

## Safety Recall: Power Sliding Door Rear Latches - Frequently Asked Questions

**Question:** *What is the issue?*

**Answer:** The power sliding door rear latches may generate higher than normal friction, causing them to stick. If they stick, the power sliding doors may not be able to fully close, allowing them to open unexpectedly and increase the risk of injury for second and third row seat passengers.

**Question:** *What is the fix?*

**Answer:** The left and right power sliding door rear latches must be replaced. This is covered in service bulletin 18-128, [Power Sliding Door Rear Latches](#), which was recently released.

**Question:** *Are there any special concerns with this recall?*

**Answer:** If your dealership does not have parts to repair your customer's vehicle, service bulletin 18-128 directs the service technician to disable the power sliding doors with your customer's permission. Doing this keeps the door latch from getting stuck, mitigating the risk of an unintended opening.

Keep in mind this is just a temporary measure and does not fix the vehicle; your customer must accept to have this done and return when the parts are available. Make sure to note on the RO your customer's acceptance before proceeding.

**Question:** *What if my customer declines the recommendation to have the doors disabled?*

**Answer:** If your customer declines to have this done, make sure you explain the risk of an unintended door opening then note on the RO that you explained this and your customer declined. Advise your customer if the power sliding doors fail to latch, the vehicle must not be driven and must be towed to a dealer.

**Question:** *How will the power sliding doors operate once they are disabled?*

**Answer:** With the power sliding doors disabled, your customer will need to close the door with more force, making sure both the front and rear of the door are flush. If your customer does not apply enough force, the rear latch will not engage. Also, to avoid denting or damage to the door when closing it, your customer should not press on the outside door sheet metal.

**Question:** *How long will the power sliding doors be disabled?*

**Answer:** Dealers will be receiving parts on a weekly basis. Once parts are available, you can arrange with your customer to have the repair completed.