



## STAR ONLINE PUBLICATION



**Case Number:** S2102000010

**Release Date:** November 2021

**Symptom/Vehicle Issue:** Ride Height Not Permitted Due To Transport Mode Message In Cluster Information Center. Air Suspension Switch Leds OFF

**Discussion:** Do not replace components for this concern. First, make sure the vehicle is in customer mode. The "Ride Height Not Permitted Due To Transport Mode" indicates the vehicle is in ship mode.

To place the vehicle in customer mode. Use the MDP (blue) pod. Connect the pod to the vehicle and place the ignition key on. Access the WiTECH 2.0 Vehicle Preparations screen. Select the Exit Logistics function and follow the prompts. There is also a manual method shown below:

Place vehicle into Customer Mode

1. Turn the ignition key on (No engine cranking or running required)
2. Turn on the hazard lamp (a/k/a/ emergency flashers)
3. Press the "Up Arrow" button on the steering wheel and hold for 5 seconds.
4. Mode is switched from "Shipping Mode" to "Customer Mode" - the EVIC display will update.
5. Turn off the hazard lamps

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**