



Service Bulletin

Bulletin No.: PIT6059C

Date: August, 2025

PRELIMINARY INFORMATION

Subject: Super Cruise Unavailable Message

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
All	All	2022 - 2026		All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	with RPO UKL - Super Cruise
Condition	<p>Some customers may comment when trying to engage super cruise, on an approved super cruise road, they may have one or more of the complaints listed below. In addition, there may not be any DTC's related to the complaint.</p> <ul style="list-style-type: none"> - "Super Cruise Unavailable" message with NO other secondary messages - "Super Cruise Unavailable" message with secondary message "Could Not Recognize Face" or "Can't See Face Clearly" - When engaging super cruise, it may momentarily engage for a few seconds, but then the green steering wheel light bar will start to flash indicating the driver is not paying attention to the road. Then the steering wheel light bar will flash red, a "Take Control" message, safety alert seat pulses or beeps sound and the driver will need to take steering control as super cruise disengages. <p>Question the customer to see if any of these symptoms have occurred. If the vehicle has this condition, the super cruise most likely has never worked correctly from new and the most common complaint is only an IPC message that "Super Cruise Unavailable" with no other symptoms.</p>
Cause	The cause of this condition could be the B292 drivers monitoring system camera not able to see the drivers face clearly.

Correction

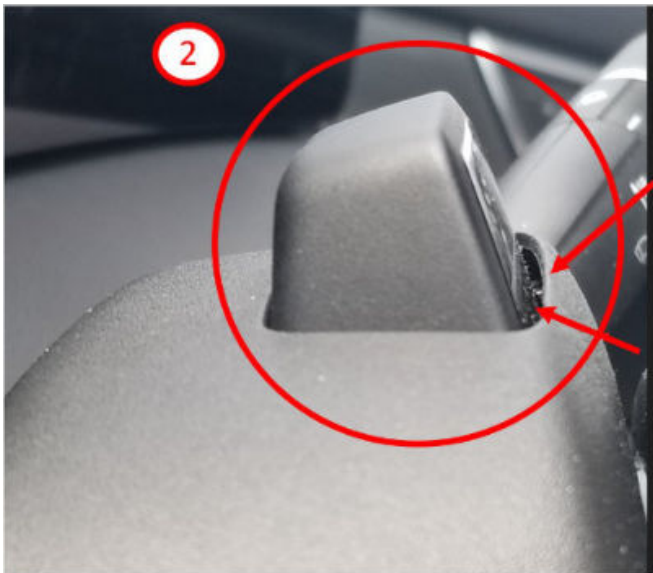
Before making any repairs, make sure the driver is in fact focusing their attention on driving. Also, verify there is nothing causing the B292 drivers monitoring camera from seeing the drivers face/eyes, such as:

- The sun may be shining into the Driver Attention System camera
- There may be glare on your face (e.g., dawn or dusk)
- Beverages, food, hands, or other objects are obstructing the camera's view of your face
- The steering column is positioned too high or low, obstructing the camera's view of your face; the steering column must be adjusted if this message appears frequently- Inspect the B292 drivers monitor camera's lens to make sure it is clean and clean if necessary.
- The B292 drivers monitoring camera may not be fully clipped into the upper steering column shroud, as shown below in call out 3. When the camera is not fully clipped into position there will be a gap between the camera and shroud, as shown in call out 2. Also, the camera will move back and forth in the shroud. Call outs 1 and 4 show a camera that is fully clipped into position.

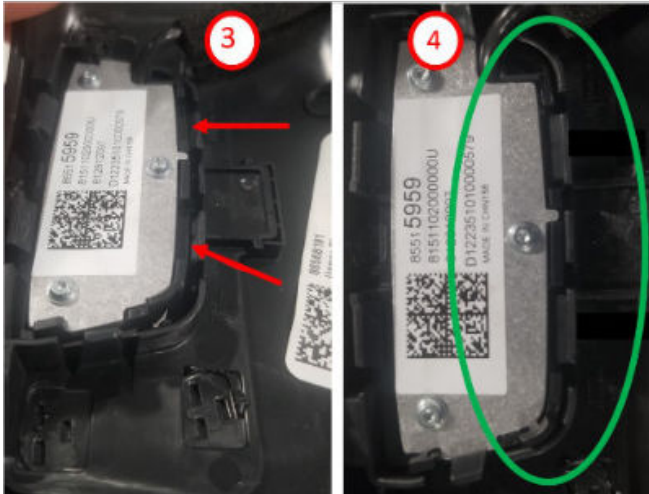
If no issues are found above and a root cause has not been found after following normal SI diagnostics, then replace the B292 drivers monitoring system camera.



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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
6610050	Driver Monitoring Camera Replacement	Use Published Time

Version	4
Modified	09/15/2023 - Created on. 04/19/2024 - Update to the model list and correction sections. 02/06/2025 - Update to the model list 08/06/2025 - Update to the model list

