



Service Bulletin

File in Section: -

Bulletin No.: PIT4215D

Date: September, 2012

PRELIMINARY INFORMATION

Subject: Articulating Running Boards Inoperative

Models: 2007 - 2013 Cadillac Escalade, Escalade ESV, Escalade EXT
2007 - 2013 Chevrolet Avalanche, Suburban, Tahoe
2007 - 2013 GMC Yukon, Yukon XL, Yukon Denali Models
With Articulating Running Boards (RPO BRS)

This PI was superseded to update model and model years. Please discard PIT4215C.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

You may notice the Articulating Running Boards are still inoperative after following latest version of bulletin: 06-08-61-005 or after the replacement of the Assist Step Control Module. When viewing the Assist Step Controller data with the Tech 2, you will notice the parameter that reads "ASC SYSTEM STATUS "will read "Locked."

Recommendation/Instructions:

If you experience one of the concerns above, please check the following:

1. Check and record the counts for the manufacturers enable counter. (Note: The Tech 2 needs to be updated to a least software version 26.010 and you must use the following path in the Tech 2 to access this information: Data Display / Status Information / Manufacturer enable counter.)
2. If the manufacturers enable counter is reading something other than zero, the manufacturer enable counter will have to be reset before you can unlock the articulating running boards from the shipping mode. (Note: Often, a new replacement module will come with the enable counter reading something other than zero)
3. The Tech 2 currently has a "clear manufacturers enable counter" reset button under the tab labeled "Module Setup". This button will reset the manufacturers enable counter to zero. (Make sure the Tech 2 is updated to the latest version.)
4. If you are unable to reset the manufacturers enable counter with the Tech 2 or a Tech 2 is unavailable, the following manual option may be performed:
To reset the manufacturers enable counter to zero, you must cycle the ignition with the driver's door open equal to the number that is reading in the manufacturers enable counter. (Example: Manufacturers enable counter reads 179 = you must cycle the ignition on and off "179 times" until the counter reads zero.)
5. After the Manufacturers enable counter is reset to zero, you will still need to perform the unlock procedure (See latest version of Bulletin: 06-08-61-005) to get the vehicle out of shipping mode.

Warranty Information:

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
N9695	Assist Step Manufacturers Enable Counter Reset	Submit Actual Clock Time

ADDITIONAL SI KEYWORDS:

accessory board body disabled information inop power runningboard side step stuck

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.