



**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:
IB13-R-001G

ISSUE DATE:
MAY 2023

GROUP:
ACCESSORIES

ALPINE COMPONENT EXCHANGE PROGRAM

AFFECTED VEHICLES

- Isuzu Trucks
Equipped with Optional Isuzu-Authorized Alpine Bluetooth Radio
(RPO Codes I8H, I1V, or I2V)

This bulletin supersedes IB13-R-001F. The bulletin is being revised to update content and order forms. Please discard previous bulletin IB13-R-001F.

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 or other component covered by this bulletin is repaired under warranty and may also be used for radio and component repairs not covered under warranty. Contact Alpine directly for pricing and payment methods applicable to radio and component repairs not covered under warranty.

This bulletin applies to the following Alpine radio and component models:

Part Description	Alpine Part Number	Exchange Bank Stock
AM/FM CD 1 DIN	CDE-1443BT	YES
AM/FM 7-inch display	iLX-207	NO*
AM/FM 7-inch display	iLX-407	YES
Backup Camera	HCE-C1100	YES
7M Camera Extension Cable	8-97543-875-0	YES

*** iLX-207 units will receive an iLX-407 unit in exchange. Two additional wire harnesses will be provided for proper adaption; the main harness which goes between the radio and the factory harness, and the USB/AUX harness which now includes the microphone.**

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

NOTE: Damaged Backup Camera Cable Extensions (PT # 8-97543-875-0) that are not warrantable should be ordered through AIPDN.

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

These radios support (A2DP) BT audio streaming, phone book, call history, etc. However, different cell phones support different levels of Bluetooth features. Please confirm what features the affected cell phone will support before assuming there is a malfunction with the radio.

Back Up Camera Functionality

Check the radio and back up camera connectors for proper seating. Check the wiring between the radio and back up camera for opens and shorts. Ensure that the reverse input to the radio is providing the proper signal. Refer to the applicable Workshop Manual for further details and information.

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 or other component is faulty, the dealer should document the following information prior to contacting the radio manufacturer.
 - a. Dealer name, address and dealer code
 - b. R.O. number
 - c. Vehicle Identification Number (VIN)
 - d. Vehicle delivery date
 - e. Vehicle mileage
 - f. Radio or component model number (see radio part number label)

- g. Description of failure (such as, CD won't eject, no illumination, reduced sound quality and the like)
- h. Customer name and address.

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

NOTE: DO NOT remove the faulty radio or component until you receive a replacement unit.

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

IMPORTANT: The faulty radio or component **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 or component 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 or component, be sure that the model numbers on the faulty (OLD) radio or component, the (NEW) exchange unit and the claim invoice all match. If the model numbers **DO NOT** match, notify the manufacturer immediately.
4. After installing the new exchange unit, pack the old faulty radio or component 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 or component.

NOTE: INCORRECT and/or DAMAGED radios or components 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
 - Broken, burnt, pinched, and cut backup camera extension cables
5. As described on the claim invoice, use the provided return label to return the old unit to the manufacturer. Old units must be shipped back to the 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 or components 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](#)

[2150 195th Street](#)

[Torrance, CA 90501](#)

[Tech Support: 800-832-4101](#)

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

Exchange Procedure (Canada)

1. When a customer contacts the dealership concerning a radio or component 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 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 or component is faulty, the dealer should document the following information prior to contacting the manufacturer.
 - a. Dealer name, address and dealer code
 - b. R.O. number
 - c. Vehicle Identification Number (VIN)
 - d. Vehicle delivery date
 - e. Vehicle mileage
 - f. Radio or component model number (see radio part number label)
 - g. Description of failure (such as, CD won't eject, no illumination, reduced sound quality and the like)
 - h. Customer name and address

Call the Alpine Radio Factory Service Center in Ontario, Canada with this information and a completed copy of the Canada Warranty Exchange form found at the end of this bulletin for further instructions. Call the number shown in Step 5 below.

NOTE: DO NOT remove the faulty radio or component until you receive a replacement unit.

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

IMPORTANT: The faulty radio or component **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 or component 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 or component, 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 manufacturer immediately.

4. After installing the new exchange unit, pack the old faulty radio or component 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 or component.

NOTE: INCORRECT and/or DAMAGED radios or components 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
 - Broken, burnt, pinched, and cut backup camera extension cables
5. As described on the claim invoice, use the provided return label to return the old unit to the manufacturer. Old units must be returned to the 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 or components to Isuzu Commercial Truck of America, Isuzu Commercial Truck of Canada 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 x240](#)

[EMAIL: ebozo@gentec-intl.com](#)

WARRANTY INFORMATION

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R0765	Alpine Exchange Program	0.3 hours
R0766	Alpine Back up Camera Exchange	0.3 hours

Should you have any questions regarding this information, please contact your District Service and Parts Representative.

U. S. Dealers Alpine Component Exchange Order Form



Isuzu Audio Exchange Component Order Form (US Dealers only)			
			Date
Dealer Name:			Account Number
Shipping Address:			
City:	State	Zip Code:	
Telephone:	FAX:		
Email Address	Dealer code		
V.I.N #	Mileage		
Contact Person	Contact Number		

PLEASE CHOOSE ITEM EXCHANGE BELOW

Isuzu Model	Alpine Part#	Description	X
2-9006L-001-0	2-9006L-006-0	ISUZU CD RADIO (CDE-143BT)	<input type="checkbox"/>
2-9006L-006-0			<input type="checkbox"/>
Camera 8-97543-876-0	8-97543-876-0 CR	HCE-C1100 camera	<input type="checkbox"/>
7M camera extension 8-97543-875-0	8-97543-875-0 CR	7M camera extension cable	<input type="checkbox"/>
Headunit for 8-97546-268-0	8-97546-268-0 CR	ISUZU AUDIO (ILX-207)	<input type="checkbox"/>
Headunit for 8-97546-270-0			<input type="checkbox"/>
Headunit for 8-97834-605-0	8-97834-605-0 CR	ISUZU AUDIO (ILX-407)	<input type="checkbox"/>
Headunit for 8-97834-612-0			<input type="checkbox"/>

Problem or Reason for return (be specific):

CD RELATED Other	<input type="checkbox"/>	BT RELATED	<input type="checkbox"/>	RADIO RECEPTION AM	<input type="checkbox"/>	RADIO RECEPTION FM	<input type="checkbox"/>
ILX-207 warranty units will be exchanged for an ILX-407 Please check off which truck model you have							
Customer Comments:		NPR/3500-5500 Series		FTR/6500/7500 Series			

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Warranty Status:
 Base Warranty
 Non-Warranty - Customer Pay

Email: servicerepair@alpine-usa.com
Alpine Electronics of America, Inc 2150 195th Street Torrance, CA 90501
Main Phone Number (800)- 832-4101

Canada Dealers Alpine Component Exchange Order Form



Isuzu Audio Exchange Component Order Form (Canada)			
			Date
Dealer Name: Nom du Client			Account Number
Shipping Address: Adresse de livraison			
City: Ville	Provinces	Code: Code	
Telephone: Téléphone	FAX:		
Address: Adresse	Dealer code Code		
V.I.N #	Mileage Kilométrage		
Person Contact	Contact Number		
PLEASE CHOOSE ITEM EXCHANGE BELOW			
Isuzu Model	Alpine Part#	Description	X
2-9006L-001-0	2-9006L-006-0	ISUZU CD RADIO (CDE-143BT)	
2-9006L-006-0			
Camera 8-97543-876-0	8-97543-876-0 CR	HCE-C1100 camera	
7M camera extension 8-97543-875-0	8-97543-875-0 CR	7M camera extension cable	
Headunit for 8-97546-268-0	8-97546-268-0 CR	ISUZU AUDIO (ILX-207)	
Headunit for 8-97546-270-0			
Headunit for 8-97834-605-0	8-97834-605-0 CR	ISUZU AUDIO (ILX-407)	
Headunit for 8-97834-612-0			
Problem or Reason for return (be specific):			
CD RELATED Liés aux CD Other	BT RELATED Liés aux BT	Radio Reception AM Réception Radio AM	Radio Reception FM Réception Radio FM
ILX-207 warranty units will be exchanged for an ILX-407 Please check off which truck model you have			
Customer Complaints Plaintes du Client		NPR3500-5500 Series	FTR6500/7500 Series
Warranty Status: État de la Garantie	Base Warranty Garantie de base		Non-Warranty - Customer Pay Non-Garantie - Paiement du Client

Gentec International 90 Royal Crest Court
Markham, Ontario Canada L3R 9X6 ATTN: Eddie Bozo, Tel
#: 905-513-7733 x240
Email: ebozo@gentec-intl.com