



# Service Bulletin

File in Section: -

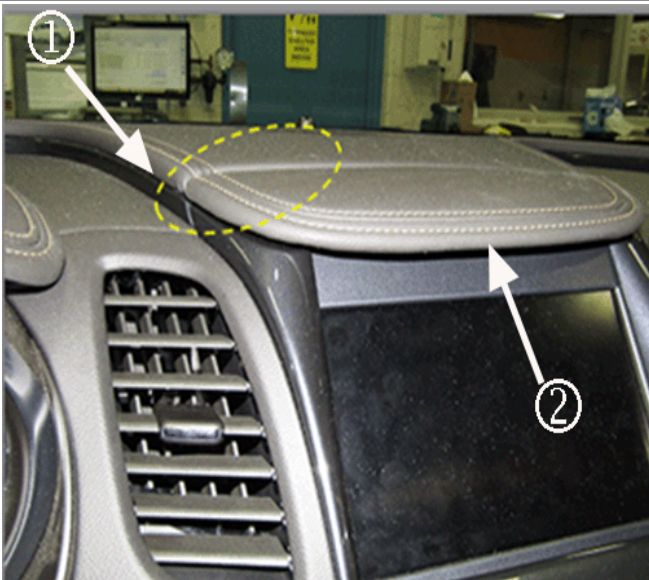
Bulletin No.: 16-NA-283

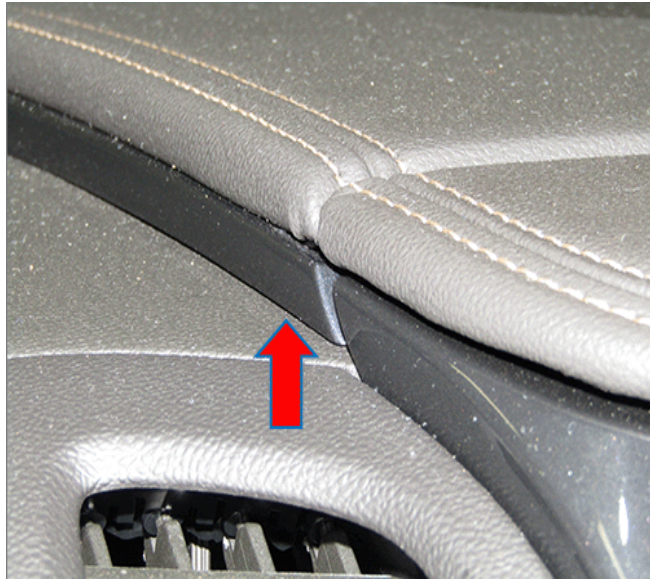
Date: October, 2016

## TECHNICAL

**Subject:** Instrument Panel (IP) Top Trim Pad to Navigation Screen Upper Trim Cover Misalignment

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Impala (VIN 1)	2016	2016	SOP	GU160808	All	All

<b>Involved Region or Country</b>	North America, Middle East, Israel, Republic of Korea
<b>Additional Options (RPO)</b>	Equipped with RADIO-INFOTAINMENT SYSTEM - UPLEVEL HMI, ENHANCED CONNECTIVITY (RPO - IO5) or RADIO-INFOTAINMENT SYSTEM - UPLEVEL HMI, ENHANCED CONNECTIVITY, EMBEDDED NAVIGATION (RPO - IO6).
<b>Condition</b>	<div></div> <p>4579171</p> <p>Some customers may comment on a misalignment of the IP top trim pad (1) to the navigation screen upper trim cover (2). This causes the right side of the upper trim cover to appear higher than the left side, which is the most common customer concern.</p>

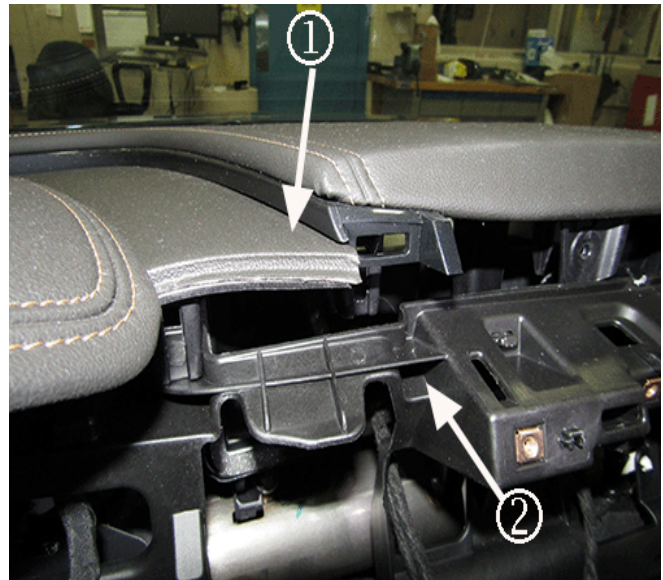
**Cause**

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The cause of the condition may be a heat stake/sonic weld left unprocessed at the supplier. This standing heat stake results in the IP pushing upward on the IP carrier, causing a gap at the left side of the trim cover.

**Correction**

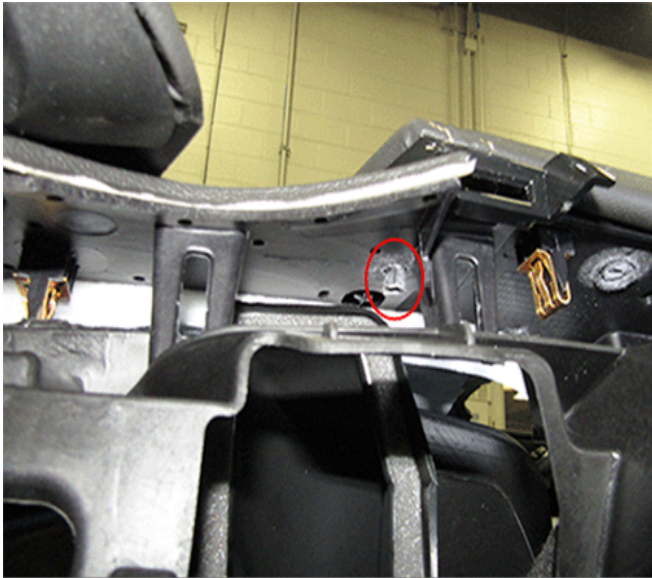
Add a self threading nut to the unprocessed heat stake on the IP top trim pad and drill a clearance hole into the IP carrier, following the Part Information and Service Procedure below.

**Service Procedure**

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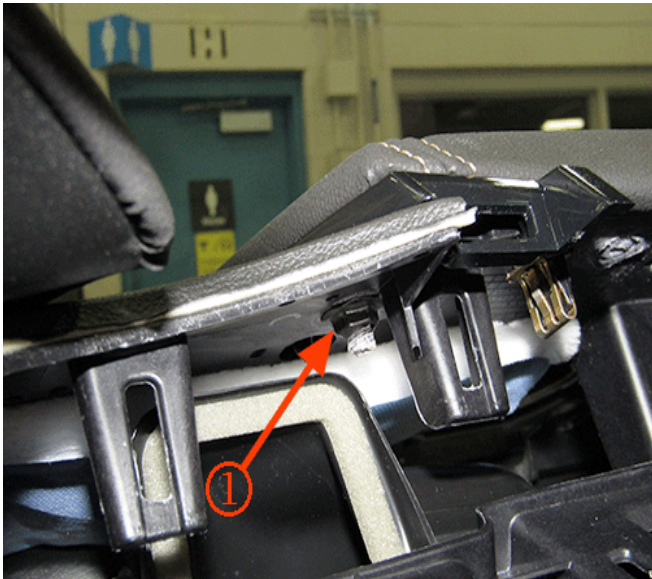
1. Partially remove the IP top trim pad (1) from the IP carrier (2). Only disassemble enough to gain access to the underside of the of the trim pad. Refer to *Instrument Panel Assembly Replacement* in SI.





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2. Locate the unprocessed heat stake (shown circled in the graphic above) on the driver side of the trim pad.



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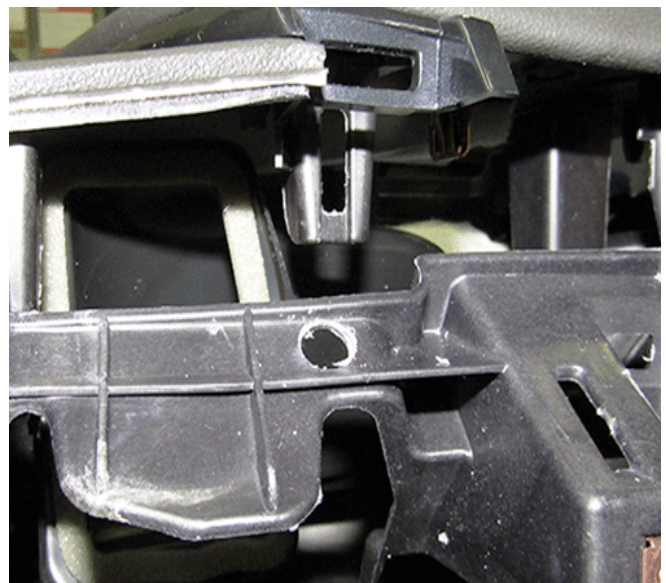
**Important:** To ensure the integrity of the nut securing the separate IP pieces, DO NOT trim or file the remaining height of the heat stake.

3. Carefully install the self threading nut (1) onto the heat stake and tighten to secure the separate pieces of the IP together.



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4. In-line with the heat stake location, inspect the black plastic IP carrier for a witness mark (shown circled in the graphic above) on the drivers side, where the heat stake has been contacting the carrier.



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5. Using a 1/2" bit, drill a clearance hole into the carrier at the witness mark location. This hole allows for passage of the heat stake through the carrier during reassembly.



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6. Reinstall the IP top trim pad, ensuring proper fit of the IP and correction of the gap issue. Refer to *Instrument Panel Assembly Replacement* in SI.
7. Drive the vehicle to ensure no I/P related squeaks or rattles are evident.

## Parts Information

Description	Part Number	Qty
NUT, T/LP	11503320	1

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1080398*	Add Nut, Correct Gap I/P to Upper Trim Cover	3.2 hrs
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Oct 10, 2016 – Added radio RPOs and Additional Keywords.

Additional Keywords: Radio Control, Display, Screen, ICS (Integrated Center Stack)

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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