



Bulletin No.: PIT6243

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Preliminary Information

PIT6243 Supercruise Inoperative With Supercruise Unavailable Message And Audio DTCs

Models

Brand:	Model:	Model Years:	VIN: from to	Engine:	Transmissions:
Cadillac	Escalade Models	2021 - 2024	All All	All	All
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 12 = A or D)	2022	All All	All	All
Chevrolet	Silverado 1500	2023 - 2024	All All	All	All
Chevrolet	Suburban	2021 - 2024	All All	All	All
Chevrolet	Tahoe	2021 - 2024	All All	All	All
GMC	HUMMER EV	2022 - 2025	All All	All	All
GMC	HUMMER EV SUV	2025	All All	All	All
GMC	Sierra 1500 New (RPO J22, VIN Digit 12 = A or D)	2022	All All	All	All
GMC	Sierra 1500	2023 - 2024	All All	All	All
GMC	Yukon Models	2021 - 2024	All All	All	All

Involved Region or Country	North America
Additional Options (RPO)	UKL -Super Cruise
Condition	Some customers may comment that their vehicle's Super Cruise is inoperable and when trying to engage Super cruise they are getting a " Supercruise Unavailable " message.
Cause	There may be aftermarket equipment that will interfere with the chimes for supercruise such as an aftermarket amplifier or subwoofer Etc.

Correction:

Diagnostic Tips:

Check the following:

1) Current Audio Dtc's.

2) Visual Inspection of aftermarket audio equipment

3) Checking the K124 Image processing module for Super Cruise disable for history data for chime alert unavailable.

To re-establish Supercruise, all aftermarket item will need to be removed and the vehicle will have to be returned to stock.

No repairs should be made under warranty as the issue is due to aftermarket equipment installed.

Version History

Version	1
Modified	09/27/2024 - Created.

 GM Global Brands

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