



STAR ONLINE PUBLICATION



Case Number: S238A000038 Rev. C

Release Date: May 2024

Symptom/Vehicle Issue: Auto Emergency Braking (AEB) Unavailable – Service Required Message In Cluster

Discussion: Customer may notice after making changes to settings in the radio, a pop-up message shows on the cluster for AEB Unavailable – Service Required. This is known issue that engineering is working on software enhancement estimated 4Q 2025.

It is suggested to not make more than 4 setting changes, in radio settings (Fig 2), in the same ignition cycle to avoid the issue.

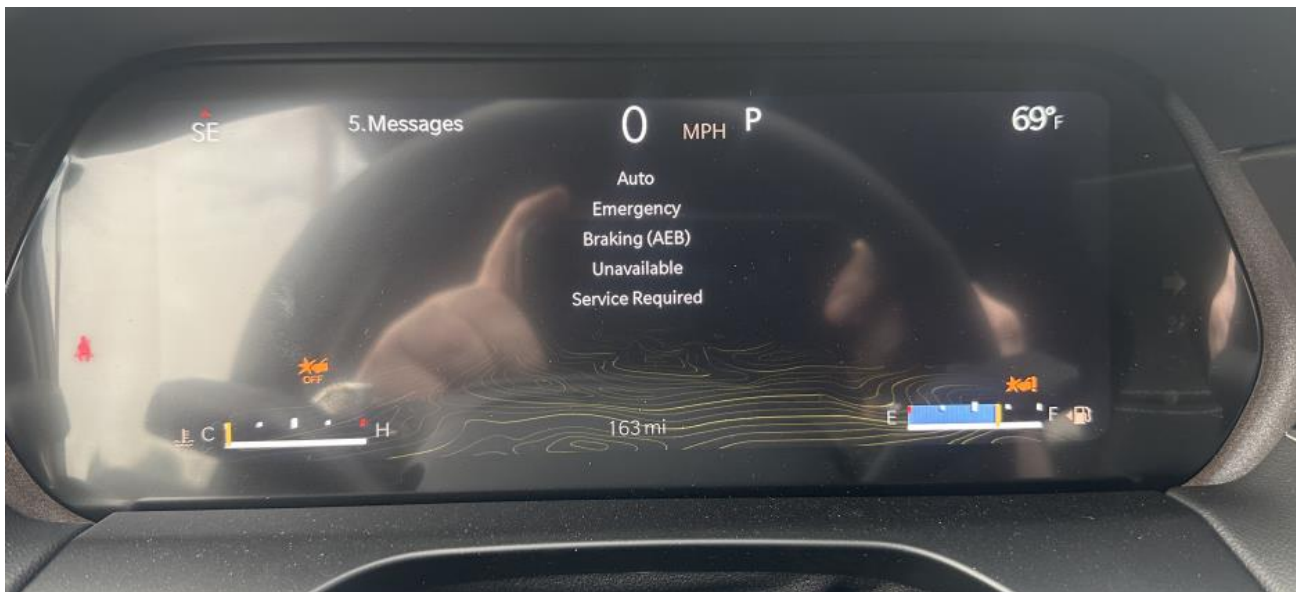


Fig 1

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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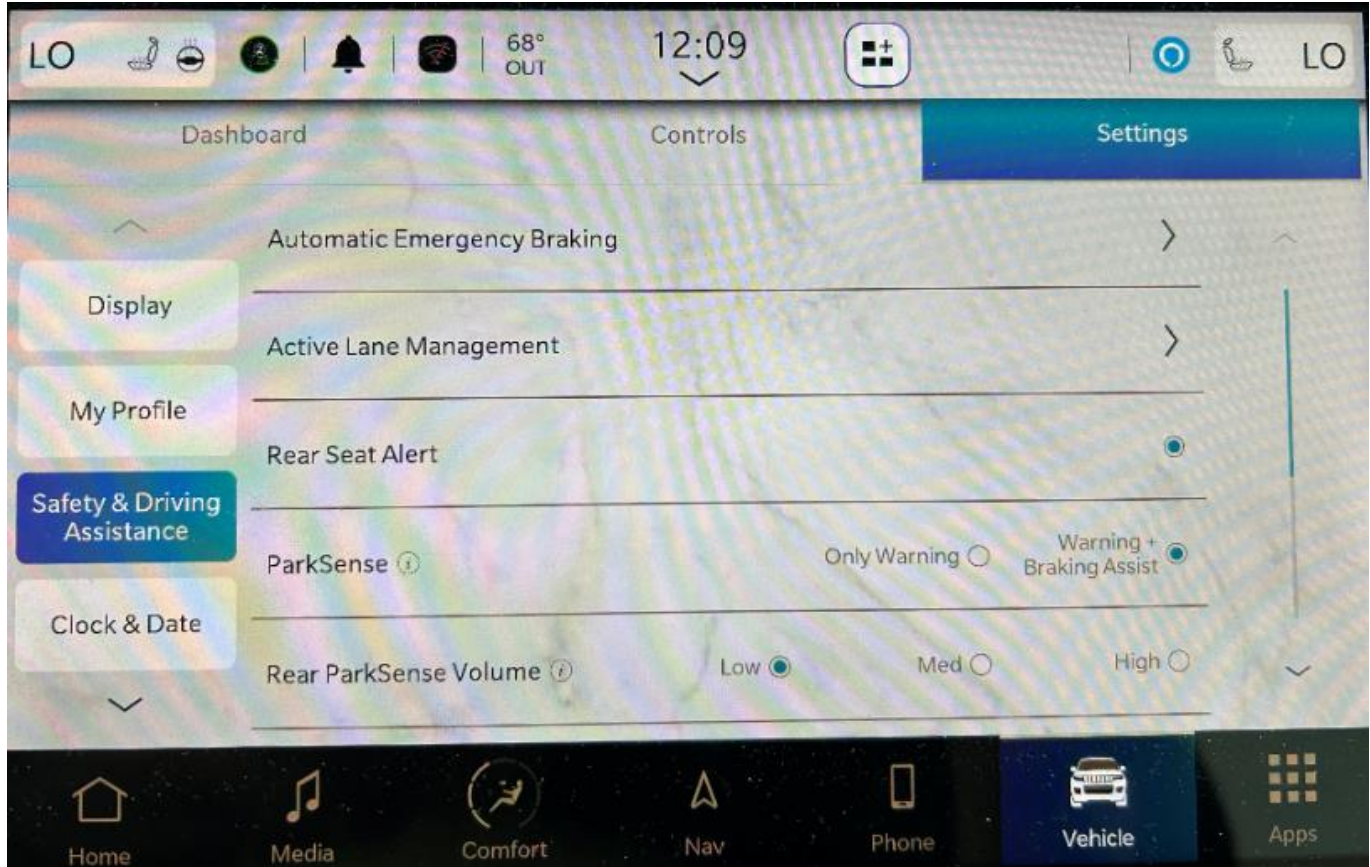


Fig 2

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