

## Technical Service Bulletin (TSB)

### Flash: Adaptive Cruise Control (ACC) Module Update

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |                 |                                                                                                                                                                                                                                                                                                                                                                      |   |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| REFERENCE:         | TSB: 08-321-26<br>GROUP: 08 - Electrical                                                                                                                                                                                                                                                                                                                                                                                           | Date: | August 21, 2026 | REVISION:                                                                                                                                                                                                                                                                                                                                                            | — |
| VEHICLES AFFECTED: | 2023 (WD) Dodge Durango<br>This bulletin applies to vehicles equipped with Adaptive Cruise Control W/Stop (Sales Code NH3).                                                                                                                                                                                                                                                                                                        |       |                 | MARKET APPLICABILITY:<br><div><input checked="" type="checkbox"/> NA<input checked="" type="checkbox"/> MEA</div> <div><input checked="" type="checkbox"/> SA<input type="checkbox"/> IAP</div> <div><input type="checkbox"/> EE<input type="checkbox"/> CH</div><br><b>NOTE:</b> This bulletin applies to North and South America and Middle East & Africa markets. |   |
| CUSTOMER SYMPTOM:  | Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC): <ul style="list-style-type: none"><li>C14A4-00 - Sensor Adjustment Required.</li></ul> Customers may also experience the following: <ul style="list-style-type: none"><li>"ACC/FCW Unavailable, Service Required" message in the Instrument Panel Cluster (IPC).</li></ul> |       |                 |                                                                                                                                                                                                                                                                                                                                                                      |   |
| CAUSE:             | ACC module software updates                                                                                                                                                                                                                                                                                                                                                                                                        |       |                 |                                                                                                                                                                                                                                                                                                                                                                      |   |

#### REPAIR SUMMARY:

This bulletin involves reprogramming of the ACC module with the latest available software.

#### CLAIMS DATA:

| Labor Operation No: | Labor Description                                                                              | Skill Category                  | Labor Time |
|---------------------|------------------------------------------------------------------------------------------------|---------------------------------|------------|
| 18-80-95-9D         | Module, Adaptive Cruise Control - Reprogram and Perform Calibration Routine (0 - Introduction) | 6 - Electrical and Body Systems | 0.5 Hrs.   |
| Failure Code        | ZZ                                                                                             | Service Action                  |            |

#### SPECIAL TOOLS/EQUIPMENT:

| Description          | Ref. No. | Notes |
|----------------------|----------|-------|
| wiTECH or Equivalent | -        | -     |

## DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

## REPAIR PROCEDURE:

1. Reprogram the ACC module with the latest software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
2. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
3. Perform an ACC DASM Calibration. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 08 - Electrical / 8E - Electronic Control Modules / Module, Adaptive Cruise Control (ACC) / Module Programming.

**NOTE: For SA market only, after applying this TSB, it is not necessary to send DID-I or DID-A.**

## POLICY:

Reimbursable within the provisions of the warranty.

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