

Advanced Technical Information

Bulletin #: 2121.4

Part ID: 2785

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9YA/9YB ACC Dynamic Calibration Fault C110300

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	As of 2019 up to 2025	9YA, 9YB	N/A	3V2, 8T8

Revision History

Revision	Release Date	Changes
0	September 17, 2021	Original document
1	January 2, 2024	Update of Condition, Technical Background & Service Information
2	July 17, 2024	Update of order types
3	July 8, 2025	Update of Vehicles Affected and Technical Background
4	July 29, 2026	Update to Part ID

Condition

The customer reports a warning in the instrument cluster that tells the driver that ACC is not available. The workshop confirms this condition and finds fault code C110300.

Technical Background

This fault is most likely due to an out of adjustment sensor (vertical limits exceeded).

In vehicles with steel-spring suspension (i.e., I-Number 1BH), this condition is worsened by a heavy load in the vehicle's luggage compartment and/or by towing a trailer.

If a customer is towing, please advise them to review the "trailer hitch" section of the owner's manual for details about load distribution and tire pressure.

Service Information

1. Create a Pre-Val.
2. Fill the fuel tank and place 50 lbs. or more in the rear luggage compartment. Drive the vehicle at least 20 miles. This should fully settle the suspension.
3. Do not put the vehicle on a lift or do anything to raise (decompress) the suspension (e.g. avoid abrupt stops and hard braking).
4. Check and document the vehicle ride height as per the workshop manual. (See WM 4495TW – *Adjustment values for suspension alignment.*)
5. Compare the measured vehicle ride height to the workshop manual. (See WM 449503 *Performing front + rear suspension alignment.*)
6. Ensure tire pressure profile is set for Full Load and tire pressures are adjusted accordingly.
7. Perform a static adaptive cruise control calibration.
 - If either direction exceeds $\pm 0.2^\circ$, manually adjust both screws until they are out of specification limits, then perform static calibration again.
 - Top screw adjusts the camera vertically.
 - Clockwise rotation changes value towards negative
 - Counter-Clockwise rotation changes value towards positive
 - Bottom screw adjusts the camera horizontally.
8. Perform a dynamic adaptive cruise control calibration drive
 - During dynamic calibration drive, graph the actual value for "Vertical deadadjustment" and capture the results with a tester screen shot.
 - After the calibration drive, complete minor adjustments (quarter turns of the camera vertical adjustment screw)
 - Repeat these steps until the actual value average is approximately 0.
9. Road test the vehicle using these guidelines:
 - Drive the vehicle at a constant speed between 45-65 mph.
 - Safely follow another vehicle. Stay at a distance about 150 feet away.
 - Drive on a flat and straight road for at least 5 miles.
 - Drive under clear conditions. That is without precipitation or other bad weather.
 - Monitor and graph the actual values for vertical misalignment/maladjustment.
10. Create a Post-VAL.

Search Items

ACC, adaptive, distance measuring, ZFAS, assistance systems

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