



Service Bulletin

Bulletin No.: 16-NA-368

Date: January, 2022

INFORMATION

Subject: ALPINE Radio Troubleshooting and Exchange Program

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Low Cab Forward Medium Duty 3500-5500	2016	2022				
	Low Cab Forward Medium Duty 6500XD	2018	2022				

Involved Region or Country	United States
Additional Options (RPO)	Equipped with Optional Alpine Bluetooth Radio (RPO-UIZ)

This bulletin outlines the procedures for using the Alpine Exchange Program. This program must be used for any Alpine radio repaired under warranty. This program may also be used for repairs out of warranty. Contact Alpine directly for pricing and payment method.

Audio System Troubleshooting

Please follow the procedures outlined below for troubleshooting audio system conditions.

General Audio

Intermittent Condition (condition comes and goes)

- Ask the customer to specifically identify the condition (such as abnormal noise, failure in all modes).
- Try to reproduce the intermittent condition, duplicating similar road conditions 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.
- Inspect for a securely connected chassis harness to radio.

If the affected audio system is being compared in another vehicle, compare the same type of audio system and operating conditions.

Radio Reception

Reduced radio reception may be caused by factors other than the radio or antenna, such as the strength or distance of the radio station. AM reception is very

sensitive to static from sources such as power lines, traffic lights, electrical signs and electrical storms in the area and windshield wipers.

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

AM radio signals bend around obstacles and are less affected by tall buildings and mountains. This may increase the range of an AM station 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.

If the customer comments of weak reception on FM stations, compare the reception on another radio. If a noticeable difference is heard, replace the radio with an exchange unit. If reception is the same, demonstrate the comparison to the customer.

No Sound from Radio

Verify that the fuses are good and replace the fuse if necessary.

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 Cleaning 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. By clearing the Bluetooth memory, the new phones can then pair with the radio.

Bluetooth Functionality

Although the radio supports (A2DP) BT audio streaming, phone book, call history, etc., different cell phones support different levels of Bluetooth feature please confirm what level your phone can support before requesting an exchange unit.

Exchange Procedure (USA)

1. When a customer contacts the dealership concerning a radio condition, the dealer must first use standard troubleshooting procedures outlined in this bulletin in order to reduce speaker, antenna, power supply and area reception conditions.

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

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

2. If the radio appears to be faulty, the dealer should obtain the following information prior to contacting the radio manufacturer. Call the Alpine Radio Factory Service Center in Garden Grove, California for the exchange unit or fax a completed copy of the Warranty Exchange form found at the end of this bulletin.

DO NOT remove the faulty unit until the replacement unit has been received. 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.

- Dealer name, address and dealer code
- R.O. number
- Vehicle Identification Number (VIN)
- Delivery date
- Vehicle mileage
- Radio model number (see radio part number label)
- Description of failure (such as, CD won't eject, no illumination, reduced sound quality and the like)
- Customer name and address

3. After the replacement radio is received from the manufacturer, notify the customer to schedule installation of the exchange unit. A return label and claim invoice will arrive with the replacement radio.

Important: The failed exchange unit 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 to allow time for return shipment of the exchange unit. If the customer cannot return for installation while allowing a sufficient amount of time to return the failed exchange unit, return the uninstalled (NEW) exchange unit using the procedure outlined in step 6 below and note on the claim invoice that the customer did not return for the repair.

4. Verify that the model number is the same on the faulty unit, the exchange unit and on the claim invoice BEFORE installing the exchange unit. If the model number DOES NOT match, notify the radio manufacturer immediately.

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 radios received by the manufacturer 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 by the radio manufacturer, return the faulty unit to the radio manufacturer as outlined on the claim invoice. Faulty 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.

DO NOT return the radio to General Motors or to the ESC's (Electronic Service Centers). Return ONLY to the following Alpine Radio factory service center address.

Alpine Electronics

2012 Abalone Dr. Unit D

Torrance, CA 92841

Tech Support: 800-788-2870

Fax Ordering: 714-618-7100

Email: coreexchange@alpine-usa.com



Audio Exchange Component Order Form

Acct #: **314501** Dealership: Date #:
 Ship to Address:
 City / State / Zip:
 Telephone:
 E-Mail Address:
 Requester Name: Department:

In Warranty Failure (the exchanged product will be a factory "Core Replacement" unit that is cosmetically perfect and reliability tested). Refer to "Alpine Radio Exchange Program" for details.

PRODUCT TO BE EXCHANGED:

Part#: Alpine Radio Model No: **CDE-143BT**

VIN#:

Miles#: Vehicle Purchase Date:

Warranty Status: Based Warranty Customer Pay (Non-Warranty)

Dealer Comments:

CD Related: Bluetooth Related:
 Radio Reception: AM or FM
 Other:

Submit Request by Email or Fax:

Email: coreexchange@alpine-usa.com

Fax: 310-618-7100

Alpine Electronics of America Service
 2012 Abalone Ave. Unit D
 Torrance, CA 90501
 (800) 421-2284, ext 860302

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Version	4
Modified	Released September 09, 2016 Revised May 10, 2018 – Updated the information for the return label. Revised August 06, 2018 – Updated information for #6 under Exchange Procedure (USA). Revised January 14, 2022 — Added 6500 and updated Model Years to include 2019–2022.

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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