



STAR ONLINE PUBLICATION



Case Number: S2123000045

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Symptom/Vehicle Issue: Service Air Suspension Message On EVIC

Discussion: Prior to performing any scan tool routines and/or repair attempts verify the ASCM software is AH level or higher. If it is AG or lower- check for service flash or if no flashes are found replace with AH or higher.

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