



Bulletin No.: PIT6268

Published date: 10/29/2024

Preliminary Information

PIT6268 Super Cruise Will Not Activate With A Super Cruise Subscription Required Message

Models

Brand:	Model:	Model Years:	VIN: from to	Engine:	Transmissions:
Chevrolet Suburban		2025	All All	All	All
Chevrolet Tahoe		2025	All All	All	All
GMC Yukon Models		2025	All All	All	All

Involved Region or Country	North America
Condition	Some customers may comment that they are unable to activate Super Cruise along with a DIC message stating "Super Cruise Subscription Required, Press OnStar Button".
Cause	The cause of this concern could be a software anomaly with the K73 Telematic Control Module.

Correction:

Verify the customer has an active super cruise subscription by contacting OnStar. If the customers super cruise subscription is active, then remove the F12DR fuse for the K73 Telematic Control Module, located in the X51R Right IP fuse block, for a minimum of 1 minute to reset the module and then reinstall the fuse. Test drive the vehicle, on a supported super cruise road and verify the supercruise now operates.

Note: Please setup a TAC case to document the issue with the 2025 Full Size SUV TAC Action Center and reference this PIT number. If necessary, Tac can also verify the customers super cruise subscription is active.

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
3486328*	Verify SuperCruise subscription is active, Cycle Fuse for K73 module and Test Drive	0.5 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

Additional SI Keywords

inop inoperative supercruise

Version History

Version	1
Modified	10/29/2024 - Created on.

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