

## STAR ONLINE PUBLICATION

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**Case Number: S2008000081**

**Release Date: 6/01/2020**

**Symptom/Vehicle Issue:** Cruise Control Inoperative.

**Discussion:** Some customers may report that the cruise control is inoperative. There may not be any DTCs stored that are related to the condition.

If during normal diagnosis, it is found that the PCM does not see the cruise control switch inputs, but other valid switch inputs can be seen in other modules, inspect the PCM configuration data to verify it is configured for Adaptive Cruise (ACC). If it is currently configured for the incorrect cruise option, perform the “Program PCM Variant” routine located in the PCM “Misc Functions.”

If the PCM is configured for the correct cruise control option, but still does not see the switch inputs, perform the following steps:

1. Perform the “Program PCM Variant” routine in the PCM “Misc Functions”.
2. Switch the variant from Standard Cruise to Adaptive Cruise.
3. Cycle the ignition off, and wait at least 1 minute.
4. Turn the ignition on, and navigate back the “Program PCM Variant” routine.
5. Switch the cruise control option back from Adaptive Cruise to Standard Cruise.
6. Cycle the ignition, and retest the cruise operation.

If the cruise control is still inoperative, resume normal diagnostics.

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**



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