



Service Bulletin

Bulletin No.: 21-NA-189

Date: July, 2022

INFORMATION

Subject: Information on Super Cruise Escalation Cancellation

Brand:	Model:	Model Year:		VIN:		Engine/ Propulsion:	Transmission:
		from	to	from	to		
Cadillac	CT4	2021	2023				
	CT5						
	Escalade Models	2021					
	XT6	2022					
	Lyriq	2023					
Chevrolet	Tahoe	2023	2023	—	—	—	—
	Suburban						
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
GMC	Yukon	2023	2023				
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						
	HUMMER EV	2022	2023				

Involved Region or Country	North America, China
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Information

In the event a customer comes in stating that they are having trouble cancelling an Escalation (Red State) in Super Cruise, please use this guide to explain to them the proper way the system will recognize they appropriately took control.

While in Super Cruise, there are many reasons in which the system may require the driver to come back into control of the vehicle. In order to notify the driver to do so, the system enters a “Red Escalation” which consists of the following:

- Super Cruise Icon in the IPC turning Red
- Super Cruise Message in the IPC stating to take control of the vehicle
- The Light Bar at the top of the steering wheel will flash Red
- Non-visual alert such as Chime or Haptic based on the user settings

Once a Super Cruise Escalation occurs, the primary method to notify the system that you have regained control of the vehicle is placing the driver’s hands on the wheel at the Two & Ten o’clock positions or the five & seven o’clock positions and fully gripping the wheel. The system senses the driver’s hands on 2/3 zones on the steering wheel. Once two zones achieved, escalation subsides immediately.

1. The front left side in the areas highlighted below are a zone.
2. The front right side in the areas highlighted below are a zone.
3. The full circumference of the rear of the wheel is a zone.



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There are secondary override applications utilizing the steering wheel torque, accelerator pedal application, and brake pedal application. These are harder to achieve as they are designed to ensure true driver intent / control before the system will relinquish lateral control to the driver.

This is done so in the event the steering wheel is bumped, a pedal hit, or the vehicle hits a pothole (inducing steering feedback) a driver in control indication is not inadvertently tripped.

Version	3
Modified	Released August 19, 2021 Revised January 14, 2022 – Added the 2022 Model Year and the Cadillac XT6. Revised July 25, 2022 – Added the CT4, CT5, Lyriq, Tahoe, Suburban, Silverado, Sierra, HUMMER EV, Yukon Models and added China to the Involved Region or Country section.

