



**Bulletin No.:** PIT6268A

**Published date:** 05/5/2025

## Preliminary Information

### PIT6268A Super Cruise Will Not Activate With A Super Cruise Subscription Required Message

#### Models

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN: from to</b>	<b>Engine:</b>	<b>Transmissions:</b>
Cadillac	Escalade	2025	All All	All	All
Cadillac	Escalade ESV	2025	All All	All	All
Cadillac	Escalade IQ	2025	All All	All	All
Chevrolet	Suburban	2025	All All	All	All
Chevrolet	Tahoe	2025	All All	All	All
GMC	Yukon	2025	All All	All	All
GMC	Yukon XL	2025	All All	All	All

<b>Involved Region or Country</b>	<b>North America</b>
<b>Condition</b>	<b>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".</b>
<b>Cause</b>	<b>The cause of this concern could be a software anomaly with the K73 Telematic Control Module.</b>

#### Correction:

Verify the customer has an active super cruise subscription by contacting OnStar. If the customer's 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 do not replace any parts for this condition and when a remedy becomes available a bulletin will be released.**

#### 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.


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

## **Additional SI Keywords**

inop inoperative supercruise

## **Version History**

<b>Version</b>	<b>2</b>
<b>Modified</b>	<b>10/29/2024 - Created on. 05/05/2025 - Update to the models and correction sections.</b>

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