



## STAR ONLINE PUBLICATION



**Case Number:** S2423000031

**Release Date:** June 2024

**Symptom/Vehicle Issue:** Power Sliding Door Inoperative Or Intermittently Will Not Open Or Close.

**Customer Complaint/Technician Observation:** Technician may find B2500 Power Sliding Door Latch- Mechanical Failure diagnostic trouble code (DTC) set.

**Discussion:** Many latch part returns have been analyzed and found to have no issue when tested and inspected. See the below for more information to aid in diagnosing a power sliding door not opening/closing complaint.

1. Duplicate and verify the customer complaint prior to any repair. If the complaint cannot be duplicated, work with the owner to understand what happens and what they expect from the power door system. Duplicate the parking conditions (level or unlevel ground ect) during testing and verification.
2. Follow any DTC procedures for codes that are set first. Refer to 28 - DTC-Based Diagnostics.
3. If no DTCs exist, or in addition to DTC testing inspect latch connections and wire connections in the rest of the actuators (power drive unit (motor), power sliding door module, track). Look for damage or dirt in the connector/wire, harnesses, or pin issues. Bent, expanded, corroded pins can cause issues that would lead to a power door not opening/closing intermittently.

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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4. Review all the release cables connections and split box release cables. All the cable must be properly attached to the latch, split box and handles.

Validate the functionality of the sliding door latch by performing power open and close cycles.

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