



Service Bulletin

Bulletin No.: 20-NA-123

Date: March, 2021

TECHNICAL

Subject: Malfunction Indicator Lamp (MIL) Illuminated, DTCs U1961, U1983 Set

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2021	2021	—	—	—	—
Cadillac	CT4	2020					
	CT5						
	Escalade Models	2021					
Chevrolet	Corvette	2020					
	Suburban	2021					
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	North America, Middle East, GM Korea Company, Israel, Palestine
Condition	Some customers may comment that the Malfunction Indicator Lamp (MIL) is illuminated. Technicians may find the following DTCs set: <ul style="list-style-type: none"> • U1961 - Control Module Security Hardware Internal Malfunction • U1983 - Serial Data Gateway Module Security Hardware Internal Malfunction
Cause	This condition may be caused by not clearing the DTCs and also allowing a sleep cycle after programming or serial data authentication configuration.
Correction	Clear the DTCs and allow the vehicle to go into sleep mode.

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
2887028*	Scan For DTCs and Clear Scan	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

Version	3
Modified	Released June 02, 2020 November 13, 2020 – Added the Cadillac Escalade Models, Chevrolet Suburban, Tahoe and GMC Yukon Models and Warranty Information. March 08, 2021 – Added the 2021 Buick Envision and 2021 MY to CT4, CT5 and Corvette.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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