



Bulletin No.: PIC6382D

Published date: N/A

## Preliminary Information

### PIC6382D Front View Camera 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            |

|                            |  |
|----------------------------|--|
| Involved Region or Country | North America  |
| Condition                  | <p>As part of our ongoing continuous improvement we have placed the Front View Camera 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.</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  |

#### Parts Information

| Part Number          | Description                           | Quantity |
|----------------------|---------------------------------------|----------|
| 84946685             | Front View Camera Module (Windshield) | 1        |
| 84888025 or 84946684 | Front View Camera Module (Windshield) | 1        |
| 84888012 or 84946683 | Front View Camera Module (Windshield) | 1        |

| Part Number | Description                              | Quantity |
|-------------|--|----------|
| 84711862    | Front View Camera Module<br>(Windshield) | 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 Op | Description  | Time                     |
|----------|--|--------------------------|
| 6620110  | Front View Camera Module<br>Replacement (Windshield) | Use published Labor Time |

### Version History

|          |  |
|----------|--|
| Version  | 5  |
| Modified | 01/13/2020 - Created on.<br>03/12/2020 - Added CT4.<br>06/08/2020 - Added Part Numbers<br>06/09/2020 - Added Part Numbers<br>07/13/2020 - Removed part number 84888011 |



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