



# Preliminary Information

## PIC6381 2020 Cadillac CT5 Electronic Suspension Control 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 Electronic Suspension Control 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><b>Note: (Do Not clear any DTCs prior to contacting the PQC).</b></p>
Cause	<b>Root Cause Analysis</b>

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:

Customer Owned (Y/N):

Times In/Days Down:

Q1. Is the vehicle a dealer stock vehicle? (Y/N)

Q2. 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 no, continue to next question  
If yes, Stop. Do not complete remaining questions.

Q3. What is Customer's Concern?

Customer's concern duplicated? (Y/N)

If Message or DTC is set:

- What is the DTC?

Q4. List any history and current (active) DTCs by control module

- What Module?
- What is the DTC?

Q5. Is the Suspension Control module setting DTC U3000 Symptom 42 Control Module General Memory Failure? (Y/N)

- If no, continue to next question
- If yes, document DTC list for the part return investigation (Sending DTC list file from GDS2 is OK.) The part can be released for replacement.

Q6. Is the Suspension Control module setting DTC U3000 SYmptom 49 Control Module Internal Electronic Failure? (Y/N)

- If no, continue to next question
- If yes, document DTC list for the part return investigation (Sending DTC list file from GDS2 is OK.) The part can be released for replacement.

Q7. Are any of the DTCs repeatable? (Y/N)

- If yes, List the repeatable DTCs.

Q8. What SI document numbers were used for diagnosis?

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

Q9. Were there any previous repairs related to this concern? (Y/N)

Q10. Is the vehicle modified with any non-production accessories?(Y/N)

Q11. Does the vehicle have a recent history of low battery voltage or been jump-started? (Y/N)

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

Q13. Were the wires / harnesses checked for proper routing, and are free from damage, stretch, pinch, etc.? (Y/N)

Q14. Have all of the ECU grounds been checked? (Y/N)

List any loose grounds/connections encountered, and reference the specific power and ground schematic.

Q15. Have the connector terminals been checked for "backed out" or "damage" at the ECU and sensor based on the DTC. (Y/N)

Q16. Has the ECU been reprogrammed? (Y/N)

Please DO NOT attempt to program the Suspension Control Module to correct diagnostic trouble codes, as enhanced diagnostic trouble code information will be lost.

- 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)

Q17. If ECU has been reprogrammed, were there any codes after reprogramming? (Y/N)

If Yes, please list and provide what software & calibration P/N's were reprogrammed?

### Parts Information

Description	Part Number	Quantity
Electronic Suspension Control Module	84769864	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
8020010	Electronic Suspension Control Module Replacement	Use Published Labor Time

### Version History

Version	<b>1</b>
Modified	01/14/2020 - Created on



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