

DOOR LOCK DOES NOT OPERATE [SECURITY AND LOCKS]

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Description

- Door cannot be locked/unlocked using the front door key cylinder.
- All doors cannot be locked/unlocked using the driver's door lock knob. (without door lock switch)
- All doors cannot be locked/unlocked using the door lock switch. (with door lock switch)

Possible cause

- Door latch switch malfunction
- Door lock actuator malfunction
- Front door key cylinder switch malfunction
- Open circuit in wiring harness between the following terminals:
 - Front door latch and lock actuator terminal H (L.H.D.) / F (R.H.D.) and rear body control module (RBCM) terminal 3H
 - Power window main switch terminal 1E and rear body control module (RBCM) terminal 3F

Diagnostic Procedure

Step	Inspection	Action
1	INSPECT DOOR LATCH SWITCH STUCK OFF OR OPEN CIRCUIT <ul style="list-style-type: none">• Open each door and verify that the door ajar warning light in the instrument cluster illuminates.• Does the door ajar warning light illuminate?	Yes Go to the next step.
		No <ul style="list-style-type: none">• Inspect the door latch switch on the door in which the ajar warning light did not illuminate and for an open circuit in the wiring harness between the rear body control module (RBCM) and ground. (See FRONT DOOR LATCH SWITCH INSPECTION.) (See REAR DOOR LATCH SWITCH INSPECTION.)• After inspection, go to Step 7.
2	DETERMINE IF MALFUNCTION CAUSE IS DOOR LOCK ACTUATOR <ul style="list-style-type: none">• Perform the lock/unlock operation using lock knob for each door.• Is door locked/unlocked?	Yes Go to the next step.
		No <ul style="list-style-type: none">• Inspect the door lock actuator for the door which could not lock/unlock. (See FRONT DOOR LOCK ACTUATOR INSPECTION.) (See REAR DOOR LOCK ACTUATOR INSPECTION.)• After inspection, go to Step 7.
3	DETERMINE IF MALFUNCTION CAUSE IS DOOR KEY CYLINDER <ul style="list-style-type: none">• Insert the auxiliary key into the door key cylinder and perform the lock/unlock operation using the auxiliary key.• Does the lock knob switch between lock and unlock?	Yes Go to the next step.
		No <ul style="list-style-type: none">• Inspect the front door key cylinder switch. (See FRONT DOOR KEY CYLINDER SWITCH INSPECTION.)• After inspection, go to Step 7.
4	INSPECT IF MALFUNCTION CAUSE IS OPEN CIRCUIT IN WIRING HARNESS BETWEEN FRONT DOOR KEY CYLINDER SWITCH AND REAR BODY CONTROL MODULE (RBCM) <ul style="list-style-type: none">• Disconnect the negative battery cable. (See NEGATIVE BATTERY CABLE DISCONNECTION/CONNECTION [SKYACTIV-G 2.0, SKYACTIV-G 2.5].) (See NEGATIVE BATTERY CABLE DISCONNECTION/CONNECTION [SKYACTIV-G 2.0, SKYACTIV-G 2.5 (WITHOUT i-stop)].) (See NEGATIVE BATTERY CABLE DISCONNECTION/CONNECTION [SKYACTIV-D 2.2].)• Disconnect the front door latch and lock actuator connector.• Disconnect the rear body control module (RBCM) connector.• Inspect for continuity between the following terminals (vehicle wiring harness).<ul style="list-style-type: none">— Front door latch and lock actuator terminal H (L.H.D.) / F (R.H.D.) and rear body control module (RBCM) terminal 3H• Is there continuity?	Yes <ul style="list-style-type: none">• Go to Step 7. (without door lock switch)• Go to the next step. (with door lock switch)
		No <ul style="list-style-type: none">• Repair or replace the wiring harness for an open circuit.• After repair procedure, go to Step 7.

Step	Inspection	Action
5	INSPECT IF MALFUNCTION CAUSE IS OPEN CIRCUIT IN WIRING HARNESS BETWEEN DOOR LOCK SWITCH AND REAR BODY CONTROL MODULE (RBCM) <ul style="list-style-type: none"> • Disconnect the door lock switch connector. • Inspect for continuity between the following terminals (vehicle wiring harness). <ul style="list-style-type: none"> — Power window main switch terminal 1E and rear body control module (RBCM) terminal 3F • Is there continuity? 	Yes
		Go to the next step. No <ul style="list-style-type: none"> • Repair or replace the wiring harness for an open circuit. • After repair procedure, go to Step 7.
6	DETERMINE IF MALFUNCTION CAUSE IS DOOR LOCK SWITCH <ul style="list-style-type: none"> • Perform the lock/unlock operation using the door lock switch. • Does the lock knob switch between lock and unlock? 	Yes
		Go to the next step. No <ul style="list-style-type: none"> • Inspect the door lock switch. (See DOOR LOCK SWITCH INSPECTION.) • After inspection, go to the next step.
7	VERIFY IF MALFUNCTION CAUSE WAS CORRECTED <ul style="list-style-type: none"> • Has the malfunction symptom been eliminated? 	Yes
		Troubleshooting completed. (Explain the contents of the servicing to the customer.) No Verify the malfunction symptom in the symptom troubleshooting chart and perform the applicable other malfunction diagnosis. (See SYMPTOM TROUBLESHOOTING ITEM TABLE [SECURITY AND LOCKS].)