

**EA24-003 KEYWORD CRITERIA\_Primary Alleged Defect**

Model Year(s)
2009-2020

Vehicle Family (ies)
Dodge Journey (JC)

Column 1	And	Column 2	But Not	Column 3
Door	And	Fail	But Not	Monroney
Lock		Stuck		Build Sheet
Handle		Not open		
		Doesn't open		
		Won't open		
		Can't open		
		Malfunction		

**Categorization Criteria**

**Responsive:**

Alleged Defect - failure of any door to open when the interior door handle is pulled or any other malfunction that prevents vehicle occupants from exiting the vehicle through any vehicle door, not including egress issues that occur as a result of crash damage.

**Maybe Responsive:** Failure of any door to open, but it is not clear whether the person trying to open the door is in the interior of the vehicle or the exterior of the vehicle.

**Not Responsive:** Failure of any door to open when the person trying to open the door is outside the vehicle, including when there are children or animals inside the vehicle.