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Case Number: S2523000054

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Symptom/Vehicle Issue: Intermittent Vibration Buzz Squeak Rattle (BSR) Shaking Felt In Steering Wheel.

Customer Complaint/Technician Observation: Owner may complain of a vibration like a tire imbalance vibration intermittently felt in the steering wheel.

Discussion: Some owners may mistake the vibration haptic feedback in the steering wheel during a lane departure event as a tire vibration or tire imbalance. In cases such as this, confirm the active lane management (ALM) setting(s).

- Toggle the ALM setting 'ON' and verify if the customer steering vibration complaint exists, and the vibration condition is present during a lane departure event.
- Toggle the ALM setting 'OFF' and verify steering vibration condition is no longer present during a lane departure event. If a vibration condition is still present, refer to:

22 - Tires and Wheels / Diagnosis and Testing

19 - Steering / Diagnosis and Testing

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.

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Educate the customer on the Active Lane Management (ALM) feature with the additional information below; refer to: 08 - Electrical / 8B - Driver Assistance / Standard Driver Assistance System / Description and Operation.

ALM provides the driver with visual indications and haptic feedback when the vehicle is detected to be leaving the lane. The system is operational at speeds above 37 mph (60 km/h) and below 112 mph (180 km/h).

• Visual Indications – The ADAS telltale and the ADAS screen in the instrument cluster show different color lane lines depending on the status of ALM:

- Grey – indicates Feature is not engaged.
- Green – indicates Feature is engaged and vehicle is in center of lane.
- Yellow – indicates Feature is engaged and vehicle is detected to be leaving the lane, but has not crossed the lane line.
- Yellow 'Flashing' – indicates Feature is engaged and vehicle has crossed the lane line.

• Haptic Feedback – When the vehicle is detected to be leaving the lane or crossing the lane line, ALM will provide haptic feedback in the form of Steering torque and/or Steering Wheel Vibration:

- Steering Torque – ALM will attempt to hold the vehicle from leaving the lane by applying steering torque.
- Steering Vibration – If the vehicle has crossed the lane line (Yellow Flashing), ALM will provide steering vibration along with steering torque. The vibration will be felt by the driver's hands-on the steering wheel.

Customization:

ALM has several options in the customer settings within the radio screen (Safety & Driving Assistance » Active Lane Management).

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- Lane Management:
 - Vibration Only - When selected, ALM will provide only steering wheel vibration.
 - Steering Assist - When selected, ALM will provide only steering torque
 - Vibration with Steering Assist - When selected, ALM will provide both steering wheel vibration and steering torque (as described above)

- Lane Warning:
 - This setting allows for the ALM warnings to be applied early, medium, or late in the lane departure.

- Vibration Strength:
 - Settings for strength of vibration can be Low, Medium, High

- Steering Assist Strength:
 - Settings for steering torque strength can be Low, Med, High

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