TECHNICAL SERVICE BULLETIN

**NUMBER:** 02-001-22

**GROUP:** 02 - Front Suspension

**DATE:** March 8, 2022



**This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-040, date of issue March 08, 2022. All applicable Un-Sold RSU VINs have been loaded. To verify this RSU service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. This RSU will expire 18 months after the date of issue.**

***SUBJECT:***
Air Suspension Inoperable

***OVERVIEW:***
This bulletin involves inspecting the vehicle for multiple air suspension failures.

***MODELS:***

| | | |
|---|---|---|
| 2022 | (WS) | Grand Wagoneer/Wagoneer |

**NOTE: This bulletin applies to vehicles within the following markets/countries: North America.**

**NOTE: This bulletin applies to vehicles built on or before November 15, 2021 (MDH 1115XX) equipped with Quadra-Lift™ Air Suspension (Sales Code SER).**

***SYMPTOM/CONDITION:***
The customer may notice a “Service Air Suspension” message in the cluster or the air ride suspension is inoperable. Upon further investigation a technician may find several Diagnostic Trouble Codes (DTCs) set because of the issues below:

Customers may also experience the following:

- Air suspension inoperable for both the front and rear suspension.

***DIAGNOSIS:***
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. **This RSU only applies to vehicles on the RSU VIN list.**

Several issues could be the cause if the vehicle is on the RSU VIN list **All areas of concern must be inspected:**

1. Electrical connection for the Air Suspension Control Module is not fully seated.
2. Vent hose inlet/outlet for air compressor for being properly connected (Fig. 1) .

**Fig. 1**
**Vent Hose and (ASCM) Connection**

3. Air lines not fully seated either front or rear suspension (Fig. 2) .

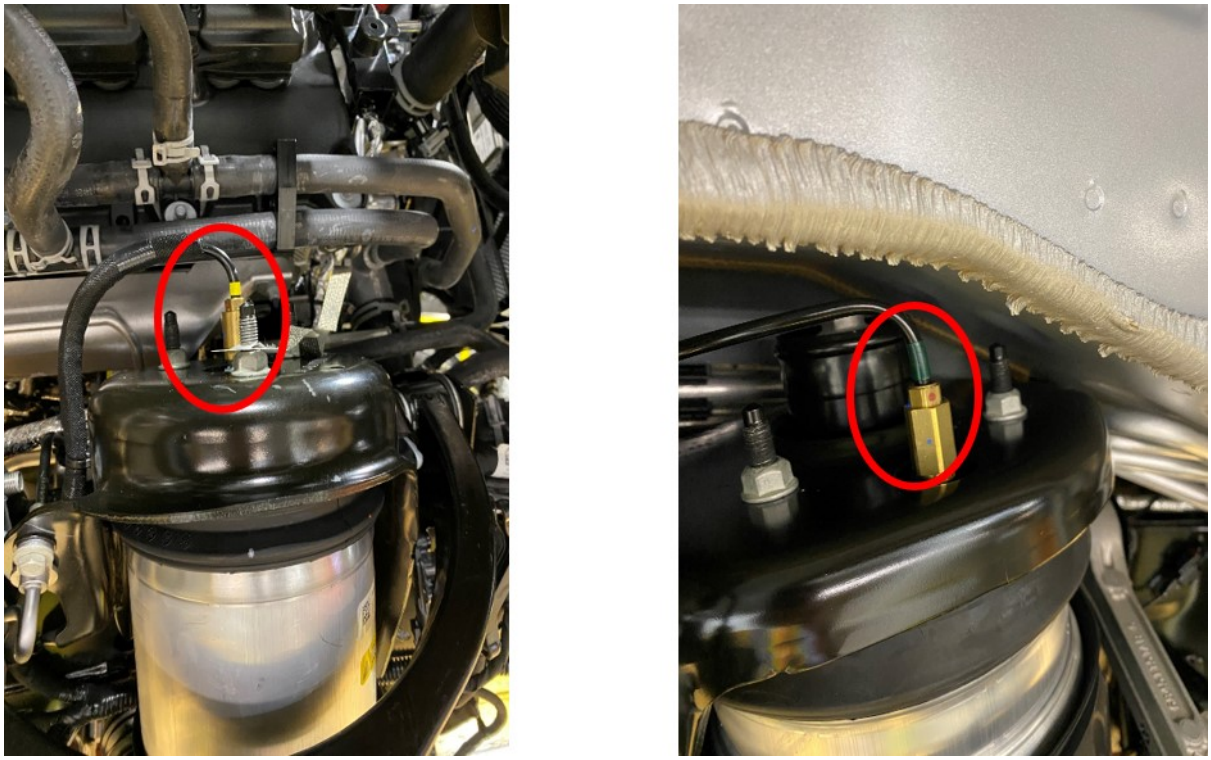

**Fig. 2**
**Air Lines Not Fully Seated**

4. Front or rear ride height sensor not connected to the control arm (Fig. 3) or (Fig. 4) .

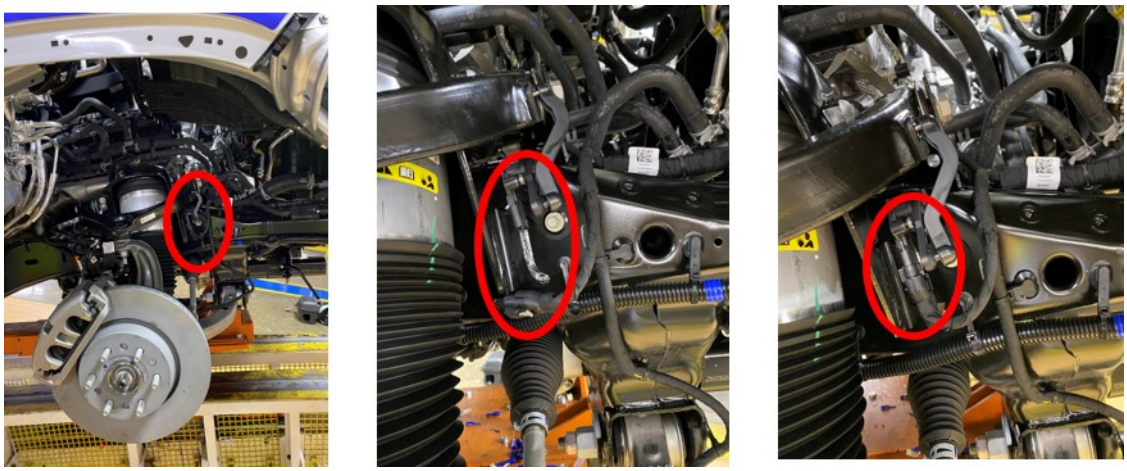

**Fig. 3**
**Front Electrical Connector**

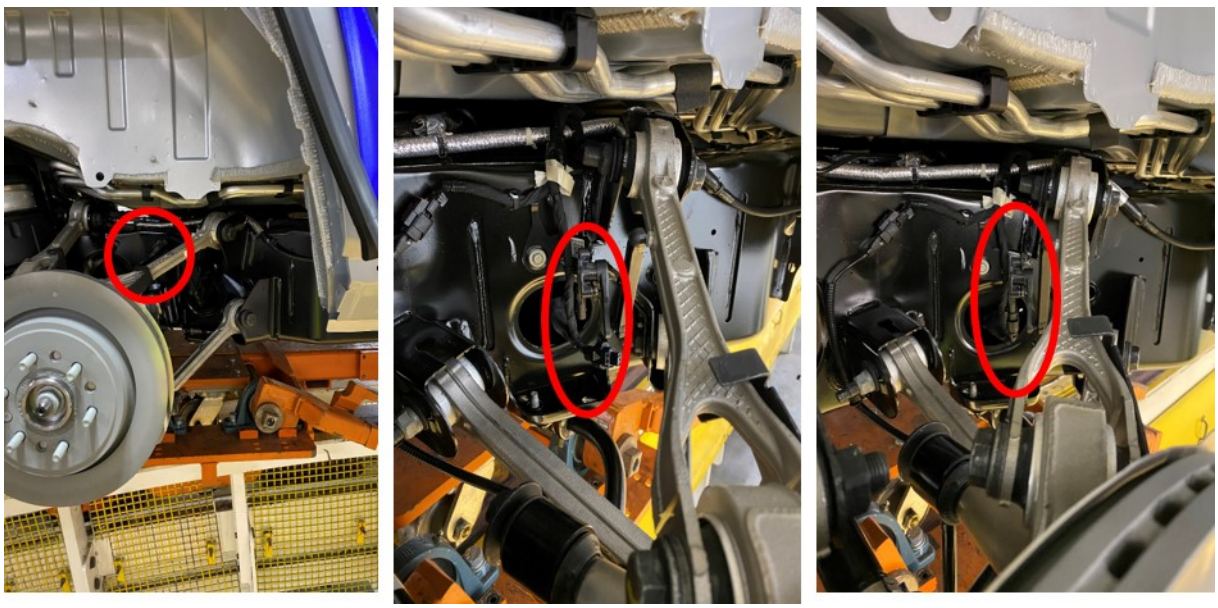

**Fig. 4**
**Rear Electrical Connector**

5. Shipping caps not removed from vent hose (Fig. 5) .

**Fig. 5**
**Shipping Caps Left On Hose**

***REPAIR PROCEDURE:***

**CAUTION! The steps in the repair procedure to deflate the system must be performed even if the air suspension system is inoperable.**

1. Prep the vehicle for lifting it up on the hoist. Using the radio display screen go into the settings menu, then select “Suspension” than “Tire Jack Mode”.
2. Using the scan tool record air springs pressure values using “Component Air Mass > Pressure > Ride Height Readings”.
3. Using the scan tool, the air pressure needs to be partially removed from all air springs. Select Air Suspension Control Module (ASCM), Misc-Function, “Deflate To Reservoir” and than select each of the four air springs, to short time deflate.

**NOTE: In the event the reservoir pressure is too high, than you must deflate to atmosphere, by performing a partial deflate, short time to atmosphere “Reservoir only”.**

4. Verify the front air springs are partially deflated by going into “Component Air Mass > Pressure > Ride Height Readings” ensure pressure readings are lower than previously recorded values.
5. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
6. Remove the front inner wheel liners. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 23 - Body / Exterior / Shield / Removal > Front Wheelhouse Splash Shield.
7. Inspect and if necessary remove the red caps (Fig. 5) from the hose and reconnect the front vent hose and electrical connector to the Air Suspension Control Module (ASCM) (Fig. 6) .

**Fig. 6**
**ASCM and Vent Hose Connections**

8. Inspect and if necessary reconnect the front air suspension electrical connectors at the front ride height sensors (both sides) (Fig. 3) .
9. Inspect and if necessary properly reconnect the front air suspension lines to the suspension air bag (both sides) (Fig. 2) .

**NOTE: Air line should be inserted up to the tape, allowable up to 1 mm clearance.**

10. Inspect and if necessary reconnect the front air suspension linkage rods at the front ride height sensors (both sides).
11. Install the front inner wheel liners. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 23 - Body / Exterior / Shield / Installation > Front Wheelhouse Splash Shield.
12. Remove the rear inner wheel liners. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 23 - Body / Exterior / Shield / Removal > Rear Wheelhouse Splash Shield.
13. Inspect and if necessary reconnect the rear air suspension electrical connectors at the front ride height sensors (both sides) (Fig. 4) .
14. Inspect and if necessary properly reconnect the rear air suspension lines to the suspension air bag (both sides) (Fig. 2) .

**NOTE: Air line should be inserted up to the tape, allowable up to 1 mm clearance.**

15. Inspect and if necessary reconnect the rear air suspension linkage rods at the front ride height sensors (both sides).
16. Install the rear inner wheel liners. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 23 - Body / Exterior / Shield / Installation > Rear Wheelhouse Splash Shield.
17. Lower the vehicle from the hoist.
18. Using wiTECH perform the routine “ASCM Exit Plant Mode”.
19. Using wiTECH perform the routine, Follow the on screen prompts to Set Ride Height Level”, select “Normal Ride Height”.
20. Take the vehicle out of “Tire Jack” mode using the display screen.

21. Clear any DTCs that may have been set during this repair procedure.

***POLICY:***
Reimbursable within the provisions of the warranty.

***TIME ALLOWANCE:***

| Labor Operation No: | Description | Skill Category | Amount |
|---|---|---|---|
| 02-66-01-98 | Air Line Suspension, Hoses and Electrical Connectors - Inspect and Repair (2 - Skilled) | 6 - Electrical and Body Systems | 1.5 Hrs. |

***FAILURE CODE:***

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|---|---|
| ZZ | Service Action |