



# TROUBLESHOOTING GUIDE

**Q.** I'm installing my running boards and I noticed that when I open the door one motor goes up and the other one goes down.

**A.** Disconnect the power harness to the motors and swap the connections. Disconnect the wiring harness at each front motor, and plug it into the rear motor on the same side and vice versa.

**Q.** I'm installing my running boards and I need to extend or retract the motor linkages.

**A.** Make sure you connect the power to the battery. Make sure you connect the power to the motors. The disable switch is a great way to control the extension and retraction of the motors, so make sure you connected the disable switch. Use the disable switch to extend and retract the arms.

**Q.** I open the door and my running boards won't go down

**A.** Flip the disable switch to "I" or "On" position. If the boards extend when the override switch is in the "I" or "On" position, then the power boards have power connected correctly.

**B.** If the boards do not extend when the override switch is in the "I" or "On" position, Check the fuses on the main power harness

**Q.** The running boards operate fine on one side of the truck, but they are not working on the other side.

**A.** Flip the disable switch a couple of times to the "On" and "Off" positions and confirm that the running boards go up and down. If they don't move at all when flipping the disable switch try troubleshooting steps A and B to establish a good power connection. If they did retract up and extend down with the switch skip to troubleshooting step C

A. Check the power connector at the front and rear motor to make sure the connections are secure

B. Check the 6-pin and 4-pin connectors at the controller to make sure the connections are secure

C. Check the door trigger magnet and sensor alignment to make sure they're aligned with each other when the doors are closed

D. Check the chassis ground connection for the door sensor wire harness

**Q.** My running boards are operating in reverse - they go up when I open the door, and go down when the door is closed

**A.** Disconnect the power harness to the motors and swap the connections. Disconnect the wiring harness at each front motor, and plug it into the rear motor on the same side and vice versa.

**Q.** My running boards were working fine, now they won't go up

A. Check the door trigger magnet and sensor alignment on the front and rear doors to make sure they're aligned when the doors are closed. Refer to your installation instructions manual for the recommended magnet and sensor location.

B. Check that the ground terminal to the truck is making good contact. The location of the ground connection is located in your installation instruction manual

C. Check the fuses on the positive and negative power wiring harness leads

**Q.** My LED lights aren't working

A. Check the round wiring connectors for each LED light. Make sure that the small arrows on the mating plug and connector are aligned and the connection is tight and secure

B. Check the two round connectors at the controller. Make sure that the small arrows on the mating plug and connector are aligned and the connection is tight and secure

C. Open a door on the Driver side of the truck and check to see if the LED lights are illuminated on the Passenger side. If opening a Driver side door is causing the Passenger side LED lights to come on, simply swap the two LED Power wires at the controller. These are the two small round connectors.

**Q.** I open the driver side door and the passenger side LED lights turn on.

**A.** Swap the the two round connectors at the controller, making sure the small arrows on each plug are aligned and the connections are tight and secure

**Q.** My running boards are squeaking

**A.** Using a water hose, spray the hinges on the front and rear motors to remove any dirt, sand or mud. Dry with a towel and generously lubricate all of the hinges using a multi-purpose mineral oil or equivalent.



ROLLING BIG POWER

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