



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: “ACC/FCW Limited Functionality”, “ACC/FCW Unavailable Service Required” Messages Displayed on the Instrument Panel Cluster (IPC) Near the US and Mexico Border or After Crossing the US Mexico Border

Owner Complaint/Technician Observation: Owner complains a cluster warning for Adaptive Cruise Control (ACC) or Forward Collision Warning (FCW) requiring service appears on the IPC while crossing the US/Mexico border. Technician observed the vehicle has set Diagnostic Trouble Code (DTC) C008E-00 - ECU Internal Performance.

Discussion: Some customers may experience or complain of the above cluster messages only when crossing the US/Mexico border intermittently. Software updates for this concern are being prepared, no parts should be replaced, current parts replacements will perform the same. Reset the CADM as suggested below.

- 1.) Performing a Proxi alignment procedure for the CADM. Procedure can be found in Guided Diagnostics > Proxi Configuration Alignment > CADM.
- 2.) Reset the CADM module using the scan tool. Procedure can be found in Guided Diagnostics > Reset ECU > CADM.
- 3.) Complete a scan report and record all DTCs. Procedure can be found in Analysis > Reports > Vehicle Scan Report
- 4.) Clears all DTCs.

The service software release for the CADM is currently available for WL/Grand Cherokee, see the latest version TSB 08-193-23, updates for the WS/Grand Wagoneer are being validated and a service release should be available by the 4th quarter 2023.

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