



Bulletin No.: PIT6169C

Published date: N/A

Preliminary Information

PIT6169C K45 Powertrain Control Module Fails Key Provisioning/Serial Data Authentication Configuration U1962

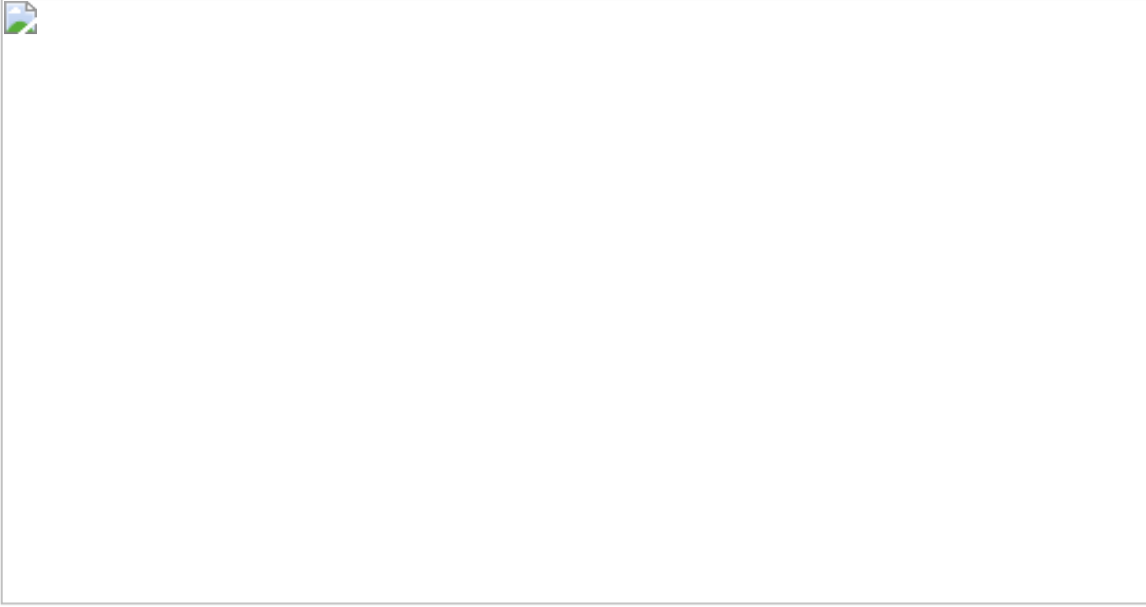
Models

Brand:	Model:	Model Years:	VIN: from to	Engine:	Transmissions:
Buick	Enclave	2025	All	All LK0	All
Chevrolet	Traverse(All new)	2024	All	All LK0	All
GMC	Acadia	2024	All	All LK0	All

Involved Region or Country	North America
Condition	<p>During any module programming event that is followed by Key Provisioning (aka Serial Data Authentication Configuration/SDAC) the K45 PCM has the potential to fail key provisioning and U1962 will set.</p> <p>If this occurs it is not possible to recover the Powertrain Control Module (PCM) and it will need to be replaced.</p>
Cause	Software bug in the K45 PCM.

Correction:

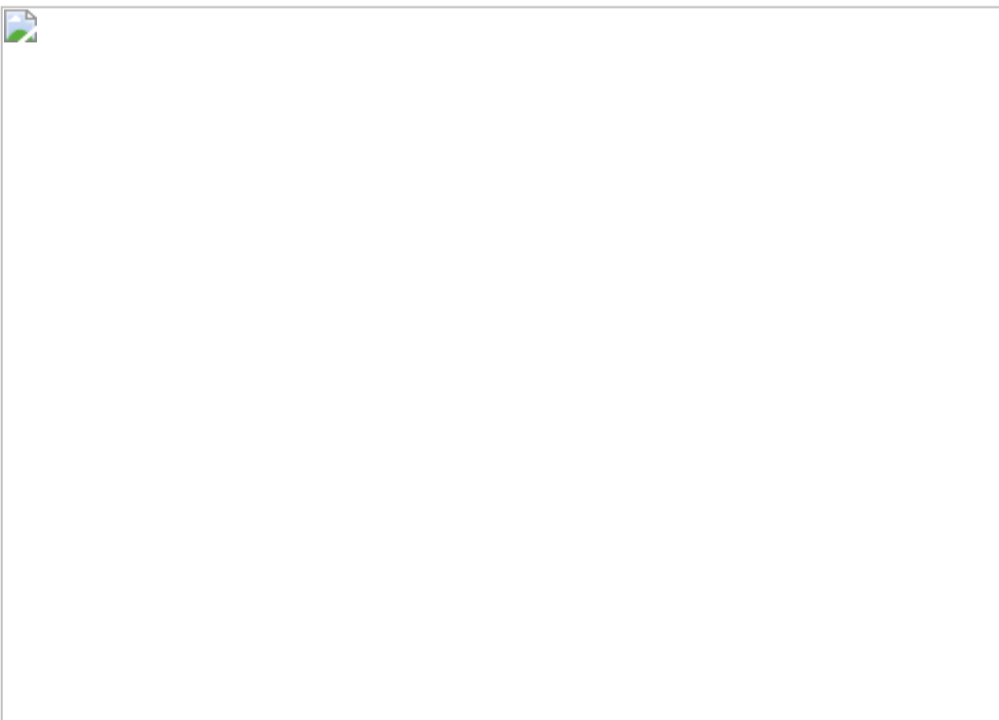
Note: This condition will only present itself after a module programming event (any module) that is followed by Key Provisioning (Serial Data Authentication Configuration). This condition will not occur on every programming event but may occur at times. If you see the screen below at the end of programming you will need to access the SPS logs to determine if the PCM has locked up .



Follow the steps below to access the logs.

Locate your sps2.log

C:/ > Users > (user ID) > sps > spsDebug > spslog.txt



Open the spslog.txt with Microsoft Notepad as seen below or press Ctrl + F.



Type in: NegResponseCode \$22

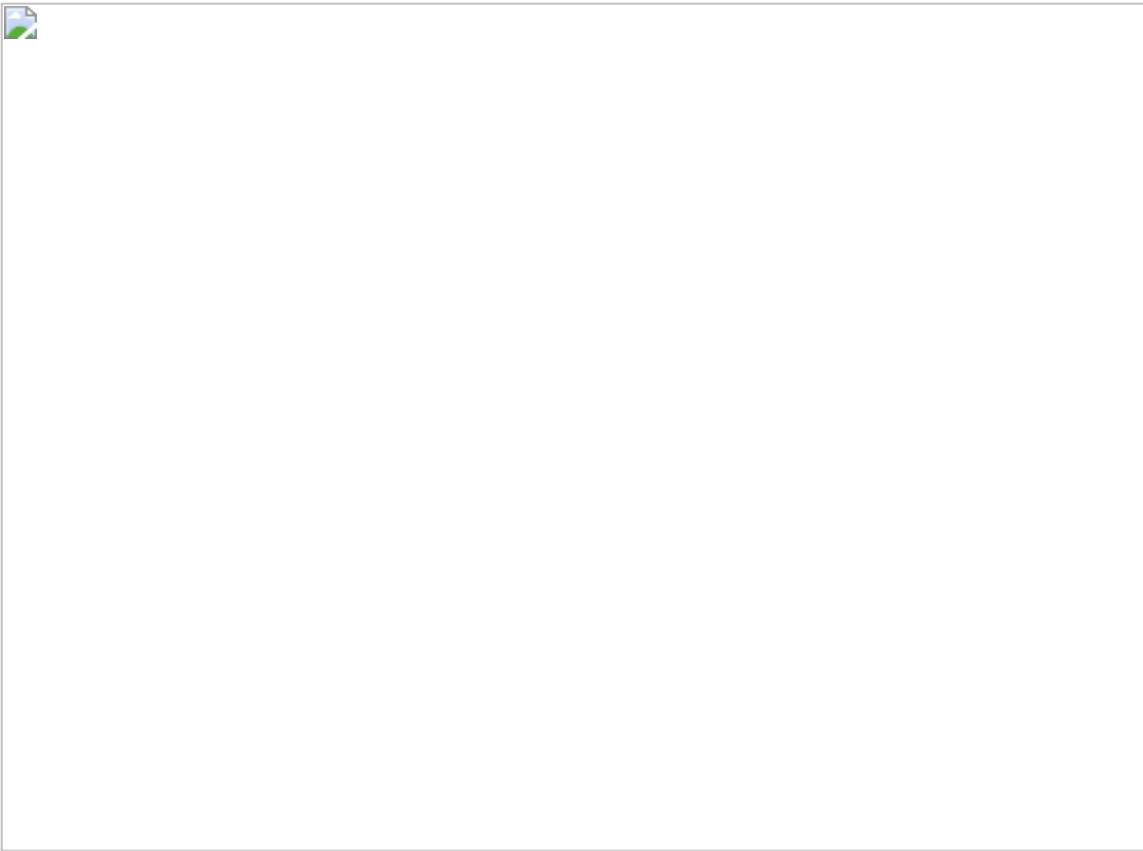
Hit Enter

Look through the logs for a failure as shown in one of the logs below.

If there are multiple "NegResponseCode \$22" lines, look through them all for one that says "ECU \$10".

If you find that log as shown below, that means the PCM failed Key Provisioning and will need to be replaced.





Take a photo or screen shot of the screen showing the ECU \$10 log and save it. The PCM is on parts restriction. Follow [PIP5970](#) to obtain a replacement. The screen shot or photo of the log will be needed by PQC for authorization of a replacement PCM.

If you are unable to locate the SPS failure logs and need assistance with this call TCSC at 800-828-6860.

If ECU \$10 is not found in the log follow SI diagnostics for vehicle concern.

Version History

Version	4
Modified	05/07/2024 - Created. 05/21/24 - Updated title and added an additional photo of failure log per request of BQM 06/07/2024 - Updated PI to add Enclave per BQM. 06/26/2024- Added (All New) to Traverse to avoid confusion with Limited in SI

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