



STAR ONLINE PUBLICATION



Case Number: S2602000004

Release Date: April 2026

Symptom/Vehicle Issue: Excessive Payload Message In Cluster Display Appears Even After Owner Removes The Cargo.

Models Affected: 2025-2026 Ram 1500 (DT)

Customer Complaint/Technician Observation: An "excessive payload" message appears on the instrument cluster, and the ride height adjustment is disabled. After the user removes the whole payload, the message remains and suspension is inoperable.

Discussion: To reset the Air Suspension Control Module (ASCM) system with an "Excessive Payload" message perform the following:

1. Using wiTECH, access the ASCM, select "Misc Functions". Then select "Set Ride Height Level". From the drop down, select "Normal Ride Height".
2. Once the vehicle goes to normal ride height then perform the "Exit Plant Mode" routine.
3. Drive the vehicle very slowly (above 1.5 mph or 2km/h) for a short distance.
4. The ride height adjustment via user interface (radio screen settings) should be enabled. The ride height is once again operable. Operate the suspension via the in-cab switches.

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 case details 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.



STAR ONLINE PUBLICATION



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 case details 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.