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Case Number: S2523000089

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Symptom/Vehicle Issue: Passive Entry Exterior Door Handle Inoperative When Touched For Lock And Or Unlock.

Customer Complaint/Technician Observation: Customer complains that the exterior passive entry door handle does not unlock/lock the vehicle doors. This could be working intermittently.

Discussion: Several returned door handles have been analyzed with no failure found. The information in this document involves inspecting the door handle harness connector.

<<<**NOTE**>>> Electrical connector can be accessed without removing the door trim panel. Refer to Service Library 23 - Body / Doors - Front / HANDLE / Removal and Installation EXTERIOR DOOR HANDLE

1. Duplicate and verify the customer complaint.
2. Follow any published diagnostic trouble code (DTC) for faults.
3. In addition to DTC, check the connections of the handle. Proceed to inspect passive entry connectors and all male and female terminals connections.

Disconnect (See Fig 1) and determine if there is any of the following conditions:

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Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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Fig 1



Fig 2

- Damaged connector.
- Damaged passive entry wires or harness.
- Corrosion.
- Other signs of water intrusion. Green or dull discoloration (oxidation) of pins.
- Bent terminals
- Overheating due to a poor connection (terminal may be discolored due to excessive current draw).
- Terminals that have been pushed back into the connector cavity.

4. If there is any condition of the mentioned above. Replace the handle. If not, reconnect the handle & wire harness connectors (See Figure 2).
5. Be certain that all connectors are fully seated, and the connector locks are fully engaged. Use the push, pull, push method to ensure the connector is fully connected.
6. Ensure to have the key fob near and this has enough battery- cluster message for low fob battery or related DTC set.
7. Verify if the handle unlocks and locks the doors (See Figures 3 & 4).
8. If after performing all the steps above the issue remains replace the handle.



Fig 3



Fig 4

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