



STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Service Air Suspension System And Power Side Steps Obstructed message With Chime When Power Side Steps Are Obstructed

Discussion: When the power side steps are jammed or obstructed, "Service Air Suspension System" message will occur due to DTC U0422-00 (Implausible Data Received From Body Control Module). U0422-00 DTC is caused by the BCM reporting power side step status as "SNA" (signal not available) at the moment that side steps detect an obstruction and momentarily stop motion. The power side steps will return to the previous known position to detecting the obstruction and the ASCM DTC will go stored, thus removing the "Service Air Suspension System" message.

A second way U0422-00 can set in the ASCM is when the battery has been disconnected and reconnected during service work. To clear the code simply raise and lower the side steps 1 cycle. The DTC should be in stored status and then can be cleared by WiTECH.

Repair Procedure: DTC's will need to be erased and advise the customer why the messages occurred- steps were obstructed.

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