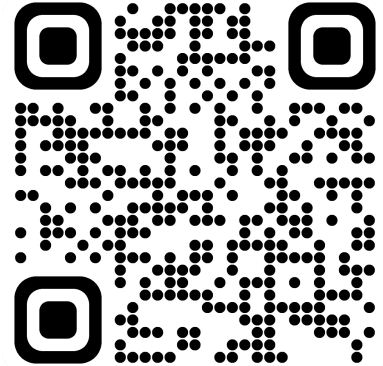


Install guide for (2009-2016 Ford F-250 F-350 SuperDuty Sync 1 GPS Navigation Radio)

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
- XP2 Harness (To tap into built-in mic from SYNC)
- XP1 Harness (For Amp function)*
- Soundstream Stealth Quad Shot Aftermarket Amplifier*
- Amplifier Harness*
- GPS/XM Antenna Multiplexer



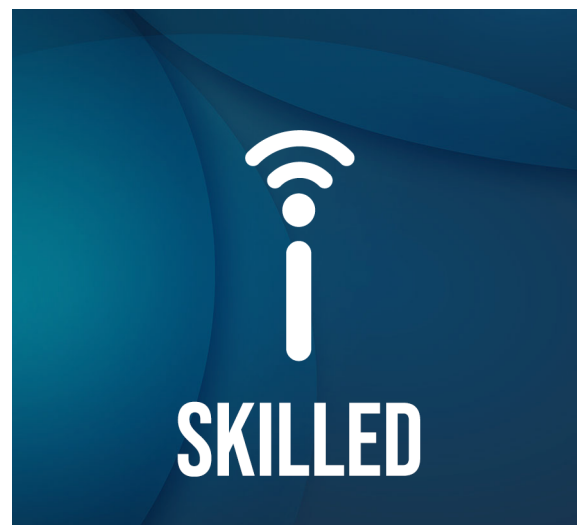
*Not included in ever kit.

Tools required for installation, socket sizes & whatnot.

- Light Source
- Pry Tool
- Flathead Screwdriver
- 7mm Wrench/Socket

Skill Level: 3

Time Investment: 2-3 hours



Step 1: Start by removing the left 12 volt trim panel. Use your pry tool, once it pops open disconnect the two connectors and place the panel to the side.



Step 2: On the right side, use your pry tool to remove the USB/AUX trim panel. Once it pops open, disconnect the two connectors and place the panel to the side.



Step 3: You'll now see the two 7mm screws holding the bezel. Remove them.



Step 4: The rest of the bezel is only held in with retainer clips. With a firm grip, pull the bezel out to disengage the retainer clips.



Step 5: Disconnect all the connections to the bezel. Then place bezel off to the side.

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



Step 6: uninstall the factory radio by removing the four 7mm screws. Disconnect the rear connections on the radio then place the factory radio off to the side.

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



Step 7: Let's start installing the brick kit that came with the radio. Start with the antenna splitter. Connect the yellow/curry fakra in the dash to the male yellow/curry fakra on the splitter. Other pink and yellow/curry female fakras go to the rear of the new radio.



Step 8: Moving on to the steering wheel controls. Use your pry tool to pop out the factory right side controls and disconnect it. Install our steering wheel controls. New controls will just pop in.



Step 9: 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.



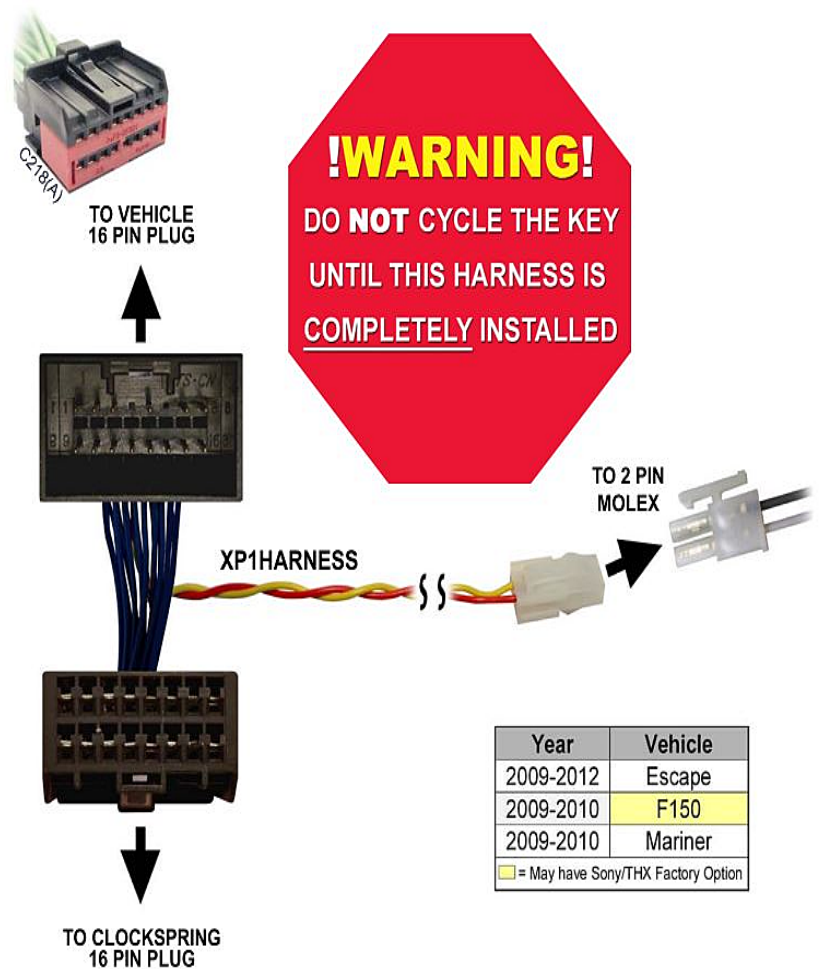
Step 10: With the trim panel removed, you will see the connection we are looking for connected to the clockspring. Remove the connection (C218A) and install our XP1 harness then route the molex connector into the radio cavity from behind the dash.



Step 11: 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.

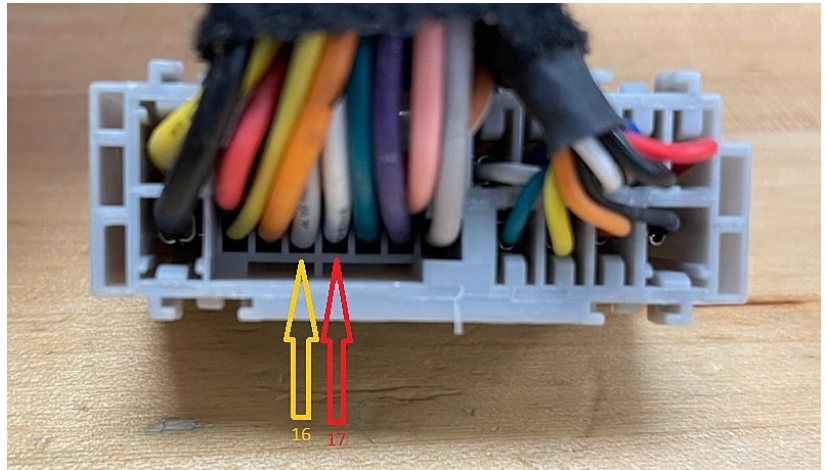
OR

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).

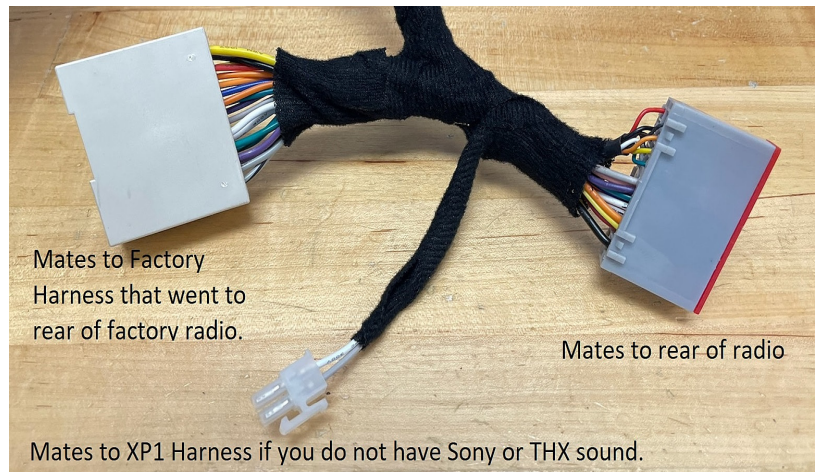


Step 12: Here is the rear of the C240A connector with pin 16 and pin 17 clearly labeled on the 24 pin radio connector (C240A). Your C240A shouldn't have pin 16 or 17 populated.

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



Step 13: 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.

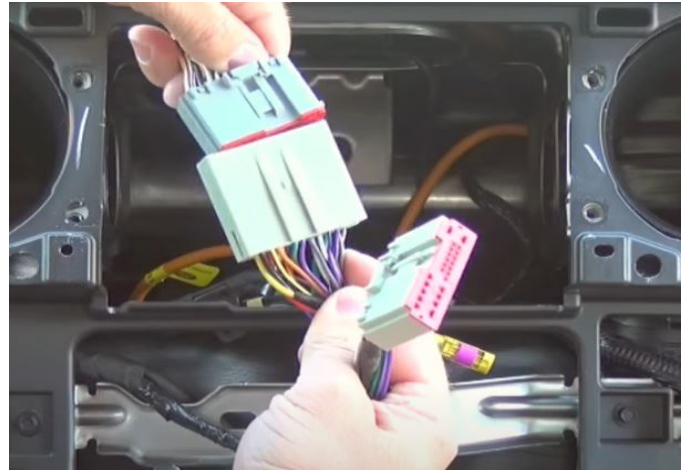


Step 14: The amp can be mounted anywhere the amp harness will reach. You'll need to connect all four connections to the Soundstream amp. Two connections per side of the amp.

Note: The right side connection 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 15: To install the amplifier, you plug in the pass through behind the radio and route the other side of the amp harness to the amp. Amp location is up to you, under the driver's seat or behind the knee bolster are good spots.



Step 16: We tend to put the amp behind the right side knee bolster. There is a cavity there that is perfect to mount and zip tie the amp to secure it.

Note: We have changed the amp that comes in this kit twice. Currently we use a SoundStream amp for your Sync 1 kits.



Step 17: Time to determine if you need to install the XP2 harness. Plug in the Sync 1 radio, no need to mount fully, just make the rear connections then start the vehicle. Hit the right steering wheel controls voice button at the top left. You should hear the radio say "Please say a command" Then say Audio. If you are heard then you can button everything up, if can't be heard then install the XP2 harness.



Step 18: The SYNC module is located on the passenger side, remove the trim panel to gain access to the connector. Push the lever down to release the connection.



Step 19: Pull the connector out to remove the lock housing from around the connector. Using a flathead screwdriver, push the two locking tabs out of the way to release.



Step 20: Once the lock housing is removed, you'll see Pin 12 (red) and Pin 13 (blue) to pin in the red and blue wires from the XP2 harness. Slide in the two pins into the correct spots, you may need to use a small flathead screw driver to push the pins deep into place. You'll hear a click once the pin lock has engaged



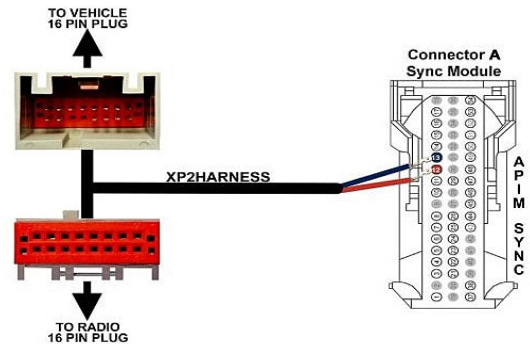
Step 21: Once the two pins are in place, you can replace the lock housing and put the SYNC connector back into the SYNC module.

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.

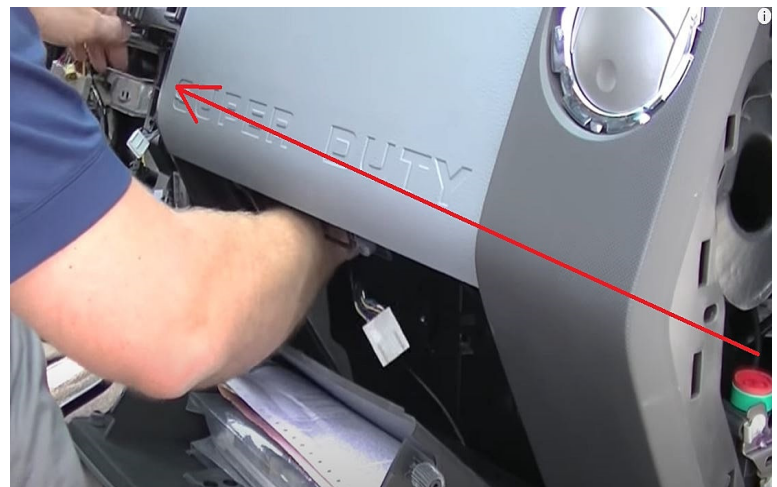
Microphone Wiring Instructions

Only perform this procedure if Sync *cannot* hear your voice

- 1.) Plug XP2HARNESS into radio and vehicle harness
- 2.) Run and pin red & blue wire into sync module (blue to 13 & red to 12)



Step 22: Route the XP2 harness under the dash, behind the glove box then into the radio cavity.



Step 23: Mate the XP2 harness to the factory connector. Zip tie any excess cabling out of the way for the neat and clean finish.



Step 24: Time to connect all the radio harnesses to the rear of the Sync 1 radio.

Note: Good time to test the radio functions, make sure you are outside for XM and GPS to get signal. Will not work in a garage or bad overcast.



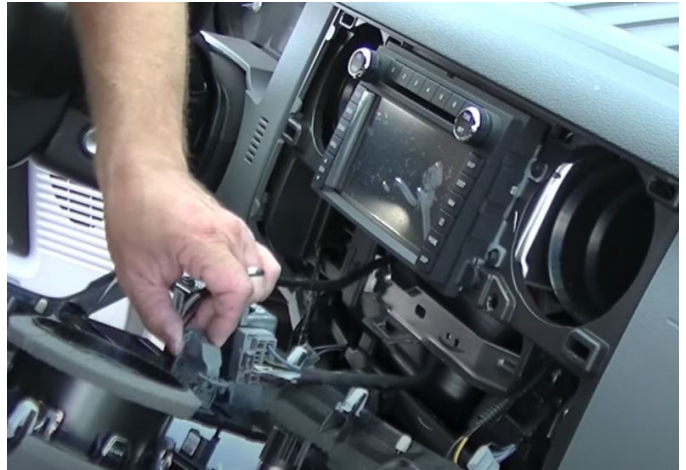
Step 25: Slide the radio into the dash, make sure not to pinch any wires while pushing the radio back into its place.



Step 26: Secure the radio in place with the four 7mm screws.



Step 27: Reinstall the bezel, make sure to reconnect everything and avoid pinching any cables while pushing the bezel back into place. You'll hear the retainer clips snap into place.



Step 28: Once the bezel is in place, secure with the two 7mm screws.



Step 29: Reinstall the USB/AUX trim panel on the right and left sides, make sure to reconnect both connections on each side.



Step 30: All finished!, Start the vehicle and confirm the SYNC module was correctly pinned by hitting the voice command button and saying "Audio" The radio should hear you and ask for the next command.



Step 31: Enjoy the Sync 1 radio upgrade!



Step 32: Thank you for the purchase!



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.