

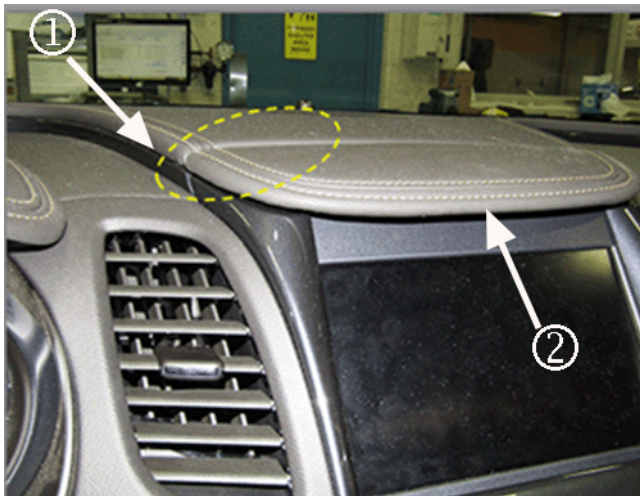


Service Bulletin

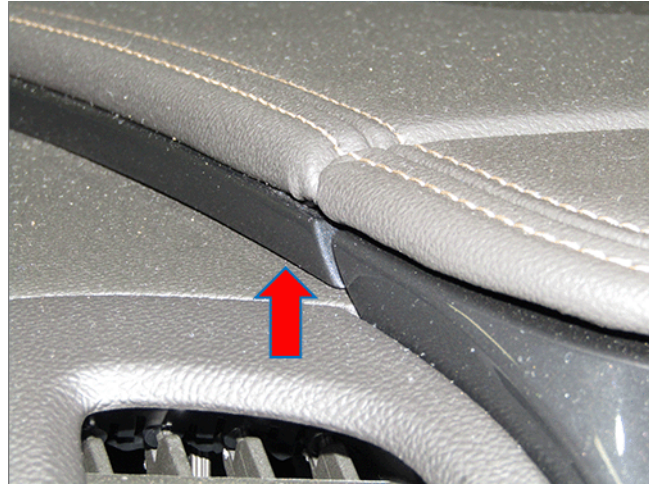
TECHNICAL

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

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Impala (VIN 1)	2016	2016	SOP	Prior to May 20, 2016	All	All

Involved Region or Country	North America, Middle East, Israel, Republic of Korea
Additional Options (RPO)	Equipped with RADIO-INFOTAINMENT SYSTEM - UPLEVEL HMI, ENHANCED CONNECTIVITY (RPO - IO5) or RADIO-INFOTAINMENT SYSTEM - UPLEVEL HMI, ENHANCED CONNECTIVITY, EMBEDDED NAVIGATION (RPO - IO6).
Condition	 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.

Cause

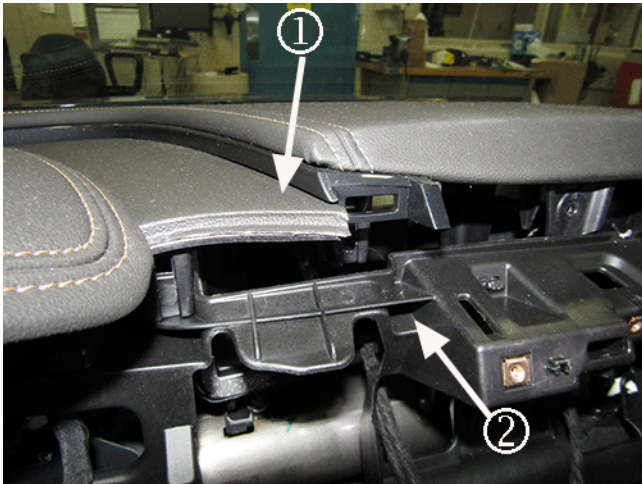


The cause of the condition may be a heat stake/sonic weld left unprocessed at the supplier. This standing heat stake results in the IP pushing upward on the IP carrier, causing a gap at the left side of the trim cover.

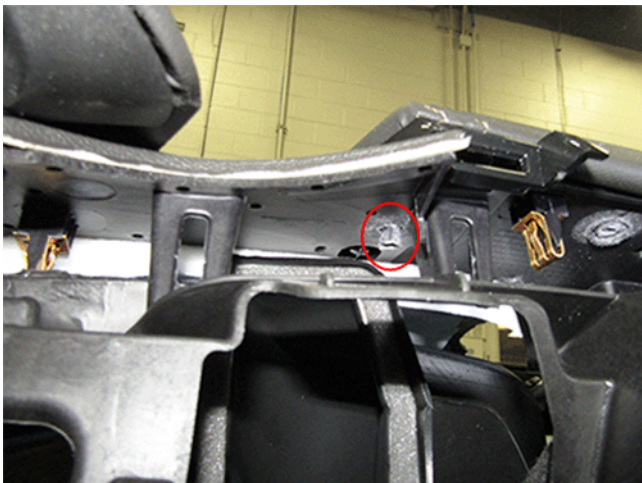
Correction

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.

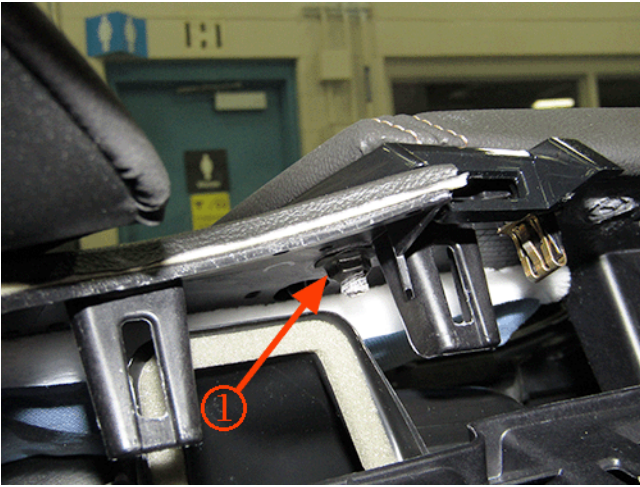
Service Procedure



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.

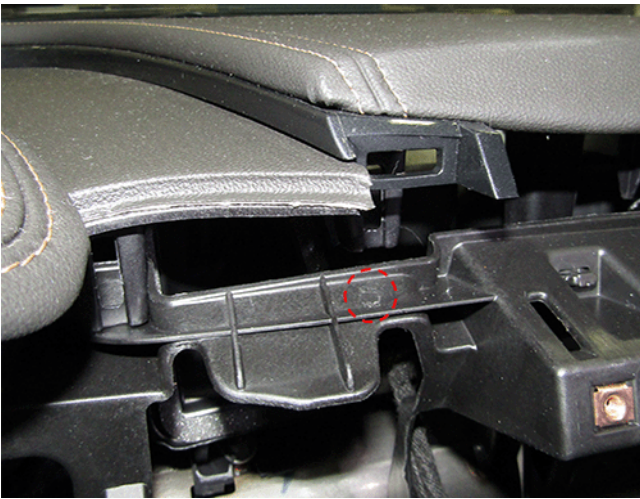


2. Locate the unprocessed heat stake (shown circled in the graphic above) on the driver side of the trim pad.

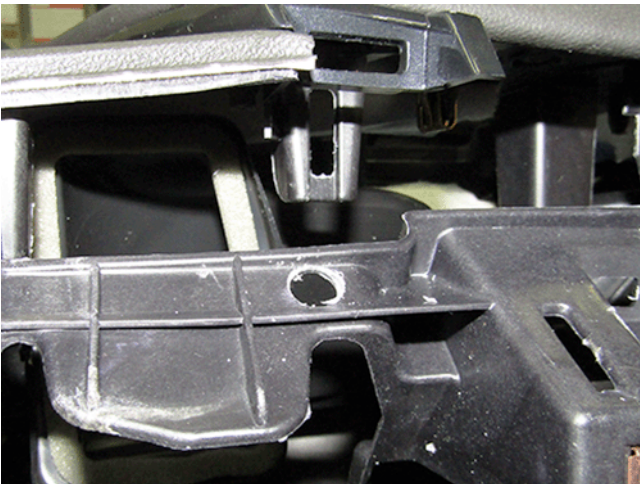


Important: To ensure the integrity of the nut securing the separate IP pieces, **DO NOT** trim or file the remaining height of the heat stake.

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



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.



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.



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	3
Modified	October 10, 2016 – Added radio RPOs and Additional Keywords. April 18, 2017 – Breakpoint Revised from VIN to Date.

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

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