



Preliminary Information

PIP5696 Transfer Case 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	Service AWD Message displayed in the IPC.
Cause	Root Cause analysis

Correction:

As part of our ongoing continuous improvement we have placed the Transfer case control module used in the 2020 Cadillac CT4 and CT5 on restriction. Please fill out the questions below and contact TAC/PQC. Please have the part number available prior to contacting TAC/PQC.

Please contact the Product Quality Center (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.

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.

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): or Dealer Stock:

Times In/Days Down:

A completion of the Template questions is required for the following

Q1: Is this part being requested for Customer Pay? No Yes

If yes, STOP. Do not complete the remaining questions.

Please provide the above information.

If No, continue with the remaining template questions

Q2: What is Customer's Concern?

Customer's concern duplicated? (Y/N)

If Service AWD message displayed:

- **What is the DTC?**

Q3: List any history and current (active) DTCs by control module

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

Q4: From the transfer case control module identification data list in GDS list:

- **Module Software Part No:**
- **Calibration Part No:**
- **Base Model Part Number:**

Q5: Are any of the DTCs repeatable? (Y/N)

- **If yes, List the repeatable DTCs.**

Q6: Is outside ambient and/or weather conditions related to the condition? (Y/N)

- **If no, continue to the next question.**
- **If yes, under what conditions?**

Q7: What SI document numbers were used for diagnosis?

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

Q8: Were there any previous repairs related to this concern? (Y/N)

Q9: Is the vehicle modified with any non-production accessories?(Y/N)

Q10: Does the vehicle have a recent history of low battery voltage or been jump-started? (Y/N)

Q11: Has the battery been charged recently? (Y/N)

Q12: Were the wires / harnesses checked for proper routing, and are free from damage, stretch, pinch, etc.? (Y/N)

Q13: Have all of the ECU grounds been checked? (Y/N)

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

Q14: Have the connector terminals been checked for “backed out” or “damage” at the ECU and sensor based on the DTC. (Y/N)

Q15: Has the ECU been reprogrammed? (Y/N)

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

Parts Information

Description	Part Number	Quantity
Transfer Case Control Module	84873111	1

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8420050	Transfer Case Control Module Replacement	Use Published Labor Time

Version History

Version	1
Modified	01/15/2020 - Created on.



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