



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Power Side Steps Deploy and Retract While the Vehicle is in Motion

Customer Complaint/Technician Observation: Owner complains the power side steps deploy and retract one time while driving. The technician observed low voltage Diagnostic Trouble Codes (DTCs) setting within the power side-step module.

B2199-16-BATTERY VOLTAGE-CIRCUIT VOLTAGE BELOW THRESHOLD

B21DD-84-SYSTEM VOLTAGE-SIGNAL BELOW ALLOWABLE RANGE

Repair Procedure:

A power reset of the Power Side-Step Module (PSSM) can occur as designed when the power step running boards have a voltage drop below 6 volts for 100 ms period. The running boards lose their home position during this low voltage condition causing the running boards to cycle (deploy and retract entirely) as the module relearns the position and enables the bounce back (anti-pinch) feature.

Inspect and resolve any low voltage concerns for any active DTCs by using the service library diagnostic tests available. Verify the wire harness connector at the power Side-Step Module has no terminal push outs, shorts or opens. Disconnect the module connector inspect and reconnect securely if no obvious external issues to ensure connections and terminals have no damage.

If the DTC is stored, clear the DTC and validate operation to ensure the DTC does not return as an active DTC. For stored DTCs, do not replace any parts, engineering is in process of developing a software update for the PSSM with an expected release by early 4th quarter 2025.

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.