

<b>Reference</b>	SSM71942
<b>Models</b>	Range Rover / L405 Range Rover Sport / L494
<b>Title</b>	Vehicle raises to off-road / raised height when trying to select access height.
<b>Category</b>	Chassis
<b>Last modified</b>	17-Jan-2018 00:00:00
<b>Symptom</b>	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.

**NOTE:** This is an update to remove reference to LTB00793.

**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. If no fluid is visible then the dampers are likely not at fault.

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.