



STAR ONLINE PUBLICATION



Case Number: S2523000071

Release Date: July 2025

Symptom/Vehicle Issue: 1st Or 2nd Row Center Console Armrest Door Difficult To Slide Open And Or Closed.

Customer Complaint/Technician Observation: Customer states cannot access armrest storage bin due to cover jamming.

Discussion: Follow the below steps prior to replacing the armrest or the bin.

1. Refer to Service Library Service Information 23 - Body / Interior / ARMREST, Console / Disassembly and Assembly FRONT FLOOR CONSOLE ARMREST to remove the bin. Follow the steps up to step 5.
2. With the bin removed. Locate the driver's side silver colored screws on the bin. Using a T20 screwdriver or socket, remove the 3rd screw (from rear to front) shown in the image below. Leave the screw- do not reinstall the screw.
3. Assemble the armrest.
4. Verify the operation of the tambor door on the armrest.



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.