



STAR ONLINE PUBLICATION



Case Number: S2408000009

Release Date: January 2024

Symptom/Vehicle Issue: FCW Light On. DTC C14A5-97 And C14A5-92 FFCM Sensor Blocked Or Blinded

Discussion: One or more of the following messages may be displayed in the Cluster: Service Forward Collision Warning, ACC Unavailable Service Required, Active Driving and/or Assist Unavailable Service Required. Upon scanning the vehicle for DTC's you may find C14A5-97 - Sensor Blinded and C14A5-92 - Sensor Blinded in the Forward Facing Camera Module (FFCM).

Diagnosis: If the faults are Stored, it may have been triggered by a temporary environmental blinding/obstructing of the FFCM camera on the windshield. These blinds are commonly caused by sun grazing, rain, fog, snow, glare, misting or dirt in area of the FFCM. Once these conditions are no longer present, the warning light will go out and the system will automatically reset.

Verify the DTC are Stored and the FFCM view out of the windshield is clear. Once verified **DO NOT perform any repair, calibration or component replacement.**

Reassure the customer that this is normal system behavior to warn the driver of the temporary unavailability of the system.

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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If the warning light is permanent or the DTCs are active even after cleaning the windscreen along with verifying the absence of a blinding conditions. You should proceed with standard diagnostics by performing the DTC flow charts.

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