



# Sony WH-1000XM4 Ear Pads Replacement

Follow this guide to replace the ear pads on...

Written By: Carsten Frauenheim



# INTRODUCTION

Follow this guide to replace the ear pads on the Sony WH-1000XM4 wireless headphones.

**Note:** The left and right ear pads are different on this model.

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## TOOLS:

Spudger (1)

## PARTS:

X-5001-117-1 - Sony WH-1000XM4 Left Ear Pad (Black) (1)

X-5001-118-1 - Sony WH-1000XM4 Right Ear Pad (Black) (1)

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## Step 1 — Place the headphones speakers-up



- ① Before beginning any repairs, press and hold the power button on the left ear cup for about 2 seconds until the blue light turns off.
- Place your headphones onto a work surface, ear pads facing up.

## Step 2 — Create a gap



- Use your thumb to depress the **LEFT** ear pad near the long outer edge, creating a gap between the cushion and the frame.

## Step 3 — Unclip the ear cup



- Insert the flat end of a spudger into the gap you've created, between the edge of the cushion and the frame.
- Pivot the spudger down to unclip the long edge of the ear pad.
  - ⓘ This may take a considerable amount of force. If the cushion won't click out of place, move your spudger to different points along the long edge.

## Step 4



- Repeat the previous step around the perimeter of the ear cup to disconnect the remaining clips.

## Step 5 — Remove the ear pad



- Remove the left ear pad.

## Step 6 — Reassembly tip



★ When installing a replacement left ear pad:

- Align the cushion over the speaker and press them firmly together to snap it into place.
- Press around the entire edge of the cushion, making sure all the clips have engaged.

## Step 7 — Create a gap



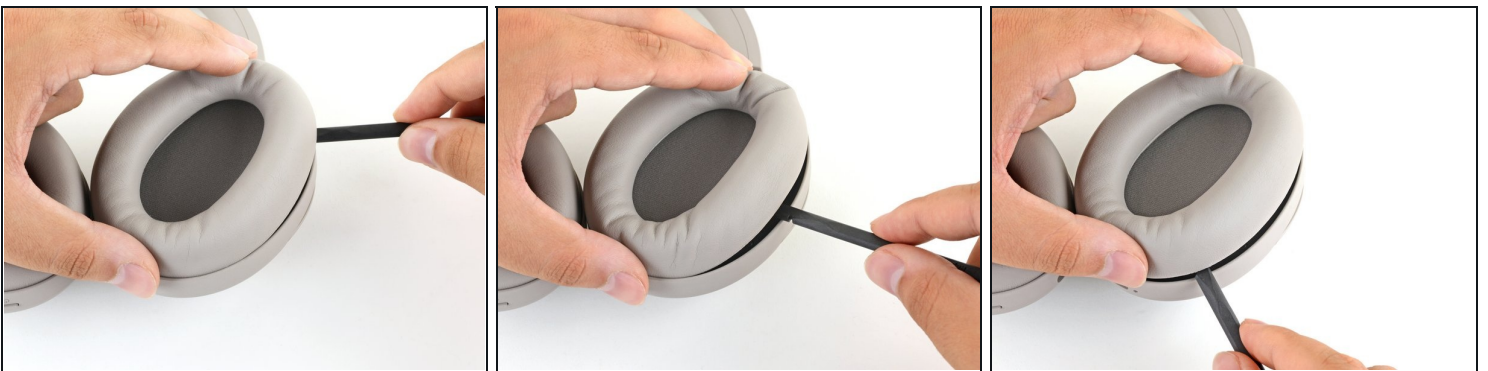
- Use your thumb to depress the **RIGHT** ear pad near the long outer edge, creating a gap between the cushion and the frame.

## Step 8 — Unclip the ear cup



- Insert the flat end of a spudger into the gap you've created, between the edge of the cushion and the frame.
- Pivot the spudger down to unclip the long edge of the ear pad.
  - ① When the first clip disconnects, you'll hear an audible clicking sound.
  - ① This may take a considerable amount of force. If the cushion won't click out of place, move your spudger to different points along the long edge.

## Step 9



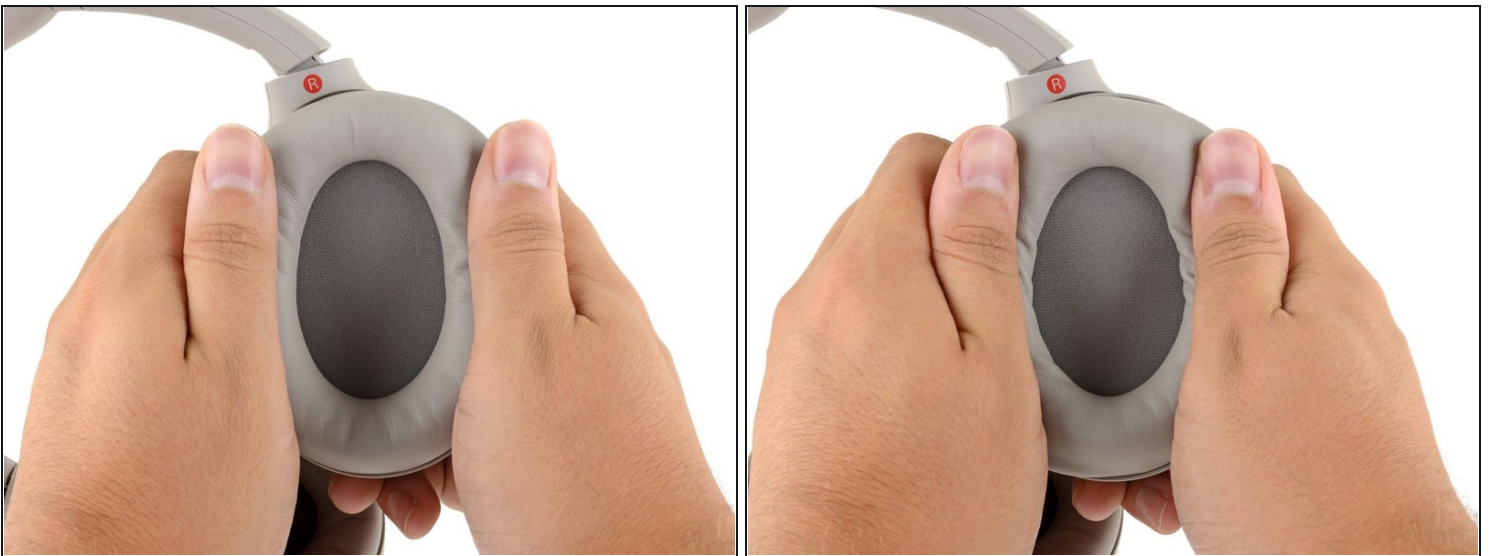
- Repeat the previous step around the perimeter of the ear cup to disconnect the remaining clips.

## Step 10 — Remove the ear pad



- Remove the right ear pad.

## Step 11 — Reassembly tip



- ☑ When installing a replacement right ear pad:
  - Align the cushion over the speaker and press them firmly together to snap it into place.
  - Press around the entire edge of the cushion, making sure all the clips have engaged.

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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.**

Repair didn't go as planned? Try some basic [troubleshooting](#) or search our [Answers community](#) for help.