

Subject: DTC U3000 Setting in Automated Map Module (HDLM) - SuperCruise Unavailable

| Brand: | Model: | Model Year: | | VIN: | | En-gine: | Transmis-sion: |
|------------|--|-------------|------|------|----|----------|----------------|
| | | from | to | from | to | | |
| Cadillac | Escalade | 2022 | 2024 | | | | |
| | Escalade ESV | | | | | | |
| Chevro-let | Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y) | 2022 | 2022 | | | | |
| | Silverado 1500 New (RPO J22, VIN Digit 5 = A / D) | | | | | | |
| | Silverado 1500 | 2023 | 2024 | | | | |
| | Suburban | 2022 | | | | | |
| | Tahoe | | | | | | |
| GMC | Hummer EV | 2022 | 2023 | | | | |
| | Hummer EV Pickup | 2024 | 2024 | | | | |
| | Hummer EV SUV | | | | | | |
| | Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9) | 2022 | 2022 | | | | |
| | Sierra 1500 New (RPO J22, VIN Digit 5 = H / U) | | | | | | |
| | Sierra 1500 | 2023 | 2024 | | | | |
| | Yukon Yukon XL | 2022 | | | | | |

| | |
|---|--|
| In- volved Re- gion or Coun- try | North America, Europe, Kazakhstan, Uzbekistan, Middle East, Israel, Palestine, Argentina (Mercosur), Brazil (Mercosur), Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Japan, Cadillac Korea (South Korea), Thailand (ASEAN), Other Africa |
| Addi- tional Op- tions (RPOs) | Equipped with RPO UKL |
| Condi- tion | Some customers may comment that when trying to engage SuperCruise, the cluster will display the message “SuperCruise un- available – No road info”. Technician will find DTC U3000 setting in the module. |
| Cause | The cause of the condition may be due to a reset condition in the module causing the message to display and the U3000 DTC to set in the HDLM. |
| Cor- rec- tion | Technicians are asked to verify the condition by driving on 2 different verified SuperCruise roads. Replace the HDLM module if, and only if, the part number of the HDLM in the vehicle is listed in Parts Information. Important: Please refer to the Electronic Parts Catalog (EPC) to order the latest release part number for this module. |



6553204

If one of these Map module part numbers listed in Parts Information is not installed in the vehicle, and the map module is setting the U3000 DTC with SuperCruise being unavailable, do not replace the module until additional diagnostics through SI are completed.

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Important: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

Parts Information

* We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

| Causal Part | Description | Part Number | Qty |
|-------------|--------------------|--|-----|
| X | Hummer EV Only | 86812593, 87823820 85595235, 85595239 85548122, 85548127 | 1 |
| X | Truck and SUV ONLY | 85624159, 85624160 87845922, 87845923 87833362, 87833364 87819889, 87819892 | 1 |

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

| Labor Operation | Description | Labor Time |
|--|---|------------|
| *6486108 | Replace Automated Map Module for SuperCruise Errors | 1.3 hr |
| *This is a unique Labor Operation for Bulletin use only. | | |

| | |
|-----------------|--|
| Version | 4 |
| Modified | Released February 06, 2024 Revised February 14, 2024 – Changed Labor Time under Warranty Information. Revised February 19, 2024 – Added graphic and changed last sentence in Correction Section. Revised February 26, 2024 – Revised last sentence in Correction Section. |