

Install guide for (2013-2015 Ford Escape Sync 2 To Sync 3 Upgrade)

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 3 8.4" Screen
- Sync 3 APIM
- USB Hub
- USB Hub Bezel
- USB Hub Power Harness
- GPS Antenna



Tools required for installation, socket sizes & whatnot.

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

Skill Level: 2

Time Investment: 1-2 hours



Step 1: Start by removing the upper trim panel above the radio screen. This is only held in with retainer clips and one connector to power the CD play LED. Use your pry tool or a good hit upward to free the panel.



Step 2: Disconnect the CD power LED connector, there is a small lock to push inward to release the connector. Place the upper panel off to the side.

Note: Be careful not to scratch your upper panel when removing then place it to the side.



Step 3: You'll see the two 7mm screws holding the HVAC controls in place.



Step 4: Once the two 7mm screws are removed, you'll be able to use your pry tool to release the retainer clips holding the HVAC controls in place. There is only one connection on the rear of the HVAC controls. Disconnect and carefully place controls to the side.



Step 5: You can remove the two AC vents on either side of the radio. They will just lift out of place. There is a small plastic clip to release.



Step 6: You can now remove the four 7mm screws holding the screen/APIM in place.



Step 7: You can now pull the radio Screen/APIM out. Take a moment to take a picture of your connections for your reference.



Step 8: Disconnect each connection on the rear of the radio. Push in the locking tabs on the fakras and lift the locking lever on the large black connection. Place the factory radio off to the side.



Step 9: Take the new Sync 3 radio and make your rear connections.



Step 10: Take the included GPS antenna and plug it into the silver fakra on the top left corner of the navigation APIM.

Note: GPS antenna can be mounted to the metal plate behind the radio. You want to make sure the GPS antenna has no metal above it so it gets a clear GPS signal.



Step 11: Slide the radio into place and secure it with the four 7mm screws.



Step 12: For the HVAC controls and AC vents. You can snap in the AC vents into the HVAC controls. There are small plastic tabs that allow them to connect, then you can put the HVAC controls back into place. Remember to connect the HVAC controls connector.



Step 13: Install the two 7mm screws into the HVAC controls to hold them in place.

Note: Make sure to check if everything is lined up before tightening down the screws.



Step 14: Put the upper trim panel back into place, there is a small tab that can be difficult to get into place that is close to the front window. Once it falls into place, you can connect the LED for the CD player and lower the trim panel into place. You'll have to give it a good smack to engage the retainer clips.



Step 15: Time to install the new USB hub. Using your pry tool, pull out the factory USB hub. There are tabs on the top and bottom that hold the factory USB hub in the dash.



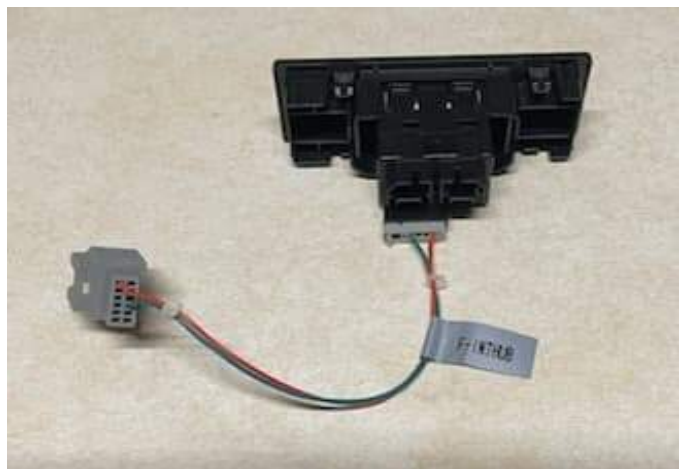
Step 16: Disconnect the two connections at the rear of the factory USB hub. Push in the locking tab to release the connector.



Step 17: Next, let's prepare the new USB hub for install. Take the USB hub and USB bezel. Snap them together.



Step 18: Connect the USB cable to the new USB hub. This is the power converter cable for the USB hub.



Step 19: Take the USB hub power conversion harness and plug it into the factory power connector. It is keyed only to go in one way.



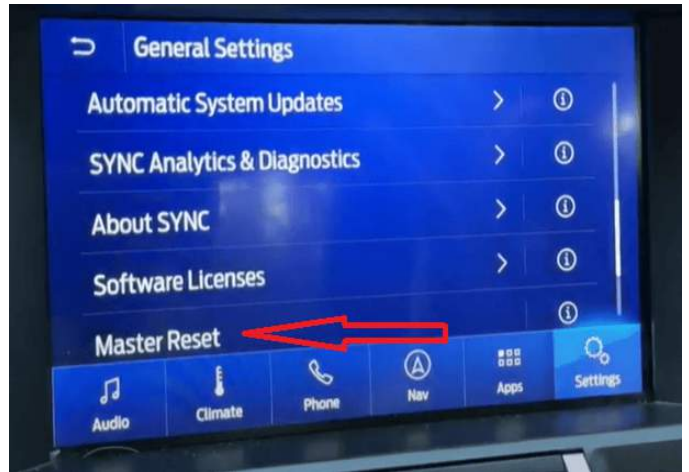
Step 20: Now plug in the USB connection into the rear of the new USB hub. It only goes in one way; you'll hear the click when it snaps into place.



Step 21: Slide the USB hub into the console. Make sure the wires don't get pinched and you hear the hub snap into place.



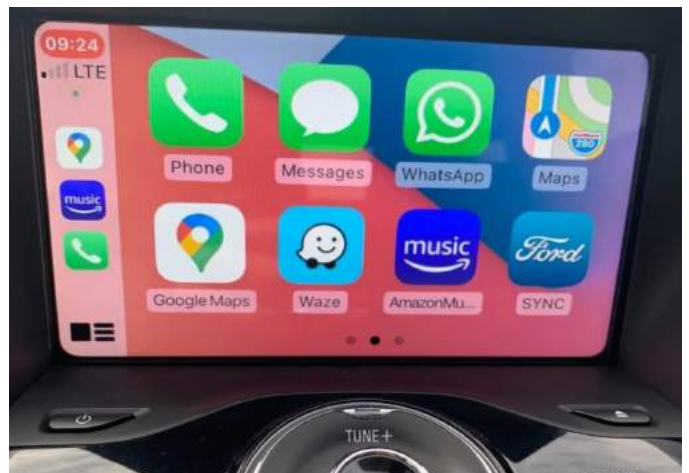
Step 22: Start the vehicle, perform a master reset in settings (Settings, General, Master Reset), and start playing with your new radio.



Step 23: Plug into the USB hub to get your phone on to the radio screen.

Note: Carplay needs to be connected via good cable for Carplay to enable the feature.

Note: For Android Auto, you need to be connected via bluetooth and cable to enable the feature.



Step 24: 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.