



Service Bulletin

Bulletin No.: 24-NA-237

Date: October, 2024

TECHNICAL

Subject: Rear View Camera Black Screen with DTC B395A sym 72

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2020	2021	-	-	All	All

Involved Region or Country	North America
Condition	Some customers may comment on a black screen during the operation of the rear view camera. During diagnosis a technician may find DTC B395A Symptom Byte 72 set/stored.
Cause	The cause of the condition may be the video processing module (part number 84755784) was built with the incorrect boot software that will produce frozen frames/video.
Correction	Install a new Video Processing Module.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Service Procedure

If you encounter a vehicle with the above concern, replace the video processing module. Refer to Video Processing Module Replacement in SI.

Parts Information

Causal Part	Description	Part Number	Qty
X	Video Processing Module	85594750	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3450140	Video Processing Module Replacement	Use Published Labor Operation Time

Version	1
Modified	Released October 25, 2025

