Bulletin No.: PIC6188

Date: Apr-2016

Service Bulletin

PRELIMINARY INFORMATION

Subject: **Radio Volume And Tune Knob Broken Or Will Not Stay Attached**

Models: **2014-2017 Chevrolet Impala (VIN 1)**
Equipped with RPO code IO5 or IO6

Condition/Concern

Some customers may comment the Volume and/or Tune knob is broken, missing, or will not stay attached to the control assembly.

Recommendation/Instructions

Do not replace the entire control assembly for this concern. Please contact General Motors Technical Assistance Center (GM TAC) for a replacement knob.

Note: Make sure the knob is properly aligned when installing to prevent damage.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3480268*	Volume and/or Tune Knob Replacement	0.2 hr
* This is a unique labor operation for bulletin use only.		

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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