



## Preliminary Information

### PIC6388 2020 Cadillac CT5 Side Blind Zone (SBZ) 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 Side Blind Zone (SBZ) 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) / product Quality Center (PQC) as needed. Please have the part number available prior to contacting TAC/PQC. Please have the part number available prior to contacting TAC/PQC.</p> <p>Please contact the (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	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)?

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

Please provide the above information.

- If no, continue to next question

Q2: What is the customer's/dealer concern?

- Was the concern duplicated? (Y/N)

Q3: Any previous repairs related to this concern? (Y/N)

Q4 : What SI documents were used for diagnosis?

- What diagnostic step in SI led to SBZA replacement?

Q5: List any history and current (active) SBZA DTCs including U codes from other controllers:

- What Module?
- What is the DTC?

Q6: Is the vehicle modified with any non-production accessories? (Y/N)

Q7: Does the vehicle have a recent history of low battery voltage? (Y/N)

- List the battery voltage:

Q8: Has the vehicle been jump-started? (Y/N)

Q9: Has the battery recently been charged? (Y/N)

Q10: What are the HW/SW part numbers?

Q11: What is the description of DIC seen by driver, or feature issues seen?

Q12: Is there any blockage in front of radar area?

Q13: Is there any custom paint/ or body work/repaint done by the customer on fascia, or Stickers on fascia?

Q14: Were there any environmental circumstances (inclement weather, vehicle in Car Wash, parking garage) noticed by customer to set the DTCs?

### Parts Information

Part Number	Description	Quantity
84683057	Side Blind Zone Module (SBZ)	1
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### 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
6620020	Side Object Sensing Alert Module Replacement (SBZ)	Use published Labor Time

### Version History

Version	1
Modified	01/13/2020 - Created on.



GENERAL MOTORS

