



Service Bulletin

Bulletin No.: 21-NA-035

Date: March, 2021

INFORMATION

Subject: Vehicle Will Not Hold Set Cruise Control Speed in Enhanced Cruise Control Mode

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2021	—	—	—	—
	Envision	2019	2019				
	LaCrosse	2020	2021				
	Verano	2020	2020				
Cadillac	ATS	2018	2018				
	CT6	2018	2021				
	CTS	2017	2018				
	Escalade	2018	2019				
	XT4	2019	2020				
	XT5	2018	2020				
	XT6	2020	2020				
	XTS	2018	2018				
Chevrolet	Blazer	2019	2021				
	Malibu	2019	2021				
	Traverse	2018	2019				
	Volt	2019	2019				
GMC	Acadia	2018	2021				
Holden	Acadia	2019	2019				

Involved Region or Country	North America, Europe, Uzbekistan, Russia, Middle East, Israel, Palestine, Chile, Colombia, Ecuador, Peru, Japan, Korea, China, Australia/New Zealand, Africa
Additional Options (RPOs)	Equipped with Driver Assist Package (RPO UGN)
Condition	Some customers may comment on the vehicle being unable to hold the set cruise control speed. Customers may also feel a slight braking sensation when this occurs. This only occurs in Enhanced Cruise Control mode and NOT Adaptive Cruise Control.
Cause	The cause of the condition may be that when the driver switches from Adaptive Cruise to Enhanced ('Regular') Cruise Control when targets (vehicles) are ahead, the active safety control module may hold onto (latch) the position of vehicles ahead.
Correction	Please communicate to the customer to only switch from Adaptive Cruise Control to Enhanced ('Regular') Cruise Control when there are no targets (vehicles) ahead of the driver. Switching from Enhanced ('Regular') Cruise Control to Adaptive Cruise Control with targets ahead will reset the condition. Please share this information with the customer, including a copy of this bulletin.

Version	2
Modified	Released February 11, 2021 March 15, 2021 – Updated the Cause and Correction sections.

