



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-021

Date: February, 2016

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

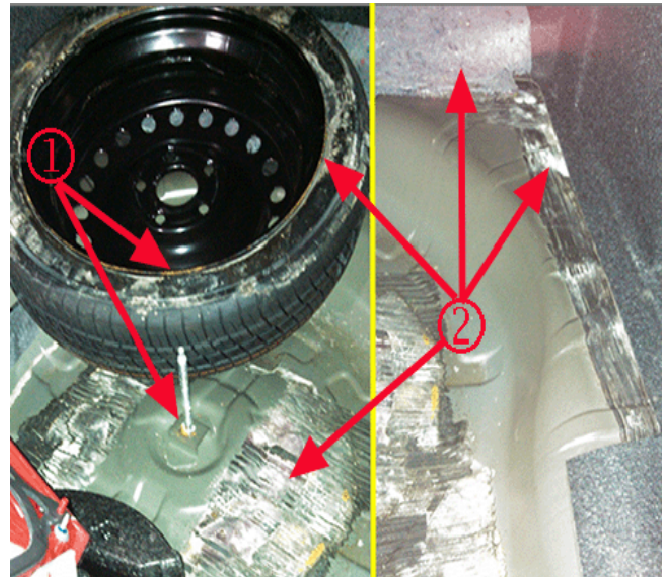
Condition	Some customers may comment that the radio is inoperative; has blank screen, no audio, no navigation and/or lack of audible signal chimes.
Cause	The cause of the condition may be water damage that may have occurred due to tail lamp seals losing the ability to properly seal the trunk area. Two 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.

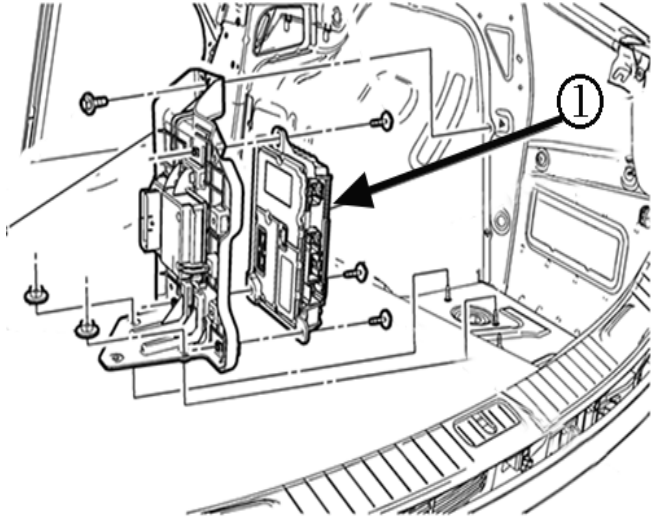
- If the repair for Recall 13426 or Recall 14047 has NOT been completed, complete the appropriate Recall bulletin.
- If the repair for Recall 13426 or recall 14047 HAS been completed, proceed directly to the Service Procedure below.

Service Procedure



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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).



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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	

