

STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Power Sliding Door Will Not Close During The Power Close Cycle

Customer complaint/ technician observation: Owner complains after a power close cycle the sliding door reverses at times and the power sliding door requires manual closing. Technician has not been able to duplicate the concern, no DTC's within any modules.

Repair Procedure: Use the scan tool to identify that the PSDM (Power Sliding Door Module) and RDCM (Rear Door Control Module) are at the most current software level. Reference TSB's 08-027-18 for RDCM and 08-008-20 for PSDM. Update the modules as needed and perform the below. Perform the same learn cycle if modules are up to date to ensure proper learning sequence Pg 1-2.

POWER SLIDING DOOR LEARN CYCLE

NOTE: Any time a power sliding door component is removed, replaced, door adjustment is performed or diagnostic trouble codes are addressed and erased, a learn cycle must be performed.

The power sliding door learn cycle enables the power sliding door control module to learn or relearn critical information (travel limits, resistance to door travel, door position, etc.) which allows the system to perform properly and safely. To perform a power sliding door learn cycle do the following:

Obtain an appropriate scan tool.

Connect the scan tool to the vehicle and check for any power sliding door system stored trouble codes, correct and erase any stored codes.

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Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

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1. Close effected sliding door.
2. Using the scan tool, select the Power Sliding Door Control Module (PSDM) Menu, More Options, System Tests and select the Open Door Test.
3. Using the scan tool check “routine status” for a pass or fail message. If the Open Door Test did not pass, the scan tool will display the reason to aid in system diagnosis or rerunning the Open Door Test routine.
4. Using the scan tool, select the Power Sliding Door Control Module (PSDM) Menu, More Options, System Tests and select the Close Door Test.
5. Using the scan tool check “routine status” for a pass or fail message. If the Close Door Test did not pass, the scan tool will display the reason to aid in system diagnosis or rerunning the Close Door Test routine.
6. Follow the instructions on the scan tool to complete the test.
7. The power sliding door learn cycle is complete.

NOTE: If the power sliding door will not complete a full cycle a problem exists in the power sliding door system.

In order to obtain conclusive testing of the power sliding door system, the Controller Area Network (CAN) data bus, and all of the electronic modules that provide inputs to, or receive outputs from the power sliding door system components must be checked. Any diagnosis of the power sliding door system should begin with the use of a scan tool and the appropriate diagnostic service information.

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