



# Service Bulletin

Bulletin No.: 19-NA-193

Date: September, 2019

## TECHNICAL

**Subject: Phone Charging Cycles On and Off When Connected to the Single Port USB Hub**

**This Bulletin replaces PIC6328A. Please discard PIC6328A.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Corvette	2019	2020			All	All
	Impala	2018	2019				
	Silverado 1500	2018	2018				
	Suburban	2018	2020				
	Tahoe	2018	2020				
	Traverse	2018	2019				
GMC	Sierra 1500	2018	2018				
	Yukon	2018	2020				

<b>Involved Region or Country</b>	North America, N.A. Export Regions
<b>Additional Options (RPOs)</b>	Equipped with Radio RPO IO5 or IO6
<b>Condition</b>	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.
<b>Cause</b>	The cause of the condition may be due to a compatibility issue between the Human Machine Interface (HMI) module and phones that have an amperage draw near or over the maximum amperage draw allowed for the USB port. An HMI with a part number beginning with 8433 may exhibit this condition.
<b>Correction</b>	<ol style="list-style-type: none"> <li>1. Ensure the phone software is up to date.</li> <li>2. If the concern still occurs with latest phone software installed, use GDS2 to check the HMI module hardware part number. <ul style="list-style-type: none"> <li>• If the HMI part number installed in vehicle begins with 8433, then replace the HMI with the latest released HMI for this program. The replacement part number begins with 8454. Refer to <i>Human Machine Interface Control Module Replacement</i> in SI.</li> <li>• If the HMI has the latest part number, then refer to SI for further diagnostic.</li> </ul> </li> </ol>

## Parts Information

Causal Part	Description	Part Number	Qty
X	MODULE ASM-HMI CONT	84546902	1
X	MODULE ASM-HMI CONT	84546904	1

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3486908*	Human Machine Interface Module Replacement for iPhone Cyclic Charging 2018 Silverado and Sierra	0.5 hr (base)
	Human Machine Interface Module Replacement for iPhone Cyclic Charging 2018-2020 Tahoe, Yukon, Suburban, Yukon XL	1.2 hrs (base)
	Human Machine Interface Module Replacement for iPhone Cyclic Charging 2018-2019 Impala	1.6 hrs (base)
	Human Machine Interface Module Replacement for iPhone Cyclic Charging 2018-2019 Traverse	0.6 hr (base)
	Human Machine Interface Module Replacement for iPhone Cyclic Charging 2019-2020 Corvette	0.7 hr (base)
Add	Diagnosis Time (US/Canada only) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis	0.0-1.0 hr
Add	Install Software with USB	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
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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.



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