



# Preliminary Information

## PIP5696A Transfer Case Control Module Part Restriction

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CT4	2020	All	All	All	All
Cadillac	CT5	2020	All	All	All	All

<b>Involved Region or Country</b>	<b>North America</b>
<b>Condition</b>	<b>Service AWD Message displayed in the IPC.</b>
<b>Cause</b>	<b>Root Cause analysis</b>

**Correction:**

As part of our ongoing continuous improvement we have placed the Transfer case control module used in the 2020 Cadillac CT4 and CT5 on restriction. If you believe a new module is needed, contact the PQC. Please have the part number available prior to contacting PQC.

Please contact the Product Quality Center (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.

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.

Parts Information

Description	Part Number	Quantity
<b>Transfer Case Control Module</b>	<b>84873111</b>	<b>1</b>

Warranty Information

**For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.**

Labor Operation	Description	Labor Time
<b>8420050</b>	<b>Transfer Case Control Module Replacement</b>	<b>Use Published Labor Time</b>

Version History

Version	2
Modified	01/15/2020 - Created. 3/13/2020 - Updated Correction.



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