



Service Bulletin

Bulletin No.: 22-NA-238

Date: December, 2022

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	2023	—	—	—	—
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.

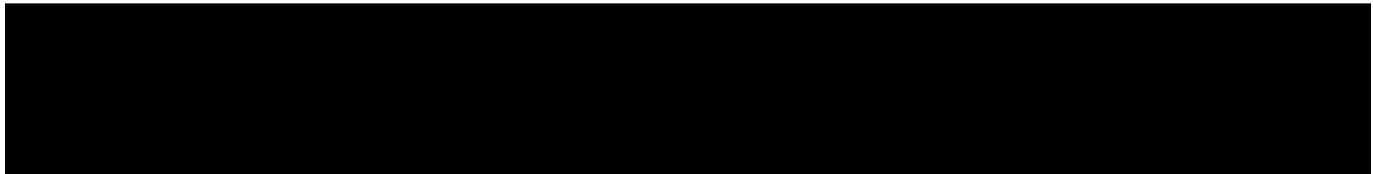
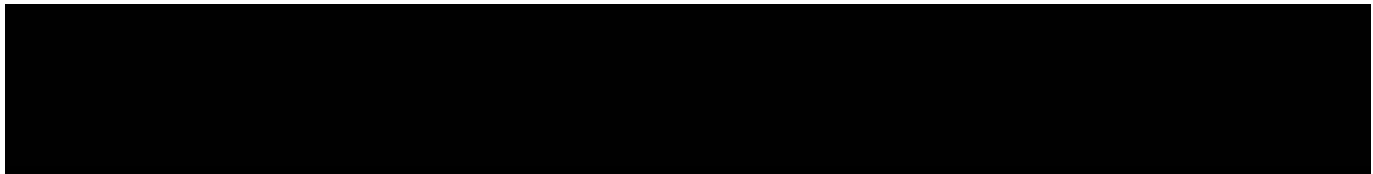
Information:

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.



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- 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.

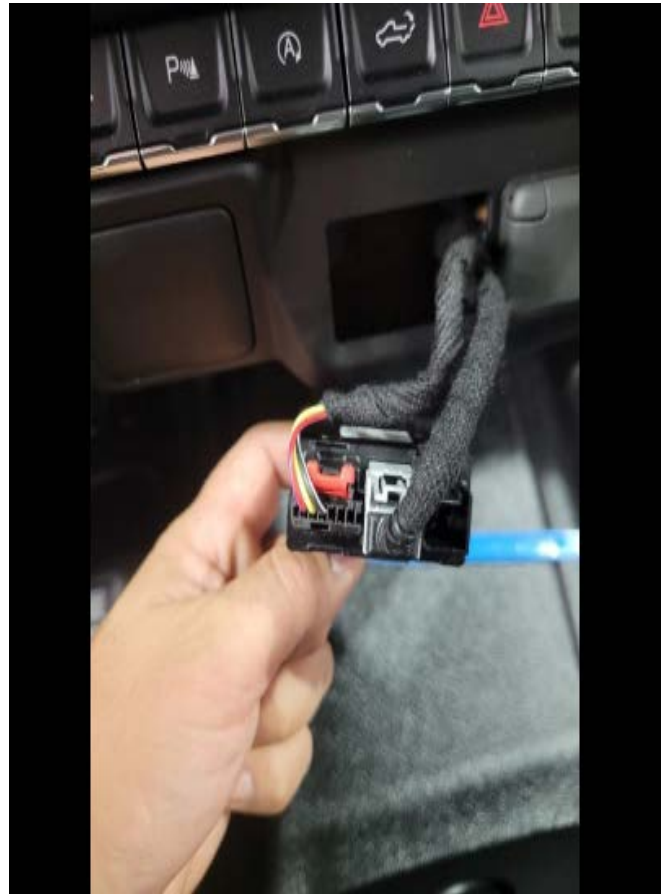
1. Inspect the customer's USB cable for any tears or fraying. Verify the cable has all four wires connected and will reliably charge and/or transfer USB data on a different vehicle or computer.



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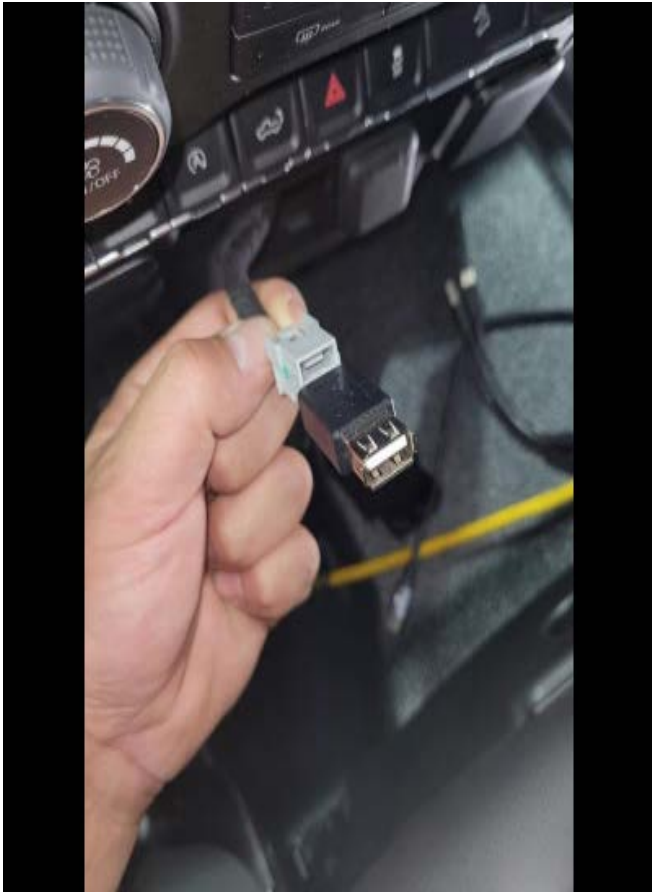
2. Connect the USB Meter at each port and verify voltage is present. A properly functioning USB port will supply approximately 4.40 V – 5.25 V.

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.

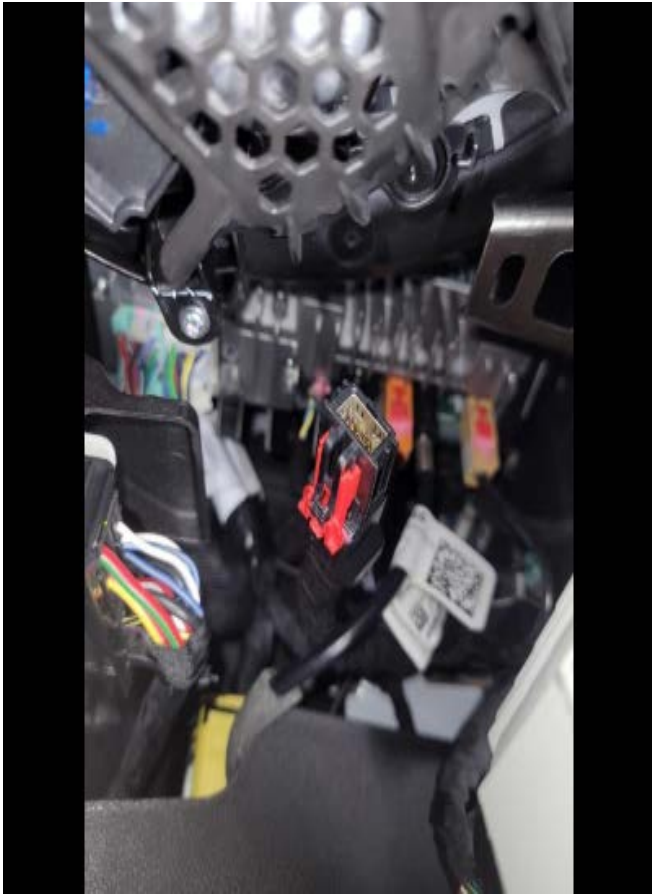


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6. Connect the USB-A female to mini-B female adapter to the mini-B male connector wire that is coming from the radio.
Plug in your phone cable and see if you can play music from a cellphone.
Plug in your USB thumb drive and see if you can play music 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.

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, cellphone, accessory, etc., those would be considered customer pay and not a warrantable repair.

Version	1
Modified	Released November 30, 2022

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

