



## STAR ONLINE PUBLICATION



**Case Number:** S2408000072 Rev. A

**Release Date:** June 2025

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

**Customer Complaint/Technician Observation:** The owner complains that the power sliding door does not power open at times. The technician should duplicate the concern if possible.

### Discussion:

1. Duplicate and verify the customer complaint.
2. Using wiTECH, retrieve the Power Sliding Door Module (PSDM) part number. If the PN is at an XXXXXXXXAD, update the module software to the most current software available.
3. Check for Diagnostic Trouble Codes (DTCs) in the PSDM. Follow service diagnostics for any active codes and calibration requirements. Refer to 28 - DTC-Based Diagnostics / MODULE, Power Sliding Door, Right (PSDMR) & Power Sliding Door Left (PSDML) / Diagnosis and Testing for additional information.
4. If no DTCs exist and the software has been updated, inspect the PSDM connections for any signs of loose, pushed out or bent terminals. Clean and secure all the involved connectors as needed.
5. Use Service Library diagnostic aids and resources. Refer to 28 - DTC-Based Diagnostics / MODULE, Power Sliding Door, Right (PSDMR) & Power Sliding Door, Left (PSDML) / Diagnosis and Testing section contains condition based diagnostic charts. It also has a table of input/outputs and inhibit monitor explanations.

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.**