



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

Release date: 09/29/2020

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 |
| 2060810/2 | 9/29/20 | 57-20-01TT | Administrative. |
| 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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