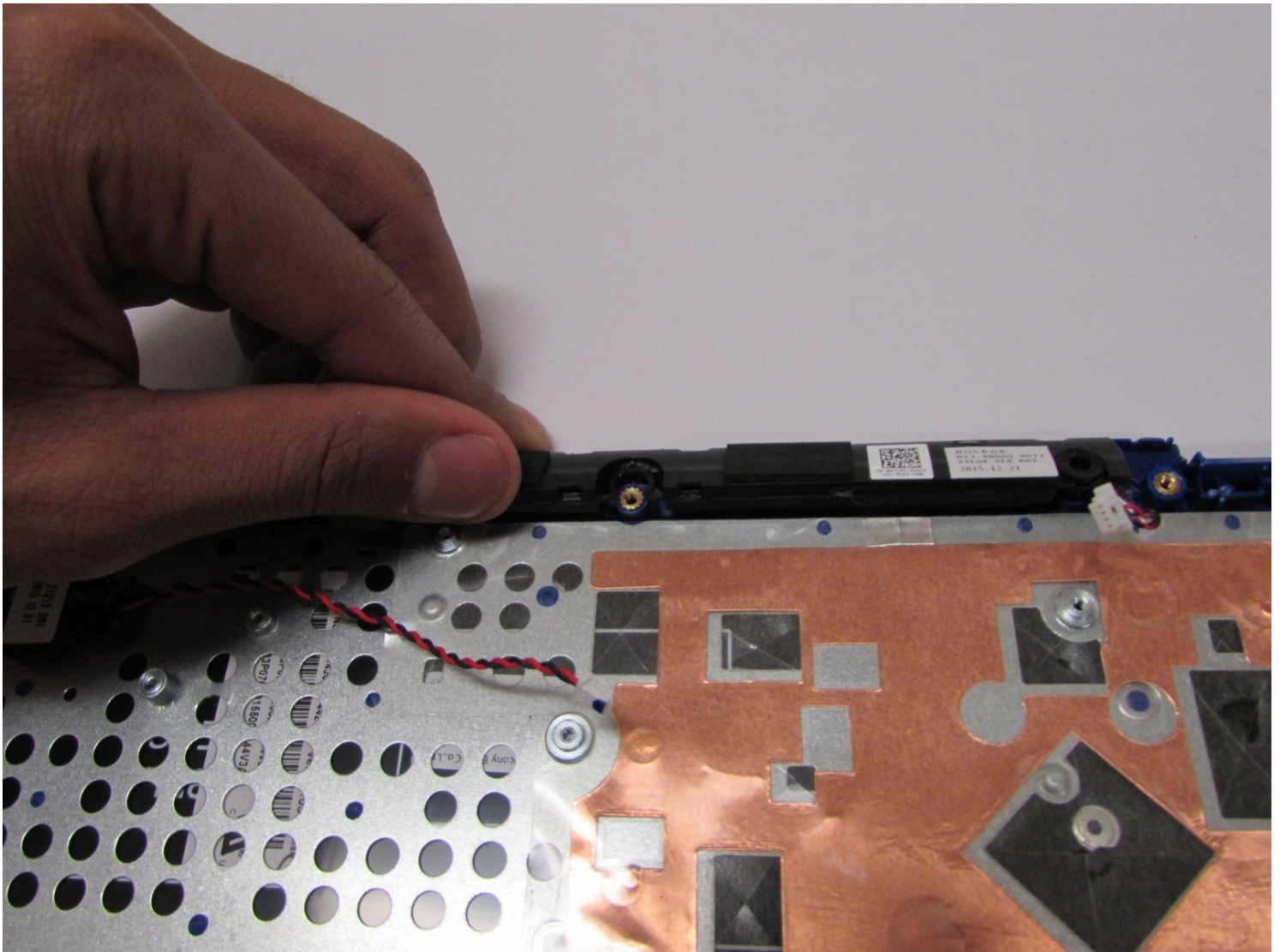




Dell Inspiron 11-3162 Palmrest Keyboard Replacement

You'd want to follow this guide if you've...

Written By: Jared Johnson



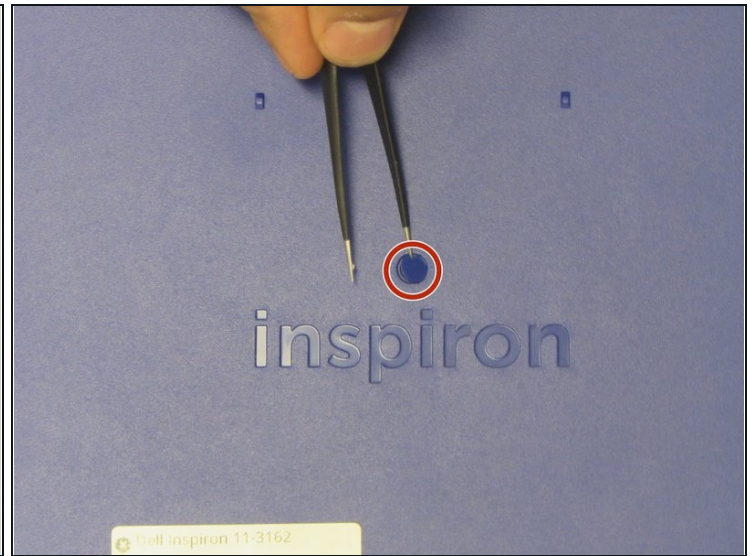
INTRODUCTION



You'd want to follow this guide if you've attempted to troubleshoot your device following our steps. The Palmrest unit is a combined keyboard and touchpad, which makes it easy for us to replace!

TOOLS:

- [Tweezers](#) (1)
 - [Heavy-Duty Spudger](#) (1)
 - [Phillips #00 Screwdriver](#) (1)
 - [Phillips #000 Screwdriver](#) (1)
 - [Phillips #0 Screwdriver](#) (1)
-

Step 1 — Back Cover Removal



-  Before you begin, be sure to turn off your laptop and unplug it from the outlet.
-  Use [tweezers](#) to pry and remove the center screw cover on the back cover.

Step 2



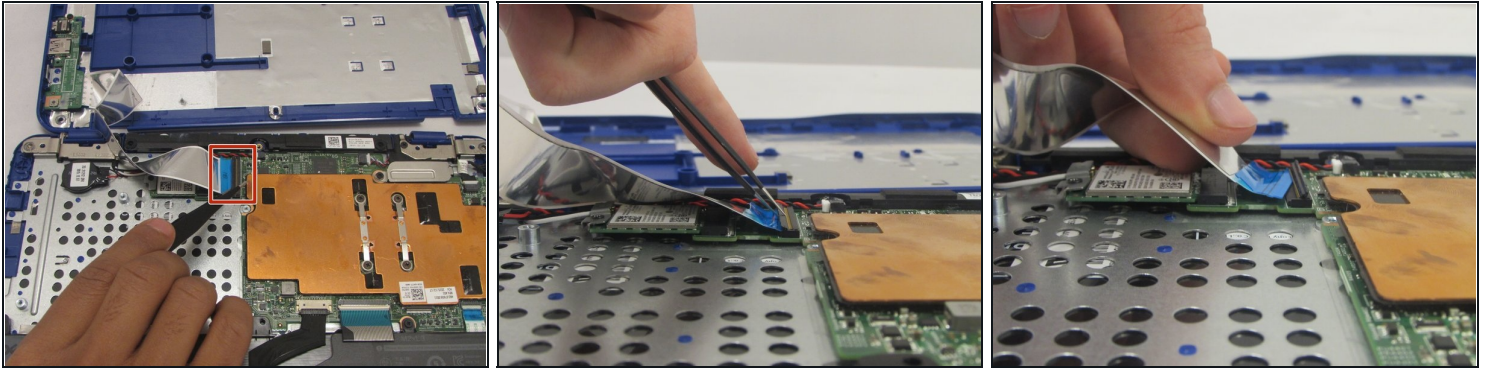
- Use a Phillips screwdriver to unscrew the nine 6.8 mm screws securing the back cover.

Step 3



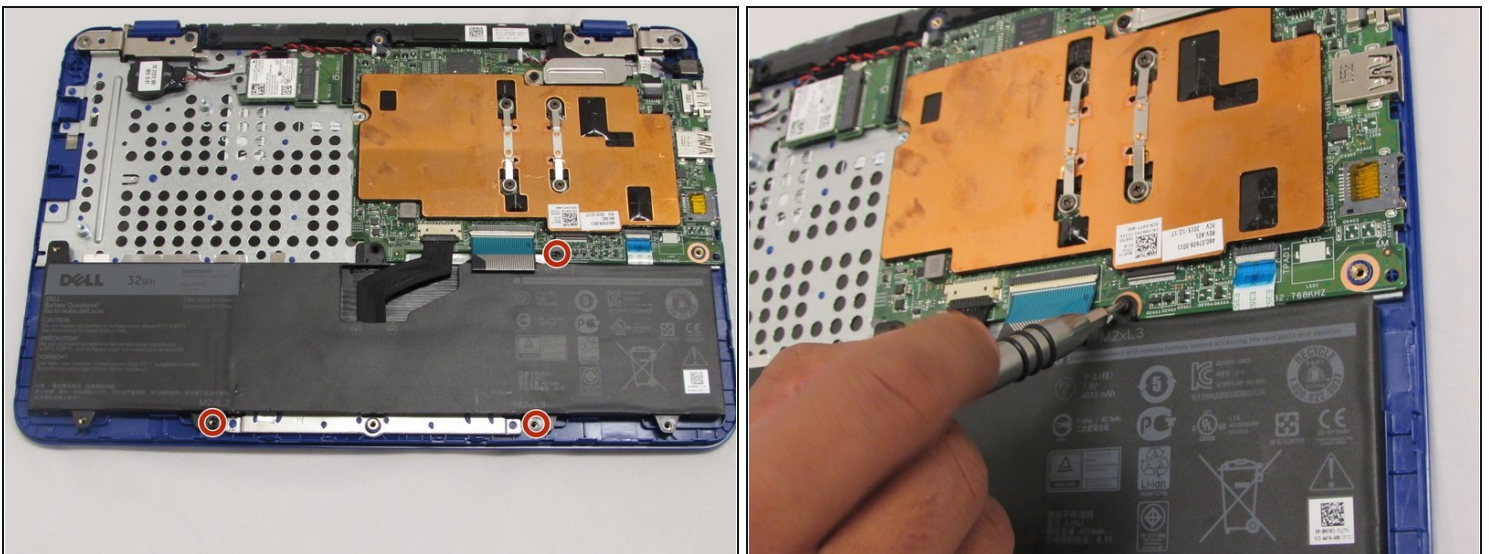
- Use a spudger to pry around the base edges of the back cover to loosen it from the laptop.
⚠ Do not fully remove the cover, as it is still attached to the laptop with cables.

Step 4



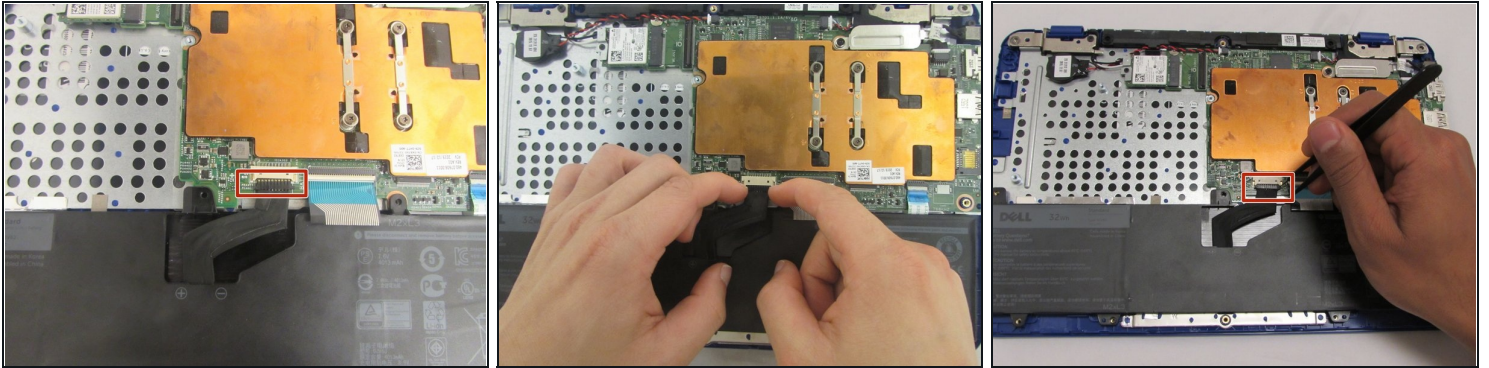
- ① If you are only replacing the battery, you can skip this step. Be careful not to strain the still-connected cable as you work.
- Unlock the wide ZIF connector securing the flex cable.
 - ① To unlock a [ZIF connector](#), use the tip of a spudger or your fingernail to flip up the small, hinged locking flap.
- Pull the ribbon cable outwards to disconnect the back cover from the motherboard.

Step 5 — Battery



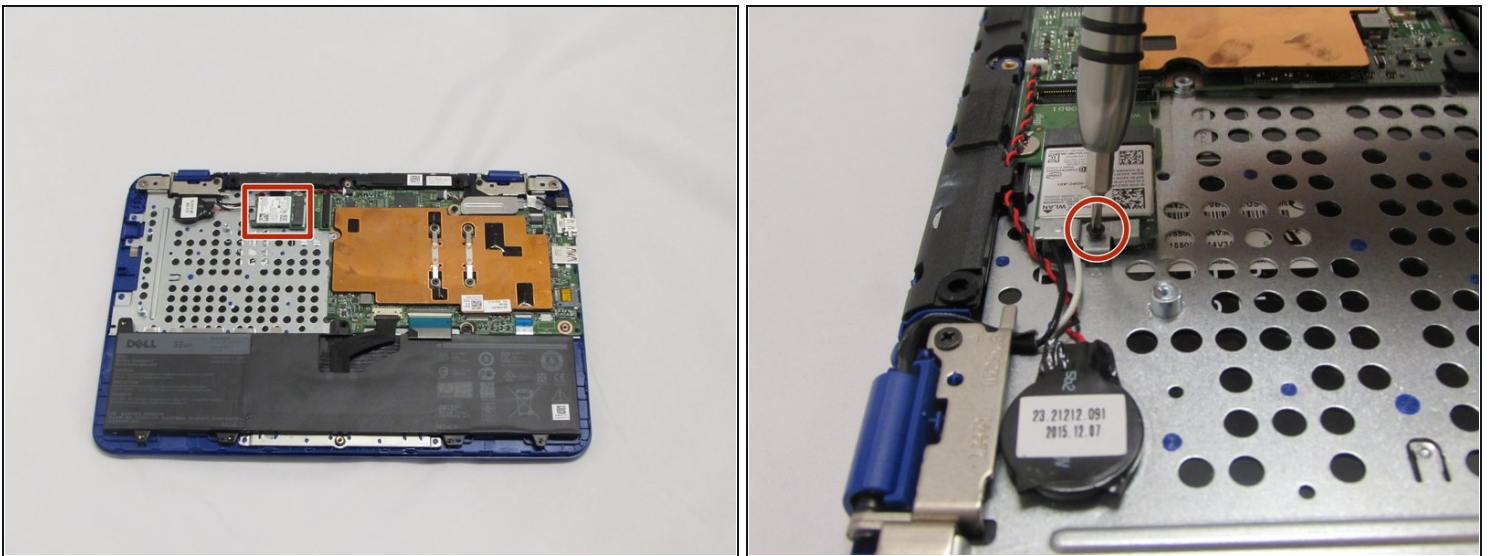
- Use a Phillips screwdriver to unscrew the three 4 mm screws securing the battery.

Step 6



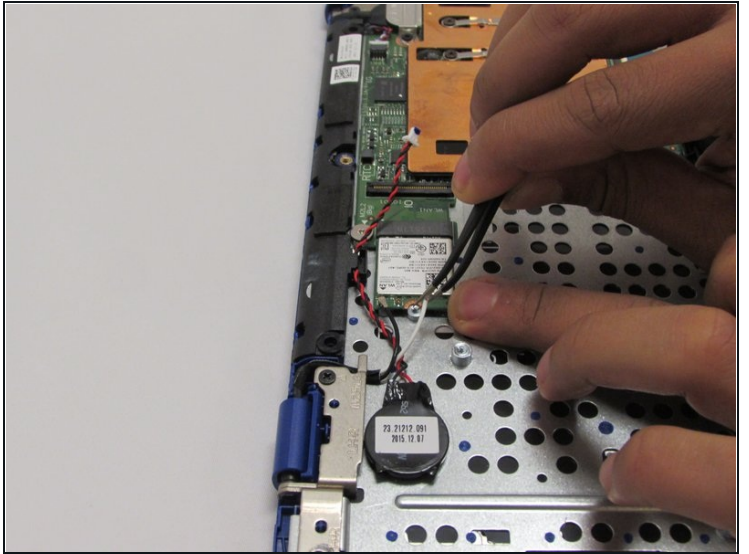
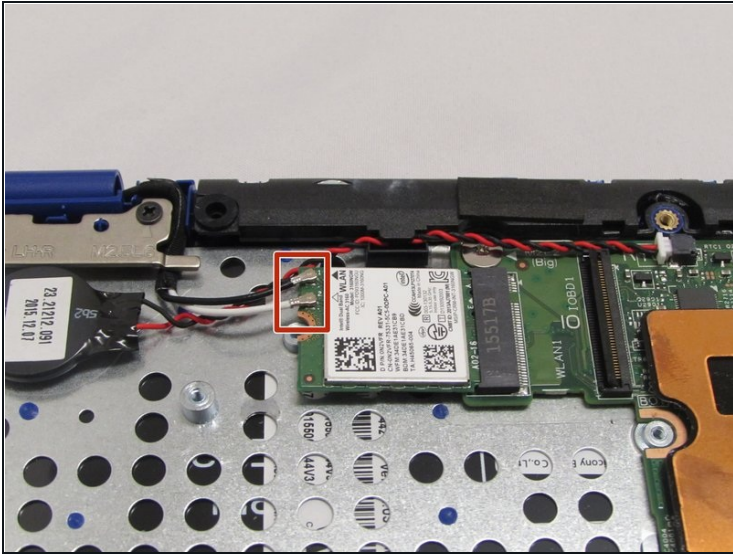
- Use your fingers (or a set of [tweezers](#)) to disconnect the battery cable from the motherboard by gently pulling it towards the battery.
⚠ Pull parallel to the battery, not straight up.
- Lift and remove the battery from its recess.

Step 7 — Wireless WLAN Card



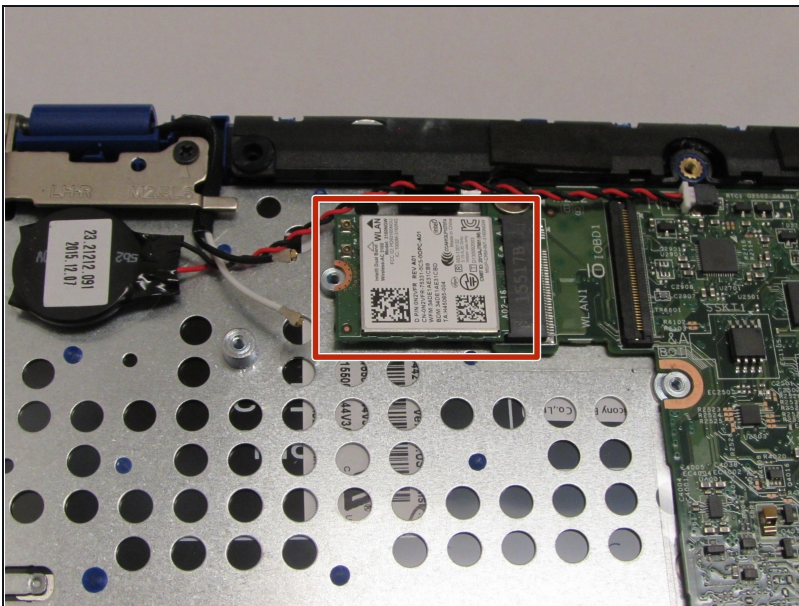
- Use the phillips screwdriver with the PH000 head to unscrew the 3.8mm screw.

Step 8



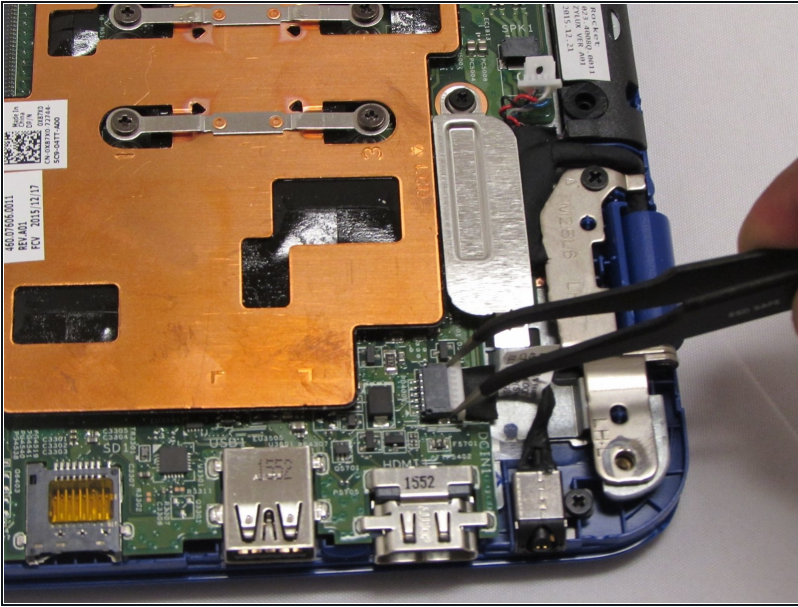
- Using the [tweezers](#), pull the white and black wires off of the WiFi Chip.

Step 9



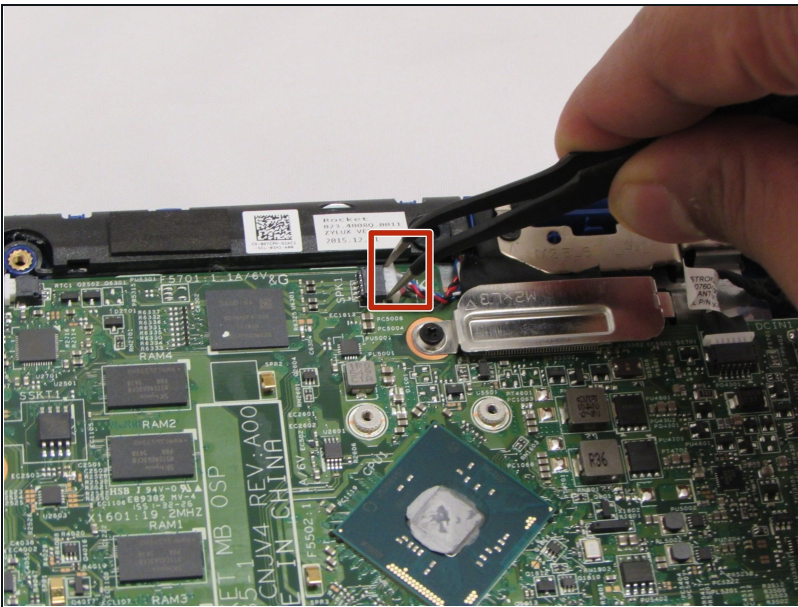
- Pull out the WiFi Chip.

Step 10 — Motherboard



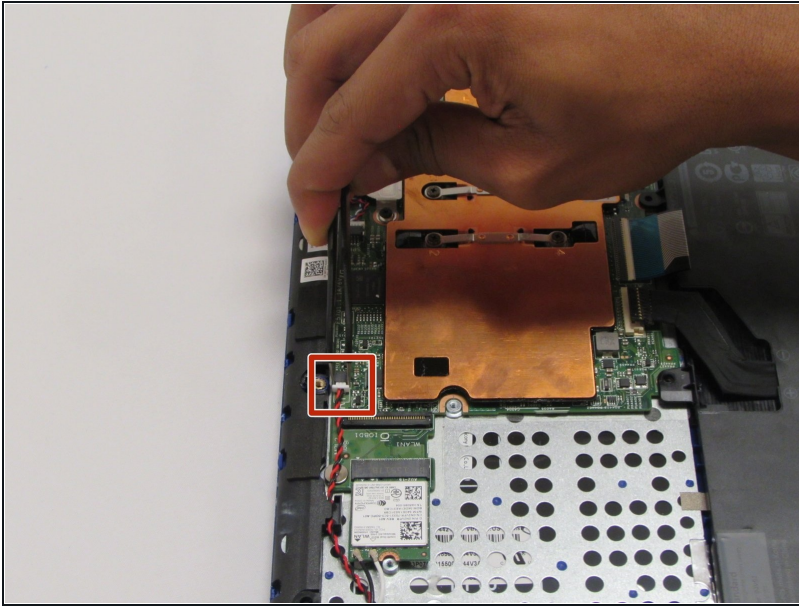
- Use the [tweezers](#) to unplug the DC Jack.

Step 11



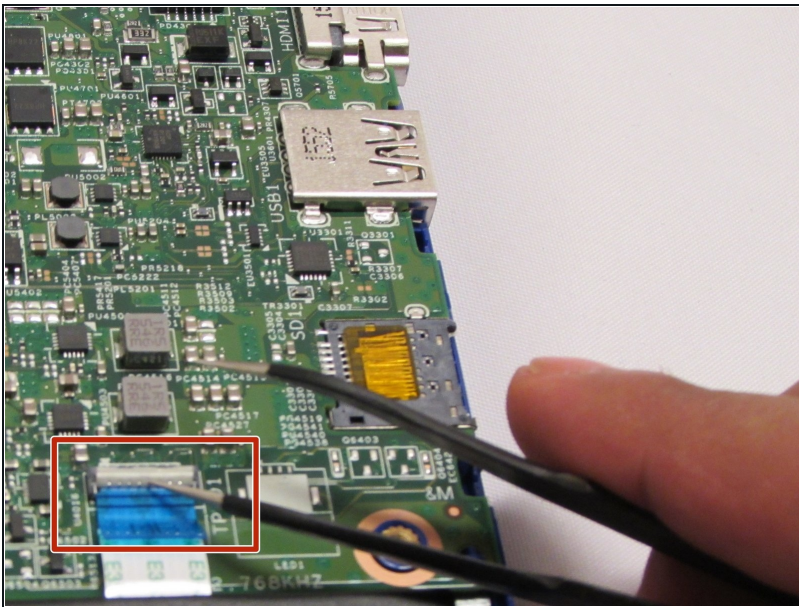
- Use the tweezers unplug the Speaker Cable.

Step 12



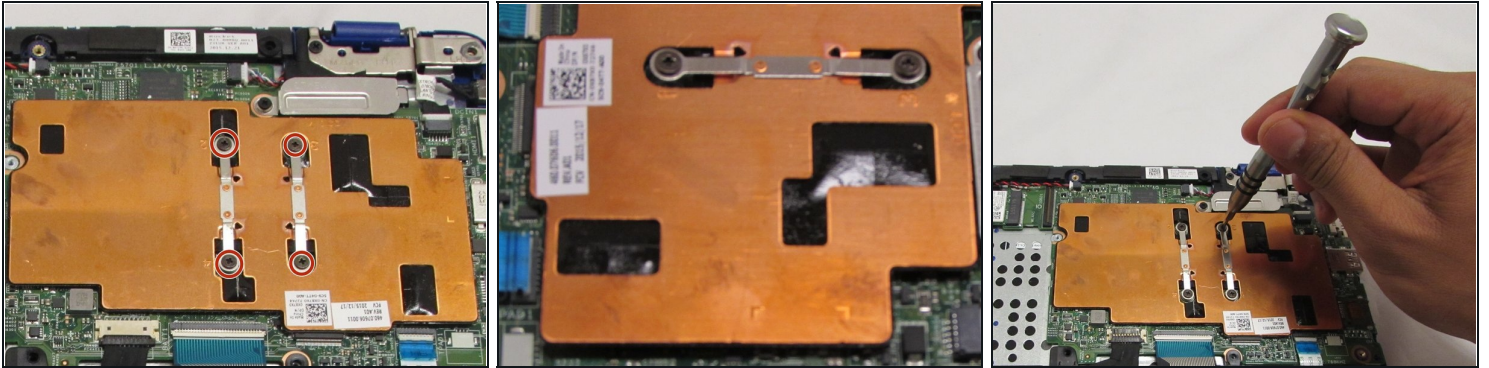
- Use the tweezers to remove the CMOS Cable.

Step 13



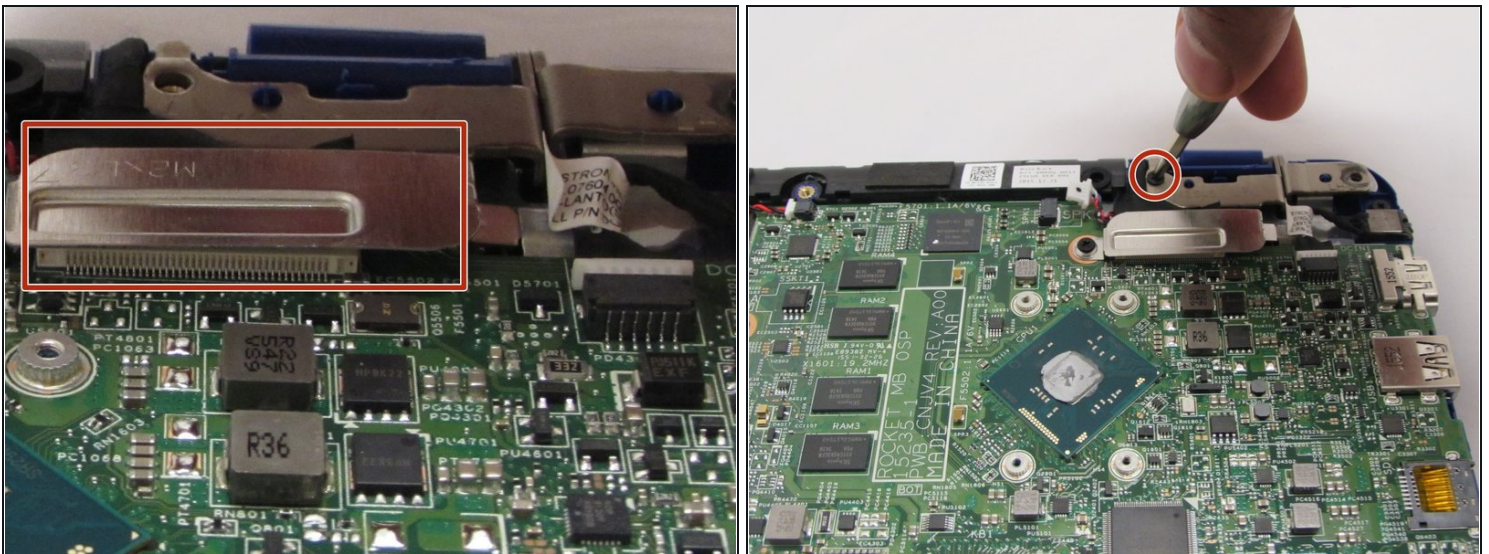
- Use the tweezers to remove the Touchpad Cable.

Step 14



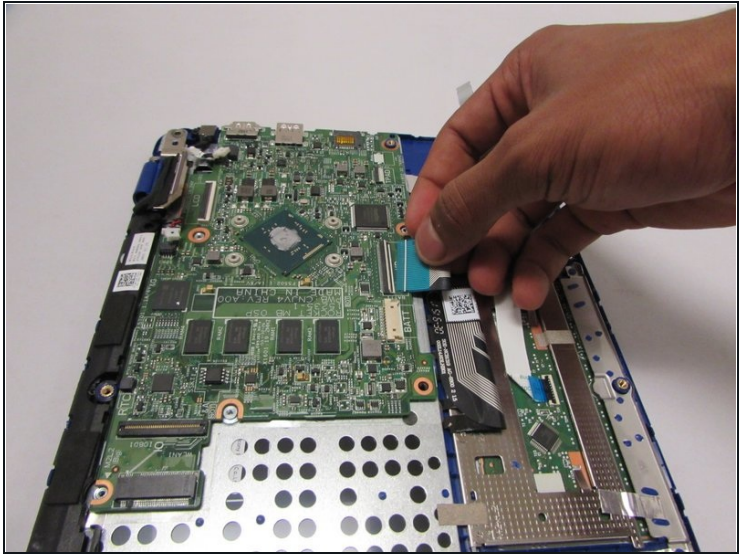
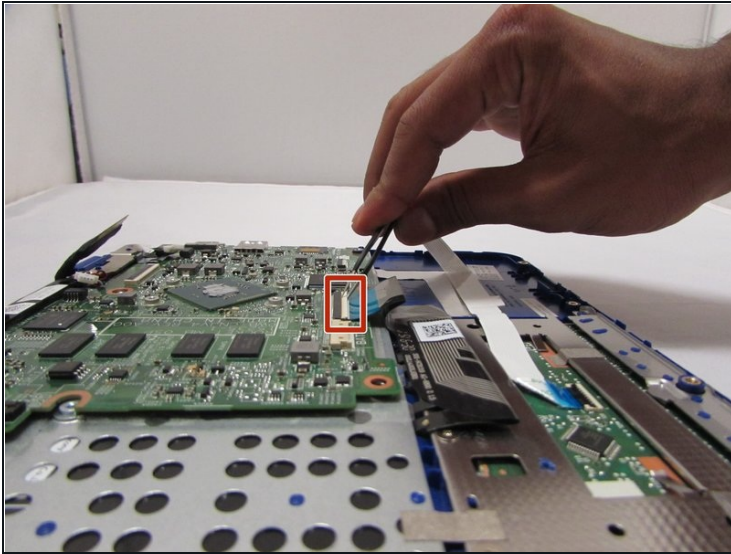
- Use the phillips screwdriver with the PH0 to loosen the 4 screws and remove the orange plate.

Step 15



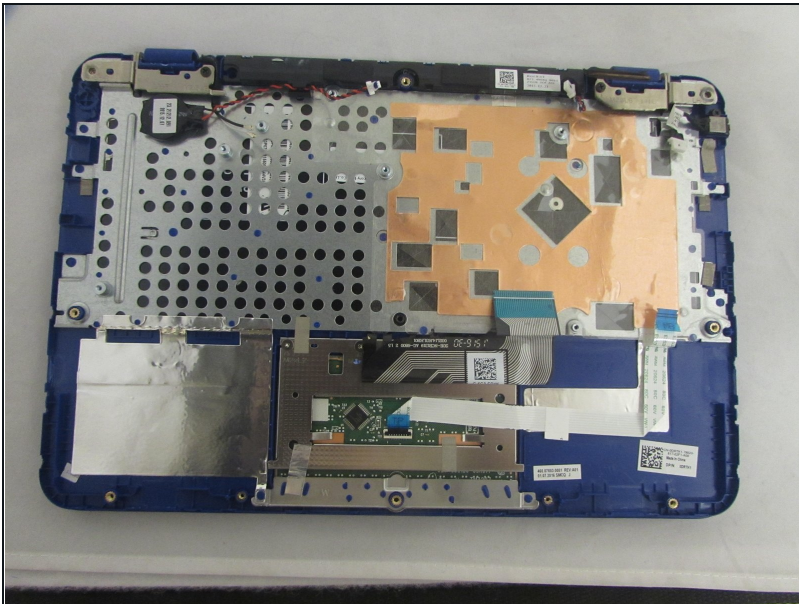
- Use the phillips screwdriver with the PH00 head to unscrew the one 3mm screw. Then, remove the bracket.

Step 16



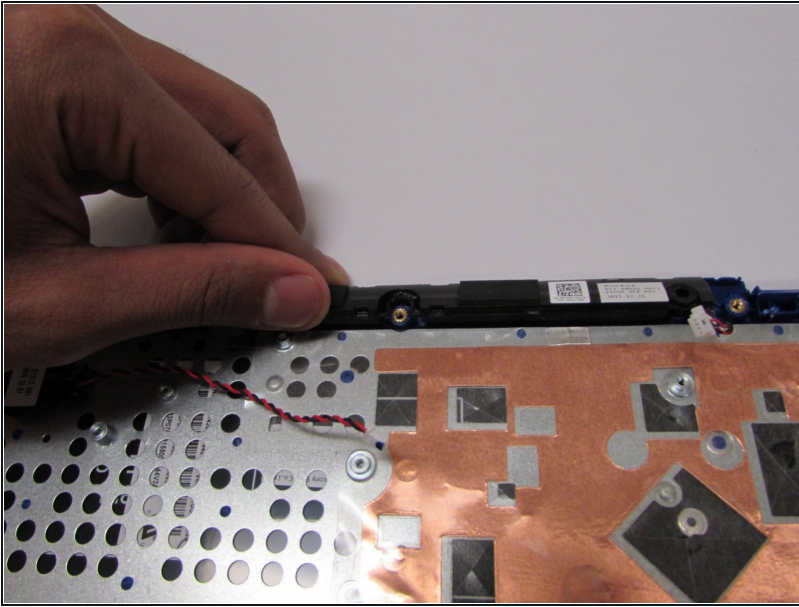
- Remove the keyboard cable.

Step 17



- Remove the motherboard by gently lifting upwards from the edges.

Step 18 — Palmrest Keyboard



- Gently grip and pull the speaker to remove it.
- Now you've removed the Palmrest keyboard!

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