



STAR ONLINE PUBLICATION



Case Number: S2523000077 Rev.A

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Symptom/Vehicle Issue: Power Side-Step Module (PSSM) In Plant Mode, Power Running Boards do Not Deploy

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.

Note: Perform a proxi alignment as needed located under the guided diagnostics tab to ensure correct operations. Verify the Power Side-Steps are not in a “Store Mode” see pg1 and 2.

To view “Store Mode” settings for Power Side Steps:

- 1. Access the Uconnect System Menu: select >Safety and Driving>Power Side- Step> change to the desired setting – Active or Store.**

Pg 1

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.



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The PSSM has the responsibility of authorizing the power operation requests and controlling the operation of the Power Side Steps (PSS). The PSSM is also responsible for general obstacle detections. Obstacles are detected by utilizing drive motor current and the PSS sensors that are integral to the PSS motor. If the PSSM detects object, it will reverse the PSS operation. The sensors are also used to determine the PSS current position.

Inputs

- Request to retract or deploy the PSS from the radio settings
- Shipping status from the BCM. The system is disabled when the vehicle is in shipping mode
- BCM ajar sensor inputs
- Vehicle speed
- Ambient temperature average - in degrees Celsius
- Commanded ignition status from the BCM
- PRNDL display information from the Transmission Control Module (TCM) gated to the PSSM by the BCM



Pg 2

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