

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4255
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 15, 2016

Subject: 16056 - Customer Satisfaction Program
Missing USB Port
Bulletin Temporarily Suspended

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

To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Manager, and Warranty Administrator

This message is to inform dealers that Customer Satisfaction Program 16056, released on November 4, 2016 through GM Global Connect message GCUS-3-750, is being temporarily suspended. This action is necessary due to some vehicles included in the population not requiring the USB port, and need to be removed.

Unfortunately, the decision to hold the bulletin was made after these involved vehicles were updated in IVH. This resulted in 16056 appearing in the Applicable Warranties section. We are working to correct IVH as quickly as possible.

Once the population of vehicles is corrected, IVH will be updated and a revised bulletin will be released. We apologize for any confusion this situation may have caused.

END OF MESSAGE
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