Preliminary Information

PIT5832K Diagnostic Tip: Unable to complete the Serial Data Authentication Configuration/ No Start Or Unable To Perform Theft Relearn After Replacing Or Programming A Module / DTC U1962

Models

Brand:	Model:	Model Years:	VIN: from	to	Engine:	Transmissions:
Buick	Envision	2021 - 2023	All	All	All	All
Brightdrop	EV600	2022	All	All	All	All
Cadillac	CT4	2020 - 2024	All	All	All	All
Cadillac	CT5	2020 - 2024	All	All	All	All
Cadillac	Escalade Models	2021 - 2024	All	All	All	All
Cadillac	LYRIQ	2023 - 2024	All	All	All	All
Cadillac	XT4	2024	All	All	All	All
Chevrolet	Blazer EV	2024	All	All	All	All
Chevrolet	Colorado	2023	All	All	All	All
Chevrolet	Corvette	2020 - 2024	All	All	All	All
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 12 = A or D)	2022	All	All	All	All
Chevrolet	Silverado 1500	2023 - 2024	All	All	All	All
Chevrolet	Silverado 2500HD/3500HD	2024	All	All	All	All
Chevrolet	Suburban	2021 - 2024	All	All	All	All
Chevrolet	Tahoe	2021 - 2024	All	All	All	All
GMC	Canyon	2023	All	All	All	All
GMC	HUMMER EV	2022 - 2024	All	All	All	All
GMC	HUMMER EV SUV	2024	All	All	All	All
GMC	Sierra 1500 New (RPO J22, VIN Digit 12 = A or D)	2022	All	All	All	All
GMC	Sierra 1500	2023 - 2024	All	All	All	All
GMC	Sierra 2500HD/3500HD	2024	All	All	All	All
GMC	Yukon Models	2021 - 2024	All	All	All	All

Involved Region or Country	North America, Europe, Kazakhstan, Uzbekistan, Russia, Middle East, Israel, Palestine, Argentina, Brazil, Bolivia, Chile, Columbia, Ecuador, Paraguay, Peru, Uruguay, Japan, S. Korea, Thailand, Australia/New Zealand, Other Africa
Condition	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. 1. Unable to complete the Serial Data Authentication Configuration 2. DTC: U1962 set current in ANY Module 3. No Start 4. Invalid Data codes with certain modules even through you can still review the data with GDS2

	5. Unable to perform a theft relearn or learn remotes back to the vehicle 6. Unable to perform Module setup or learn 7. AIrbag Indicator may illuminate. 8. You may also notice that the VIN number will not self-populate in GDS2
Cause	The Serial Data Authentication Configuration procedure runs automatically as part of the programming procedure. 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. See Example below:

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:
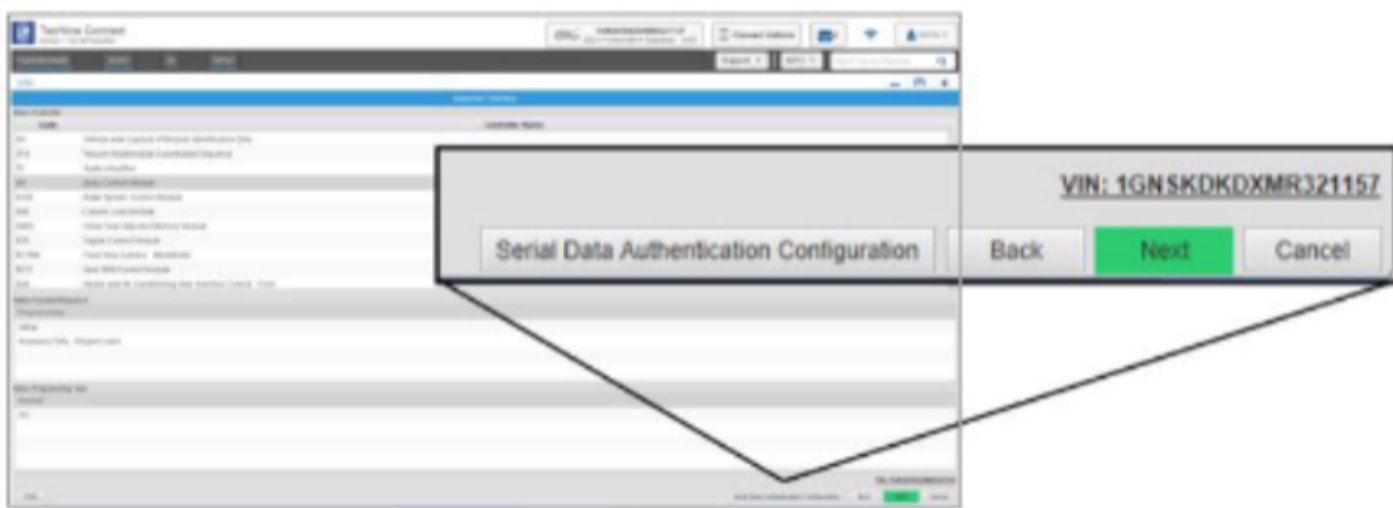
1. If a module was replaced, make sure the new module was SPS programmed correctly or the SDAC will fail and not complete correctly.

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:

VTD Secure Access Locked

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)

NOTE: Be patient because it can take a few moments for it to actually pop-up box to appear or sometimes you may have to rerun the SDAC again for it to pop-up

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.

SPS2 Error

Function.	Sub Function	System	ECU	Error
Key Provisioning	Request ECU Data (read)	ECU	N/A	N/A

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	11
Modified	04/06/2021 - Created on. 01/26/2022 - Update to add models and model years and to add to diagnosis. 08/29/2022- Update to add Truck models with VIP communications. 09/29/2022- Update PI to fix model descriptions for Pick up models. 11/18/2022- Update PI to make changes to steps 4 and add steps. 01/31/2023- Update to change title to make PI easier to find and add 2023 truck models. 02/16/2023- Update to add 2023 Cadillac LYRIQ. 03/06/2023- Update to add Brightdrop EV600 Model. 05/11/2023- Update to add Hummer SUV and Canyon/Colorado models. 08/30/2023- Update to add 2024 models years and add Blazer EV and 2024 Silverado and Sierra HD models. 11/14/2023- Update to add models and model years and also add export countries per Brand Quality.

GENERAL MOTORS