



Service Bulletin

Bulletin No.: 22-NA-238

Date: November, 2024

TECHNICAL

Subject: Cellphone Not Charging or USB Receptacle Inoperative Diagnostic

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|----------------------------------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Buick | All GM Passenger Cars and Trucks | 2020 | 2025 | — | — | — | — |
| Cadillac | | | | | | | |
| Chevrolet | | | | | | | |
| GMC | | | | | | | |

| | |
|-----------------------------------|---|
| Involved Region or Country | North America, Argentina, Brazil, Bolivia, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela, Europe, Uzbekistan, Russia, Middle East, Iraq, Israel, Palestine, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Taiwan, Thailand, Singapore, Philippines, Australia/New Zealand, Egypt, Other Africa, South Africa |
| Condition | Some customers may comment that one of the USB ports is not charging or allowing data to transfer. |
| Cause | The cause of the condition may be due to a faulty USB Hub. |
| Correction | If you encounter a vehicle with the above concern, complete the following: <ul style="list-style-type: none"> • If DTCs are present, refer to Service Information (SI) to perform Circuit System Testing. • If No DTC is present, complete the steps in the Service Procedure below. |

Information:

The USB receptacle interfaces directly with the A11 Radio via a standard USB cable. USB male to female connections are typically used for connecting USB cables together where an in-line connection is required.

The USB port allows connectivity to the infotainment system from portable media players or a USB storage device (memory stick/ flash drive). When a device is connected to the USB port, the system detects the device and USB becomes available as an audio source. Once connected, the device can be controlled from the radio controls.

Not all portable media player devices or file types are compatible. Refer to the owner manual for information on USB devices, control, and operation.

Refer to the owner manual for information on the Navigation system.

Special Tools:

These devices can be obtained at various consumer electronic stores and allow you to put the phone in-line and be less intrusive.

- USB Digital Meter (Klein Tools or equivalent) (1).
- USB-A female to mini-B female adapter (2).

Additional Information

Most USB Meter testers have two output ports, but only one port allows data to transfer while charging, and the other port does NOT allow data to pass through.

Power Sourcing Equipment (PSE) are charge-only USB ports like laptops, workstations, cars, or even wall sockets.

Powered Delivery (PD) are those that may connect to a USB port to charge and/or communicate, which includes smartphones, keyboards, displays, headsets, etc.

The table below can be used as a reference to know if data can pass through a receptacle.

| RPO | Description | Capacity | Function |
|-----|--|----------|-----------------|
| UBC | Receptacle USB Armrest | Dual | Charge and Data |
| UBD | Receptacle USB Front Floor Console Front | Dual | Charge and Data |
| UBI | Receptacle USB Floor Console Rear | Dual | Charge |
| UBJ | Receptacle USB IP Lower | Dual | Charge and Data |
| UBK | Receptacle USB Armrest | Single | Charge and Data |
| UBL | Receptacle USB Floor Console Front | Single | Charge and Data |
| UBP | Receptacle USB Floor Console Rear | Single | Charge |
| UBV | Receptacle USB Floor Console Rear | Single | Charge and Data |
| UBW | Receptacle USB IP Lower | Single | Charge and Data |
| UBX | Receptacle USB Trim | Dual | Charge |
| UCB | Receptacle USB Trim | Single | Charge |

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

1. Inspect the customer's USB cable for any tears or fraying. Verify the cable has all four wires connected and will reliably charge and/or transfer USB data on a different vehicle or computer.



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2. Connect the USB Meter at each port and verify voltage is present. A properly functioning USB port will supply approximately 4.40 V – 5.25 V.
3. If voltage is present, complete the following:
 - Plug a known good cable from step 1 into the USB Meter Output.
 - Connect any phone via USB and verify if the phone is charging and it is showing an Amp draw on the meter.
 - Disconnect the USB meter and see if you're able to play music from the cellphone (not Apple CarPlay or Android Auto).
 - Disconnect the USB meter and see if you're able to play music from a USB thumb drive.
4. If voltage and current are not present, verify that the fuse providing power to the USB receptacle is not blown.



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5. If the fuse is not blown, then remove the USB Receptacle to access the USB mini-B connector behind the receptacle.





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6. Connect the USB-A female to mini-B female adapter to the mini-B male connector wire that is coming from the radio.

Plug in your phone cable and see if you can play music from a cellphone.

Plug in your USB thumb drive and see if you can play music from the thumb drive.



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7. If you're NOT able to play music or charge your phone after step 6, unplug the mini-B USB or 6 pin power connector from back side of radio, wait a few seconds and reconnect.

If the issue is NOT resolved, refer to SI to start inspecting the cable going to the radio.

Important: Some radios may have a mini USB connector where you can plug in directly behind the module to verify if the issue is due to the cable or radio.



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8. If you're able to play music and charge the phone in step 6, then reconnect the mini-B USB connector back into the USB receptacle.
9. Perform steps 1 through 3 again to see if the USB receptacle is functioning properly. If the issue is not resolved, replace the USB receptacle.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information:

| Labor Operation | Description | Labor Time |
|-----------------|---|------------|
| 2086588* | Diagnostic for Inoperative USB Receptacle | 0.5 hr |

*This is a unique Labor Operation for bulletin use only.

Important: Use of this labor operation should only be used for vehicle related defects. If this diagnostic identifies customer induced issues such as a bad power cord, cell-phone, accessory, etc., those would be considered customer pay and not a warrantable repair.

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|-----------------|--|
| Version | 2 |
| Modified | Released November 30, 2022 Revised November 25, 2024 – Added the 2024 and 2025 Model Years. |

Additional SI Keywords: USB, Cellphone, Cell, phone, Android Auto, Apple CarPlay, Not Charging, Data, Inoperable

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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