



Preliminary Information

PIC6386 2020 Cadillac CT5 Power Steering Gear 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 Power Steering 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>Note: (Do Not clear any DTCs prior to contacting the PQC).</p>
Cause	Root Cause Analysis

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 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 Service Power Steering DTC message is set:

- What is the DTC?
- If yes, under what conditions?

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.

Q5. Is outside ambient and/or engine coolant temperature related to the condition? (Y/N)

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

Q6. What SI document numbers were used for diagnosis?

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

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

Q8. Is the vehicle modified with any non-production accessories?(Y/N)

Q9. Does the vehicle have a recent history of low battery voltage or been jump-started? (Y/N)

Q10. Has the battery been charged recently? (Y/N)

Q11. Were the wires / harnesses checked for proper routing, and are free from damage, stretch, pinch, etc.? (Y/N)

Q12. Have all of the EPS grounds been checked? (Y/N)

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

Q13. Have the connector terminals been checked for "backed out" or "damage" at the EPS and sensor based on the DTC. (Y/N)

Q14. Has the EPS 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) or (888) 337-1010 (prompt 3) and document in case)

Parts Information

Description	Part Number	Quantity
Power Steering Gear	84815810, 84888265	1
Power Steering Gear	84815775, 84888256	1
Power Steering Gear	84815778, 84888259	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
7421770	Electric Belt Drive Rack and Pinion Steering Gear Replacement	Use Published Labor Time

Version History

Version	1
Modified	01/23/2020 - Created on



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