



# Service Bulletin

Bulletin No.: 20-NA-051

Date: March, 2020

## INFORMATION

**Subject:** Alpine Radio Exchange Program

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	All Medium Duty (LCF)	2016	2020			All	All

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	Equipped with Alpine Bluetooth Radio

### Information

This bulletin outlines the procedures for using the Alpine Exchange Program (the "Exchange Program"). The Exchange Program must be used when any Alpine radio covered by this bulletin is repaired under warranty and may also be used for radio repairs not covered under warranty. Contact Alpine directly for pricing and payment methods applicable to radio repairs not covered under warranty.

This bulletin applies to the following Alpine radio models:

Alpine Radio Model No.	Radio Exchange Bank Stock	Description
CDE-143BT	Yes	AM/FM CD
iLX-207	Yes	AM/FM CD
HCE-C1100	Yes	Back Up Camera

**Note:** Alpine brand radios are easily identified by the Alpine logo and model numbers imprinted on their faceplates.

### Audio System Troubleshooting

Many audio systems returned under warranty are later determined to have had no defect. Please follow the procedures outlined below for troubleshooting audio system conditions. Refer to the Entertainment sub-section of the applicable Workshop Manual for further information.

### General Audio

#### Intermittent Conditions (condition comes and goes)

- Ask the customer to identify the condition with specificity (such as abnormal noise, failure in all modes).
- Try to reproduce the intermittent condition, duplicating similar road qualities under which the customer experienced the condition.

#### Noisy Conditions

- Inspect for grounded antenna lead.
- Inspect for tight and secure battery terminals.
- Verify that the radio is chassis-grounded.
- Verify that the chassis harness is connected securely to the radio.

## Radio Reception

Radio reception may be affected by factors other than the radio or antenna, such as signal strength or distance to the radio station. AM reception is very sensitive to static from sources such as power lines, traffic lights, electrical signs, electrical storms in the area, and windshield wipers.

AM radio signals bend around obstacles and tend not to be affected by tall buildings or mountains. As a result, the range of an AM station may increase dramatically and cause interference (station mixing) between two stations that broadcast at the same frequency from different locations.

If reception on AM stations is weak, substitute a test antenna and lead. If reception continues to be weak, replace the radio with an exchange unit from the appropriate radio manufacturer.

FM radio signals can be blocked or reflected by tall buildings and mountains. Sometimes the antenna picks up a direct signal and a reflected signal at the same time, causing a distorted sound.

If the customer complains of weak reception on FM stations, check it in comparison to the reception on another radio. If the other radio's FM reception is noticeably better, replace the radio with an exchange unit. If reception is the substantially similar or the same, explain or demonstrate the comparison results to the customer.

## No Sound from Radio

Check the condition of the fuses and replace any that are non-functioning or burnt.

If only AM radio reception is dead, verify that the antenna plug is good and repair or replace the antenna plug if necessary. If the condition still exists, install a test antenna. If AM reception is then normal, replace the faulty antenna. If the condition still exists, replace the radio.

## Antenna

Fully extend and retract the antenna several times. If the antenna does not extend and retract normally, clean the antenna shaft and apply WD-40 lubricant or equivalent.

Verify antenna operation and replace if necessary.

## Pairing and Clearing Bluetooth

The radio can hold a maximum of three (3) paired phones. If the radio is not accepting a pairing request – a clearing command is needed to clear the previously paired phones. Once the Bluetooth memory is cleared, new phones may then be paired with the radio.

## Bluetooth Functionality

## Exchange Procedure (USA)

1. When a customer contacts the dealership concerning a radio issue, the dealer must first use standard troubleshooting procedures as outlined in this bulletin to determine whether the source(s) of the problem(s) is a speaker, antenna, power supply, area reception or other non-radio condition – as opposed to the radio itself.

If a CD is stuck in the unit, **DO NOT** attempt to remove it. The radio manufacturer will return any stuck CDs to your dealership.

**Important: DO NOT CUT** any wires when removing a radio. Any **CUT** wires will **VOID** the warranty.

2. If after a proper diagnosis it is determined that the radio is faulty, the dealer should document the following information prior to contacting the radio manufacturer.
  - 2.1. Dealer name, address and dealer code
  - 2.2. R.O. number
  - 2.3. Vehicle Identification Number (VIN)
  - 2.4. Vehicle delivery date
  - 2.5. Vehicle mileage
  - 2.6. Radio model number (see radio part number label)
  - 2.7. Description of failure (such as, CD won't eject, no illumination, reduced sound quality and the like)
  - 2.8. Customer name and address.

Call the Alpine Radio Factory Service Center in Garden Grove, California with this information or fax a completed copy of the U.S.A. Warranty Exchange form found at the end of this bulletin to the number shown in step 5 below.

**Note: DO NOT** remove the faulty radio until you receive a replacement unit.

After you receive the replacement radio from the manufacturer, notify the customer to schedule the installation of the (NEW) exchange unit.

**Important:** The faulty radio **MUST** be sent back to the manufacturer WITHIN 30 DAYS of the exchange unit's original shipment date to the dealer. Be sure your customer returns promptly for installation. If the customer cannot return for installation in time for you to send back the failed radio within the 30-day period, please ship the uninstalled (NEW) exchange unit back to the manufacturer using the procedure outlined in step 5 below and note on the claim invoice that the customer did not return for the repair.

3. **BEFORE** replacing the radio, be sure that the model numbers on the faulty (OLD) radio, the (NEW) exchange unit and the claim invoice all match. If the model numbers **DO NOT** match, notify the radio manufacturer immediately.
4. After installing the new exchange unit, pack the old faulty radio the same way the new exchange unit was packed when you received it. Enclose a copy of the claim invoice in the package containing the faulty old radio.

**Note: INCORRECT and/or DAMAGED radios received by the manufacturer will be RETURNED to the dealer with a chargeback. Additionally, the following conditions are NOT WARRANTABLE:**

- Damage from liquids (spills)
  - Damage from attempted theft
  - Modifications
  - Any tampering with the sealed unit
5. As described on the claim invoice, use the provided return label to return the old unit to the radio manufacturer. Old units must be shipped back to the radio manufacturer **WITHIN THIRTY (30) DAYS** of the exchange unit's original shipment date. If the customer did not return for installation within this time period, please ship the uninstalled exchange unit back to the manufacturer and note on the claim invoice that the customer did not return for the repair.

Any units not returned within thirty days will appear on the Dealer's State of Account as a chargeback. All chargebacks are considered **FINAL**, regardless of whether or not the unit is eventually returned.

**Note: DO NOT send radios to Isuzu Commercial Truck of America or AIPDN. Return ALL old units to the following Alpine Radio factory service center address.**

**Alpine Electronics OF America, Inc**  
**2012 Abalone Ave., Unit D**  
**Torrance, CA 90501**  
**Tech Support: 800-788-2870**  
**Email: coreexchange@alpine-usa.com**

### Exchange Procedure (Canada)

1. When a customer contacts the dealership concerning a radio issue, the dealer must first use standard troubleshooting procedures as outlined in this bulletin to determine whether the source(s) of the problem(s) is a speaker, antenna, power supply, area reception or other non-radio condition – as opposed to the radio itself.

If a CD is stuck in the unit, **DO NOT** attempt to remove it. The radio manufacturer will return any stuck CDs to your dealership.

**Important: DO NOT CUT** any wires when removing a radio. Any **CUT** wires will **VOID** the warranty.

2. If after a proper diagnosis it is determined that the radio is faulty, the dealer should document the following information prior to contacting the radio manufacturer.
  - 2.1. Dealer name, address and dealer code
  - 2.2. R.O. number
  - 2.3. Vehicle Identification Number (VIN)
  - 2.4. Vehicle delivery date
  - 2.5. Vehicle mileage
  - 2.6. Radio model number (see radio part number label)

- 2.7. Description of failure (such as, CD won't eject, no illumination, reduced sound quality and the like)

- 2.8. Customer name and address

In order to obtain an exchange unit, fax a completed copy of the Alpine Canada Audio Exchange form found at the end of this bulletin to the Alpine Radio Factory Service Center in Ontario Canada at the fax number found in step 5 below.

**Note: DO NOT** remove the faulty radio until you receive a replacement unit.

After you receive the replacement radio from the manufacturer, notify the customer to schedule the installation of the (NEW) exchange unit.

**Important:** The faulty radio **MUST** be returned to the manufacturer **WITHIN 30 DAYS** of the exchange unit's original shipment date to the dealer. Be sure your customer returns promptly for installation. If the customer cannot return for installation in time for you to send back the failed radio within the 30-day period, please ship the uninstalled (NEW) exchange unit back to the manufacturer using the procedure outlined in step 5 below and note on the claim invoice that the customer did not return for the repair

3. **BEFORE** replacing the radio, be sure that the model numbers on the faulty (OLD) radio, the (NEW) exchange unit and the claim invoice all match. If the model numbers **DO NOT** match, notify the radio manufacturer immediately.
4. After installing the new exchange unit, pack the old faulty radio the same way the new exchange unit was packed when you received it. Enclose a copy of the claim invoice in the package with the faulty old radio.

**Note: INCORRECT and/or DAMAGED radios received by the manufacturer will be RETURNED to the dealer with a chargeback. Additionally, the following conditions are NOT WARRANTABLE:**

- Damage from liquids (spills)
  - Damage from attempted theft
  - Modifications
  - Any tampering with the sealed unit
5. As described on the claim invoice, use the provided return label to return the old unit to the radio manufacturer. Old units must be returned to the radio manufacturer **WITHIN THIRTY (30) DAYS** of the exchange unit original shipment date. If the customer did not return for installation within this time period, return the uninstalled exchange unit and note on the claim invoice that the customer did not return for the repair.

Any units not returned within thirty days will appear on the Dealer's State of Account as a chargeback. Dealers will receive credit for any units returned after a chargeback has been processed minus a **15% RESTOCKING FEE.**

**Note: DO NOT send radios to Isuzu Commercial Truck of America or AIPDN. Return ALL old units to the following Alpine Canada Radio factory service center address.**

**Gentec International  
90 Royal Crest Court  
Markham, Ontario, CANADA L3R 9X6  
Main Phone Number: (905) 513-7733  
E-mail: [coreexchange@alpine-usa.com](mailto:coreexchange@alpine-usa.com)**

**Order Forms**



**Audio Exchange Component Order Form**  
(FOR US DEALERS ONLY)

Please Print Very Clearly

Dealer Name:	
Customer Complaint:	
Part Number Requested:	
Model Number Requested:	
Miles: _____	Original Purchase Date:  M    D    Y
Warranty Status: <input type="checkbox"/> Base Warranty <input type="checkbox"/> Customer Pay (Non-Warranty)	
VIN #	
Dealer Code:	Original Purchase Date:
Order Contact Person:	☎(____) _____ Area Code    Telephone No.
Dealer Name:	
Dealer Shipping Address:	
Dealer Comments: <input type="checkbox"/> CD Related <input type="checkbox"/> Bluetooth Related <input type="checkbox"/> Other <input type="checkbox"/> Radio Reception AM <input type="checkbox"/> Radio Reception FM	

**Please Order By Email:**

**Email: [coreexchange@alpine-usa.com](mailto:coreexchange@alpine-usa.com)**

Alpine Electronics of America, Inc.  
 2017 Abalone Ave., Unit D  
 Torrance, CA 90501  
 Main Phone Number: ☎ (800) 780-2007



**Audio Exchange Component Order Form**  
**Bon de Commande pour Echange de Radio**  
**(FOR CANADA DEALERS ONLY)**

Please Print Very Clearly – Prière d'imprimer (Lisiblement)

Dealer Name: Nom du Client:		
Customer Complaint: Plainte du Client:		
Part Number Requested: Numéro du Pièces Requis:		
Model Number Requested: Numéro du Modèle Requis:		
Kilometers: Kilomètres: _____		Original Purchase Date: Date d'Achat du Véhicule: _____ M    DU    Y/A
Warranty Status: Warranty) Etat de la Garantie	<input type="checkbox"/> Base Warranty <input type="checkbox"/> Garantie de Base	<input type="checkbox"/> Customer Pay (Non- Garantie) <input type="checkbox"/> Client Paie (Non-Garantie)
VIN N.I.V.		
Dealer Code: Code du Concessionnaire:		Original Purchase Date: Date de la Commande:
Order Contact Person: Personne à Contacter:	☎(____) _____	Area Code      Téléphone No.
Dealer Name: Nom du Concessionnaire:		
Dealer Shipping Address: Adresse d'Envoi du Concessionnaire:		
Dealer Comments: Commentaires du Concessionnaire:		

Please Order By Fax – S.V.P. Commander Par Email

Email: [coreexchange@alpine-usa.com](mailto:coreexchange@alpine-usa.com)

Gentec International  
 90 Royal Crest Court  
 Markham, Ontario, CANADA L3R 9X6  
 Main Phone Number: ☎ (905) 513-7733

Version	1
Modified	Released March 04, 2020

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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