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Service Bulletin

Bulletin No.: 21-NA-048


Date: March, 2021

TECHNICAL

Subject: Black Screen in Reverse with Red Triangle and Red Camera with A Circle and Slash Through It

This bulletin replaces PIC6420D. Please discard PIC6420D.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5 XT6	2020	2021	SOP	January 15, 2021	All	All
GMC	Acadia						

Involved Region or Country	North America, Israel, China, Saudi Arabia, Korea, Germany, Russia, Middle East, Palestine, Japan, S. Korea, Australia and New Zealand.
Additional Options (RPOs)	
Condition	<div style="text-align: center;">  </div> <p style="text-align: right; font-size: small;">5758378</p> <p>Some customers may comment on seeing a black screen with red triangle and red camera with a circle and slash through it when vehicle is in Reverse. This condition may be intermittent.</p>
Cause	The cause of the condition may be that the crimping of the coaxial cable connectors to the cable is causing an excessive resistance that interrupts the video signal and causes the black screen.
Correction	Note: Verify the Condition, then depending on Model and Year, follow the appropriate repair in the list of Repair Procedures below.

Preliminary Service Procedure

For 2020 Acadia, XT5 and XT6 Model Year vehicles **ONLY**, do the following check:

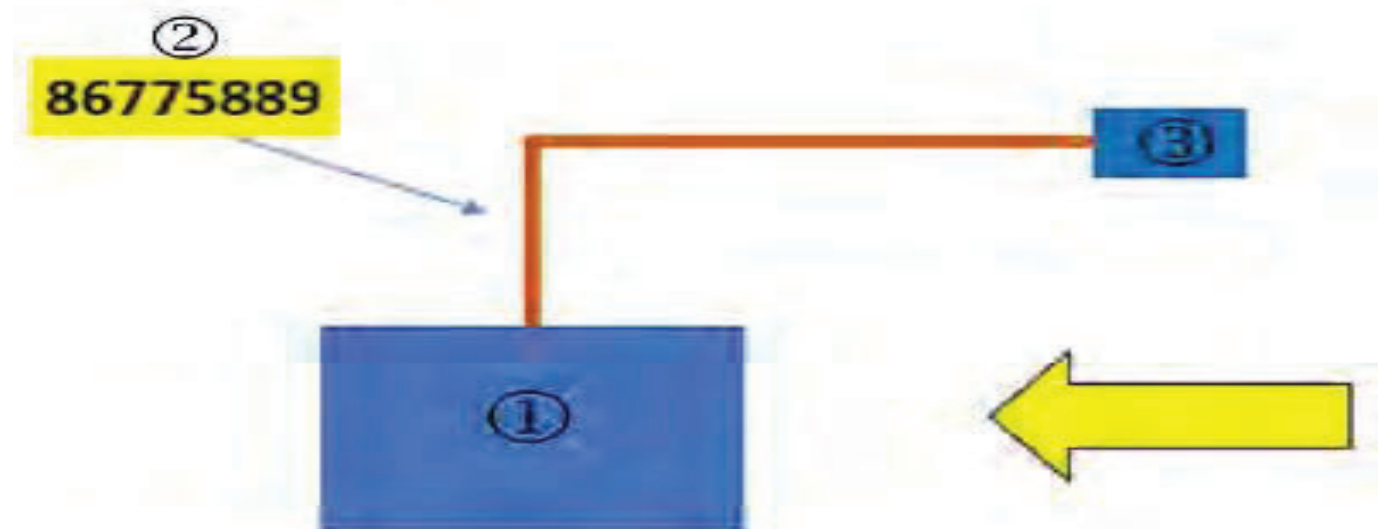
Note: This issue may be found on a small percentage of vehicles.

1. Verify that the A11 Radio header is not loose.
 - 1.1. To do this, gain access to the IP coaxial cable behind the right kick panel.
 - 1.2. Hold the cable an inch or two below the connection to the A11 Radio and while watching the screen in Reverse, gently move the cable back and forth.
 - 1.3. If you get pink lines on the screen or if it goes black, replace the A11 Radio. Refer to the appropriate *Radio Replacement*, in SI.
2. Continue to coaxial replacement as shown by model below.

Service Procedure - For 2020 and 2021 Model Year vehicles, replace the following coaxial cable(s)

XT6 Models – Replace only the (IP) coaxial cable from the in-line connector to the A11 Radio.

2020-2021 XT6 IP Coaxial Cable Routing (DRZ & UV2)



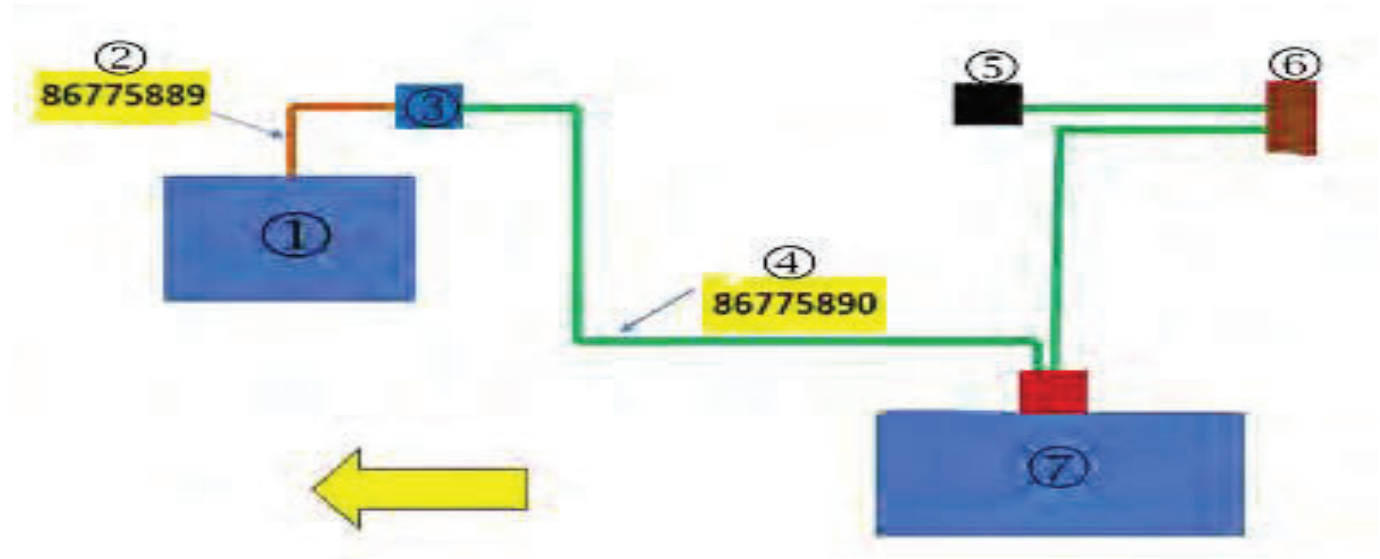
1. A11 Radio
2. IP Coax
3. IP to Body Coax In-line Connection

Replace the short (IP) coaxial cable from the in-line connection to the A11 Radio, located behind the right kick panel.

For XT5 and Acadia Models, replace the (Body) coaxial cable from the Video Processing Module (VPM) to the in-line connector AND the (IP) coaxial cable from the in-line connector to the A11 Radio.

XT5

2020-2021 XT5 IP and Body Coaxial Cable Routing (DRZ & UV2)



5757457

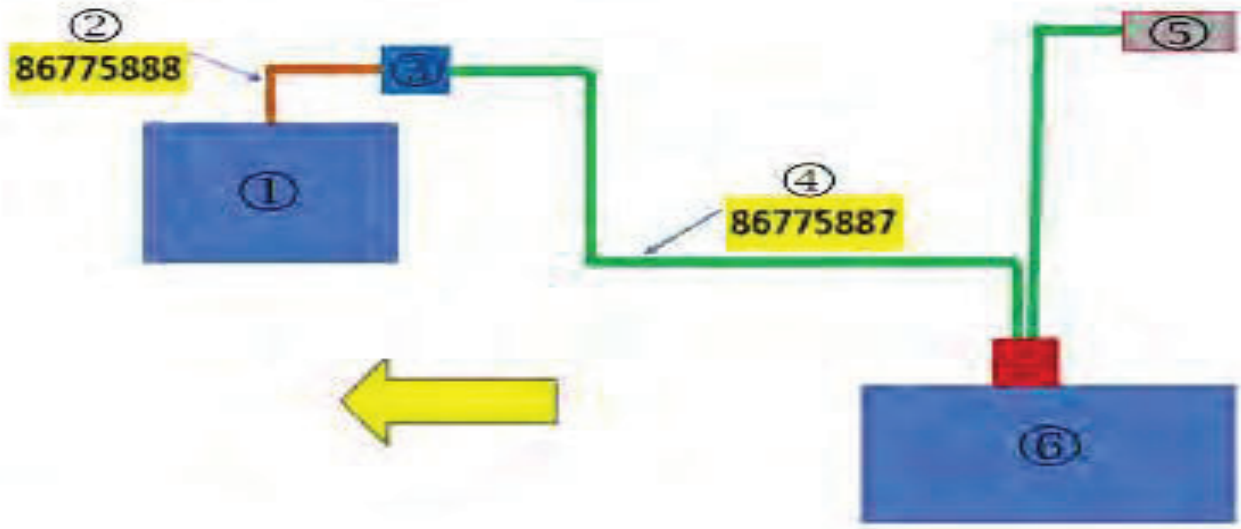
1. A11 Radio
2. IP Coax
3. IP to Body Coax In-line Connection
4. Body Coax
5. To Headliner
6. To Liftgate Harness
7. VPM

Note: The long cable will be an overlay routed with, and affixed to, the body harness. The original body coax will just need the ends off and can be abandoned in the main body wiring harness.

Note: On XT5, the (Body) cable runs from the VPM to the In-line connection to the (IP) short cable behind the right kick panel. It also routes to the liftgate coaxial connector and to the coax at the top of the left "D" pillar headliner area for the rearview mirror.

1. Replace the long Coaxial cable (Body) from the VPM in the left rear of the vehicle, to the In-line connection to the (IP) short cable behind the right kick panel and to the liftgate connector and connect to the cable to the rearview mirror in the top left "D" pillar headliner area.
2. Replace the short (IP) coaxial cable from the in-line connection to the A11 Radio, located behind the right kick panel.

Acadia
 2020-2021 Acadia IP and Body Coaxial Cable
 Routing (UV2)



5757468

- 1. A11 Radio
- 2. IP Coax
- 3. IP to Body Coax In-line Connection
- 4. Body Coax
- 5. To Liftgate Harness
- 6. VPM

Note: The long cable will be an overlay routed with, and affixed to, the body harness. The original body coax will just need the ends off and can be abandoned in the main body wiring harness.

Note: On Acadia, the (Body) cable runs from the VPM to the In-line connection to the (IP) short cable behind the right kick panel and to the liftgate coaxial cable connector.

- 1. Replace the long Coaxial cable (Body) from the VPM in the left rear of the vehicle, to the In-line connection to the (IP) short cable behind the right kick panel and to the liftgate coaxial cable connector.
- 2. Replace the short (IP) coaxial cable from the in-line connection to the A11 Radio, located behind the right kick panel.

Parts Information

Causal Part	Description	Part Number	Qty
X	CABLE ASM-DIGITAL RDO ANT & NAVN ANT COAX (Acadia)	86775887	1
X	CABLE ASM-DIGITAL RDO ANT & NAVN ANT COAX (Acadia)	86775888	1
X	CABLE ASM-DIGITAL RDO ANT & NAVN ANT COAX (XT5 /XT6)	86775889	1
X	CABLE ASM-DIGITAL RDO ANT & NAVN ANT COAX (XT5)	86775890	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
3487258*	Replace (IP) Coax Cable from In-line Connector to the A11 Radio (XT6 Only)	0.5 hr
3487248*	Overlay Body Coax Cable from VPM to In-line Connector and Replace the IP Coax Cable to the A11 Radio	2.0 hr

*This is a unique Labor Operation for Bulletin use only.

Any additional time for component R and R to gain access, or repair time greater than 2.0 hours, must be submitted as Other Hours and requires appropriate authorization.

Version	1
Modified	Released March 05, 2021





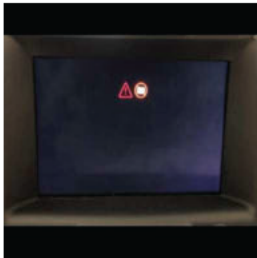
Service Bulletin

TECHNICAL

Subject: Black Screen in Reverse with Red Triangle and Red Camera with A Circle and Slash Through It

This bulletin replaces PIC6420D. Please discard PIC6420D.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2020	2021	SOP	1GYKNDRS0 M [REDACTED]	All	All
	XT6				1GYKPHRS3 M [REDACTED]		
GMC	Acadia				1GKKNRL47 M [REDACTED]		
Holden	Acadia	2020	2020				

Involved Region or Country	North America, Israel, China, Saudi Arabia, Korea, Germany, Russia, Middle East, Palestine, Japan, S. Korea, Australia and New Zealand.
Additional Options (RPOs)	
Condition	 <p>Some customers may comment on seeing a black screen with red triangle and red camera with a circle and slash through It when vehicle is in Reverse. This condition may be intermittent.</p>
Cause	The cause of the condition may be that the crimping of the coaxial cable connectors to the cable is causing an excessive resistance that interrupts the video signal and causes the black screen.
Correction	Note: Verify the Condition, then depending on Model and Year, follow the appropriate repair in the list of Repair Procedures below.

Preliminary Service Procedure

For 2020 GMC Acadia, Holden Acadia, XT5 and XT6 Model Year vehicles ONLY, do the following check:

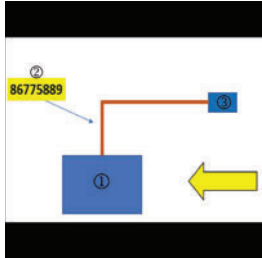
Note: This issue may be found on a small percentage of vehicles.

1. Verify that the A11 Radio header is not loose.
 - 1.1. To do this, gain access to the IP coaxial cable behind the right kick panel.
 - 1.2. Hold the cable an inch or two below the connection to the A11 Radio and while watching the screen in Reverse, gently move the cable back and forth.
 - 1.3. If you get pink lines on the screen or if it goes black, replace the A11 Radio. Refer to the appropriate *Radio Replacement*, in SI.
2. Continue to coaxial replacement as shown by model below.

Service Procedure - For 2020 and 2021 Model Year vehicles, replace the following coaxial cable(s)

XT6 Models – Replace only the (IP) coaxial cable from the in-line connector to the A11 Radio.

2020-2021 XT6 IP Coaxial Cable Routing (DRZ & UV2)



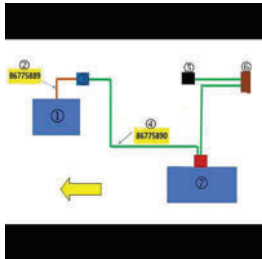
1. A11 Radio
2. IP Coax
3. IP to Body Coax In-line Connection

Replace the short (IP) coaxial cable from the in-line connection to the A11 Radio, located behind the right kick panel.

For XT5 and Acadia Models, replace the (Body) coaxial cable from the Video Processing Module (VPM) to the in-line connector AND the (IP) coaxial cable from the in-line connector to the A11 Radio.

XT5

2020-2021 XT5 IP and Body Coaxial Cable Routing (DRZ & UV2)



1. A11 Radio
2. IP Coax
3. IP to Body Coax In-line Connection
4. Body Coax
5. To Headliner
6. To Liftgate Harness
7. VPM

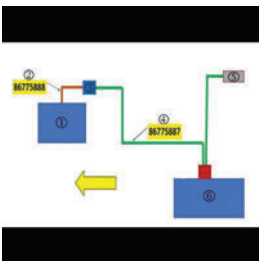
Note: The long cable will be an overlay routed with, and affixed to, the body harness. The original body coax will just need the ends off and can be abandoned in the main body wiring harness.

Note: On XT5, the (Body) cable runs from the VPM in the left rear of the vehicle, to the In-line connection to the (IP) short cable behind the right kick panel and to the liftgate coaxial connector and to the coax at the top of the left "D" pillar headliner area for the rearview mirror.

1. Replace the long Coaxial cable (Body) from the VPM in the left rear of the vehicle, to the In-line connection to the (IP) short cable behind the right kick panel and to the liftgate connector and connect to the cable to the rearview mirror in the top left "D" pillar headliner area.
2. Replace the short (IP) coaxial cable from the in-line connection to the A11 Radio, located behind the right kick panel.

GMC Acadia

2020-2021 GMC Acadia IP and Body Coaxial Cable Routing (UV2)



1. A11 Radio
2. IP Coax
3. IP to Body Coax In-line Connection
4. Body Coax
5. To Liftgate Harness
6. VPM

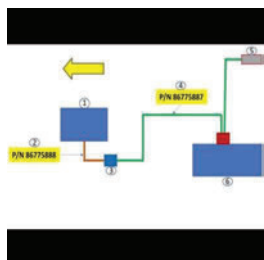
Note: The long cable will be an overlay routed with, and affixed to, the body harness. The original body coax will just need the ends off and can be abandoned in the main body wiring harness.

Note: On GMC Acadia, the (Body) cable runs from the VPM to the In-line connection to the (IP) short cable behind the right kick panel and to the liftgate coaxial cable connector.

1. Replace the long Coaxial cable (Body) from the VPM in the left rear of the vehicle, to the In-line connection to the (IP) short cable behind the right kick panel and to the liftgate coaxial cable connector.
2. Replace the short (IP) coaxial cable from the in-line connection to the A11 Radio, located behind the right kick panel.

Holden Acadia

2020 Holden Acadia IP and Body Coaxial Cable Routing (UV2)



1. A11 Radio
2. IP Coax
3. IP to Body Coax In-line Connection
4. Body Coax
5. To Liftgate Harness
6. VPM

Note: The long cable will be an overlay routed with, and affixed to, the body harness. The original body coax will just need the ends off and can be abandoned in the main body wiring harness.

Note: On Holden Acadia, the (Body) cable runs from the VPM to the In-line connection to the (IP) short cable behind the left side of the IP near the glove box.

1. Replace the long Coaxial cable (Body) from the VPM in the left rear of the vehicle, to the In-line connection to the (IP) short cable behind the left IP near the glove box and to the liftgate coaxial cable connector.
2. Replace the short (IP) coaxial cable from the in-line connection to the A11 Radio, located behind the left IP near the glove box.

Parts Information

Causal Part	Description	Part Number	Qty
X	CABLE ASM-DIGITAL RDO ANT & NAVN ANT COAX (Acadia)	86775887	1
X	CABLE ASM-DIGITAL RDO ANT & NAVN ANT COAX (Acadia)	86775888	1

X	CABLE ASM-DIGITAL RDO ANT & NAVN ANT COAX (XT5 / XT6)	86775889	1
X	CABLE ASM-DIGITAL RDO ANT & NAVN ANT COAX (XT5)	86775890	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
3487258*	Replace (IP) Coax Cable from In-line Connector to the A11 Radio (XT6 Only)	0.5 hr
3487248*	Overlay Body Coax Cable from VPM to In-line Connector and Replace the IP Coax Cable to the A11 Radio	2.0 hr

*This is a unique Labor Operation for Bulletin use only.

Any additional time for component R and R to gain access, or repair time greater than 2.0 hours, must be submitted as Other Hours and requires appropriate authorization.

Version	2
Modified	Released March 05, 2021 Revised May 18, 2021 – Added 2020 Holden Acadia Model, Repair Section and Graphic, Removed Date Breakpoint and Replaced with 3 VIN Breakpoints.

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WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

Below the line - Internal only - Do not fax or email

Administrative Details: None

Revision Log:

Bulletin 21-NA-048 - Released on 03/05/21

Bulletin 21-NA-048 (ver2) - Revised on 05/18/21 - Added 2020 Holden Acadia Model, Repair Section and Graphic, Removed Date Breakpoint and Replaced with 3 VIN Breakpoints.

PI Source/Requestor - NAME/PHONE: Tom Burlingame , Brand Quality, 586-596-2915.

GM Liaison/Author: Thomas Renno , Bulletin Group, 586-947-8772.

Publishing Staff Assistant: Bulletin Group

Publishing Notes: none

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EOM



Service Bulletin

PRELIMINARY INFORMATION

Subject: Black Screen in Reverse with Red Triangle and Red Camera with A Circle and Slash Through It

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2020-2021		All	All	All	All
Cadillac	XT6	2020-2021		All	All	All	All
GMC	Acadia	2020-2021		All	All	All	All

Involved Region or Country	North America
Condition	Customers may comment that when in reverse the radio screen is black with a red triangle and a red camera with a circle and slash through it.
Cause	Poor terminal connection on the Reverse Camera Coax cable. We are working on new coax cables but currently do not have new cables to correct the condition.

Correction

If you encounter a vehicle with a Black screen in Reverse, and a B395A,3A, 08, 72 DTC(s) in the CSM (radio), please do the following.

Access the coax cable from the inline connection to the CSM, located behind the right kick panel. Cycle the inline connection, then verify that the camera is working properly. If it is, wrap the inline connection diagonally with electrical tape to stabilize it and verify the system is still functioning properly.

This should repair the condition, but it will still need the new cable when it is available.

If the B395A is in the Video Processing Control Module,

Look at all of the cable connections between the VPM and the backup camera or the camera itself as the issue. Most likely it is a connection concern. To test them, cycle the connectors, and if it comes back online, wrap the inline connection diagonally with electrical tape to stabilize it and verify the system is still functioning properly.

This should repair the condition, but it will still need the new cable when it is available.

A bulletin will be released when new cables are available.

Version	1
Modified	11/05/2020 – Created on.

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WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION



Service Bulletin

PRELIMINARY INFORMATION

Subject: Black Screen in Reverse with Red Triangle and Red Camera with A Circle and Slash Through It

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2020-2021		All	All	All	All
Cadillac	XT6	2020-2021		All	All	All	All
GMC	Acadia	2020-2021		All	All	All	All

Involved Region or Country	North America
Condition	Customers may comment that when in reverse the radio screen is black with a red triangle and a red camera with a circle and slash through it.
Cause	Poor terminal connection on the Reverse Camera Coax cable.

Correction

If you encounter a vehicle with a Black screen in Reverse, and a B395A, 3A, 08, 72 DTC(s) in the CSM (radio), please do the following.

Access the coax cable from the inline connection to the CSM, located behind the right kick panel. Cycle the inline connection, then verify that the camera is working properly. If it starts working replace the cable. New cables are available through the WPC, see chart below.

If the B395A is in the Video Processing Control Module,

Look at all of the cable connections between the VPM and the backup camera or the camera itself as the issue. Most likely it is a connection concern. To test them, cycle the connectors, and if it comes back online, replace the cable. New cables are available through the WPC, see chart below.

Parts Information

PART NUMBER	ACADIA	XT5	XT6	WPC NUMBER
86775887	BODY		TEMPORARY BODY	WPC864
86775888	IP			WPC865
86775889		IP	IP	WPC866
86775890		BODY		WPC867

The coaxial cable can be obtained from the Warranty Parts Center (WPC) using the TSP Dealer Request Form located on:

Global Connect<Service Department<Service Forms Application<General Information tab<TSP Dealer Request Form.

Instructions for submitting are on the form.

Version	2
Modified	11/05/2020 – Created on. 11/20/2020 - Updated to add part information.

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WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION



Service Bulletin

PRELIMINARY INFORMATION

Subject: Black Screen in Reverse with Red Triangle and Red Camera with A Circle and Slash Through It

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2020-2021		All	All	All	All
Cadillac	XT6	2020-2021		All	All	All	All
GMC	Acadia	2020-2021		All	All	All	All

Involved Region or Country	North America
Condition	Customers may comment that when in reverse the radio screen is black with a red triangle and a red camera with a circle and slash through it.
Cause	Poor terminal connection on the Reverse Camera Coax cable.

Correction

If you encounter a vehicle with a Black screen in Reverse, and a B395A, 3A, 08, 72 DTC(s) in the CSM (radio), please do the following.

Access the coax cable from the inline connection to the CSM, located behind the right kick panel. Cycle the inline connection, then verify that the camera is working properly. If it starts working replace the cable. New cables are available through the WPC, see chart below.

If the B395A is in the Video Processing Control Module,

Look at all of the cable connections between the VPM and the backup camera or the camera itself as the issue. Most likely it is a connection concern. To test them, cycle the connectors, and if it comes back online, replace the cable. New cables are available through the WPC, see chart below.

Parts Information

Important: Temporary Service Parts Information for vehicles with UV2 only, please use the WPC TSP process as noted below – for vehicles without UV2, please order cables from the Electronic Parts Catalog

PART NUMBER	ACADIA	XT5	XT6	WPC NUMBER
86775887	BODY		TEMPORARY BODY	WPC864
86775888	IP			WPC865
86775889		IP	IP	WPC866
86775890		BODY		WPC867

The coaxial cable can be obtained from the Warranty Parts Center (WPC) using the TSP Dealer Request Form located on:
Global Connect<Service Department<Service Forms Application<General Information tab<TSP Dealer Request Form.
Instructions for submitting are on the form.

Version	2
Modified	11/05/2020 – Created on. 11/20/2020 - Updated to add part information. 12/3/2020 — Updated part information.

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WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION



Service Bulletin

PRELIMINARY INFORMATION

Subject: Black Screen in Reverse with Red Triangle and Red Camera with A Circle and Slash Through It

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2020-2021		All	All	All	All
Cadillac	XT6	2020-2021		All	All	All	All
GMC	Acadia	2020-2021		All	All	All	All

Involved Region or Country	North America
Condition	Customers may comment that when in reverse the radio screen is black with a red triangle and a red camera with a circle and slash through it.
Cause	Poor terminal connection on the Reverse Camera Coax cable. We are working on new coax cables but currently do not have new cables to correct the condition for the Acadia and XT6. New parts should be available from CCA in January.

Correction

If you encounter a vehicle with a Black screen in Reverse, and a B395A, 3A, 08, 72 DTC(s) in the CSM (radio), please do the following.

Access the coax cable from the inline connection to the CSM, located behind the right kick panel. Cycle the inline connection, then verify that the camera is working properly. If it starts working for XT5 replace the cable. New cables are available through the WPC, see chart below.

For Acadia and XT6 wrap the inline connection diagonally with electrical tape to stabilize it and verify the system is still functioning properly.

This should repair the condition, but it will still need the new cable when it is available. New parts should be available from CCA in January.

If the B395A is in the Video Processing Control Module,

Look at all of the cable connections between the VPM and the backup camera or the camera itself as the issue. Most likely it is a connection concern. To test them, cycle the connectors, and if it comes back online, for XT5 replace the cable. New cables are available through the WPC, see chart below.

For Acadia and XT6 wrap the inline connection diagonally with electrical tape to stabilize it and verify the system is still functioning properly.

This should repair the condition, but it will still need the new cable when it is available. New parts should be available from CCA in January.

Important: Temporary Service Parts Information for vehicles with UV2 only, please use the WPC TSP process as noted below – for vehicles without UV2, please order cables from the Electronic Parts Catalog

Parts Information

PART NUMBER	ACADIA	XT5	XT6	WPC NUMBER
86775889		IP		WPC866
86775890		BODY		WPC867

The coaxial cable can be obtained from the Warranty Parts Center (WPC) using the TSP Dealer Request Form located on:

Global Connect<Service Department<Service Forms Application<General Information tab<TSP Dealer Request Form.

Instructions for submitting are on the form.

Version	4
Modified	11/05/2020 - Created on. 11/24/2020 - Updated to add part information. 12/03/2020 - Update part information. 12/08/2020 - Update to remove part information for the Acadia and XT6

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WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION



Service Bulletin

PRELIMINARY INFORMATION

Subject: Black Screen in Reverse with Red Triangle and Red Camera with A Circle and Slash Through It

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2020-2021		All	All	All	All
Cadillac	XT6	2020-2021		All	All	All	All
GMC	Acadia	2020-2021		All	All	All	All

Involved Region or Country	North America
Condition	Customers may comment that when in reverse the radio screen is black with a red triangle and a red camera with a circle and slash through it.
Cause	Poor terminal connection on the Reverse Camera Coax cable. We are working on new coax cables but currently do not have new cables to correct the condition for the Acadia and XT6. New parts should be available from CCA in January.

Correction

If you encounter a vehicle with a Black screen in Reverse, and a B395A,3A, 08, 72 DTC(s) in the CSM (radio), please do the following.

Access the coax cable from the inline connection to the CSM, located behind the right kick panel. Cycle the inline connection, then verify that the camera is working properly. If it is, wrap the inline connection diagonally with electrical tape to stabilize it and verify the system is still functioning properly. This should repair the condition, but it will still need the new cable when it is available.

If the B395A is in the Video Processing Control Module,

Look at all of the cable connections between the VPM and the backup camera or the camera itself as the issue. Most likely it is a connection concern. To test them, cycle the connectors, and if it comes back online, wrap the inline connection diagonally with electrical tape to stabilize it and verify the system is still functioning properly.

This should repair the condition, but it will still need the new cable when it is available.

New parts should be available from CCA in "January/February" .

Version	5
Modified	11/05/2020 - Created on. 11/24/2020 - Updated to add part information. 12/03/2020 - Update part information. 12/08/2020 - Update to remove part information for the Acadia and XT6 01/05/2021 - Update to remove all part information

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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Preliminary Information

PIT5921 Rear View Camera Coaxial Related Issues-B395A - B395B - B395C - B101E - B101D

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Bulck	Enclave	2020 - 2022	All	All	All	All
Bulck	Encore GX	2020 - 2022	All	All	All	All
Bulck	LaCrosse	2019 - 2022	All	All	All	All
Bulck	Velite	2021 - 2022	All	All	All	All
Cadillac	CT6	2019 - 2022	All	All	All	All
Cadillac	XT4	2019 - 2022	All	All	All	All
Cadillac	XT5	2020 - 2022	All	All	All	All
Cadillac	XT6	2020 - 2022	All	All	All	All
Chevrolet	Blazer	2019 - 2022	All	All	All	All
Chevrolet	Bolt EV	2019 - 2022	All	All	All	All
Chevrolet	Bolt EUV	2022	All	All	All	All
Chevrolet	Equinox	2019 - 2022	All	All	All	All
Chevrolet	Silverado 1500	2019 - 2022	All	All	All	All
Chevrolet	Silverado HD 2500/3500	2020 - 2022	All	All	All	All
Chevrolet	Traverse	2020 - 2022	All	All	All	All
GMC	Acadia	2019 - 2022	All	All	All	All
GMC	Sierra 1500	2019 - 2022	All	All	All	All
GMC	Sierra HD 2500/3500	2020 - 2022	All	All	All	All
GMC	Terrain	2019 - 2022	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	Surround Camera System UV2 or UVS, or Traller Camera System UVI
Condition	Some customers may comment on seeing a black screen and a triangle icon on the radio display when in reverse. Technicians may find one or more of the following DTCs B395A, B395B, B395C, B101E, B101D Note: Radios with infotainment version 3.4 will display blue screen compared to the black screen from version 3.5 onward.
Cause	<p>Possible Causes:</p> <ul style="list-style-type: none"> Condition may be related to a camera, coaxial cable, or connector due to vibrations that are higher than the components can withstand which can cause failure. The coaxial cable connectors to the cable may have excessive resistance that interrupts the video signal and causes the black screen. SD Card can cause the surround view system to undergo resets resulting in intermittent black screens.

Correction:

Verify the condition by using the K157 Video Processing Module (VPM) Fail counters in GDS2 and cross reference stored DTCs with the trouble shooting table below to determine most probable cause.

Preliminary Service Procedure

Water Intrusion

Some customers may comment on a blue or black screen with Service Rear Vision System message when shifting into Reverse. (Truck Only, Model Year 2019 to 2020). Refer to Service Bulletin# 18-NA-383 for additional steps and how to identify if this is a water intrusion issue.

VPM SPS Programming

If the A11 Radio has all three history DTC B395A Symptom Bytes 08, 72, and 3A, then refer to Service Bulletin #19-NA-076: Blue or Black Screen and Service Rear Vision System Message on Radio Display Shifting Into Reverse. Reprogramming the VPM software may reduce sensitivity of the B101D setting.

Connection Issues

Continue to procedure below if Diagnostic Trouble Codes (DTC) B395A, B395B, B395C, B101E, B101D are found in the K157 Video Processing Module

Service Procedure

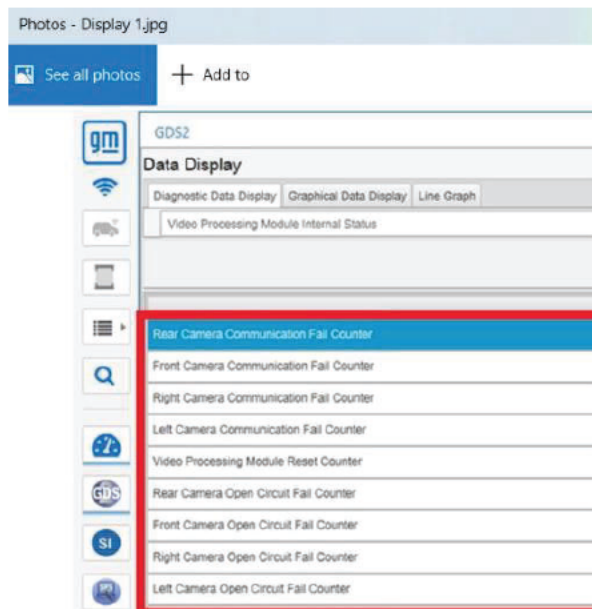
The intent of this PI is to show that in most cases DTC B101E or B101D should NOT result in the replacement of the Video Processing Module (VPM) or the Radio, but instead inspect for coax and connector issues as well as the SD Card to ensure it is not corrupt.

These counters are listed in priority order from most usefulness to least. The ones outlined in red are considered the most critical and usually most helpful in root causing surround viewing issues.

Note: The VPM fail counters are not available on VIP architecture vehicles currently.

1. Connect the scan tool to the vehicle's data link connector and open GDS2 in the Techline Connect application and write down all DTCs stored in the vehicle.
2. Navigate to the VPM Module to observe the Fail Counters:

Module Diagnostics / K157 Video Processing Module / Video Processing Module Internal Status.



3. The three most critical parameters to look at are:
 - a. Camera Communication Fail Counter
 - b. Video Processing Module Reset Counter
 - c. Camera Open Circuit Counter
4. Write down the counters found in the VPM using the scan tool.
5. Cross-reference the DTC's and counters with the trouble shooting table below to determine most probable cause.

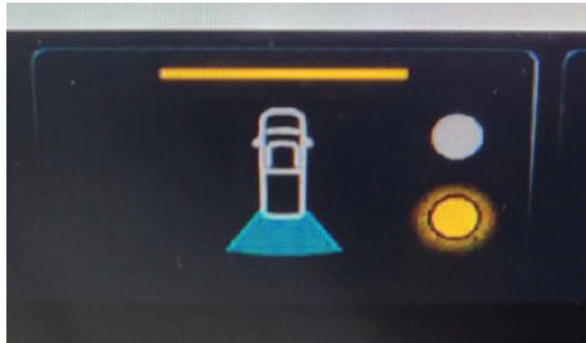
Module	DTC's	Symptom Byte	DTC Description	Video Processing Module Reset Counter >20	Rear, Front, Right, or Left Camera Open Circuit Fail Counter >0
A11 Radio	B395A	08	Loss of Video Frames	-	CHECK COAX/CONNECTOR/CAMERA Based on Fail Counter
A11 Radio	B395A	72	Froze Frames	-	CHECK COAX/CONNECTOR/CAMERA Based on Fail Counter
K157 Video Processing Module	B101E	4A	Checksum Error	CHECK SD CARD / REPLACE K157 VIDEO PROCESSING MODULE	DO NOT REPLACE K157 VIDEO PROCESSING MODU
K157 Video Processing Module	B101D	3C	Internal Communication Failure	CHECK SD CARD / REPLACE K157 VIDEO PROCESSING MODULE	DO NOT REPLACE K157 VIDEO PROCESSING MODU

K157 Video Processing Module	B390F	08	Camera OPEN DTC	CHECK COAX/CONNECTOR/CAMERA Based on Fall Counter	CHECK COAX/CONNECTOR/CAMERA Based on Fall Counter
K157 Video Processing Module	B395B			CHECK COAX/CONNECTOR/CAMERA Based on Fall Counter	CHECK COAX/CONNECTOR/CAMERA Based on Fall Counter
K157 Video Processing Module	B395C			CHECK COAX/CONNECTOR/CAMERA Based on Fall Counter	CHECK COAX/CONNECTOR/CAMERA Based on Fall Counter
K157 Video Processing Module	B395A			CHECK COAX/CONNECTOR/CAMERA Based on Fall Counter	CHECK COAX/CONNECTOR/CAMERA Based on Fall Counter

6. If the condition continues, power cycle the K157 Video Processing Module to see if the issue goes away.

Note: Before testing the coax cable, check the cable's exterior for being pinched, cut, damaged, or having loose connections at the components, all of which can cause reception issues.

7. If it's difficult to determine the causal component, unplug all the cameras.
- Leave the rear camera input and video output at VPM.
 - Activate the Rearview Camera (RVC) using the "Cameras" touch button.



- If there is no image output, swap to the front, left, or right cameras into VPM rear camera input and repeat previous steps to check images again.
8. If concern(s) persist, refer to published diagnostics in SI.

Surround Vision Components

- K157 Video Processing Control Module
- A11 Radio
- B87 Rearview Camera
- B87CA Rearview Driver Information Camera- Cargo Area (RPO UVN)
- B225L Sideview Camera – Left
- B225R Sideview Camera – Right
- B174G Frontview Camera – Grille
- B174W Frontview Camera – Windshield
- Trailer Rearview Camera (if customer installed)
- Trailer Interior Camera (if customer installed)

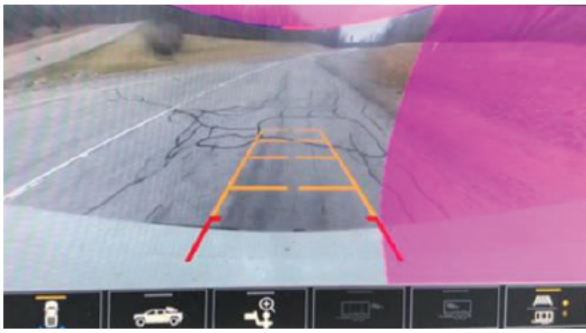
Additional Surround Vision System Issues

Refer to published bulletins, PIs and SISI documents for further diagnostic steps on the following issues.

Pink Colored Image Issue

Pink on the screen will be most likely an intermittent Coax issues caused by damaged or frayed coax cables.

Some intermittent conditions can be caused by wire terminal fretting corrosion, which is a build-up of insulating, oxidized wear debris that can form when there is a small motion between electrical terminals.

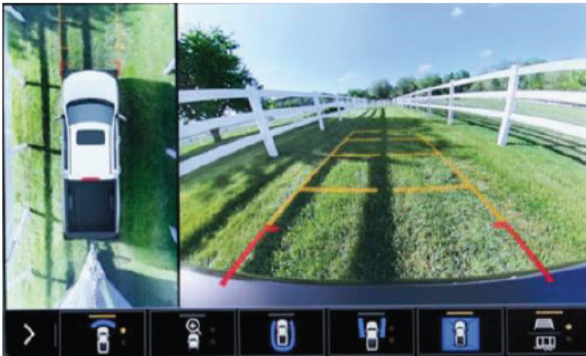


Flicker Issue

Verify P17 Info Display Module displays infotainment system information properly. The Video Processing module controls the buttons on the touch screen.

Confirm the buttons on the touchscreen are functioning properly.

- If the "Cameras" icon is greyed out and not working. The connection issue may be between the VPM and Radio.
- If the touch buttons are working properly, it could be an issue with the coax cable connection from the VPM to the Rear Vision Camera.

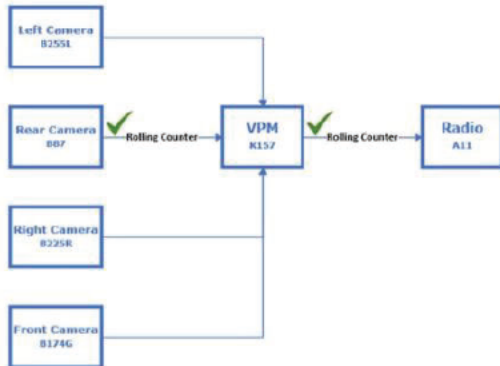


Note: Before testing the coax cable, check the cable's exterior for being pinched, cut, damaged, or having loose connections at the components, all of which can cause reception issues.

Rolling Counter Issue

The Radio requires a rolling counter to ensure a video output on the radio screen. This counter prevents a frozen image to be displayed to the vehicle owner when shifting into reverse.

This rolling counter is monitored continuously to ensure we have video signal from the rear camera. It goes from the rear camera to the VPM and from the VPM to the Radio.

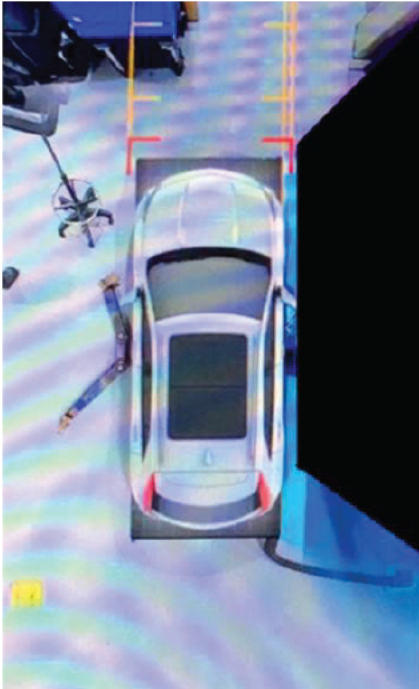


If the rear camera or the VPM do not provide the rolling counter, you will see the following black screen with an icon:



The VPM does not monitor the left, right or front cameras with a rolling counter. These camera's will display in black on their perspective side if there is an issue.

Figure below is of a right camera issue:



VPM Calibration

- If the Video Processing Control Module is not calibrated, it will display an hour-glass icon on the infotainment screen. Once calibration is attained, the hourglass will automatically disappear.
- The calibration is performed automatically by the Video Processing Control Module and is needed to have the Video Processing Control Module learn new cameras and their positions. Please follow the instruction in SI to assist in calibrating the Video Processing Control Module
- The Video Processing Control Module can disable rear camera display guidelines if it is not calibrated adequately. Once calibration is attained, the guidelines should return.

Circuit Issues

- An open in the backup lamp control circuit, defective backup lamps, or incorrect/aftermarket backup lamps may cause erratic circuit behavior, such as unwanted voltage on a circuit when vehicle is no longer in Reverse.
- The camera Image display remaining active after the vehicle is shifted out of Reverse, may indicate possible backup lamp control circuit issues.

Version History

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Blazer Sierra XT4 2022 XT5 CT6 Audio, Bluetooth, Navigation, OnStar, Infotainment System Acadia XT6
 Driver Information and Entertainment Enclave 2020 Terrain Silverado GMC Chevrolet 2019 Traverse Equinox Bolt Encore GX
 Buick 2021 Infotainment Systems

Usergroups

TAC Advisor

Views

TAC

Fields no longer in schemaCONCISE_SUMMARY

TEST

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Fields visible only to authorsMTOC 2014 and newerDriver Information and Entertainment

Entertainment

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Suppress from Recent Articles

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Concise Summary**This Preliminary information communicates diagnostics aids for rear view camera issues that may be encountered.**Models – Data EntryVehicle Details

GMNA;Buick;Enclave;2020-2022;All;All;All GMNA;Buick;Encore GX;2020-2022;All;All;All GMNA;Buick;LaCrosse;2019-2022;All;All;All GMNA;Buick;Velite;2021-2022;All;All;All GMNA;Cadillac;CT6;2019-2022;All;All;All GMNA;Cadillac;XT4;2019-2022;All;All;All GMNA;Cadillac;XT5;2020-2022;All;All;All GMNA;Cadillac;XT6;2020-2022;All;All;All GMNA;Chevrolet;Blazer;2019-2022;All;All;All GMNA;Chevrolet;Bolt EV;2019-2022;All;All;All GMNA;Chevrolet;Bolt EUV;2022;All;All;All GMNA;Chevrolet;Equinox;2019-2022;All;All;All GMNA;Chevrolet;Silverado 1500;2019-2022;All;All;All GMNA;Chevrolet;Silverado HD 2500/3500;2020-2022;All;All;All GMNA;Chevrolet;Traverse;2020-2022;All;All;All GMNA;GMC;Acadia;2019-2022;All;All;All GMNA;GMC;Sierra 1500;2019-2022;All;All;All GMNA;GMC;Sierra HD 2500/3500;2020-2022;All;All;All GMNA;GMC;Terrain;2019-2022;All;All;All

Information Lifecycle Management

SSM027 - Service Technical Information

Metadata

Business Unit

TAC

Alternate Keywords

19, 20, 21, 22, 2019, 2020, 2021, 2022, B395A, B395B, B395C, B101E, B101D, C1, C2, C3, C1TI, C1UC, C1UI, C1YB, C1YC, camera, coax, coaxial, counts, counter, D2JBI, D2UC, D2UG, display, E2LB, E2UL, fail, failure, flicker, FX, G2KCZ, GB, G1UB, image, J1, J2, K1, K2, K3, K2XX, K157, N2, N4, N5, N6, N7, N8, O1SL, OB, pink, PIT5921, R1, radio, rear, rolling, screen, SGMK226, SGMK228, SUFS, surround, T1XX, trailer, UVI, UV2, UVS, V1, view, VPCM, VPM, video, X4, X5, X6, X7, Z1, Z3, Z5

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