

# Service Update

## 17326 Single USB Port Installed in Place of Dual USB



Reference Number: N172110910

Release Date: August 2017  
Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Impala	2018	2018		

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>	On certain 2018 Chevrolet Impala vehicles, a single USB port was installed in the vehicle console in place of the dual port USB that was intended.
<b>Correction</b>	Remove the single port USB and replace with the dual USB receptacle assembly.

### Parts

Quantity	Part Name	Part No.
1	Receptacle Asm-Audio Plyr & USB	13519225

It is estimated that only 152 involved vehicles worldwide will require this repair on this vehicle. **Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.**

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103368	USB Receptacle Replacement	0.4	ZFAT	N/A

### Service Procedure

1. Remove the USB receptacle. Refer to *USB Receptacle Replacement* in SI.
2. Install the USB receptacle. Refer to *USB Receptacle Replacement* in SI.

### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession

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.



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GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4539  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 24, 2017

Subject: 17326 - Service Update  
Single USB Port Installed in Place of Dual USB

Models: 2018 Chevrolet Impala

To: All General Motors Dealers

General Motors is releasing Service Update 17326 today. The total number of U.S. vehicles involved is approximately 152. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 24, 2017. 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

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