



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: ACC Sensor Blinded, “ACC Unavailable Service Required” “FCW Unavailable Service Required”, Adaptive Cruise Control (ACC) system disabled, Loss of Advanced Driver Assist System (ADAS) Features Messages Displayed on the Instrument Panel Cluster (IPC)

Customer Complaint/Technician Observation: The owner complains of any of the above warning messages displayed on the cluster. The technician observed the vehicle is setting the Diagnostic Trouble Codes (DTCs) C14A5-00 Sensor Blinded.

Discussion:

The above systems rely on radar sensor located in the front bumper fascia. This sensor can be affected by snow, ice, mud, or other road contaminants that may accumulate on the fascia/bumper while driving under certain conditions. The system may also detect blockage if the vehicle is operated in areas with extremely low radar returns from objects such as while driving in a desert or parallel to a large elevation drop. This is **normal** operation. The system will automatically recover and resume functions when the condition is cleared, and an ignition cycle occurs, validating the cleared condition.

The Driver Assistance System Module (DASM/ACC) should not be replaced if the DTC is in a “**Stored**” status. This is normal operation that may require inspection and cleaning of any contaminants from the radar cover of any (mud, dirt, ice, road debris) that would compromise the function of these systems. If C14A5 is still present, drive the vehicle for about 5 minutes. Note: There must sense targets (Cars, metal signs, etc.) for the radar to detect and receive feedback, or the C14A5 “**Active**” fault code will not go to a “**Stored**” status.

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.