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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. See the list below of possible customer complaints with suggested repair and the repair qualifiers.

1. 1st row armrest not holding the adjustable position. 2023 and newer do not have adjustable positions. If the armrest does not hold horizontal position at its lowest design position (the armrest is not horizontal with the seat back in design position, refer to Fig 2), then follow standard inspection and repair procedure.
2. 1st row armrest being broken, DO NOT REPLACE the armrest, unless the armrest does not hold position at its lowest design position (the armrest is not horizontal with the seat in design position, refer to Fig 2).
3. 1st row armrest being too low, DO NOT REPLACE the armrest, unless the armrest does not hold position at its lowest design position (the armrest is not horizontal with the seat in design position, refer to Fig 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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4. If the customer complaint is about the 1st row armrest touching the console, DO NOT REPLACE the armrest, unless the armrest does not hold position at its lowest design position (the armrest is not horizontal with the seat in design position, refer to Fig 2).



Fig 2: The armrest is horizontal with the seat in design position

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