



Preliminary Information

PIC6389 2020 Cadillac CT5 Long Range Radar (LRR) 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
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Condition	<p>As part of our ongoing continuous improvement we have placed the Long Range Radar Module 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>
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Cause	Root Cause Analysis
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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 remaining 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 LRR replacement?

Q5: List any history and current (active) LRR 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
Long Range Radar	84712704	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
6620180	Forward Range Radar Sensor) Long Range Radar Replacement	Use Published Labor Time

Version History

Version	1
Modified	01/13/2020 - Created on.

