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Case Number: S2308000134 Rev. B

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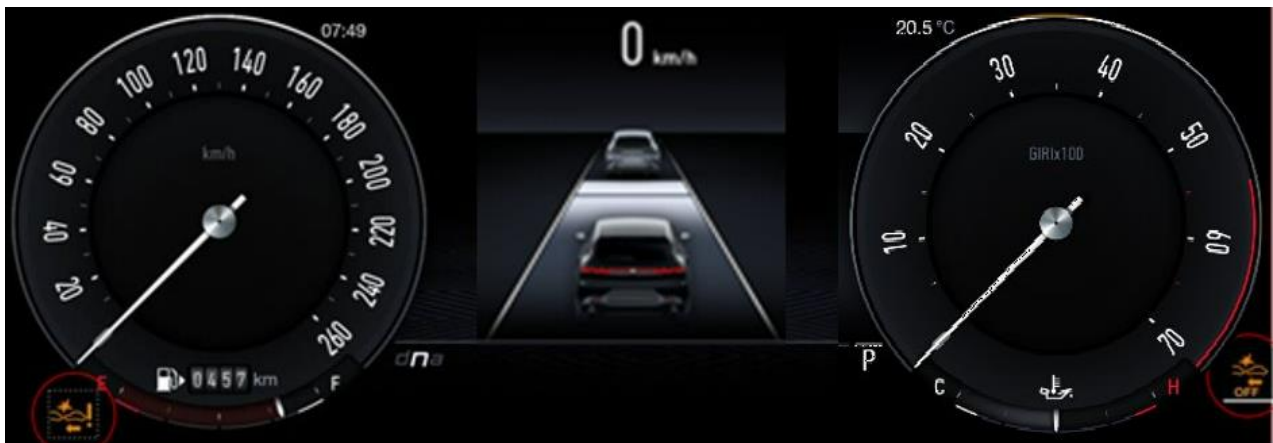
Symptom/Vehicle Issue: Automatic Emergency Braking (AEB) And/Or Forward Collision Warning (FCW) Will Shut Off

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, fog, and other environmental conditions. Weather that inhibits your ability to see clearly out of the windshield also effect the camera's ability to see clearly out of the windshield.

The camera also needs to see objects on the side of the road and vehicles to properly function. The system will shut off in rural environments where there are limited objects or vehicles in view of the camera. This is normal and expected operation.

These are limitations of the system and should not be considered a fault.



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.



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Repair: Do not replace any parts or perform any calibrations for this concern. It is recommended to reassure the customer that this is normal system behavior to warn the driver of the temporary unavailability of the system.

TSB software flashes for the Forward Facing Camera (HALF), Driver Assistance Module (DASM/ACC) and the Instrument Panel Cluster (IPC) have been released to improve system stability and operation. These updates should be performed, but they will not eliminate the system limitations described above.

Engineering is investigating potential software updates to allow the use of a regular cruise control system in rural and limited roadside object environments. These updates may or may not be released in the future. At this time, the limitations of the cruise control system described above still apply and are considered normal operation.

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