







# Preliminary Information

## PIT5832 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	All	All	All	All
Cadillac	CT4	2020 - 2021	All	All	All	All
Cadillac	CT5	2020 - 2021	All	All	All	All
Cadillac	Escalade Models	2021	All	All	All	All
Chevrolet	Corvette	2020 - 2021	All	All	All	All
Chevrolet	Suburban	2021	All	All	All	All
Chevrolet	Tahoe	2021	All	All	All	All
GMC	Yukon Models	2021	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"> <li>1. DTC: U1962 set current in ANY Module</li> <li>2. No Start</li> <li>3. Invalid Data codes with certain modules even through you can still review the data with GDS2</li> <li>4. Unable to perform a theft relearn or learn remotes back to the vehicle</li> <li>5. Unable to perform Module setup or learn</li> <li>6. You may also notice that the VIN number will not self-populate in GDS2</li> </ol>
Cause	<p><b>The serial Data Authentication Configuration procedure runs automatically as part of the programming procedure.</b></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		U0A91	00	Odometer Vehicle Identification Number
Transmission Control Module		U0100	00	Lost Communication with Engine Control Module
Transmission Control Module	 	U1952	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...		U1952	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 ...		U1952	00	Unable to Authenticate Serial Data Message
Image Processing Module		U0401	00	Invalid Data Received From Engine Control Module
Telematics Control Module		U1952	00	Unable to Authenticate Serial Data Message
Rear Gate Module		U0401	00	Invalid Data Received From Engine Control Module
Rear Gate Module		U1952	00	Unable to Authenticate Serial Data Message
Frontview Camera - Windshield		U0401	00	Invalid Data Received From Engine Control Module
Steering Column Lock Control Mo...		U1952	00	Unable to Authenticate Serial Data Message
Restraints Occupant Classification ...		U1952	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 following Instructions, in SI using Document ID: 5404959. Be sure to Power Mode the vehicle to OFF before running the Serial Data Authentication Configuration procedure. If the issue is not resolved and you are unable to perform the Serial Data Authentication Configuration, please contact Techline support Center for additional assistance.

### Version History

Version	1
Modified	04/06/2021 - Created on



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