

Technical Service Bulletin (TSB)

Service Air Suspension Message On

REFERENCE:	TSB: 02-006-23 GROUP 02 - Front Suspension	Date:	August 19, 2023	REVISION:	–
VEHICLES AFFECTED:	2023 (WL) Jeep Grand Cherokee This bulletin applies to vehicles built on or before May 16, 2023 (MDH 0516XX) equipped with Quadra-Lift Air Suspension (Sales Code SER).			MARKET APPLICABILITY: ☒ NA ☐ CH ☐ EE ☐ IAP ☐ SA ☒ MEA	
CUSTOMER SYMPTOM:	Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that one or more of the following Diagnostic Trouble Codes (DTCs) have been set: • C15A1-00 - Unable To Obtain Desired Ride Height. • C1509-00 - Low Airmass. Customer may also comment on one or more of the following: • Service Air Suspension message on in the Electronic Vehicle Information Center (EVIC). • One corner of the vehicle is sagging. • Vehicle may not be able to achieve desired ride height.				
CAUSE:	Air line(s) may not be fully seated.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-242, date of issue August 19, 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 inspecting the air lines at the fast down leveling valve and possibly properly seating the air lines.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
02-66-01-9A	Air Lines - Inspect (2 - Skilled)	4 - Chassis	0.3 Hrs.
02-66-01-9B	Air Lines - Inspect, Seat and Verify With Push, Pull, Push Test (2 - Skilled)	4 - Chassis	0.4 Hrs.
Failure Code	ZZ	Service Action	

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 a customer's VIN is listed in VIP or your RSU VIN list, perform the Inspection Procedure. **This RSU only applies to vehicles on the RSU VIN list.**

1. Hoist vehicle. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
2. Visually confirm the air lines are fully bottomed out in the fast down leveling valve up to the colored tape (Fig. 1) .

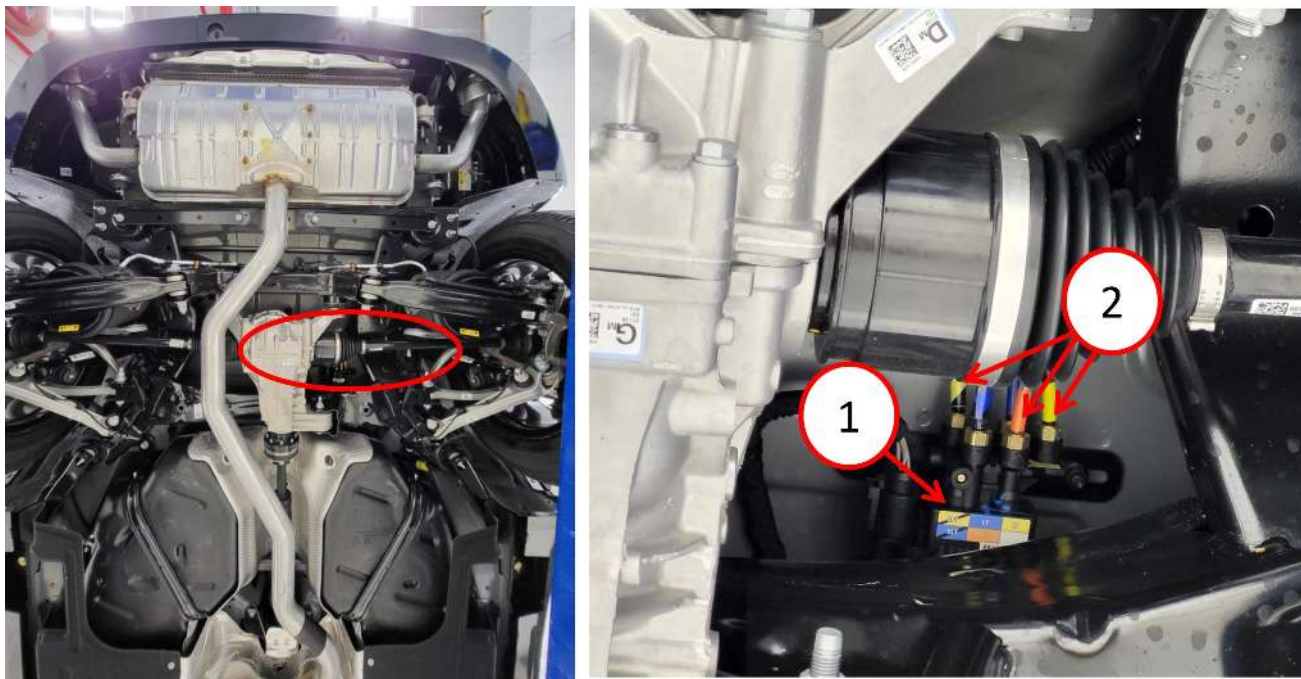


Fig. 1
Fast Down Leveling Valve And Air Lines

- 1 - Fast Down Leveling Valve
2 - Air Lines With Colored Tape

3. Were any air lines not fully bottomed out in the fast down leveling valve and up to the colored tape (Fig. 1) ?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>>This bulletin does not apply. Normal diagnosis should be performed. Use inspect LOP (02-66-01-9A) to close the active RSU.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	—	—

REPAIR PROCEDURE:

1. Push all five air lines into the fast down leveling valve and up to the colored tape (Fig. 1) .
2. Confirm all five air lines are seated with a push-pull-push test.
3. Clear any DTCs that may have been set.

POLICY:

Reimbursable within the provisions of the warranty.

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