

General Service Bulletin (GSB):	Box Side Step Defect / Damage (Warrantable / Non-Warrantable)
GSB Overview:	Use this GSB to help determine (Warrantable / Non-Warrantable Box Step Defect vs. Damage)
NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.	

This GSB is designed to provide pictorial examples of box step defects / damage to assist in the warrantable / non-warrantable determination. Refer to the latest version of the Warranty and Policy Manual for warranty coverage.

Requirements for Warranty:

- Cleaning of the box side step and lubricating pivots areas should be performed prior to making a warranty determination as several conditions exist that can be corrected with proper cleaning and maintenance.
- The step mechanism may trap debris such as mud, dirt, snow, ice and salt. This may prevent the step from deploying automatically. Customers are expected to maintain the step according to the instructions in the vehicle's Owner Manual as a condition of vehicle warranty. Refer to the vehicles Owner Manual for maintenance and operations instructions.
- Review of returned steps with broken button and latch deformed are an indication of the customer pushing on button to stow step. Refer to the Owners Guide for proper deployment and stowing of the box side step.
- If a concern is deemed to be warrantable, ensure that the lowest level service component is replaced instead of the entire box side step assembly, when possible. Failure to do this may result in a warranty chargeback for over-repair.

Serviceable Box Side Step Components:

- Mat or Step
- Strut
- Latch
- Covers

Warranty Parts Return Part:

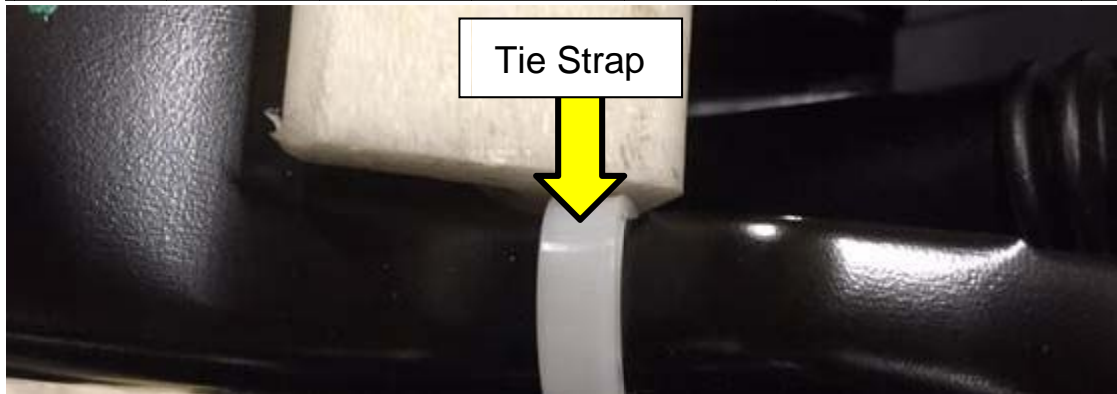
When returning box side steps to the Warranty Parts Analysis Center (WPAC) or direct shipments to the suppliers:

- The affected area must be identified on the returned part. Circle the defect with a permanent marker or pen.
- Return the component to the WPAC in the container in which the replacement part was received.
- The repair order submitted for payment must still include a description of the Customer concern, a description of the defect with the component, and documentation of the correction performed.

NON-WARRANTABLE

Shipping tie straps on the step preventing deployment

Note: This tie strap is installed during manufacturing to prevent deployment during shipping. This should be removed during Pre-delivery Inspection (PDI).



Gas strut detached.

Note: Step replacement not required, reattach strut.



Dirt and debris preventing the function of the step

Note: Refer to the vehicle Owner's Manual for maintenance and operation instructions.



WARRANTABLE

Cracked buttons are often due to attempting to deploy / stow the step repeatedly without succeeding.

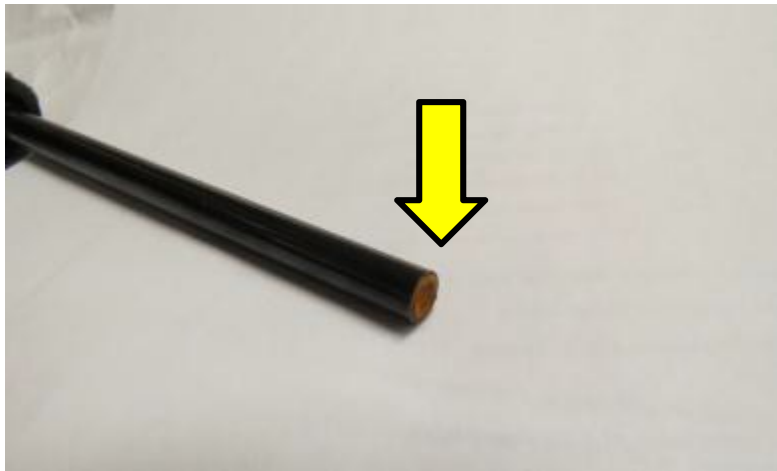
Note: Replacing the entire step assembly would be considered an over repair. Replace only the defective part (Latch).



WARRANTABLE

Broken strut due to rust / corrosion

Note: Replacing the entire step assembly would be considered an over repair. Replace only the defective part (strut).



Bent latch assembly without impact damage

Note: Replacing the entire step assembly would be considered an over repair. Replace only the defective part (Latch).

