

## Center Console Lid Won't Open or Is Hard to Slide

### AFFECTED VEHICLES

2014–16 RLX and 2014 RLX Sport Hybrid

Is the center console lid not opening or is it hard to slide? Chances are your client tried sliding back the lid when one of the sides wasn't completely latched and jammed the lid. A side won't latch if there's something inside the console blocking it.

To unjam the center console lid, just follow these steps:

1. Grip the lid and push it forward until it's fully closed.



2. Push down on the lid to make sure both sides are fully latched.



3. Open both sides one at a time to find out what (if anything) was preventing the side from latching.

**NOTE:** In subzero weather, the lid closing mechanism grease can harden. This can keep the latch from working correctly.

If this fixes the problem, let the service consultant know so that he or she can educate your client. If it doesn't, let him or her know that you'll need to replace the console lid.