

Technical Service Bulletin (TSB)

Flash: Air Suspension Control Module (ASCM) Updates

REFERENCE:	TSB: 08-158-25 GROUP: 08 - Electrical	Date:	May 15, 2025	REVISION:	08-124-24
VEHICLES AFFECTED:	2024 (WS) Wagoneer/Grand Wagoneer This bulletin applies to vehicles equipped with Quadra-Lift™ Air Suspension (Sales Code SER), **Normal Duty Suspension (Sales Code SDA), and Euro Suspension (Sales Code SDF)**.			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☒ **EE**☐ CH	
CUSTOMER SYMPTOM:	**Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC): - U0300-00 - Internal Control Module Software Incompatibility. Customers may also 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 bulletin supersedes Technical Service Bulletin (TSB) 08-124-24, date of issue May 10, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include additional sales codes, a new Customer Symptom and Customer Symptom statement, a new market, new LOPs and an updated Diagnosis statement. Changes not highlighted with asterisks include the removal of build dates.

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.

NOTE: The RSU portion covers the NA market only.

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-19-36-9N	Module, Air Suspension Control (ASCM) - Inspect Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-36-9P	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 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.

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 (18-19-36-9N) 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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