



# TECHNICAL SERVICE BULLETIN

## Center Console Rear Cup Holder Detached And/Or Center Console Rear Cup Holder Cover Panel Detached

**19-2002**  
15 February  
2019

This bulletin supersedes 17-2249 . Reason for update: New Part/Procedure For Same Condition

### Model:

<b>Ford</b> 2011-2019 Explorer
2013-2019 Police Interceptor Utility

### Summary

This article supersedes TSB 17-2249 to update the Parts List and Service Procedure.

**Issue:** Some 2011-2019 Explorer and 2013-2019 Police Interceptor Utility vehicles may exhibit a detached center console rear cup holder and/or the cover panel detached from the rear cup holder.

**Action:** Follow the Service Procedure steps to correct the condition.

### Parts

Part Number	Description	Quantity
BB5Z-7813562-BA	Cup Holder (2011-2015)	1
GB5Z-7813562-BA	Cup Holder (2016-2019)	1
JB5Z-78060A98-A	Cup Holder Spring	1

**Warranty Status:** Eligible Under Provisions Of New Vehicle Limited Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

### Labor Times

Description	Operation No.	Time
2011-2019 Explorer: Inspect And Repair Or Replace The Rear Center Cup Holder Assembly (Do Not Use With Any Other Labor Operations)	192002A	0.3 Hrs.

### Repair/Claim Coding

Causal Part:	7813562
Condition Code:	33

### Tool List

Drive	Tool Name
1/4"	Ratchet
1/4"	4" Extension
1/4"	T-15 Torx®
	Small Trim Tool
	Flashlight

### Service Procedure

1. Is the cup holder cover panel detached from the cup holder? (Figure 1)

- (1). Yes - proceed to Step 2.
- (2). No - proceed to Step 5.

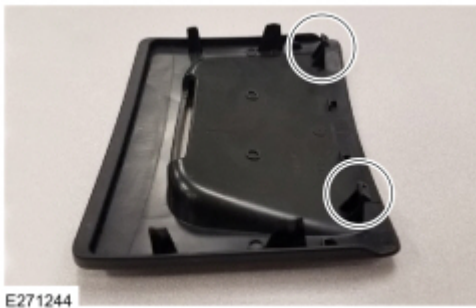
Figure 1



2. Inspect the mounting tabs on the cup holder cover panel for damage. Is damage present? (Figure 2)

- (1). Yes - replace the cup holder assembly. Refer to Workshop Manual (WSM), Section 412-02, Removal and Installation > Rear Heating, Ventilation and Air Conditioning (RHVAC) Control Module.
- (2). No - proceed to Step 3.

Figure 2



3. Slide the rear portion of the door outer edge onto the lip of the cup holder and rotate the door until the mounting tabs snap into place. (Figure 3)

Figure 3



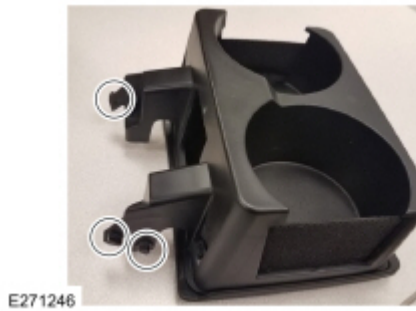
4. Is the cup holder detached from the center console?

- (1). Yes - proceed to Step 5.
- (2). No - repair is complete.

5. Inspect the cup holder pivot posts and pivot stops for damage. Is any damage present? (Figure 4)

- (1). Yes - replace the cup holder assembly. Refer to WSM, Section 412-02. Repair is complete.
- (2). No - proceed to Step 6.

Figure 4



6. Inspect the cup holder pivot posts and stops for a missing spring. Is the spring missing?

- (1). Yes - replace the spring. Proceed to Step 7.
- (2). No - proceed to Step 7.

7. Replace the missing cup holder spring.

- (1). Remove the console rear trim panel and the 4 retaining screws to remove the cup holder bin from the trim panel. Refer to WSM, Section 412-02, Removal and Installation > Rear Heating, Ventilation and Air Conditioning (RHVAC) Control Module.
- (2). Insert one side of the cup holder pivot post into the pivot hole in the cup holder bin. (Figure 5)
- (3). Gently apply outward pressure on the opposite side of the bin and slide the other pivot post into the pivot hole. (Figure 6)
- (4). Verify the cup holder rotates but the pivot stops are not in the guide. (Figure 7)
- (5). Install the cup holder bin side of the spring. (Figure 8)
- (6). Insert the hook on the other side of the spring into the hole in the cup holder. (Figure 9)
- (7). Push the coil of the spring inward while rotating the cup holder to the closed position until the pivot stop snaps into the guide. (Figure 10)
- (8). Verify the operation of the cup holder and the spring is still engaged. (Figure 11)

Figure 5



Figure 6



Figure 7



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Figure 8



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Figure 9



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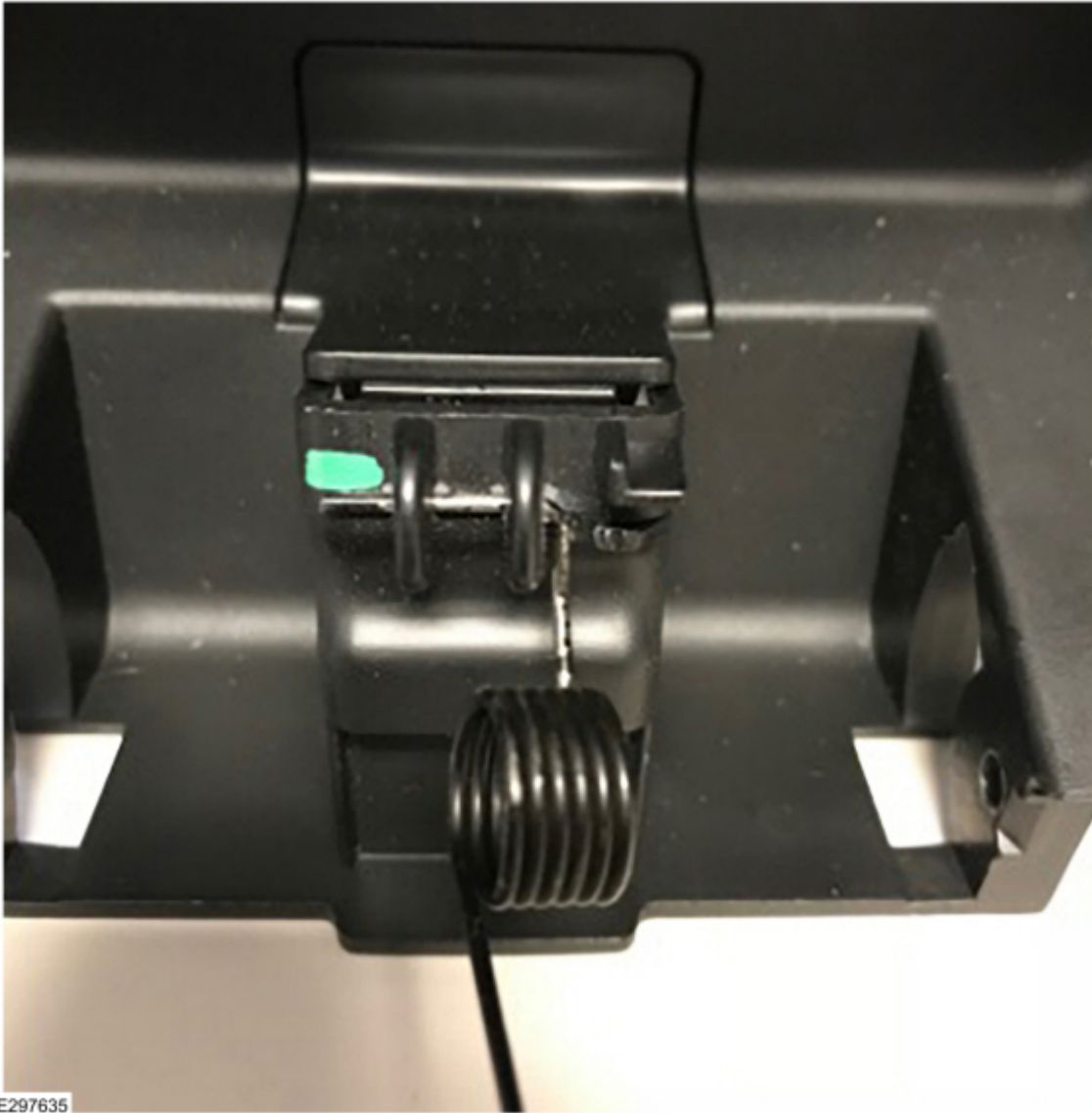
Figure 10



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Figure 11





8. To install, reverse the removal procedure. Refer to WSM, Section 412-02, Removal and Installation > Rear Heating, Ventilation and Air Conditioning (RHVAC) Control Module.

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