



Preliminary Information

PIP5673 PQC E01 ECM Restriction

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	XT4	2019 - 2020	All	All	LSY 2.0L	All
Cadillac	CT6	2019 - 2020	All	All	LSY 2.0L	All
Chevrolet	Silverado 1500 (New Model)	2019 - 2020	All	All	L3B 2.7L	All
GMC	Sierra 1500 (New Model)	2019 - 2020	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:

Please contact the Product Quality Center (PQC) by opening a new case via Dealer Case Management (DCM) From the DCM home page, click on “New PQC Case” found on the Technical Assistance tab.

Then in Global Connect click on the Support/Chat tab, TAC-PQC Tab, PQC -Parts Restrictions Templates to Download the appropriate PQC -Parts Restrictions Template and save a copy to your computer, You can attach a copy of the template to your PQC Case.

Note: (Do Not clear any DTCs prior to contacting the PQC).

Name of person submitting this form & phone number:

Technician’s Name & phone number:

Parts Manager’s name:

Parts Dept. Fax #:

Dealership Shipping Address:

Times In / Days Down:

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

If No, continue with the next questions.

If Yes, why this part is being requested for Customer Pay (ex:

Accident, theft etc.)?

Q2: Was TAC contacted? (Y/N)

If No, continue with the next question

If Yes, provide the following information

- TAC Case #:
- TAC Recommendations:

Q3: What is the customer’s concern?

- Was the concern duplicated? (Y/N)

Q4: Any previous repairs related to this concern? (Y/N)

Q5: What SI documents were used for diagnosis?

- What diagnostic step in SI led to ECM replacement?

Q6: List any history and current (active) ECM DTCs including U codes from other controllers:

- What Module?
- What is the DTC?

Q7: Is the vehicle a Silverado or Sierra and have any of following concerns SES MIL/ No Start/ No Crank/ Runs Rough/Reduced Engine Power/ VSS /DTC's (Y/N)

If no, continue to the next question

If yes, have you completed [PIT5677](#) (for possible engine harness concerns). (Y/N)

If yes, continue to the next question

If no, stop, Please complete [PIT5677](#) before continuing with the next question

Q8: Is the vehicle an XT4, Silverado, or Sierra and have a current or history DTC P2101 and/or P1516 (Y/N)

If no, continue to the next question

If yes, have you completed [PIP5660](#)(Y/N)

If yes, continue to the next question

If no, stop, Please complete [PIP5660](#) before continuing with the next question

Q9: Is the vehicle modified with any non-production accessories? (Y/N)

Q10: Does the vehicle have a recent history of low battery voltage? (Y/N)

- List the battery voltage:

Q11: Has the vehicle been jump-started? (Y/N)

Q12: Has the battery recently been charged? (Y/N)

Parts Information

Description	Part Number	Quantity
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E01 ECM		12689093	1
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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
4025390	Engine Control Module Replacement	Use published Labor Time
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	09/04/2019 - Created on.

