



STAR ONLINE PUBLICATION



Case Number: S2523000057 REV. A

Release Date: June 2026

Models Affected:

2023 – 2027 - Chrysler Pacifica (RU)

Symptom/Vehicle Issue: 1st Row Armrest Not Holding Position, Being Broken, Being Too Low, Or Touching The Console.

Discussion: 2023 and newer RU vehicles do not have adjustable arm rests that will lock in different positions. Their only positions are up (vertical) and down (horizontal – perpendicular in normal seat back position). This document applies to vehicles built 2023 and after. Please review the list below of possible customer complaints with suggested repair and the repair qualifiers.

- 1. The complaint is the 1st row armrest being broken or not holding the position:** Follow standard inspection and see if the armrest is horizontal with the seat back in design position (refer to Fig 1). If not, check the residual torque on the armrest bolt if it meets the requirement. If not, torque the bolt to the right spec and check if the armrest now holds the horizontal position. If not, follow standard warranty/repair procedure.
- 2. The customer complaint is the 1st row armrest being too low:** Follow standard inspection and see if the armrest is horizontal with the seat back in design position (refer to Fig 1). If not, remove the subject armrest from the seatback, measure the angle from the headrest rod to the surface of the square nut (shown in Fig 2 and 3). If the angle is above 130deg, follow the standard procedure to replace the seat-back frame and proceed to return the part to warranty.
- 3. The customer complaint is the 1st row armrest touching the console:** Please refer to point 1, and 2.

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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Fig:1

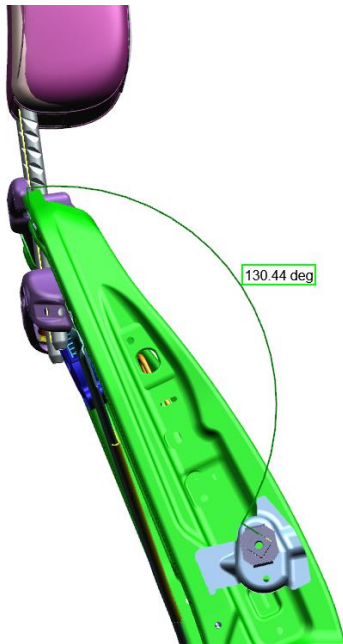


Fig: 2

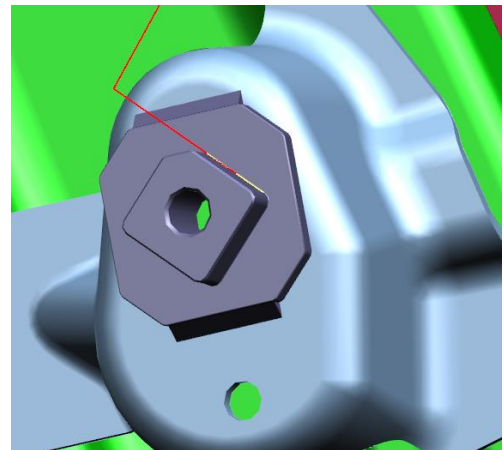


Fig: 3

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