



Service Bulletin

Bulletin No.: PIT6425D

Date: March, 2026

PRELIMINARY INFORMATION

Subject: Super Cruise Unavailable With “No Road Information” Message OR GPS-Linked Features Inoperative On Supercruise and Non-Supercruise

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
ALL	ALL	2019-2026		ALL	ALL	ALL	ALL

Involved Region or Country	North America
Additional Options (RPO)	UE1 Vehicles equipped with Gen 11 or Gen 12 TCP (Telematics module)
Condition	<p>Some customers may report that when attempting to engage Supercruise on an approved Super Cruise road, the system fails to activate. A “Super Cruise Unavailable” message will appear on the Driver Information Center (DIC), accompanied by a secondary message: “No Road Information.” Additionally, there may be no Diagnostic Trouble Codes (DTCs) associated with the complaint.</p> <p>Or some customers may also experience one or more of the following issues related to GPS functionality on vehicle with or without Super Cruise.</p> <ul style="list-style-type: none"> • Phone Projection (Android Auto & CarPlay) • Navigation • Infotainment clock display • Compass • Universal Garage Door Opener • DTC: U0411
Cause	The telematics module fails to track GPS Satellites causing a loss of GPS functions for the vehicle.

Correction

1.(This option is only available on certain vehicles. If your vehicle does not have this screen, please proceed to Step 2.)

Access the GPS data list located under the K73 Telematics Module (OnStar Module). Park in an open-sky area, check the value listed under the parameter “Number of Satellites Tracked.” If the number consistently reads zero, the Telematics Module should be replaced.

2. Park in an open-sky area, then press the blue OnStar button in the affected vehicle and ask the OnStar Advisor to check your location. If the location is incorrect, the vehicle is experiencing a GPS satellite issue, and the Telematics Module should be replaced.

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
3422010	Telematic Control Module Replacement	Use Published Time
3422790	Communication Interface module	Use Published Time
<p>Note: Some vehicles refer to the K73 OnStar module as the Telematic control module or the communication interface module. Please use the labor op that applicable to your model vehicle</p>		

Version	5
Modified	08/21/2025 Created 10/16/2025 Updated to add additional models 10/17/2025 Updated to add 2026 Model Year 01/16/2026- Update to add to the title for more Visibility 03/02/2026- Update to labor op section

