Bulletin No.: PIP5591A
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Preliminary Information

PIP5591A E01 ECM Restriction

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	XT4	2019	All	All	LSY 2.0L	All
Cadillac	CT6	2019	All	All	LSY 2.0L	All
Chevrolet	Silverado 1500 (New Model)	2019	All	All	L3B 2.7L	All

Involved Region or Country	North America
Condition	As part of our ongoing quality improvement efforts the Engine Control Module (ECM) part number 12689093 will be placed on a parts restriction through the Product Quality Center (PQC)
Cause	This parts restriction will assist Engineering with product feedback.

Correction:

If you require an engine control module (ECM) please complete the following diagnostic questionnaire before you contact PQC.
Name of person submitting this form & phone number:

Technician's Name & phone number:
Parts Manager's name:
Parts Dept. Fax #:
Dealership Shipping Address:

Vehicle Times In / Days Down:

Q1: Is this part being requested for Customer Pay? (Y/N)

If yes, STOP. Do not complete the remaining questions. Please provide the above information.

If No, continue with the remaining template questions

Q2: Was TAC contacted? (Y/N)

If yes, please provide the

TAC Case #:

TAC Recommendations:

If no, complete the following questions

Q3: What is the customer's/dealer concern?

- Was the concern duplicated?

Q4: Is the vehicle modified with any non-production accessories? (Y/N)

Q5: Have you completed the appropriate SI documents for the DTCs listed? (Y/N)

- If yes, what SI documents were used for diagnosis?
- What diagnostic step in SI led to replacement?
- If No, Why not.

Q6: List all history and current ECM DTCs including U codes from other controllers:

- Are any of the DTCs repeatable? (Y/N)
- If yes, Document the procedure/maneuver required to get the code to repeat? Then STOP. Do not continue template.

If no, complete the following questions

Q7: Any previous repairs related to this concern? (Y/N)

Q8: Does the vehicle have a recent history of low battery voltage? (Y/N)

- List the battery voltage:

Q9: Has the vehicle been jump-started? (Y/N)

Q10: Has the battery recently been charged? (Y/N)

Q11: Were the wires/harnesses checked for proper routing and free from damage, stretch, pinch, etc? (Y/N) (if no, check)

Q12: Have all the ECM grounds and connectors been checked? (Y/N) (if no, Please check)

Engineering may request the following information during contact.

- What is the resistance between X2-49 and the negative battery terminal.
- What is the resistance between X2-49 and the ground location in SI for the circuit.
- What is the resistance between X1-65 and the battery negative terminal.
- What is the resistance between X1-65 and the ground location in SI for the circuit?
- Please record the results of all four readings.

Parts Information

Description	Part Number	Quantity
ECM	12689093	1

Warranty Information

Labor Operation	Description	Labor Time

4025390	Engine Control Module Replacement	Use Published Labor Time

Version History

Version	**2**
Modified	**09/27/2018 - Created** **11/09/2018 - Updated to clarify process.**

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