



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.

Table with 6 columns: Model(s), Year, Eng. Code, Trans. Code, VIN Range From, VIN Range To. Row 1: Atlas, Atlas Cross Sport, 2018 - 2021, All, All, All, All.

Table with 4 columns: Instance Number, Published Date, Version Number, Reason For Update. Rows include instance numbers 2060810/3, 2060810/2, and 2060810/1 with their respective dates and reasons.

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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