

Subject: CUP HOLDER LID DOES NOT OPEN/CLOSE	Bulletin No.: 09-011/24
	Last Issued : 02/12/2024

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2024 CX-90

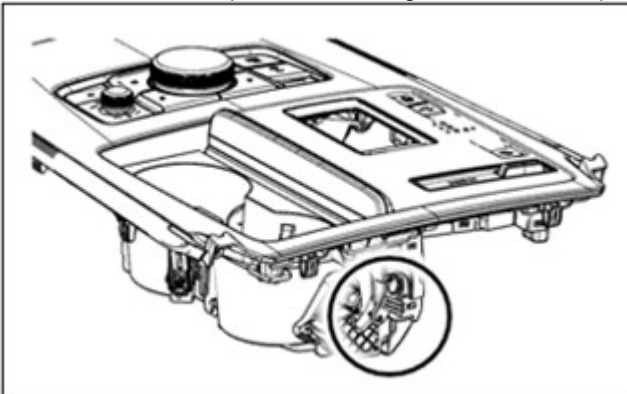
DESCRIPTION

Some customers may complain that the cup holder lid does not open/close. This malfunction is caused by a fracture of the cup holder lid's lock pin due to excessive force applied on the lid.

Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Access the lock pin.
3. Remove the shift panel according to the workshop manual (SHIFT PANEL REMOVAL/INSTALLATION).

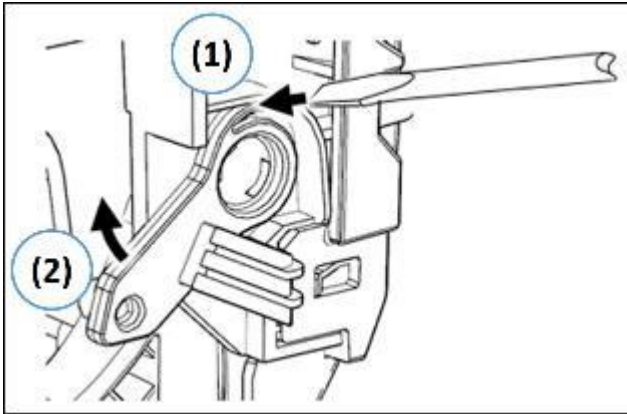


NOTE:

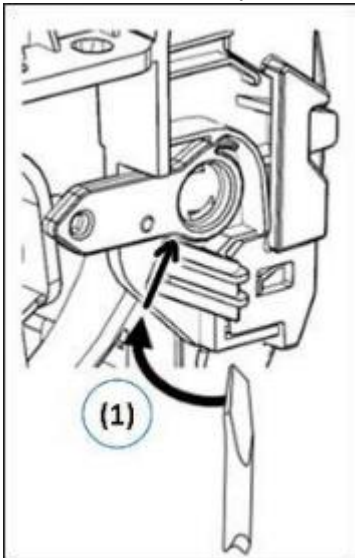
- Leave the cup holder lid open.
- DO NOT wipe off the grease on the lock pin installation site.

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4. Unlock the clip (1) and rotate the lock pin (2).

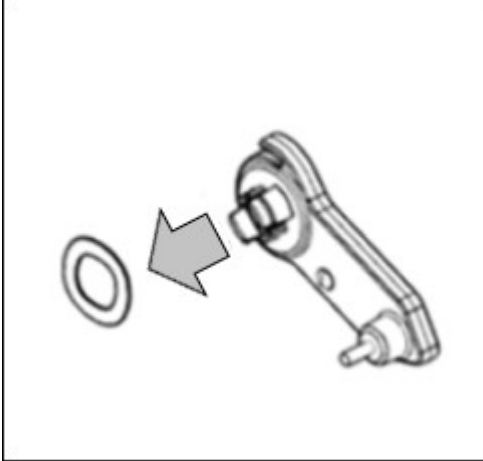


5. Remove the lock pin inserting a slotted screwdriver (1).

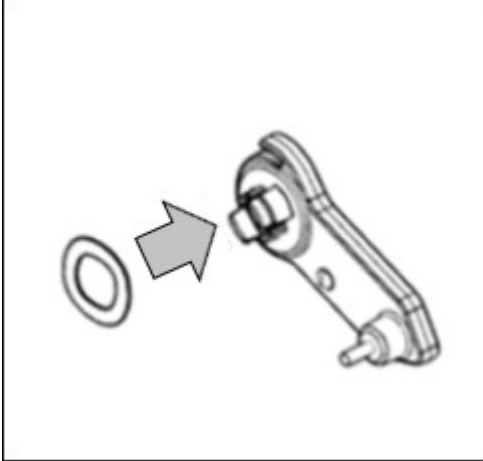


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6. Remove the washer from the lock pin.
NOTE: Keep the washer for the next step.



7. Install the washer on the new lock pin.



8. Install in the reverse order of removal.
 9. Verify the repair.

NOTE: Inform the customer to try not to put too much weight on the center console lid.

PARTS INFORMATION

Parts Number	Description	Qty.
KBB4-64-354	PIN	1

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WARRANTY INFORMATION

NOTE: This repair is not covered under factory warranty as it is considered damage caused by the customer and not a defect. The repair can be goodwilled using Dealer Self Authorization (DSA) within term limits or contact Warranty for Preauthorization of the repair.

Warranty Type	A
Symptom Code	99
Damage Code	99
Part Number Main Cause	KBB4-64-354
Quantity	1
Operation Number / Labor Hours:	YY841XRX / 0.5 Hrs

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