



STAR ONLINE PUBLICATION



Case Number: S2408000114

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Symptom/Vehicle Issue: Instrument Panel Cluster (IPC) Displays Warning Lamps or Messages for Loss of Advanced Driver Assist System (ADAS)

Customer Complaint/Technician Observation: The customer complains of any of the following cluster messages “ACC Unavailable Service Required”, “Adaptive Cruise Control (ACC) System Disabled”, “Forward Collision Warning (FCW) Unavailable Service Required”. The technician observed the vehicle is setting the Diagnostic Trouble Codes (DTCs) C14A4-00 Sensor Adjustment Required.

Discussion: The above systems rely on radar sensor located in the front bumper fascia. Perform a thorough inspection of the module lens, bracket, mounting location and alignment. Verify the following Fig 1 and 2:

- Sensor is not damaged, obscured or out of alignment.
- Module housing is fully seated and secure.
- Securing clips are not broken or missing.
- Mounting bracket is not bent.
- ACC Module bracket bolts are properly torqued to specification (4 Nm \pm 1 Nm).



Fig 1

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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Misalignment



Fig 2

NOTE: Physical inspection is required to inspect for damage that may have caused the radar mounting position to be incorrect . A damaged bumper mounting bracket,- bumper surround or valence to be pulled out of position. These conditions can generate a wrong mounting position DTC (C14A4-00). Do not replace the sensor for this stored code, clear the DTC after and inspection and recalibrate if needed, and retest the operation.

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