



**Bulletin No.:** PIC6557B  
**Published date:** 09/26/2024

## Preliminary Information

### PIC6557B Super Cruise Unavailable Message

#### Models

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN: from to</b>	<b>Engine:</b>	<b>Transmissions:</b>
Chevrolet	Equinox EV	2024	All All	All	All
Cadillac	CT5	2025	All All	All	All

<b>Involved Region or Country</b>	<b>North America</b>
<b>Additional Options (RPO)</b>	<b>UKL</b>
<b>Condition</b>	<p><b>Customers may notice a Super Cruise Unavailable, Adaptive Cruise Unavailable message on the DIC. This could happen immediately upon startup or within 30 minutes of the drive cycle .</b></p> <p><b>This issue may recover after an ignition cycle or it may not.</b></p> <p><b>Technician may find the following DTC's setting in the K124 Image Processing Module (IPCM), see list below.</b></p>
<b>Cause</b>	<b>Software</b>

#### Correction:

**Dealers are asked to verify the customers concern and wait until engineering provides a resolution.**

**If any of the DTCs listed below are set in history, do not replace the controller.**

**Advise the customer that engineering is working on a solution for this concern.**

**U053C sym00**  
**U023B sym00**  
**U1624 sym00**  
**U164E sym00**

**If none of these DTC's are setting, follow normal SI Diagnostics.**  
**This PI will be converted to a bulletin when a resolution is available.**

## 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
2887698	Verify DTCs are setting in the Image Processing Module and SuperCruise is unavailable	.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

## Version History

Version	2
Modified	06/11/2024 - Created on. 09/06/2024 - Updated DTCS in correction. 09/26/2024 - Updated condition and correction.

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