

These steps only describe how to replace the hard drive. You may need additional software tools to get the replacement hard drive to function.

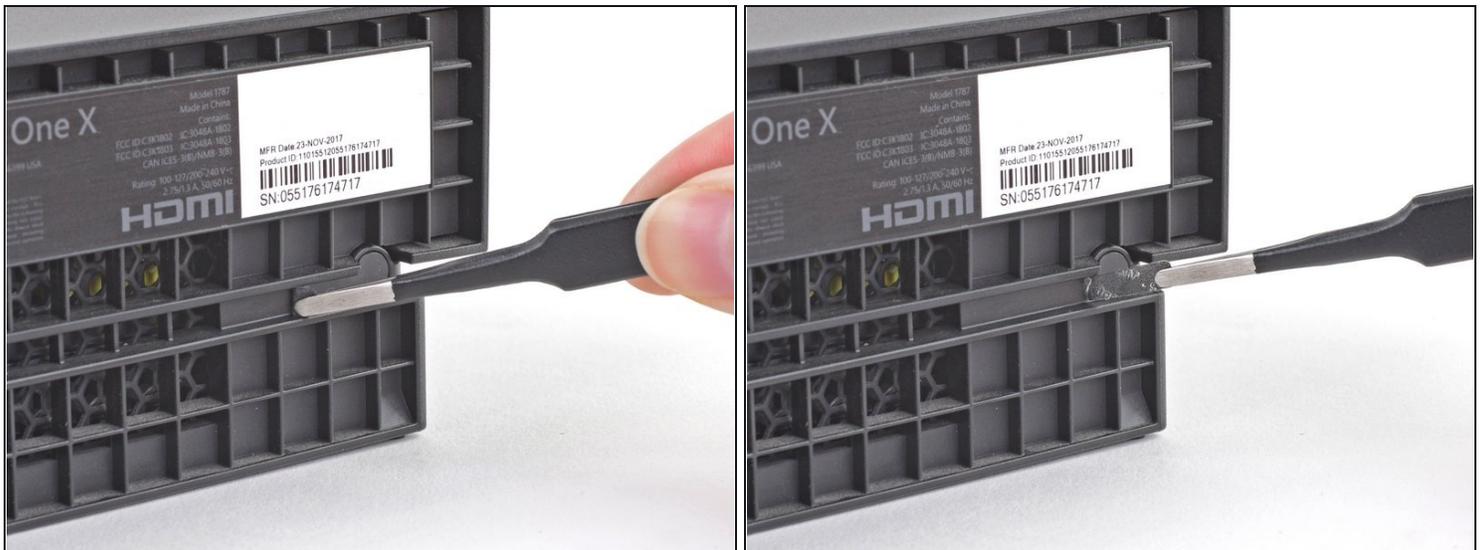
TOOLS:

- ESD Safe Blunt Nose Tweezers (1)
- Spudger (1)
- TR8 Torx Security Screwdriver (1)
- TR10 Torx Security Screwdriver (1)

PARTS:

- Xbox One X HDD and Bracket (1)

Step 1 — Remove the sticker



- Use blunt tweezers to peel off the sticker covering the right-side screw on the back of the console.

 Before starting this guide: Turn off the device. Then, unplug any cables from the console.

Step 2 — Remove the external screws



- Use a T10 Torx screwdriver to remove the two 12.6 mm–long screws located on the back of the console.

Step 3 — Slide the upper case horizontally



- Rotate the console 90 degrees.
- Pull the front of the upper plastic case horizontally toward the front of the console until it comes to a stop. This slides the clips out of the slots on the upper plastic case.

Step 4 — Lift the upper case off the lower case



- Rotate the console 90 degrees so that the back is facing you.
- Lift up the left side of the upper plastic case (as viewed from the back of the console), stopping when it won't lift any further.

Step 5



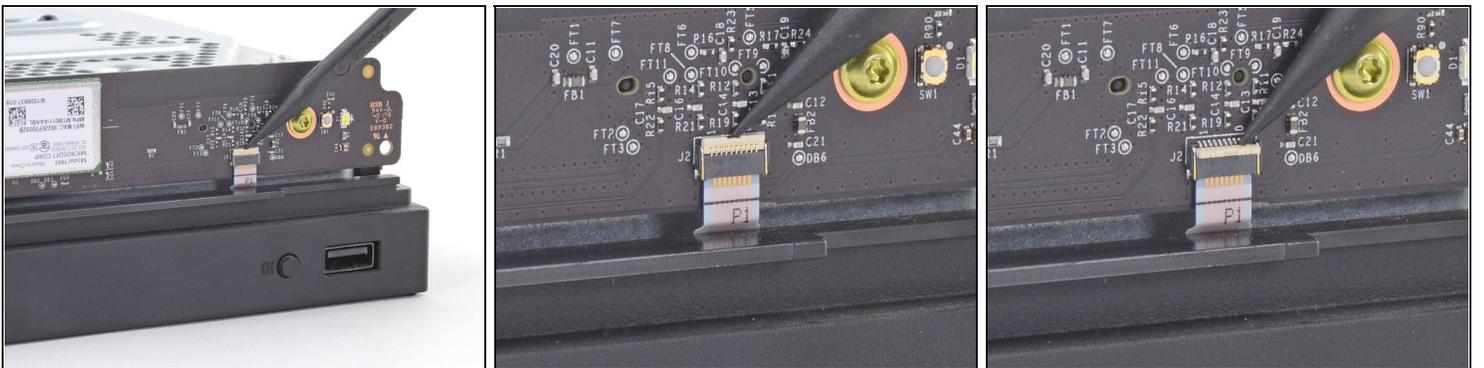
- While continuing to hold the left side of the upper plastic case, push up on the right side to move the right-side screw boss out of the way.
 - ⓘ If pushing up on the case doesn't work, try moving it in different directions until it can swing open.
- Swing the upper plastic case open to 75 degrees.

Step 6



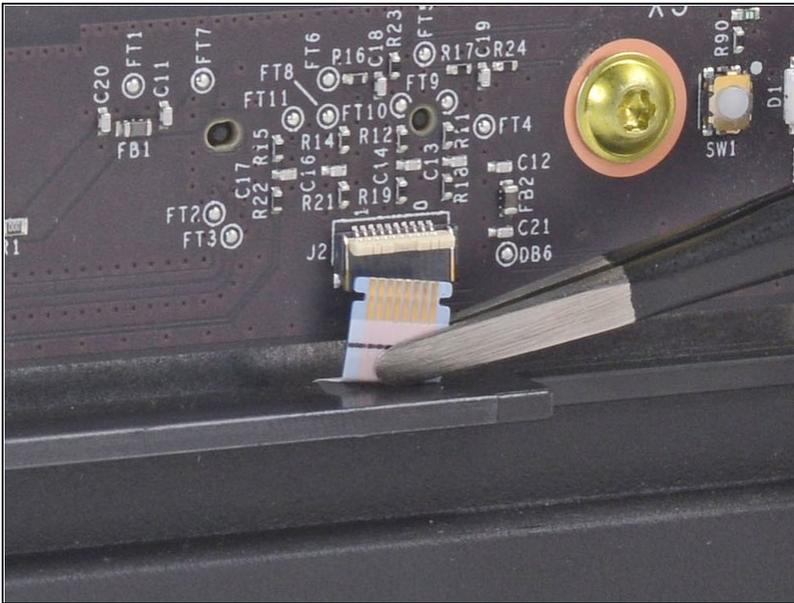
- Push the upper plastic case down and away from the console to remove it completely.

Step 7 — Disconnect the ribbon cable



- Use the pointed end of a spudger, an opening tool, or your fingernail to flip down the small, hinged locking flap on the ribbon cable [ZIF connector](#) on the front circuit board.

Step 8 — Disconnect the ribbon cable



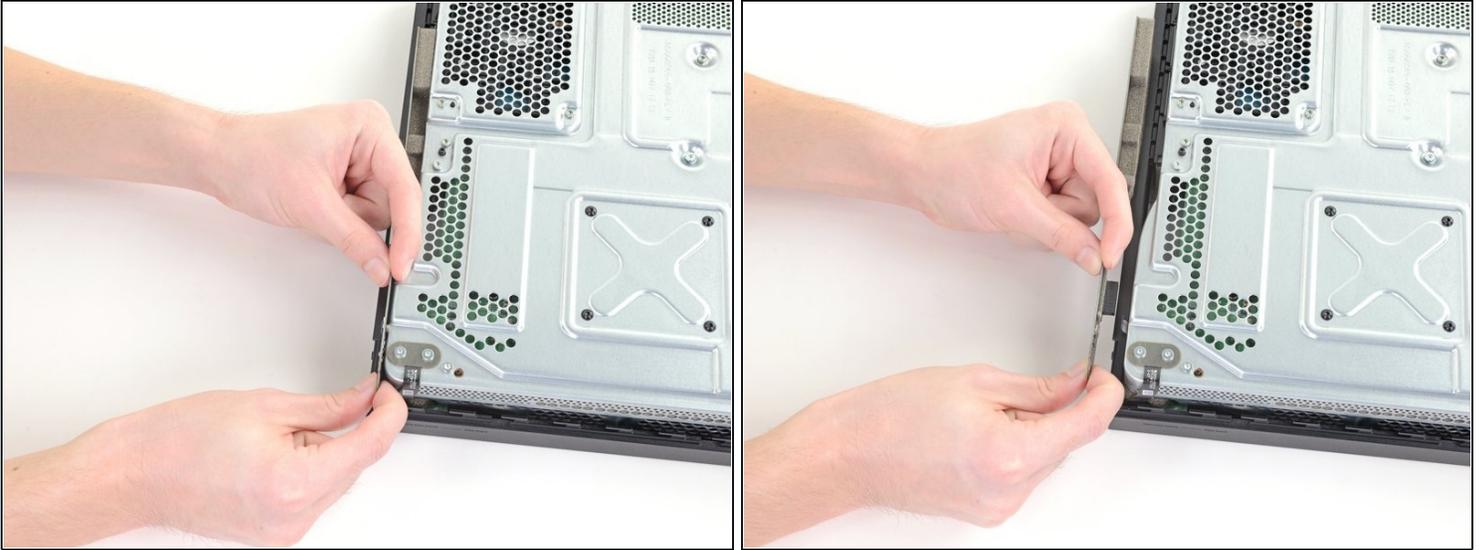
- Use blunt tweezers to pull the ribbon cable down out of the connector.

Step 9 — Remove the front circuit board screws



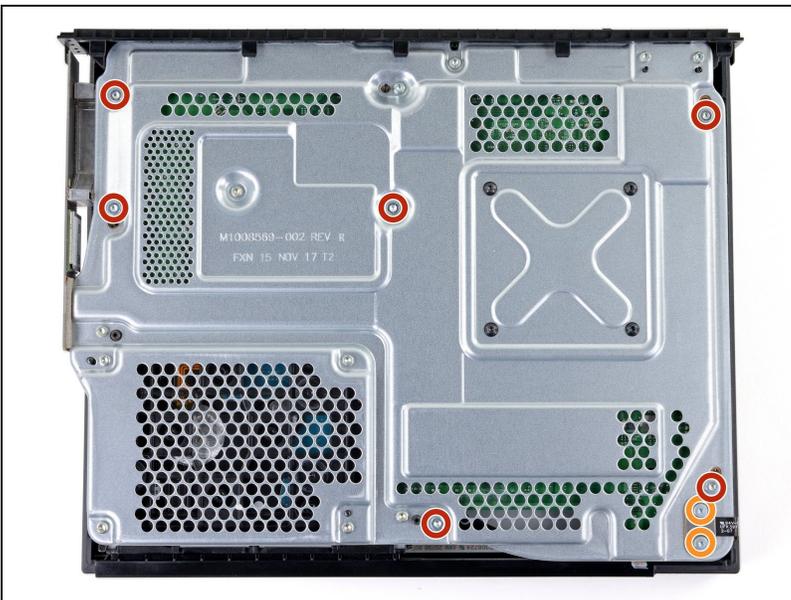
- Use a T8 Torx screwdriver to remove the three 13.3 mm screws securing the front circuit board to the upper metal case.

Step 10 — Remove the front circuit board



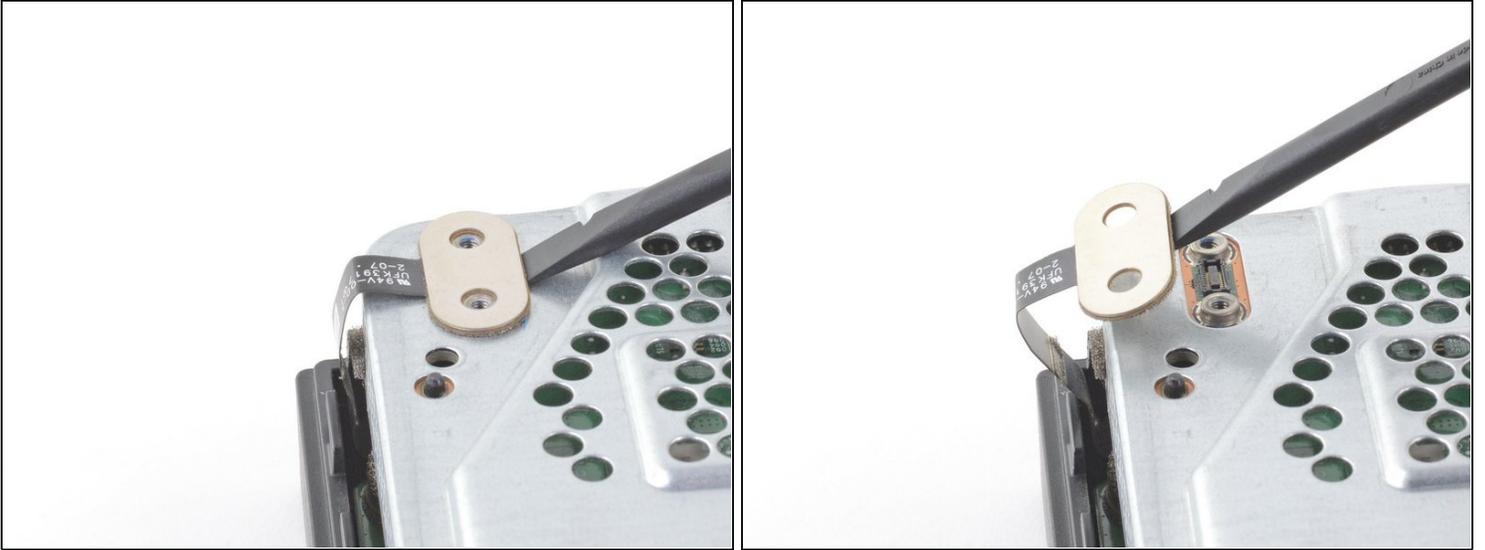
- Pull the front circuit board straight out away from the upper metal case and set it aside.
⚠ Grip the board on either side of where it is plugged in to avoid bending and damaging it.

Step 11 — Remove the upper metal case screws



- Use a T10 Torx screwdriver to remove the six 47.7 mm screws securing the upper metal case to the lower plastic case.
- Use a T8 Torx screwdriver to remove the two 7.5 mm screws securing the press connector to the upper metal case.

Step 12 — Detach the press connector



- Insert the flat end of a spudger underneath the press connector on the side opposite of the ribbon cable.
- Use the spudger to lift the press connector up and away from the upper metal case.

⚠ Don't push the spudger all the way to the socket. Prying up the socket may damage it.

- ☑ To re-attach [press connectors](#) like this one, carefully align and press down on one side until it clicks into place, then repeat on the other side. Do not press down on the middle. If the connector is misaligned, the pins can bend, causing permanent damage.

Step 13 — Remove the lower plastic case



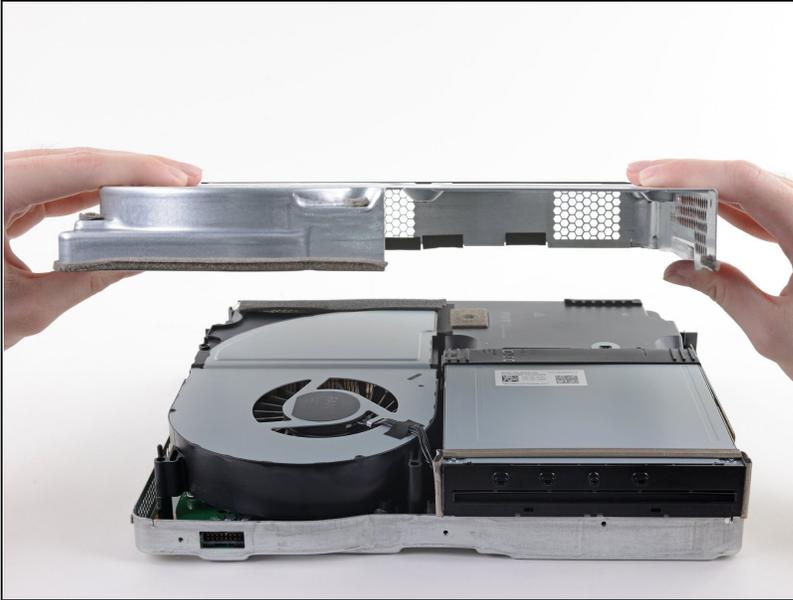
- Flip the console over.
 - ⓘ Hold on to the lower plastic case because it is no longer attached to the metal case.
- Lift the lower plastic case up from the metal case and set it aside.

Step 14 — Remove the lower metal case screws



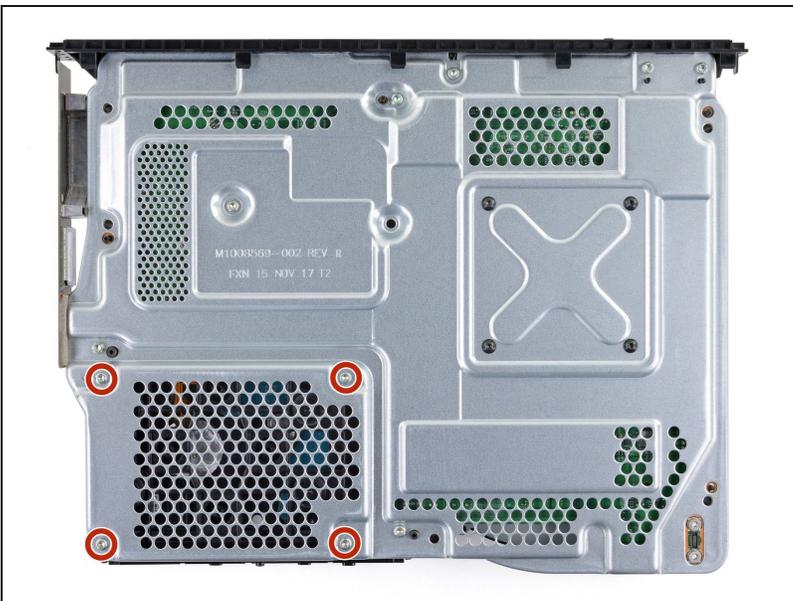
- Remove the two T10 Torx screws securing the lower metal case:
 - One 7.7 mm screw
 - One 11.4 mm screw

Step 15 — Remove the lower metal case



- Lift the lower metal case up off the upper metal case and internal components.
- ⓘ The disc drive may lift up with the lower metal case. Hold it down during this step.
- Set the lower metal case aside.

Step 16 — Remove the screws holding the hard drive to the case



- Flip the console over.
- ⚠ The disc drive is only attached to the motherboard by two cable connectors. Hold the disc drive when flipping the console over to avoid damaging it.
- Use a T10 Torx screwdriver to remove the four 11.4 mm screws securing the hard drive to the upper metal case.

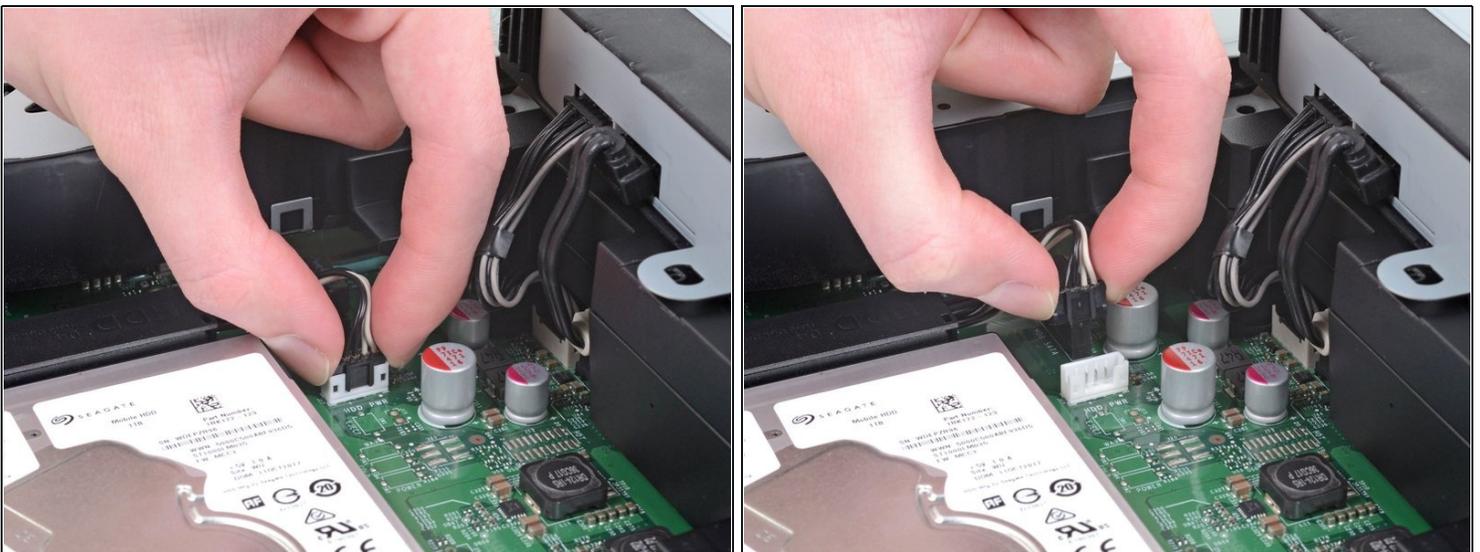
Step 17 — Move the disc drive



- Flip the console back over, keeping in mind the disc drive is loose.
- Lift the disc drive up so that its metal tab is unhooked from the power supply.
- Flip the disc drive over and place it on the power supply. The disc drive should end up facing the opposite direction it started in.

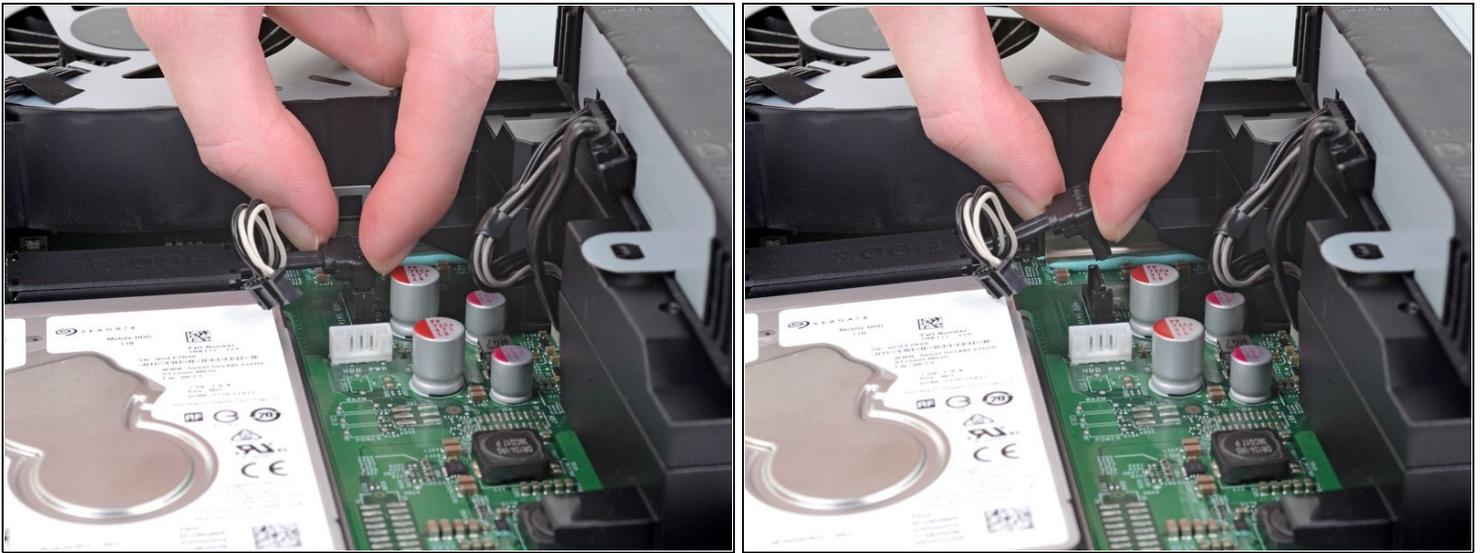
⚠ The disc drive is plugged into the motherboard. Avoid pulling and bending the cables more than necessary to prevent damage.

Step 18 — Unplug the bundled cable connector



- Unplug the bundled cable connector connecting the hard drive to the motherboard by pulling directly upward.

Step 19 — Unplug the SATA cable



- Unplug the SATA cable connecting the hard drive to the motherboard by pulling directly upward.

Step 20 — Remove the hard drive



- Lift the hard drive assembly up out of the upper metal case.

⚠ When moving the hard drive, hold it by the sides to prevent damage.

Step 21 — Remove the mounting bracket



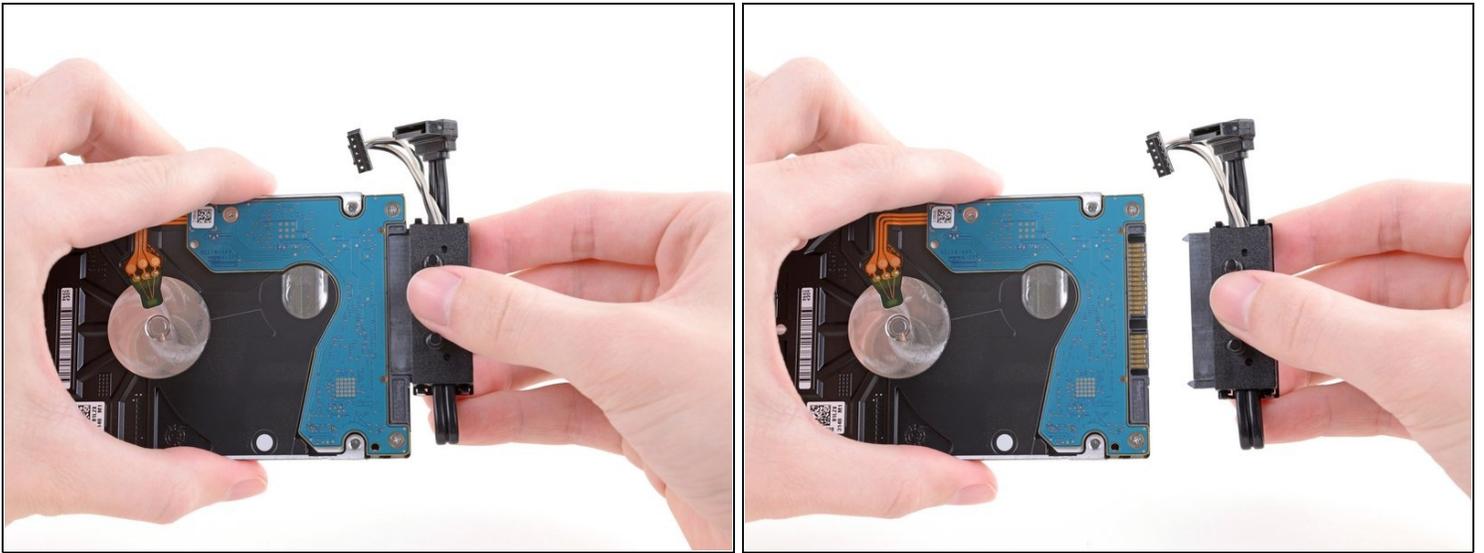
- Flip the hard drive over so that the plastic mounting bracket is facing upward.
- Use a T10 Torx screwdriver to remove the four 8.6 mm screws attaching the hard drive to the mounting bracket.

Step 22



- Lift the mounting bracket off the hard drive.

Step 23 — Unplug the hard drive connector



- Unplug the hard drive connector from the hard drive by pulling parallel to the length of the drive.

To reassemble your device, follow these instructions 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 ask our [Xbox One X Answers community](#) for help.