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| <b>Reference</b>     | SSM72307                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Models</b>        | F-PACE / X761<br>XE / X760<br>XF / X250<br>XF / X260<br>XJ / X351                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Title</b>         | Radar Sensor Blocked message is displayed in Instrument Pack                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Category</b>      | Electrical                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Last modified</b> | 18-Oct-2018 00:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Symptom</b>       | 206000 Warning Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Content</b>       | <p><b><u>Issue</u></b></p> <p>The message "Radar Sensor Blocked" appears in instrument pack display. If blockage occurs while ACC is being used, "Driver Intervene" and/or "Radar sensor blocked" message will appear on the cluster and DTC C1A67-97 is also set. Blockage can also occur when ACC is not being used.</p> <p><b><u>Cause</u></b></p> <p>"Radar Sensor Blocked" indicates that the Adaptive Speed Control system's visibility has been reduced due to an obstruction. ACC continually scans for objects ahead and, if it sees no objects i.e. vehicles, road signs, lampposts, guard rails etc, it will indicate a blockage even if the ACC is not used. The C1A67-97 DTC flags a radar blockage situation and not a system fault.</p> <p><b><u>Action</u></b></p> <ol style="list-style-type: none"> <li>1. Check for obstructions (ice, dirt, paint overspray, badges, license plates, bumper protection cover, etc.) in front of the radar. Clear obstruction if it exists.</li> <li>2. Check vertical level of radar (see TOPIX under Adaptive Speed Control sensor adjustment) and adjust if necessary. If the vertical level is adjusted service alignment will also be required using SDD</li> <li>3. Check for labels on back of bumper in front of radar. Verify if the harness is placed correctly and not in front of radar. Check radar correctly positioned on ball-studs, and bracket secured to body.</li> <li>4. If ice, heavy snow, wet snow or heavy rain has been encountered, then the "Radar Sensor Blocked" message (and DTC C1A67-97) is likely to be genuine and will clear automatically once sufficient objects are seen (a historic DTC C1A67-97 will exist). Blockage is designed to set in these conditions, this is normal operation and the radar does not need to be changed. Do not replace the ACC module if the DTC is historical. Delete the DTC and perform a test drive to check the operation of the system.</li> <li>5. Under rare circumstances - where there are very few objects around the vehicle i.e. snow covered, featureless country, or desert roads – DTC C1A67-97 can be logged and the message "Driver Intervene" and/or "Radar sensor blocked" shown indicating a blockage. Once vehicle returns to environment with more objects blockage will clear automatically, (a historic DTC C1A67-97 will exist).</li> <li>6. If the customer experiences these circumstances please DO NOT replace the ACC radar (Speed Control Sensor), as it is likely that the customer will return with the same complaint.</li> </ol> |

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.