



STAR ONLINE PUBLICATION



Case Number: S2323000044

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Symptom/Vehicle Issue: Rear Door High Closing Effort.

Discussion: Rear door latch parts returns to the Quality Engineering Center exhibit no failures when installed on a test vehicle. Latches do show wear marks on the fish mouth of the latch indicating the striker was contacting the latch instead of being centered (Fig 1). Review of the claims information links the replacement of the latches to a customer complaint of high closing effort. When diagnosing a vehicle with this complaint, first start with verifying door fitment, gap and flush. Refer to Service Library 23 - Body / Doors - Rear / STRIKER, Door Latch / Removal and Installation for striker information and 23 - Body / Body Structure / Gap and Flush / Specifications for information on door adjustments.



Fig 1.
Wear on door latch edge from striker contact.

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, eCONTACT or Service Library entry if no solution is found.