



Preliminary Information

PIC6389A Long Range Radar (LRR) 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 Long Range Radar 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 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 |

Parts Information

| Description | Part Number | Quantity |
|------------------|-------------|----------|
| Long Range Radar | 84712704 | 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 |
|-----------------|-------------|------------|
|-----------------|-------------|------------|

| | | |
|---------|---|--------------------------|
| 6620180 | Forward Range Radar Sensor) Long Range Radar Replacement | Use Published Labor Time |
|---------|---|--------------------------|

Version History

| | |
|----------|--|
| Version | 2 |
| Modified | 01/13/2020 - Created on. 03/12/2020 - Added CT4 |



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