



## STAR ONLINE PUBLICATION



**Case Number:** S2308000075

**Release Date:** June 2023

**Symptom/Vehicle Issue:** The Power Lift Gate Chime Is Quieter Than Expected

**Discussion:** You may find the chime produced when operating the Power Liftgate is quieter than expected. Engineering decided to lower the chimes volume on 2023 model year Pacifica (RU).

**Repair:** Do not replace the Power Lift Gate Module (PLGM) for this concern. The lower chime volume is design intent.

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**