



STAR ONLINE PUBLICATION



Case Number: S2323000058

Release Date: July 2023

Symptom/Vehicle Issue: Power Sliding Door Will Not Open And Or Close.

Customer Complaint/Technician Observation: Customer complains the power sliding door (PSD) doesn't work with power commands and or will not open or close. Technician may notice the drive cable is damaged and out of position rendering the door inoperable.

Discussion: The PSD power drive cable system should be inspected for damage. Cable damage can eventually wear through or catch and extrude itself from the braided cable. Damage to the grooves of the cable tensioner may cause it to not work properly. Refer to Service Library 08 - Electrical / 8N - Power Systems / Power Sliding Door for servicing information.

Repair tips:

- Disassembly should take place without further door cycles or door movement if possible.
- If further door cycles or movement is required, only open the door enough to gain access to and exposed/visible cable.
- Cut cable to free door. Replace any damaged components.
- Once the exposed/visible cable is cut, only open door enough to gain access to cable tensioner bolt.

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.

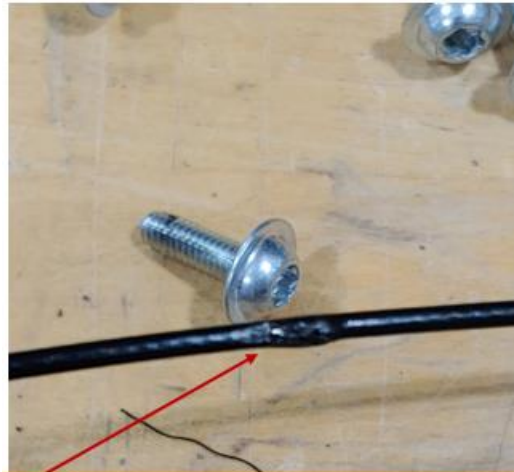


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- Disengage cable tensioner bolt & assembly from vehicle per procedure in Service Library 08 - Electrical / 8N - Power Systems / Power Sliding Door.
- Do not remove the motor drum cover.

See attached images below show examples of damage to the cable and the tensioner.



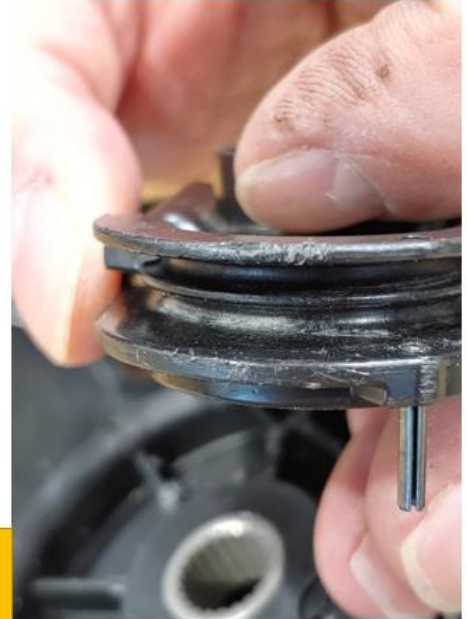
Cable Damage Requiring Replacement.

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