



## STAR ONLINE PUBLICATION



**Case Number:** S2323000086

**Release Date:** November 2023

**Symptom/Vehicle Issue:** Rear Door Not Opening From The Outside Door Handle.

**Customer Complaint/Technician Observation:** Customer may have a complaint or intermittent complaint the rear door does not open with the outside door handle.

**Discussion:** Reviewing claim information shows several technicians report door latch/handle cables have come out of their routing clips. When diagnosing a door operation complaint, remove the trim panel and inspect routing and retention of the cables from end to end prior to replacing any parts. Refer to Service Library Service Information 23 - Body / Doors - Rear / LATCH for more information.

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.**