



Bulletin No.: PIT6365
Published date: 04/4/2025

Preliminary Information

PIT6365 Current DTC U1962 Unable To Authenticate Serial Data Message in the BCM

Models

Brand:	Model:	Model Years:	VIN: from to	Engine:	Transmissions:
Chevrolet	Silverado EV	2025	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	without -UKL
Condition	During a DTC pull a Technician may notice a Current DTC:U1962 set in the BCM that can't not be cleared. The DTC: U1962 will only be set in the BCM only.
Cause	Software Anomaly for trucks built without Supercruise.

Correction:

Engineering is currently investigating.

Technicians are instructed to ignore this DTC when performing vehicle diagnostics.

In the meantime, the customer can still drive their vehicle.

The PI will be updated or replaced with a TSB once a determination has been made.

Version History

Version	1
Modified	04/04/2025 - Created on.