

Install guide for (14-15 Silverado Sierra GM Truck TailGate Handle Backup Camera Kit)

Before you begin, make sure to checkout our install video. We spend a good amount of time getting these videos just right so that they will be a helpful guide.

Part lists

- OEM Tailgate Handle with Camera Opening
- OEM Backup Camera
- OEM Camera Harness
- Genie Programmer



Tools required for installation, socket sizes & whatnot.

- Light Source
- Pry Tool
- Flathead Screwdriver
- T15 Torx Screwdriver
- 10mm Wrench/Socket

Skill Level: 2

Time Investment: 1-2 hours



Step 1: We like to start by installing the genie programming into the vehicle. This way, we can plug in the camera and check to see if the signal makes it to the radio.

Use the genie to program the vehicle for the new upgrade.

I. Put vehicle into the run position.

II. Wait 1 minute after putting the vehicle into run to plug in the genie programmer.

III. The genie once plugged in will flash blue as it tries to program.

IV. The genie will turn a solid green light once programming was completed successfully, programming can take 1-3 minutes long.

V. Remove the genie and give the vehicle a sleep cycle.

VI. Test out your new upgrade.

VII. Proceed



Step 2: Go to the rear of the vehicle and plug in the camera to the bank of connectors by the spare tire (Step 15). Go back into the vehicle to put it into reverse; the radio screen should change; if it shows the camera image, then proceed with the install. If you get a blue/black screen in reverse, you are **NOT** pre-wired. Please contact our support team to order our solution for none pre-wired vehicles.



Step 3: Open the tailgate. There are ten T15 torx screws to remove from the tailgate. Remove all the screws.



Step 4: Remove the tailgate plastic trim panel and place it off to the side.



Step 5: Behind that panel, you'll find a metal panel that is also free from the tailgate. Place it off to the side; this gives us access to the rear of the factory tailgate handle.



Step 6: At the rear of the tailgate handle, release the pole rods.

Note: Take a picture of how everything is connected for your records.



Step 7: Now free the two 10mm screws holding the tailgate handle in place.



Step 8: You can now remove the factory tailgate handle. It needs to be removed at an angle for it to come out nicely.



Step 9: With the two tailgate handles, you need to remove the lock for your key over to the new tailgate handle.



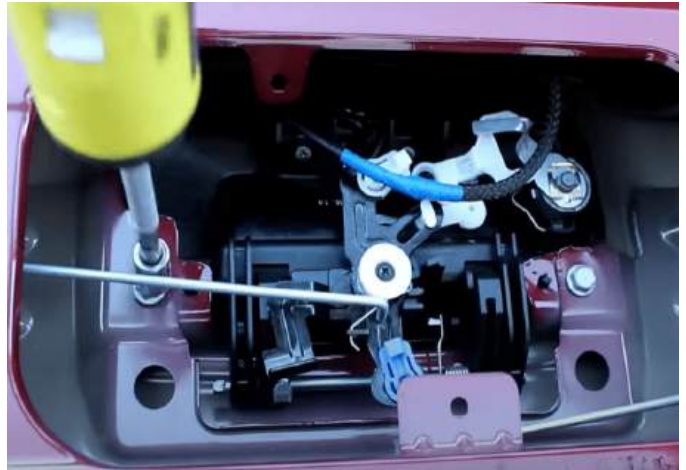
Step 10: Feed the new tailgate handle's cable through the opening; feed the cable to the bottom of the tailgate. There is an opening you can feed the cable through so it ends up by where it needs to be plugged in.



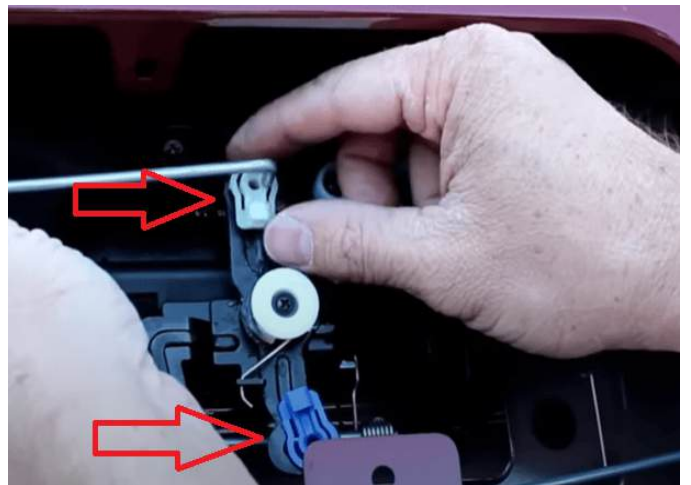
Step 11: Feed the tailgate handle into the tailgate.



Step 12: Reinstall the two 10mm screws to hold the tailgate handle in place.



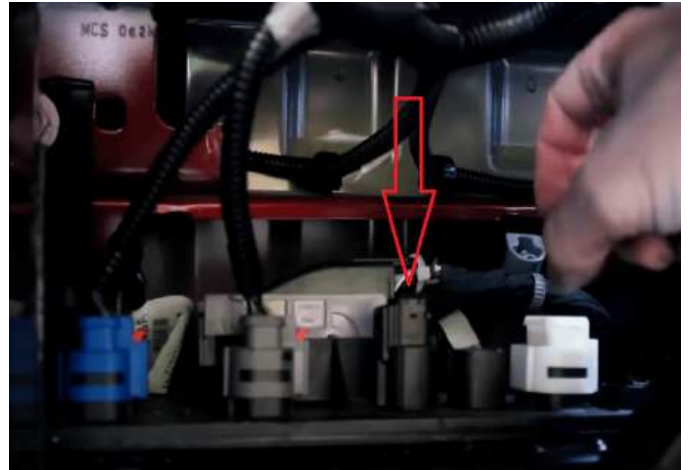
Step 13: Reinstall the pole rods into the white and blue spots.



Step 14: Slide the tailgate metal panel back into place as well as the plastic panel, then secure in place with the ten T15 screws.



Step 15: Now we get to go under the vehicle. By the spare tire there is a bank of connectors. The 2nd from the right should be the OEM connector for the backup camera. There should be a dummy plug on the connector; remove this connector.



Step 16: Plug the connector from the tailgate handle in this spot. Push the red locking tab in to lock the connector in place.



Step 17: Enjoy your purchase and again thank you for choosing Infotainment.com for your upgrades.



Return Policy/Warranty Terms

Infotainment.com 30-Day Return Policy:

Infotainment.com offers hassle free returns within 30 days from the date-of-delivery for a full refund unless otherwise stated on the product advertisement (such as a custom or special order item). The customer may choose to cancel their order prior to shipping or fulfillment without penalty. If the customer's order or package sustained physical damage it must be reported to Infotainment.com within 7 days of arrival. A 15% restock fee will apply to all returns unless the returned item(s) have been deemed defective by Infotainment.com after full inspection, in this case a restocking fee will not be assessed.

To initiate a return, the customer is required to contact the customer service department by phone, live chat, or via the online ticket system at anytime within 30 days from the date-of-delivery. The representative will issue a Return Merchandise Authorization (RMA) number, which is required to process your return. A copy of a completed RMA form must be included with the return shipment to expedite the process. The return must be shipped within 7 days of the RMA issuance. Infotainment.com reserves the right to refuse any package returned to them without authorization or process could be delayed over 30 days.

Customers are responsible for all return shipping charges unless they receive the wrong product or a defective item. It is recommended that the customer utilizes signature confirmation and/or insurance when shipping an item to Infotainment.com.

Infotainment.com will not be responsible for lost or damaged packages. Only the signature of an Infotainment.com employee will suffice as proof of delivery. A pre-paid return shipping label may be requested by the customer (located within the continental U.S) at the cost of \$15.00 to be deducted from the total refund amount. Customers located outside the United States will be responsible for all incurred shipping charges and customs duty/tax fees to or from Infotainment.com.

Returns will be processed within ten (10) business days of receipt (not including weekends, holidays, and the day the package is delivered). Refunds will be issued back to the original form of payment. If the original form of payment is no longer valid the refund will be issued as store credit. Infotainment.com reserves the right to reject or impose additional charges for replacement of a return if there is damage, missing



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Infotainment.com offers hassle free technical support and warranty claims on all products within 90 days from the date-of-delivery. Physical damage to an item received must be reported within 7 days of arrival.

To initiate a warranty claim, the customer is required to contact the customer service department by phone, live chat, or via the online ticket system at anytime within 90 days from the date-of-delivery. The representative will assist the customer with technical support and step-by-step troubleshooting procedures to resolve any issue or concern. If it is determined that the product(s) must be sent back for repair or exchange the representative will issue a Return Merchandise Authorization (RMA) number, which is required to process the warranty claim. A copy of a completed RMA form must be included with the return shipment to expedite the process. The item(s) must be shipped within 7 days of the RMA issuance. Infotainment.com reserves the right to refuse any package returned to them without authorization or process could be delayed over 30 days.

A pre-paid return shipping label will be issued by the customer service representative for customers located within the continental U.S. only. Customers located outside the U.S. will be responsible for all incurred shipping charges and customs duty/tax fees to or from Infotainment.com. Customers are fully responsible to ensure the item(s) are packaged securely to prevent damage in shipping transit. Infotainment.com will not be responsible for damaged item(s) due to poor packaging.

Warranty claims will be processed within five (5) business days of receipt (not including weekends, holidays, and the day the package is delivered). An Infotainment.com technician reserves the right to determine whether the troubled product requires a simple repair or a full replacement. Once the issue is resolved, a tracking number will be immediately provided to the customer when the repaired or replacement item is shipped



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therefore ending the warranty claim. Infotainment.com reserves the right to reject or impose additional charges for warranty claims if there is damage, missing components, excessive use/wear, a different serial number from when originally shipped, etc. Infotainment.com will allow up to two (2) claims per order before it is determined the item(s) will not work in the customer's vehicle. If the customer's warranty claim has not been processed within 3 weeks of arrival the customer is advised to contact the customer service department for an update.

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Infotainment.com offers hassle free technical support and warranty claims on all products within 1 year from the date-of-delivery to retail customers who opt for the extended warranty coverage upon checkout. This policy also applies to all registered Infotainment.com wholesale accounts. Furthermore, franchise automobile dealers are granted additional coverage for their customers to match the vehicle's 3 year / 36,000 mile bumper-to-bumper manufacturer's warranty.

To initiate a warranty claim, the customer is required to contact the customer service department by phone, live chat, or via the online ticket system at anytime within 1 year from the date-of-delivery. The representative will assist the customer with technical support and step-by-step troubleshooting procedures to resolve any issue or concern. If it is determined that the product(s) must be sent back for repair or exchange the representative will issue a Return Merchandise Authorization (RMA) number, which is required to process the warranty claim. A copy of a completed RMA form must be included with the return shipment to expedite the process. The item(s) must be shipped within 7 days of the RMA issuance. Infotainment.com reserves the right to refuse any package returned to them without authorization or process could be delayed over 30 days.

A pre-paid return shipping label will be issued by the customer service representative for customers located within the continental U.S. only. Customers located outside the U.S. will be responsible for all incurred shipping charges and customs duty/tax fees to or from Infotainment.com. Customers are fully responsible to ensure the item(s) are



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packaged securely to prevent damage in shipping transit. Infotainment.com will not be responsible for damaged item(s) due to poor packaging.

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