



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:

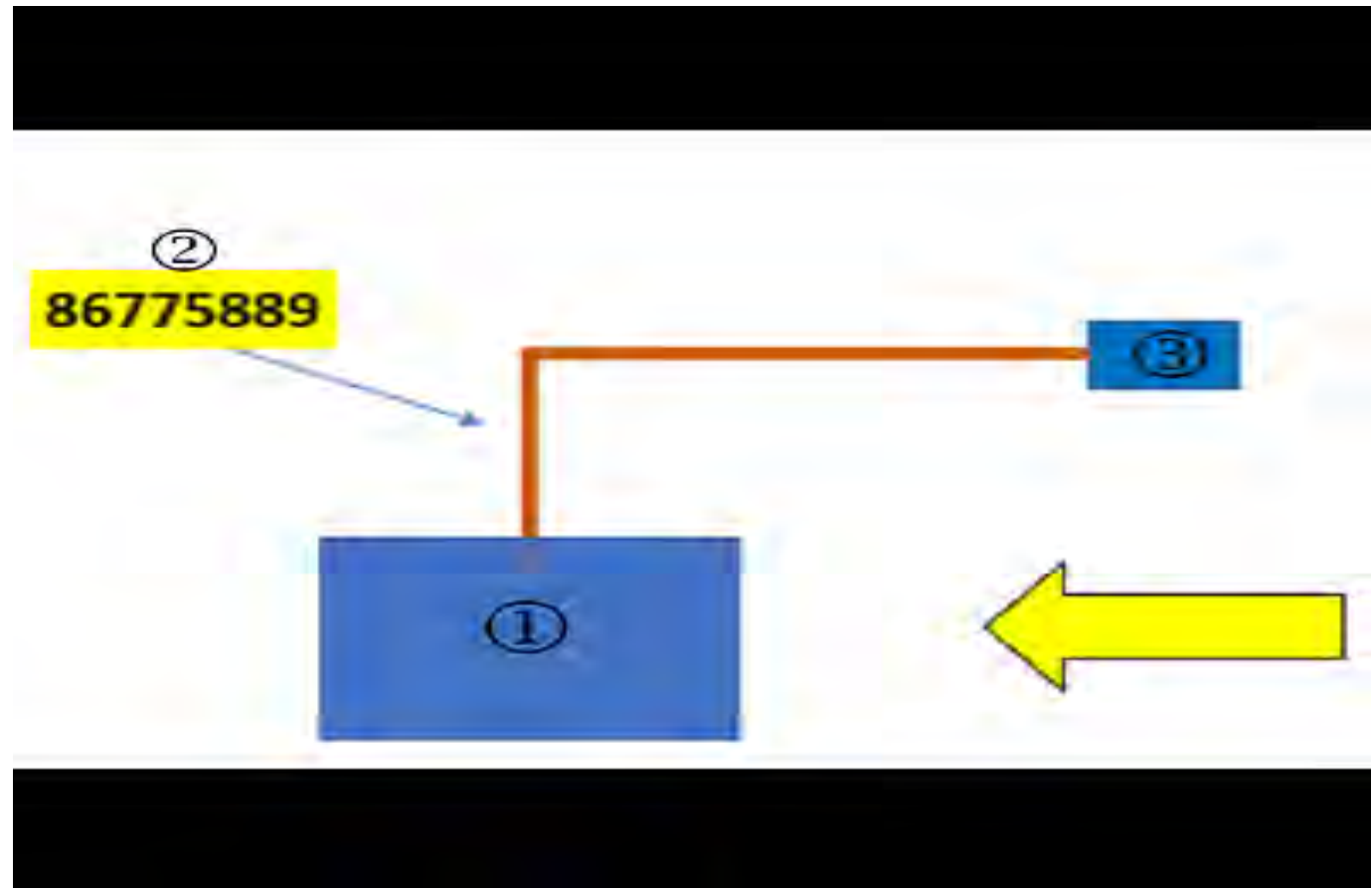
Note: This issue may be found on a small percentage of vehicles.

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)



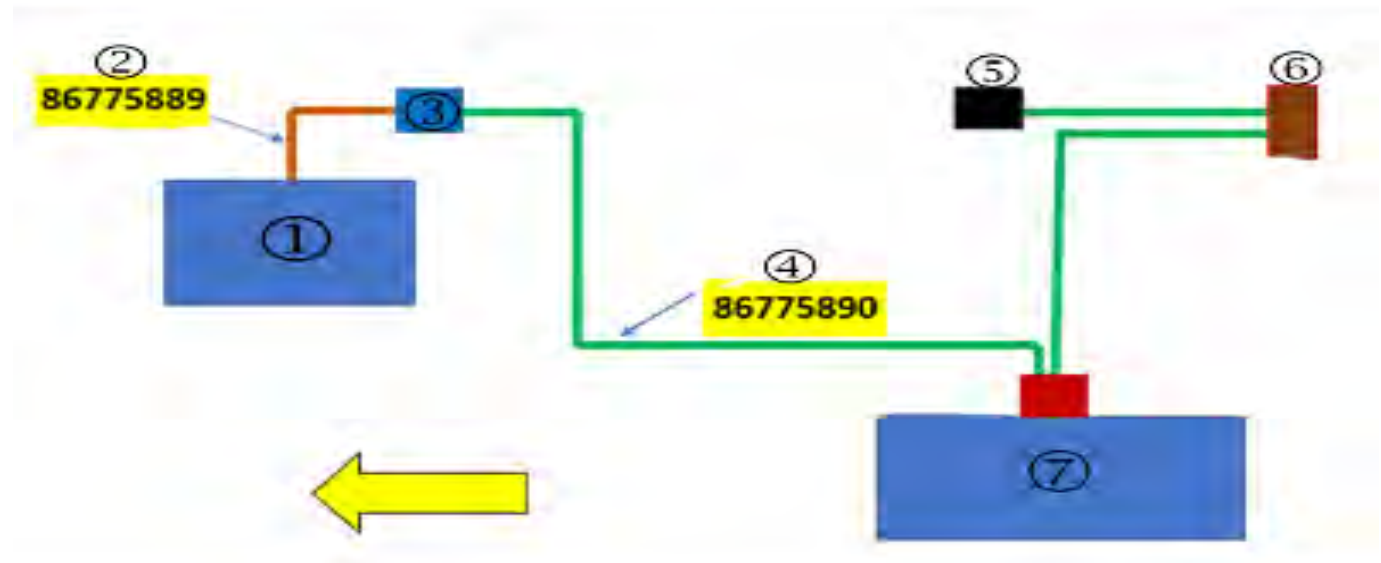
1. A11 Radio
2. IP Coax
3. IP to Body Coax In-line Connection

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)



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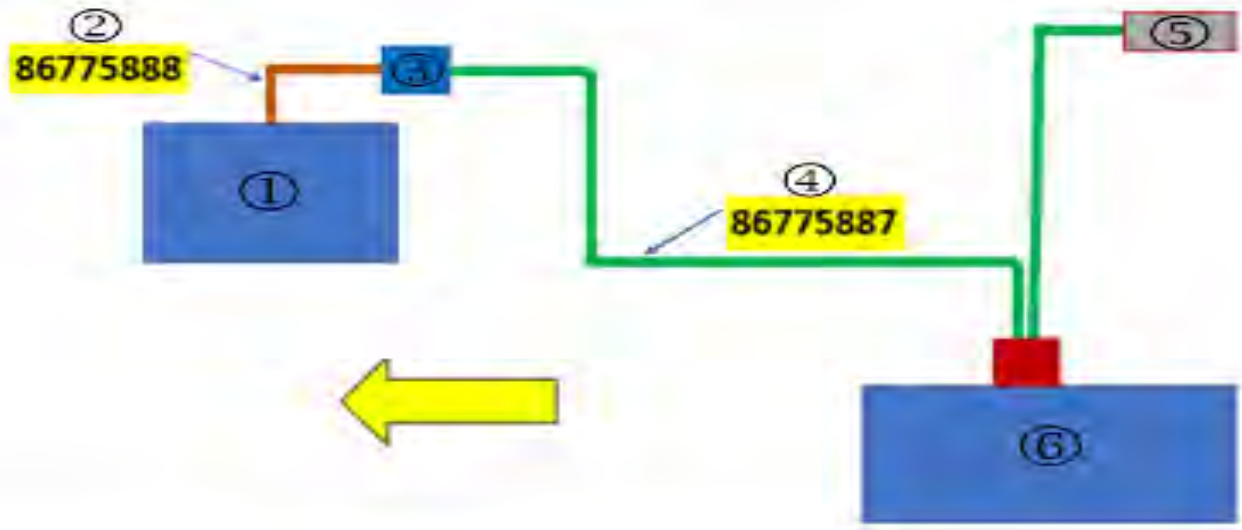
1. A11 Radio
2. IP Coax
3. IP to Body Coax In-line Connection
4. Body Coax
5. To Headliner
6. To Liftgate Harness
7. VPM

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)



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- 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

