



Preliminary Information

PIC6394 2020 Cadillac CT5 Image 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 Image 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

- 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 Restricted part being requested for:

- Customer Pay

If no, continue to the next question.

If yes, Stop, do not answer the remaining questions.

Q2. What is Customer's Concern?

Customer's concern duplicated? (Y/N)

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

- What Module?
- What is the DTC?

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

If yes, List the repeatable DTCs. Specific conditions for DTCs to repeat?

Q5. Is the Service Driver Assist System Message Present on cluster (Y/N)

- Under specific conditions? E.g. Start of cycle or during cycle? Engine on or off?

Q6. Are Active Safety features not available/working? (Y/N)

If Yes, what features are not available and is the feature issue consistent? Have the feature history buffers been checked to see why features are not available? (Y/N)

- Please provide screenshot or data from GDS of history buffer status for applicable Active Safety features that are not working.

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 Image Processing Module 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 Image Processing Module based on the DTC. (Y/N)

Q15. Has the Image Processing Module 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

Q16. Provide a list of modules previously serviced or replaced on this vehicle.

Parts Information

Description	Part Number	Quantity
Image Processing Module	84745581	1
Image Processing Module	84749936	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
6620040	Image Processing Module Replacement	Use Published Labor Time

Version History

Version	1
Modified	01/17/2020 - Created on.



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