



Preliminary Information

PIC6387 2020 Cadillac CT5 Short Range Radar (SRR) (Left/Right Front, Rear Center) Part Restriction

Models

| Brand: | Model: | Model Years: | VIN: | | Engine: | Transmissions: |
|----------|--------|--------------|------|-----|---------|----------------|
| | | | from | to | | |
| Cadillac | CT5 | 2020 | ALL | ALL | ALL | ALL |

| | |
|----------------------------|---|
| Involved Region or Country | North America |
| Condition | <p>As part of our ongoing continuous improvement we have placed the Short Range Radar Module (SRR) used in the 2020 Cadillac CT5 on restriction. If you believe a new module is needed, please fill out the questions below and contact the Technical Assistance Center (TAC) and the Product Quality Center (PQC) as needed. Please have the part number available prior to contacting TAC/PQC.</p> <p>Please contact 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.</p> <p>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.</p> <p>Note: (Do Not clear any DTCs prior to contacting the PQC).</p> |
| Cause | Root Cause Analysis |

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 Restricted part being requested for:
Customer pay Customer Pay (if under warranty, note reason for CP)?
•If yes, Stop. Do not complete the following questions.

Please provide the above information.

- If no, continue to next question

Q2: What is the customer's/dealer concern?

- Was the concern duplicated? (Y/N)

Q3: Any previous repairs related to this concern? (Y/N)

Q4 :What SI documents were used for diagnosis?

- What diagnostic step in SI led to SRR replacement?

Q5: List any history and current (active) SRR DTCs including U codes from other controllers:

- What Module?
- What is the DTC?

Q6: Is the vehicle modified with any non-production accessories?
(Y/N)

Q7: Does the vehicle have a recent history of low battery voltage? (Y/N)

- List the battery voltage:

Q8: Has the vehicle been jump-started? (Y/N)

Q9: Has the battery recently been charged? (Y/N)

Q10: What are the HW/SW part numbers?

Q11: What is the description of DIC seen by driver, or feature issues seen?

Q12: Is there any blockage in front of radar area?

Q13: Is there any custom paint/ or body work/repaint done by the customer on fascia, or Stickers on fascia?

Q14: Were there any environmental circumstances(inclement weather, vehicle in Car Wash, parking garage) noticed by customer to set the DTCs?

Parts Information

| Description | Part Number | Quantity |
|-------------------|-------------|----------|
| Short Range Radar | 84712711 | 1 |

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 |
|-----------------|-------------------------------|--------------------------|
| 6620140 | Short Range Radar Replacement | Use Published Labor Time |

Version History

| | |
|----------|-------------------------|
| Version | 1 |
| Modified | 01/10/2020 - Created on |

