



## STAR ONLINE PUBLICATION



**Case Number:** S2607000005

**Release Date:** June 2026

**Symptom/Vehicle Issue:** Vehicle Leaking Coolant Or Overheating

**Models Affected:** 2023-2026 Chrysler Pacifica (RU)

**Customer Complaint/Technician Observation:** The customer may report noticing a coolant odor or visible coolant presence, while the dealer technician may observe signs such as dried coolant residue on the high-temperature coolant reservoir and/or within the engine bay.

**Discussion:** Dried coolant residue on the coolant reservoir is often misinterpreted as evidence of a cracked or damaged reservoir. However, in many cases, the residue may result from external factors such as spilled coolant during servicing, a minor hose leak, or coolant overflow. These conditions can create the appearance of a fault, potentially leading to the unnecessary replacement of properly functioning coolant reservoirs.

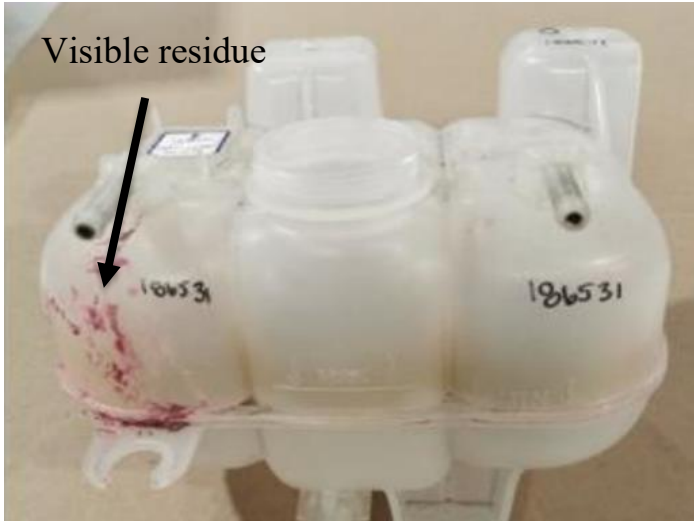
When diagnosing a cooling system or coolant reservoir leak, begin by thoroughly cleaning any dried coolant from the reservoir. Be sure to note the locations of the residue beforehand, as this can provide valuable clues regarding the source of the leak. After cleaning, apply a soapy water solution to the reservoir, ensuring all surfaces and hose connections (as shown below) are adequately covered. This process will help identify active leaks by revealing air or fluid escape, allowing you to determine whether the reservoir is cracked or if the coolant is leaking from another component.

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 or eCONTACT ticket if no solution is found**



## STAR ONLINE PUBLICATION



If residue is found inspect circled areas thoroughly



**Verification:** Once the leak is repaired, follow the normal evac and fill procedure. While filling and burping the system, check for any visible leaks.

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 or eCONTACT ticket if no solution is found**