



Service Bulletin

INFORMATION

Subject: Engineering Information – USB Receptacle Inoperative

Models: 2016 Buick LaCrosse, Regal
2016 Cadillac ATS, CT6, CTS, Escalade Models, SRX, XTS
2016 Chevrolet Camaro, Colorado, Corvette, Cruze, Impala, Malibu, Silverado, Suburban, Tahoe
2016-2017 Chevrolet Volt
2016 GMC Canyon, Sierra, Yukon
Equipped with Radios IO5 or IO6

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment that one of the USB ports is not charging, allowing data to transfer, etc.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

If you encounter a vehicle with the above concern, complete the following steps:

1. Verify that the part number for the affected USB receptacle is one of the following:
Note: If the USB receptacle is not one of the following, continue diagnosis referring to SI.
 - 23496501
 - 23217326
2. Ask the customer the following:
 - Is this the first time the concern has occurred?
 - Does the concern occur on all devices?
 - Does the concern occur during start up?
 - Does the concern occur during initial connection of device?
 - Does the concern occur once the device is accessed?
3. Contact the engineer with the gathered information.

Contact Information

Engineer Name	Phone Number
Mick Dowd	248-804-0398

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
3480318*	Engineering Information — USB Receptacle Inoperative	0.4 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

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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