

General Service Bulletin (GSB):	Universal Serial Bus (USB) Hub Warrantable vs Non-warrantable
GSB Overview:	Information on proper inspection procedures of the Universal Serial Bus (USB) Hub along with warrantable and non-warrantable conditions
NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.	

## **This GSB includes information on the following topics:**

- **Proper inspection of the Universal Serial Bus (USB) Hub For liquid ingress or spilled liquids**
- **Non-warrantable conditions**

# UNIVERSAL SERIAL BUS (USB) HUB Warranty Coverage

## Repairs That Are Not Warrantable

Per warranty policy, indications of non-warrantable damage such as:

- Damage caused by spilled liquids. Dealers should carefully examine electronic components (audio components, automatic temperature control heads, etc.) to ensure that the cause of failure was not liquid spillage. The presence of liquid residue (a sticky or shiny substance) or buttons/knobs which don't operate freely are evidence of abuse and may result in claim denial.

Refer to the Ford Warranty & Policy Manual for any questions.

See attached pictures for reference:

# UNIVERSAL SERIAL BUS (USB) HUB Warranty Coverage

## EXAMPLES OF UNIVERSAL SERIAL BUS (USB) HUB THAT ARE NON-WARRANTABLE



Figure 1

**Damage due to liquid spills on unit resulting in a sticky feeling while non-functional Universal Serial Bus (USB) Hub is installed.**

(Figure 1)

# UNIVERSAL SERIAL BUS (USB) HUB Warranty Coverage

## EXAMPLES OF UNIVERSAL SERIAL BUS (USB) HUB THAT ARE NON-WARRANTABLE

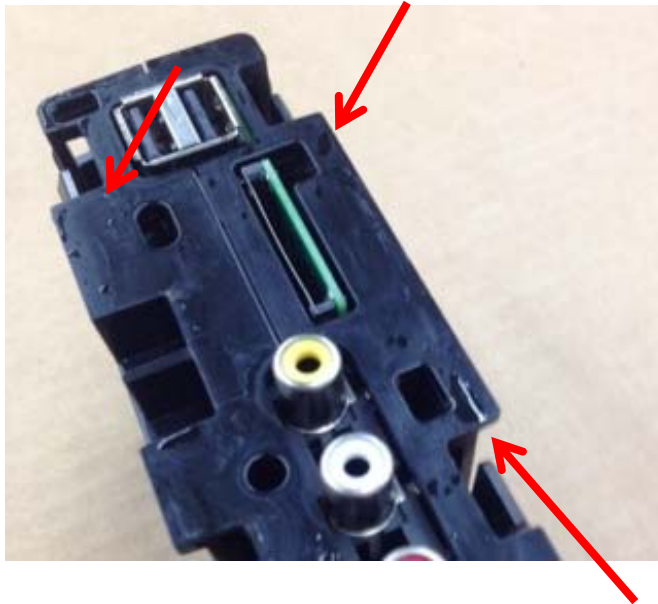


Figure 2



Figure 3

**Sticky liquid residue seen on the non-functional Universal Serial Bus (USB) Hub under exterior covers.**

(Figures 2 & 3)

# UNIVERSAL SERIAL BUS (USB) HUB Warranty Coverage

## EXAMPLES OF UNIVERSAL SERIAL BUS (USB) HUB THAT ARE NON-WARRANTABLE



Figure 4



Figure 5

**Liquid residue seen on non-functional Universal Serial Bus (USB) Hub once removed**

(Figures 4 & 5)

# UNIVERSAL SERIAL BUS (USB) HUB Warranty Coverage

## EXAMPLES OF UNIVERSAL SERIAL BUS (USB) HUB THAT ARE NON-WARRANTABLE



Figure 6

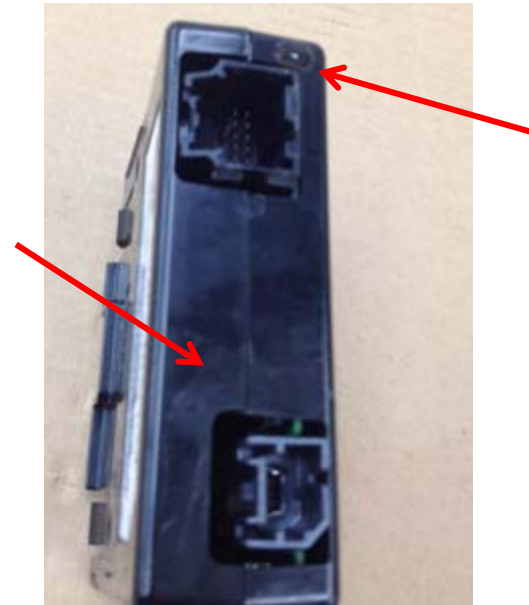


Figure 7

**Liquid evidence in or around connection points of non-functional Universal Serial Bus (USB) Hub. (Figures 6 & 7)**