

SSM 51737

2022-2023 Navigator - Power Running Board Defaulting To Off After Key Cycle

Some 2022-2023 Navigator vehicles may exhibit the power running boards defaulting to OFF after a key cycle. This condition does not affect vehicle durability and no additional diagnosis or service is recommended for this condition at this time. Inform customers that they can continue to drive the vehicle and engineering is currently working on a solution for this condition. The customer can temporarily reset to Auto by entering the Power Running board Setting in the center display screen - Settings > Power Running Board > Running Board Mode > Auto. Replacement or reprogramming of the SYNC module (APIM) is not recommended for this condition. Monitor OASIS for additional information and schedule service appointments for customers once the repair becomes available.