

<b>Reference</b>	SSM73101
<b>Models</b>	Range Rover / L405 Range Rover Sport / L494
<b>Title</b>	CHCM / Chassis Control Module / Integrated Suspension Control Module software being wrongly updated
<b>Category</b>	Chassis
<b>Last modified</b>	20-Dec-2016 00:00:00
<b>Symptom</b>	304000 Suspension System
<b>Content</b>	<p>Issue: CHCM (Chassis Control Module / Integrated Suspension Control Module) software being updated when not required.</p> <p>Cause: Vehicles are arriving in retailers with various suspension/dynamic response DTCs stored in the CHCM/. Rather than investigating the fault, retailers are seeing that there is an update available and then flashing this software to the module. This clears the fault, masking any issue the vehicle originally had.</p> <p>Action: When presented with a vehicle with faults stored in the CHCM that has a software update available, please fully investigate the fault BEFORE flashing any module. This will ensure the actual issue is fixed rather than masking the root cause.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>