



57-20-01TT - Erratic or No Door Lock Operation, Alarm sounds without cause

Release date: 09/18/2020

Condition

ATTENTION:
THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.
TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Atlas, Atlas Cross Sport	2018 - 2021	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2060810/1	9/18/20	57-20-01TT	Original publication.

Technical Background

Possible customer complaint:

1. Doors will not lock or unlock.
2. Customers state the alarm will go off without cause.
3. Doors lock and unlock until car is moving over 10 mph.

Tip:

Any of the above symptoms could be static or intermittent.

Faults may be present in the Driver Door Control Module -**J386**- or Front Passenger Door Control Module -**J387**-. Some possibilities are B122B12, B122B11, B122D29, B11F411. However, there could be others.

Service

After initial visual inspection, unplug outside mirror connector from the door module (-**J386**- or -**J387**-). If the door lock(s) begin working correctly, replace the affected mirror assembly. If door lock operation is not affected by unplugging the mirror, continue with normal diagnosis.



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Additional Information

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