



STAR ONLINE PUBLICATION



Case Number: S2202000002

Release Date: March 2022

Symptom/Vehicle Issue: C15A1-00-UNABLE TO OBTAIN DESIRED RIDE HEIGHT
Service Air Suspension Message On Cluster

Customer Complaint/Technician Observation: LED suspension status lamp flashes.
Vehicle doesn't change height or won't go to a requested position.

Discussion:

<<<Note>>> when working on air suspension properly support the vehicle and take safety precautions. A sudden loss of pressure could cause injury. Refer to **02 - Front Suspension / Air Suspension / Warning** for more information prior to working on a vehicle.

Use WiTECH to obtain component pressure and record Spring values.

Next, using WiTECH, send short time fill/deflate to all 4 springs and ensure similar cross axle response to the command. If the response is not steady cross axle, remove suspect airline at both springs, 1 at a time, and send air to the corresponding spring.

If steady flow - no kink. If restricted flow, check airline for restriction/ kink. Kinked lines would require replacement.

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