



# Preliminary Information

## PIC6390 2020 Cadillac CT5 Serial Data Gateway Module Parts 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 Serial Data Gateway 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>

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 (if under warranty, note reason for CP)?
  - A Model Year Not Listed
  - A Vehicle Line Not Listed

- If no, continue to next question.  
If Yes, Stop, do not answer remaining questions

Q2. What is Customer's Concern?

- Customer's concern duplicated? (Y/N)
- If duplicated, how did you do so?

Q3. Were there any previous repairs related to this concern? (Y/N)

- If Yes, what repairs were previously performed?

Q4. List all history and current (active) DTCs reported by the Serial Data Gateway Module (SDGM)

Q5. List all history and current (active) DTCs reported by other modules

- What Module?
- What is the DTC?
- What is the DTC Status?

Q6. Are any of the DTCs repeatable? (Y/N)

- If yes, List the repeatable DTCs.

Q7. What SI document numbers were used for diagnosis?

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

Q8. What SDGM part number is in vehicle currently (to be replaced)?

- What Software part number is in the SDGM?
- What Calibration part numbers are in the SDGM?

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 the SDGM power/ground been checked? (Y/N)

- Please reference the specific power and ground schematic.

Q14. Have the connector terminals been checked (i.e. backed out, poor retention, other damage) at the SDGM? (Y/N)

Q15. Has the SDGM 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)

### Parts Information

Description	Part Number	Quantity
Serial Data Gateway Module	13536364	1
Serial Data Gateway Module	13540083	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
5410120	Central Gateway Module Replacement	Use Published Labor Time

### Version History

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



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