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Case Number: S238A000034

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Symptom/Vehicle Issue: USB Hub In-Operable

Discussion: The customer may observe “Intermittent USB hub In-op”. Many of the USB warranty returns are Trouble Not Found. In efforts to prevent unnecessary replacements, we are requesting the following diagnostic procedure prior to replacing USB hubs.

Diagnostics: The customer may observe intermittent USB hub In-op. Follow below steps to determine/examine the USB hub before replacing part.

1. Confirm the USB port is not a charge only port.
2. Confirm customer uses certified/official Apple/Android cables.
3. Try known good device (USB stick with audio, cable and phone).
4. Check for lint or debris stuck in device connection port. Lint or debris can cause cable connection issues. (See Fig 1) Refer to device manufacturer on how to clean device port.
5. Confirm that customer’s personal device verified to be compatible with vehicles multi-media system. (<http://www.driveuconnect.com>)
6. Confirm that device connected has permission to run Apple CarPlay/Android Auto. This can be found in device’s settings. Ensure Android Auto or Apple CarPlay are enabled in the customer’s phone settings:
For an Apple device, go to settings > screen time > content & privacy restrictions > allowed apps, toggle CarPlay.
For an Android device, go to settings > Android Auto > connect vehicle.
7. Confirm the mobile phones/devices have the latest software version. If an update is available, please update the software.
8. Perform a radio reset, as per service information. Example, some radios you hold the volume/power knob for 10 seconds until radio reboots.
9. Disconnect and reconnect the USB hub according to the installation manual and power cycle the vehicle.
10. Check fuses, power and ground to the hub. Check for damages to the cables and connectors.

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, eCONTACT or Service Library entry if no solution is found.



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11. Refer to updated Service procedures for USB hubs before replacing the hub.



Fig 1.

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