



STAR ONLINE PUBLICATION

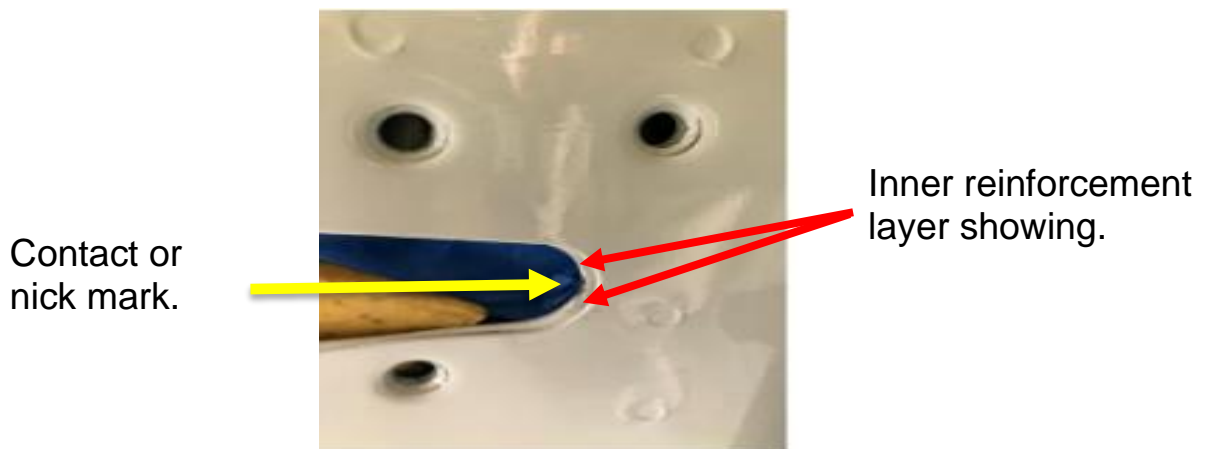


Case Number: S2323000042

Release Date: July 2024

Symptom/Vehicle Issue: Right Rear Door Ajar Light On. Metal Clunk Or Ting Noise From Door Latch Area.

Customer Complaint/Technician Observation: Inspection of the door latch “fish mouth” may show striker contact marks in the radius of the mouth. Inner door reinforcement may show an overlap with the door outer shell at the radius.



Discussion: If the condition and metal contact match the above image the overlap will need to be ground even with the door outer layer. Review the below steps to provide striker clearance.

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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1. Remove the latch screws but do not remove the latch. The latch can be pushed inside the door to allow clearance for the tool in the next steps. Protect the latch with masking tape to prevent grinding dust intrusion and contact with the rotary tool. A fiber trim stick may help in holding the latch inboard.
2. Apply masking tape to protect the door other than the radius of the fish mouth area of the latch hole. Using a rotary burr tool such as a carbide or a cone shaped grinding stone on a rotary tool (air or electric) carefully grind the inner latch reinforcement at the radius to match the door outer layer. Once complete, using a vacuum and compressed air remove the debris from the area.
3. Clean the surface with grease and wax remover. Using single step primer 04443633AC or equivalent apply to the exposed metal areas in the radius. Allow to cure according to product instructions.
4. Using a touch up pen color matched to the vehicle, apply the color to the primed area. Follow touch up pen application instructions.
5. Remove masking tape and install screws for the latch.
6. Verify repair resolved noise and/or door ajar light complaint.



Finished Repair.

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