



Preliminary Information

PIC6383 2020 Cadillac CT5 Video Processing 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 Video Processing 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>
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)?

- A Model Year Not Listed

- A Vehicle Line Not Listed
- If no, continue to next question

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

Q3: 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 modified with any non-production accessories? (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: Is video of the failure available?

Q12: Is the vehicle equipped with XVR (Cadillac CT5 only Y/N)

- If Yes, was an SD Card inserted at the time of failure?
- If Yes, what type of SD Card was used? (Brand, Class, Storage Capacity. Pictures appreciated)

Parts Information

Description	Part Number	Quantity
Video Processing Module	84845786	1
Video Processing Module	84901296	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
3450140	Video Processing Module Replacement	Use Published Labor Time

Version History

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

