

Technical Support Request / 119760997

TSR Introduction

Contact Date: Dec-13-2022 10:59:43

Dealer Contact: [REDACTED]

VIN: [REDACTED]

P&A Code: 04583

Repair Order Number: 501909

R.O. Date: Dec-13-2022

R.O. Line Number: a

Vehicle: 2022 F-150

Description of Vehicle Concern:

customer states that since putting a leveling kit on the front suspension the on board scales are not correct.

Please list any diagnostics already performed:

tried to relearn vehicle ride height and recalibrate the on board scales

Parts Replaced:

none

Your Question:

during the recalibration procedure the truck will establish that is it not at factory settings. vehicle ride height can be relearned. vehicle payload can be relearned. with the install of the leveling kit caqn i reset and relearn the on board scales. or has the customer made it so the scales will not function properly as long as the leveling kit in installed.

Additional Diagnostics Comments

2022-12-13T11:41:15.06

Good morning, [REDACTED] =)

Ford

Thank you for the information provided. It is a pleasure to help. As we know, VSM is responsible for On-Board scale operation through the ride height sensor inputs. Having in mind that the truck has a leveling kit installed, we can determine that this is causing this concern because the VDM cannot complete system configuration for proper scale performance.

Considering the previous, we recommend to remove the leveling kit (consult with customer) or explain the customer that the scale performance is being affected by the level kit since the VDM uses the height sensors and suspension displacement software to calculate vehicle's payload.

Please let us know your findings.

Thank you, we will be glad to assist if further assistance is needed.

[REDACTED]
Ford Technical Assistance Center
Technical Support Analyst.