



STAR ONLINE PUBLICATION



Case Number: S2523000004

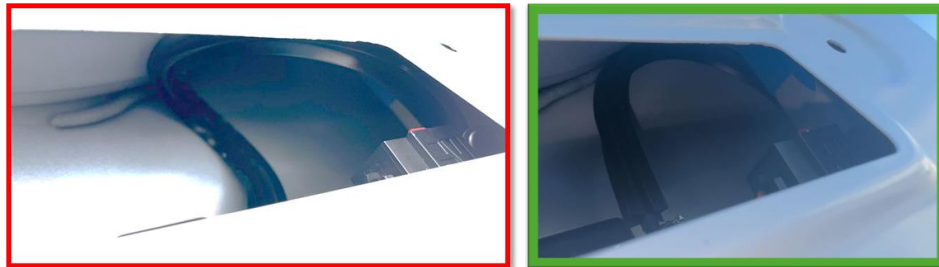
Release Date: January 2025

Symptom/Vehicle Issue: Rear Cargo Door(s) Difficult To Open With Handle. Handle Binds When Pulled.

Customer Complaint/Technician Observation: Rear cargo door is hard to unlatch. Left and or right cargo door is hard to open.

Discussion: Inspection of the door release cables routing should be performed. Refer to Service Library 23 - Body / Doors - Rear / CABLE, Latch / Removal and Installation to gain access to the latch release cables for routing inspection. This document may help with additional repair information and avoid over repair.

1. Remove the cargo door interior trim panel to expose the release cable. The cable should be routed in a smooth U shape with no twist. Refer to the image below. The red image on the left has a twist. The right green boxed image shows a smooth U shape. Correct the routing of the release cable and verify proper operation.



2. If after performing the above steps the issue remains, replace the latch.

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.