

## STAR ONLINE PUBLICATION

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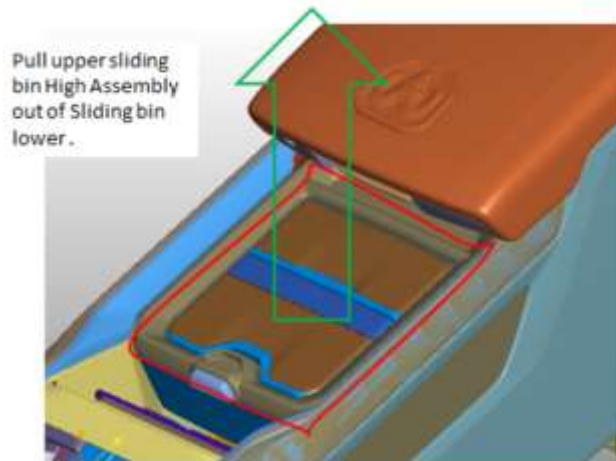
**Case Number:** S1923000010

**Release Date:** 04/10/2020

**Symptom/Vehicle Issue:** Floor Console Center Storage Bin Door Inoperable And Or Stuck Closed.

**Diagnosis:** Storage bin door located under the center console armrest lid will not open when pushed. Cause is typically foreign material lodged on the backside of door (which you cannot see) - typically a straw or writing utensil.

### Repair Procedure:



**Figure 1**

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**

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Sliding bin high with lodged contaminate now out of vehicle



**Figure 2**

Flip the storage bin over, remove the four screws holding the shield shown in figure 3, remove foreign object

Remove (4) M25 screws and remove foreign object.



Re-assemble (4) M25 screws @ 1.5 Nm.

**Figure 3**

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After reinstalling the shield, make sure all the white clips are properly engaged on the clip towers

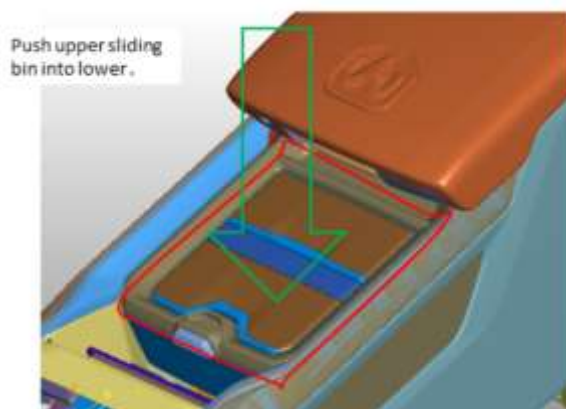


Figure 4

**Verification:** Open and close the door a few times to ensure that it works as designed

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