



## STAR ONLINE PUBLICATION



**Case Number:** S2302000001

**Release Date:** February 2023

**Symptom/Vehicle Issue:** Service Air Suspension Message In Cluster. C15AD-92-Ride Height System- Performance In Below Freezing Temperatures.

**Customer Complaint/Technician Observation:** Owner states the air suspension warning displays on the cluster. Diagnostic Trouble Code (DTC) C15AD-92-Ride Height System- Performance Or Incorrect Operation may be set. Condition occurs in below freezing temperatures.

**Discussion:** If the condition is related to cold temperatures, it is possible there is water intrusion into the sensor body has resulted in ice build-up, freezing the sensor internally and preventing smooth articulation of the sensor arm. This will prevent that specific corner(s) of the vehicle from raising/lowering during a level change command. Verify vehicle air suspension operation outside below freezing prior to bringing into the shop for diagnosis.

After verifying the condition, ensure the sensors are in a warm environment before troubleshooting the issue. If the ice is permitted to melt, the functionality of the sensor should return to normal if this is the only reason for the DTC. This can be achieved by allowing the vehicle to warm up in the garage prior to service.

Diagnostics for C151AD-92 have been recently updated. Be sure to follow the improved DTC information. This will rule out a frozen sensor as a root cause for the issue.

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.**