



Service Bulletin

Bulletin No.: 25-NA-060
Date: March, 2025

INFORMATION

Subject: Diagnostic Aid – Super Cruise Unavailable

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2025	2025	—	—	—	—
Cadillac	CT5	2025	2025				
	Escalade						
	Escalade ESV						
	Escalade IQ						
	LYRIQ						
	OPTIQ						
Chevrolet	Blazer EV	2025	2025				
	Equinox EV						
	Silverado EV						
	Suburban						
	Tahoe						
	Traverse	2024					
GMC	Acadia	2024	2025				
	Sierra EV	2025					
	Yukon						
	Yukon XL						

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with RPO UKL
Condition	<p>Some customers may comment that Super Cruise is unavailable, or an Adaptive Cruise Unavailable message illuminated in the DIC.</p> <p>The condition may occur upon startup or within 30 minutes of the drive cycle. It may recover after an ignition cycle.</p> <p>Technicians may find one or more DTCs set in the K124 Image Processing Module (IPCM) or in recent history:</p> <ul style="list-style-type: none">• U053C sym 00• U023B sym 00• U1624 sym 00

Cause	The causes of the condition may be a software anomaly in the K124 Image Processing Module.
Correction	<p>Dealers are asked to verify the customer concern first. To facilitate discussion with customer, dealers can use the Customer Concern Verification Sheet - Super Cruise found in GlobalConnect under Service Forms.</p> <p>If any DTCs listed are set in history, DO NOT replace the controller. The issue of Super Cruise being unavailable still needs to be diagnosed with these DTCs in history.</p> <p>First, refer to the Super Cruise Malfunction document (Doc ID 6763330) for further diagnostic information to further root cause customer's issue.</p> <ul style="list-style-type: none">• If none of the DTCs listed above are set in the K124 IPCM, follow normal SI diagnostics.• If any of the codes listed are set after several ignition cycles, follow SI diagnostics.

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.

Version	1
Modified	Released March 11, 2025

