



Bulletin No.: PIT6229A
Published date: 02/27/2025

Preliminary Information

PIT6229A Driver Monitoring - Supercruise Disengaging - Looking Away Too Long

Proactive

Models

Brand:	Model:	Model Years:	VIN: from to	Engine:	Transmissions:
Chevrolet	Silverado EV RST	2024 - 2025	All	All	All
Chevrolet	Silverado EV LT	2025	All	All	All
GMC	Sierra Denali EV	2024 - 2025	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	UKL
Condition	Supercruise engages, but eventually the green bar on the steering wheel starts to flash. Supercruise then disengages with a message on the display that states "Supercruise Disengaging - Looking Away Too Long". If the driver tries to engage supercruise again it may engage, or the problem may still be present through the key cycle.
Cause	Anomaly in the Driver Monitoring Module System.

Correction:

Engineering is currently investigating the issue, do not replace any parts at this time.

Make sure the following are not a cause of this issue.

- Objects obstructing the camera's view of the driver's face.
- Steering column is positioned too high or low, obstructing the camera's view of the driver's face.

See Service Information Super Cruise Description and Operation for Issues that are considered normal characteristics for “Looking Away Too Long message” and “Can’t see face clearly”.

- Glare on the driver’s face, more prevalent at dawn or dusk.
- Driver not focusing on the road ahead.
- Sun shining into the drivers monitoring camera.

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
* 2887928	Diagnose "SuperCruise Disengaging - Looking Away Too Long"	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	2
Modified	08/30/2024 - Created on. 02/27/2025 - Added Model Year 2025.