

Install guide for (2009-2014 Ford Expedition / 2009-2010 Ford SuperDuty Sync 1 GPS Navigation Radio)

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

- Sync 1 Radio
- Steering Wheel Replacement Controls
- XP1 Harness (For Steering Wheel Control Functions)*
- XP2 Harness (To tap into built-in mic from SYNC)
- Soundstream Stealth Quad Shot Aftermarket Amplifier
- Amplifier Harness
- GPS/XM Antenna Multiplexer



*Not included in every kit.

Tools required for installation, socket sizes & whatnot.

- Light Source
- Pry Tool
- Flathead Screwdriver
- 5.5mm, 7mm, 8mm, 9mm, 7/32 Wrench/Socket

Skill Level: 3

Time Investment: 2-3 hours



Step 1: To start, we need to remove the bottom trim of the radio bezel. Use your pry tool to pop this piece out as it is only held in with retainer clips.



Step 2: From the bottom of the radio bezel, pull outward to release the bezel from its retainer clips. Flip the bezel over and disconnect all connection.



Step 3: Remove the four screws from around the radio to release it from the dash.



Step 4: Pull the radio forward and disconnect its rear connections.

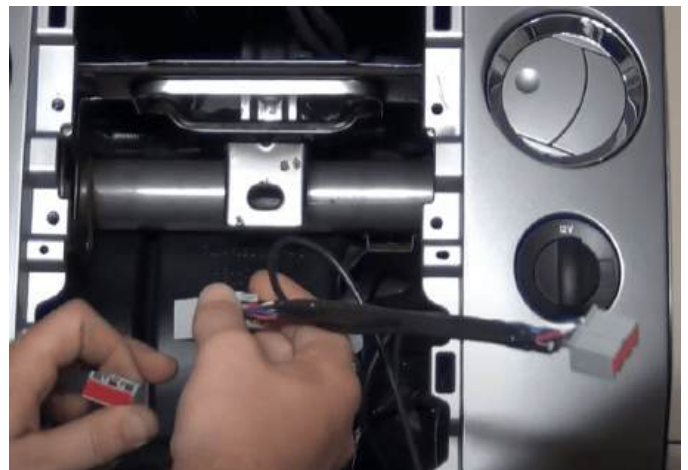
Note: Take a picture of the connections for your reference.



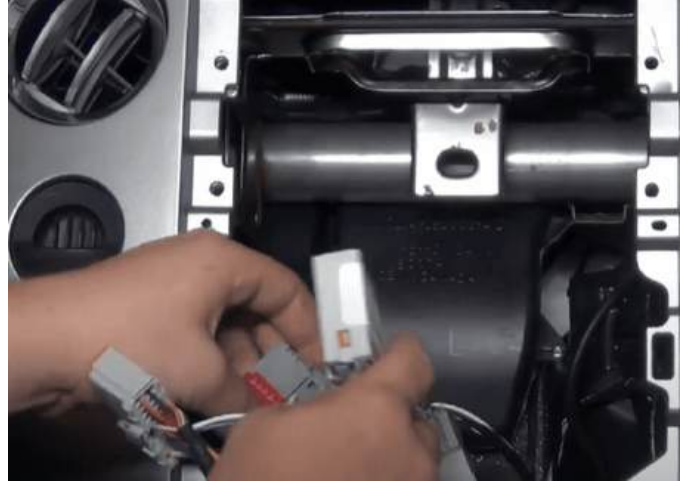
Step 5: Take the GPS/XM Antenna Multiplexer's yellow/curry color fakra and plug it into the factory antenna connector you removed from old radio.



Step 6: Plug in the XP2 Harness into the factory radio harness.



Step 7: Take the amp harness and plug it into the factory radio harness.



Step 8: Next, we can run the other end of the amp harness to the driver's foot well. To have better access, remove the three 7mm screws from the bottom of the driver's knee bolster then pull from the top to release.



Step 9: We use a new smaller but more powerful amp from SoundStream. There are two connects per side of the SoundStream amp, impossible to mix them up. Install the amp in the same location or a location of your choice; there is no right or wrong spot.



Step 10: The amp can be mounted anywhere the amp harness will reach. You'll need to connect all four connections to the Soundstream amp. Two connections per side of the amp.

Note: The right side connections are 6 and 8 pin connections; they only plug in one way. The left side has two five pin connectors; it doesn't matter which port they plug into on the amp; just both have to be plugged in.



Step 11: Next, let's install the new right side steering wheel controls. Using your pry tool, pop the factory steering wheel controls out, disconnect the connector on its rear. Push the locking tab down to release.



Step 12: Install the new steering wheel controls, connect the controls, and push it into place.



Step 13: Time to install the XP1 harness. Start by removing the trim panel from under the steering wheel. There are three 7/32 screws that need to be removed. Then remove the trim panel.



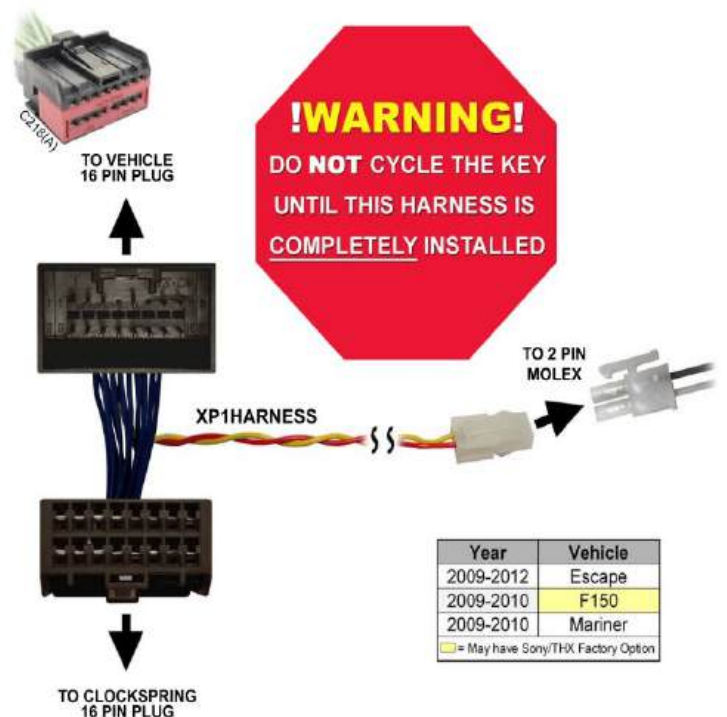
Step 14: With the trim panel removed, you will see the connection we are looking for connected to the clockspring. Remove the connection (C218A) and install our XP1 harness then route the molex connector into the radio cavity from behind the dash.



Step 15: If the vehicle does **NOT** have Sony or THX sound then run the two pin molex from the XP1 harness to the two pin molex connector on the amp harness.

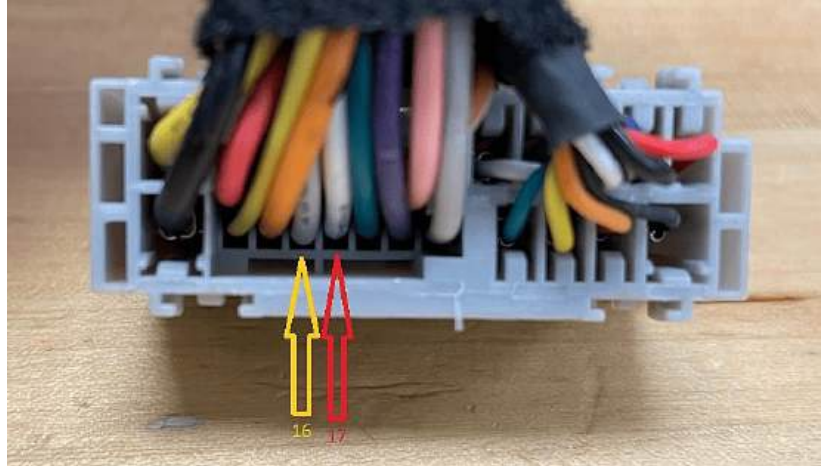
OR

If the vehicle has Sony or THX sound then run the two pin molex from the XP1 harness to the radio and then cut the two pin molex off and connect the yellow wire to pin 16 and the red wire to pin 17 on the 24 pin radio connector (C240A).

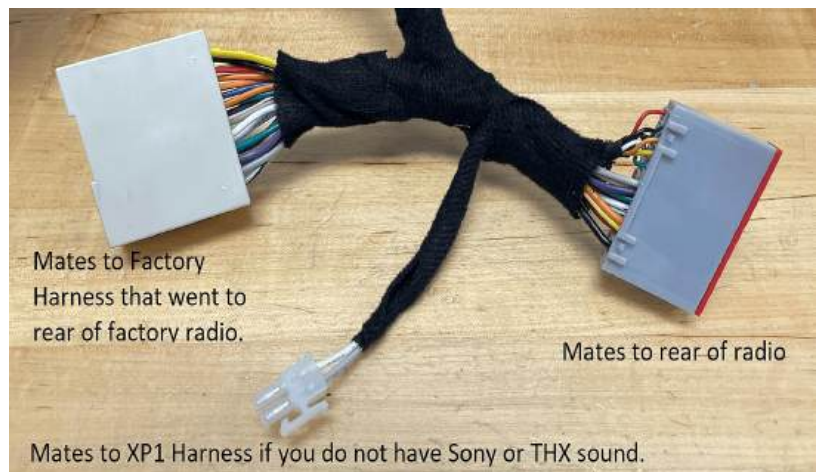


Step 16: Here is the rear of the C240A connector with pin 16 and pin 17 clearly labeled on the 24 pin radio connector (C240A). Your C240A shouldn't have pin 16 or 17 populated.

Note: You'll hear a click once the pin locks into place.



Step 17: If your vehicle does NOT have Sony or THX sound, then you'll get an amp and amp harness with the kit. The amp harness has a pass through that plugs into the rear of the radio, this is also where the molex plug is for the XP1 harness.



Step 18: Now for the XP2 harness, we plugged in on step 6. The connector we need to tap into to allow the mic to work with the radio upgrade is under the center console. Start by remove the rubber cubby insert.



Step 19: You'll see one 7mm screw to remove from under the rubber cubby.



Step 20: Next, use your pry tool to pop up the trim piece from around the shifter.



Step 21: You can now pull up on the center console to remove it. You'll need to move the shift nob to remove the piece fully.



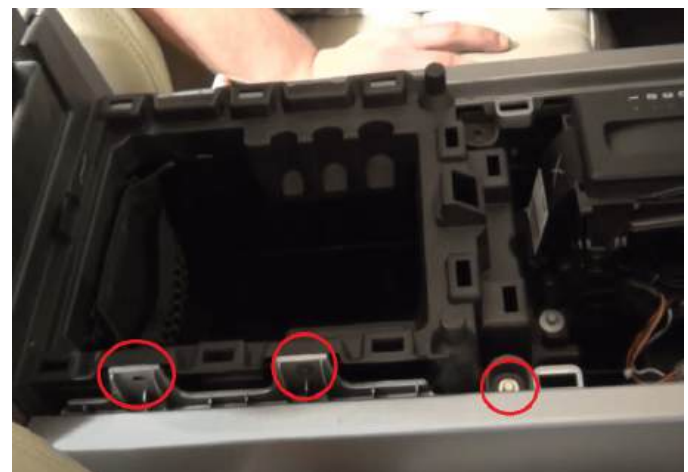
Step 22: Open the arm rest up so we can pop out the trim piece from around the opening. It is only held in with retainer clips.



Step 23: Close the arm rest, remove the rear cup holder's rubber inserts. Grap the cup holder with a firm grip and pull up to release it. It is only held in with retainer clips.



Step 24: Next, we need to remove the center console side skirt. There are three 7mm screws along the top, two 5.5 screws under the arm rest, and two 10mm screws along the base of both side side skirt.



Step 25: At the rear of the center console, you can pop out the rear panel.



Step 26: Push the side skirts to the side and slowly wiggle them out and place them off to the side.



Step 27: With both side skirts removed from the center console, there are two more 8mm screws to free the center console.



Step 28: With the center console free, you can lift it up to gain access to the SYNC module. Disconnect the plug and pull it out enough to work with.



Step 29: On the connector, pull two small tabs back to free the locking cap from the connector.

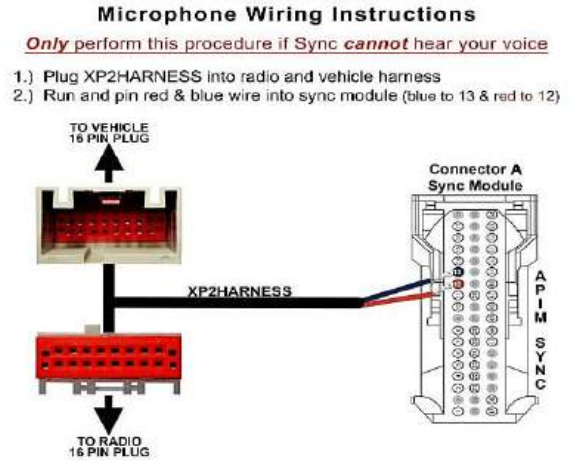


Step 30: Taking the XP2 harness's end with the two pins. We need to add these two pins into the connector. Red pin/wire goes into pin 12 and the blue pin/wire goes into pin 13. Once the pinning is done, route the XP2 harness under the center console ending in the radio cavity.



Step 31: Once the two pins are in place, you can replace the lock housing and put the SYNC connector back into the SYNC module.

Note: If you still can't be heard, then your pins are deep enough in the connector or the locking gray lever is lifting the connector out too much to make contact with pins. You can install the SYNC connector without the lock housing to prevent this issue.



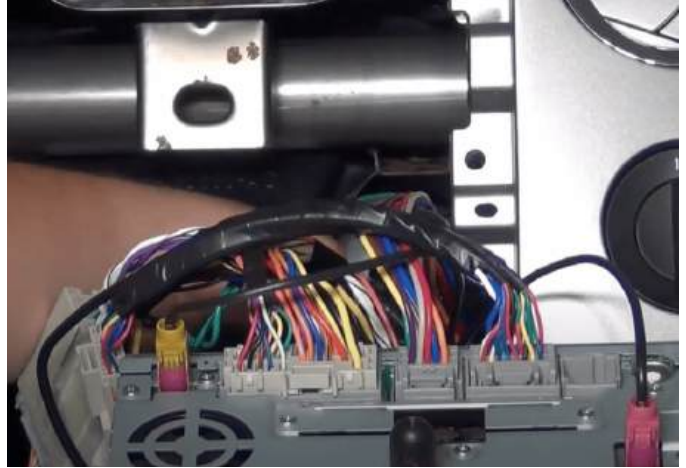
Step 32: Reassemble the center console in reverse order as we took it apart.



Step 21: Before installing the radio, we will need to swap over the brackets from the old radio on to the new one. There are two screws per side; remove them then attach to the upgraded radio and secure in place with same screws.



Step 33: With the brackets installed, take the radio upgrade and plug in the new and old connections to the radio.



Step 34: Slide the radio upgrade into the dash; make sure not to pinch any of the harnesses. Reinstall the four screws that held the old radio in the dash.



Step 35: Reinstall the dash bezel around the radio.



Step 36: Start the vehicle, and the radio will power up. Check the features; if GPS isn't getting signal, it can take 1-2 weeks for the radio to get enough signal. To help, hold 3 & 6 down for 10 seconds to get into dealer mode, from there hit DTCs then Clear DTCs. Do not hit anything else, back out of the menu, and wait for the radio to get a signal over the 1-2 weeks.



Step 37: 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



DISCOVER YOUR VEHICLE'S POTENTIAL

components, excessive use/wear, a different serial number from when originally shipped, etc. If the customer's return has not been processed within 3 weeks of arrival the customer is advised to contact the customer service department for an update. This return policy is null & void if product(s) have been tampered with or modified. Infotainment.com is not responsible for professional fees related to installation, removal or re-installation of any product. Infotainment.com reserves the right to change or amend the return policy and procedures at any time without notification.

Infotainment.com Retail 90-Day Warranty Policy:

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



DISCOVER YOUR VEHICLE'S POTENTIAL

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.

This warranty policy is null & void if product(s) have been tampered with or modified. Infotainment.com is not responsible for professional fees related to installation, removal or re-installation of any product. Infotainment.com reserves the right to change or amend the warranty policy and procedures at any time without notification.

Infotainment.com Extended 1-Year Warranty Policy:

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



DISCOVER YOUR VEHICLE'S POTENTIAL

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 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.

This warranty policy is null & void if product(s) have been tampered with or modified. Infotainment.com is not responsible for professional fees related to installation, removal or re-installation of any product. Infotainment.com reserves the right to change or amend the warranty policy and procedures at any time without notification.