



Service Bulletin

File in Section: -

Bulletin No.: PI0915

Date: February, 2013

PRELIMINARY INFORMATION

Subject: Chevrolet Impala New Model Features and Service Guide

Models: 2014 Chevrolet Impala
Equipped with ECOTEC® eAssist 2.4L DOHC VVT, DI – RPO LUK, ECOTEC® 2.5L DOHC VVT, DI – RPO LKW or 3.6L Flex-Fuel DOHC VVT, DI – RPO LFX
Equipped with Hydramatic® 6-Speed Automatic Transmission and Front Wheel Drive



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This is a special bulletin to introduce the 2014 Chevrolet Impala, a completely redesigned four-door, five passenger sedan. The vehicle will be built at either the Detroit-Hamtramck, Michigan or Oshawa-Ontario, Canada manufacturing locations.

The purpose of this bulletin is to help the Service and Sales Department personnel become familiar with the new vehicle's features and describe the action the Service Department personnel will need to take to ensure that they are able to fully service this vehicle.

Vehicle Overview / What's New

The all new 10th generation Impala designed on GM's award winning global Epsilon II platform will be offered in the following models, the LS, Eco, LT and LTZ.

- Bold exterior styling featuring a sleek proportion, sculpted body sides, standard 18-inch wheels, available 19-inch and 20-inch wheels, projector beam headlamps, with HID headlamps and LED daytime running lamps standard on LTZ models.
- Two different radio systems featuring either a 4.2-inch color display without Chevrolet MyLink (LS models) or an 8-inch motorized color touch-screen display with Chevrolet MyLink (LT and LTZ models) housed in the center stack. There is concealed lit storage space behind the 8-inch motorized color touch-screen.
- Available touch-screen navigation (LT and LTZ models).
- The ability to pair entertainment and information data from up to five Bluetooth® enabled mobile devices, USBs, SD cards and MP3 players (LT and LTZ models).
- A greater emphasis on comfort, a quieter interior environment from an array of sound-absorbing and sound-suppressing materials and Active Noise Cancellation standard with ECOTEC® four-cylinder engines.
- A choice of three powerful and efficient engines all with DOHC, variable valve timing (VVT) and direct injection (DI) coupled with a Hydramatic® 6-speed automatic transmission and front wheel drive.

- The ECOTEC® eAssist engine, with Hybrid Propulsion-Electric, Parallel, 14kW Continuous Power — RPO HP6, 2.4L DOHC with VVT and DI — RPO LUK.
- Intake Valve Lift Control (IVLC) on the ECOTEC® 2.5L engine.
- 10 standard airbags.
- A comprehensive offering of available advanced safety technologies, including Adaptive Cruise Control (ACC), Automatic Collision Preparation (ACP), Collision Mitigation Braking, Forward Collision Alert (FCA), Lane Departure Warning (LDW), Side Blind Zone Alert (SBZA), Rear Cross Traffic Alert (RCTA), Rear Vision Camera (RVC) with Dynamic Guidelines, Ultrasonic Rear Parking Assist (URPA), Hill Start Assist (HSA) and included on uplevel models with 20-inch wheels, the Brake Preparation feature.
- A new instrument cluster with a standard 4.2-inch color display that has configurable features for the Driver Information Center (DIC).
- Available remote start, passive entry/starting, heated steering wheel, dual-zone climate control and heated and ventilated front seats. Passive entry and push button start/stop are available on the LT model and standard on the LTZ model.
- Available power tilt and telescoping steering column with available memory (an Impala first).
- Available heated steering wheel (an Impala first).
- Available ventilated front seats (an Impala first).
- Available folding rear head restraints (an Impala first).
- Available Memory option remembers seat, steering column and outside rearview mirror placements for two different drivers.
- A MacPherson-strut front suspension and four-link rear suspension with an isolated front cradle and hydraulic ride bushing deliver a smooth, quiet ride.
- An electric rack-mounted variable-assist steering system that helps save fuel by drawing energy only when the steering wheel is turned.
- Available electric parking brake (EPB).
- A 5-mm acoustic-laminated windshield and 5-mm acoustic-laminated front side glass.
- Umbrella storage in the front doors.

New Vehicle Limited Warranty

Bumper-to-Bumper (Includes Tires)

Coverage is for the first 3 years or 36,000 miles (60,000 km), whichever comes first.

Defective tires will be replaced on a prorated adjustment basis according to a mileage-based schedule. Refer to the Owner Manual.

Powertrain

Coverage is for the first 5 years or 100,000 miles (160,000 km), whichever comes first.

Hybrid Components

8 years or 100,000 miles (160,000 km), whichever comes first.

Sheet Metal

Corrosion coverage is for the first 3 years or 36,000 miles (60,000 km), whichever comes first.

Rust-through coverage is for the first 6 years or 100,000 miles (160,000 km), whichever comes first.

Roadside Assistance

As the owner of a new Chevrolet, the vehicle is automatically enrolled in the Chevrolet Roadside Assistance program for 5 years or 100,000 miles (160,000 km) at no expense to the owner.

For U.S.-purchased vehicles, call 1-800-243-8872; (Text Telephone (TTY): 1-888-889-2438).

For Canadian-purchased vehicles, call 1-800-268-6800.

Service is available 24 hours a day, 365 days a year.

Available Product Training

The majority of the systems found on the Impala are taught in GM's core curriculum from a conceptual theory and operation perspective.

To access **all** of the available Impala training courses visit the following website:

- In the United States go to > www.centerlearning.com
- In Canada go to > www.gmprocanada.com

Training Course Name and System RPO - Course Number and Description

Course Name - System RPO	Course Number and Description
Base Curriculum	#16041.09W Battery, Charging and Starting Systems

Training Course Name and System RPO - Course Number and Description (cont'd)

Course Name - System RPO	Course Number and Description
	#16044.21 Engine Performance #16048.25W-R3 Multiple Diagnostic Interface (MDI) Familiarization #16048.30H-R2 Global Diagnostic System 2 (GDS 2) Overview - Hands On #16048.30W-R2 Global Diagnostic System 2 (GDS 2) Overview #16050.12D Camshaft Position Actuator System and Active Fuel Management (VCT) #18043.01W-R4 Electrical / Electronics Stage 1 #18043.02W-R4 Electrical / Electronics Stage 2 #18043.03W-R3 Electrical / Electronics Stage 3 #18044.20 GM Global Electrical System #13044.20 GM Chassis Control Systems #15045.18 GM Braking Systems #16048.28D GDS 2 Diagnostics (Video) #16048.27V GDS 2 Diagnostics (Canada) #16039.16H GDS 2 Certification (Canada) #50543.09W 2014 Impala New Model Features (Release Early March 2013)
Engines ECOTEC® eAssist (BAS) 4 CYL, 2.4L Aluminum, DOHC with VVT and DI — RPO LUK ECOTEC® 4 CYL, 2.5L GMNA, DOHC with VVT and DI — RPO LKW 6 CYL, 3.6L Flex-Fuel Aluminum DOHC with VVT and DI, E85 MAX — RPO LFX	#16440.16D Engines New and Updates #16044.21 GM Powertrain Performance #16043.52 Engine Mechanical Diagnostics and Measurements #16044.20 SIDI - Virtual Classroom Training (VCT) #16050.11 Camshaft Position Actuator System and Active Fuel Management #18070.45W eAssist Introduction #18070.50H eAssist System Diagnosis and Service
Transmissions Transmission, 6-Speed Automatic, Electronically Controlled 6T70, FWD — RPO M7W Transmission, 6-Speed Automatic, HMD, X23FHD — RPO MH7 Transmission, 6-Speed Automatic, HMD, GM, BAS+, 6T40, Hybrid, FWD — RPO MHH	#17041.56 Automatic Transmission Operation, Diagnosis and Service #17041.65H 6-Speed Automatic Transmission Service #18070.45W eAssist Introduction
Brakes Brake System-Power, Front & Rear Disc, ABS — RPO J61 Brake Parking-Power Operated — RPO J71	#15045.18W1 & W2 GM Braking Systems 1 & 2 #15045.14T1 GM Electric Parking Brakes #18044.25 Body Electrical Accessory Systems
Air Bags 10 Air Bags — RPO AYF	#22048.42 GM Safety Systems
Heating, Ventilation and Air Conditioning HVAC System-Air Conditioner Front, Automatic Temperature Control, Auxiliary Temperature Control — RPO CJ2 HVAC System-Air Conditioner Front, Electronic Controls — RPO C67 Equipment-Sensor Air Moisture & Windshield Temperature — RPO ASV	#11044.05 HVAC Systems and Operation
Power Steering	#13041.13T1 Rack-Mount Electric Steering #13041.15 GM Steering Systems and Diagnosis
OnStar® OnStar® OnStar® Generation 9 TechAssist Course	#19040.37 OnStar® Systems and Technology #19040.38T1 OnStar® Systems and Technology
Entertainment - Infotainment - Audio Systems Radio - Infotainment System, Uplevel with Connectivity - RPO IO5 Digital Audio Systems-S-Band And HD - RPO U2M	#19047.20W2 R2 Entertainment Systems 2 (Including MOST) Network #19047.20W3 Entertainment Systems 3 #19047.22D Infotainment Operation, Diagnosis and Service (VCT)

Training Course Name and System RPO - Course Number and Description (cont'd)

Course Name - System RPO	Course Number and Description
Tire Pressure Monitor System (TPMS) Tire Pressure Indicator - Manual Learn - RPO UJM	#13044.20 GM Chassis Control Systems #13044.12T2 Tire Pressure Monitoring Systems Diagnosis
Bluetooth Technology - Programming Bluetooth for Phone, Personal Cellphone Connectivity to Vehicle Audio System Bluetooth Technology, Functions and Features Diagnosing and Methods of Radio Programming (USB Programming, Scan Tool Programming)	#19047.20W2 R2 Entertainment Systems 2 (Including MOST) Network #19047.16H Entertainment Systems Certification (Canada)
Theft Deterrent System Theft Deterrent - Electrical, Unauthorized Entry - RPO UTJ	#19047.09W Entry and Security Systems
Suspension Chassis Equipment Front – Strut Assembly - RPO GNA Ride and Handling-Automatic Electronic Controlled - RPO FX3	#13044.20 GM Chassis Control Systems #13044.16T1 Continuous Damping Control
Driver Information Display Instrument– Driver Info Enhanced (Multi Color Graphic) - RPO UDD	#19047.20W-R2 Entertainment Systems 2
Enhanced Safety Systems And Object Detection Camera - Rear View - RPO UVC Sensor Indicator-Forward Collision Alert - RPO UEU Sensor Indicator-Side Obstacle Detection (Side Blind Zone Alert) - RPO UFT Sensor Indicator-Lane Departure Warning - RPO UFL Sensor Indicator- Rear Parking Assist - RPO UD7 Collision Preparation System - RPO UGN Cross Traffic Alert - RPO UFG Cruise Control-Automatic, Adaptive, With STOP/GO – RPO KSG	#22048.42 GM Safety Systems (Includes All Course Components W1 + W2 + W3 + H) #22048.16H GM Safety Systems Certification (Canada)

Dexos 1™ Engine Oil



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Notice: Failure to use the recommended engine oil and correct viscosity or its equivalent can result in engine damage not covered by the vehicle warranty. Check with your dealer or service provider on whether the oil is approved to the dexos 1™ specification.

Viscosity Grade

Notice: DO NOT use other viscosity grade oils such as SAE 10W-30, 10W-40, or 20W-50.

- SAE 5W-20 is the required viscosity grade for the 2.5L L4 engine.
- SAE 5W-30 is the required viscosity grade for the 2.4L L4 engine and the 3.6L V6 engine.

Notice: Cold Temperature Operation: In an area of extreme cold, where the temperature is colder than -29°C (-20°F), an SAE 0W-30 oil may be used. An oil of this viscosity grade will provide easier cold starting for the engine at extremely cold temperatures.

Refer to this General Motors website for dexos 1™ information about the different licensed brands that are currently available: <http://www.gmdexos.com>

Next-Generation Infotainment Features / Connectivity / Chevrolet MyLink

- MyLink uses a Bluetooth® or USB connection to link a smartphone, cell phone, USB flash drive or portable audio player/iPod™ to the touch-screen infotainment display. MyLink enables streaming audio through a smartphone and hands-free voice control. Music also can be played from a USB flash drive.

Notice: To Canadian Service Agents, the following URL link is a United States website that is presented in English only. Canadian carriers are not listed directly, however when identified the phone model functions are similar.

- Before using a Bluetooth® enabled device in the vehicle, it must be paired with the in-vehicle Bluetooth® system. Not all devices will support all functions. For more information, visit: www.gmtotalconnect.com
- In the United States, for assistance with Bluetooth® pairing, application downloading and installation, mobile device compatibility and operation of the MyLink system, contact customer assistance at 1-855-4-SUPPORT (855-478-7767) or visit: www.chevrolet.com/mylink
- In Canada for English assistance with Bluetooth® pairing, application downloading and installation, mobile device compatibility and operation of the MyLink system, contact customer assistance at 1-800-263-3777 or visit: www.gm.ca/gm/english/vehicles/chevrolet/infotainment/
- In Canada for French assistance with Bluetooth® pairing, application downloading and installation, mobile device compatibility and operation of the MyLink system, contact customer assistance at 1-800-263-3777 or visit: www.gm.ca/gm/french/vehicles/chevrolet/infotainment/
- The next-generation infotainment systems feature two different radios with either a 4.2-inch (107 mm) color display or an 8-inch (203 mm) motorized color touch-screen display both housed in the center stack.

Base Radio Features

- 4.2-inch (107 mm) color display.
- Standard 100-watt sound system.
- Bluetooth® hands-free calling.
- AM/FM and Sirius XM Radio®.
- CD player.
- Auxiliary input jack.
- USB port.
- Apple® iPod® command and controls through USB.
- On-screen Turn-by-Turn Navigation via OnStar®.

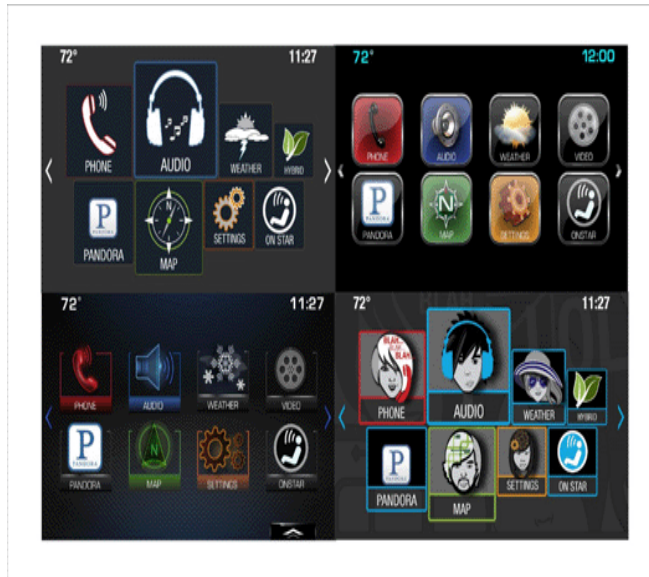
Uplevel Radio Features

Standard and Available Features are as follows:



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- 8-inch (203 mm) motorized color touch-screen display with concealed storage space behind the display and a USB port. **Press and hold** the button to open/close the door.



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- Changeable theme capability.
- Gesture control: Similar to smartphones, it allows for swiping of content.
- Ability to pair up to five Bluetooth® phones. Before using a Bluetooth® enabled device, it must be paired with the in-vehicle Bluetooth® system.
- Ability to store up to 1,000 address book entries.
- Picture display of incoming callers/address book contacts.
- Pandora® streaming audio (not available in Canada).
- MyMedia: Combines metadata from multiple media sources to allow seamless access to the user's media libraries.
- Album art display.
- HD Radio™ and SiriusXM® with iTunes® tagging feature: This feature lets the driver “mark” songs broadcast via HD Radio™ and SiriusXM® and purchase them later on computer via Apple® iTunes® (requires iPod®).
- Real-time alerts for specific Artist/Programming content across all SiriusXM® channels.
- Pause of live terrestrial radio for up to 30 minutes.
- Extended Point of Interest (e.g., fuel stations, restaurants, etc.) database that updates automatically.
- SiriusXM® Nav Traffic and Travel Link services (separate subscriptions required).

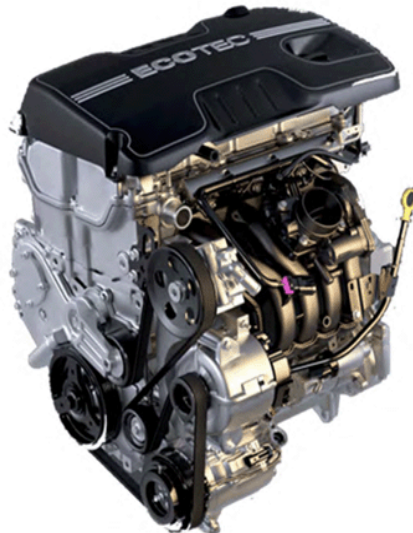
- 3-D map view for most major U.S. cities and attractions.
- DVD and Blu-ray video support.
- Watch videos or view images stored on a USB device (when vehicle is in Park (P) only).
- Voice control of most radio, media, phone and navigation functions.
- Natural Speech Recognition: Lets driver speak logically with fewer specific commands to recall stored media or input navigation destinations.
- Text-to-speech: Lets driver receive text messages by system voice.
- Gracenote MediaVOCS: Enhances recognition of music collections and playlists through additional voice layer and supports text-to-speech capability.
- Rear Vision Camera view displayed on the infotainment screen (Rear Cross Traffic Alert and Dynamic Guidelines).

Engine Specifications / Fuel Tank Capacity / Transmission / Fuel Economy

The Impala is available with a choice of three powerful and efficient engines all with DOHC, VVT and DI coupled with a Hydramatic® 6-speed automatic transmission and front wheel drive.

The fuel tank capacity is 18.5 gallons (70.0 liters), when equipped with the 4-cylinder ECOTEC® eAssist 2.4L engine the fuel tank capacity is 15.8 gallons (60.0 liters).

Engine specifications, coupled transmissions and fuel economy are as follows:



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- New to the Impala is the 4-cylinder ECOTEC® eAssist — Hybrid Propulsion-Electric, Parallel, 14kW Continuous Power — 2.4L DOHC with VVT and DI — RPO LUK producing an estimated 182 hp (134 kW) @ 6200 RPM.
This engine is coupled with the Hydramatic® 6-Speed 6T40 Automatic Transmission — RPO MHH.
Anticipated EPA fuel economy estimates of 25 mpg city and 35 mpg highway.
In Canada, anticipated fuel economy estimates of 8.5/5.6 L/100 km or 33/50 MPG (Imperial Gallon).
- The 4-cylinder ECOTEC® 2.5L DOHC with VVT and DI — RPO LKW producing an SAE certified 195 hp (145 kW).
This engine is coupled with the Hydramatic® 6-Speed 6T45 Automatic Transmission — RPO MH7
Anticipated EPA fuel economy estimates of 21 mpg city and 31 mpg highway.



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- The 6-cylinder 3.6L flex-fuel with DOHC with VVT and DI — RPO LFX producing an estimated 303 hp (226 kW) @ 6800 RPM. This flexible fuel engine can be operated with a blend of ethanol and gasoline, up to 85 percent ethanol.

This engine is coupled with the Hydramatic® 6-Speed 6T70 Automatic Transmission — RPO M7W.

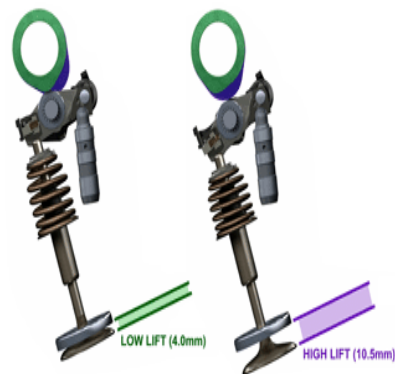
Anticipated EPA fuel economy estimates of 18 mpg city and 28 mpg highway.

In Canada, official fuel economy of 11.1/6.9 L/100 km or 25/41 MPG (Imperial Gallon).

ECOTEC® 2.5L Intake Valve Lift Control (IVLC) Technology

Drivers of the 2014 Chevrolet Impala can get improved fuel economy over the competition due in part to a new advanced valvetrain technology on the Ecotec 2.5L four-cylinder engine.

Delivering optimum airflow on demand to maximize fuel economy



In **LOW LIFT** position, airflow is controlled to deliver just what is needed for normal driving.

In **HIGH LIFT** position, maximum airflow is delivered when needed for heavy acceleration.

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The ECOTEC® 2.5L uses new Intake Valve Lift Control (IVLC) technology that enables variable intake valve lift, duration and timing over a wide range of engine operation. When the technology operates in low-lift mode, the engine pumps only the air it needs to meet the driver's demand. The system switches to high-lift mode at higher speeds or under heavy loads, providing the full output capability of the engine.

The engine achieves variable valve lift using an innovative all-new rocker arm that switches between low and high lift intake cam profiles. The mechanism is actuated by an oil control valve through a dual-feed stationary hydraulic lash adjuster. It is the first of its kind for low friction roller-type finger-follower valvetrains in gasoline engines. The engine's computer continuously selects the optimal lift profile based on conditions such as engine speed and load.

CD Player / USB Ports / SD Card Port / AUX Input Jack / Accessory Power Outlet

CD Player / USB Ports / SD Card Port / AUX Input Jack / Accessory Power Outlet

Notice: Connect an iPod/iPhone USB cord after starting the vehicle for optimum performance.

- **CD Player** If equipped, the CD player can be used for CD and MP3 audio.
- **One USB Port — Behind the 8-inch motorized color touch-screen** A USB port is located behind the 8-inch motorized color touch-screen.



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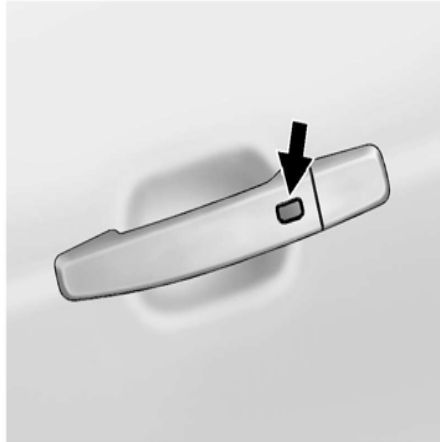
- **Two USB Ports** Two USB ports are located in the center console under the arm rest.
- **One SD Card Port** The vehicle may have an SD card port. If equipped it is located in the center console under the arm rest. The SD card reader is for audio and video playback. Photos are not supported.
- **AUX Input Jack** The AUX input jack is in the center console under the arm rest and is used to provide additional audio **sources**.
- **One Accessory Power Outlet** is located in the center console.

Keyless Access System

The Keyless Access System enables operation of the doors and ignition without removing the key fob from a pocket or purse. The key fob must be within 3 feet (1 m) of the door being unlocked or the trunk.

Keyless Unlocking

With the key fob within the specified range:



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- Press the lock sensor on the driver's door handle to unlock the driver's door. Press it again within 5 seconds to unlock all doors.
- Press the lock sensor on a passenger door handle to unlock all doors.

Notice: Touchpad included with Keyless Access System only.

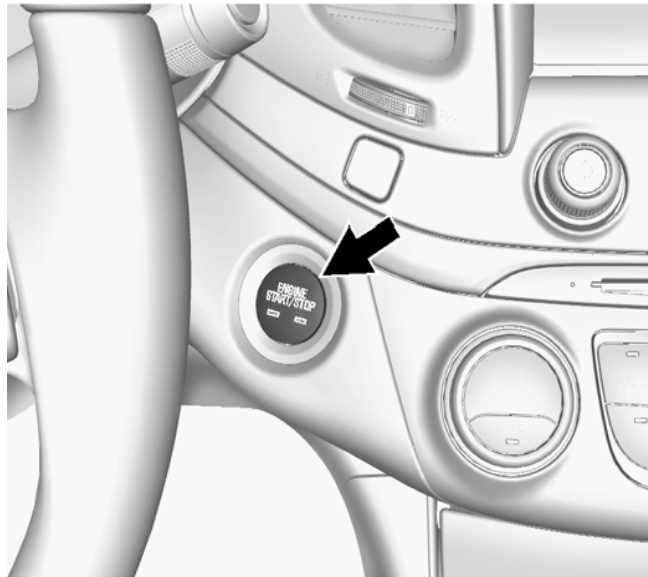
- Press the touchpad above the license plate to open the trunk.

Keyless Locking

With the ignition OFF, the key fob out of the vehicle, and all doors closed:

- Press the lock sensor on any door handle to lock all doors immediately.
- If passive locking is turned ON, all doors will lock automatically after a short delay once all doors are closed.

Keyless Access Start



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Passive entry and push button engine start/stop are available on the LT model and standard on the LTZ model.

Notice: The vehicle cannot be started if the fob is lost or damaged. The key fob must be in the vehicle to turn **ON** the ignition.

- **Starting the Engine:** With the vehicle in Park or Neutral, press the brake pedal and then press and hold the START/STOP button to start the engine.
- **Stopping the Engine:** Shift to Park and press the START/STOP button to turn OFF the engine.
- **Accessory:** With the engine OFF, press the START/STOP button to place the ignition system in the accessory position.

Immobilizer Operation (Keyless Access)

When equipped with Keyless Access, the vehicle has a passive theft-deterrent system. The system does not have to be manually armed or disarmed. The vehicle is automatically immobilized when the transmitter leaves the vehicle.

The immobilization system is disarmed when the ignition button is pushed in and a valid transmitter is found in the vehicle. The security light in the instrument cluster turns **ON** when there is a problem with arming or disarming the theft-deterrent system. The system has one or more transmitters matched to an immobilizer control unit in your vehicle. Only a correctly matched transmitter will start the vehicle.

If the transmitter is ever damaged, you may not be able to start your vehicle. When trying to start the vehicle, the security light comes **ON** briefly when the ignition is turned **ON**. If the engine does not start and the security light stays **ON**, there is a problem with the system. Turn the ignition **OFF** and try again. Do not leave the transmitter or device that disarms or deactivates the theft-deterrent system in the vehicle.

Starting the Vehicle with a Weak Transmitter Battery or Wireless Interference

If the transmitter battery is weak or there is wireless interference, the DIC may display one or more of the following messages when trying to start the vehicle:

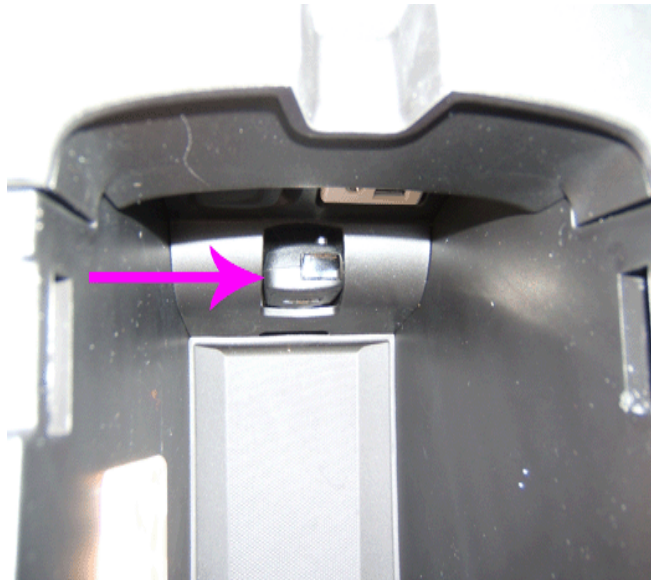
- NO REMOTE DETECTED
- USE TRANSMITTER POCKET TO START
- REPLACE BATTERY IN REMOTE KEY
 - ⇒ If the REPLACE BATTERY IN REMOTE KEY message is displayed, replace the battery in the transmitter as soon as possible.

If any of these messages are displayed on the DIC, perform the following to start the vehicle:



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1. Remove anything (1) that is attached to the transmitter.



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2. Open the center console and place the **smaller, tapered end** of the transmitter into the transmitter pocket with the buttons facing the **front** of the vehicle.
3. With the vehicle in P (Park) or N (Neutral) press the brake pedal and press the ENGINE START/STOP button.

Cleaning High Gloss Surfaces and Vehicle Information and Radio Displays

The Impala has high gloss surfaces, vehicle information displays and radio displays. Use a **microfiber cloth** to wipe these types of surfaces. Before wiping the surface with the microfiber cloth, use a soft bristle brush to remove dirt that could scratch the surface. Then use the microfiber cloth by gently rubbing to clean. **DO NOT** use window cleaners or solvents. Periodically hand wash the microfiber cloth separately from other items, using mild soap. **DO NOT** use bleach or fabric softener. Rinse thoroughly and air dry before the next use.

Protecting Exterior Bright Metal Moldings

Caution: Failure to clean and protect the bright metal moldings can result in a hazy white finish or pitting. This damage would not be covered by the vehicle warranty.

The bright metal moldings on the vehicle are aluminum. To prevent damage always follow these cleaning instructions:

- Be sure the molding is cool to the touch before applying any cleaning solution.
- Use a cleaning solution approved for aluminum. Some cleaners are highly acidic or contain alkaline substances and can damage the moldings.

- Always dilute a concentrated cleaner according to the manufacturer's instructions.
- **DO NOT** use chrome cleaners.
- **DO NOT** use cleaners that are not intended for automotive use.
- Use a nonabrasive wax on the vehicle after washing to protect and extend the molding finish.

Manual Mode / Driver Shift Control (DSC)

Manual Mode / Driver Shift Control (DSC)

Notice: Driving with the engine at a high rpm without upshifting while using Driver Shift Control (DSC), could damage the vehicle. Always upshift when necessary while using DSC.

If equipped with driver shift control (DSC) while using the feature, the vehicle will have firmer, quicker shifting.

Using the DSC Button on the Shift Lever:



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Notice: While driving in Manual Mode, the transmission will remain in the driver selected gear. When coming to a stop in Manual Mode, the vehicle will automatically shift into 1 (First) gear.

1. Move the shift lever from **D (Drive)** rearward to **M (Manual Mode)** (callout 3).
2. Press the **+** (Plus) (callout 1) end of the button to **upshift**.
3. Press the **-** (Minus) (callout 2) end of the button to **downshift**.
4. To cancel DSC, move the shift lever back to **D (Drive)**.

The Driver Information Center (DIC) in the instrument cluster will change from the currently displayed message to the letter **M** indicating **Manual Mode** and a **number** indicating the requested **gear**.

StabiliTrak® / Traction Control System (TCS)

StabiliTrak® Electronic Stability Control With All-Speed Traction Control System (TCS)

Notice: StabiliTrak® and TCS turns **ON** automatically, every time the vehicle is started.

StabiliTrak® electronic stability control is standard on all models. It is an advanced computer controlled system that assists with directional control of the vehicle in difficult driving conditions.

TCS is standard on all models. The system operates if it senses that one or both of the front wheels are spinning or beginning to lose traction.

The indicator light for both systems is in the instrument cluster. This light will **flash** when TCS is limiting wheel spin and **flash** when StabiliTrak® is activated. The light will turn **ON** and stay on when either system is not working.

- To turn **OFF** traction control, press and release the StabiliTrak® button on the center console. The Traction Off Light illuminates.
- To turn **OFF** both traction control and StabiliTrak®, press and hold the StabiliTrak® button until the Traction Off Light and the StabiliTrak® Off Light illuminate.
- Press and release the button again to turn **ON** both systems.

Brakes

The Impala has four-wheel disc brakes with four-channel antilock brake system (ABS) and electronic brake force distribution which ensures optimal braking force at both axles for maximum stability under heavy braking.

Brake Preparation

Uplevel models equipped with 20-inch wheels have the Brake Preparation feature which is used to quicken response time of the brakes and help shorten stopping distances.

When quickly approaching a vehicle ahead, Brake Preparation reduces brake response time by having the brake system **prepared** for driver braking to occur more rapidly.

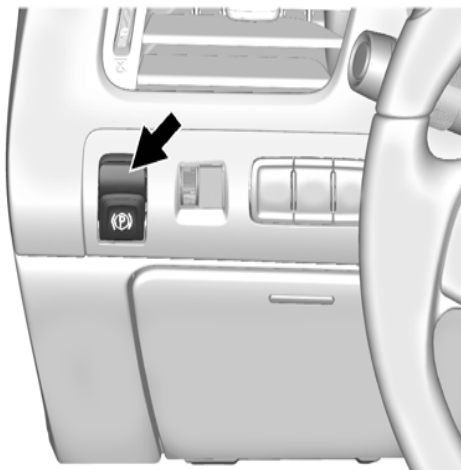
This feature **loads** the brake calipers in anticipation of hard braking by slightly increasing the hydraulic pressure in the brake lines whenever the driver lifts off the accelerator pedal.

Hill Start Assist (HSA)

Some vehicles have a Hill Start Assist (HSA) feature, which may be useful when the vehicle is stopped on a grade.

This feature is designed to temporarily prevent the vehicle from rolling, either forward or rearward, during vehicle drive off. After the driver completely stops and holds the vehicle in a complete standstill on a grade, HSA will be automatically activated. During the transition period between when the driver releases the brake pedal and starts to accelerate to drive off on a grade, HSA holds the braking pressure to ensure that there is no rolling. The brakes will automatically release within a two-second window of releasing the brake pedal, and the vehicle may begin to roll. It will not activate if the vehicle is in a drive gear and facing downhill or if the vehicle is facing uphill and in R (Reverse). HSA will activate on eAssist vehicles while in gear and facing down hill to assist in allowing a smooth auto start.

Electric Parking Brake (EPB)



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If equipped with an Electric Parking Brake (EPB), the switch is on the left side of the instrument panel. The EPB can always be activated, even if the ignition is **OFF**. To prevent draining the battery, avoid repeated cycles of the EPB when the engine is not running.

EPB Apply

To apply the EPB:

1. Be sure the vehicle is at a complete **stop**.
2. Lift **up** the EPB switch momentarily.

The red parking brake status light **will flash** and then stay **ON** once the EPB is fully applied. If the red parking brake status light **flashes continuously**, then the EPB is only partially applied or there is a problem with the EPB.

EPB Release

To release the EPB:

1. Place the ignition in the **ACC/ACCESSORY or ON/RUN** position.
2. **Apply and hold the brake pedal.**
3. **Push down momentarily** on the EPB switch.

The EPB is released when the red parking brake status light is **OFF**. If the amber parking brake warning light is **ON**, release the EPB by **pushing down on the EPB switch and holding it down**. Continue to hold the switch until the red parking brake status light is **OFF**.

Steering

Electric Power Steering

The vehicle has electric power steering. It does not have power steering fluid. Regular maintenance is not required. If power steering assist is lost due to a system malfunction, the vehicle can be steered, but may require increased effort. The electric variable-assist rack-and-pinion has a steering ratio of 15.2:1 and 2.73 steering wheel turns, lock to lock.

Suspension Front / Rear

Front Suspension

The front suspension consists of MacPherson strut coil-over-spring, twin-lube dampers with gas-charged valving; coil springs and hollow 28.5 mm stabilizer bar.

Rear Suspension

The rear suspension is multilink with coil springs and stabilizer bar.

Tires / Wheels

Tires

Notice: It is recommended that the Sales Personnel discuss available wheel/tire protection plans with customers.

- P235/50R18
- P245/45R19
- P245/40R20

Wheel Size / Type

- LS: 18-inch high vent with cover
- LS (with 2.4L engine)/LT: 18-inch painted alloy
- LS/LT: 19-inch painted alloy
- LTZ: 19-inch ultra bright machined aluminum
- 2LTZ: 20-inch aluminum

Electrical Architecture

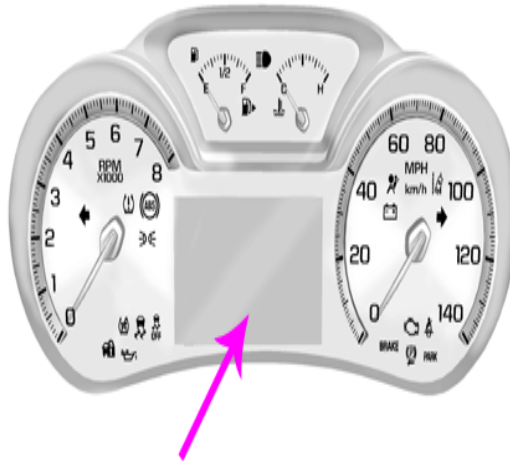
Global Diagnostic System 2 (GDS 2)

The 2014 Impala is utilizing GM's Global A electrical architecture, which is common with the Buick Encore, LaCrosse, Regal and Verano, the Cadillac SRX, ATS and XTS, the Chevrolet Camaro, Cruze, Equinox, Malibu, Orlando (Canada), Sonic, Spark, Trax, Volt and the GMC Terrain. This architecture requires the use of the Global Diagnostic System 2 (GDS 2) software and the Multiple Diagnostic Interface (MDI) module.

Dealerships requiring assistance in the process of installing GDS 2 and the MDI should contact the Techline Customer Support Center @1-800-828-6860 (English) or 1-800-503-3222 (French).

Driver Information Center (DIC)

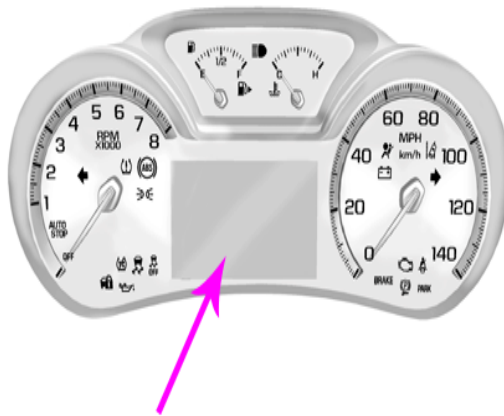
Instrument Cluster / English Shown, Metric Similar



3283996

The DIC displays are shown in the center of the instrument cluster (arrow) in the Info App. The Info App is only available when the vehicle is in **ON/RUN**. The displays show the status of many vehicle systems. The controls for the DIC items and displays are on the right steering wheel control pad.

eAssist Instrument Cluster / English Shown, Metric Similar



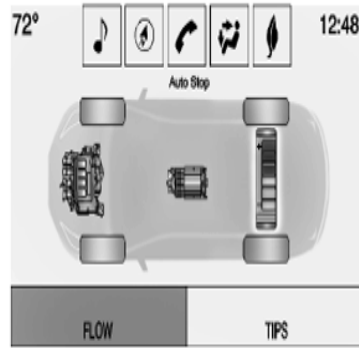
3284015

The DIC displays are shown in the center of the instrument cluster (arrow) in the Info App. The Info App is only available when the vehicle is in **ON/RUN**. The displays show the status of many vehicle systems. The controls for the DIC items and displays are on the right steering wheel control pad.

Information Display — Power Flows (eAssist Only)

To view the Power Flow screens, press the **Leaf** button on the Home screen or on the Application Tray at the top of the infotainment system touch-screen. Then press the **Flow** button at the bottom of the touch screen. These screens indicate the current operating condition and the energy flow between the engine, generator, and high voltage battery.

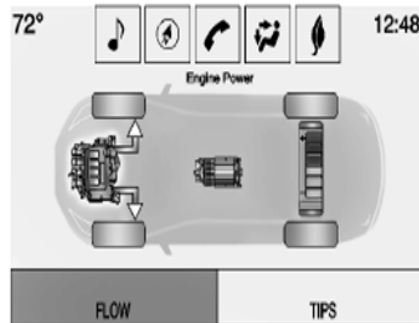
Power Flow - Auto Stop



3284096

Auto Stop – Vehicle is stationary with battery active and no power is flowing to the wheels.

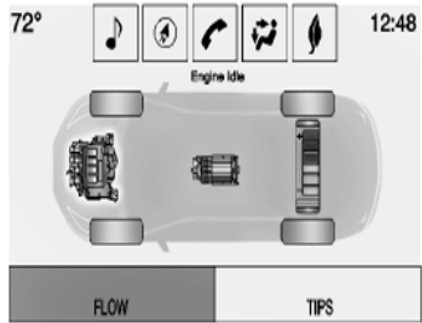
Power Flow - Engine Power



3284104

Engine Power – Engine is active with energy flowing to the wheels.

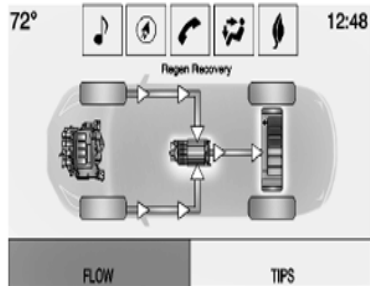
Power Flow - Engine Idle



3284120

Engine Idle – Vehicle is stationary with engine active and no power is flowing to the wheels.

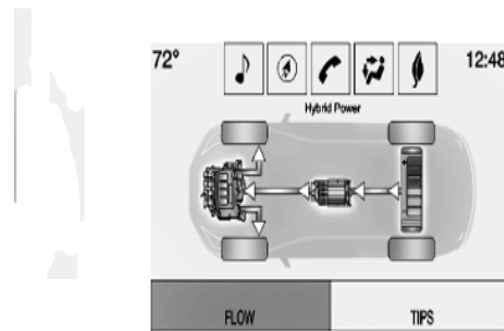
Power Flow - Regen Recovery



3284127

Regen Recovery – Power from the wheels returns to the battery during regenerative braking or coasting.

Power Flow - Hybrid Power



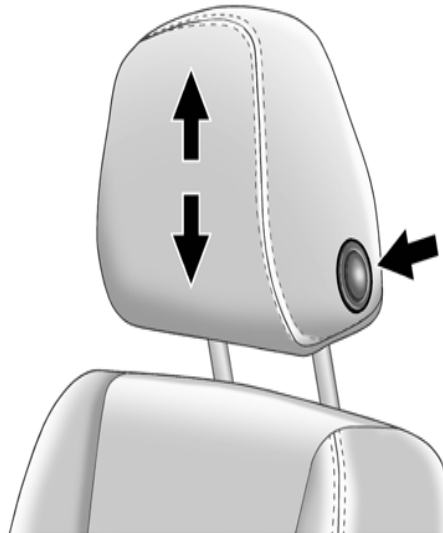
3284136

Hybrid Power – Both the engine and battery are active with energy flowing to the wheels.

Head Restraints Front / Rear

Front Seat Two-Way Head Restraints

The vehicle's driver and front passenger seats have adjustable head restraints.



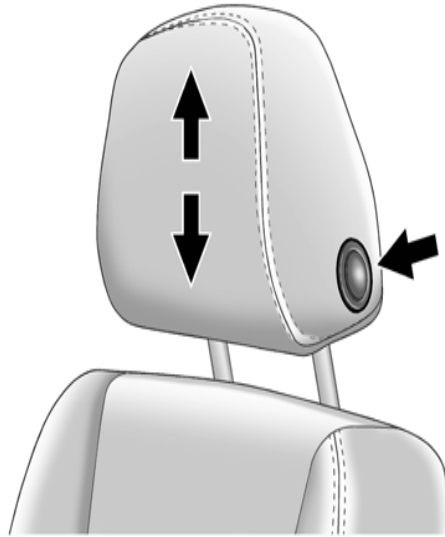
3282989

The height of the head restraint can be adjusted. Press the button located at the base on the side of the head restraint and pull the head restraint up to raise it to the desired position. Try to move the head restraint to make sure that it is locked in place.

To lower the head restraint, press the button and push the head restraint down to the desired position. Pull and push on the head restraint after the button is released to make sure that it is locked in place.

Front Seat Four-Way Head Restraints

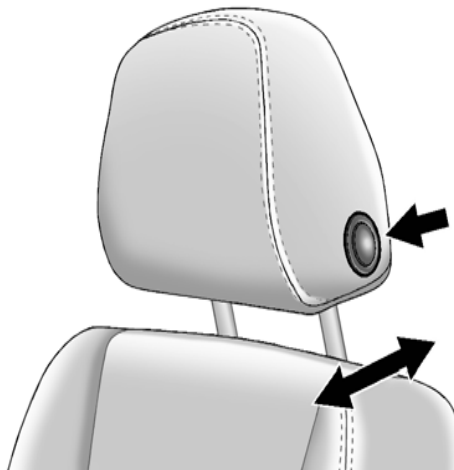
The vehicle's driver and front passenger seats have adjustable head restraints.



3282989

The height of the head restraint can be adjusted. Press the button located at the base on the side of the head restraint and pull the head restraint up to raise it to the desired position. Try to move the head restraint to make sure that it is locked in place.

To lower the head restraint, press the button and push the head restraint down to the desired position. Pull and push on the head restraint after the button is released to make sure that it is locked in place.



3283515

The head restraints can be adjusted forward or rearward. To adjust the head restraint forward, grasp the head restraint and pull it forward to the desired locking position. To adjust the head restraint rearward, press the button located on the side of the head restraint and move the head restraint rearward until the desired locking position is reached.

Rear Seat Head Restraints

The vehicle's rear seats have adjustable head restraints in the outboard seating positions.

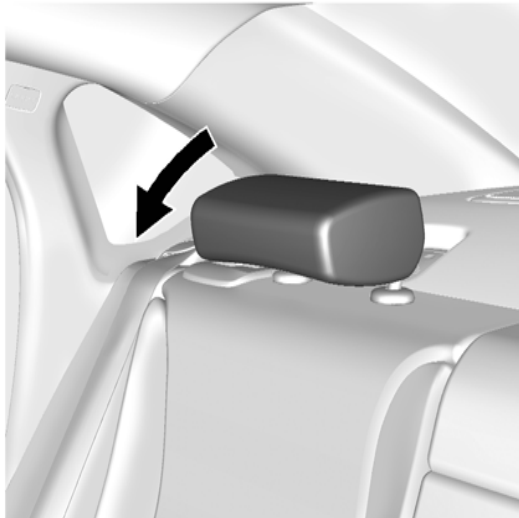
The height of the head restraint can be adjusted. Pull the head restraint up to raise it. Try to move the head restraint to make sure that it is locked in place.



3283566

To lower the head restraint, press the button, located on the top of the seatback, and push the head restraint down. Try to move the head restraint after the button is released to make sure that it is locked in place.

Rear Seat Folding Head Restraints



3283580

On some models, the rear head restraints can be folded forward to allow for better visibility when the rear seat is unoccupied. To fold the head restraint, grasp the top of the head restraint and pull the head restraint forward and down until it locks in place.

Notice: When an occupant or child restraint is in the seat, always return the head restraint to the full upright position.

Push down on the head restraint to release the locking mechanism. Then, pull the head restraint up and push it rearward until it is in the full upright position. Always adjust the head restraint so that the top of the restraint is at the same height as the top of the occupant's head.

Trunk Release

Notice: When using the touchpad on the rear of the trunk, it may be necessary to press and hold the touchpad for approximately 2–3 seconds in order to open the trunk. This is a normal operating characteristic of the vehicle.

To open the trunk, press the trunk release button on the driver door or the touchpad on the rear of the trunk slightly above the license plate or use the trunk button on the Remote Keyless Entry (RKE) transmitter.

Rear Folding Seatbacks

Rear Folding Seatbacks / Lowering - Raising

If equipped, either side of the seatback can be folded forward for more cargo space. Fold a seatback only when the vehicle is not moving.

To lower the seatback:

1. Lift the lever on top of the seatback to unlock it.
A tab near the seatback lever raises when the seatback is unlocked to indicate that it **IS NOT** in a secured position.
2. Fold the seatback forward.

To raise the seatback:

1. Lift the seatback up and push it rearward to lock it in place.
A tab near the seatback lever retracts when the seatback is locked in place.
2. Push and pull the top of the seatback to be sure it is locked into position.

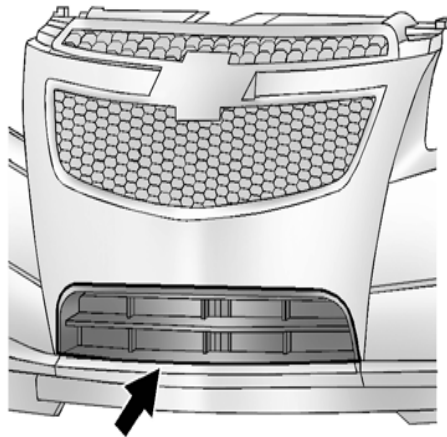
When the seat is not in use, it should be kept in the upright, locked position.

Aerodynamics

Mirrors / Taillamps / Decklid

The Impala's sculpted mirrors, tail lamps and decklid control and direct airflow smoothly and efficiently away from the vehicle resulting in a 12 percent lower coefficient of drag than the previous model it replaces.

Electronically Controlled Shutters



3285806

On models equipped with either four-cylinder engine, electronically controlled shutters in the lower grille manage the airflow going into the underhood based on engine cooling needs. At typical highway driving speeds the shutters close and push more air over and around the vehicle, helping to increase aerodynamic efficiency and enhancing fuel economy.

Front Fascia Lower Air Dam and Deflectors

Front fascia lower air dam and deflectors in front of each of the tires, optimally deflect air that normally adds unwanted drag to the vehicle away from the tires and suspension.

Underbody Aero Panels

On models equipped with either four-cylinder engine, underbody aero panels improve airflow beneath the vehicle.

Acoustic Treatments to Reduce Noise

Air Leakage

A primary source of noise for all vehicles, air leakage has been reduced to approximately 75 cubic feet per minute and is expected to be best in the segment.

Acoustic Windshield and Front Glass

Notice: DO NOT hang key lock boxes on any acoustic side glass.

This vehicle is equipped with a 5 mm acoustic-laminated windshield and 5 mm acoustic front side glass.

Acoustic windshields are the same as a standard windshield, but they have been made with a thin, sound absorbing technology between the glass that reduces the interior noise by 3dB overall, and even more in the frequency where people "hear" the human voice.

This technology actually allows automakers to use thinner glass without sacrificing cabin comfort. A lighter windshield also reduces the weight of the vehicle, which improves fuel economy and reduces the CO2 emissions created by the engine.

Sculpted Exterior Mirrors / Triple Sealed Doors

Sculpted exterior mirrors reduce wind noise. Triple-sealed doors are used, which is an application that ensures excellent wind/noise abatement into the passenger compartment.

Expanding Foam Acoustic Baffles

Strategically placed in cavities throughout the body structure, are 16 expanding-foam acoustic baffles, including baffles between quarter outer and quarter inner to block noise from the trunk. The foam expands when the body passes through the drying oven in the paint shop, filling the cavities to restrict or eliminate sound paths.

Acoustic-Perimeter Water Deflectors

Fully sealed, acoustic-perimeter water deflectors are in all four doors, a feature typically found only on luxury cars.

Floor Pan Sound Deadening Materials

Liquid-applied sound deadening and melt-on sound deadening materials are used on the floor pan and are key enablers for reduced road noise and vibration underfoot.

Active Noise Cancellation

On models equipped with either four-cylinder engine, Active Noise Cancellation is used to combat engine noise. The system uses interior mounted microphones to detect engine noise, the frequencies of which are processed by a computer that directs counteracting sound waves through the audio system's speakers and subwoofer to cancel the noise.

Airbag System

Airbags are designed to supplement the protection provided by safety belts.

The vehicle has the following airbags:

- A frontal airbag for the driver.
- A frontal airbag for the front outboard passenger.
- A knee airbag for the driver.
- A knee airbag for the front outboard passenger.
- A seat-mounted side impact airbag for the driver.
- A seat-mounted side impact airbag for the front outboard passenger.
- Seat-mounted side impact airbags for the second row outboard passengers.
- A roof-rail airbag for the driver and the passenger seated directly behind the driver.
- A roof-rail airbag for the front outboard passenger and the passenger seated directly behind the front outboard passenger.

Auto Defog

Auto Defog Operation

Only vehicles equipped with the dual automatic climate control system will have this option. When set to **ON**, the front defog will automatically react to temperature and humidity conditions that may cause fogging.

When those conditions are detected, the climate control system may adjust to outside air supply and turn **ON** the air conditioner. If the climate control system does not detect possible window fogging, it returns to normal operation.

Auto Defog may be turned **ON** or **OFF** in Vehicle Personalization.

Safety and Crash Avoidance

Depending on the model, the Impala has a network of cameras, radar and ultrasonic sensors to help the driver avoid crashes by improving their vision and awareness of road hazards, even braking automatically if sensors predict the vehicle is at risk of crashing.

The control and alert technologies are described in the following:

Adaptive Cruise Control (ACC) / Follow Distance Gap

If equipped, Adaptive Cruise Control (ACC) uses radar technology to enhance traditional cruise control by enabling the vehicle to maintain a driver selected **follow distance gap** and assisting the driver in avoiding following other vehicles too closely. It automatically maintains the **follow distance gap** by controlling vehicle acceleration and applying limited braking when needed, even slowing to a full stop behind a vehicle stopping ahead.

Even when using ACC, the driver is warned of the collision risk with a series of six flashing red lights that reflect off the windshield and a series of front speaker beeps.



3285296

Press the **follow distance gap** button to select a follow distance gap (or time) setting for ACC of Far, Medium, or Near.

Forward Collision Alert (FCA) System

Notice: FCA is a warning system only and does not apply the brakes.

If equipped, the Forward Collision Alert (FCA) uses either radar mounted in the front grille or a high resolution digital camera mounted on the windshield ahead of the rearview mirror to identify vehicles and crash risk. The system then uses audible warnings and a series of red flashing windshield LED lights if a collision is imminent. Audio systems are muted to make sure the alert is heard.

FCA detects vehicles within a distance of approximately 197 ft (60 m) and operates at speeds above 25 mph (40 km/h). If the vehicle has Adaptive Cruise Control (ACC), it can detect vehicles to a distance of approximately 360 ft (110 m) and operates at all speeds.

Collision Mitigation Braking

If equipped, this Chevrolet-first feature automatically applies the brakes to help avoid a front-end crash.

A radar mounted in the grille detects objects in front of the vehicle. If the driver does not react quickly enough to the warnings from the Forward Collision Alert (FCA) system — or doesn't react at all, the system automatically applies the brakes to avoid the crash or reduce impact speed.

Lane Departure Warning (LDW)

The Lane Departure Warning (LDW) system is a camera-based lane detection system that uses a camera sensor mounted on the windshield ahead of the rearview mirror to detect the lane markings. LDW warns the driver of unintentional lane departures and **may** provide a warning if the vehicle is crossing a lane without using a turn signal.

Notice: LDW will not warn if the turn signal is ON or if a sharp maneuver is made.

If LDW is turned **ON**, the LDW indicator will appear green if the vehicle is traveling greater than 35 mph (56 km/h) and the system detects a left or right lane marking. If the vehicle crosses a detected lane marking without using the turn signal, this indicator will change to amber and flash. In addition, three beeps will be sounded from the left or right side, depending on the lane departure direction.

Active Emergency Braking System

If the vehicle has Adaptive Cruise Control (ACC) it also has the Active Emergency Braking System, which includes the Automatic Collision Preparation (ACP) System.

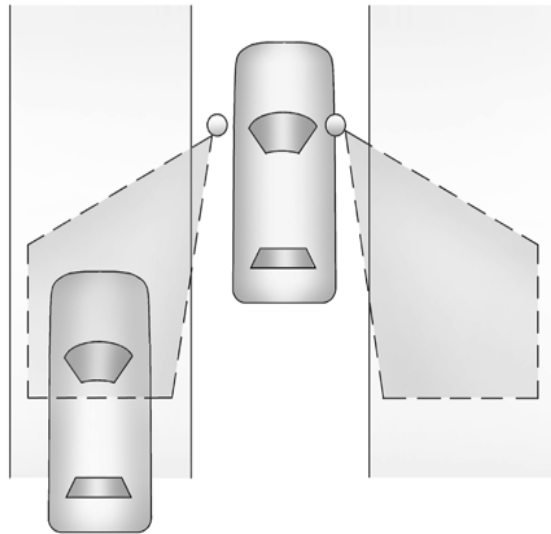
Automatic Collision Preparation (ACP) System

ACP may help reduce crash damage by applying the vehicle's brake system and has a detection range of approximately 197 ft (60 m). Braking can only occur if a vehicle is detected ahead. This is shown by the FCA vehicle-ahead indicator being lit.

- **Brake Preparation:** When quickly approaching a vehicle ahead, Brake Preparation reduces brake response time by having the brake system prepared for driver braking to occur more rapidly.
- **Automatic Braking:** Automatic Braking applies the brakes, even if the driver has not applied the brakes, in many imminent front-end crash situations to help reduce crash damage. It may even help avoid some crashes at very low speeds. Automatic Braking may slow the vehicle to a complete stop to try to avoid a potential crash. A firm press of the accelerator pedal will release Automatic Braking.

Side Blind Zone Alert (SBZA)

Using radar sensors on both sides of the vehicle, the system looks for vehicles in the blind zone areas and indicates their presence by illuminating symbols in the outside rear view mirrors.



2866901

The sensors cover a detection zone of approximately one lane over from both sides of the vehicle, approximately 11 ft (3.5 m) and extends rearward approximately 16 ft (5 m). The height of the zone is approximately between 1.5 ft (0.5 m) and 6 ft (2 m) off the ground.

Assistance Systems for Parking or Backing / Rear Cross Traffic Alert (RCTA)

When the vehicle is in R (Reverse), the Rear Vision Camera (RVC), Rear Parking Assist, and Rear Cross Traffic Alert (RCTA), if equipped, may help the driver to avoid a crash or to reduce crash damage. When the vehicle is shifted into R (Reverse), the RVC displays an image of the area behind the vehicle in the center stack display.



2866870

Displayed images may be farther or closer than they appear. The area displayed is limited and objects that are close to either corner of the bumper or under the bumper do not display. A warning triangle may display on the RVC screen to show where the Ultrasonic Rear Parking Assist (URPA) has detected an object. This triangle changes from amber to red and increases in size the closer the object.



2866857

On vehicles with the Rear Cross Traffic Alert (RCTA), a red warning triangle with an arrow may also display on the RVC screen to warn of traffic coming from either direction. This system detects objects coming from up to 66 ft (20 m) from the left or right side of the vehicle. When an object is detected, three beeps sound from the left or right side, depending on the direction of the detected vehicle. With URPA, as the vehicle backs up at speeds of less than 5 mph (8 km/h), the system detects objects up to 8 ft (2.5 m) behind the vehicle that are within a zone 10 in (25 cm) high off the ground and below bumper level.

Rear Vision Camera With Dynamic Guidelines Assists in Parking Maneuvers

Using the display in the center stack, with dynamic guidelines laid over the video image, a natural view of objects directly behind the vehicle are provided. The video image can be used to assist in parking maneuvers.

Safety Locks

When activated, the rear door safety locks prevent passengers from opening the rear doors from inside the vehicle. The rear door power windows are also disabled.

Press the safety locks button to activate the safety locks on the rear doors. The LED indicator light in the switch will illuminate when activated.

Press the safety locks button again to deactivate the safety locks. The LED indicator light will turn OFF.

⇒ If the LED indicator light is flashing as a result of the rear door handle being partially engaged during deactivation, press the safety locks button 2X to deactivate the flashing LED indicator light and the rear door lockout.

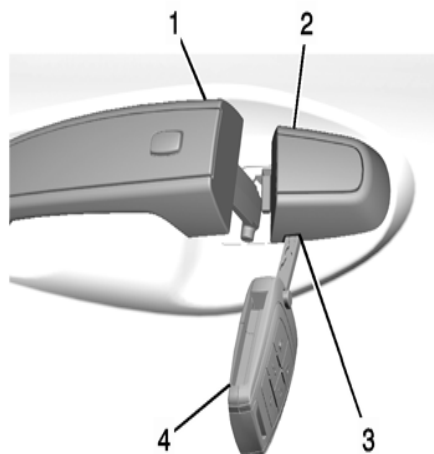
Bluetooth® System

The in-vehicle Bluetooth® system allows users with a Bluetooth® enabled cellphone to make and receive hands-free calls using the vehicle's audio system, microphone and controls. The Bluetooth® enabled cellphone **MUST** be paired with the vehicle Bluetooth® system **BEFORE** it can be used in the vehicle.

Not all Bluetooth® cellphones will work with the vehicle's Bluetooth® system or support all functions. Bluetooth® enabled cellphones will be tested for vehicle compatibility and a Feature Compatibility list will be published on the Bluetooth® website.

Key Cylinder Access

To Access the Key Cylinder:

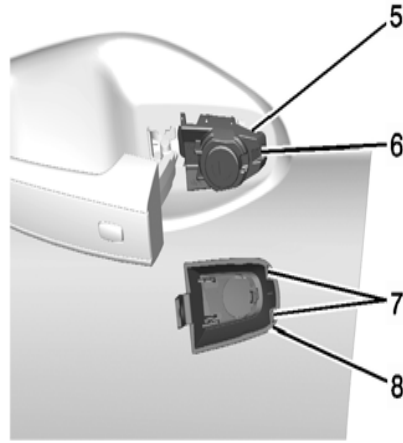


3285549

1. Pull the door handle (1) to the open position.
2. Insert the key (4) into the slot (3) on the bottom of the cap (2) and pry outward.
3. Move the cap (2) rearward and remove.
4. Use the key (4) in the cylinder.

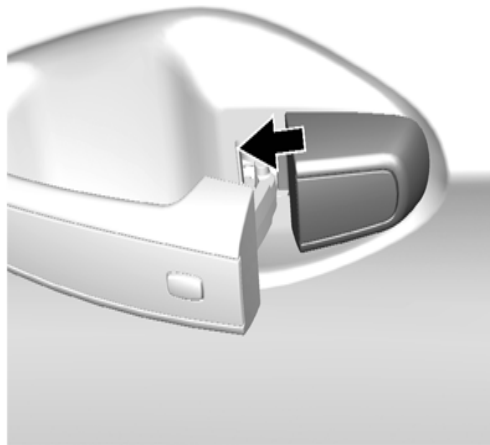
To Replace the Key Cylinder Cap:

1. Pull the door handle to the open position.



3285562

2. Insert the two tabs (7) at the back of the cap (8) between the seal (5) and the metal base (6).



3285574

3. Move the cap forward and press to snap the cap in place.
4. Release the door handle.

Rear Window / Defogger Grid - Antenna Grid / Multi-Band Antenna

Defogger Grid

When the rear window defogger switch is pressed and the engine is running, the rear defog control system will remain active for 10 minutes. After the initial cycle has lapsed, pressing the switch again will continue rear window defogger operation, but the cycle will only last 5 minutes. At higher speeds, the rear window defogger may stay on continuously.

AM-FM Antenna Grid

The upper region of gridlines on the rear window are antenna lines and are not intended to heat when the defogger is activated.

Multi-Band Antenna

The roof antenna is for OnStar, SiriusXM® Satellite Radio, and the Global Positioning System (GPS). Keep clear of obstructions for clear reception. If the vehicle has a sunroof, and it is open, the reception can also be affected.

Towing A Disabled Vehicle

Notice: Please share this information with your towing providers.

Towing the Vehicle / Wheel Lift Tow Truck

Notice: Incorrectly towing a disabled vehicle may cause damage. The damage would not be covered by the vehicle warranty.

Have the vehicle towed on a **wheel lift tow truck**. A flatbed car carrier could damage the vehicle. The wheel lift tow truck must raise the rear of the vehicle and wheel dollies must be used to lift the front wheels off the ground.

Recreational Vehicle Towing

Dolly Towing From the Front

Tow the vehicle with the two rear wheels on the ground and the front wheels on a dolly.

To tow the vehicle:

1. Put the front wheels on a dolly.
2. Put the vehicle in P (Park) for an automatic transmission or in 1 (First) for a manual transmission.
3. Securely attach the vehicle being towed to the dolly following the manufacturer instructions.

Special Tool

The following new tool has been released for the 2014 Impala:

Tool #	Description
EN-50717-10	Valve Spring Compressor Adapter

Quality Pre-Delivery Inspection (PDI)

Please be sure to review the Pre-Delivery Inspection (PDI) and Completely Satisfied Delivery System (CSDS) forms published for this vehicle. There are several Special Inspection Items highlighted for this vehicle. Additionally the CSDS form has important customer education items that have been identified during the Captured Test Fleet process.

- United States Dealers should report any product issues via a Field Product Report (FPR). Refer to the latest version of Corporate Bulletin Number 02-00-89-002 Information for Dealers on How to Submit a Field Product Report.
- Canadian Dealers should report any product issues via a Product Information Report (PIR). Refer to the latest version of Corporate Bulletin Number 10-00-89-006 Information for Dealers on How to Submit a Product Information Report.

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