



STAR ONLINE PUBLICATION



Case Number: S238A000042

Release Date: August 2023

Symptom/Vehicle Issue: Media Hub USB Connection Drops, Or Apple CarPlay and Android Auto Inoperative.

Discussion: The customer may report Apple CarPlay, Android Auto or USB connection failure or working intermittently. The tech may or may not be able to duplicate customer's concerns. Try and road test vehicle if issue is not duplicated while vehicle is stationary.

Before cable replacement:

1. Ensure the customer's phones are with latest available software.
2. Verify customer is using an OEM or OEM approved cable for CarPlay /Android Auto.
3. Check the media hub cable connections in both center stack and center console. Make sure all connectors are fully seated and there is no excessive bending or pulling stress to the connectors.
4. If center stack USB hub has an issue, please replace the IP USB cable (Part #: 68417902AA) or
5. If center console (under arm rest) media port has issues, please replace console USB cable (Part # 68631429AA) part will be available in the 4th quarter.

Do not replace the radio head unit or media hub for this concern if no issue can be replicated.



IP Harness



Console Harness

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.