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Case Number: S2123000064 Rev B

Release Date: January 2022

Symptom/Vehicle Issue: Service FCW Message On Cluster And C1418-78 Vertical Misalignment DTC

Discussion: The ACC calibration may fail repeatedly due to vertical misalignment. Several reports from the field have found the ACC module appears to be installed and visually looks OK. However, the module is extremely sensitive to being level with the bumper and being fully seated in the bracket. It is suggested to first examine the ACC module mounting. Remove and re-install the module to confirm it is properly and fully seated. While the bracket (STAR Parts refers to this part as a “Center Fascia Grille”) is removed, closely inspect the mounting pedestals for cracking (Fig 1). Replace the Center Fascia Grille if any damage is found to the pedestals.

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 cases known 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 or eCONTACT ticket if no solution is found



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Fig 1
Broken ACC mounting pedestal.

Other reports have also indicated that the ACC module is making physical contact with the aluminum bumper bar. Remove the ACC module and inspect the aluminum bumper for witness marks from contact with the ACC module. Review Fig 2 below.

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Fig 2

ACC witness mark on Aluminum bumper

The aluminum bar may be adjusted too high allowing contact with the ACC module. To resolve, begin by removing the front fascia from the vehicle. Then loosen the aluminum bumper mounting bolts and slide the bumper DOWN as far as possible. There are small studs designed to locate the bumper during assembly that will limit downward adjustment. Review image below.

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Fig 3
Bumper Mounting Bracket

Once the bumper bar has been moved down as far as it can go, retighten the bottom mounting bolts first, then the top. Reinstall the ACC module and confirm it is no longer making contact with the aluminum bumper bar.

Now perform the calibration routine with WiTECH. Refer to service information: 08 - Electrical / 8E - Electronic Control Modules / MODULE, Adaptive Cruise Control (ACC) / Removal and Installation.

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Verification: Clear the DTC's and confirm the ACC module calibration completes successfully.

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