



STAR ONLINE PUBLICATION



Case Number: S2423000024 Rev. A

Release Date: May 2024

Symptom/Vehicle Issue: Door Ajar Light On With Door(s) Closed.

Customer Complaint/Technician Observation: The door ajar light is on when the door is closed. Technician may or may not find diagnostic trouble codes (DTCs) for Door Ajar Circuits.

Discussion:

Analysis of returned parts has shown latches are being returned with no issues found when inspected and tested. This document may help with additional repair information and avoid over repair. Use this information in addition to any side door latch DTC diagnostic steps.

1. Check that all the wiring and connections are correctly attached and routed properly.
2. Review the harness connector are properly fully seated. Push the connector to ensure that is fully seated.
3. If the connector is not fully seated after to push it, remove the connector and verify the pins. (If the pins are damaged, please replace the connector)
4. After performing all the steps above, if the ajar light is still on, replace the side door latch as a last step.

Validate the functionality of the side door latch by performing open and close cycles. After completion of repair please document what issue was found and the corrective action taken to repair the customer concern.

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.