



STAR ONLINE PUBLICATION



Case Number: S2108000101

Release Date: April 2021

Symptom/Vehicle Issue: Suspension Mode Does Not Change To Firm Suspension When Selected

Customer Complaint/Technician Observation: Owner complains that there is no suspension mode changes when selecting firm mode. Technician has observed no suspension response changes when selecting.

Discussion: The current Sport mode selection screen does appear on vehicles with Air Suspension and NON - Air Suspension vehicles. The vehicles with air suspension are the only vehicles that will update the suspension feeling when a selection is made. Suspension mode changes will not occur on vehicles without air suspension. No further repairs should be attempted.



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