



# Service Bulletin

File in Section: -

Bulletin No.: PI1011A

Date: September, 2013

## PRELIMINARY INFORMATION

**Subject:** Radio Inoperable , No Audio, Black Screen Display

**Models:** 2014 Chevrolet Impala (VIN 1)  
Equipped with Base Radio (RPO IO3)  
Built Prior to July 31, 2013

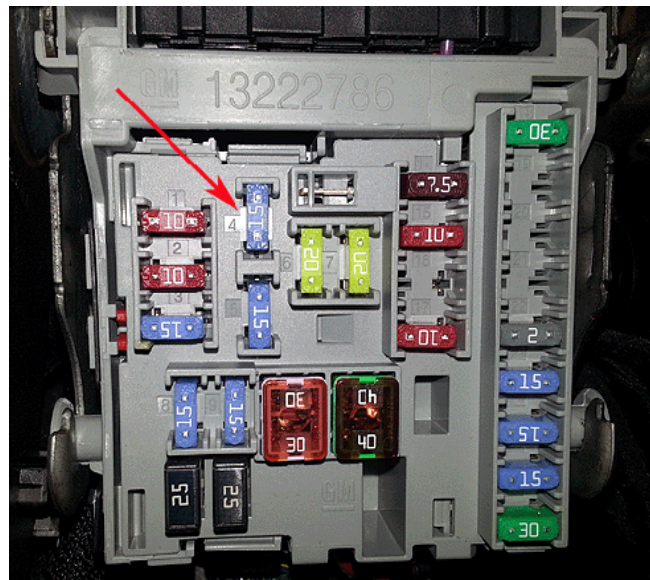
This PI has been revised to add a build date. Please discard PI1011.

### Condition/Concern

Some customers may comment that the radio is inoperable or that there is no audio and a black screen. This condition is caused by a software anomaly.

### Recommendation/Instructions

Technicians may need to pull the radio fuse if there is no response from the radio (no audio, black screen display) to exit this condition and be able to program the radio.



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**Important:** Before updating the radio, make sure the radio fuse has been installed back into the fuse block. Update the radio using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	Use Published Labor Operation Time