



STAR ONLINE PUBLICATION



Case Number: S2008000173

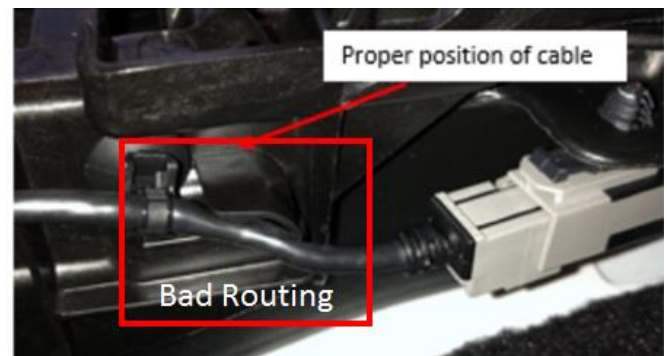
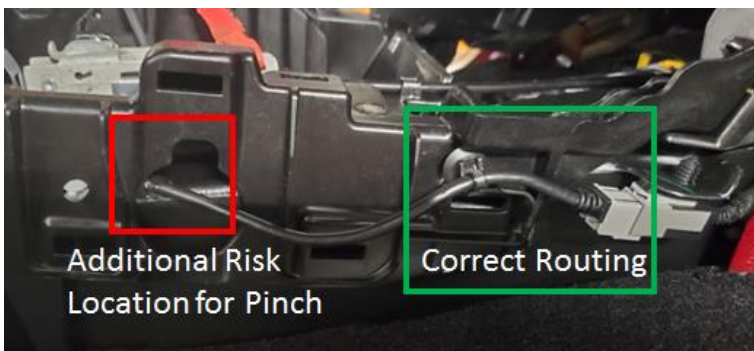
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Symptom/Vehicle Issue: Center Console USB Ports Are Inoperative Due To Pinched Wiring Harness

Discussion: The customer may find that when a USB device is connected to the center console USB/Media Ports. The connected device will not charge or connect to the radio. This issue may be intermittent and caused by incorrect routing of the Media Port wiring harness.

Diagnosis: De-trim the center console using standard procedures and inspect the routing of the Media Port wiring harness. The harness with the potential concern is located along the driver's side of the center console.

Repair: If the harness is found to be damaged from incorrect routing. Replace the Media Port wiring harness. Reroute the new harness as shown below to avoid the raised section of the center console structure.



This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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Verification: After replacement of the wiring harness and correction of the routing. Verify the USB ports now charge and that the radio can communicate with the connected USB device. If a concern is still present, follow standard diagnostic procedures located in Service Library.

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