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Symptom/Vehicle Issue: Door Will Not Open Using Inside Door Handle

Customer Complaint/Technician Observation: Front door will not open from inside door handle when pulled.

Discussion: Open the door using the outside handle. Remove the trim panel. Refer to Service Information 23 - Body / Doors - Front / PANEL, Door Trim / Removal and Installation. With the panel removed inspect the lower rear door cavity shown in Fig 1 for the blue cable dust cover position. If the blue dust cover is found un seated from the door carrier, seat the cover and place a piece of tape 68065586aa over the dust cover as shown in Fig 2. Once the cover is secured and taped in place reassemble the door panel.

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 or eCONTACT ticket if no solution is found



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Fig 1
location of interior door handle cable dust cover (left image). Unseated cover (right image)



Fig 2
Dust cover seated properly and tape applied over top.

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