



## STAR ONLINE PUBLICATION



**Case Number:** S2323000015 Rev. B

**Release Date:** May 2024

**Symptom/Vehicle Issue:** Doors Will Not Open From Handle(s)

**Customer Complaint/Technician Observation:** Customer and technician notice a vehicle door does not open from a handle or both handles. Door won't open by the inside handle due to cable dislodged.

**Discussion:** This document will discuss possible causes of interior handle not opening the door, exterior handle not opening the door, and both not opening a door. Find and review the information contained in the 4 topics below that applies to your vehicle.

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.

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### Condition 1. Door does not open from interior handle.

Open the door from the exterior handle. Remove the door trim. Refer to 23 - Body / Doors – Front (or Rear) / PANEL, Door Trim / Removal and Installation. Inspect the cable routing for routing, rub through, kinking, and pinching. Replace and correct routing of the cable as needed. See Fig 1. Also inspect the interior handle and clip.

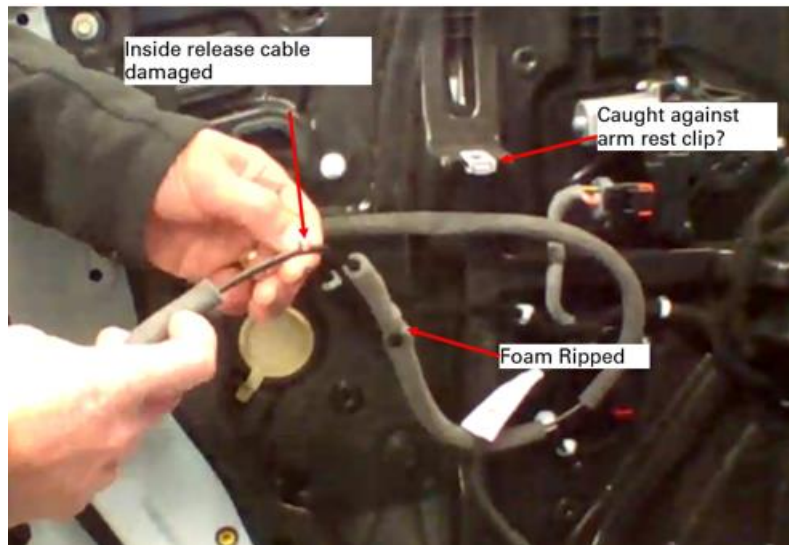


Fig 1

Re-assemble the door and test for proper operation.

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### Condition 2. Door does not open from interior handle. Cable dislodged from latch or interior handle.

1. Review the release cable is properly routed and clipped to the trim panel. If the cable is not properly routed there will be increased release effort and the interior handle will be not able to open the door (see condition 1).
2. Verify if the cable end fitting and the barrel bushing are correctly attached to the interior handle.
3. Remove the dust cover on the latch to verify the proper attachment of the cable cap and the z fitting to the latch release lever (Fig 2).



Fig 2

4. If the cable is not properly routed, remove the cable and install the cable properly.
5. If the barrel bushing or the z fitting are not correctly attached or the core wire is not moving freely into the conduit, remove each and reconnect.
6. Verify the proper function of the interior handle several times.
7. After performing all the steps above and the door still not open by inside, replace the latch.

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### Condition 3. Door does not open from exterior handle.

Inspection of the exterior handle door cable may require disassembly of the interior side of the door. Follow service information to remove the door panel and carrier plate. Once the area is accessed, inspect the cable caps for proper snap in retention to the door latch and handle. If the cable cap ends show damage such as cracking, bent lock tabs, replace the cable. See Fig 3.



Fig 3.

### Condition 4. Door will not open from either the interior or exterior door handle.

1. Unlock the door locks.
2. Place the seat rearward and reclined as much as possible. Remove the belt moldings. Refer to Service Library 23 - Body / Doors - Front (Rear) / MOLDING / Removal and Installation.

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3. Inspect the exterior door handle cable viewed through the belt molding area. If kinked, use a non-marring tool to attempt to straighten the cable and try to open the door from exterior handle. If this does not release the door, go to step 4.
4. Remove the arm rest retaining screw and lift the trim panel off the sheet metal. Pull the trim panel off as much as possible at the rear of the door and wedge with a non-marring tool (wood block or equivalent). The door carrier plate and perimeter screws will be visible. Remove as many of the fasteners as possible.
5. Using a cutting tool such as a body saw, cut the carrier plate (you will need to replace the carrier plate after this) to gain access to the door cavity and latch. Use masking tape to protect painted surfaces.
6. Remove the glass run guide for more access to the latch area.
7. Using a small cordless drill, a hole will need to be drilled in the door latch (the door latch will need to be replaced). Use a small hole saw drill with the centering drill removed. See image for approximate location of the hole. See Fig 4. Goal is to open the cavity of the latch to gain access to the levers with just removing the outer layer.



Fig 4.

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8. After making the hole, push up on the levers using a screwdriver as indicated in Fig 5.



Fig 5.

9. Push up on the exterior handle release lever. See Fig 5. The lever is circled in red. This should release the latch. If not, go back to step 8 and try again.
10. >>>**Note**>>> All cut, drilled, and damaged parts will require replacement.

Once door is open clean debris from vehicle and replace damaged parts.  
Assemble the door and check operation.

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