



## STAR ONLINE PUBLICATION



**Case Number:** S2123000008

**Release Date:** 02/05/2021

**Symptom/Vehicle Issue:** B2500-01 B2500-07 Power Sliding Door Latch General Electric Failure

**Customer Complaint/Technician Observation:** Technician may find B2500-01 and or B2500-07 DTC's in the power sliding door modules.

**Discussion:** Verify the power sliding doors electrically function from the fob and in-vehicle switches. If the doors fully function open and close with no issues, do not replace the sliding door latch. The majority of parts returns do not exhibit failures when analyzed. Request information from the vehicle owner to determine if there were any environmental conditions such as severe parking angle or slope, someone holding the door back from closing or even an object possibly blocking the door from latching. Ask the owner for help duplicating any power sliding door latching issues prior to replacement of any parts. Verify sliding door fit as well as gap and flush. Refer to service information 23 - Body / Doors - Sliding / DOOR, Sliding / Adjustments.

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**