



Preliminary Information

PIC6328A 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
Chevrolet	Impala	2018	Built after February 1, 2018		All	All
Chevrolet	Silverado	2018	Built after October 10, 2017		All	All
Chevrolet	Suburban	2018	Built after October 10, 2017 with AZ3 (bench seat)		All	All
Chevrolet	Tahoe	2018	Built after October 10, 2017 with AZ3 (bench seat)		All	All
Chevrolet	Traverse	2018	Built after December 1, 2017		All	All
GMC	Sierra	2018	Built after October 10, 2017		All	All
GMC	Yukon	2018	Built after October 10, 2017 with AZ3 (bench seat)		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	2
Modified	4/20/2018 to add Tahoe, Yukon, and Suburban models with AZ3

