



**NUMBER:** 23-004-04

**GROUP:** Body

**DATE:** February 10, 2004

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**SUBJECT:**

Cup Holder Bind Or Sticks

**OVERVIEW:**

This bulletin involves adjusting the instrument panel trim to provide clearance for the cup holder.

**MODELS:**

2004 (DR) Ram Truck

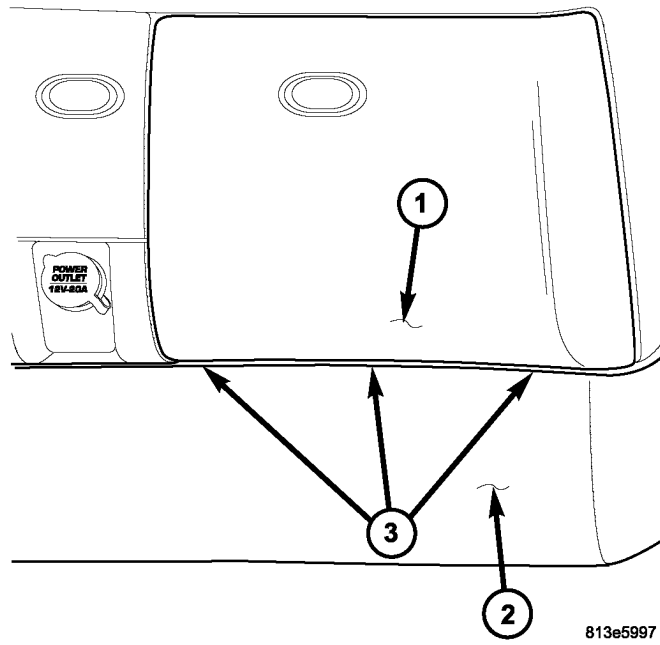
**SYMPTOM/CONDITION:**

**DIAGNOSIS:**

Operate the cup holder. If the cup holder binds or will not open or only opens partially, perform the Repair Procedure.

**REPAIR PROCEDURE:**

1. Using a plastic trim stick, or suitable tool, gently pry on each side of the Airbag Control Module (ACM) cover located under the cup holder and remove the ACM cover.
2. Operated the cup holder with the ACM cover removed. If the cup holder now operates freely, there is an interference between the ACM cover and bottom of the cup holder. If the cup holder binds with the ACM cover removed, proceed to Step 6.
3. Install the ACM cover and inspect the area where the cup holder and the ACM cover come together (Fig. 1). There must be a gap between the ACM cover and the bottom of the cup holder. If the ACM cover is in contact with cup holder, try realigning the cover by pushing the bottom of the cover towards the front. if this provides a gap and the cup holder now operates freely, the repair is complete. If the gap cannot be achieved by adjusting the ACM cover proceed to the next step.



**Fig. 1 CUP HOLDER/ACM COVER**

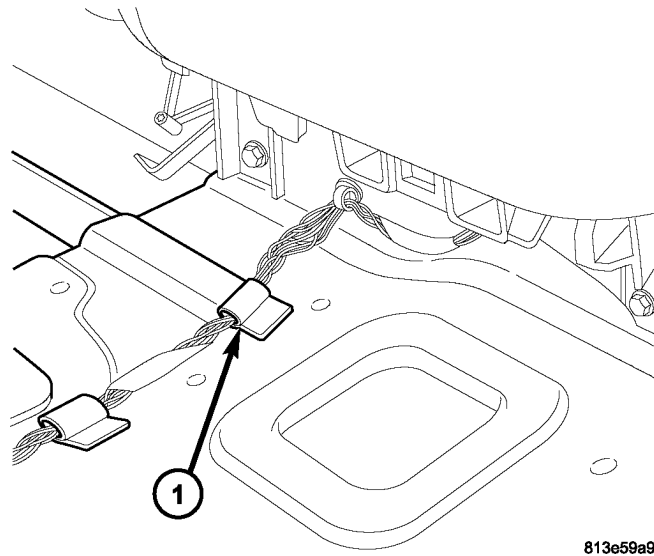
1 - Cup Holder

2 - Airbag Control Module Cover

3 - Gap Between Cup Holder and Airbag Control Module

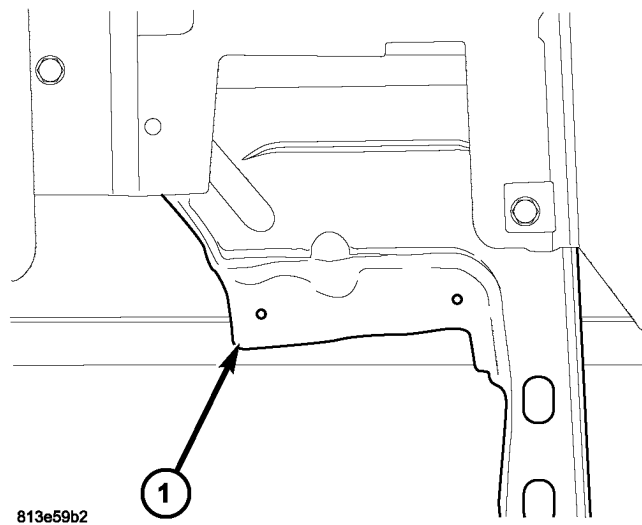
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4. The ACM wire harness runs rearward along the left side of the tunnel under the carpet. (Fig. 2). Rub your hand along the carpet in the area of the bottom of the ACM cover and feel for the harness. If the harness can be felt, it may be pushing the ACM cover upward and into the cup holder. If this is happening it may be necessary to reroute the harness or remove carpet padding from the area.



**Fig. 2 ACM WIRE HARNESS**

5. Roll the carpet back and make sure that there are no plastic retainers in the area that could cause the interference. If a retainer is present remove it. Make sure that the harness is not sitting on a raised portion of the floor. If it is, reroute the harness to a lower area on the floor. Remove the any carpet padding from the area where the harness contacts the carpet to gain additional clearance. This should provide the clearance needed. and complete the repair.
6. Remove the cup holder.
7. Operate the cup holder out of the vehicle. If the cup holder still binds it must be replaced. If it operates freely, inspect the metal bracket where the cup holder fasteners attach as shown. (Fig. 3). If the bracket is bent, it could cause the cup holder to twist or distort when the screws are installed. Straighten the bracket and install the cup holder. If the cup holder operates freely the repair is complete. if the cup holder still binds, it must be replaced.

**Fig. 3 CUP HOLDER BRACKET**

1 - Possible Location of Bent Bracket

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**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Amount
23-11-21-91	Inspect and Adjust ACM Cover	0.3 Hrs.

**FAILURE CODE:**

AM	Authorized Modification
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