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Case Number: S2102000005

Release Date: August 2021

Symptom/Vehicle Issue: Slower Than Normal Raising Time And Or Failure To Achieve Desired Ride Height And OR Difference In Front Ride Height

Customer Complaint/Technician Observation: Service Air Suspension message in evic. Height changes may be slower than a comparable vehicle. Vehicle may not sit level.

Discussion: DTCS from ASCM that could indicated pinched front air lines. Air lines should be checked before replacing compressor;

C1556-16 Height Sensors implausible - out of Plane

C1567-85 Left Front Ride Height Level Performance-Signal Above Allowable Range

C1569-85 Right Front Ride Height Level Performance-Signal Above Allowable Range

C15A2-00 Ride Height System Unlevel-

C15A1-00 Unable to Obtain Desired Ride Height-

C15A0-01 There is an internal fault in control unit "Suspension". The temperature is above threshold.

C15AD-92-RIDE HEIGHT SYSTEM- PERFOR-
MANCE OR INCORRECT OPERATION

C220C-98-ACTIVE SUSPENSION MODULE
INTERNAL- COMPONENT OR SYSTEM
OVER TEMPERATURE

If the above DTC's are present and customer complaint match the subject of this document, check for pinched airlines at BCM following procedure.

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1. Passenger front carpet will need to be peeled back towards the center console. To accomplish this remove the kick plate trim at the bottom of the door jam. Using hands and trim stick, carefully slide fingers underneath the center flat portion of the trim. Lift up to pop 2 clips. Then on the left (rear facing side) end of the trim, Lift up there to pop remaining clips Finally, Pull gently rearward on the trim to pop out the final clips that begin to climb the A-Pillar area. Fig 1



Fig 1 Kick plate trim removal

2. Peel carpet towards the center console. Carefully pull the right corner of the carpet out of the way as shown in Fig 2

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Fig 2
Carpet pulled towards center console.

3. Inspect the circled area looking for the pinched line condition shown in Fig 3. Look for the air line to be trapped under the bcm lower attaching screw. If pinched in this location the line(s) (one or both) require replacement. Pinched air hoses should not be reused. The lines are serviced as a front airline bundle.

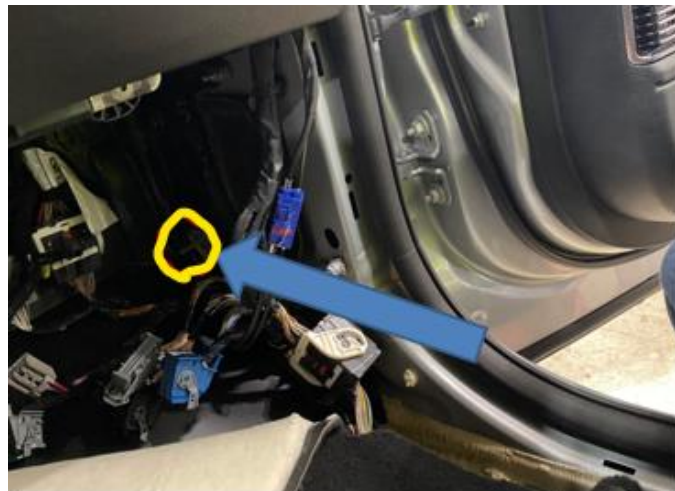


Fig 3

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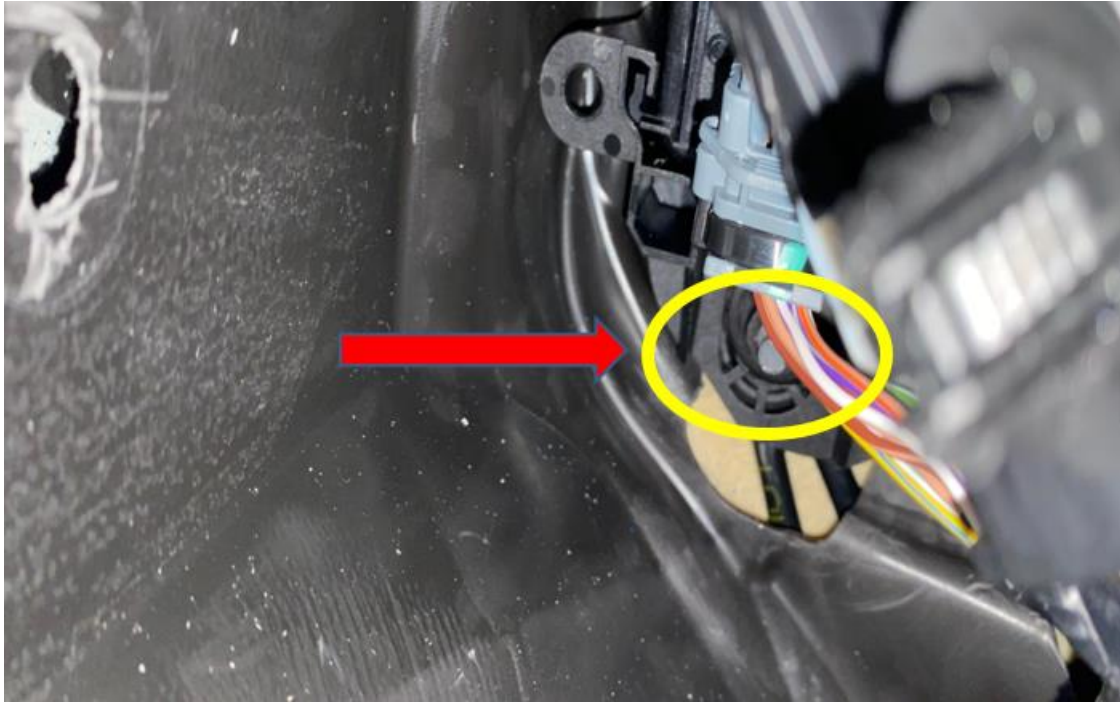


Fig 3a

Zoomed in closer. Yellow circle indicates the fastener that could pinch the tubing.

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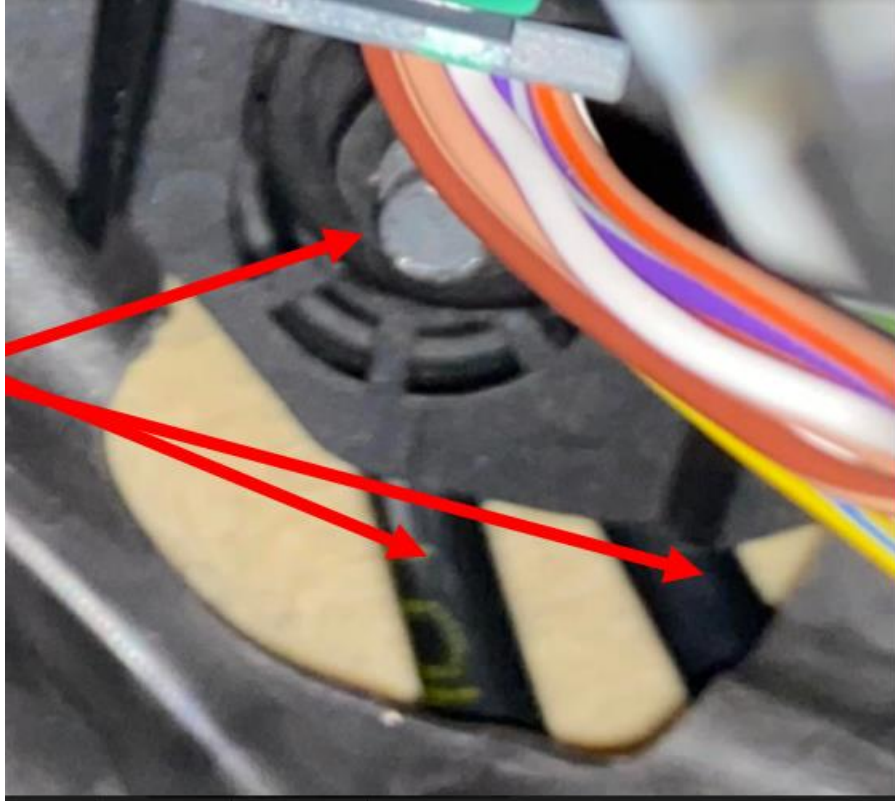


Fig 3b

Closer image of trapped air lines at fastener.
Red arrows point to tubing pinched.

Remove air lines from underhood area, de-trim passenger side interior and remove air lines. Remove air lines from Fast Down Level Valve and pull into interior. Install new air lines bundle in reverse order.

Note>>> When removing lines and components use masking tape to cover the ports and tube ends to prevent system contamination of dirt and or debris.

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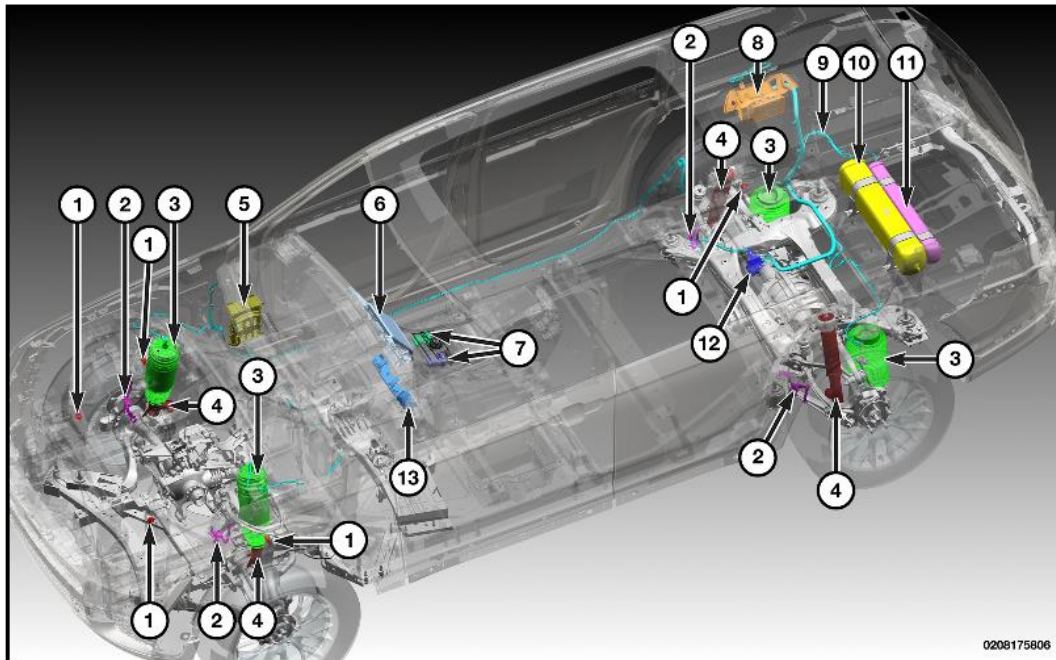
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Refer to Service Library for Air Suspension System information. 02 - Front Suspension / Air Suspension / Description and Operation. Service Library contains a system lay out and component over view that may assist you in repairing the vehicle.



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