

Reference	SSM71942
Models	Range Rover / L405 Range Rover Sport / L494
Title	Vehicle raises to off-road / raised height when trying to select access height.
Category	Chassis
Last modified	10-Nov-2016 00:00:00
Symptom	304000 Suspension System

Content**Issue**

The vehicle user may report that when selecting the access height mode the function does not operate correctly. Instead, the vehicle will start to lower, and then rise to off-road / raised height with a warning light on the instrument pack. This occurs when the vehicle lowers much more slowly than expected.

Cause

The air suspension system will attempt to lower the vehicle to access height then detect resistance, at which point the descent rate will drastically decrease. This issue can commonly be caused by (but is not limited to) any of the following:

- An air pipe is blocked, kinked or crushed.
- Suspension dampers leaking fluid.
- The compressor exhaust silencer is blocked.

Action

- Visually inspect air lines in the area to confirm there are no issues with routing or blockages.
- If the suspension dampers are suspected of leaking fluid please refer to the workshop manual, Section 204-01, or bulletin LTB00604. If no fluid is visible then the dampers are likely not at fault.
- If the chassis control module has logged and stored C1A13-64 then refer to LTB00793.

Once the vehicle is repaired please then raise an ePQR detailing the outcome.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the

customer concern.

5 = Excellent – All required information provided to resolve the customer concern.