



STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Power Side Steps, Running Boards, Do Not Extend When Exiting Vehicle Or Retract As Expected

Customer Complaint/ Technician Observation: An owner may complain that the power side steps:

- 1) will intermittently not deploy when starting the vehicle. Engine crank & door signal that occurred the moment the side steps were set to deploy - **request was ignored**. (This happens when doors are already closed and then start the vehicle and open the door at the same moment.)
- 2) are stuck out and will not retract. Engine crank & door signal that occurred the moment the side steps were set to retract - **request was ignored**. (This happens when you are in the vehicle with the door open, then start the vehicle and trigger a step retraction by closing the door at the same moment.)

Repair Procedure: Verify the PSSM (Power Side Step Module) connections are tight with proper power supply and ground connections. A voltage drop during starting can tribute to a false interpretation of the actual battery condition. Inspect hinged areas for any signs or contaminates, dirt, mud and power wash the hinged points in the full open and closed positions as needed. Cycle the key and test the operation of the running boards outside of the above described conditions and with cleaned hinged areas.

If the running boards operate properly outside of the above parameters, no further repairs should be attempted. Operation is characteristic of the safety systems and operating within the designed parameters. Continue with normal diagnostics for any other DTC's and or concerns.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found