



STAR ONLINE PUBLICATION



Case Number: S2523000031

Release Date: April 2025

Symptom/Vehicle Issue: C14A4-00 Sensor Adjustment Required Set In Adaptive Cruise Control Module (ACC).

Customer Complaint/Technician Observation: Condition mainly occurs in high gusty or cross wind environments.

Discussion: Discuss with the owner the environmental conditions where the cluster warning for Forward Collision Warning / Adaptive Cruise Control (FCW/ACC) and diagnostic trouble code (DTC) C14A4-00 occurs. Confirm ACC bracket is not damaged. Verify the module is fully snapped into the bracket. Closely inspect the vehicle and correct any accident or damaged/loose parts. Please document on the RO what conditions the code duplicates in, including road conditions, weather, and traffic. Engineering is aware of customer complaints and investigating.

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.