



STAR ONLINE PUBLICATION



Case Number: S2508000049

Release Date: June 2025

Symptom/Vehicle Issue: Auto Emergency Braking Unavailable/Service Required Message in Cluster

Customer Complaint/Technician Observation: Customer complaint, "Auto emergency braking not available" message displaying on the cluster. The technician may find Diagnostic Trouble Codes (DTC) below.

C00C1-76 Front Radar Module "B" Wrong Mounting Position

Discussion: The long-range radar is self-calibrating (After it has been calibrated at the assembly plant). During self-calibration, the radar calculates vertical and horizontal mis-alignment angles. If the radar calibrates a large enough mis-alignment angle, fault code C00C1-76 will be set (Radar wrong mounting position). When C00C1-76 is active, **radar is out of position** and needs to be properly attached to its bracket. Please note: The radar is functioning properly (Do not replace long-range radar module for the above DTC).

The DTC indicates that a radar mounting position is incorrect.

1. The radar may be improperly attached to its bracket (Figure 4).
2. The bracket may be damaged (Figures 1 - 9).
3. The front bumper/fascia (Figures 1,2,5, 6, 7, 9) may be damaged, or warped.
4. Front bumper/fascia improperly attached to the vehicle body/frame (Figures 1,2,5,6,7,9)

NOTE: Physical inspection required, any damages may cause the radar mounting position to be incorrect. A damaged front fascia may cause the mounting bracket to be pulled out of position (Radar mounting position incorrect). These conditions will generate a wrong mounting position fault code.

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.



STAR ONLINE PUBLICATION



Re-attach the long-range radar, and/or repair/replace any of the above listed components as needed. After fixing/replacing/reattaching, the long range radar must be calibrated (Static or dynamic calibration must be performed).

NOTE: If dynamic calibration is performed, the wiTECH tool must be connected to the Stellantis network or calibration will not be performed. Also, static and dynamic targets must be available during the test drive for the radar to calibrate correctly, otherwise the radar will not calibrate.

DT ICE Non-Tungsten Front Bumper

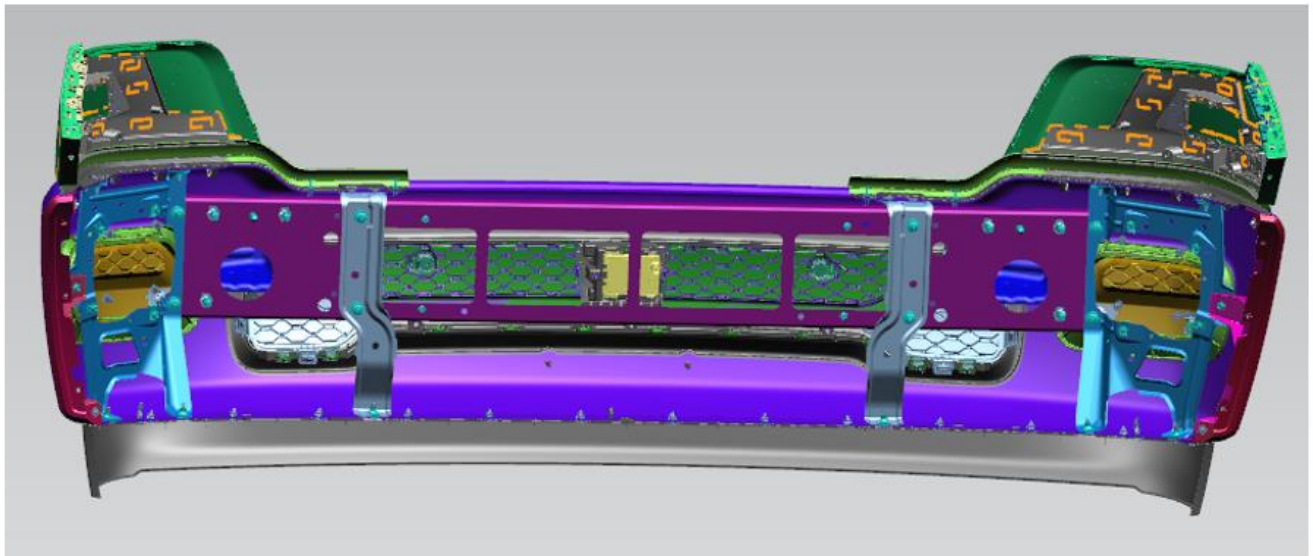


Fig 1

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.

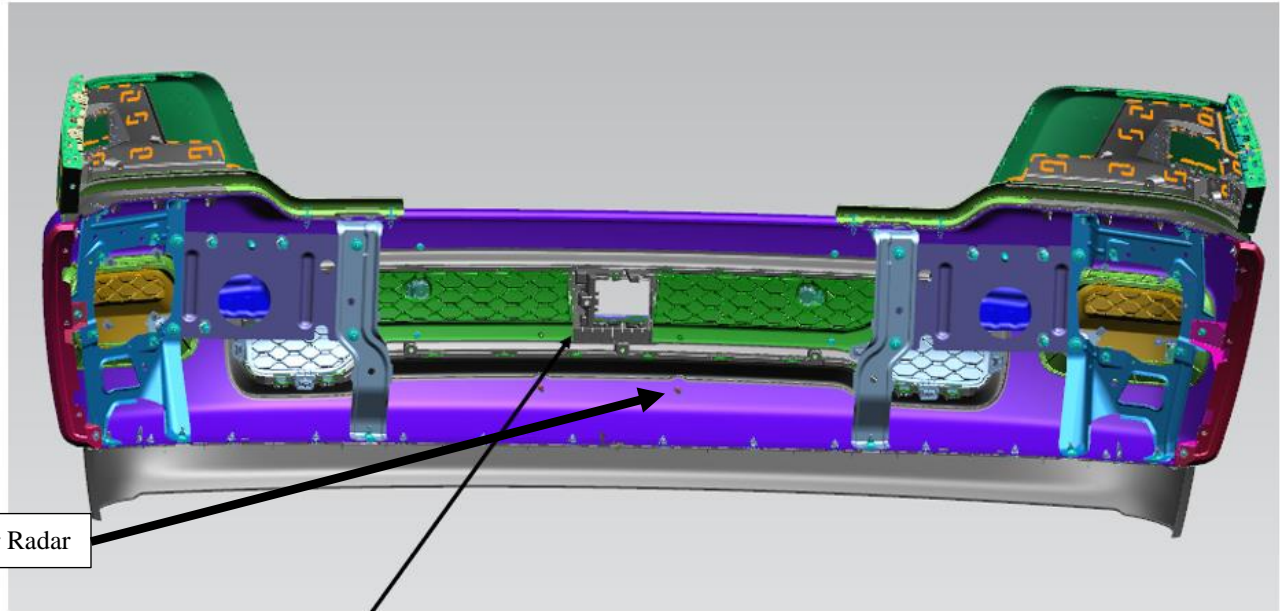
Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



STAR ONLINE PUBLICATION



DT ICE Non-Tungsten Front Bumper



Rear Corner Radar

Long Range Radar Bracket (Radar not shown for clarity)

Fig 2

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.

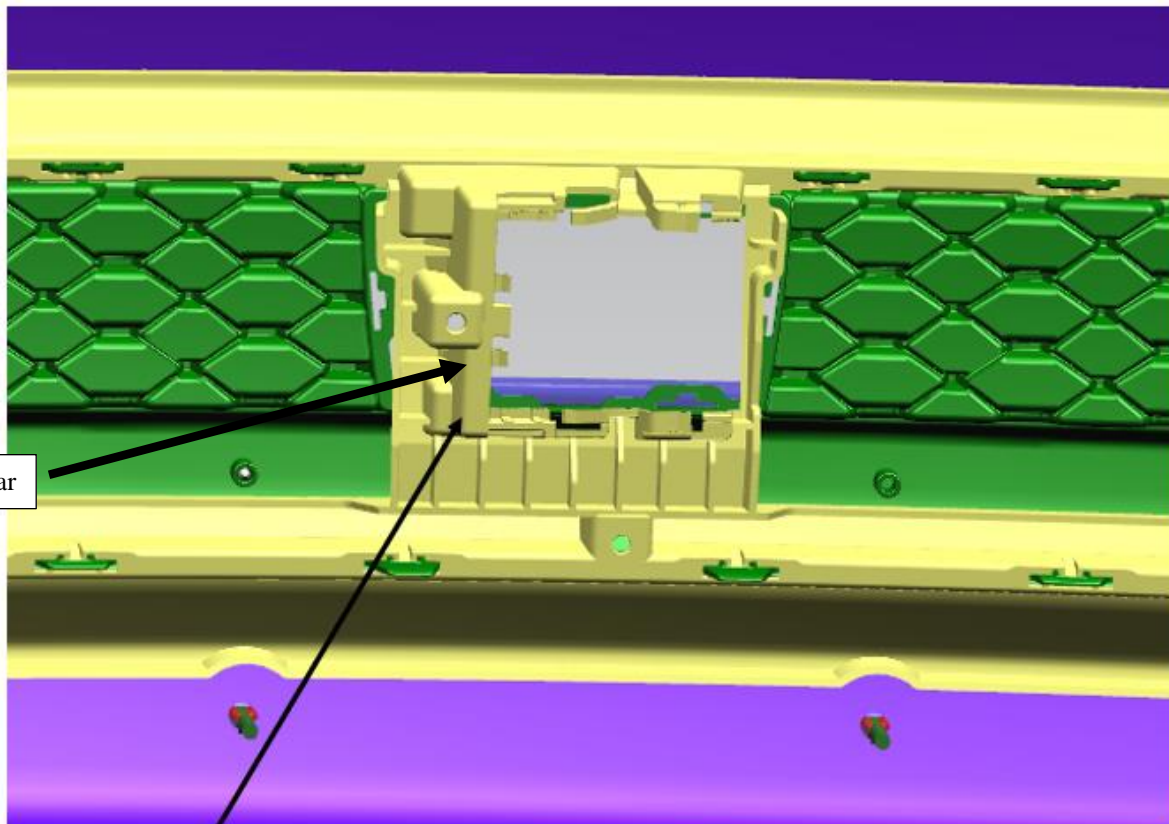
Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



STAR ONLINE PUBLICATION



DT ICE Non-Tungsten Front Bumper



Long Range Radar Bracket (Radar not shown for clarity)

Fig 3

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.

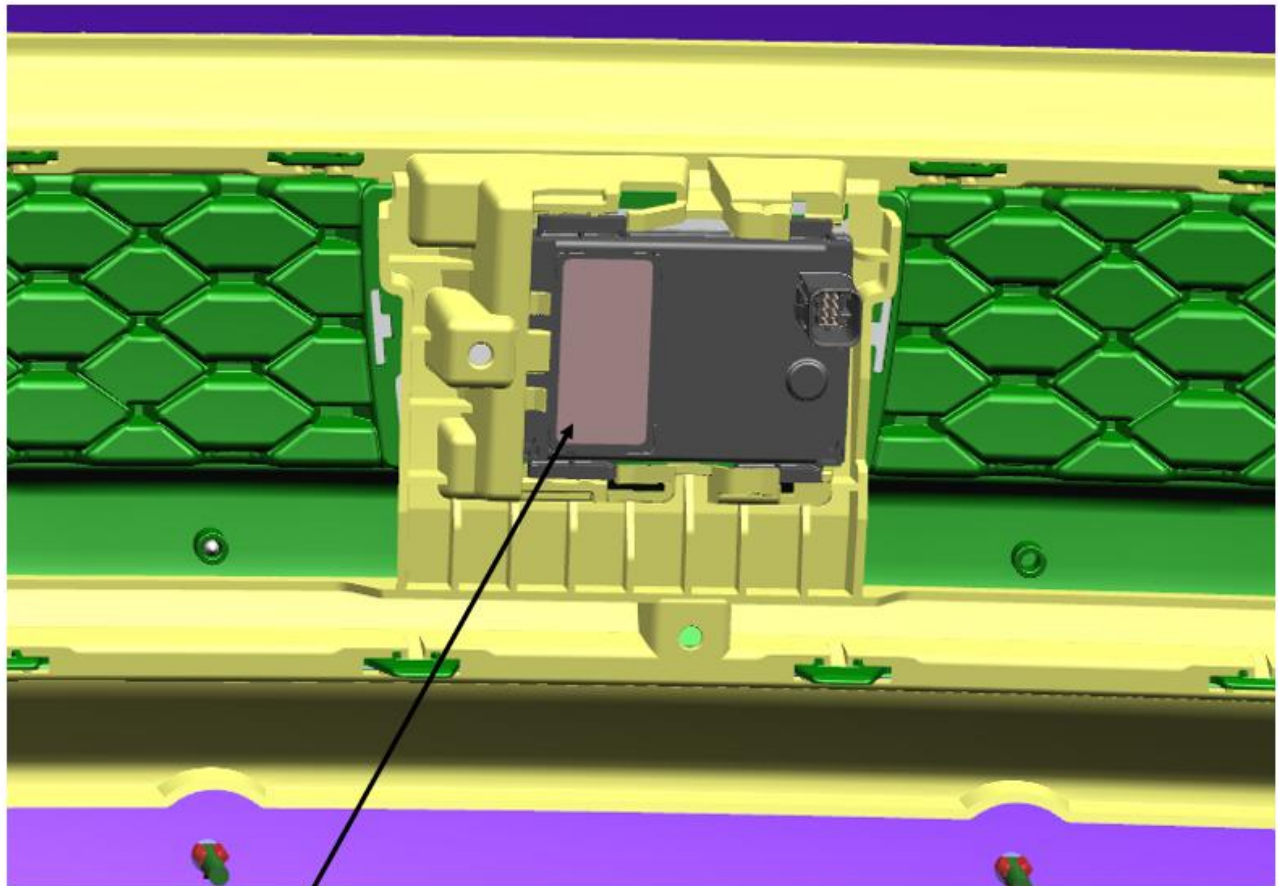
Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



STAR ONLINE PUBLICATION



DT ICE Non-Tungsten Front Bumper



Long Range Radar

Fig 4

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.



STAR ONLINE PUBLICATION



DT ICE Non-Tungsten Front Bumper

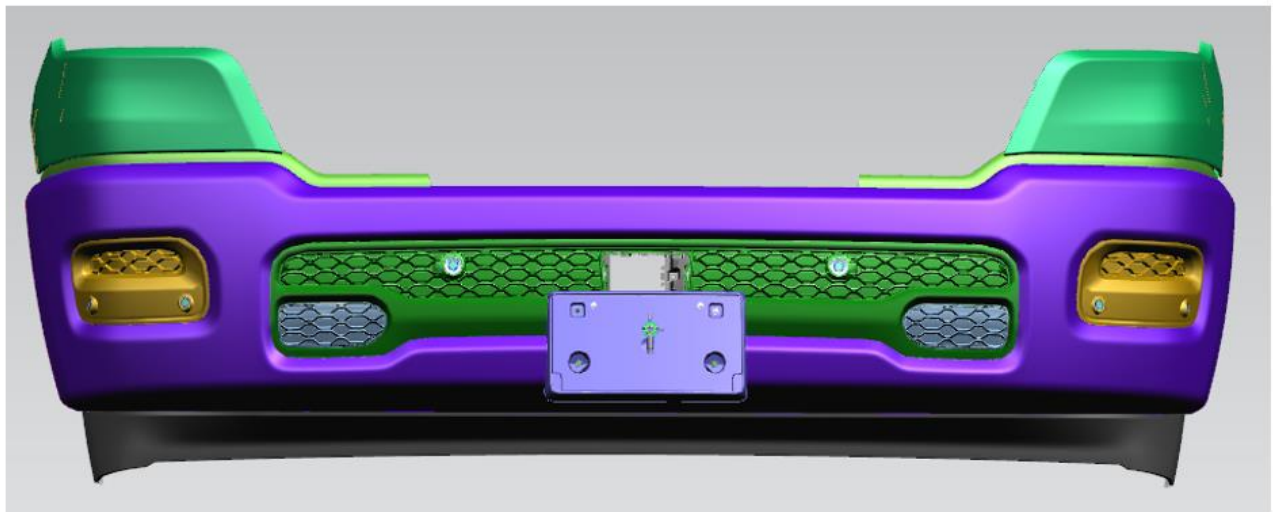


Fig 5

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.



STAR ONLINE PUBLICATION



DT ICE Tungsten Front Bumper

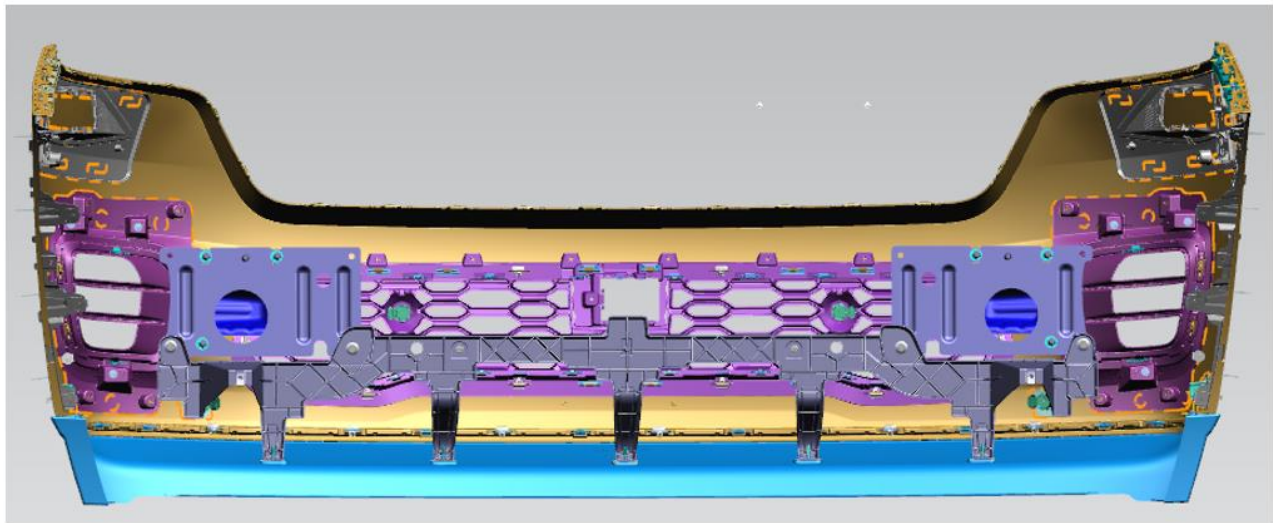


Fig 6

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.

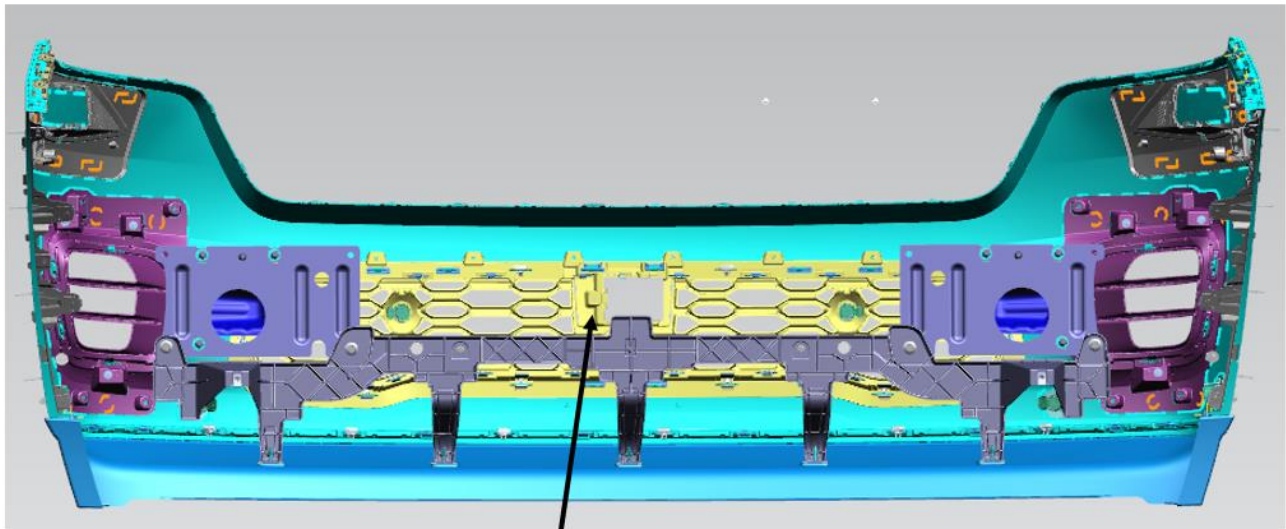
Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



STAR ONLINE PUBLICATION



DT ICE Tungsten Front Bumper



Long Range Radar Bracket (Radar not shown for clarity)

Fig 7

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.

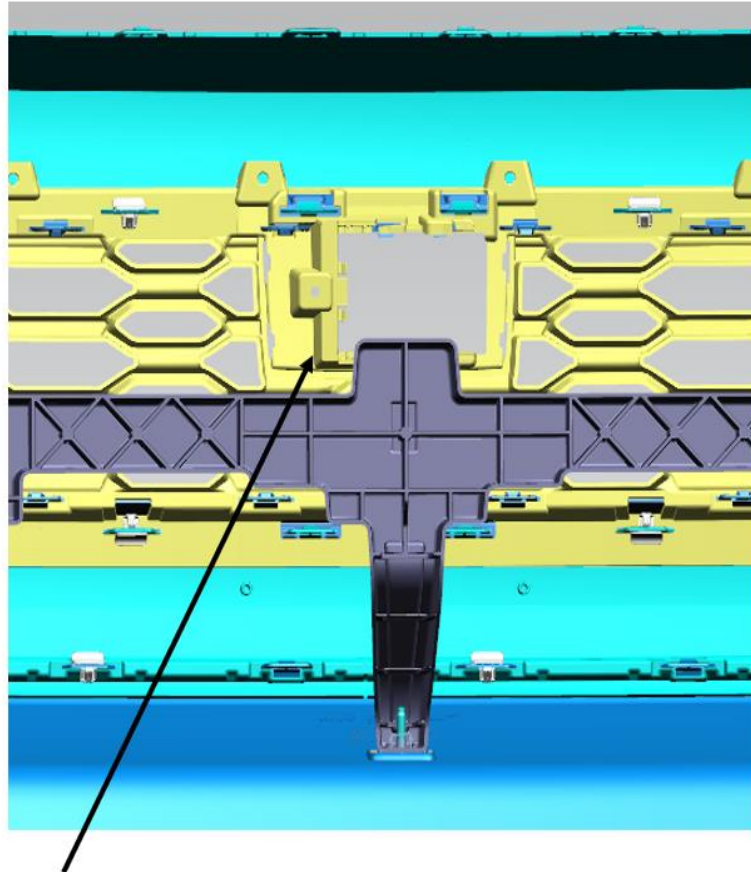
Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



STAR ONLINE PUBLICATION



DT ICE Tungsten Front Bumper



Long Range Radar Bracket (Radar not shown for clarity)

Fig 8

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.



STAR ONLINE PUBLICATION



DT ICE Tungsten Front Bumper

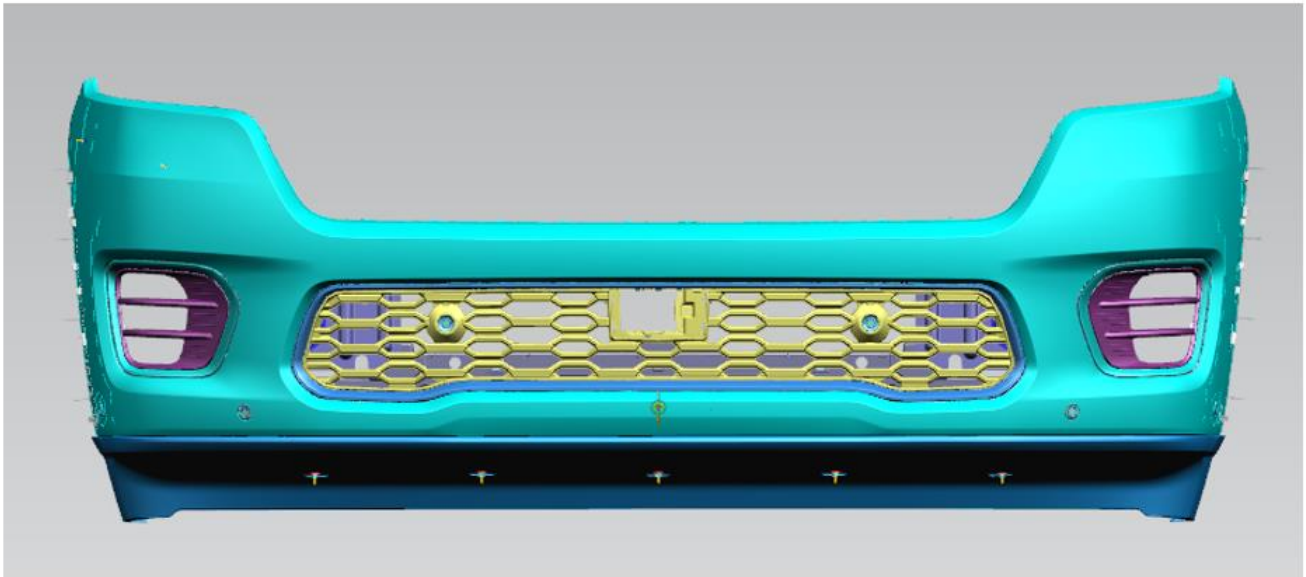


Fig 9

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.