



## STAR ONLINE PUBLICATION



**Case Number:** S2523000067

**Release Date:** July 2025

**Symptom/Vehicle Issue:** Exterior Door Handle Sticking When Opening The Door.

**Discussion:** Locate and follow the steps for each condition listed below in this document.

1. Compare the door open handle pull force to a known good vehicle. If higher force is required, continue to step 2.
2. Remove the door trim panel and carrier plate module to expose the door cavity. Refer to Service Library 23 - Body / Doors - Front / LATCH, Door / Removal and Installation.
3. Inspect the link rods from the handle to the latch. Ensure the rods are fully inserted into the handle and link levers. See the below figure.  
If the rods are correctly installed, test the following:
  - Manually actuate the latch itself with the link rods removed.
  - Manually pull the exterior door handle with link rods removed to check the handle effort.

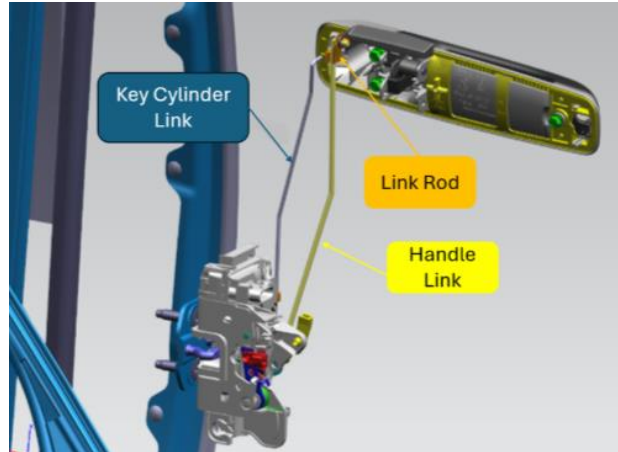
Replace the component with the excessive effort.

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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4. Once the link rod installation is verified, install the carrier plate module and trim panel referring to Service Library instructions. Check door handle operation.

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