

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

This PI has been revised to end the need for information from the field. Please discard PIE0607.

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

If you encounter a vehicle with the above condition, refer to SI for further diagnosis.

Version	2
Modified	Released January 12, 2021 Revised March 03, 2021 – Ended the need for further information from the field.