

Interior Symptom - Cup Holder on Passenger's Side Jams due to External Influences (SY 75/24)

Model Line: **911 (992)**

Model Year: **As of 2020**

Concerns: **Cup holder on passenger's side**

Symptom: **The customer complains that the front passenger's side cup holder is jammed and not working properly.**

Cause: The base part can unclip from the retaining bracket due to an increased force effect from below on the bottom section of the open cup holder, for example due to accidental snagging when getting in and out of the vehicle. As a result, the cup holder jams when inserted into the housing slot.



Information

An invoice due to external influences cannot be made via the new car warranty or PAW (Porsche Approved Warranty), since this is not invoice-relevant damage.

Remedial Action: If there is a customer complaint, check front passenger's side cup holder and rework if necessary.



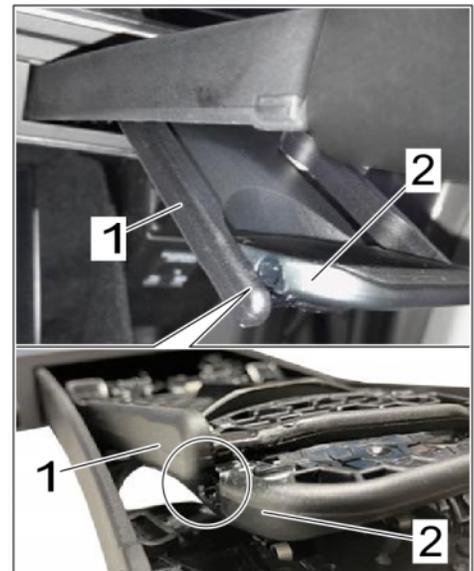
Information

Replacing the cup holder is not advisable if the retaining bracket is ⇒ *Bottom part unclipped (shown on one side) -1-* only unclipped ⇒ *Bottom part unclipped (shown on one side) -Circle-* on one or both sides from the bearing point on the bottom section ⇒ *Bottom part unclipped (shown on one side) -2-* and both parts show no damage.



Information

Inform the customer that if the retaining bracket is only unclipped from the bottom section, the full function of the cup holder can be restored by clipping the retaining bracket into the bottom section. This can also be carried out independently by the customer.



Bottom part unclipped (shown on one side)

Required parts and materials as needed**Information**

No parts are required for checking the cup holder.

Parts Info:

Part No.	Designation	Number
Required parts if the cup holder is damaged or broken and cannot be reworked .		
992858602*	⇒ Cup holder, left-hand drive vehicle	1 piece
or		
992858603*	⇒ Cup holder, right-hand drive vehicle	1 piece

*Determine the variant of the cup holder required for the respective vehicle using the vehicle identification number in the Porsche Spare Parts Catalogue (PET2).

Material:

Required material (usually already available at the Porsche Center)

Part No.	Designation	Quantity
00004330296	⇒ Lubricating grease spray can Carbaflo	Quantity as required

Check cup holder and rework if necessary**Information**

The removal of the cup holder is not required for the inspection and rework.

Work Procedure: 1 Carefully pull the jammed cup holder out of the housing slot and check it.

Assessment	Action
Bottom section of the cup holder unclipped from the retaining bracket on one or both sides.	Rework the cup holder.



*Retaining bracket unclipped
from bottom section*

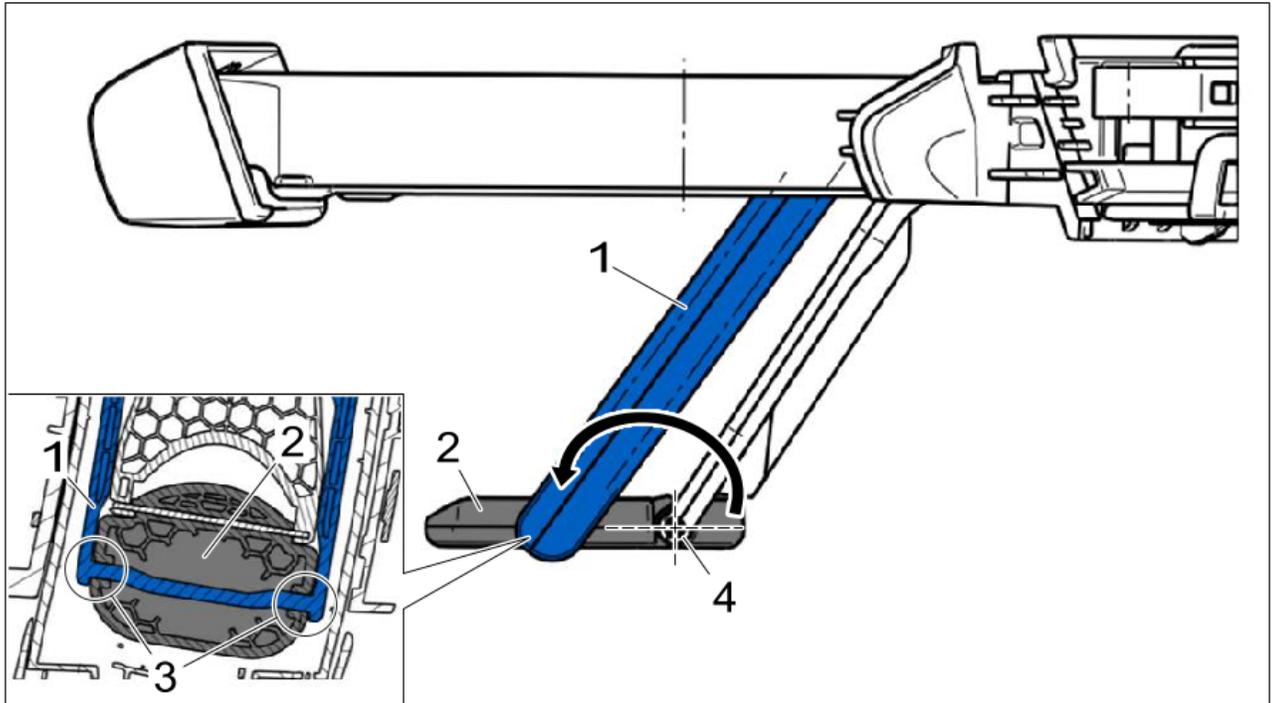
Continue with Step ⇒ 2.

Cup holder **damaged or broken.**

Replace the cup holder.

For instructions, see: ⇒ *Workshop Manual*
'683019 Remove and install drinks holder'

- 2 Rework the cup holder.
 - 2.1 Lubricate affected bearing point ⇒ *Open cup holder -3-* for the retaining brackets ⇒ *Open cup holder -1-* on the bottom part ⇒ *Open cup holder -2-* with approved silicone grease (e.g. Carbaflo lubricating grease spray can). This makes clipping easier.
 - 2.2 Clip the retaining bracket into the bottom section.
For this purpose, taking into account the direction of rotation ⇒ *Open cup holder -Arrow-*, clip the retaining bracket ⇒ *Open cup holder -1-* onto the bearing point ⇒ *Open cup holder -2-* provided on the bottom section ⇒ *Open cup holder -3-* on the open cup holder.



Open cup holder

- 1 – Retaining bar
- 2 – Floor section
- 3 – Bearing points for retaining bracket (view from below)
- 4 – Pivot axis

3 Remove excess silicone grease.

4 Perform functional check of reworked cup holder.

Check retraction and extension behavior and measure opening time at room temperature (+ 23°C).
Target opening time: 1 to 2 seconds

Assessment		Action
(✓)	Entry and exit behavior OK and Target opening time 1 to 2 seconds.	Cup holder OK. End of action.
(X)	Retraction and extending behavior not OK or Opening time longer than 3 seconds.	Replace the cup holder. For instructions, see: ⇒ <i>Workshop Manual '683019 Remove and install drinks holder'</i>

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