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Case Number: S2523000022 Rev. B

Release Date: June 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. Customer may state "ACC/FCW Unavailable Service Required" message on the cluster. Technician may find DTC C14A4-00- Sensor Adjustment Required set by the ACC module

Discussion: The ACC module is attached to the front fascia and retrained/ snaps into a bracket. Inspect and confirm ACC bracket is not damaged. Verify the module is fully snapped into the bracket. If the attachment inspects ok, the concern could be the module moving during high winds at freeway speeds (60 to 70 or more mph). If this matches the vehicle/customer concern perform the below procedure.

Parts Required:

3M 04274 Dampening Material
3M 08571 Manual Cartridge Applicator
3M 08193 Mixing Tip

- 1) Remove the front fascia. Refer to Service Library 08 - Electrical / 8E - Electronic Control Modules / MODULE, Adaptive Cruise Control (ACC) / Removal and Installation

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- 2) Once the fascia is removed, remove any dirt and/or grease using a mild soap and water. Use wax and grease remover to clean the front of the impact beam (rearward of where the ACC module is installed with the fascia installed.)
- 3) Apply masking tape to the top/front portion of the beam to outline an area that is 1" (25mm) x 6" (125mm) as shown below.



- 4) Apply 3M 04274 Dampening Material using the 3M 08571 Manual Cartridge Applicator and 08193 Mixing Tip. Apply Dampening Material as required (layered) to produce a 7mm thickness of the material. Follow the product's instructions for cure time.

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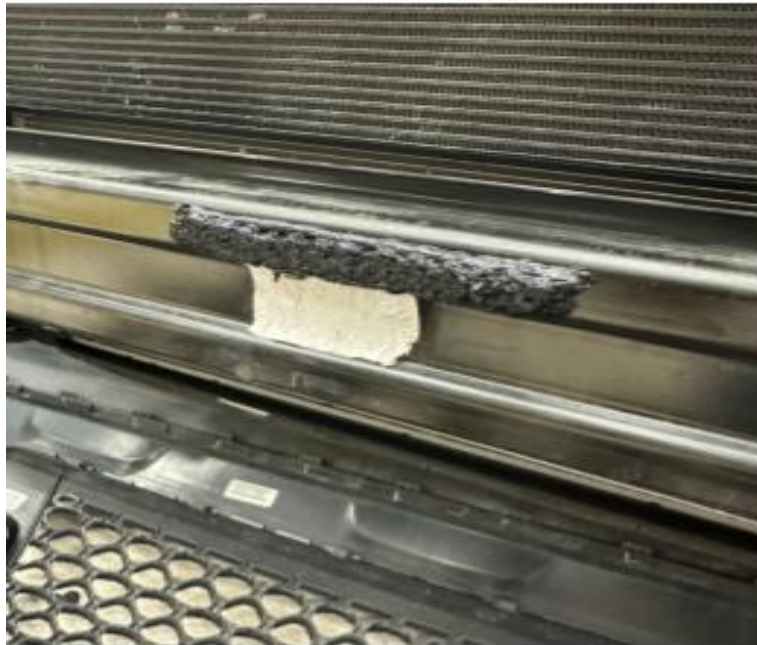
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- 5) After the material has cured, install the fascia as outlined in Service Library. Image below shows result of adding the damping material. Use WiTECH to perform ACC DASM Drive Calibration in the ACC module Misc Function menu. Also, validate operation of the ACC before returning the vehicle to the customer.



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