






Preliminary Information

PIT5832D Diagnostic Tip: No Start Or Unable To Perform Theft Relearn After Replacing Or Programming A Module / DTC U1962

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Envision	2021 - 2023	All	All	All	All
Cadillac	CT4	2020 - 2023	All	All	All	All
Cadillac	CT5	2020 - 2023	All	All	All	All
Cadillac	Escalade Models	2021 - 2023	All	All	All	All
Chevrolet	Corvette	2020 - 2023	All	All	All	All
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 12 = A or D)	2022	All	All	All	All
Chevrolet	Suburban	2021 - 2023	All	All	All	All
Chevrolet	Tahoe	2021 - 2023	All	All	All	All
GMC	HUMMER EV	2022	All	All	All	All
GMC	Sierra 1500 New (RPO J22, VIN Digit 12 = A or D)	2022	All	All	All	All
GMC	Yukon Models	2021 - 2023	All	All	All	All

Involved Region or Country	North America
Condition	<p>Some technicians may experience one or more of the following concerns after replacing or reprogramming a module on one of the new Vehicle Intelligence Platforms. or VIP Vehicles</p> <ol style="list-style-type: none"> 1. DTC: U1962 set current in ANY Module 2. No Start 3. Invalid Data codes with certain modules even through you can still review the data with GDS2 4. Unable to perform a theft relearn or learn remotes back to the vehicle 5. Unable to perform Module setup or learn 6. Airbag Indicator may illuminate. 7. You may also notice that the VIN number will not self-populate in GDS2
Cause	<p>The serial Data Authentication Configuration procedure runs automatically as part of the programming procedure.</p> <p>The Serial Data Authentication Configuration is a security handshake between all the modules on the vehicle. One of the main indicators the Serial Data Authentication Configuration did not complete properly is DTC: U1962 is current in one or more modules.</p> <p>See Example below:</p>

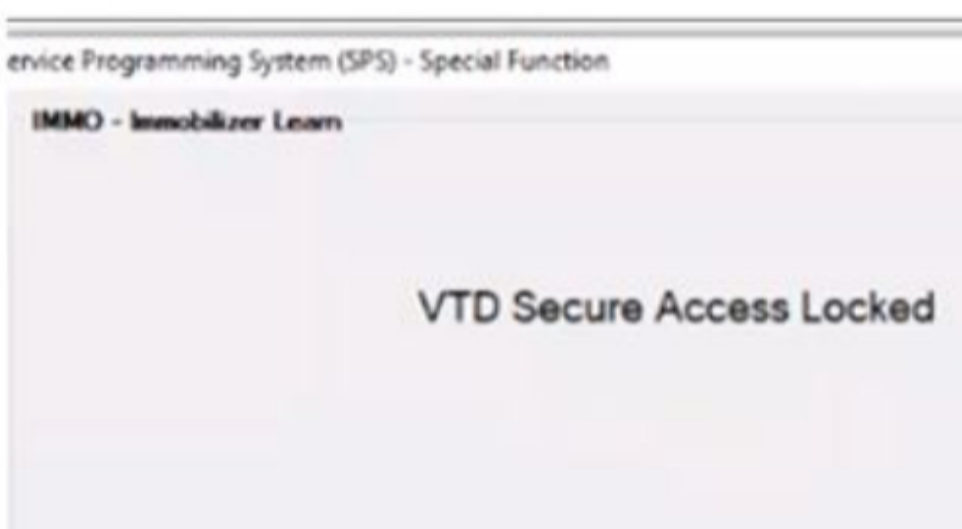
Control Module	Type	DTC	Symptom Byte	Description
Engine Control Module		U0491	00	Odometer Vehicle Identification Number
Transmission Control Module		U0100	00	Lost Communication with Engine Control Module
Transmission Control Module		U1962	00	Unable to Authenticate Serial Data Message
Power Steering Control Module		U0401	00	Invalid Data Received From Engine Control Module
Electronic Suspension Control Mo...		U0401	00	Invalid Data Received From Engine Control Module
Electronic Suspension Control Mo...		U1962	00	Unable to Authenticate Serial Data Message
Body Control Module		U1611	00	Lost Communication with Engine Control Module on CAN Bus 2
Lighting Control Module		U0401	00	Invalid Data Received From Engine Control Module
Serial Data Gateway Module		U0401	00	Invalid Data Received From Engine Control Module
Restraints Control Module		U0401	00	Invalid Data Received From Engine Control Module
Instrument Panel Cluster Control ...		U0401	00	Invalid Data Received From Engine Control Module
Instrument Panel Cluster Control ...		U1962	00	Unable to Authenticate Serial Data Message
Image Processing Module		U0401	00	Invalid Data Received From Engine Control Module
Telematics Control Module		U1962	00	Unable to Authenticate Serial Data Message
Rear Gate Module		U0401	00	Invalid Data Received From Engine Control Module
Rear Gate Module		U1962	00	Unable to Authenticate Serial Data Message
Frontview Camera - Windshield		U0401	00	Invalid Data Received From Engine Control Module
Steering Column Lock Control Mo...		U1962	00	Unable to Authenticate Serial Data Message
Restraints Occupant Classification ...		U1962	00	Unable to Authenticate Serial Data Message
Restraints Occupant Classification ...		U0401	00	Invalid Data Received From Engine Control Module

Correction:

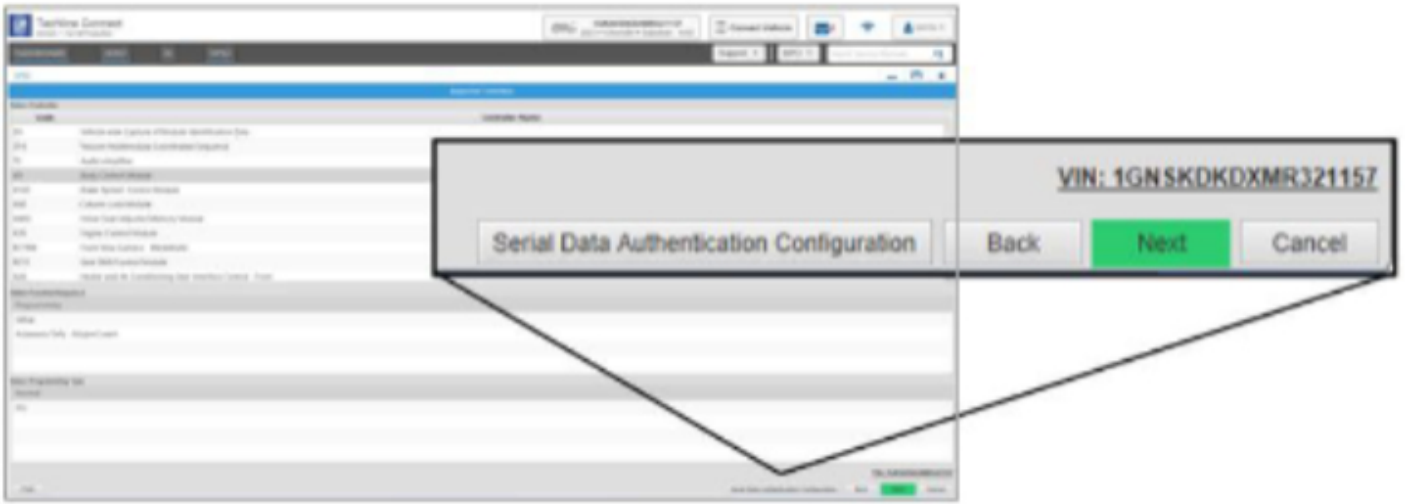
The dealer will need to perform the Serial Data Authentication Configuration (SDAC) following Instructions in SI using Document ID: 5404959. Be sure the vehicle is Power Moded to the OFF position before running the Serial Data Authentication Configuration procedure.

If a vehicle will not complete the Serial Data Authentication Configuration (SDAC) after updating or replacing a module, please perform the following:

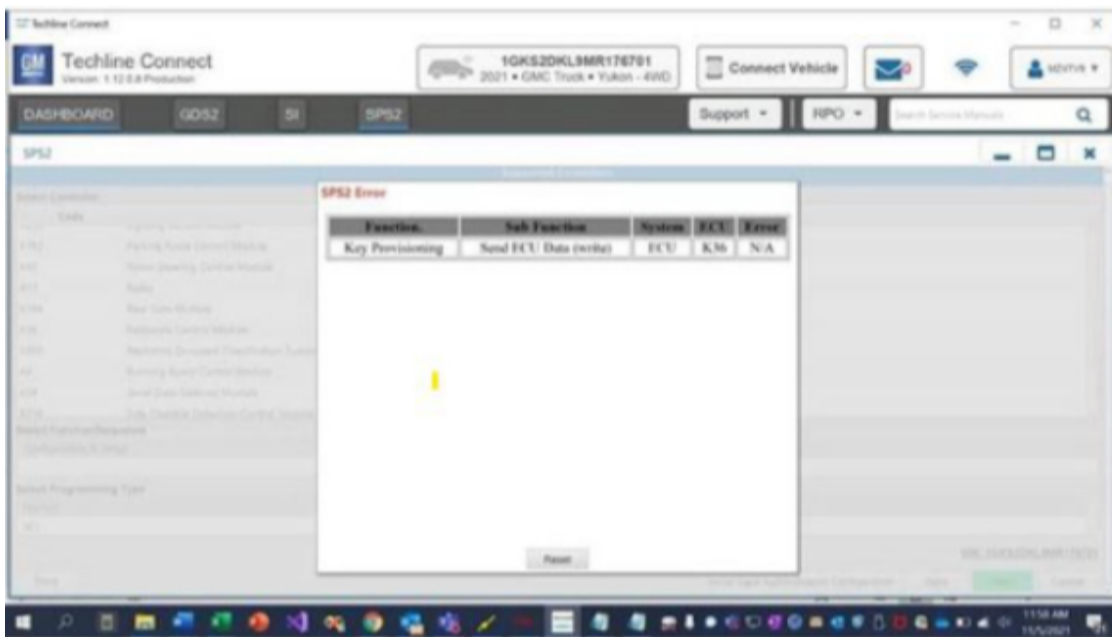
1. If a module was replaced, make sure the new module was SPS programmed correctly or the SDAC will fail and not complete correctly.
2. If a module such as the BCM is replaced, and the immobilizer learn needs to be completed after replacement, the tech needs to make sure that the SDAC completes correctly, or a pop-up message like the one below will be displayed:



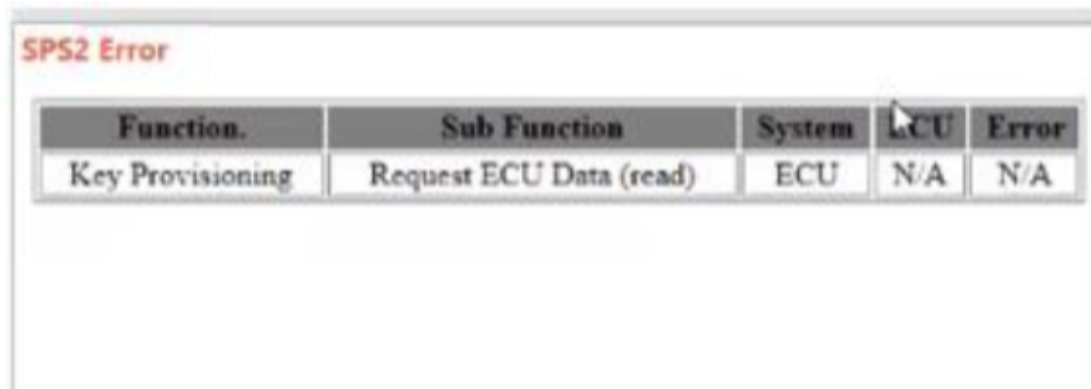
3. If a vehicle will not complete the SDAC, run the SDAC (using the Serial Data Authentication selection in Techline Connect) again. Select the box in SPS controller list in the lower right-hand corner labeled "Serial Data Authentication Configuration".



4. The SDAC will run up to 3 times before it fails. When it fails, there should be a pop box that shows up on the screen like the one below. Check and record the items listed under System and ECU. If the system box reads "Server" then the issue is related to the SPS system server or internet connection and not related to the vehicle. Attempt the SDAC again at a later time or the next day early in the morning. (If the box doesn't read "Server" continue to step 5)



5. If the system box reads "ECU", then the Global ID of the module that is causing the concern should be able to be obtained. In the example below, the Global ID is listed as K36, which is for the SDM. The module's name can be found by looking at the global codes listed under "Control Module References" document in SI for the vehicle that is being working on.
6. Sometimes the pop-up box will read "ECU" but it will not give you a Module ID in the ECU box. In this case, the servicing dealer will have to contact Techline support and they will have to assist by getting a SPS log file from the dealership's system. If this is the case, they must be contacted right after the SDAC failure. If any other programming is attempted before contacting Techline, then the SPS log will be erased.



7. Once the module that caused the concern has been identified, attempt to SPS program the module if a update is available and then attempt to run the SDAC again.
8. If the vehicle is repaired, you may release to the customer. If the SDAC still fails, Continue to step 9

9. Pull the fuse that supplies battery power to that module. Sometimes the fuse is a three-prong fuse that feeds other modules. In this case, the servicing technician will need to find a two-prong fuse to power the other module that was not involved in the SDAC failure.
10. If the SDAC completes after removing battery power from the module in question, that module will need to be replaced.
11. Replace the effected module before releasing the vehicle to the customer and verify that the SDAC completes after SPS programming of the new module.

Additional SI Keywords

U1960 U1961 U3034 U3035

Version History

Version	5
Modified	<p>04/06/2021 - Created on</p> <p>01/26/2022 - Update to add models and model years and to add to diagnosis.</p> <p>08/29/2022- Update to add Truck models with VIP communications</p> <p>09/29/2022- Update PI to fix model descriptions for Pick up models</p> <p>11/18/2022- Update PI to make changes to steps 4 and add steps 10 & 11</p>



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