

# Customer Satisfaction Program

## 16056 Missing USB Port



Reference Number: N16205788

Release Date: November 2016  
Revision: 00

**Attention: This program is in effect until November 30, 2018.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2016	2016	U0H	Radio AM/FM Stereo, USB
GMC	Savana				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2016 model year Chevrolet Express and GMC Savana vehicles ordered with a base radio with optional USB port (RPO U0H), may have been built without the port installed.
<b>Correction</b>	Replace Monroney label on stock vehicles with corrected label. Customer option to install the USB outlet assembly, or receive a \$100 USD/\$135 CDN reimbursement.

### Parts

Quantity	Part Name	Part No.
1 (if req'd)	COVER, I/P ACSRY	22744901

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102696	Install New Monroney Label (Vehicles in Dealer Inventory Only)	0.2	ZFAT	N/A
9102697	Install USB Receptacle (Customer Vehicles Only, option 1)	0.3	ZFAT	N/A
9102698	Customer Reimbursement Check Issued (Customer Vehicles Only, Option 2) - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*

\* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. The amount identified in Net Item is the \$100 USD / \$135 CDN dealer check that was issued to the customer. Record the check number in the Invoice Number field. Record the VIN on the check. Submit \$20.00 administrative allowance in Net/Admin Allowance.

### Service Procedure

#### For Dealer Inventory Only – US & Canada

**Note:** Involved vehicles that are currently in dealer/retailer new car inventory are to receive a corrected Monroney Label (MSRP window sticker). It is the responsibility of the Service Manager to ensure this label replacement occurs as soon as possible. Dealer will be re-invoiced to reflect U0F (base radio) instead of U0H with USB (USB port).

- Carefully remove the factory installed label from the vehicle's window. Discard this label.
- Clean the window existing residue before installing the new label.
- Carefully affix the replacement label to the vehicle's window.

#### For Dealer Inventory Only – Export Markets

Dealers will be sent new invoice information.

#### For Customer Vehicles Only

**Note:** The options below are not applicable to vehicles in dealer inventory. Dealers are to install a new Monroney Label on involved vehicles in dealer inventory.

**Customers of involved vehicles are to be offered one of the two options listed below.**

**Option 1 – Install a USB port. If a customer elects to have the USB port installed, proceed to the procedure below.**

**Option 2 – Compensate the customer \$100 (USD) / \$135 (CDN) for the missing USB port. Customer should be informed that if they elect the reimbursement, the USB port will NOT be installed. If a customer elects to be**

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reimbursed instead of having the USB port installed, dealers are to issue the customer a check. Record the check number in the Invoice Number field and record the VIN on the check.



4602245

1. Remove the trim plate.



4602248

2. Remove the USB harness from the power outlet receptacle harness.



4602254



3. Connect the USB harness to the USB receptacle.

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4602257

4. Install the USB receptacle to the instrument panel.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 2018. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through November 30, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

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### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

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November 2016

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2016 model year Chevrolet Express or GMC Savana vehicle that was ordered with a base radio with an optional USB port, may have been built without the USB port installed.

Your satisfaction with your Chevrolet Express or GMC Savana is very important to us, so we are announcing a program to correct this condition.

**What We Will Do:** General Motors is offering you the option to either have your GM dealer install the missing USB port, **OR** you may elect a reimbursement of \$100 (USD) / \$135 (CDN) instead of having the USB port installed. This service will be performed for you at **no charge until November 30, 2018**.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

16056

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4247  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 04, 2016

Subject: 16056 - Customer Satisfaction Program  
Missing USB Port

Models: 2016 Chevrolet Express  
2016 GMC Savana  
Equipped with Base Radio (UOF)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 16056 today. The total number of U.S. vehicles involved is approximately 5,700. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on November 29, 2016.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 5, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS