



Service Bulletin

Bulletin No.: PIT6268B

Date: July, 2025

PRELIMINARY INFORMATION

Subject: Super Cruise Will Not Activate With A Super Cruise Subscription Required Message

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
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

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 fuse for the K73 Telematic Control Module (Escalade IQ: F31RA in X53A rear fuse block / All others: F12DR in 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.

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.		

Version	3
Modified	10/29/2024 - Created on. 05/05/2025 - Update to the models and correction sections. 07/07/2025 - Update to the Correction section.

