



How to Fix a Jammed Button on an Xbox One Controller (Model 1697)

A guide for fixing jammed front buttons on a model 1697 Xbox One controller by using a q-tip and rubbing alcohol.

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INTRODUCTION

On some Xbox One controllers, the main buttons can become jammed or non-responsive overtime. This guide is made to help with this problem in order to avoid having to constantly buy new controllers. This guide will help you fix a stuck or jammed button on your Xbox One Controller (Model 1697).



TOOLS:

- [TR9 Torx Security Screwdriver](#) (1)
- [TR6 Torx Security Screwdriver](#) (1)
- [Prying tool \(Maybe\)](#) (1)
- [Q-Tips](#) (1)
- [High Content Rubbing Alcohol](#) (1)

Step 1 — How to Fix a Jammed Button on an Xbox One Controller (Model 1697)



- Using a prying tool, unclip and remove the back parts of each handle.
- Remove the battery in the center of the back panel.

Step 2



- Using a TR9 Torx screwdriver, remove the top and bottom screw of each handle and the one screw within the battery area (five screws total).
- ⓘ In order to get to the screw in the middle, you will have to puncture the sticker in the battery compartment.
- Remove the front and back plate of the controller by pulling them apart.

Step 3




- Carefully remove the right and left thumbsticks by pulling them off of the controller.

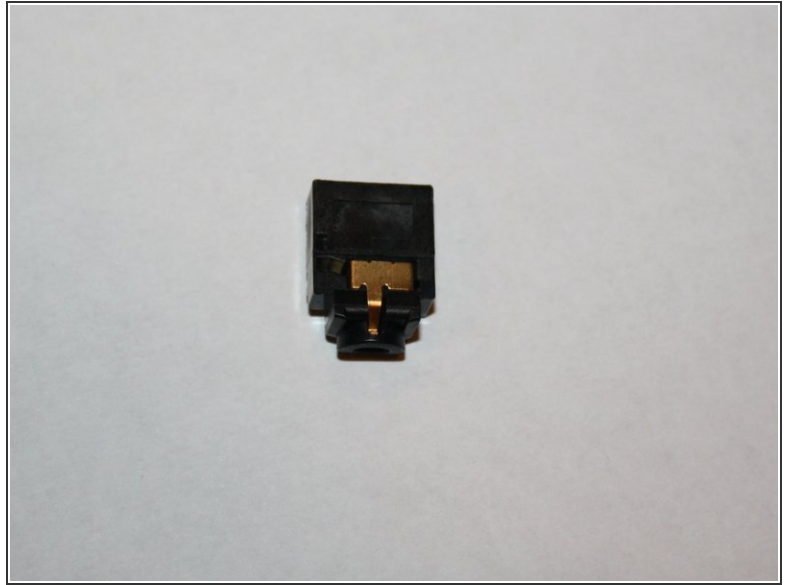
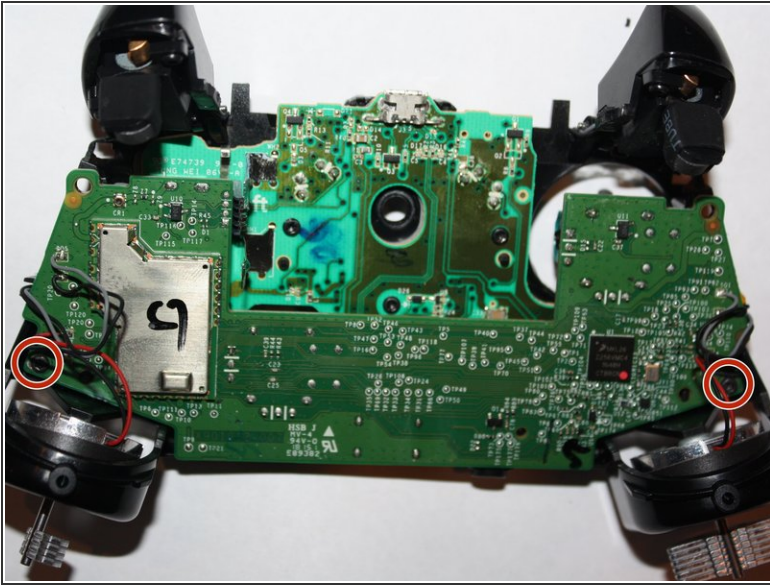
Step 4



- Using your hands or a prying tool, gently remove the top bumper strip from the top of the controller.

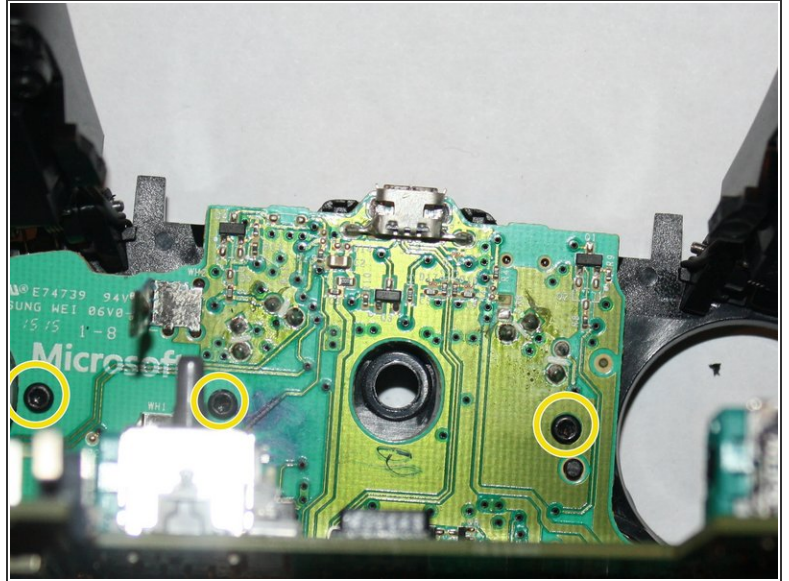
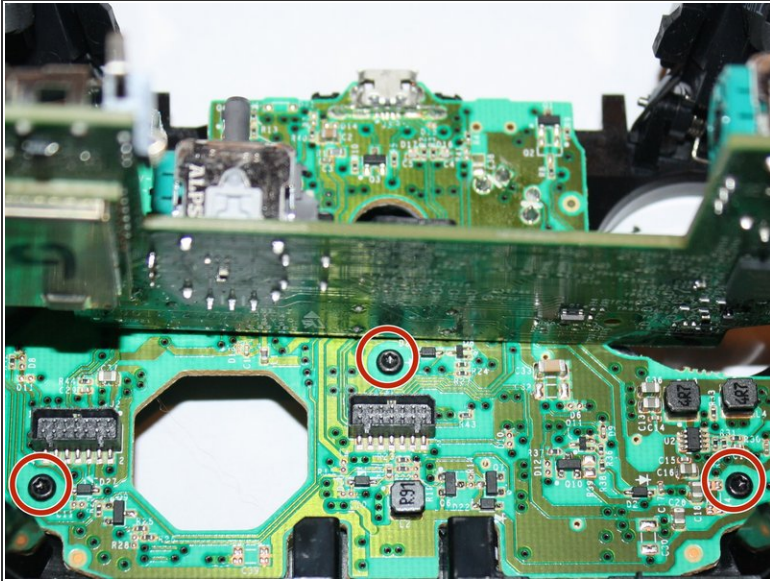
 After removing the bumper piece, a small piece known as the sync button may come off. Make sure to set this aside as it will be important for the reassembly of the controller.

Step 5



- Using a TR6 Torx screwdriver, remove the two screws on the top motherboard and unclip it.
- ⚠ Be very careful after removing the screws from the top motherboard panel. While de-soldering is not required, you still must be careful to not damage the wires for the rest of the repair.
- ⓘ After unclipping the top motherboard, the 3.5 mm audio jack piece will fall out. Set this aside for the reassembly of the controller.

Step 6



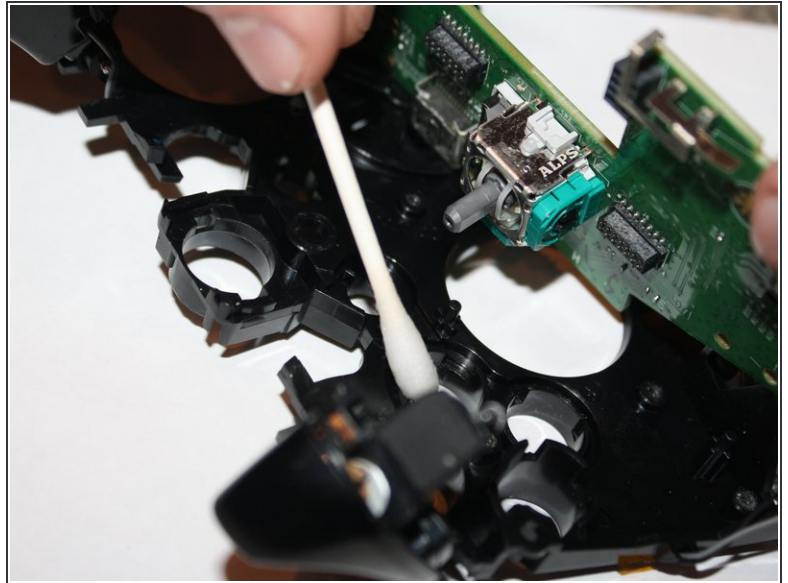
- Using the TR6 Torx screwdriver, remove the six screws on the bottom motherboard.
- Carefully remove the motherboard from the controller.

Step 7



- Remove the rubber button cover holding the buttons in the controller.
- Once the cover has been removed, flip the controller over to dump out all the plastic buttons.
- ⓘ Set aside all the buttons as they will be important for reassembly.

Step 8



- While holding a q-tip, gently pour a small amount of rubbing alcohol onto the q-tip.
- Use the the q-tip to rub the inside where the buttons go in order to clean out any debris or dirt that might be in there.

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