



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-242

Date: August, 2016

## TECHNICAL

**Subject: Diagnostic Tips for USB Receptacle Inoperative**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick Cadillac Chevrolet GMC	All GM Passenger Cars and Trucks	2016	2017			All	All

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment that one of the USB ports is not charging, allowing data to transfer, etc.
<b>Cause</b>	This may be due to a faulty USB Hub.

### Correction

If you encounter a vehicle with the above concern, complete the following:

- If DTC B124B is present, refer to SI Document ID: 4256751.
- If DTC B124B is not present, complete the following steps:
  1. Connect USB power meter (If available), MIT tester or USB thumb drive with flash light and see if it lights up to show if there is voltages present at each port.
  2. If voltage is present, complete the following:
    - Connect any phone via USB in Voltage Doc and see if phone is charging and it is showing an Amp draw on the voltage meter.
    - Disconnect voltage meter and see if you are able to play music from phone or iPod (not Apple CarPlay)
    - Disconnect voltage meter and see if you are able to play music from a USB thumb drive.
  3. If voltages and current are not present, then remove mini B connector from back of USB hub.
    4. Connect mini B female USB to standard A USB female adopter with mini male connector wire which is coming from radio.
      - Plug in your phone cable and see if you can play music from phone or iPod.
      - Plug in your USB thumb drive and see if you can play music from thumb drive.
    5. If you are NOT able to play music or charge your phone in step 4, start inspecting the wiring to the HMI or Radio depending on the system you are working on.
    6. If you are able to play music and charge phone in step 4, then reconnect mini B USB connector back in USB hub and perform step 1 and 2 and see if issue is resolved.
    7. If issue is not resolved in step 6, unplug mini B USB connector and 6 pin power connector from back side of hub, wait few seconds and reconnect.
    8. Perform step 1 and 2 and see if the issue is resolved. If issue is not resolved, replace USB hub.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3480368*	USB Receptacle Inoperative	0.6 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY  
TECHNICIAN  
CERTIFICATION