



STAR ONLINE PUBLICATION



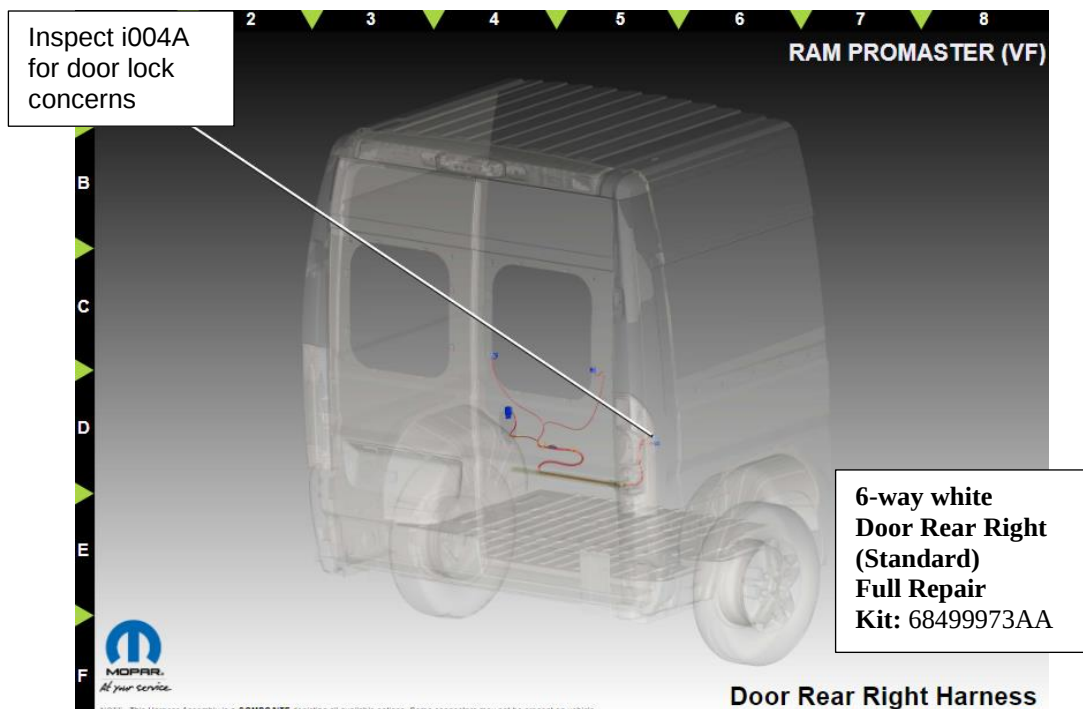
Case Number: S2208000195

Release Date: December 2022

Symptom/Vehicle Issue: Rear Door(s) Do Not Unlock

Customer Complaint/Technician Observation: Owner complains that the rear doors will not unlock (right side latch). Technician observed no Diagnostic Trouble Codes (DTCs) however the rear doors are not unlocking.

Repair Procedure: Inspect the i004A 6-way white connector at the right D pillar for loose pushed out terminals, secure or repair as needed. If no issues at this location, further inspect the door harness at the highlighted taping location pg 2. Repair any damaged circuits using the Service Library harness service repair guidelines.



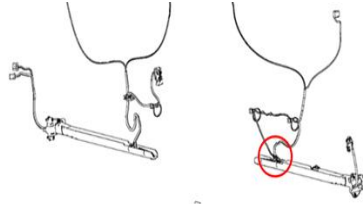
Pg 1

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.

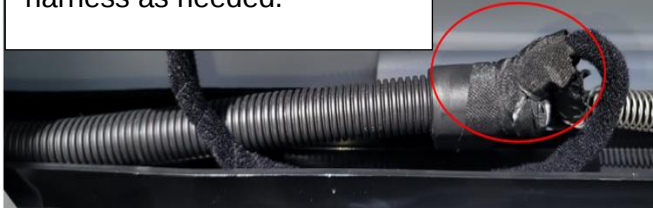
Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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Inspect the taped harness area for pinched or damaged circuits. Repair or replace the harness as needed.



Pg2

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