



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Automatic Braking Applied When the Owner Has no Brake Pedal Depressed, Cluster Displays a Hold Indicator Warning

Customer Complaint/Technician Observation: Owner complains that the brakes are applied when the brake pedal is released. Technician observed the vehicle does apply the Electric Park Brake (EPB) when the brake pedal is not being applied, the cluster is displaying the green hold warning indicator.

Discussion: Vehicles equipped with the Hold 'N Go system have a setting selection available in the Uconnect system to enable or disable this brake assist feature.

If the vehicle is equipped with the Hold 'N Go feature — it allows the driver to remove their foot from the brake pedal once the vehicle has come to a stop after the vehicle is held at a standstill for a predetermined amount of time by hydraulic braking prior to engagement. The EPB will then engage and continue to hold the vehicle at a stop until the driver applies the accelerator pedal. Hold 'N Go can be enabled and disabled by customer selections through the customer programmable features section of the Uconnect Settings. Do not replace any parts for this concern, all replacement parts will function the same, enable and disable as desired.

Service updates for the Hold 'N Go feature when a vehicle is placed in neutral for a car wash is currently being validated for “**No hold**” needs solution, a service release is expected by 3rd quarter 2023.

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 or eCONTACT ticket if no solution is found