



STAR ONLINE PUBLICATION

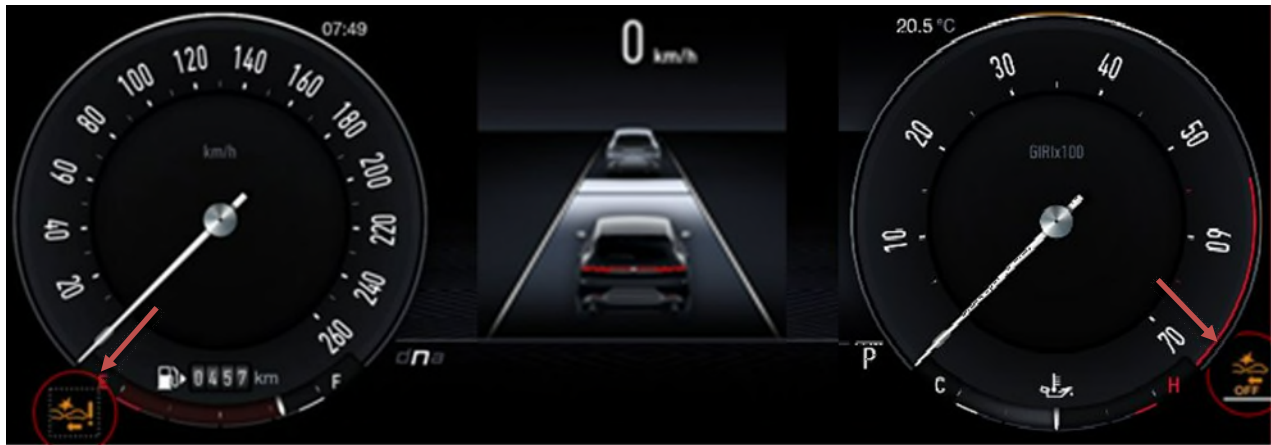


Case Number: S2308000134

Release Date: October 2023

Symptom/Vehicle Issue: Automatic Emergency Braking (AEB) and/or Forward Collision Warning (FCW) will shut off.

Customer Complaint/Technician Observation: While driving the customer may notice that the Automatic Emergency Braking (AEB) and/or Forward Collision Warning (FCW) will shut off. They will see two separate icons on the lower left and right sides of the Instrument Panel Cluster (IPC). This can be caused by sun blindness, rain, snow, foggy conditions or other conditions that inhibit the camera to see clearly.



Discussion: At this time do not replace any parts or perform any calibrations for this concern. It is recommended to reassure the customer that this is normal behavior of the system to warn the driver of the temporary unavailability of the system. A software flash for the Forward Facing Camera (HALF Module) and the Instrument Panel Cluster (IPC) is expected to be released in Quarter 1 of 2024.

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, eCONTACT or Service Library entry if no solution is found.