STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Power Side Step Does Not Operate Or Operates Intermittently

Customer Complaint/Technician Observation: Power Side Step Module (PSSM) may work intermittently. May not deploy or retract at times. Customer may mention a related symptom of air suspension (if equipped) may not work intermittently.

Discussion:

1. Using wiTECH, check Diagnostic Trouble Codes (DTC's) and follow DTC guidelines from library to troubleshoot in detail.

2. Double check wiring/terminal/connection conditions. Note: Also inspect connections at the motor, PSSM controller, and Inline wiring/connectors/terminals. Inspect for the following:

- Proper connector installation.
- Damaged connector locks.
- Corrosion.
- Other signs of water intrusion.
- Weather seal damage (if equipped).
- Bent terminals.

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.

• Overheating due to a poor connection (terminal may be discolored due to excessive current draw).
• Terminals that have been pushed back into the connector cavity.
• Check for spread terminals and verify proper terminal tension.

3.If no issue found replace the motor first cycle the doors to see if the issue is solved.

4. If motor replacement does not resolve the issue, disconnect and reconnect PSSM controller, cycle the doors to see if the issue persist.

5. If issue persist replace PSSM controller.

Note: For WS driving the vehicle above 16Km/hr (10mph) is required to enable PSSM controller.

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