



## STAR ONLINE PUBLICATION



**Case Number:** S2523000077

**Release Date:** August 2025

**Symptom/Vehicle Issue:** Power Side Step Module (PSSM) In Plant Mode.

**Customer Complaint/Technician Observation:** New vehicle prep technician notices the power side steps are not functional after removing the vehicle from ship mode / logistics mode.

**Discussion:** If the power side steps are found to be inoperative after removing the vehicle from logistic mode to customer mode, it may be necessary to manually exit plant mode. The routine can be found in WiTECH; PSSM Module, Misc Functions, PSSM – Exit Plant Mode.

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, eCONTACT or Service Library entry if no solution is found.**