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Availability: ISIS, Fleet!SIS, IsSIR

Major System: CAB / SLEEPER / HOOD

Current Language: English

Other Languages: NONE

Viewed: 895

Revision: 4

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Coding Information

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Title: Cab Door Latch Stuck, Door will not open

Applies To: MV, HV, RH, LT, 2018 LoneStar

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

05/13/2019 - Updated per feedback - Added all series and additional info explaining failure and how to fix it.
 03/14/2019 - Updated author for feedback purposes; Clairfied availability of lock assembly clips as non-serviceable parts.
 03/13/2018 - Initial Article Release.

DESCRIPTION

This document will guide the user through getting a jammed cab door open and properly adjusting the cab door latch assembly when the door is hard to unlock or will not open at all.

SYMPTOM(s)

Door is hard to unlock, or unable to unlock at all.

Door is stuck and will not open form either side.

Diagnostic Trouble Code(s) & Dashboard Indicator Light(s):

MIL: N/A

Performance: N/A

Noise: N/A

REPAIR STEP(s)

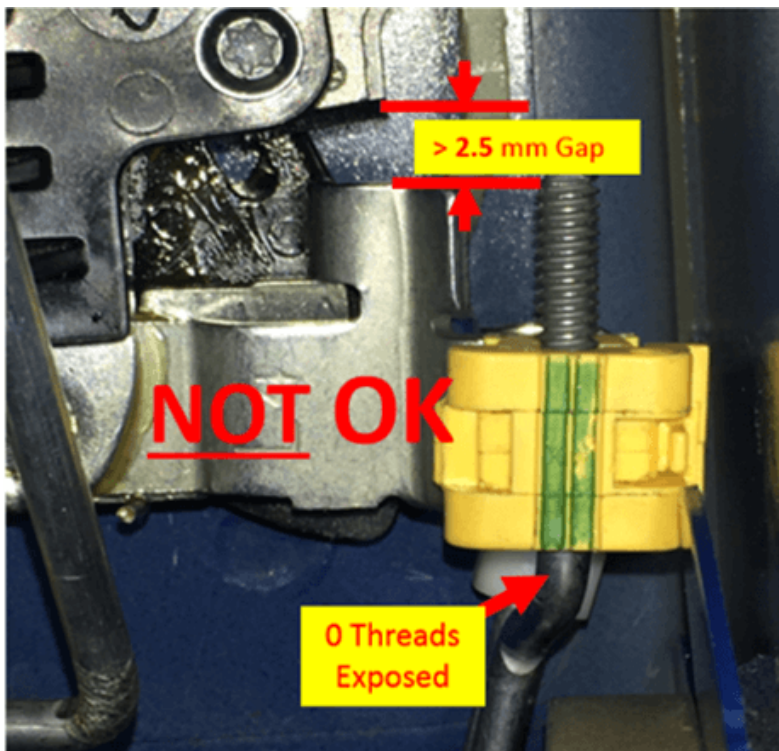
INTERIOR DOOR PANEL/TRIM REMOVAL PROCEDURE (If door is able to be opened): Refer to service manual for interior door disassembly.

Failure Mode #1 (rare occurrence on post delivery trucks built prior to 9/10/2018)

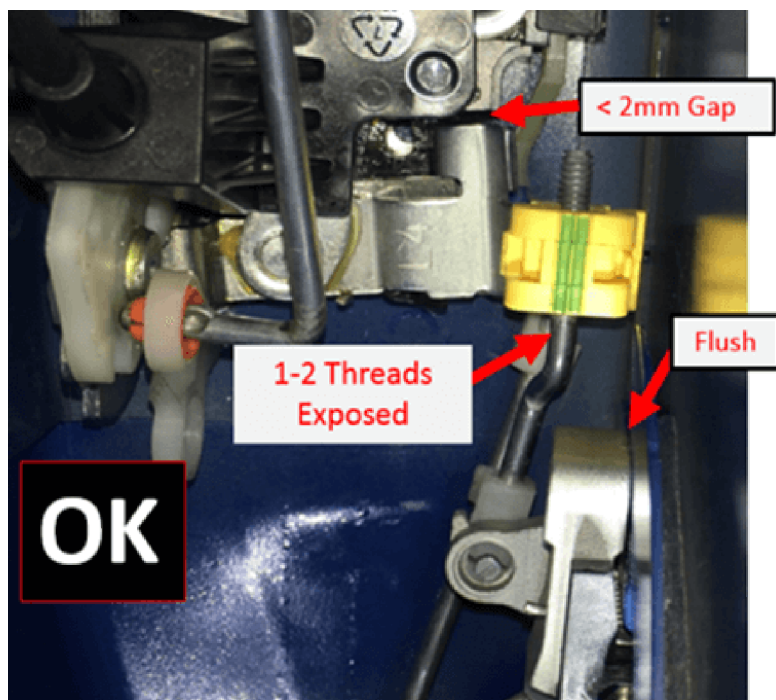
Exterior handle lever has pre load due to improper assembly at the factory. This failure shows up right away after build very early in the trucks life. (Truck Movers finds them on the exit lot) If the yellow clip is fastened to the threaded rod causing the latch lever to rotate down, this can cause the latch to fall into a dead zone where the door cannot be opened from inside or outside.

Step 1: With the door assembly apart including pulling back part of the plastic vapor barrier, check for threads showing on the bottom of the rod under the yellow retaining clip shown below. Trucks built after September 10, 2018 will have a nut under the yellow clip in place of the open threads showing.

See photo below for an example of an **INCORRECT** adjustment. The yellow clip is too low.



Step 2: See photo below of an example of a **CORRECTLY** adjusted door assembly. (Not pictured; there may be a nut threaded onto the rod under the yellow clip in place of the exposed threads.)



Step 3: Undo clip and readjust as shown in step 2; Once correctly adjusted you will need to completely assemble the interior door assembly to properly test the latch.

NOTE: If the yellow clip is damaged or stripped the lock assembly will need to be replaced. The yellow clip is not a separate service part at this time.

Failure Mode #2 (most common occurrence on trucks built prior to 2/24/2019)

Two levers inside the door latch assembly bind together and jam. There have been reports in which an occupant has pushed down on the lock button at the back of the door where it may get jammed in the locked position; then when trying to open the door from the inside, it causes the internal lock lever to get stuck behind the handle lever (Inside the latch assembly) causing the door to be inoperable. (Not able to be opened from the inside or outside.)

Step 1: If a door is not able to be opened using the inside handle or exterior handle, pull up and hold the interior door lock knob/rod in the upper unlocked position while pushing the power door unlock button on the door pod switch. This action should unjam the internal latch levers. If the truck does not have power locks pull the interior door handle while holding the lock knob/rod in the upper unlocked position.

NOTE: Also note that in some cases the trim ring around the door lock knob may have to be removed to be able to grab the knob to pull it up.



Step 2: Then while still holding the interior lock knob/rod up, pull the interior door pull and the door should open.

Step 3: Once you get the door open follow the interior door panels removal procedures outlined in the service manual to gain access to the door latch assembly to remove and replace with new service part. Once the new latch is installed and correctly adjusted you will need to completely assemble the interior door assembly to properly test the function of the latch.

NOTE: The design change to fix this issue went into production on Feb 24, 2019. So, all trucks and service parts built after this date should have the updated design to prevent the latch levers from binding. The interference of the lock lever and handle lever are by design so that when you go to open the door from the inside the handle lever rotates forward contacting the lock lever causing the latch to unlock and then eventually unlatch, hence - the term single pull to unlock and latch.

WARRANTY INFORMATION

Warranty Claim Coding:

Refer to the [Warranty Coding Manual](#) for Group and Noun Codes.

Standard Repair Time(s):

Refer to the [SRT Manual](#) for Repair Times

OTHER RESOURCES

[Master Service Information Site](#)

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