



Preliminary Information

PIC6382 Front View Camera Module 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 Front View Camera 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) / product Quality Center (PQC) as needed. Please have the part number available prior to contacting TAC/PQC. Please have the part number available prior to contacting TAC/PQC.</p> <p>Please contact the (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

Caller's First & Last Name/Position:

Technician's Name/Direct Phone:

Parts Manager's Name:

Parts Manager's Phone & Fax Number:

Dealership's Correct Address:

Times In/Days Down:

Q1. Is the part being requested for:

Customer Pay (if under warranty, note reason for CP)? (Y/N)

A Model Year Not Listed

A Vehicle Line Not Listed

If Yes, Stop. Do not complete the remaining questions.

Please provide the above information.

If No, continue to next question.

Q2. What is Customer's Concern?

Customer's concern duplicated? (Y/N)

- **List all DIC messages**

Q3. List any history and current (active) DTCs by ALL control modules

- **What Module?**
- **What is the DTC?**

Q4. Are any of the DTCs repeatable? (Y/N)

If yes, List the repeatable DTCs.

Q5. What SI document numbers were used for diagnosis?

List the step of the Circuit/System Testing that led to replacement.

Q6. Were there any previous repairs related to this concern? (Y/N)

Q7. Is the vehicle modified with any non-production accessories?(Y/N)

**Q8. Does the vehicle have a recent history of low battery voltage or been jump-started?
(Y/N)**

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

**Q10. Were the wires / harnesses checked for proper routing, and are free from damage,
stretch, pinch, etc.? (Y/N)**

Q11. Has the FCM been reprogrammed? (Y/N)

If yes, was programming interrupted at any point? (Y/N)

**(If programming was interrupted, advise the dealer to call the Techline Customer Support
Center, 1-800-828-6860 (direct) or (888) 337-1010 (prompt 3) and**

document in case)

Parts Information

Part Number	Description	Quantity
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84888011	Front View Camera Module (Windshield)	1
84888025	Front View Camera Module (Windshield)	1
84888012	Front View Camera Module (Windshield)	1
84711862	Front View Camera Module (Windshield)	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 Op	Description	Time
6620110	Front View Camera Module Replacement (Windshield)	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.

Version History

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



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