



Service Bulletin

Bulletin No.: 24-NA-027
Date: August, 2024

TECHNICAL

Subject: DTC U3000 Setting in Automated Map Module (HDLM) - SuperCruise Unavailable

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2022	2024				
	Escalade ESV						
Chevrolet	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
	Silverado 1500	2023	2024				
	Suburban	2022					
	Tahoe						
GMC	Hummer EV	2022	2023				
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						
	Sierra 1500	2023	2024				
	Yukon Yukon XL	2022					

Involved Region or Country	U.S., Canada
Additional Options (RPOs)	Equipped with RPO UKL
Condition	Some customers may comment that when trying to engage SuperCruise, the cluster will display the message “SuperCruise unavailable – No road info”. Technician will find DTC U3000 setting in the module.
Cause	The cause of the condition may be due to a reset condition in the module causing the message to display and the U3000 DTC to set in the HDLM.
Correction	Technicians are asked to verify the condition by driving on 2 different verified SuperCruise roads. Replace the HDLM module if, and only if, the part number of the HDLM in the vehicle is listed in Parts Information. Important: Please refer to the Electronic Parts Catalog (EPC) to order the latest release part number for this module.



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If one of these Map module part numbers listed in Parts Information is not installed in the vehicle, and the map module is setting the U3000 DTC with SuperCruise being unavailable, do not replace the module until additional diagnostics through SI are completed.

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Important: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

Parts Information

* We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

Causal Part	Description	Part Number	Qty
X	Hummer EV Only	86812593, 87823820 85595235, 85595239 85548122, 85548127	1
X	Truck and SUV ONLY	85624159, 85624160 87845922, 87845923 87833362, 87833364 87819889, 87819892	1

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
*6486108	Replace Automated Map Module for SuperCruise Errors	1.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	5
Modified	Released February 06, 2024 Revised February 14, 2024 – Changed Labor Time under Warranty Information. Revised February 19, 2024 – Added graphic and changed last sentence in Correction Section. Revised February 26, 2024 – Revised last sentence in Correction Section. Revised August 22, 2024 – Removed the 2024 Hummer EV.

