Dear Consumer,

Thank you for your interest in an Alpine Restyle In-Dash System. We want you have a positive and enjoyable experience with the system. To help you learn about this product, we prepared a list of Frequently Asked Questions (FAQs) to address common inquiries about product use and installation. Please read the FAQs below and if you have further questions, we invite you to contact us:

**Alpine Customer Support:** 1-800-832-4101
**Online Support Center:** supportalpineusa.custhelp.com
**Owner’s Manuals:** alpine-usa.com/support

Monday - Friday, 7 AM - 5 PM PST

**Product Compatibility for Alpine Restyle In-Dash Systems:**

**10-Inch Screen:**
- X110-SLV: GMC Sierra (2014-Up), not compatible with models with the factory Bose system
- X110-SRA: Chevrolet Silverado (2014-Up), not compatible with models with the factory Bose system

**9-Inch Screen**
- X009-WRA: Jeep Wrangler (2011-Up)
- X109-WRA: Jeep Wrangler (2011-Up)
- i109-WRA: Jeep Wrangler (2011-Up)
- X009-RAM: Ram Trucks (2013-Up, not compatible with 8.4-inch factory screen)
- X009-GM2: This product is compatible with the following vehicles with Upper-dash factory radios: Chevrolet Silverado (2007-2013), GMC Sierra (2007-2013)
- X009-FD1: Ford F-150 (2009-2014, compatible with Base model 2013-Up F-150 if the HVAC controls can be separated from the dash panel; not compatible with 4.2-inch MyFord screen or 8-inch MyFord Touch screen)
- X009-U: For custom installations

**8-Inch Screen**
X108U: For custom installations or for use with vehicle-specific dash kits, visit www.alpine-usa.com to view compatible dash kits

**Installation Information:**

Q: Why is there engine noise from my vehicle after I installed the Alpine system?
A: Please make sure the head unit has a good chassis ground and the rear seat entertainment retention harness is also grounded. Please contact us for further assistance.

Q: Why am I not getting any sound from the factory satellite radio tuner?
A: Please verify that the iDatalink 3.5-mm cable is plugged into the iDatalink port on the rear of the unit.

Q: Does the X110-SLV/SRA retain the parking assist function if my truck has the Bose factory system?
A: The parking assist feature is not compatible with trucks with the Bose system. Please contact us for an alternative solution.

**iDatalink Maestro Module Set-Up:**
Q: I can’t add my Alpine Restyle In-Dash System’s serial number to the online iDatalink system set-up?
A: When you enter the serial number on the iDatalink set-up form, do not add the alphabetical letter at the end of the serial number. If the serial number is still not accepted, please contact us at the number above and we can help you.

Q: Where on the radio does the 4-PIN iDatalink plug connect to?
A: This plug connects to the “IDATALINK I/F” plug in the reverse camera input harness.
Q: When I try to program the iDatalink Maestro module, I see a red light that flashes twice. What does this mean?
A: Please make sure the 4-PIN iDatalink plug is connected to the “IDATALINK I/F” plug in the reverse camera input harness. Please contact us if you need further assistance.

Product Usage:
Q: Why can’t I see an image when I use the DVD player?
A: Alpine has a safety interlock system which prohibits the unit from playing video entertainment while driving. Please bring your vehicle to a safe and complete stop and shift to Park. Then, please follow these steps: 1) Step on the foot brake and hold 2) Apply the parking brake 3) Release the parking brake 4) Re-apply the parking brake 5) Then release the foot brake

Q: Why can’t I access the Setup Menu?
A: Alpine has a safety interlock system which prohibits access to the setup menu while driving. Please bring your vehicle to a safe and complete stop and shift to Park. Then, please follow these steps: 1) Step on the foot brake and hold 2) Apply the parking brake 3) Release the parking brake 4) Re-apply the parking brake 5) Then release the foot brake

Q: How can I play files from a flash drive using the USB connection?
A: Please format your flash drive using the structure listed below for your file type:
   - MP3: bit rate of 8-320kbps, sampling rate of 8-48kHz
   - WMA: bit rate of 48-320kbps, sampling rate of 8-48kHz
   - AAC: bit rate of 16-320kbps, sampling rate of 8-48kHz
   - FLAC: bit depth of 16-24 bit, sampling rate of 8-96kHz (FLAC is only available on X110-SLV, X110-SRA, X109-WRA, X108U)
   - The maximum number of files/folders you can have is 10,000 files/folders.

Q: Why can’t I use content from an HDMI-connected device on the rear seat entertainment (RSE) screen?
A: Unfortunately, HDMI content is copyright protected and not allowed to be played through the RSE output.

Q: Why is the radio function locked or no sound coming out?
A: Please contact us so we can give you instructions to reset the unit.

Q: Sometimes I hear random beeping sounds, what are they?
A: The warning tones on the system are on. Please contact us so we can give you instructions to turn them off.

Q: When I use the My Favorites screen, why can’t I choose the factory rear view camera as a source?
A: The factory-installed camera is only powered when the vehicle is in reverse.

Q: Why don’t I get sound or controls from the DVD player?
A: Please change the source connection from HDMI to DVD player.

Q: I have the X009-RAM. How come my iPhone 6 does not work with the system?
A: You will need the Alpine KCU-471iV USB to Lightning Cable for this compatibility.

Warranty Information
Q: What is the warranty for this product?
A: Alpine Restyle in-Dash Systems are covered under a 3-year advance exchange program based on the date of the first consumer purchase. The warranty only covers the original purchaser of the product, who must reside in the United States, Puerto Rico or Canada. We encourage you to register this product on Alpine’s website at www.alpine-usa.com/registration at the time it is purchased and installed. Please contact us for further questions.

If you did not see your question addressed here, please contact us at 1-800-832-4101, Monday - Friday, 7 AM - 5 PM PST.
Thank you for the opportunity to help you. We appreciate your support of Alpine Electronics.