



## Preliminary Information

### PIC6420 Black Screen in Reverse with Red Triangle and Red Camera with A Circle and Slash Through It

Product Investigation Review Required

#### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			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 History

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



GENERAL MOTORS