

## STAR ONLINE PUBLICATION

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**Case Number: S1808000233 – Rev. A**

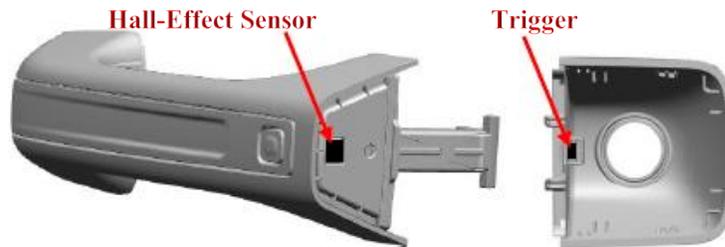
**Release Date: 2/4/2021**

**Symptom/Vehicle Issue:** The Passive Entry Door Handle Does Not Unlock The Door And B25A3-00 Or B25A4-00 May Be Active

**Diagnosis:** When trying to enter the vehicle using passive entry you may find that either the drivers or the passenger's door does not unlock. A B25A3-00 or B25A4-00 FRONT DOOR HANDLE SENSOR may be active.

New FCA vehicles equipped with Passive Entry have a NEW Hall-Effect Sensor in addition to the standard Capacitive Switch Membrane (pad inside door handle) and the Tactile Lock Switch/Button.

The Hall-Effect sensor is located at the rear of the door handle and interfaces with the Trigger located inside the door handle cap (lock cylinder cover).



Hall-effect Switch  
(between handle sections)

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The Hall-Effect sensor monitors the magnetic field between the door handle and the Trigger inside the door handle cap. When the magnetic field is broken, the Passive Entry System interprets the door handle as being “Pulled”. The system will NOT unlock a door that it believes has a “Pulled’ door handle.

It has been determined that some vehicles came from the plant with the non-passive entry door handle caps installed or a door handle cap that was missing the Hall-Effect Trigger. A missing Hall-Effect Trigger will cause the system to believe the door handle is “Pulled” at all times.

Remove the door handle cap using the standard procedure in TechConnect/Service Library. Inspect for a missing Hall-Effect Trigger as depicted below.



**Hall-Effect Trigger Missing**



**Hall Effect Trigger Present**

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**Repair Procedure:** If you determine the Hall-Effect Trigger is missing or the incorrect door handle cap was installed. Replace the door handle cap and verify the Trigger is located within the new part prior to installation.

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