



NUMBER: 23-019-21

GROUP: 23 - Body

DATE: May 14, 2021

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SUBJECT:

Power Side Steps Do Not Stow Or Deploy Properly

OVERVIEW:

This bulletin involves inspecting and if necessary replacing the driver or passenger power side step motor.

MODELS:

2020 - 2021 (DT) RAM 1500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, APAC, EMEA and LATAM.

NOTE: This bulletin applies to vehicles built on or after October 01, 2019 (MDH 1001XX) and on or before January 12, 2021 (MDH 0112XX) equipped with Power Running Boards (Sales Code MR7).

SYMPTOM/CONDITION:

Customers may notice one or more of the following:

- Power side steps do not stow or deploy properly.
- Information Panel Cluster (IPC) shows "Obstacle Detection" fault.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the Inspection Procedure.

1. Perform the power side step diagnosis and testing procedure. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>08 - Electrical / 8N - Power Systems / Power Side Step / Diagnosis and Testing.
2. After following the diagnosis and testing procedure found in Service Library, did either power side step fail to deploy or stow properly?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin does not apply. Further diagnosis should be performed.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68461580AA	Motor - Power Running Board RT
1 (AR)	68461581AA	Motor - Power Running Board LT

REPAIR PROCEDURE:**NOTE:**

- Only replace the power side step motor that is not operating properly. DO NOT replace both power side step motors if one is inoperable.
 - DO NOT replace the entire running board assembly.
1. Remove and replace the power side step motor. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Exterior / Step, Side / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-09-01-94	Power Running board - Replace One Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
23-09-01-95	Power Running board - Replace Both Sides (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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