

REFERENCE:	TSB: 08-124-24 GROUP: 08 - Electrical	Date:	May 10, 2024	REVISION:	-
VEHICLES AFFECTED:	2024 (WS) Wagoneer/Grand Wagoneer This bulletin applies to vehicles built on or after April 02, 2024 (MDH 0402XX) and on or before April 05, 2024 (MDH 0405XX) 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: <ul style="list-style-type: none"> 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) 24-084, date of issue May 10, 2024. 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.

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-36-9G	Module, Air Suspension Control (ASCM) - Inspect Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-36-9H	Module, Air Suspension Control (ASCM) - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	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. Does the ASCM have the latest software already installed?
 - YES >>> This bulletin has been completed. Use Inspection LOP (18-19-36-9G) to close the active RSU.
 - NO >>> Proceed to [Step 2](#).
2. Reprogram the ASCM with the latest available software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
3. 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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