



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Payload Limit Exceeded Message On Instrument Cluster Message Center.

Customer Complaint/Technician Observation: The customer may have overloaded the vehicle payload with items such as trailer, boat, RV, or too much cargo weight. The customer experiences the air suspension disabled. The vehicle is stuck at Normal Ride height or lower (Often Entry/Exit Height). Message of "Payload Limit Exceeded" displays on the cluster message center.

Discussion: This document applies if the vehicle is stuck in Entry Exit Ride height (lowest) and either has "Selected Ride Height not permitted due to Payload" in the dash when a ride height is selected, or the customer claims they had this message before arrival to dealership.

1. Dealership reset method: If vehicle is stuck at Entry Exit, reset the Air Suspension Control Module (ASCM) using wiTECH. The routine can be found under guided diagnostics tab, Reset ECU. Then take the vehicle for a test drive.
2. Customer reset method: This fault will clear itself also without a scan tool commanded reset by driving at a LOW SPEED for 5 to 10 minutes. The ASCM will perform a system check and verify the load measurement and realizes it is no longer over payload.

If codes persist, do a system pressure measurement through WiTECH to force the read and store / clear the code.

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, eCONTACT or Service Library entry if no solution is found.