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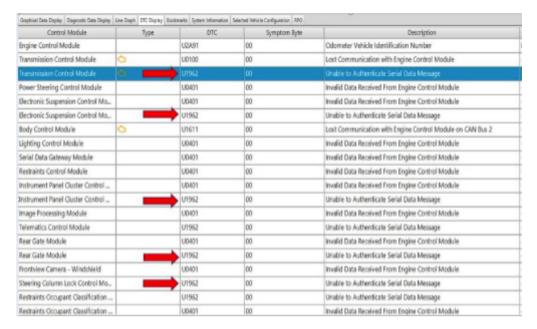
Preliminary Information

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	Engine:	Halisillissions.
Buick	Envision	2021	All	All	All	All
Cadillac	CT4	2020 - 2021	All	All	All	All
Cadillac	СТ5	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
	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. DTC: U1962 set current in ANY Module 2. No Start
Condition	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. You may also notice that the VIN number will not self-populate in GDS2
	The serial Data Authentication Configuration procedure runs automatically as part of the programming procedure.
Cause	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 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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