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Case Number: S1923000010 Rev. A

Release Date: February 2026

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

Models Affected: 2019-2026 Ram 1500 (DT), 2500 (DJ), 3500 (D2 DD)

Customer Complaint/Technician Observation: Storage bin door located under the center console armrest lid will not open when pushed.

Discussion: A floor console storage bin door that will not open can be caused by foreign material lodged on the backside of door (which you cannot see) - typically a straw, writing utensil, or wrappers. Follow the below to repair the condition.

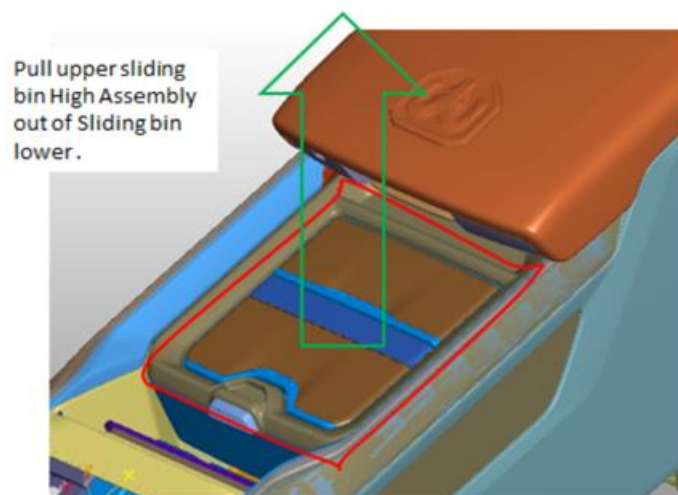


Figure 1

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, eCONTACT or Service Library entry 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.

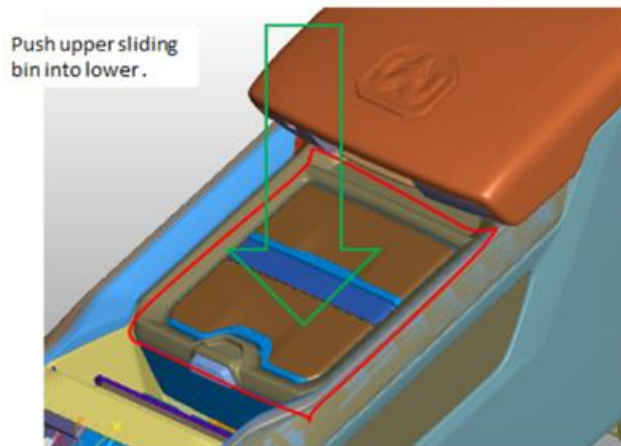


Figure 4

Verification: Open and close the door 3 or more times to ensure it now works as designed.

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