



## STAR ONLINE PUBLICATION



**Case Number:** S2423000040

**Release Date:** August 2024

**Symptom/Vehicle Issue:** Passenger Door May Not Unlock Or Lock. U0200 Set.

**Customer Complaint/Technician Observation:** Customer may complain the front door locks may not lock and or unlock. Condition may be intermittent. Diagnostic trouble code (DTC) U0200-00 lost communication with passenger door module may be set.

**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 improve fixed first visit (FFV) scores. Use this information in addition to any latch DTC diagnostic steps.

1. Duplicate and verify the customer complaint.
2. Review the passive entry and key fob electrical connections. Inspect and repair any pin and or connector damage- bent or expanded pins and signs of corrosion.
3. Verify the lock rod is correctly installed at the door module and latch release lever. Also review the key cylinder, the rod to the key cylinder, and the latch lever are properly installed. Replace any damaged or failed components. Refer to Service Library 23 - Body / Doors - Front / LATCH, Door / Removal.
4. After reviewing the components, remove the latch. Verify latch function by operating the latch without the elements (cables and attachments).

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.**



## STAR ONLINE PUBLICATION



5. After performing all the steps above and the issue remains, replace the latch.

Validate the functionality of the side door latch by performing power open and close cycles by key fob and with the manual key.

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.**