



**IMPORTANT SERVICE  
INFORMATION FOR:**

- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL

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**IB19-R-002A**

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GROUP:  
**ACCESSORIES**

## **MOBILEYE TROUBLESHOOTING AND EXCHANGE PROGRAM**

### **AFFECTED VEHICLES**

- All Isuzu vehicles equipped with RPO I4V Mobileye

***This bulletin supersedes IB19-R-002. We are updating the bulletin to provide revised content. Please discard previous bulletin IB19-R-002.***

### **INFORMATION**

This bulletin outlines the procedures for using the Mobileye Exchange Program. This program must be used for any Mobileye system repaired under warranty. A replacement Mobileye Eyewatch or Camera unit can only be obtained by utilizing this program.

Contact Mobileye directly for out of warranty pricing and payment information at (877) 867-4900.

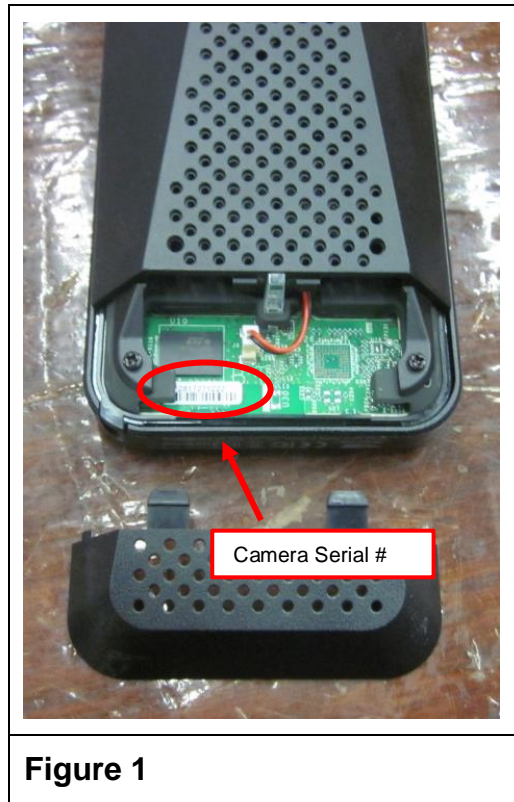
Please follow the service procedure below to diagnose the Mobileye system, and if necessary, request an exchange replacement part.

### **SERVICE PROCEDURE**

1. Verify the customer's complaint and diagnose using the standard troubleshooting procedures outlined in the Workshop Manual (WSM) applicable to the customer's vehicle.
2. If one of the Mobileye components covered under this program appears to be faulty, the dealer must contact the Mobileye Technical Support Line as follows:
  - M – F, 10:00 am to 6:00 pm eastern time, use phone number (877) 867-4900, Ext: 3.
  - Afterhours send an email to [ustechsupport@mobileye.com](mailto:ustechsupport@mobileye.com). This will expedite the response.

When contacting Mobileye Technical Support please have the following information available:

- The Dealer name, address, and Dealer Code
- The Vehicle Identification Number (VIN)
- The Mobileye Camera serial number (See Figure 1)



**Figure 1**

- A description of the failure (including any error codes present)
- Whether or not the blue light is illuminating on the camera (See Figure 2)



**Figure 2**

3. Mobileye Technical Support will confirm your diagnosis or provide further guidance on resolving the issue.
4. If the faulty Mobileye unit is covered by the exchange program, Mobileye will take your contact information and provide you with a Return of Materials Authorization (RMA) number.

**NOTE: Do not return the faulty unit until you have received an RMA from Mobileye.**

5. Remove the faulty unit. Refer to the applicable WSM for guidance.
6. After speaking with Mobileye Tech Support on the phone, Mobileye will email you a link. Click on the link and fill out the requested information, including the tracking number for returning the faulty unit. The link will contain the return address to which you should ship the faulty unit.
7. Once the information in the link is filled out and the faulty unit is shipped to Mobileye, Mobileye will send a new unit to Precision Fleet Support for harnessing and calibration. Once that process is complete, Precision Fleet will ship the new unit to you.

**INCORRECT and/or DAMAGED components received by Mobileye will incur a chargeback. The following conditions are NOT WARRANTABLE:**

- **Liquid spill**
  - **Attempted theft**
  - **Modifications**
  - **Tampered units**
8. After the replacement unit is received from Precision Fleet Support, notify the customer to schedule installation of the exchange unit.

### **WARRANTY INFORMATION**

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
R0530	MOBILEYE DASH CAMERA R&R	REFER TO LABOR TIME GUIDE
R0540	MOBILEYE EYEWATCH R&R	REFER TO LABOR TIME GUIDE
R0550	MOBILEYE HARNESS REPAIR	REFER TO LABOR TIME GUIDE