

Technical Service Bulletin (TSB)
Flash: Air Suspension Control Module (ASCM) Updates

REFERENCE:	TSB: 08-240-23 GROUP: 08 - Electrical	Date:	November 17, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (WS) Wagoneer/Grand Wagoneer This bulletin applies to vehicles built on or after August 02, 2023 (MDH 0802XX) and on or before September 12, 2023 (MDH 0912XX) equipped with Quadra-Lift™ Air Suspension (Sales Code SER).			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> MEA
				<input type="checkbox"/> SA	<input type="checkbox"/> IAP
				<input type="checkbox"/> EE	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	Customers may experience: After towing a heavy load above the protection limit, the air suspension will only lower and will remain in low ride height. Instrument Panel Message (IPC) message "selected ride height not permitted due to payload" appears.				
CAUSE:	ASCM software.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-314, date of issue November 17, 2023. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves reprogramming the ASCM with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-36-9F	Module, Air Suspension Control (ASCM) - Reprogram (0 - Introduction)	8 - Electrical	0.2 Hrs.
Failure Code	RF	Required Flash	
	CC	Customer Concern	

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical Service Bulletin.

- The "RF" failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RSU.
- The failure code "RF" (Required Flash) can no longer be used on Technical Service Bulletin flashes. The "RF" failure code must be used on an RSU.
- If the customer's concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C's must be supplied.

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 Diagnostic Trouble Codes (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 the customer's VIN is listed on the VIP or on your RSU VIN list, perform the Repair Procedure. **This RSU only applies to vehicles on the RSU VIN list.**

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the ASCM with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

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