

Product Safety Recall

N222378380 Rear View Camera Intermittent or Inoperative



Release Date: January 2023

Revision: 01

Revision Description: This bulletin has been revised to update the service procedure. Please discard all copies of N222378380.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery September 22, 2022. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT5	2020	2021	UV2	360 Surround Vision
Cadillac	XT6	2020	2021		
GMC	Acadia	2020	2021		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020-2021 model year Cadillac XT5, XT6, and GMC Acadia vehicles equipped with the optional Surround Vision feature. The rear view camera in these vehicles may fail or function intermittently. If the rear view camera is not functioning properly, rear visibility is reduced, increasing the risk of a crash during a backing event.
Correction	Dealers will replace the affected coaxial cables.

Parts

Quantity	Part Name	Part No.
1	CABLE ASM-DIGITAL RDO ANT & NAVN ANT COAX (Acadia) (VPM to In-Line Connector)	86775887
1	CABLE ASM-DIGITAL RDO ANT & NAVN ANT COAX (Acadia) (Radio to In-Line connector)	86775888
1	CABLE ASM-DIGITAL RDO ANT & NAVN ANT COAX (XT5 / XT6) (Radio to In-Line connector)	86775889
1	CABLE ASM-DIGITAL RDO ANT & NAVN ANT COAX (XT5) (VPM to In-Line Connector)	86775890

Important: Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106492	Replace Front Coax Cable (XT6 Only)	0.4	ZFAT	N/A
9106493	Replace Front and Rear Coax Cables Acadia XT5	2.5 2.3	ZFAT	N/A
9106494	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*
9106495	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	**

Note: To avoid having to "H" route the floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

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Floor Plan Reimbursement – NEW INVENTORY ONLY

* **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (September 22, 2022) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 108 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2020 Cadillac XT5	\$5.43	\$6.77
2020 Cadillac XT6	\$9.54	\$8.10
2020 GMC Acadia	\$6.92	\$6.39
2021 Cadillac XT5	\$8.52	\$7.46
2021 Cadillac XT6	\$9.35	\$7.97
2021 GMC Acadia	\$7.02	\$6.39

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800098, provided in the dealer message sent on October 6, 2022, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

** **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (September 22, 2022) to the date the inspection or repair closed the recall bulletin. (not to exceed 108 days).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2020 Cadillac XT5	\$16.92	\$19.02
2020 Cadillac XT6	\$18.36	\$20.79
2020 GMC Acadia	\$14.94	\$23.29
2021 Cadillac XT5	\$18.51	\$25.50
2021 Cadillac XT6	\$20.60	\$20.25
2021 GMC Acadia	\$17.81	\$22.83

Service Procedure for XT6

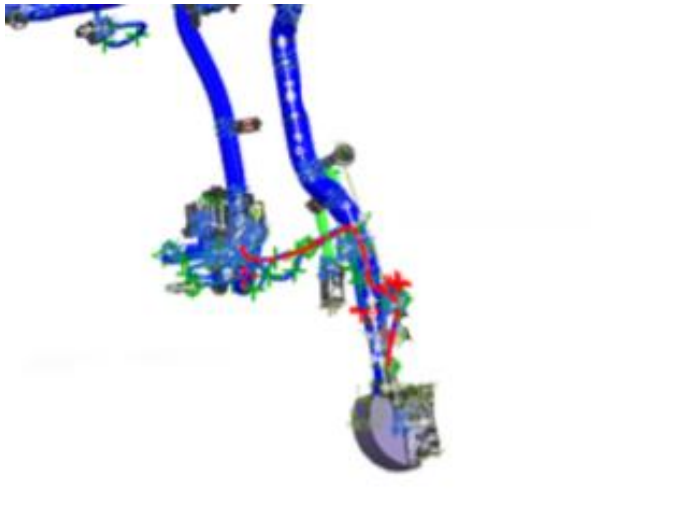
Important: Use extreme care when handling the new service coax cables. Avoid kinks, sharp bends, pinch points, and excessive wire tie tightness.

Note: The existing coax cable is bundled with the body harness. The service coax cable will be routed next to the body harness. The terminals must be removed from the existing coax cables to ensure they are not used in future repairs.

1. Remove the right front side door sill garnish molding. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.
2. Remove the right-side instrument panel insulator. Refer to *Instrument Panel Insulator Replacement - Right Side* in SI.

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Coax Routing Shown in Red



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3. Locate the coax cable that goes from the A11 radio to the IP to X219 Body Coax In-line Connection. Disconnect both connectors.



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4. Cut off the two connectors and discard. The unused coax can remain bundled with the body harness.

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5. Route the new service coax cable along the body harness branch to the radio. Use care to not kink the coax cable, use smooth large radius bends.
6. Connect the new coax cable to the A11 radio and the X219 IP to Body Coax In-line Connection.

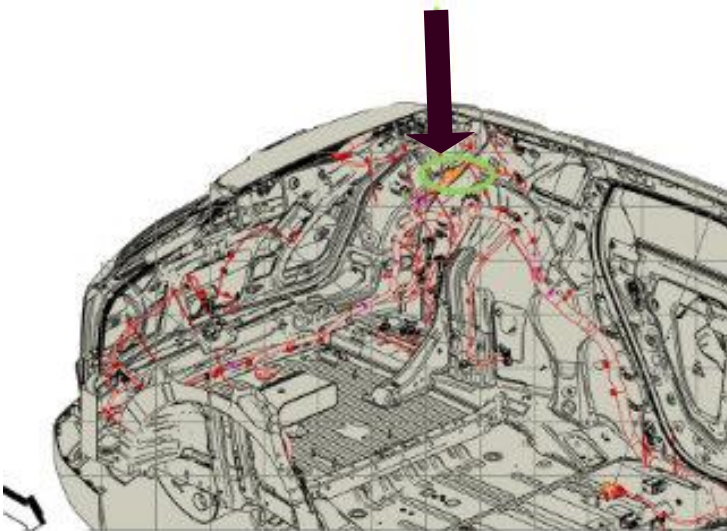


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7. Using wire tie wraps, secure the new coax cable to the body harness, use care to not crush the coax cable by excessive tightening of the tie wraps.
8. Reinstall the right-side instrument panel insulator. Refer to *Instrument Panel Insulator Replacement - Right Side* in SI.
9. Reinstall the front side door sill garnish molding. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.

Service Procedure for Acadia and XT5

Note: The existing coax cable is bundled within the body harness. The service coax cable will be routed next to the body harness. The terminals must be removed from the existing coax cables to ensure they are not used in future repairs.



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Note: XT5 vehicles equipped with RPO DRZ have an additional coax connection at X307 located in the left upper rear quarter panel area. Disable the existing coax and install the new coax as described in the steps below.

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1. Remove the right front side door sill garnish molding. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.
2. Remove the right-side instrument panel insulator. Refer to *Instrument Panel Insulator Replacement - Right Side* in SI.
3. Remove the right front seat, it is only necessary to unbolt the seat and reposition it rearward in the vehicle, do not remove the complete seat assembly. Refer to *Front Seat Removal and Installation* in SI.
4. Remove the left front seat from the vehicle. Refer to *Front Seat Removal and Installation* in SI.
5. Remove the left and right floor console extensions. Refer to *Front Floor Console Extension Panel Replacement* in SI.
6. Remove the left front side door sill garnish molding. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.

Note: It is not necessary to remove the third-row seat (if equipped).

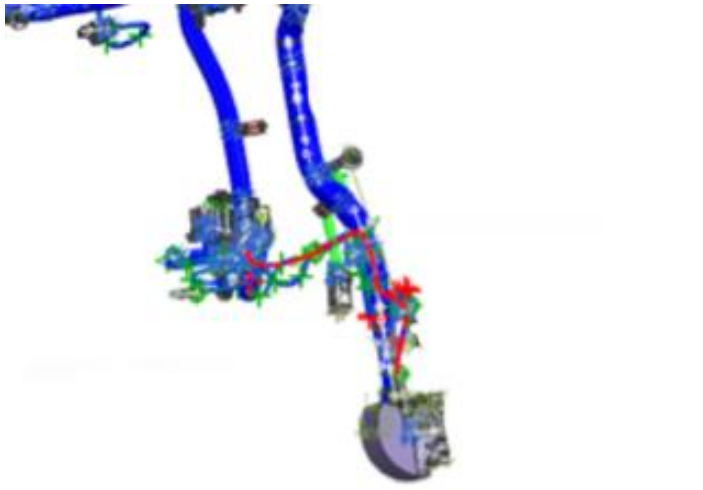
7. Remove the left quarter lower rear trim panel. Refer to *Quarter Lower Rear Trim Panel Replacement* in SI.
8. Remove the right body rear corner upper garnish molding. refer to *Body Rear Corner Upper Garnish Molding Replacement* in SI.
9. Slightly lower the rear of the headliner by releasing the two fasteners, allowing access the coax routing.
10. Remove the liftgate upper trim finish panel. Refer to *Liftgate Upper Trim Finish Panel Replacement* in SI.
11. Locate the X902 coax connector at the top of the liftgate.
12. Decommission the existing coax cables. Be aware that the existing coax will stay bundled with the harness, the ends are to be cut off to prevent future use.
13. Disconnect the coax at the X902 location. Cut the connector off the coax that leads to the VPM in the left quarter panel. Use care to terminate the correct connector.



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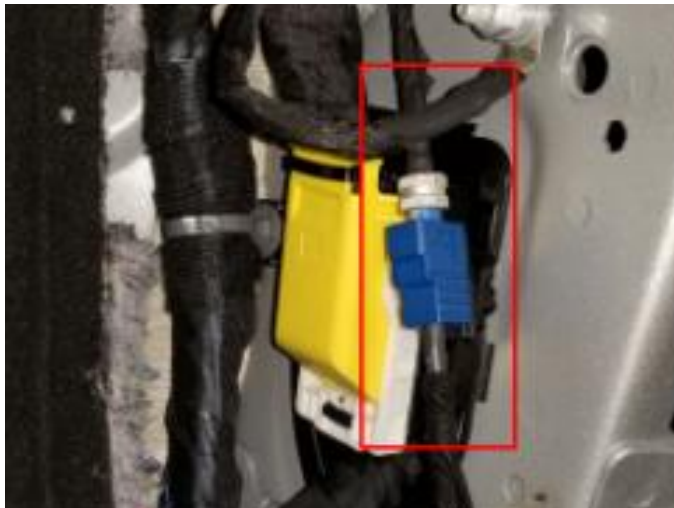
14. Disconnect the red dual coax at the VPM located in the left quarter panel. Cut the red connector off the coax.

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15. Locate the coax cable that goes from the A11 radio to the X209/208 IP to Body Coax In-line Connection. Disconnect both connectors.

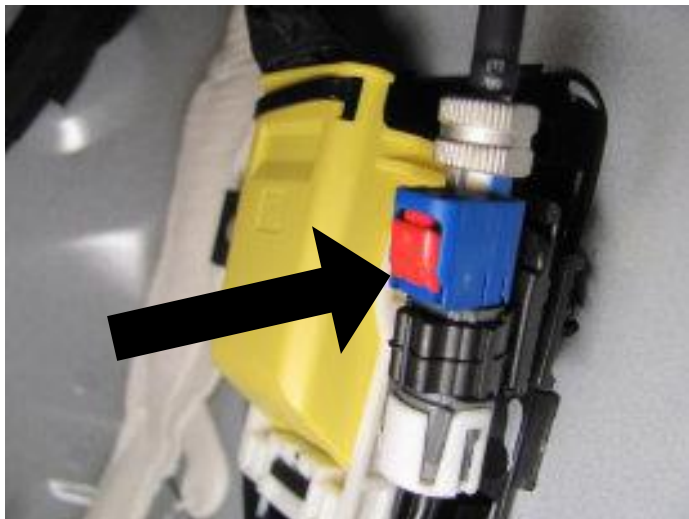


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16. Cut off the two connectors and discard. The unused coax can remain bundled with the body harness.

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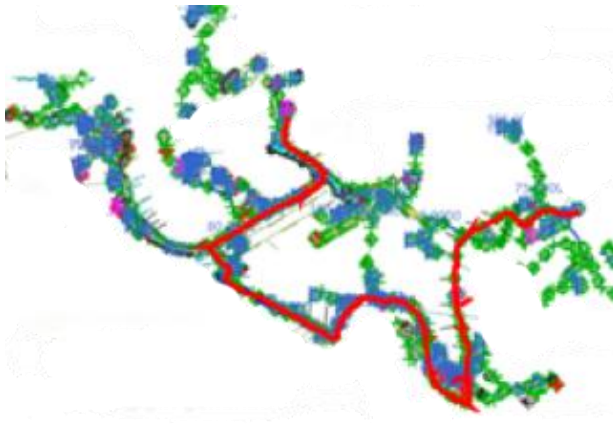
17. Cut off the coax connector the connects the X209/208 body coax in-line connector to the A11 radio coax removed above. Save the fastener to body.

Important: Use extreme care when handling the new service coax cables. Avoid kinks, sharp bends, pinch points, and excessive wire tie tightness.



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18. Starting with the red connector at the VPM, route the new coax cable.



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19. Route the short side of the new coax to the rear headliner location.
20. Feed the coax through the rubber grommet from the body to the liftgate.
21. Route the long side of the coax forward in the vehicle following the body harness that runs along the left lower side of the vehicle. This will lead to the driver side area of the floor under the front seat.
22. Follow the branch of the body harness that runs through the console area to the right side of the vehicle.
23. Route the coax to the X209/208 coax in line connection at the right front kick panel area.
24. Install the short new service coax cable along the body harness branch from the kick panel area X209/208 in-line connector to the A11 radio.
25. Connect the coax to the A11 radio.
26. Connect the A11 radio coax to the X209/208 body coax in-line connector, secure with the original harness clip to the body.
27. Connect the new coax red connector to the VPM.
28. Connect the coax at the Liftgate X902 location. If applicable, connect the X307 location.
29. Secure the new coax cables to the existing body harness every 150mm with wire ties (this is an approximate measurement; some locations may require a spacing adjustment due to harness routing).
30. Reinstall the headliner as necessary.
31. Reinstall the liftgate upper trim finish panel. Refer to *Liftgate Upper Trim Finish Panel Replacement* in SI.
32. Reinstall the right body rear corner upper garnish molding. refer to *Body Rear Corner Upper Garnish Molding Replacement* in SI.
33. Reinstall the left quarter lower rear trim panel. Refer to *Quarter Lower Rear Trim Panel Replacement* in SI.
34. Reinstall the left front side door sill garnish molding. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.
35. Reinstall the left and right floor console extensions. Refer to *Front Floor Console Extension Panel Replacement* in SI.
36. Reinstall the left and right front seats. Refer to *Front Seat Removal and Installation* in SI.
37. Reinstall the right-side instrument panel insulator. Refer to *Instrument Panel Insulator Replacement - Right Side* in SI.
38. Reinstall the right front side door sill garnish molding. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

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All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.





IMPORTANT SAFETY RECALL

January 2023

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020-2021 model year Cadillac XT5, XT6, and GMC Acadia vehicles equipped with the optional Surround Vision feature. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N222378380.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The rear view camera in these vehicles may fail or function intermittently. If the rear view camera is not functioning properly, rear visibility is reduced, increasing the risk of a crash during a backing event.

What will we do?

Your GM dealer will replace the affected coaxial cables. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes to 2.5 hours.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-333-4223	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 22V709.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

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