



Bulletin No.: PIC6420C

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Preliminary Information

PIC6420C 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 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.

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
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 History

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

