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› RealTruck AMP Research PowerStep Plug-N-Play Instruction Manual for Mercedes-Benz Sprinter 2500 (2019-2024)

RealTruck 76264-01A

RealTruck AMP Research PowerStep Plug-N-Play Instruction Manual

Model: 76264-01A | Brand: RealTruck

1. INTRODUCTION AND PRODUCT OVERVIEW

The RealTruck AMP Research PowerStep is an automatic, electric-powered running board system designed to provide convenient and safe vehicle access. These steps instantly extend when the vehicle door is opened and retract out of sight when the door closes, enhancing ground clearance, aerodynamics, and overall vehicle appearance. Constructed with durable die-cast aluminum alloy components and precision stainless steel pivot pins, the PowerStep ensures rock-solid stability and all-weather performance.

Key features include:

- **Automatic Deployment:** Steps extend and retract seamlessly with door operation.
- **Robust Construction:** Features 6-inch wide, cab-length step boards capable of supporting up to 600 lbs.
- **Enhanced Safety:** Textured, slip-resistant stepping surface for optimal traction and integrated LED lighting for visibility.
- **Anti-Pinch Technology:** Designed to protect against unexpected obstructions during operation.
- **Vehicle-Specific Fitment:** This model (76264-01A) is specifically designed for 2019 - 2024 Mercedes-Benz Sprinter 2500 vehicles.



Figure 1: RealTruck AMP Research PowerStep running boards.

2. SETUP AND INSTALLATION

The AMP Research PowerStep system is designed for a straightforward installation process, often referred to as 'plug-n-play'. Each kit includes a vehicle-specific installation guide, a plug-n-play module, and all necessary hardware for a professional-quality installation.

Important Considerations:

- Review the included vehicle-specific installation guide thoroughly before beginning. This document contains detailed, step-by-step instructions tailored to your Mercedes-Benz Sprinter 2500.
- Ensure all components listed in the packing list are present and undamaged.
- Installation typically involves mounting the steps to the vehicle's frame, connecting the wiring harness to the vehicle's electrical system, and installing the control module.
- While designed for ease of installation, professional installation is recommended for optimal performance and safety, especially if you are unfamiliar with automotive electrical systems or vehicle modifications.
- Always disconnect the vehicle's battery before performing any electrical work.

3. OPERATING INSTRUCTIONS

The PowerStep system operates automatically based on your vehicle's door status. No manual intervention is required for deployment or retraction.

Standard Operation:

1. **Deployment:** When a vehicle door (driver or passenger side) is opened, the corresponding PowerStep will automatically extend downwards to provide a stepping surface. The integrated LED lights will illuminate to enhance visibility.
2. **Retraction:** Once the vehicle door is closed, the PowerStep will automatically retract upwards, tucking neatly beneath the vehicle's body. The LED lights will turn off.

Safety Feature: Anti-Pinch Technology

The PowerStep is equipped with Anti-Pinch Technology. If an obstruction is detected during the retraction process, the step will automatically stop and reverse direction to prevent injury or damage. Ensure the area around the steps is clear before closing doors.



Figure 2: PowerStep in deployed position for easy vehicle entry/exit.



Figure 3: Detailed view of PowerStep features, including LED lighting.

4. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your PowerSteps.

- **Cleaning:** Periodically clean the steps with mild soap and water. Avoid abrasive cleaners or harsh chemicals that could damage the finish.
- **Lubrication:** Apply a silicone-based spray lubricant to the pivot points and hinges every few months, or more frequently in harsh environments, to ensure smooth operation.
- **Inspection:** Regularly inspect the steps, mounting brackets, and wiring for any signs of wear, damage, or loose connections. Address any issues promptly.
- **Debris Removal:** Keep the area around the steps clear of excessive mud, ice, or debris, which could impede movement.

5. TROUBLESHOOTING

If you encounter issues with your PowerSteps, refer to the following common troubleshooting tips:

Problem	Possible Cause	Solution
Steps do not deploy/retract.	Loose wiring connection, blown fuse, motor issue, obstruction.	Check all wiring connections. Inspect vehicle's fuse box for a blown fuse. Clear any obstructions. If issues persist, contact customer support.
LED lights not working.	Loose wiring, faulty LED, power issue.	Verify wiring connections to the LED lights. Check for power supply. Replace LED strip if necessary.
Steps operate slowly or with difficulty.	Lack of lubrication, dirt/debris in mechanism.	Clean the pivot points and apply silicone-based lubricant.

For complex issues or if troubleshooting steps do not resolve the problem, please contact RealTruck customer support.

6. SPECIFICATIONS

Attribute	Detail
Model Number	76264-01A
Brand	RealTruck
Material	Aluminum
Exterior Finish	Painted (Black)
Dimensions (L x W x H)	81 x 13 x 8 inches
Item Weight	48 Pounds
Weight Limit	600 Pounds
Vehicle Service Type	Van (Mercedes-Benz Sprinter 2500, 2019-2024)
UPC	815410015007

7. WARRANTY AND SUPPORT

RealTruck stands behind the quality and durability of its AMP Research PowerStep products.

Warranty Information:

This product is backed by a comprehensive **5-year/60,000-mile warranty**. Please retain your proof of purchase for warranty claims. For full warranty terms and conditions, refer to the documentation included with your product or visit the official RealTruck website.

Customer Support:

If you have any questions regarding installation, operation, maintenance, or require technical assistance, please contact RealTruck customer support. You can typically find contact information on the RealTruck website or within the product packaging.

