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Case Number: S2523000003

Release Date: January 2025

Symptom/Vehicle Issue: Door Latch, Handle And Ajar Additional Service Information.

Discussion: Customer may have a complaint of one or more of the following. Locate and follow the steps for each condition listed below in this document.

1. Will Not Power Lock/Unlock Front And Or Rear Door(s).
2. Door Ajar Inoperable
3. Door Will Not Open From Outside Handle
4. Door Will Not Open From Inside Handle
5. Door Will Not Close

1. Will Not Power Lock/Unlock Front And Or Rear Door(s).

Manually lock and unlock the latch for each door using steps below. Does it properly lock and unlock?

>>>No>>> If it does not operate both lock and unlock, remove the door trim panel, and check lock rod for proper assembly and that it is connected to the lock and to the latch.

>>>Yes>>> If the lock manually operates OK, then power lock and unlock and listen for the actuator motor sound. Is it heard?

-If yes, the lock actuator is heard, then remove door trim panel and check if latch functions properly with the panel removed.

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-If no actuator motor sound is heard, then disconnect the connector to the latch and reconnect. If latch still not functioning properly, then remove and replace the latch.



a. Unlocked Position



b. Push to locked position



c. Pull Inside Handle to move lock knob to unlocked position.

2. Door Ajar Inoperable

To verify ajar operation follow the image steps A through F below. Should one of the steps not match the result indicated, remove the door trim panel and disconnect and reconnect the latch electrical connector to inspect the pins and connector for issues. If ajar still not functioning properly verify the wiring from the latch to the BCM including intermediate connectors.

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A. Open door and see door ajar light.



B. With screwdriver bring latch catch to primary position. Ensure catch cannot open.



C. Confirm ajar light is now off.



D. Insert screwdriver into catch fishmouth.



E. While pushing the screwdriver in the catch to open, pull on the outside handle.



F. Confirm ajar light is now on. You can now close the door.

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3. Door will not open from outside handle.

A. Using power, lock and then unlock the door. Try to open with outside handle. If not successful, review the next step(s) for the door with the concern.

Note: The alarm may sound if the door was power locked with key fob or door electric switch. Be prepared to shut off the alarm with key fob.

- For driver's door, unlock the driver's door using the key cylinder. Try to open with the outside handle.
- For passenger front door, roll down the glass. Pull on the inside handle and note if the door unlocks and opens.
- For the rear doors, pull the lock knob up to unlock. Then pull on the outside handle and note if the door opens. If it does not, pull on the inside handle to note if it opens.

If any of the above tests do not allow the door to open with the outside handle, remove the door trim panel and inspect the cable and linkage to confirm it is properly installed. Correct any issues. Then perform the test again. If the door still does not open with all linkage and cables verified, then as a last step replace the door latch.

4. Door will not open from inside handle.

A. Operate the inside handle and note if door unlocks and opens. If not successful, using power, lock and unlock the doors. Then pull inside handle and note if door opens.

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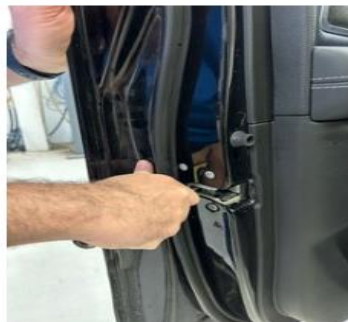


- For front door(s), pull on the IS Handle and note if the door unlocks and opens (image 1 below). If not, using power, lock and unlock the door. Pull on IS Handle and note if the door unlocks and opens.
- For the rear door(s), pull the lock knob up to unlock (image 2 below). Pull on the IS handle and note if door opens.

If any of the above tests do not allow the door to open with the inside handle, remove the door trim panel and inspect the cable and linkage to confirm it is properly installed. Correct any issues. Then perform the test again. If the door still does not open with all linkage and cables verified, then as a last step replace the door latch.

5. Door will not close.

- A. Follow steps A and B below. If door still will not close, inspect the position of the outside and inside door handles. Did they return to their normal position or is there binding? If binding exists and handles did not return to their rest position, remove the door trim panel, and inspect the cables and linkage for binding. Ensure the linkage moves freely. If the linkage is OK, replace the latch as a last repair step.



A. With screwdriver bring latch to fully closed position. Ensure latch cannot open.



B. While pushing the screwdriver in the catch to open, pull on the outside Handle.

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