



Service Bulletin

Bulletin No.: 24-NA-128

Date: July, 2024

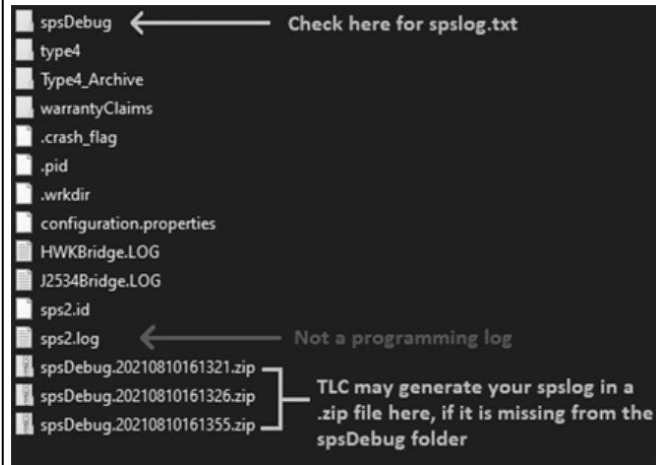
INFORMATION

Subject: Powertrain Control Module Fails Key Provisioning/Serial Data Authentication Configuration and Sets DTC U1962

This Service Bulletin replaces PIT6169B. Please discard PIT6169B.

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Traverse	2024	2024	SOP	June 12, 2024	LK0	
GMC	Acadia	2024	2024				

Involved Region or Country	North America
Additional Options (RPOs)	
Condition	Some technicians may comment that during any module programming event that is followed by SDAC (Serial Data Authentication Configuration), the K45 PCM (Powertrain Control Module) has the potential to fail SDAC and DTC U1962 will set.
Cause	The cause of the condition may be a software bug in the K45 PCM.
Correction	<p>Important: Before programming any modules on the vehicle, ensure the K45 PCM software is up to date. The only way to prevent this condition on vehicles built from SOP to June 12, 2024 is to ensure the K45 PCM software is up to date prior to ANY other programming. Follow the service procedure in this bulletin for updating the K45 PCM software.</p> <p>It is possible when bringing the K45 PCM up to date on the software level that it may experience the condition. If it does, K45 PCM replacement will be required.</p> <p>Important: Ensure you save the SPS Log from the failed K45 PCM programming event for the part restriction.</p> <p>Locate your sps2.log: C:/ > Users > (User ID) > sps > spsDebug > spslog.txt</p>



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Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

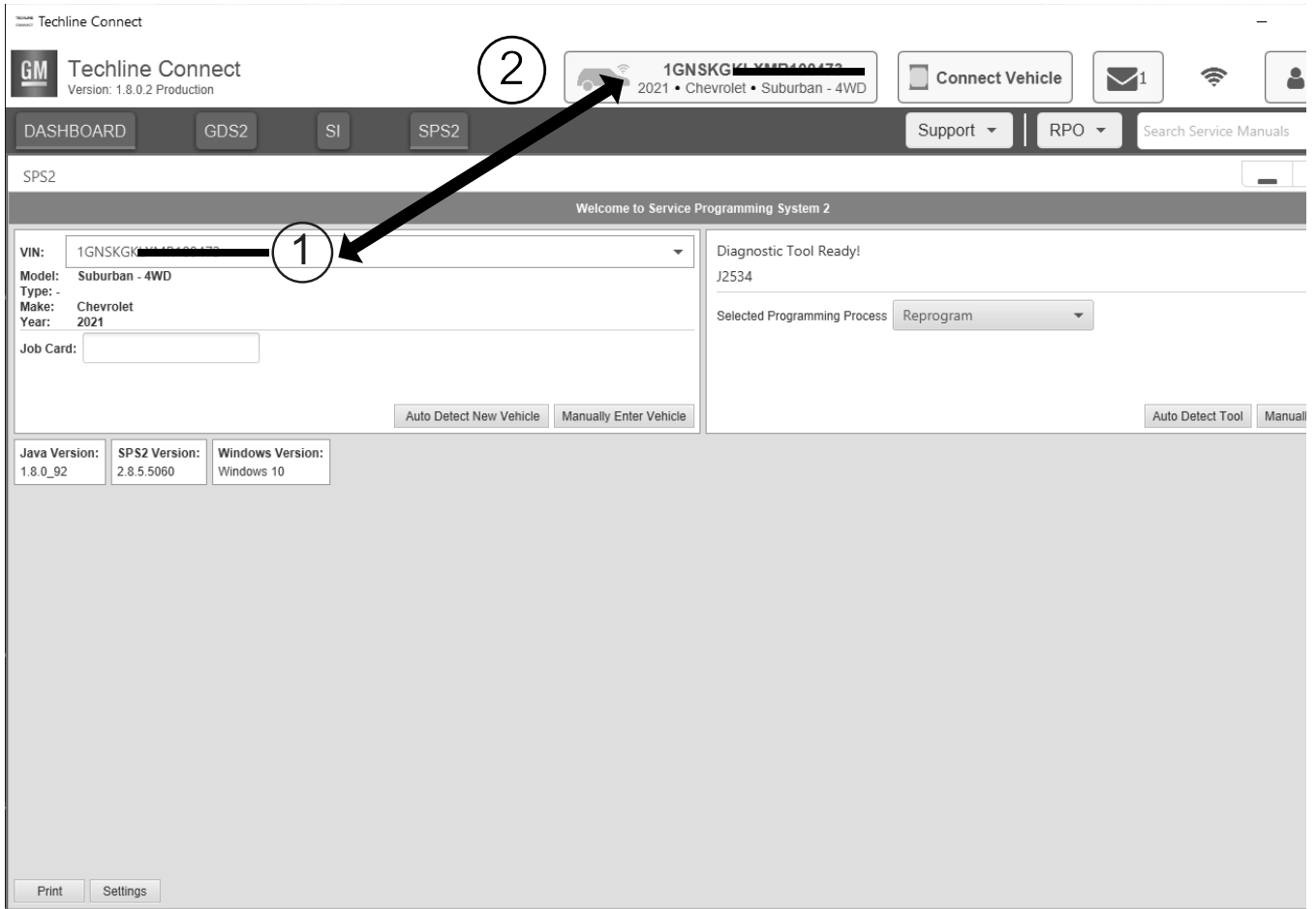
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

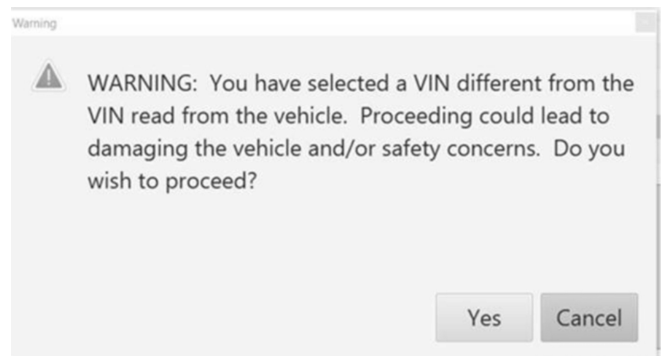
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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Important: If the vehicle VIN DOES NOT match, the message below will be shown



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The screenshot shows the Techline Connect software interface. At the top, there is a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' buttons. A 'Support' dropdown and 'RPO' dropdown are also present. A search bar for 'Search Service Manuals' is on the right. Below the navigation bar, the 'SPS2' window is active, displaying a 'Programming' screen. A table lists controllers (K17) with IDs and current numbers. A dialog box is overlaid on the table, displaying the message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. The dialog has 'OK' and 'Cancel' buttons. The table contains the following data:

Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	84820797 Electronic Brake Diagnostic Calibration
K17	4	84820801	84820801 Function Enable Calibration
K17	5	84820808	84820808 Driver mode brake calibration
K17	6	84820819	84820819 Low Pressure Calibration
K17	7	84820825	84820825

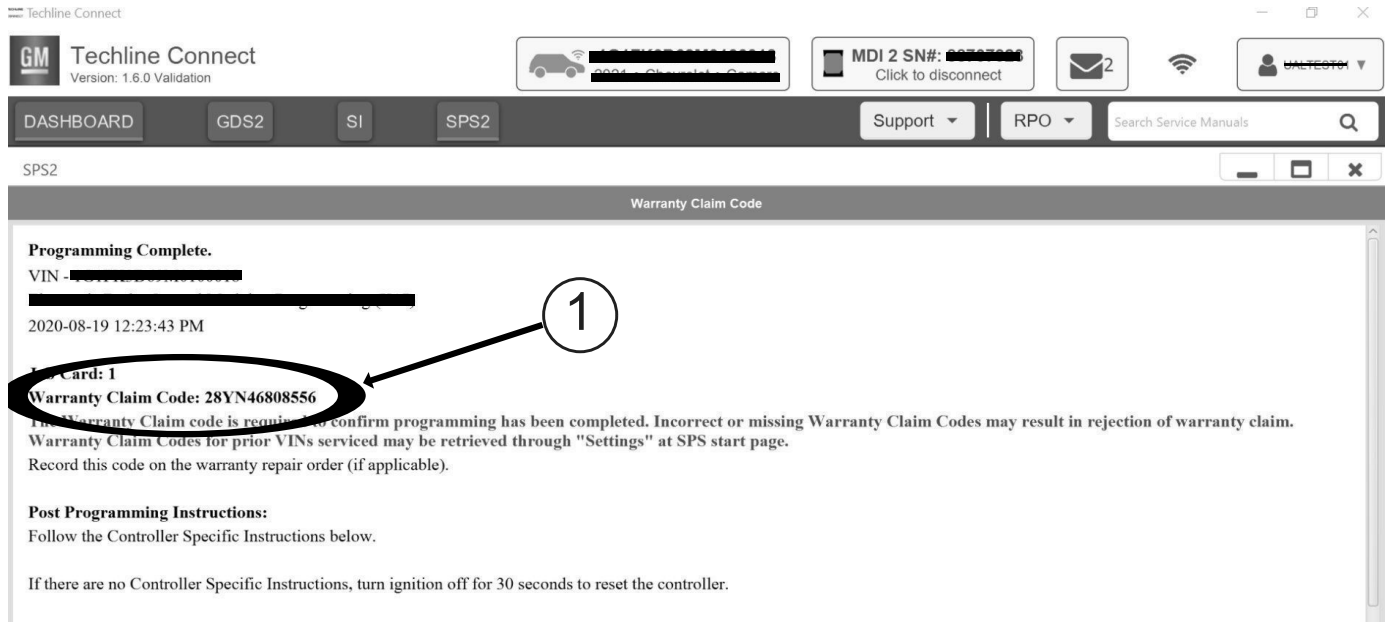
At the bottom of the window, there are buttons for 'Print', 'Save to PDF', 'ECU Data', 'Back', 'Start Programming', and 'Cancel'. A 'VIN:' field is also visible at the bottom right.

Important: Techline Connect screens shown above.
Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS

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Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Powertrain Control module. Refer to *K45 Powertrain Control Module: Programming and Setup in SI*.



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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

- Record SPS Warranty Claim Code on job card for warranty transaction submission.

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
*2887798	PCM Reprogramming for SDAC Limit	0.4 hr

*This is a unique Labor Operation for Bulletin use only.

Important: **To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labor Operation	Description	Labor Time
<p>Labour Time [Top]</p> <p>Labour Operation Code:</p> <p>Additional labour op code information: <input type="text"/></p> <p>SPS Warranty Claim Code: <input type="text"/></p>		

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- The Warranty Claim Code must be accurately entered in the “Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval

The screenshot shows a software interface with a 'Warranty Claim Code' dialog box. The dialog box has tabs for 'Common', 'Diagnostics', 'Logging', 'Warranty Claim Code', and 'Local Cache'. The 'Warranty Claim Code' tab is active, displaying a table with the following data:

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

Arrow 1 points to the 'Settings' button in the bottom left of the main interface. Arrow 2 points to the 'Warranty Claim Code' tab in the dialog box.

If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).

4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	2
Modified	Released July 11, 2024 Revised July 30, 2024 - Added Chevrolet Traverse engine RPO, revised Condition and Correction sections.

