



Service Bulletin

Bulletin No.: PIT6426

Date: September, 2025

PRELIMINARY INFORMATION

Subject: Super Cruise Inoperative or Unavailable Diagnostic Aids

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2025-2026		ALL	ALL	ALL	ALL
Cadillac	CELISTIQ	2025		ALL	ALL	ALL	ALL
Cadillac	CT5	2025		ALL	ALL	ALL	ALL
Cadillac	Escalade	2025		ALL	ALL	ALL	ALL
Cadillac	ESCALADE IQ	2025-2026		ALL	ALL	BEV	BEV
Cadillac	ESCALADE IQL	2026		ALL	ALL	BEV	BEV
Cadillac	LYRIQ	2023-2026		ALL	ALL	BEV	BEV
Cadillac	OPTIQ	2025		ALL	ALL	BEV	BEV
Cadillac	VISTIQ	2026		ALL	ALL	BEV	BEV
Chevrolet	Blazer EV	2025		ALL	ALL	BEV	BEV
Chevrolet	Equinox EV	2024-2026		ALL	ALL	BEV	BEV
Chevrolet	Silverado EV	2024-2026		ALL	ALL	BEV	BEV
Chevrolet	Suburban	2025-2026		ALL	ALL	ALL	ALL
Chevrolet	Tahoe	2025-2026		ALL	ALL	ALL	ALL
Chevrolet	Traverse	2024-2026		ALL	ALL	ALL	ALL
GMC	Acadia	2024-2026		ALL	ALL	ALL	ALL
GMC	Hummer EV Pickup	2026		ALL	ALL	BEV	BEV
GMC	Hummer EV SUV	2026		ALL	ALL	BEV	BEV
GMC	Sierra EV	2024-2026		ALL	ALL	BEV	BEV
GMC	Yukon	2025-2026		ALL	ALL	ALL	ALL
GMC	Yukon XL	2025-2026		ALL	ALL	ALL	ALL

Involved Region or Country	North America
Additional Options (RPO)	UKL
Condition	A customer may comment that they are having super cruise issues. This may include any or all of the symptoms listed in the correction section below.
Cause	Anomalies

Correction

For any hands free/SuperCruise unavailable issues please check the following:

Confirm customer has correct OnStar plan to use SuperCruise

Confirm if customer concern is related to any current PIs or bulletins.

1) If any active/current DTC's are set in any module, refer to SI diagnostics for the code that is set.

Note: Only diagnose DTC's that are currently active, please ignore DTCs that are set in History.

Note: If there are multiple ECUs setting Loss of Communication or Invalid Data DTCs against a particular module. Look at the module that the DTC is set against, not the module setting the DTC

2) If DIC reads "SuperCruise/ hands free driving unavailable" - please review document: 6763330.

3) If SI diagnostics or Doc ID # 6763330 lead to replace the K124 IPM refer back to this PI and complete the steps below.

4) If the condition still exists after resolving the cause of the current code and reviewing document: 6763330 attempt to reset the K124 Image Processing Module (IPM). Refer to PIT6236.

If the condition is resolved with a reset check for any updates and reprogram the IPM if available and evaluate super cruise operation

5) If the condition still exists after a reset, disconnect and reconnect all connections at the K124 IPM.

Note: See labor table below

If the condition is resolved with a disconnect and reconnect, check for any updates and reprogram the IPM if available and evaluate super cruise operation.

6) If the condition still exists after a disconnect, reprogram the K124 if a SW update is available – refer to: K124 Image Processing Module: Programming and Setup (UKL) Document ID:6303344. Evaluate Supercruise operation.

7) If the concern still exists after reprogramming, please order a replacement module through your preferred ESC.

Note: Parts associate or ESC representative will be required to answer the following attestation question: Have you followed PIT6426, reset the module, disconnect and reconnect, installed the latest software, and that the K124 IPM still requires a replacement?

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
2880508*	Disconnect and reconnect Image Processing Module-Acadia/Enclave	0.8 Hr.
2880508*	Disconnect and reconnect Image Processing Module-CELISTIQ	Use straight time
2880508*	Disconnect and reconnect Image Processing Module-CT5	0.6 Hr.
2880508*	Disconnect and reconnect Image Processing Module-Escalade	1.5 Hr.
2880508*	Disconnect and reconnect Image Processing Module-ESCALADE IQ/IQL	1.1 Hr.
2880508*	Disconnect and reconnect Image Processing Module-Equinox EV	1.3 Hr.

Labor Operation	Description	Labor Time
2880508*	Disconnect and reconnect Image Processing Module-LYRIQ	2 Hr.
2880508*	Disconnect and reconnect Image Processing Module-Hummer EV	0.7 Hr.
2880508*	Disconnect and reconnect Image Processing Module-OPTIQ	1.2 Hr.
2880508*	Disconnect and reconnect Image Processing Module-Silverado/Sierra EV	0.7 Hr.
2880508*	Disconnect and reconnect Image Processing Module-Suburban/Tahoe	1.2 Hr.
2880508*	Disconnect and reconnect Image Processing Module-Traverse	0.9 Hr.
2880508*	Disconnect and reconnect Image Processing Module-Yukon/Yukon XL	1.3 Hr.
2880508*	Disconnect and reconnect Image Processing Module-VISTIQ	0.7 Hr.
*This is a unique Labor Operation for Bulletin use only.		

ADDITIONAL SI KEYWORDS:

cruise, Cruise, free, hand, hands, hands-free, super, Super, Super-Cruise

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