



Preliminary Information

PIC6395B Automatic Transmission Control (Gear Shift Control Module) Parts 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	As part of our ongoing continuous improvement we have placed the Automatic Transmission Control (Gear Shift 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.
Cause	Root Cause Analysis

Correction:

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.

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.

Note: (Do Not clear any DTCs prior to contacting the PQC).

Parts Information

Description	Part Number	Quantity
Automatic Transmission Control/Gear Shift Control Module (Leather)	84791123 or 84892162	1
Automatic Transmission Control/Gear Shift Control Module (Suede)	84791124 or 84892164	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
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Version History

Version	3
Modified	01/21/2020 - Created on. 03/13/2020 - Added Cadillac CT4 08/31/2020 - Updated Part Numbers



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