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Orange indicator light

White indicator light

White indicator light

Orange indicator light

White indicator light

Warning icon (triangle with exclamation mark)

Prohibited icon (square with diagonal line)

Red warning icon (triangle with exclamation mark)

Orange indicator light

START ENGINE

Volume icon

Square icon

Home icon

72

72

88

Left arrow icon

Right arrow icon

AUTO

Recirculation icon

OFF

Fan icon

Temperature icon

Left arrow icon

Right arrow icon

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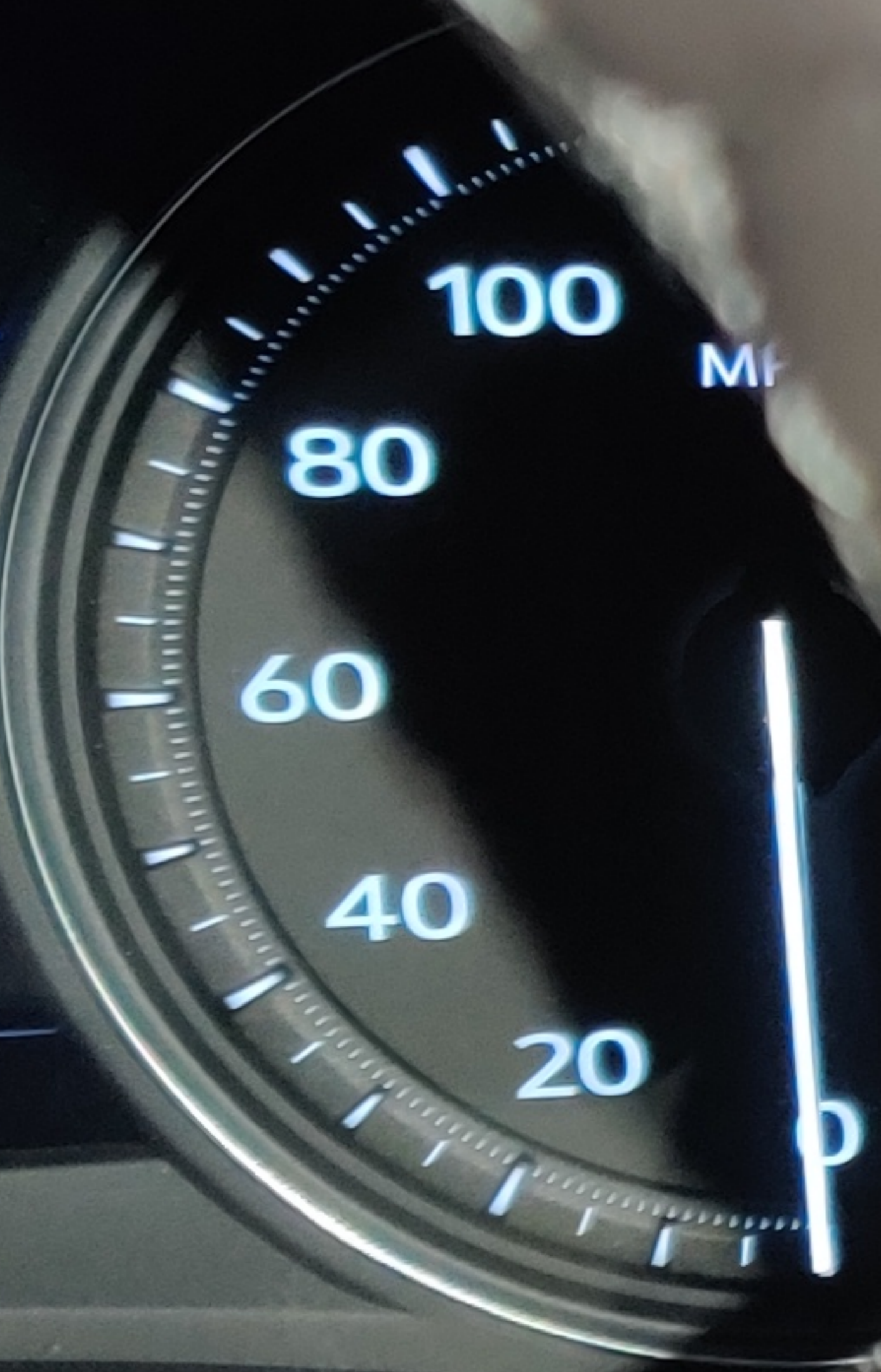
N 6:55



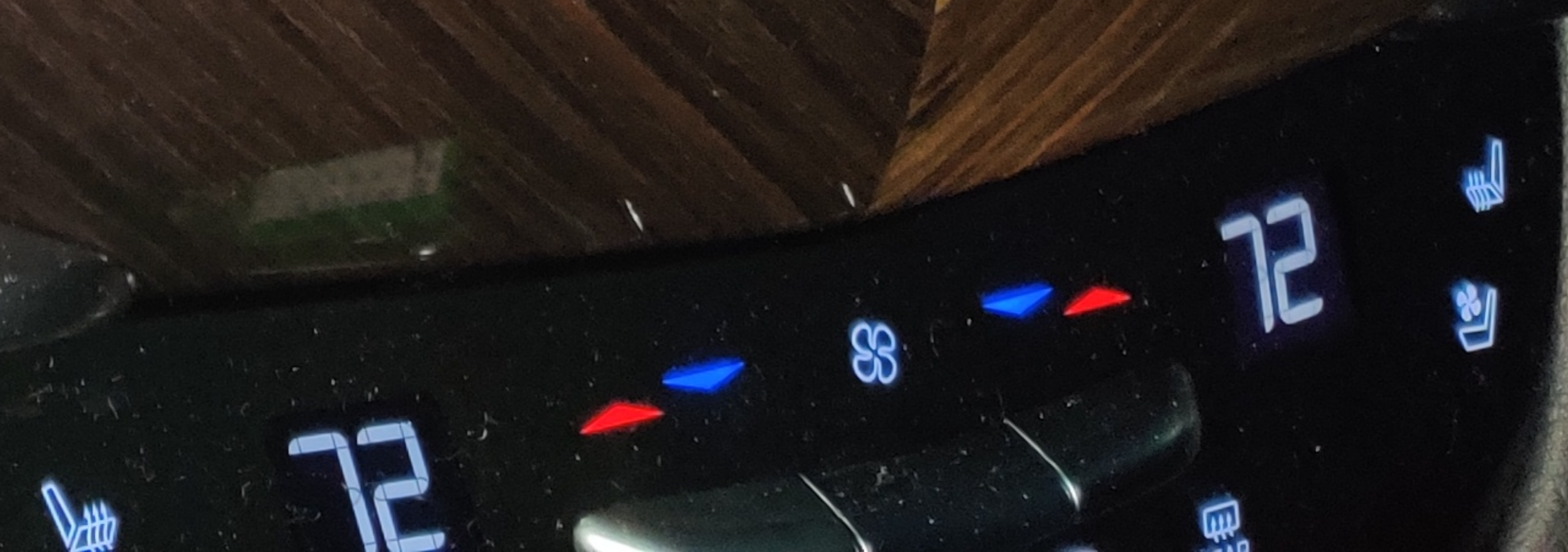
mi

mi

R



P R
AUTO OFF
1X



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[2020 Cadillac XT6](#) | [XT6 Service Manual Israel, Korea, N America, Other IO 12653894](#) | [label.viewAllBulletins](#) |

Document ID: 5757463

#21-NA-048: Black Screen in Reverse with Red Triangle and Red Camera with A Circle and Slash Through It - (May 19, 2021)

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	██████████	S0MZ163846	All
	XT6				██████████	S3MZ163848	
GMC	Acadia				██████████	47MZ163831	
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	

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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.

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:

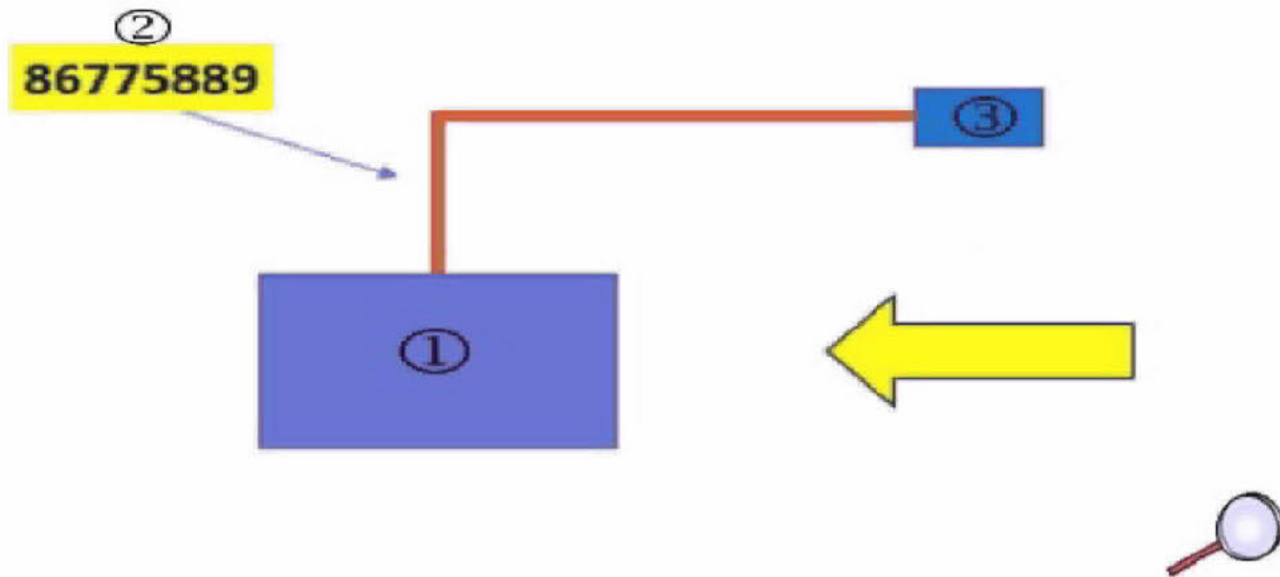
Note: This issue may be found on a small percentage of vehicles.

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)



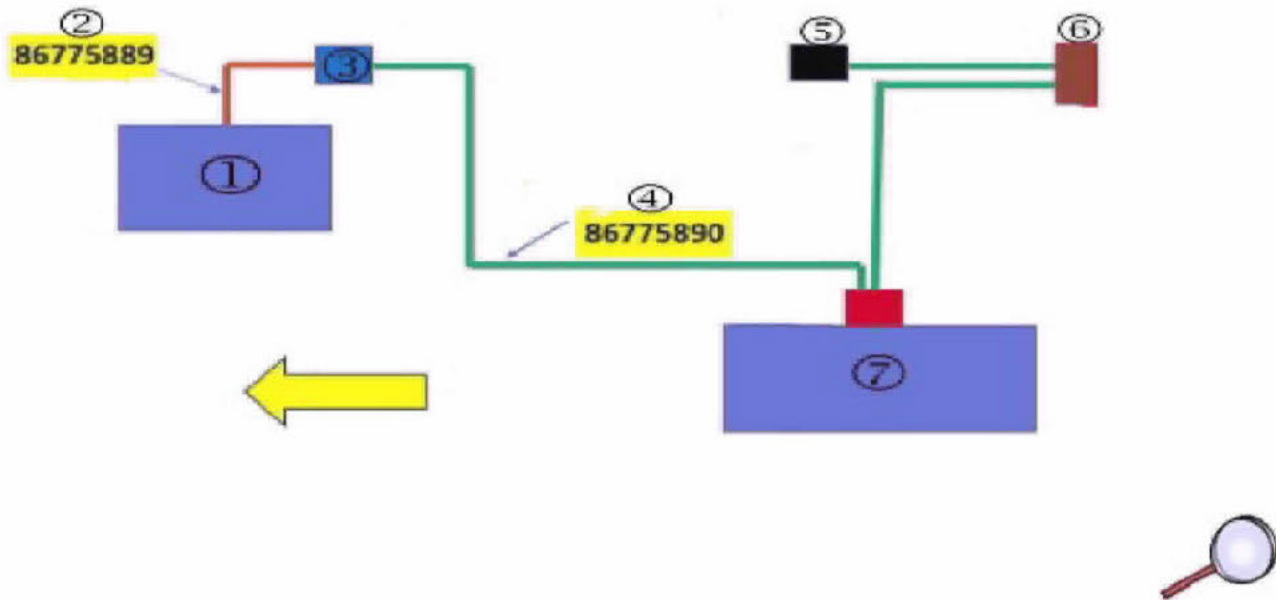
1. A11 Radio
2. IP Coax
3. IP to Body Coax In-line Connection

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

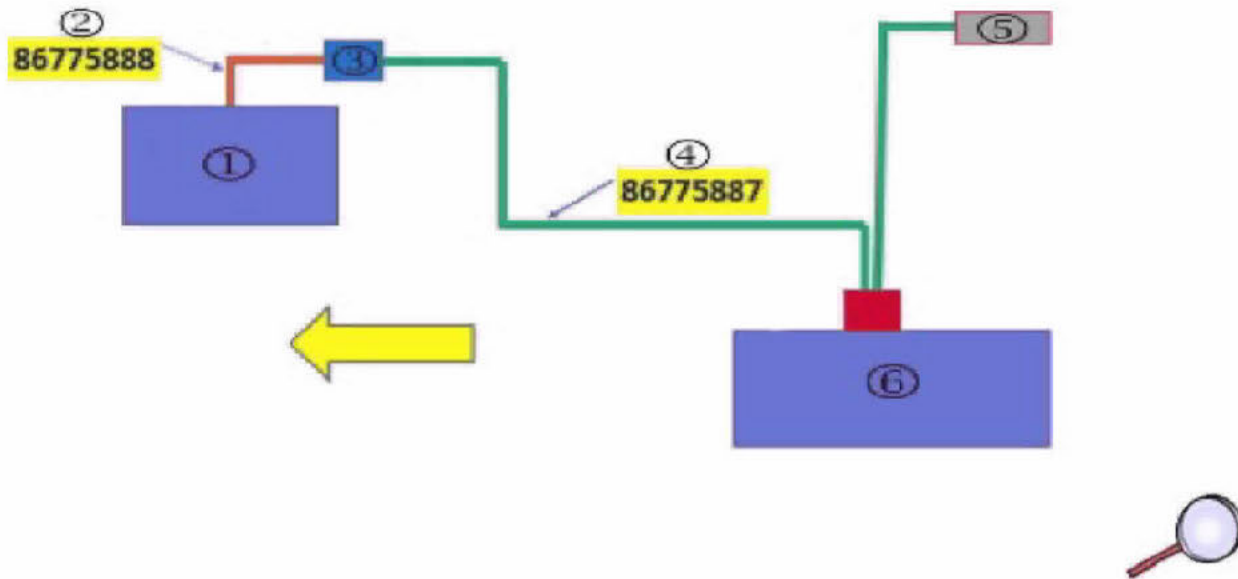
Note: The long cable will be an overlay routed with, and affixed to, the body harness. The original body coax will just need the ends off and can be abandoned in the main body wiring harness.

Note: On XT5, the (Body) cable runs from the VPM 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.

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

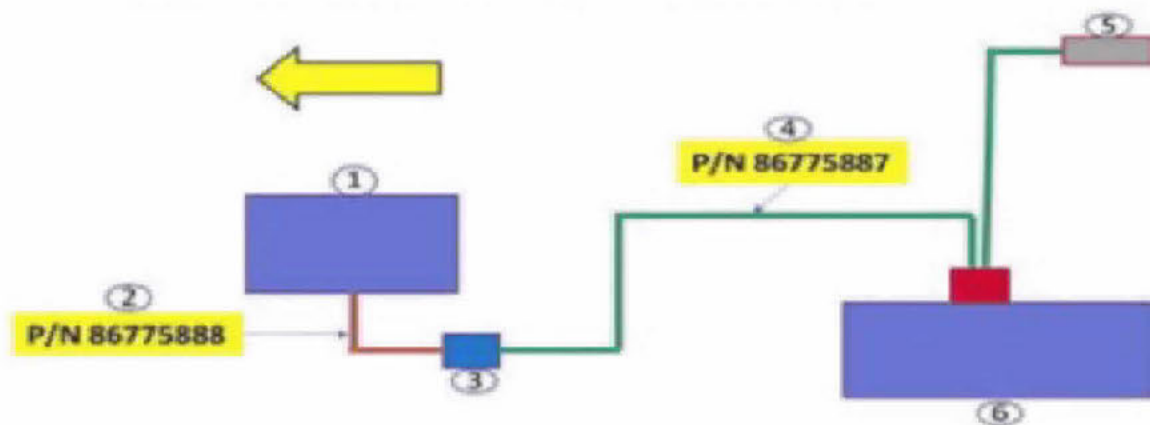
Note: The long cable will be an overlay routed with, and affixed to, the body harness. The original body coax will just need the ends off and can be abandoned in the main body wiring harness.

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	© 2021 General Motors. All rights reserved.	86775889	1

Causal Part	Description	Part Number	Qty
	CABLE ASM-DIGITAL RDO ANT & NAVN ANT COAX (XT5 / XT6)		
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.

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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CERTIFICATION

Krishna Kommineni

From: Carlos Miguel Mercado Gomez
Sent: Thursday, July 1, 2021 5:42 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: CVO vehicle potential safety issue : Cadillac XT6 RVC failure

Omar
Here you have the assembly PN detail (Old vs New)

CURRENT GM P/N	NEW GM P/N	CURRENT YAZ	CURRENT TE	NEW YAZ	NEW TE	Description
84704472	86775889	7459-4303	2138098-1	7375-3518	2319098-3	IP Coax UV2 Body inlin

Please let me know if you need further details.

Regards



Carlos Mercado
PSDS LEAD ORE, CCTL/CCTL5/C11U8/C11U1/C11U5
[REDACTED]

From: Omar Munoz Ramirez <omar.munozramirez@gm.com>
Sent: Thursday, July 1, 2021 2:07 PM
To: Krishna Kommineni <krishna.kommineni@gm.com>; Prateek Gupta <prateek.gupta@gm.com>; Chris Tiernea <chris.tiernea@gm.com>; John Radoicic <john.radoicic@gm.com>; Rohit Timmagi (C) <rohit.timmagi@gm.com>
Cc: William Fang <William.Fang@gm.com>; Girish Iyengar <girish.iyengar@gm.com>; Mario Sanchez Armas Velarde <mario.velarde@gm.com>; Sameer Gupta <sameer.1.gupta@gm.com>; Amy Talerico <amy.talerico@gm.com>; Khara D Pratt <khara.pratt@gm.com>; Todd Lewinski <todd.lewinski@gm.com>; Julio Alejandro Cortes Jaimes <julio.cortes@gm.com>; Carlos Miguel Mercado Gomez <carlosmiguel.mercadogomez@gm.com>; Mowli Ahamed <mowli.ahamed@gm.com>
Subject: RE: CVO vehicle potential safety issue : Cadillac XT6 RVC failure

Krishna:

Thanks for the video.

I think that in SLC can take a look on the cable assembly that goes from CSM (orange connector) to the Body harness (silver connector on the IP and blue on the Body). Without saying that this is the same case (since i have no data yet), this was the cable assembly that had the issue on the past.

Depending on the part number of the cable, you will be able to tell if this vehicle still has an old part or if the new part has been already installed. [REDACTED] are very aware of the

issue we went through last year and can definitively support with the review of the cable.

I cannot be present but please feel free to give me a call if needed.

Carlos Mercado:

Please confirm the old and new part numbers of the cable assembly.

Thanks in advance.

Best Regards



Omar Munoz
Lead Engineer - Connector Team
omar.munozramirez@gm.com

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From: Krishna Kommineni <krishna.kommineni@gm.com>

Sent: Thursday, July 01, 2021 3:04 PM

To: Prateek Gupta <prateek.gupta@gm.com>; Chris Tiernea <chris.tiernea@gm.com>; Omar Munoz Ramirez <omar.munozramirez@gm.com>; John Radoicic <john.radoicic@gm.com>; Rohit Timmagi (C) <rohit.timmagi@gm.com>
Cc: William Fang <William.Fang@gm.com>; Girish Iyengar <girish.iyengar@gm.com>; Mario Sanchez Armas Velarde <mario.velarde@gm.com>; Sameer Gupta <sameer.1.gupta@gm.com>; Amy Talerico <amy.talerico@gm.com>; Khara D Pratt <khara.pratt@gm.com>; Todd Lewinski <todd.lewinski@gm.com>; Julio Alejandro Cortes Jaimes <julio.cortes@gm.com>; Carlos Miguel Mercado Gomez <carlosmiguel.mercadogomez@gm.com>; Mowli Ahamed <mowli.ahamed@gm.com>

Subject: RE: CVO vehicle potential safety issue : Cadillac XT6 RVC failure

Hi Prateek,

Vehicle can be available between 4:30PM today to 11AM tomorrow. I think the service center will close at noon tomorrow and will not be available during shutdown.



Krishna Kommineni (He/Him)
EGL OTA Reflash Validation
Krishna.Kommineni@gm.com

From: Prateek Gupta <prateek.gupta@gm.com>

Sent: Thursday, July 1, 2021 3:01 PM

To: Krishna Kommineni <krishna.kommineni@gm.com>; Chris Tiernea <chris.tiernea@gm.com>; Omar Munoz Ramirez <omar.munozramirez@gm.com>; John Radoicic <john.radoicic@gm.com>; Rohit Timmagi (C) <rohit.timmagi@gm.com>
Cc: William Fang <William.Fang@gm.com>; Girish Iyengar <girish.iyengar@gm.com>; Mario Sanchez Armas Velarde <mario.velarde@gm.com>; Sameer Gupta <sameer.1.gupta@gm.com>; Amy Talerico <amy.talerico@gm.com>; Khara D Pratt <khara.pratt@gm.com>; Todd Lewinski <todd.lewinski@gm.com>; Julio Alejandro Cortes Jaimes <julio.cortes@gm.com>; Carlos Miguel Mercado Gomez <carlosmiguel.mercadogomez@gm.com>; Mowli Ahamed

<mowli.ahamed@gm.com>

Subject: RE: CVO vehicle potential safety issue : Cadillac XT6 RVC failure

++Rohit Timmagi (VPM Valeo Resident)

Rohit will support from Valeo and will need to get in the vehicle to pull VPM diagnostics. At what time will the vehicle be available? Rohit can be present tomorrow morning at the SLC to support.

Is there a DRE/Resident from the connector/wiring team that will be present tomorrow to also help in root causing?

Thank you,
Prateek

From: Krishna Kommineni <krishna.kommineni@gm.com>

Sent: Thursday, July 1, 2021 2:03 PM

To: Chris Tiernea <chris.tiernea@gm.com>; Omar Munoz Ramirez <omar.munozramirez@gm.com>; John Radoicic <john.radoicic@gm.com>

Cc: William Fang <William.Fang@gm.com>; Girish Iyengar <girish.iyengar@gm.com>; Prateek Gupta <prateek.gupta@gm.com>; Mario Sanchez Armas Velarde <mario.velarde@gm.com>; Sameer Gupta <sameer.i.gupta@gm.com>; Amy Talerico <amy.talerico@gm.com>; Khara D Pratt <khara.pratt@gm.com>; Todd Lewinski <todd.lewinski@gm.com>; Julio Alejandro Cortes Jaimes <julio.cortes@gm.com>; Carlos Miguel Mercado Gomez <carlosmiguel.mercadogomez@gm.com>; Mowli Ahamed <mowli.ahamed@gm.com>

Subject: RE: CVO vehicle potential safety issue : Cadillac XT6 RVC failure

Thank you John, Chris and Omar.

Pls find the video from this morning to show the vehicles in proximity.

[REDACTED]

I am planning to take the vehicle to service center tomorrow. If you need any additional details, will be happy to help.



Krishna Kommineni (He/Him)
EGL, OTA Reflash Validation
Krishna.Kommineni@gm.com [REDACTED]

From: Chris Tiernea <chris.tiernea@gm.com>

Sent: Thursday, July 1, 2021 10:33 AM

To: Omar Munoz Ramirez <omar.munozramirez@gm.com>; John Radoicic <john.radoicic@gm.com>; Krishna Kommineni <krishna.kommineni@gm.com>

Cc: William Fang <William.Fang@gm.com>; Girish Iyengar <girish.iyengar@gm.com>; Prateek Gupta <prateek.gupta@gm.com>; Mario Sanchez Armas Velarde <mario.velarde@gm.com>; Sameer Gupta <sameer.i.gupta@gm.com>; Amy Talerico <amy.talerico@gm.com>; Khara D Pratt <khara.pratt@gm.com>; Todd Lewinski <todd.lewinski@gm.com>; Julio Alejandro Cortes Jaimes <julio.cortes@gm.com>; Carlos Miguel Mercado Gomez <carlosmiguel.mercadogomez@gm.com>; Mowli Ahamed <mowli.ahamed@gm.com>

Subject: RE: CVO vehicle potential safety issue : Cadillac XT6 RVC failure

The front camera can be triggered to display by UPA alerts to objects near by, but if there is a error with the camera or connection system, this will be flagged by what is being displayed currently.

From: Omar Munoz Ramirez <omar.munozramirez@gm.com>

Sent: Thursday, July 1, 2021 10:26 AM

To: John Radoicic <john.radoicic@gm.com>; Chris Tiernea <chris.tiernea@gm.com>; Krishna Kommineni <krishna.kommineni@gm.com>

Cc: William Fang <William.Fang@gm.com>; Girish Iyengar <girish.iyengar@gm.com>; Prateek Gupta <prateek.gupta@gm.com>; Mario Sanchez Armas Velarde <mario.velarde@gm.com>; Sameer Gupta <sameer.1.gupta@gm.com>; Amy Talerico <amy.talerico@gm.com>; Khara D Pratt <khara_pratt@gm.com>; Todd Lewinski <todd.lewinski@gm.com>; Julio Alejandro Cortes Jaimes <julio.cortes@gm.com>; Carlos Miguel Mercado Gomez <carlosmiguelmercadoomez@gm.com>

Subject: RE: CVO vehicle potential safety issue : Cadillac XT6 RVC failure

+ Todd Lewinski (Connector EGM); Khara Pratt (Connector DRE); Julio Cortes (Wiring EGM); Carlos Mercado (Wiring Lead)

John:

Since many different issues have occurred and lot of investigation is always involved, can anyone confirm that proximity to objects is just a coincidence?

Best Regards



Omar Munoz
Lead Engineer - Connector Team
omar.munozramirez@gm.com [REDACTED]

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.....

From: John Radoicic <john.radoicic@gm.com>

Sent: Thursday, July 01, 2021 8:57 AM

To: Chris Tiernea <chris.tiernea@gm.com>; Krishna Kommineni <krishna.kommineni@gm.com>

Cc: William Fang <William.Fang@gm.com>; Girish Iyengar <girish.iyengar@gm.com>; Prateek Gupta <prateek.gupta@gm.com>; Omar Munoz Ramirez <omar.munozramirez@gm.com>; Mario Sanchez Armas Velarde <mario.velarde@gm.com>; Sameer Gupta <sameer.1.gupta@gm.com>; Amy Talerico <amy.talerico@gm.com>

Subject: RE: CVO vehicle potential safety issue : Cadillac XT6 RVC failure

Chris and Krishna,

Good point. Since this vehicle has V150.3 CSM software .. it means it is an earlier XT6 build from 2nd or 3rd Qtr of MY20 where we know XT6 vehicles were having these video cable/coax problems that could result in exactly this kind of problems. Parking near other vehicles should have nothing to do with it but that could just be a coincidence.

John

From: Chris Tiernea <chris.tiernea@gm.com>

Sent: Thursday, July 01, 2021 8:15 AM

To: John Radoicic <john.radoicic@gm.com>; Krishna Kommineni <krishna.kommineni@gm.com>

Cc: William Fang <William.Fang@gm.com>; Girish Iyengar <girish.iyengar@gm.com>; Prateek Gupta <prateek.gupta@gm.com>; Omar Munoz Ramirez <omar.munozramirez@gm.com>; Mario Sanchez Armas Velarde <mario.velarde@gm.com>; Sameer Gupta <sameer.i.gupta@gm.com>; Amy Talerico <amy.talerico@gm.com>

Subject: RE: CVO vehicle potential safety issue | Cadillac XT6 RVC failure

Krishna,

VPM is indicating an error screen which could be for many reasons and most likely on this vehicle a connection / coax issue. Was there any DTC's associated ?

XT6 had a large warranty hit due to connector/coax with incorrect crimping from the supplier TE to cameras and I think CSM header. Omar Munoz Ramirez (DRE for Connectors) made changes found in PRS# 2085585 for the crimping and worked with the camera team to implement late last year with breakpoints early this year. I would have your vehicle serviced and verified for this fix. Omar can possibly provide more insight on the SI updates.

From: John Radoicic <john.radoicic@gm.com>

Sent: Wednesday, June 30, 2021 10:17 PM

To: Krishna Kommineni <krishna.kommineni@gm.com>; Chris Tiernea <chris.tiernea@gm.com>; Sameer Gupta <sameer.i.gupta@gm.com>; Amy Talerico <amy.talerico@gm.com>

Cc: William Fang <William.Fang@gm.com>; Girish Iyengar <girish.iyengar@gm.com>

Subject: RE: CVO vehicle potential safety issue | Cadillac XT6 RVC failure

Krishna,

The black screen with exclamation mark and camera graphic at the center is the CSM's "service camera screen" that is supposed to display if we are not getting a valid video signal from the VPM. This does have very old CSM software and we do have OTA now approved to update all MY21 CSMs from V150 to V155 or V152 to V155 or V153 to V155 but I really do not believe there is any CSM fixes in those updates or issues that I know of that would cause this on the CSM side. The VPM team would need to provide any info if there have been VPM software updates since this vehicle was built. This is global A so I do not think there are OTA updates for VPM software on Global A vehicles and vehicles need to go to dealer to get any VPM software updates. VPM and OTA team can confirm.

John

From: Krishna Kommineni <krishna.kommineni@gm.com>

Sent: Wednesday, June 30, 2021 9:19 PM

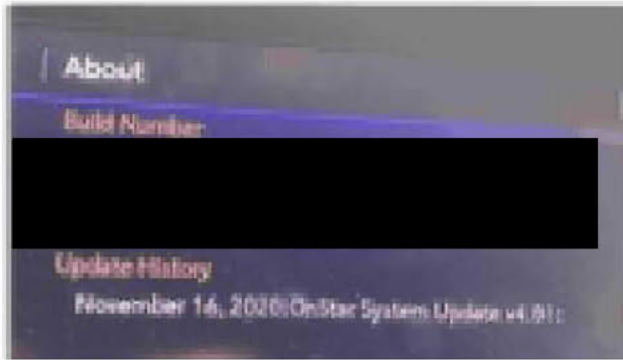
To: Chris Tiernea <chris.tiernea@gm.com>; Sameer Gupta <sameer.i.gupta@gm.com>; Amy Talerico <amy.talerico@gm.com>

Cc: John Radoicic <john.radoicic@gm.com>

Subject: CVO vehicle potential safety issue : Cadillac XT6 RVC failure

Hi Sameer, Chris,

Hope all is well, I would like to bring to your attention about a software issue on the company vehicle XT6 with following SW.



Issue: When the vehicle is started being in park and change the gear to Reverse or back out of a parking lot or from a garage, RVC(rear view camera) feed shows blank where infotainment screen becomes black with exclamation mark and camera graphic at the center. I have also seen pink screens sometime.

The behavior is random and seems to occur more often when there are object close to vehicle like if it is in a 2 car garage with another car to right or with another vehicle next to it in a parking area.

I am wondering if there is a known issue with either Cadillac infotainment or VPM module ? I have the vehicle here in Warren and can provide more details if needed.

[@Amy Talerico](#) , copied incase if you are aware of any potential OTA updates performed in the field for this issue.

Regards,
Krishna Kommineni



Krishna Kommineni (He/Him)
EGL, OTA Reflash Validation
Krishna.Kommineni@gm.com [REDACTED]

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2020 Cadillac XT6 - [REDACTED]

RVS & 360 Camera screens go blank intermittently. ICS Screen displays a red triangle with an exclamation point (!) & a camera icon inside a red circle with a line across it symbols. DTC's U0184 sym00 & B395A sym08, sym3A & sym72 RPO's - UV2 - HD Rear Vision Camera / XVR - Surround Vision Recorder / Y4N - Enhanced Visibility & Technology Pkg.

Tempe, AZ / Dealer BAC – 132958

TAC Case [REDACTED]

Current Mileage – 8,664



I visited dealer on 7/17/20, was unable to replicate customer concern of RVS & 360 Camera images blanking out. Dealer provided several pics customer took of concern previously.

ICS screen displays a Red Triangle with an exclamation point (!) symbol and an icon of a camera with a red circle and line across it.

I cannot find any info regarding these symbols in SI, or in the Owner's Manual, I assume they mean camera is unavailable?

(Customer's pic of screen during concern, was in 360 vision mode, traveling @ 50mph.)



I scanned all modules, found the following DTC's stored:

GDS 2

Stored Data Review Create Report

DTC Display | Bookmarks | System Information | Selected Vehicle Configuration | RPO

Control Module	Type	DTC	Symptom Byte	Description	Symptom Description	Status
Body Control Module		U1520	00	Lost Communication with Device on LIN Bus	- - -	Current
Video Processing Control Module		U0184	00	Lost Communication with Radio	- - -	Current
Radio		B248A	04	Wireless LAN Antenna	Open	Current
HVAC Control Module		U151C	00	Lost Communication with Device on LIN Bus	- - -	Current
Radio		B395A	08	Rearview Camera	Performance - Signal Invalid	History
Radio		B395A	3A	Rearview Camera	Incorrect Component Installed	History
Radio		B395A	72	Rearview Camera	Message Counter Incorrect	History
Steering Column Lock Control ...		U0155	00	Lost Communication with Instrument Cluster	- - -	History

As soon as I touched X219, the concern occurred.



After manipulating X219 & separating the connector, I was unable to replicate concern again, found no obvious issues.



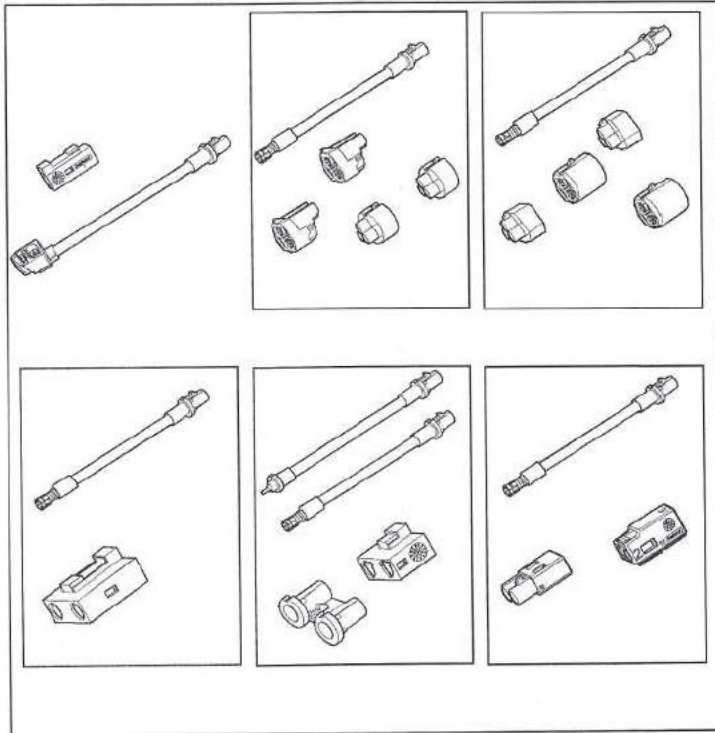
SME advised these coax cables are difficult to order and they had replaced harnesses on both sides of connector X219 on previous cases. (Not an ideal option).

I found this to be true when I checked with the parts department. While they do list service coax cables, they are ordered by length & you have to build coax cable / connectors yourself. (Similar to the GPS/Navigation antenna coax).

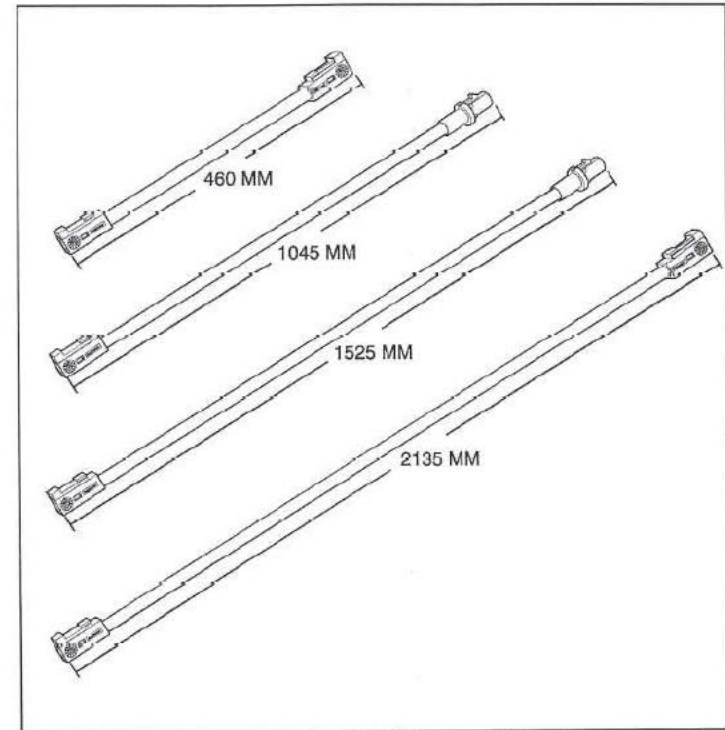
© 2020 General Motors
Make: Cadillac Year: 2020 Model: XT6
VIN: [REDACTED]
K - Cadillac > 2020 > N - 6N3 - 6NX26 - XT6 > 09 - BODY MOUNTING-AIR CONDITIONING-AUDIO/ENTERTAINMENT > (GM09-081) 2020 NW,NX26
CABLE KIT- DIGITAL RADIO & MOBILE TELEPHONE & VEHICLE LOCATOR >

© 2020 General Motors
Make: Cadillac Year: 2020 Model: XT6
VIN: [REDACTED]
K - Cadillac > 2020 > N - 6N3 - 6NX26 - XT6 > 09 - BODY MOUNTING-AIR CONDITIONING-AUDIO/ENTERTAINMENT > (GM09-079) 2020 NW,NX26
CABLE KIT-COMMUNICATION >

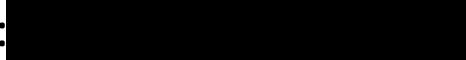
GM09-081 11/01/2011



GM09-079 10/31/2011



2020 XT6 No 360 Camera Image When Put Into Reverse

VIN: 

BAC: 119226

Mileage: 77

Dealer: Ken Batchelor

GM

MFD BY GENERAL MOTORS LLC

03/20

GVWR
2722 KG
6001 LB

GAWR FRT
1350 KG
2976 LB

GAWR RR
1545 KG
3406 LB

THIS VEHICLE CONFORMS TO ALL
APPLICABLE U.S. FEDERAL MOTOR
VEHICLE SAFETY STANDARDS IN EFFECT
ON THE DATE OF MANUFACTURE
SHOWN ABOVE

TYPE: M.P.V.

TIRE SIZE
FRT 235/55R20 H
RR 235/55R20 H
SPA T135/70R18 M

RIM
20X8J
20X8J
18X4.5B

MODEL: 726NW26

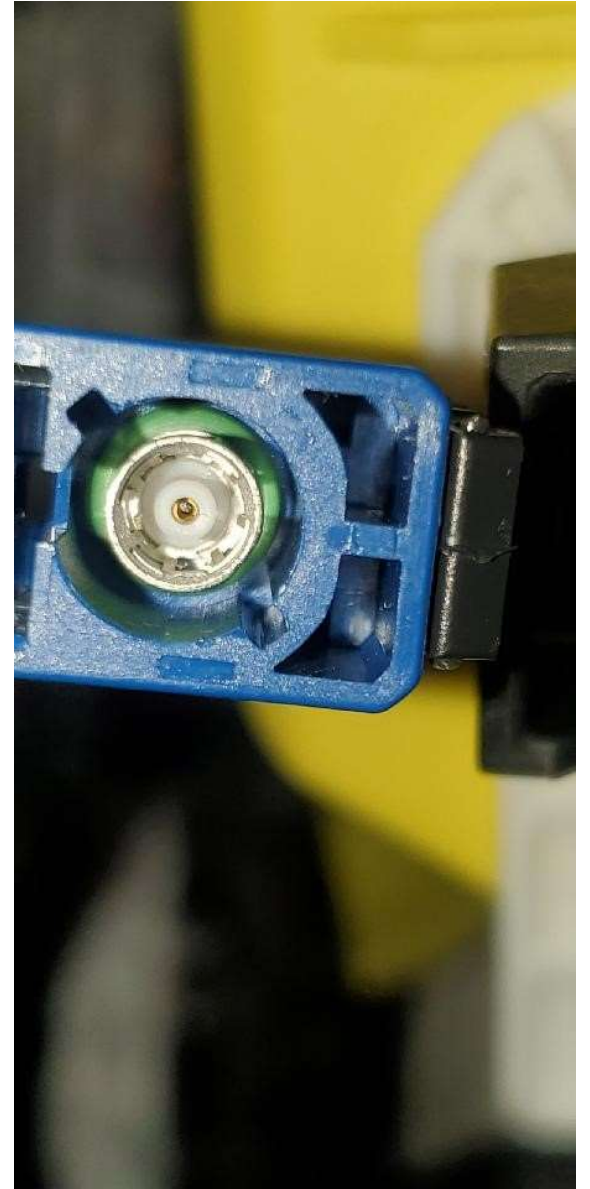
Concern: Intermittently when putting vehicle into reverse the 360-camera image on screen will disappear or not appear at all. When this happens, black display with a no camera icon will appear. If camera icon is selected and concern happens camera screen will revert to home screen.

Cause: Key on engine off trying to remove X219 was able to duplicate concern. Found X219 female terminal spread.

Correction: Replace and overlay Coax cable from K157 VPCM to A11 Radio.

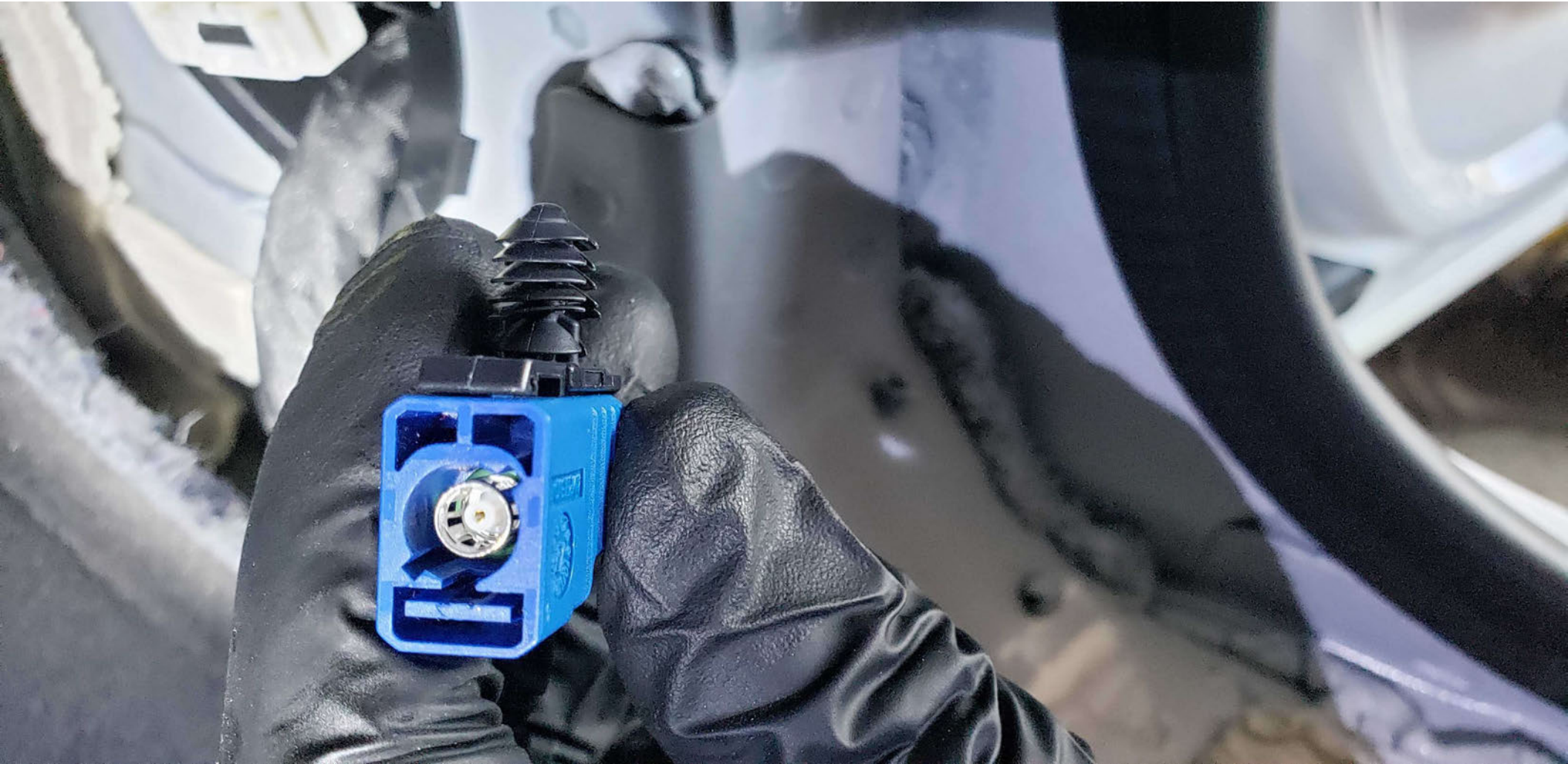


X219 located on right side kick panel below radio.



No codes stored in radio or VPCM when concern takes place. When performing initial inspection Foreman and I were able to duplicate concern with vehicle parked outside in the sun. Cabin temperature was very warm. Going over speed bumps did not effect concern. With vehicle parked inside shop where it was cool we were unable to duplicate the concern again until I tried to separate the X219 connector. When I tried to separate I was able to duplicate the blank screen concern twice. No dielectric grease was applied in the X219 connector. The Foreman was instructed to overlay the Coax cable between the VPCM and Radio. Note: When the K157 VPCM X3 connector is removed 2 codes will set reflecting the open circuit in the B87 Rearview Camera circuit. No codes will set pertaining to the open circuit between the VPCM and Radio. That would explain why no codes set pertaining to the customers concern.







2020 Cadillac XT6

VIN: 

Mileage: 7458

Condition: customer states that the back up camera doesn't work at times shows error and display turns pink at time.

Cause: found trouble code B395A sym (08, 3A, 72), high resistance on Coax for rear view camera circuit from X219 to Radio, when wiggle the connection behind Radio display will flicker.

Correction: replaced Coax circuit for rear view camera from X219 to Radio, clear trouble code, road test vehicle and confirmed repair.

PRTS [REDACTED] - Issue Summary

Issue Number: [REDACTED]

Subject: X219 , Terminal - Camera Intermittently Inop

Issue Type: (Aftersales) Field Performance Report

Issue Age: 1 Days

Issue Status: Closed

Program: XT6

Project: US - United States

Current Step Status: Complete

Product Line: 3N - GMX130/GMT166/GMT168/C1XX

Project Number: C1TL 2020

Current Step Target:

Responsible:

Designee:

Severity: 2 - Customer dissatisfier(incl. potential/bud of problem) / Major build concern(Ergo, excess labor/cost)

Field Performance Report

Vehicle Information

Vehicle Line / Engineering Source: XT6

Country: US - United States

Vehicle Line: XT6

Hardware Stage:

Product Line: 3N - GMX130/GMT166/GMT168/C1XX

Make: Cadillac

Project Number: C1TL 2020

Model Year: 2020

Engine:

Transfer Case:

Transmission:

Axle:

Title

Part Name: X219

Part Location: Terminal

Complaint: Camera Intermittently Inop

Severity: 2 - Customer dissatisfier(incl. potential/bud of problem) / Major build concern(Ergo, excess labor/cost)

Origination Point: GM Internal

Dealer Number:

Field Rep Number: [REDACTED]

Emissions:

PRTS [REDACTED] - Issue Summary

Current Step Role Assignments

Name	Date	Name	Assigned By	Phone	Assignment Comments
BQM	23-Apr-2020	[REDACTED]	[REDACTED]	[REDACTED]	
Issue Approver	23-Apr-2020	[REDACTED]	[REDACTED]	[REDACTED]	
Originator	23-Apr-2020	[REDACTED]	[REDACTED]	[REDACTED]	

VIN Information

Cases

No Of Cases	Recorded By/Originator	Recorded Date
1	Originator	

VIN Information

Primary VIN	VIN	Build Date	Odometer Reading	Odometer Unit	Engine No	Transm. No
Y	[REDACTED]	11-Mar-2020	77	Miles		
N	[REDACTED]	25-Feb-2020	1	Miles		
N	[REDACTED]	06-Sep-2019	7458	Miles		
N	[REDACTED]	02-Mar-2020	15	Miles		
N	[REDACTED]	22-Jun-2019	8664	Miles		

Affected Parts

VPPS 1: 80-Electrical Function

VPPS 2: 80.06-Power & Signal Distribution

VPPS 3: 80.06.02-Connector/Terminal

VPPS 4:

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.