



Preliminary Information

PIC6382A 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>Note: (Do Not clear any DTCs prior to contacting the PQC)</p>
Cause	Root Cause Analysis

Parts Information

Part Number	Description	Quantity
84888011	Front View Camera Module (Windshield)	1
84888025	Front View Camera Module (Windshield)	1

Part Number	Description	Quantity
84888012	Front View Camera Module (Windshield)	1
84711862	Front View Camera Module (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 Replacement (Windshield)	Use published Labor Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Version History

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



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