



Preliminary Information

PIC6328 Phone Charging Cycles On and Off When Connected to the Single Port USB Hub

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Corvette	2018 - 2019	Built after February 1, 2018	All	All	All
Chevrolet	Impala	2018	Built after February 1, 2018	All	All	All
Chevrolet	Silverado	2018	Built after October 10, 2017	All	All	All
Chevrolet	Traverse	2018	Built after December 1, 2017	All	All	All
GMC	Sierra	2018	Built after October 10, 2017	All	All	All
Involved Region or Country		North America				
Additional Options (RPO)		IO5 or IO6				
Condition		Some customers may comment that their phone does not charge properly or charging cycles on and off rapidly when connected to the single port USB hub of the vehicle.				
Cause		This may be due to a compatibility issue between the HMI module used in vehicles built after the breakpoints above and phones that have an amperage draw near/over the maximum amperage draw allowed for the USB port. This concern may also occur on vehicles built before the breakpoints above if they have had the HMI module replaced with a HMI PN that starts with 8433.				

Correction:

If this concern is encountered with the latest phone software, use GDS2 to check the part number of the HMI module. If the part number starts with 8433, engineering is evaluating this concern. Please advise to use the other USB ports in the vehicle for charging. For all other part numbers please follow published diagnostics. If a solution is developed, this PI will supersede to a service bulletin that will include detailed repair information.

Warranty Information

Labor Operation	Description	Labor Time
3480788*	Check DTC's and Evaluate Operation of USB Port	0.3
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	Created on 4/9/2018

