



STAR ONLINE PUBLICATION



Case Number: S2223000024

Release Date: March 2022

Symptom/Vehicle Issue: Power Side Steps Deploy And Retract With Door Opening input In Store Mode - Power Side Steps Disabled Mode.

Discussion: The touch screen has settings for “Auto” or “Store” mode for the Power Side Steps. If the owner setting is in “store” and the steps deploy and or retract with a door input engineering is aware and working on a resolution. Replacing the Power Side Step module or step assembly will not resolve the condition currently. A service publication will announce a resolution in the first part of the second quarter 2022.

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