

GPOP - Issue Review System

Part Number: 68314802A\$, 68314803A\$

Part Description: LATCH, Sliding Door (Right / L

Issue Description: For any RU vehicle with a sliding door will not open/close issue please refer to the following steps:

1. Please verify proper functionality of both sliding doors (power or manual) switch the door into manual mode. Then, put the door in secondary and see if it will cinch and release through all inputs (overhead console, key fob, handle grab)
2. If sliding doors operate as expected, do NOT replace sliding door latch(es)
3. If possible, please provide any / all information in the repair order narrative regarding status of sliding door function (i.e, door only works manually, won't open via key fob, etc.). This includes all customer feedback as well (what exactly brought the customer into the dealer).