



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Passive Entry Outside Door Handle Does Not Unlock Or Lock The Vehicle Doors.

Customer Complaint/Technician Observation: Customer complains that the exterior passive entry door handle does not unlock/lock the vehicle doors. The condition could be intermittent or always present.

Discussion: Several returned door handles have been analyzed with no failure found. The information in this document involves inspecting the door handle harness connector. Follow any published diagnostic trouble code (DTC) for faults set first.

<<<**NOTE**>>> Electrical connector can be accessed with out removing the door trim panel. Refer to Service Library 23 - Body / Doors - Front / HANDLE / Removal and Installation EXTERIOR DOOR HANDLE.

Disconnect and reconnect the handle & wire harness connectors (See Figures 1 & 2) and verify if the handle unlocks and locks the doors (See Figures 3 & 4). Use the push, push, pull method to ensure the connector is fully connected.



Figure 1: Disconnect the door handle and wire harness connectors



Figure 2: Reconnect the connectors.

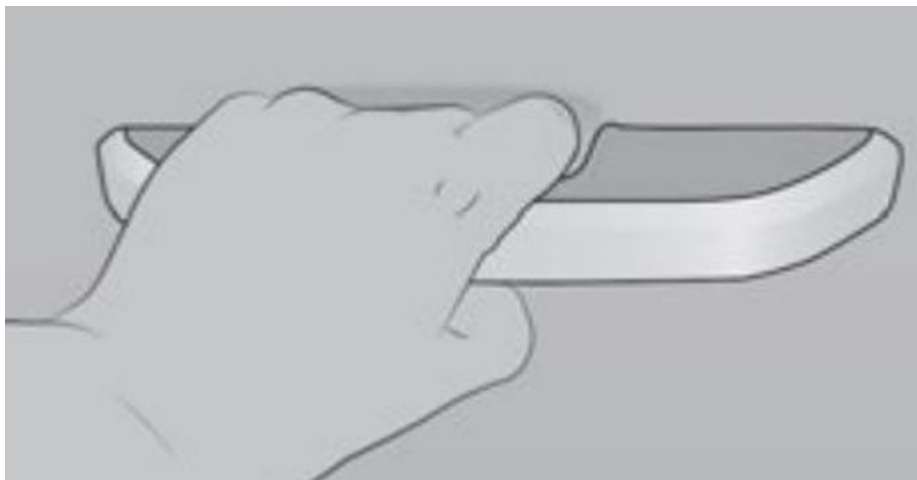


Figure 3: Grab the door handle to unlock the doors.

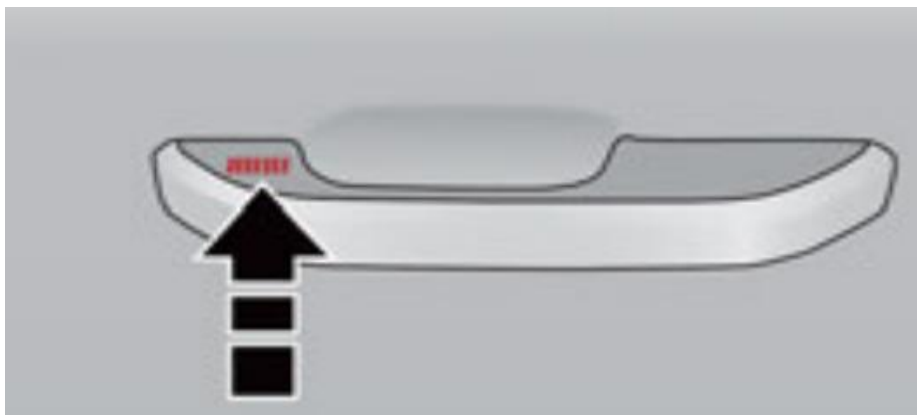


Figure 4: Press the lock area of the handle.