



# Preliminary Information

## PIC6392 2020 Cadillac CT5 Inflatable Restraints Sensing and Diagnostic Module (SDM) 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 Inflatable Restraint Sensing and Diagnostic Module (SDM) 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 and phone number of person submitting this form.

Technician's Name/Direct Phone:

Parts Manager's Name:

Parts Department Fax Number:

Dealership's Shipping Address:

Times In:      Days Down:

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? No Yes

Is SDM Warning Lamp on? (Y/N)

Q3. Provide SDM Software and Calibration Part #'s from the vehicle.

Q4. List any history (Confirmed) and Current (Test Failed) DTCs by control module

- What Module?
- What is the DTC?
- List the repeatable DTCs

Q5. What SI document numbers were used for diagnosis?

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

Q6. Were the wires / harnesses checked for proper routing, and are free from damage, stretch, pinch, etc.? (Y/N)

Q7. Were there any previous repairs related to this concern? (Y/N)

Q8. Does the vehicle have a recent history of low battery voltage or been jump-started or battery replacement? (Y/N)

Q9. Has the SDM Power and grounds circuits been checked? (Y/N)

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

Q10. Have the connector terminals been checked for "backed out" or "damage" pins at the SDM or Crash Sensor (if DTC related to Sensors) (Y/N)

Q11. Has the SDM 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 (direct))

### Parts Information

Description	Part Number	Quantity
Inflatable Restraint Sensing and Diagnostic Module (SDM)	13518541	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
6450180	Inflatable Restraint Sensing and Diagnostic Module Replacement	Use Published Labor Time

### Version History

Version	1
Modified	01/17/2020 - Created on



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