Service Bulletin

Bulletin No.: PIT5832V

Date: June, 2025

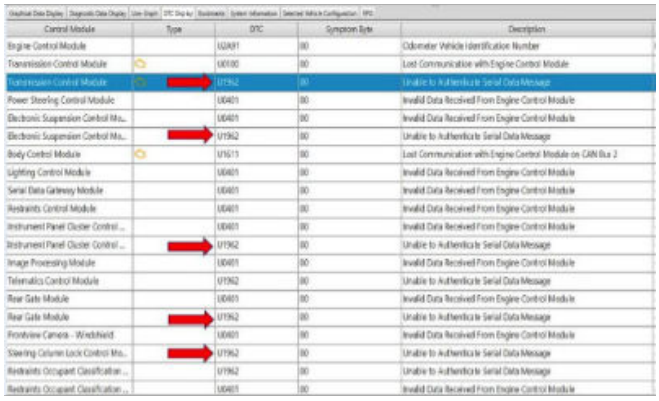
PRELIMINARY INFORMATION

Subject:

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2021 - 2026		All	All	All	All
Buick	Enclave	2025-2026		All	All	All	All
BrightDrop	Zevo 400	2024		All	All	All	All
BrightDrop	Zevo 600	2023 - 2024		All	All	All	All
Brightdrop	EV600	2022		All	All	All	All
Cadillac	CT4	2020 - 2026		All	All	All	All
Cadillac	CT5	2020 - 2026		All	All	All	All
Cadillac	Escalade	2021 - 2026		All	All	All	All
Cadillac	Escalade ESV	2021 - 2026		All	All	All	All
Cadillac	Escalade IQ EV	2025-2026		All	All	All	All
Cadillac	Lyriq	2023 - 2026		All	All	All	All
Cadillac	XT4	2024-2025		All	All	All	All
Chevrolet	Blazer EV	2024 - 2025		All	All	All	All
Chevrolet	BrightDrop 400	2025-2026		All	All	All	All
Chevrolet	BrightDrop 600	2025-2026		All	All	All	All
Chevrolet	Colorado	2023 - 2026		All	All	All	All
Chevrolet	Corvette	2020 - 2026		All	All	All	All
Chevrolet	Corvette E-Ray	2024 - 2026		All	All	All	All
Chevrolet	Equinox	2025-2026		All	All	All	All
Chevrolet	Equinox EV	2024 - 2025		All	All	All	All
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A or D)	2022		All	All	All	All
Chevrolet	Silverado 1500	2023 - 2026		All	All	All	All
Chevrolet	Silverado 2500HD	2024 - 2026		All	All	All	All
Chevrolet	Silverado 3500HD	2024 - 2026		All	All	All	All
Chevrolet	Silverado EV WT	2024 - 2026		All	All	All	All

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado EV RST	2024 - 2026		All	All	All	All
Chevrolet	Suburban	2021 - 2026		All	All	All	All
Chevrolet	Tahoe	2021 - 2026		All	All	All	All
Chevrolet	Traverse (all new)	2024 - 2026		All	All	All	All
GMC	Acadia	2024 - 2025		All	All	All	All
GMC	Canyon	2023 - 2025		All	All	All	All
GMC	HUMMER EV	2022 - 2026		All	All	All	All
GMC	HUMMER EV SUV	2024 - 2026		All	All	All	All
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = U or H)	2022		All	All	All	All
GMC	Sierra 1500	2023 - 2026		All	All	All	All
GMC	Sierra 2500HD	2024 - 2026		All	All	All	All
GMC	Sierra 3500HD	2024 - 2026		All	All	All	All
GMC	Sierra Denali EV	2024 - 2026		All	All	All	All
GMC	Terrain	2025-2026		All	All	All	All
GMC	Yukon	2021 - 2026		All	All	All	All
GMC	Yukon XL	2021 - 2026		All	All	All	All

Involved Region or Country	North America, Europe, Kazakhstan, Uzbekistan, Russia, Middle East, Israel, Palestine, South America Japan, S. Korea, Thailand, Australia/New Zealand, Other Africa
Condition	After replacing a module on a Vehicle Intelligence Platform (VIP) vehicle, technicians may encounter issues such as: 1. Serial Data Authentication Configuration failing to complete. 2. DTC U1962 set in any module. (Current and NOT in History) 3. No start condition. 4. Invalid data codes (data still viewable in GDS2). 5. Inability to perform theft relearn or remote pairing (VTD Secure Access Locked). 6. Unable to perform Module setup or learn. 7. Airbag Indicator may illuminate. 8. VIN not auto-populating in GDS2.
Cause	Serial Data Authentication Configuration (SDAC) is a security handshake between vehicle modules. If it fails—often due to mismatched security codes—DTC U1962 sets, disabling features. This typically happens when SDAC isn’t completed properly after programming a replaced module. SDAC does not run automatically unless “Replace and Program” is selected when needed. If that step is missed or SDAC fails, it's up to the technician to identify the issue and run the procedure manually. See Example of the expected DTCs below:



Control Module	Type	DTC	Symptom Byte	Description
Engine Control Module		U2A91	00	Odometer Vehicle Identification Number
Transmission Control Module		U0100	00	Lost Communication with Engine Control Module
Transmission Control Module		U1962	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...		U1962	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 ...		U1962	00	Unable to Authenticate Serial Data Message
Image Processing Module		U0401	00	Invalid Data Received From Engine Control Module
Telematics Control Module		U1962	00	Unable to Authenticate Serial Data Message
Rear Gate Module		U0401	00	Invalid Data Received From Engine Control Module
Rear Gate Module		U1962	00	Unable to Authenticate Serial Data Message
Frontview Camera - Windshield		U0401	00	Invalid Data Received From Engine Control Module
Steering Column Lock Control Mo...		U1962	00	Unable to Authenticate Serial Data Message
Restraints Occupant Classification ...		U1962	00	Unable to Authenticate Serial Data Message
Restraints Occupant Classification ...		U0401	00	Invalid Data Received From Engine Control Module

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Correction

If Lost Communication DTCs are current, diagnose those first.

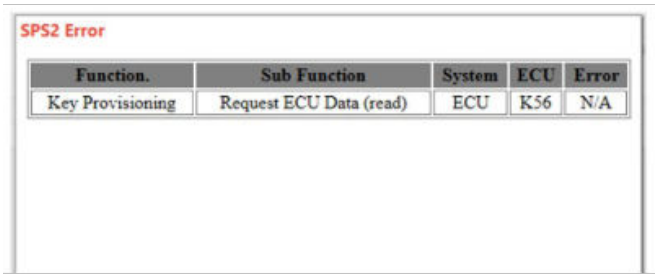
If U1962 is only in history and clears successfully, SDAC is not required and will not resolve the issue.

When SDAC fails, SPS will display an error message. Refer to the table below for possible causes and recommended actions based on the failure observed.

* In the remedy column, Serial Data Authentication Configuration may be attempted after each step. If the procedure is successful, there is no need to continue with the recommendations

The SDAC will run up to 3 times before it fails, If a vehicle will not complete the SDAC, a pop up box will display that may lead you to information to what is causing the concern. Note: Some times a error code E7010 will appear and the pop up box will appear slightly faded in the back ground. (See examples below)

There are 5 areas in the pop up box that include the Function, Sub function, System, ECU, Error, Please try and record or take a photo of the pop up box and review the error types below for your symptom.



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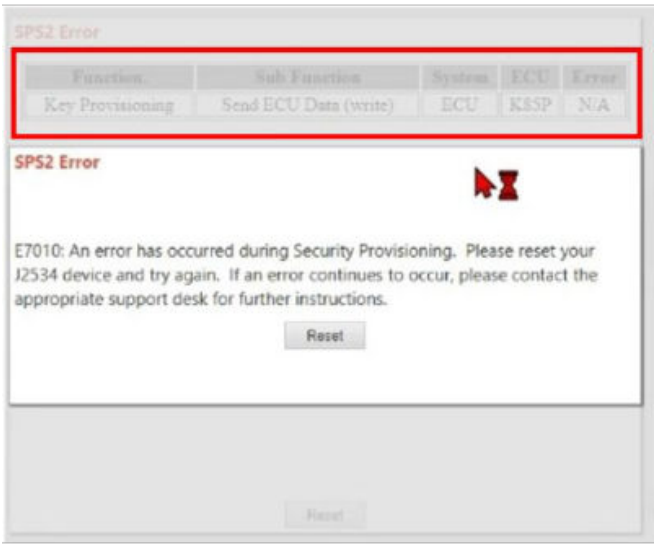

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Error Type	Description	Remedy
Pre-Conditions	Vehicle will not shut Off.	For passive start vehicles unable to power OFF: SPS Programming → BCM → Control Function Power Off SEE PHOTO A BELOW
VTD Secure Access Locked pop up message appears	Unable to complete a module setup due to a VTD error.	Confirm Replace & Program was selected if the module was replaced. If not, run SDAC then retry the setup. SEE PHOTO B & E BELOW

Error Type	Description	Remedy
Configure Link in Sub Function box	Communication issue between tool, Serial Data Gateway Module (K56), or other controllers via Ethernet.	Try SDAC after each step (stop if successful): SEE PHOTO E BELOW 1. Ensure the K56 Serial Data Gateway module is fully programmed to the latest software. 2. Check for aftermarket devices or harnesses plugged into the DLC. SEE PHOTO C BELOW 3. Use a hardwired connection from the PC to the MDI. Reset TLC if switching from wireless. 4. Perform a global reset by disconnecting the 12V battery negative cable for 1 min. **Note:** EV Global Reset: Before disconnecting battery cables on electric vehicles: 1. Ensure the ignition is OFF. 2. Using a digital multimeter, check the 12 V battery voltage. 3. If the voltage is 13.5 V or above, Battery Maintenance Mode is active. 4. Wait for the T18 Battery Charger to deactivate before disconnecting the battery negative cable. 5. Follow the Battery Negative Cable Disconnection and Connection procedure found under the Starting, Charging, and Low Voltage Energy Storage category.
The system box reads "SERVER"	This is not a vehicle related issue. SPS is unable to reach servers to complete the requested task.	Check PC internet connection and retry SDAC. SEE PHOTO E BELOW Wait 2 hours and try again If still a concern, wait one day and try again, If no success, Contact Techline Support

Error Type	Description	Remedy
The ECU box reads a global ID which points to a specified ECU	The system failure indicates an ECU failure and specifies which ECU failed. SEE PHOTO D BELOW In Photo D example, the Global ID is listed as K85, which is for the Restraints Occupant Classification System Module . The module's name can be found by looking at the global codes listed under "Control Module References" document in SI for the vehicle that is being working on	Try SDAC after each step (stop if successful): SEE PHOTO E BELOW 1. Ensure the K56 Serial Data Gateway module is fully programmed to the latest software. 2. Reprogram the failing module if an update is available. 3. Pull the fuse supplying power to the failing module. If the fuse is a three-prong fuse which powers multiple modules, a two-prong fuse will be needed to power the unaffected module. Then run SDAC. a. If SDAC completes after removing the fuse, reconnect the fuse and attempt to run SDAC. b. If SDAC fails for the same module, that module will need to be replaced. c. If SDAC fails again for a different module, ensure vehicle pre-conditions are met (OFF). Read codes to identify any communication or programming faults.
ECU Box Displays ECU N/A	The system failure indicates ECU failure, but the ECU column is N/A or blank	Contact Techline Support Immediately for SPS log retrieval before further program attempts

PHOTO A

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Photo B

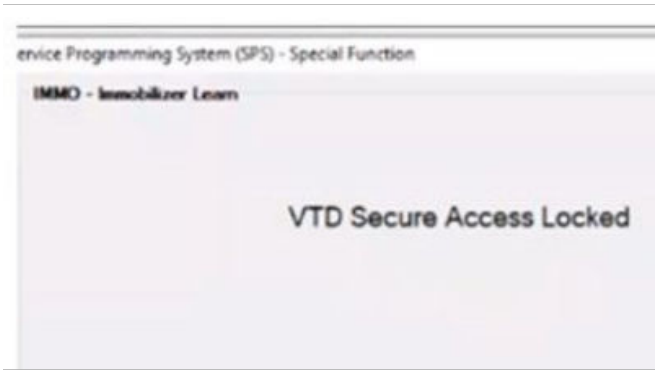

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Photo C

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Photo D

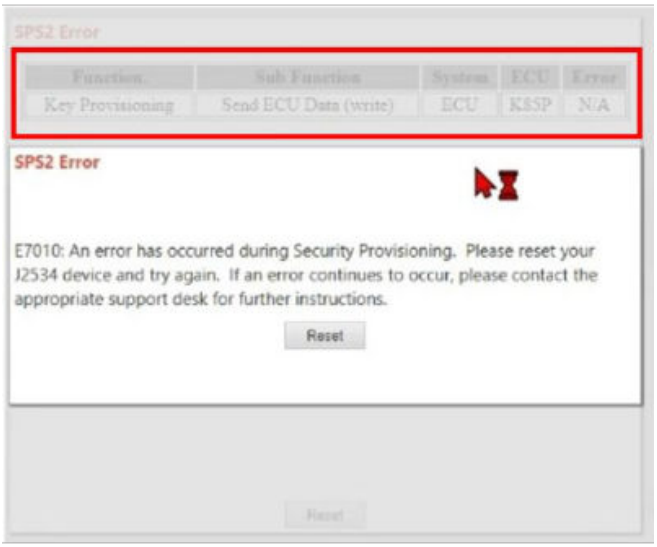

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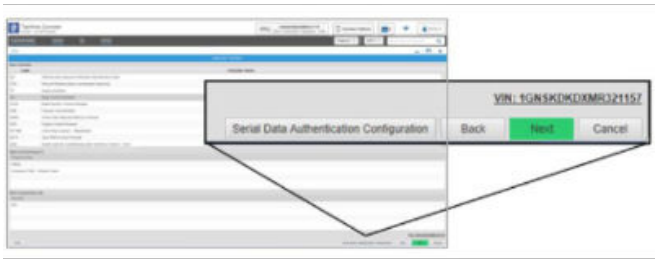
Photo E



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Version	20
Modified	04/06/2021 - Created on. 01/26/2022 - Update to add models and model years and to add to diagnosis. 08/29/2022- Update to add Truck models with VIP communications. 09/29/2022- Update PI to fix model descriptions for Pick up models.

	11/18/2022- Update PI to make changes to steps 4 and add steps. 01/31/2023- Update to change title to make PI easier to find and add 2023 truck models. 02/16/2023- Update to add 2023 Cadillac LYRIQ. 03/06/2023- Update to add Brightdrop EV600 Model. 05/11/2023- Update to add Hummer SUV and Canyon/Colorado models. 08/30/2023- Update to add 2024 models years and add Blazer EV and 2024 Silverado and Sierra HD models. 11/14/2023- Update to add models and model years and also add export countries per Brand Quality. 03/11/2023- Updated to add additional steps to the correction field to address new concerns seen in the field. 05/10/2024 - Updated to add Silverado EV and add steps to correction field for hands free start. 05/17/2024 - Updated to add Bright drop vehicles. 06/26/2024 - Updated to add new models years and add additional diagnostic steps to correction field. 10/28/2024- Update models to model year 2025. 12/13/2024- Update to add new models and update model years. 01/10/2025- Update to add new models and update model years. 01/24/2025- Update to add new models and update model years. 06/25/2025- Updated to add model years and changes per engineering