



Service Bulletin

TECHNICAL

Subject: Radio Inoperative - Blank Screen, No Audio, No Navigation and/or Lack of Audible Signal Chimes

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|----------------|-------------|------|--------------------------|------------------|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Impala (VIN 1) | 2014 | 2014 | Start of 2014 Production | November 1, 2013 | All | All |

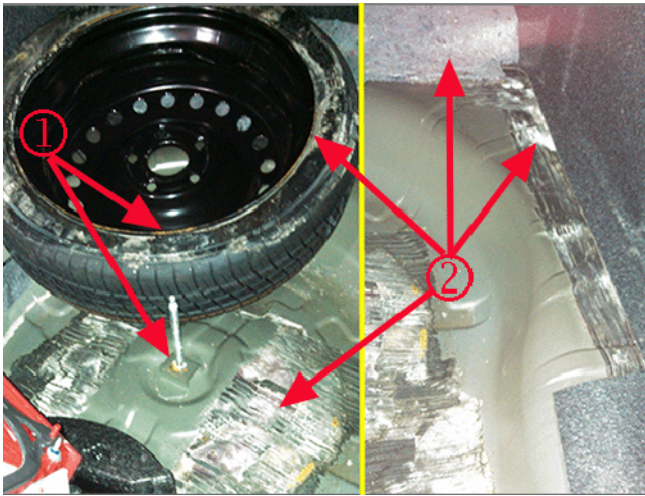
| | |
|---------------------------|---|
| Condition | Some customers may comment that the radio is inoperative; has blank screen, no audio, no navigation and/or lack of audible signal chimes. |
| Cause | The cause of the condition may be water damage that may have occurred due to tail lamp seals losing the ability to properly seal the trunk area. Two Recalls, #13426 and #14047, addressed replacement of the failed tail lamp seals, however an affected vehicle may not have had the recall repair completed yet, or the water damage may have taken place prior to the replacement the seals. |
| Additional Options | Equipped with RADIO-INFOTAINMENT SYSTEM - UPLEVEL WITH CONNECTIVITY AND EMBEDDED NAVIGATION (RPO IO6) and SPEAKER SYSTEM-PREMIUM AUDIO BRANDED WITH SURROUND AMPLIFIER (RPO UQS) |

Correction

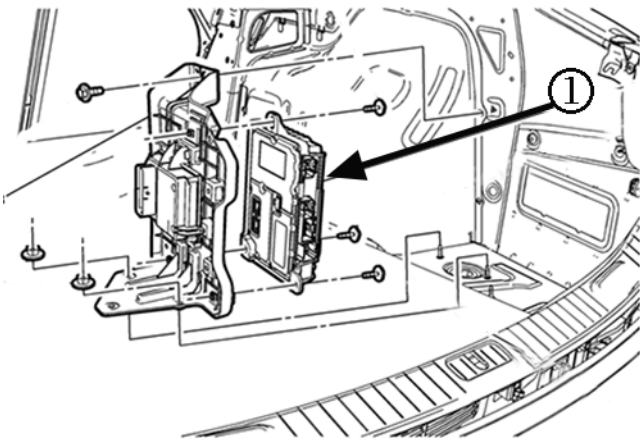
Note: Check the Investigate Vehicle History (IVH) screen in the GM Global Warranty Management (GWM) system to ensure the applicable repair for either Recall 13426 or Recall 14047 has been completed.

- If the repair for Recall 13426 or Recall 14047 has NOT been completed, complete the appropriate Recall bulletin.
- If the repair for Recall 13426 or recall 14047 HAS been completed, proceed directly to the Service Procedure below.

Service Procedure



Verify the condition, then remove trunk trim as necessary to inspect the trunk floor and spare tire for evidence of rust (1) or mold/residue (2).



When water damage is evident, replace the radio speaker amplifier (1). Refer to Radio Speaker Amplifier Replacement in SI.

Parts Information

Note: Use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine the proper amplifier to order.

| Description | Part Number | Qty |
|------------------------|-------------|-----|
| AMPLIFIER ASM-RDO SPKR | 23390917 | 1 |
| AMPLIFIER ASM-RDO SPKR | 23390918 | 1 |

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|-------------------------------------|------------------------------------|
| 3421200 | Radio Speaker Amplifier Replacement | Use Published Labor Operation Time |

| | |
|---------|---|
| Version | 1 |
|---------|---|

| | |
|-----------------|--|
| Modified | |
|-----------------|--|

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



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