

Subject: Engineering Information - USB Port Does Not Charge or Recognize Phone/Device, or Not Holding Cable in Port, USB Inoperative or Won't Play Media From the Device Constantly or Intermittently, Apple CarPlay and/or Android Auto Inoperative When Connecting into the USB Port or Cuts Out Over Bumps

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2020	2020	-	-	-	-
	Silverado 2500HD/3500HD						
GMC	Sierra 1500						
	Sierra 2500HD/3500HD						

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with RADIO-INFOTAINMENT SYSTEM - 3.X LOW HMI, MIDLEVEL CONNECTIVITY 3.X (RPO IOR)
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on one or more of the following conditions.</p> <ul style="list-style-type: none"> • USB port does not charge phone • USB port does not recognize phone/device • USB and/or Auxiliary port does not function • USB and/or Auxiliary port working intermittently • USB connected device not playing media • USB port not holding cable in port • Apple CarPlay and/or Android Auto cutting out over bumps • Apple CarPlay and/or Android Auto not working when connecting into the USB port
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, perform the following steps. If the issue is not resolved and a Field Product Report is not submitted, then contact the engineer listed below with your findings.

1. Were you able to duplicate the customer's concern?
2. Is this a single port HUB or a dual port HUB?
3. What is the exact condition being found? Mark one or more of the following listed below.
 - USB port does not charge phone
 - USB port does not recognize phone/device

- ____ USB port does not function
 - ____ USB and/or Auxiliary port working intermittently
 - ____ USB connected device not playing media
 - ____ USB port not holding cable in port
 - ____ Apple CarPlay and/or Android Auto cutting out over bumps
 - ____ Apple CarPlay and/or Android Auto not working when connecting into the USB port
4. Is the issue with the USB intermittent?
 5. What is the customer's phone/device and its operating system or software version?
 6. Is the cable that the customer is using the manufacturer's supplied cable for the phone?
 7. What is the condition of the cable/cord for the phone?
 8. Are the connections from the device cable/cord to the USB receptacle fully seated?
 9. If any of the connections are not fully seated, if you reconnect the connector to the USB receptacle, does the issue go away?
 10. If all the connectors are fully seated, if you disconnect and reconnect the connectors to the USB HUB, does the issue go away?
 11. Are the connections from the vehicle harness to the USB module fully seated?
 12. If any of the connectors to the USB module are not fully seated, when you connect it does the issue go away?
 13. If there is no obvious disconnection to the USB module, if you disconnect and reconnect the connections does the issue go away?
 14. Are the connections from the vehicle harness to the console bin USB module (if equipped) fully seated?
 15. If any of the connectors to the console bin USB module (if equipped) are not fully seated, when you connect it does the issue go away?
 16. If there is no obvious disconnection to the console bin USB module (if equipped), if you disconnect and reconnect the connections does the issue go away?
 17. Are the connections from the USB HUB to the radio module fully seated?
 18. If the connections to the radio are not fully seated, if you reconnect the connector at the radio does the issue go away?
 19. If there is no obvious disconnections from the USB HUB to the radio module, if you disconnect and reconnect the connections at the radio does the issue go away?
 20. If the issue is solved after the above steps, please submit a Field Product Report and reference this Engineering Investigation number.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
3487228*	Engineering Information - USB Port Does Not Charge Phone, USB Port Does Not Recognize Phone/Device	0.5 hr

* This is a unique labor operation for bulletin use only.

Version	1
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Modified

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