



Service Bulletin

Bulletin No.: 22-NA-209

Date: October, 2022

TECHNICAL

Subject: Articulating Running Board Inoperable

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Escalade ESV	2021	2023				
Chevrolet	Tahoe	2021	2023				
	Suburban						
GMC	Yukon Yukon XL	2021	2023				

Involved Region or Country	United States, Canada, Mexico, Middle East, Europe
Additional Options (RPOs)	
Condition	<p>Some customers may comment on the articulating running board being inoperable, not functioning with door operation or HMI setting.</p> <p>Technician should verify some conditions:</p> <ul style="list-style-type: none"> • No DTCs set • Ensure the HMI setting “Automatic Articulating Running Boards” is enabled • Check if the Left or Right Assist Step position count is 65535 • Check if the Left or Right Assist Step position is unknown
Cause	The cause of the condition may be software anomalies with the internal running board.
Correction	<p>DO NOT replace the motor or the articulating board.</p> <p>Software has not released yet, perform a relearn for the assist step. Refer to <i>Assist Step Learn</i> in SI.</p>

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

The assist step learn procedure can be completed using the following steps

1. Install a scan tool to the vehicle.
2. Ignition On/Vehicle in Service Mode.
3. Select Configuration/Reset Functions from the assist step control module menu.
4. Select the appropriate Left Assist Step Motor or Right Assist Step Motor from the Control Functions menu and perform the Auto Learn procedure.
5. Open and close a door on each side of the vehicle to verify that the assist steps are operating correctly.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
*2889028	Assist Step Control Relearn for Inoperable Assist Steps	0.2 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released October 21, 2022

