



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-190

Date: June, 2016

## TECHNICAL

**Subject: Radio Volume and Tune Knobs Broken, Missing or Will Not Stay Attached**

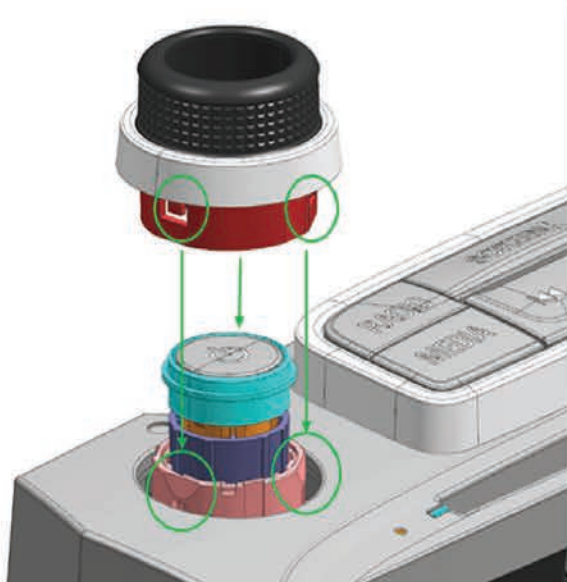
| Brand:    | Model:         | Model Year: |      | VIN: |    | Engine: | Transmission: |
|-----------|----------------|-------------|------|------|----|---------|---------------|
|           |                | from        | to   | from | to |         |               |
| Chevrolet | Impala (VIN 1) | 2014        | 2017 |      |    | All     | All           |

|                                   |   |
|-----------------------------------|---|
| <b>Involved Region or Country</b> | NORTH AMERICA, BAHRAIN, ISRAEL, IRAQ, JORDAN, KOREA, REPUBLIC OF KUWAIT, OMAN, PALESTINIAN TERRITORY, OCCUPIED, QATAR, SAUDI ARABIA, YEMEN, UNITED ARAB EMIRATES. |
| <b>Additional Options (RPO)</b>   | Equipped with up-level radios (RPOs IO5 or IO6)   |
| <b>Condition</b>                  | Some customers may comment the Volume and/or Tune knob is broken, missing or will not stay attached to the control assembly.                                      |
| <b>Cause</b>                      | The cause of the condition may be improper retention of the original knobs, which can be removed.   |

### Correction

**Important:** DO NOT replace the entire control assembly for this concern.

Replace the affected Volume and/or Tune knob(s) with service kit listed in the parts table below.



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To prevent damage during installation, make sure the orientation of the knob is as shown in the illustration above. The three clips on the knob should align with the three retention features on the control assembly. No added force should be needed to turn the knobs, if the parts are installed properly.

### Parts Information

| Description        | Part Number | Qty |
|--------------------|-------------|-----|
| KNOB KIT, RDO CONT | 84175369    | 1   |

### 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.

|          |   |
|----------|---|
| 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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