



GETTING TO KNOW YOUR **2020 IMPALA**



chevrolet.com

Review this Quick Reference Guide for an overview of some important features in your Chevrolet Impala. Some optional equipment described in this guide may not be included in your vehicle.

More information can be found in your Owner's Manual and at my.chevrolet.com/learn.

For easy reference, keep this guide with your Owner's Manual in your glove box.

Certain restrictions, precautions, and safety procedures apply to your vehicle.
Please read your Owner's Manual for complete instructions.



INSTRUMENT PANEL

Electric Parking Brake Switch

Instrument Panel Illumination Control

Turn Signal Lever/ Exterior Lamp Controls

Cruise Control/Forward Collision Alert*/Heated Steering Wheel* Buttons

Windshield Wipers Lever



Trunk Release/ Park Assist/ Lane Departure Warning* Buttons

Audio Next/Previous Favorite Station Controls (behind steering wheel)

Tilt/Telescope Steering Wheel Lever

Voice Recognition Buttons/Driver Information Center Controls

Audio Volume Controls (behind steering wheel)

SYMBOLS



Low Fuel



Door Ajar



Traction Control Off



Engine Coolant Temperature

BRAKE Brake System



Cruise Control Set



StabiliTrak Active



StabiliTrak Off



Security



Speed Sensitive Power Steering



Reduced Engine Power



Park Assist

Hazard Warning
Flashers Button

Infotainment
System

Storage
Compartment Open/
Close Button*



Driver's Heated/
Ventilated Seat
Buttons*

Traction
Control/
StabiliTrak
Button

Passenger's
Heated/Ventilated
Seat Buttons*

Climate
Controls

 Passenger Seat
Belt Reminder

 Check Engine

 Oil Pressure

 Charging System

 Seat Belt Reminder

 Airbag Readiness

 Antilock Brake System

 Low Tire Pressure

Refer to your Owner's Manual to learn about the information being relayed by the lights, gauges and indicators on the instrument cluster.

See Introduction in your Owner's Manual.

* Optional equipment

REMOTE KEYLESS ENTRY TRANSMITTER (KEY FOB)

Unlock

Press to unlock the driver's door.
Press again to unlock all doors.

Lock

Press to lock all doors.

HOLD Trunk

Press and hold to unlock the trunk.

Vehicle Locator/Panic Alarm

Press and release to locate your vehicle. The exterior lamps will flash and the horn will chirp 3 times.

Press and hold to activate the alarm.

Note: To change the remote lock, unlock, and remote start settings, go to Settings > Vehicle > Remote Lock, Unlock, Start.

Remote Vehicle Start[†]

Press and release the  Lock button and then press and hold the  button until the turn signal lamps flash (about 4 seconds) to start the engine from outside the vehicle. After entering the vehicle, turn on the ignition.

- During a remote start, the engine will run for 15 minutes.
- Remote start can be extended once by repeating the remote start procedure.
- Press and hold the  button until the parking lamps turn off to cancel a remote start.

See Keys, Doors and Windows in your Owner's Manual.

KEYLESS ACCESS SYSTEM

The Keyless Access System enables operation of the doors and trunk without removing the Remote Keyless Entry transmitter (key fob) from a pocket or purse. The key fob must be within 3 feet of the door being unlocked or within 3 feet of the trunk.

KEYLESS UNLOCKING

With the key fob within range:

- ▶ Press the button on the driver's door handle to unlock the driver's door; press it again within 5 seconds to unlock all doors.
- ▶ Press the button on a passenger door handle to unlock all doors.
- ▶ Press the touchpad above the license plate to open the trunk. Touchpad included with the Keyless Access System only.



KEYLESS LOCKING

With the ignition off, the key fob out of the vehicle, and all doors closed:

- ▶ Press the button on any door handle to lock all doors immediately.
- ▶ If Passive Locking is turned on, all doors will lock automatically after a short delay once all doors are closed.

Note: To change the door lock and unlock settings, go to Settings > Vehicle > Remote Lock, Unlock, Start.

See Keys, Doors and Windows in your Owner's Manual.

KEYLESS (PUSHBUTTON) START

The Remote Keyless Entry transmitter (key fob) must be in the vehicle to turn on the ignition.

STARTING THE ENGINE

- ▶ With the vehicle in Park or Neutral, press the brake pedal and then press and hold the **ENGINE START/STOP** button to start the engine. The button indicator will be green.

Note: If the key fob battery is weak, place the key fob in the pocket in the center console to enable the engine to start. Replace the key fob battery as soon as possible.



STOPPING THE ENGINE/OFF

- ▶ Shift to Park and press the **ENGINE START/STOP** button to turn off the engine.

ACCESSORY MODE

- ▶ With the engine off and the brake pedal not depressed, press the **ENGINE START/STOP** button to place the ignition system in the accessory mode. The button indicator will be amber.

See Driving and Operating in your Owner's Manual.

ELECTRIC PARKING BRAKE

- ▶ To apply the parking brake, pull the (P) **Parking Brake** switch on the left side of the instrument panel.
- ▶ To release the parking brake, turn on the ignition, press and hold the brake pedal, and then press the (P) switch.

Note: The parking brake will release automatically if the vehicle is running, placed into gear and an attempt is made to drive.



See Driving and Operating in your Owner's Manual.

TILT/TELESCOPE STEERING WHEEL

- ▶ With the vehicle parked, push down the lever or use the power control[◆] on the left side of the steering column to adjust the position of the steering wheel. The steering wheel can be moved up or down and in or out. Pull up the lever to lock the steering wheel in place.

See Instruments and Controls in your Owner's Manual.

POWER SEATS

SEAT CONTROLS

A. Seat Adjustment

Move the front horizontal control to move the seat forward or rearward, or to tilt, raise or lower the seat.

B. Seatback Recline Adjustment

Move the vertical control to recline or raise the seatback.

C. Lumbar Adjustment

Move the rear control to adjust the lumbar support.



SET MEMORY POSITIONS

1. With the vehicle in Park, adjust the driver's seat, power outside mirrors and the power steering column to the desired positions.
2. Press and release the **SET** button on the driver's door. A beep will sound. Immediately press and hold button **1** until two beeps sound.
3. Repeat the steps using button **2** for a second driver.

SET EXIT POSITION

1. With the vehicle in Park, adjust the driver's seat, power outside mirrors and the power steering column to the desired positions.
2. Press and release the **SET** button on the driver's door. A beep will sound. Immediately press and hold the **EXIT** button until two beeps sound.

RECALL POSITIONS

- ▶ Press and hold button **1** or **2** or the **EXIT** button until the stored position is reached. Releasing the button before the stored position is reached cancels the recall.

The memory/exit positions can be programmed to be recalled automatically.

- ▶ To set the Auto Memory Recall or Easy Exit options, go to Settings > Vehicle > Comfort and Convenience.

See Seats and Restraints in your Owner's Manual.

UNIVERSAL REMOTE SYSTEM

The Universal Remote System on the overhead console enables your vehicle to control 3 different devices, ranging from garage doors and gates to home lighting. Go to homelink.com for detailed videos and instructions on how to program the Universal Remote System. For additional assistance, call 1-800-355-3515.

See Instruments and Controls in your Owner's Manual.

LIGHTING

EXTERIOR LAMPS

Rotate the band to activate the exterior lamps.

 **Off/On**

AUTO Automatic Headlamp System

Automatically activates the Daytime Running Lamps (DRLs) or the headlamps and other exterior lamps depending on outside light conditions.

 **Parking Lamps**

 **Headlamps**

INSTRUMENT PANEL LIGHTING

 **Instrument Panel Brightness**

Rotate and hold the thumbwheel located on the left side of the instrument panel to adjust the instrument panel lighting.



See Lighting in your Owner's Manual.

AUDIO STEERING WHEEL CONTROLS

Volume
(behind right side of steering wheel)

Press the top or bottom button to adjust the volume.

Next/Previous Favorite Station
(behind left side of steering wheel)

Press the top or bottom button to go to the next or previous favorite radio station or track.

 **Push to Talk**

Press to answer an incoming call or to interact with the audio, Bluetooth, navigation⁺ or OnStar[®] system.

 **End Call/Mute**

Press to end or decline a call.

Press to mute/unmute the vehicle speakers.



Next/Previous Favorite Station button shown.



See your Infotainment System Manual.

INFOTAINMENT SYSTEM

Refer to your Owner's Manual for important information about using the infotainment system while driving.



Touchscreen infotainment system shown♦

The infotainment system uses a Bluetooth or USB connection to link to a compatible device, such as a smartphone, cell phone, USB flash drive or portable audio player/iPod™, and offers hands-free voice control. For assistance, contact Customer Assistance at 1-855-4-SUPPORT (1-855-478-7767) or visit my.chevrolet.com/learn.

TOUCHSCREEN SENSITIVITY

To adjust the touchscreen's sensitivity, go to Settings > Display > Calibrate Touchscreen. Follow the prompts.

INFOTAINMENT SYSTEM

SETTING THE TIME

1. Select Settings on the Home page.
2. Select Time and Date.
3. Select Set Time.
4. Adjust the hours, minutes and AM or PM.
5. Press **BACK** to exit the menu.

STORING FAVORITE STATIONS

Radio stations from all bands (AM, FM or SiriusXM⁺) can be stored in any order.

1. Tune in the desired radio station.
2. Touch and hold one of the favorite buttons until a beep is heard, indicating it is stored.
3. Repeat the steps to store another favorite station.

Note: To customize the number of favorite screen buttons available, go to Settings > Radio.

VOICE RECOGNITION⁺

Control the music source and make phone calls hands-free (after pairing your Bluetooth-enabled phone) using the enhanced voice recognition system.

1. Press the **Push to Talk** button on the steering wheel.
2. The radio will play a prompt followed by a beep.
3. After the beep, say what you want it to do.
 - Example Phone command (using your paired phone): “Call Amanda” or “Dial 555-1212”
 - Example Media Music Device Search command (when connected to USB only): “Play artist [name]” or “Play song [name]”
 - Example Radio command: “Tune FM 104.3” or “Tune XM Classic Vinyl”
 - Help: Say “Help” for voice recognition assistance

PORTABLE AUDIO DEVICES

An accessory power outlet, a 3.5-mm auxiliary input jack and USB ports are located in the center console.

- ▶ An iPod[®], iPhone[®], MP3 Player, a USB flash drive or a USB mass storage device can be connected to a USB port. Search for music on-screen or by voice commands.
- ▶ Press the **MEDIA** button to select a portable device as the audio source.



See your Infotainment System Manual.

INFOTAINMENT SYSTEM

APPS⁺

In-vehicle apps – connecting to music, news, weather, travel information, sports, entertainment and more – are available for download to the radio through the Apps icon on the Home page. Downloading and using the apps requires internet connectivity, and may require a data plan, accessed through the vehicle's 4G LTE Wi-Fi hotspot, if active, or a mobile device hotspot.

APPLE CARPLAY

Apple CarPlay capability is available through a compatible smartphone using the Projection icon on the Home page of the infotainment system. No app is required.

1. Connect your compatible phone by plugging the Lightning cable into a USB data port. Use your device's factory-provided Lightning cable. Aftermarket cables may not work.
2. The Projection icon will change to Apple CarPlay. Touch the Apple CarPlay icon to have your apps displayed.

ANDROID AUTO

Android Auto capability is available through a compatible smartphone using the Projection icon on the Home page of the infotainment system.

1. Download the Android Auto app to your phone from the Google Play Store.
2. Connect your compatible phone by plugging the phone USB cable into a USB data port. Use your device's factory-provided USB cable. Aftermarket cables may not work.
3. The Projection icon will change to Android Auto. Touch the Android Auto icon to have your apps displayed.

See your Infotainment System Manual.

BLUETOOTH[®] SYSTEM

Before using a Bluetooth-enabled device in the vehicle, it must be paired with the in-vehicle Bluetooth system. Not all devices will support all functions. The pairing process is disabled when the vehicle is moving. For more information, visit my.chevrolet.com/learn.

PAIR A PHONE

1. To use voice recognition, press the  **Push to Talk** button; after the beep, say "Pair phone."
To use the screen buttons, select Phone or Bluetooth > Pair Device.
2. Start the pairing process on the phone. From your phone's Bluetooth settings, select the name shown on the infotainment screen.
3. Follow the pairing instructions.
4. When pairing is complete, the phone screen is displayed on the infotainment system.

See your Infotainment System Manual.

4G LTE WI-FI® HOTSPOT

With the vehicle's available 4G LTE Wi-Fi hotspot, up to 7 devices (smartphones, tablets and laptops) can be connected to high-speed internet.

- ▶ To retrieve the SSID and password for the hotspot, go to Settings > Wi-Fi > Manage Wi-Fi Networks.

Note: For more information on use and system limitations, visit my.chevrolet.com/learn.

See your Infotainment System Manual.

WIRELESS CHARGING

The Wireless Charging system for smartphones is located in the storage bin at the front of the center console. To check device compatibility, visit my.chevrolet.com/learn. See your phone retailer for details on required phone accessories.

1. The vehicle must be on or Retained Accessory Power must be active.
2. Remove all objects from the charging pad.
3. Place the smartphone, face up, on the  symbol on the charging pad.
4. Move the device slowly until the  battery charging symbol displays on the infotainment screen. If not charging, remove the device for 3 seconds and rotate it 180 degrees.

See Instruments and Controls in your Owner's Manual.

VEHICLE CUSTOMIZATION

Some vehicle features can be customized using the audio controls and touchscreen menus. The Settings menus may include Time and Date, Language, Valet Mode, Radio, Vehicle, Bluetooth, Display, Rear Camera, Return to Factory Settings, and more.

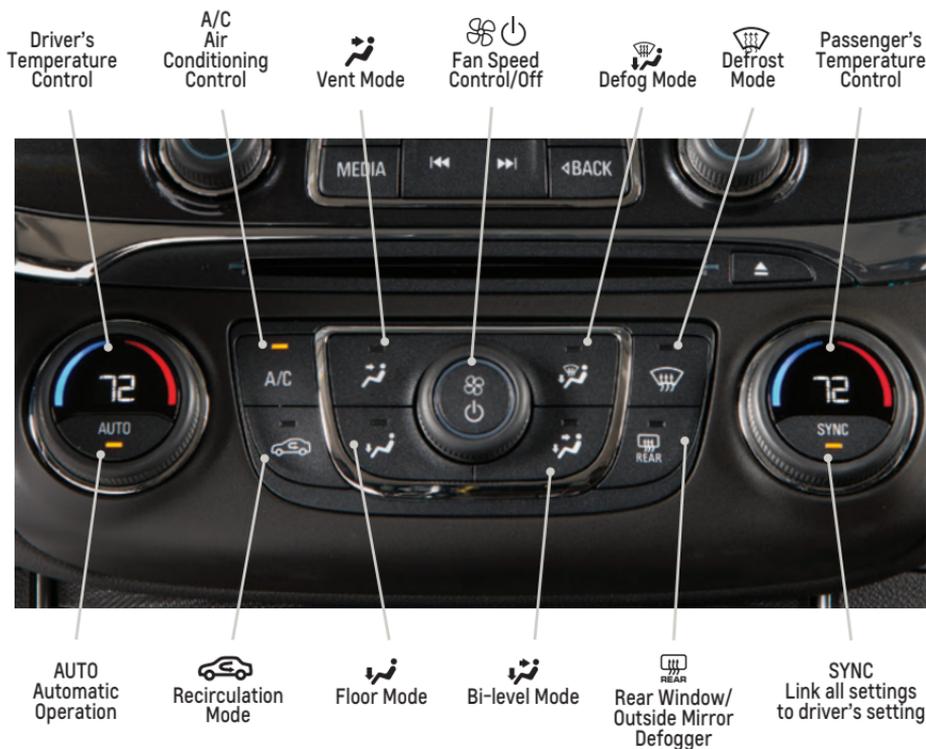
CHANGING SETTINGS

1. Select **Settings** on the Home page.
2. Select the desired menu item.
3. Select the desired feature and setting. Settings are saved automatically.
4. Press **BACK** to exit each menu.



See Instruments and Controls in your Owner's Manual.

CLIMATE CONTROLS



AUTOMATIC OPERATION

1. Press **AUTO**.
2. Set the temperature for the driver and front passenger. The fan speed and temperature will work to automatically reach the set temperature. Allow time for the system to reach the desired temperature.

If the functions are manually adjusted, full automatic operation is turned off.

See Climate Controls in your Owner's Manual.

DRIVER INFORMATION CENTER

The Driver Information Center (DIC) on the instrument cluster displays a variety of vehicle system information and warning messages.

DIC CONTROLS

Use the control pad on the right side of the steering wheel to navigate through the following menus on the display: Info, Audio, Phone, Navigation, and Settings.

- ▶ Press the \triangle up, ∇ down, \triangleleft left, or \triangleright right button to move through the menus.
- ▶ Press the \triangleleft button to display the main menu in the left tab.
- ▶ Press the \triangleright button to display a menu setting in the right tab.
- ▶ Press \checkmark to select or deselect a setting.



See Instruments and Controls in your Owner's Manual.

INFO PAGES

1. Use the controls to display the Settings menu.
2. Scroll to display Info Pages. Press \triangleright and select Edit List.
3. Scroll through the list of items.
4. Press \checkmark to select or deselect an item to display in the Info menu.

AUTOMATIC TRANSMISSION

DRIVER SHIFT CONTROL

Driver Shift Control allows the driver to shift gears manually. The transmission will remain in the driver-selected gear.

1. Move the shift lever to the Manual (M) position.
2. Press the **+** (plus) or **-** (minus) button on top of the shift lever to upshift or downshift. The current gear will be displayed on the Driver Information Center.

If vehicle speed is too high or too low for the requested gear, the shift will not occur. When coming to a stop, the transmission will automatically shift to 1st gear.



See Driving and Operating in your Owner's Manual.

DRIVER ASSISTANCE SYSTEMS

Safety or driver assistance features are no substitute for the driver's responsibility to operate the vehicle in a safe manner. The driver should remain attentive to traffic, surroundings and road conditions at all times. Read your Owner's Manual for important feature limitations and information.

TRACTION CONTROL AND STABILITRAK – The full-time Traction Control system limits wheelspin and the StabiliTrak electronic stability control system assists with directional control of the vehicle in difficult driving conditions. Traction Control should be turned off if the vehicle is stuck and rocking the vehicle is required.

- ▶ To turn traction control on or off, press the  **Traction Control/StabiliTrak Off** button on the center console.

FORWARD COLLISION ALERT – The  Vehicle Ahead Indicator is green on the instrument cluster when a vehicle is detected and is amber when following a vehicle ahead much too closely. When approaching a vehicle directly ahead too rapidly, a red alert flashes on the windshield and rapid beeps sound.

- ▶ Press the  **Collision Alert** button on the steering wheel to set the alert timing to Far, Medium, or Near. The setting is displayed on the Driver Information Center.

ENHANCED AUTOMATIC EMERGENCY BRAKING – In potential front-end imminent collision situations with detected vehicles, the brakes may be applied, if you have not already done so, to help reduce damage or avoid collisions at very low speeds.

- ▶ To set Enhanced Automatic Emergency Braking and Forward Collision Alert to Alert and Brake, Alert, or Off, go to Settings > Vehicle > Collision/Detection Systems > Forward Collision System.

LANE CHANGE ALERT WITH SIDE BLIND ZONE ALERT – While driving, the system displays a  warning symbol on the left or right side mirror when a vehicle is detected in that side blind zone area or rapidly approaching that area. The warning symbol flashes if a turn signal is activated when a vehicle has been detected on the same side.

- ▶ To turn the system on or off, go to Settings > Vehicle > Collision/Detection Systems > Lane Change Alert.

LANE DEPARTURE WARNING – When crossing a detected lane marking without using a turn signal, the system flashes an amber  indicator and beeps sound on the side of the lane departure direction.

- ▶ Press the  **Lane Departure Warning** button on the left side of the instrument panel to turn the system on or off.

REAR PARK ASSIST – During low-speed parking maneuvers, “distance to closest object” information is provided on the Driver Information Center. A beep sounds when an object is detected and 5 beeps sound when an object is very close.

REAR CROSS TRAFFIC ALERT – When the vehicle is in Reverse, the system warns of cross-traffic coming in either direction by displaying a red alert on the infotainment screen and sounding beeps from the left or right side of the vehicle.

- ▶ To turn Rear Park Assist and Rear Cross Traffic Alert on or off, press the  **Rear Park Assist** button on the left side of the instrument panel.

DRIVER ASSISTANCE SYSTEMS

REAR VISION CAMERA – When the vehicle is in Reverse, a view of the area behind the vehicle displays on the infotainment screen. Vehicle speed must be below 8 mph.

- ▶ To turn the guidelines on or off, go to Settings > Rear Camera.

See Driving and Operating in your Owner's Manual.

CRUISE CONTROL

SETTING CRUISE CONTROL

1. Press the  **On/Off** button. The  **Cruise Control** symbol will illuminate in white on the instrument cluster.
2. When traveling at the desired speed, press the **SET-** button to set the speed. The  symbol will illuminate in green on the instrument cluster.

ADJUSTING CRUISE CONTROL

RES+ Resume/Accelerate

Press to resume a set speed. When the system is active, press once to increase speed 1 mph; press and hold to continue increasing speed.

SET- Set/Coast

When the system is active, press once to decrease speed 1 mph; press and hold to continue decreasing speed.

Cancel

Press to cancel the Cruise Control without erasing the set speed from memory. Pressing the brake pedal also will cancel the Cruise Control.

The set speed is erased when Cruise Control or the vehicle ignition is turned off.

ADAPTIVE CRUISE CONTROL-ADVANCED*

The system enhances regular Cruise Control to maintain a following gap – the time between your vehicle and a vehicle detected ahead – by accelerating or braking automatically while you continue to steer.

GAP Follow Distance Gap/ Collision Alert* (if equipped with Forward Collision Alert)

Press to select a setting of Far, Medium, or Near. This is also the Forward Collision Alert* setting.

See Driving and Operating in your Owner's Manual.

TIRE PRESSURE MONITOR

The  **Low Tire Pressure** warning light on the instrument cluster illuminates when one or more of the vehicle's tires is significantly underinflated. The proper tire pressures for the vehicle are listed on the Tire and Loading Information label, located below the driver's door latch. Current tire pressures can be viewed on the Driver Information Center.

See Vehicle Care in your Owner's Manual.

ROADSIDE ASSISTANCE

1-800-CHEV-USA (1-800-243-8872)

TTY Users: 1-888-889-243

As the owner of a new Chevrolet, you are automatically enrolled in the Chevrolet Roadside Assistance program for 5 years/60,000 miles, whichever occurs first, at no expense to you. Chevrolet's Roadside Assistance toll-free number is staffed by a team of trained advisors who are available 24 hours a day, 365 days a year, to contact a service provider for light services (fuel delivery, jump-starts, flat tire and lock-outs) or make arrangements to tow your vehicle to the nearest Chevrolet dealer for any repairs.

Roadside Assistance and OnStar®

If you have a current OnStar Safety & Security plan, push the blue **OnStar** button or red **Emergency** button to get the help you need. An OnStar advisor will use GPS technology to pinpoint your vehicle location and contact the nearest service provider.

To learn more about OnStar services, press the blue **OnStar** button, visit **onstar.com**, call 1-888-4-ONSTAR (1-888-466-7827), or refer to your Owner's Manual.

MYCHEVROLET MOBILE APP

Download the myChevrolet app to your compatible smartphone (or device) and, if your vehicle is properly equipped, you can start or turn off your engine, lock or unlock your doors, view key diagnostic information, set parking information and more.

The app is available on select Apple and Android devices. Service availability, features and functionality vary by vehicle, device and data plan. Device data connection required. Visit **onstar.com** for more details. Download the mobile app from your compatible mobile device's app store.

CHEVROLET OWNER CENTER

Get to know your vehicle inside and out with the Chevrolet Owner Center. Check out personalized information, including an online Owner's Manual and helpful how-to videos, track your service history and warranty status, review your current OnStar Vehicle Diagnostics report (active OnStar account required) and more. Create an account today at **my.chevrolet.com**.

We recommend always using ACDelco or genuine GM service parts.

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GENERAL MOTORS

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