Preliminary Information

PIP5387B LGW Turbocharger Replacement Restriction

Models

Brand:	Model:	Model Years:	VIN: from	VIN: to	Engine:	Transmissions:
Cadillac	CT6	2016 - 2018	ALL	ALL	3.0 LGW	ALL

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition / Concern

General Motors, as part of our continued quality and improvement objective has decided to issue a part restriction through GM Technical Assistance on the turbochargers for the Cadillac CT6 with the 3.0L LGW engine.

Recommendations / Instructions

If during your diagnosis, you find there is a concern with the turbocharger on this vehicle that requires replacement, you will be required to call PQC to order the part.
Prior to calling PQC to order these parts please have the following information available.

Name/Position:
Contact's Direct Phone:
Parts Manager's Name:
Dealership's Fax Number:
Parts Fax Number:
Times In/Days Down:

Q1: Is this being requested for Customer Pay? (Y/N)
Q2: What was the customer's concern?
Q3: Has the vehicle been modified with non-production accessories? (Y/N)
Q4: Describe the failure of the engine:
Q5: Engine Broadcast Code:
    [Broadcast Code is a 3-digit code DPS or DPT]
Q6: Failed Engine Serial Number (can be obtained off the Broadcast white label):
Q7: Does the vehicle have any DTCs in the ECM/TCM/BCM? (Y/N)
    Note: [GDS must be launched from TIS to make sure all the data is captured and can be retrieved.]
Q8: Are there any leaks (Y/N)
Q9: Are there any Noises (Y/N)
Q10: Any Lubrication Concerns (Y/N)
Q11: Any Performance Concerns (Y/N)

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Parts Information

Part Number	Part Description
12648569	Right (B1) Turbocharger Assembly
12648568	Left (B2) Turbocharger Assembly
12672495	Right (B1) Turbocharger Assembly
12672492	Left (B2) Turbocharger Assembly

Warranty Information

Labor Operation	Description	Labor Time
4068290	Turbocharger Replace	Use Published Labor Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.