



Service Bulletin

Bulletin No.: 20-NA-057

Date: March, 2020

INFORMATION

Subject: Mobil Eye Exchange Program and Troubleshooting

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Low Cab Forward (LCF) Trucks	All	All				

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with RPO Y65 Mobil Eye

Bulletin Information

This bulletin outlines the procedures for using the Mobil Eye Exchange Program. This program must be used for any Mobil Eye repaired under warranty. This program may also be used for Mobil Eye repairs that are not (or no longer) under warranty. Contact Mobil Eye directly for out of warranty pricing and payment information.

Limited Warranty Coverage Terms & Claim Submission

Coverage on the Mobil Eye option is 12 Months/ Unlimited Mileage from the date on which the vehicle was first delivered (retail) or put in use

When seeking warranty reimbursement, be sure to follow the instructions for troubleshooting and receiving replacement parts through the exchange program. All replacement parts must be requested using the procedure provided in this bulletin

Mobil Eye System Troubleshooting

Please follow the procedures outlined in the applicable Isuzu Electronic Service Information Section. Refer to the Mobil Eye subsection of the Body, Cab, and Accessories section in ESI for further information

Exchange Procedure

- MOBIL EYE EXCHANGE PROGRAM AND TROUBLESHOOTING** When a customer contacts the dealership concerning a Mobil Eye problem or issue, the dealer must first use standard troubleshooting procedures outlined in ESI.
 - If a Mobil Eye component appears to be faulty, the dealer must contact the Mobil Eye Technical Support Line as follows:
 - M – F, 10:00 am to 6:00 pm eastern standard time, use phone number 877-867-4900, Ext: 3.
 - After hours send an email to ustechsupport@mobileye.com. This will expedite the response.
- When contacting Mobil Eye Technical Support please have the following information available:
- The Dealer name, address, and Dealer Code
 - The R.O. Number
 - The Vehicle Identification Number (VIN)
 - The vehicle delivery date
 - The vehicle mileage
 - The customer name and address
 - The Mobil Eye serial number
 - A description of the failure (what is the error code)
 - Whether the blue light is on

3. When a faulty component is found, a Return of Materials Authorization (RMA) will be issued by Mobil Eye before shipping to Precision Fleet Support.

Note: Do not return old unit until a Return of Materials Authorization (RMA) is issued.

The dealer must make arrangements with the customer to return the vehicle for replacement of the faulty unit when the replacement unit has been received.

4. After the replacement component is received from Mobil Eye, notify the customer to schedule installation of the exchange unit. A return label and claim invoice will arrive with the replacement component.
5. After installation of the exchange unit, pack the faulty unit in the same manner as the exchanged unit was received. Enclose a copy of the claim invoice with the faulty unit.

INCORRECT and/or DAMAGED components received by Mobil Eye will be RETURNED to the dealer and a chargeback will be issued. The following conditions are NOT WARRANTABLE:

- Liquid spill
 - Attempted theft
 - Modifications
 - Tampered units
6. Using the return label provided addressed as set forth below, return the faulty unit as outlined on the claim invoice.

Precision Fleet Support for Warranty and Replacement
 1734 Kingsley Ave Unit #7,
 Orange Park, FL, 32073
 PHONE No. 877-867-4900 ext. 3

If additional assistance is needed contact:
 Returns at Precision Fleet Supply at 877-867-4900
 ext. 3

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