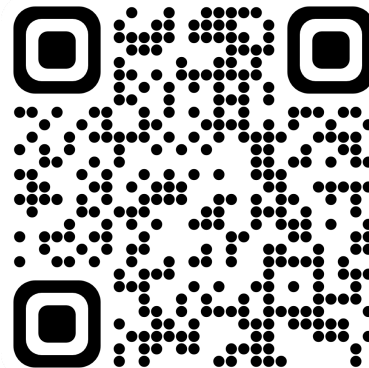


**Install guide for (2013-2017 Infotainment Ram 1500 2500 3500 GPS Navigation 8.4AN
RA4 Radio Upgrade)**

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

- RA4 Radio
- 911 cable
- 8.4" Volume Bezel
- 8.4" Volume Bezel Wiring

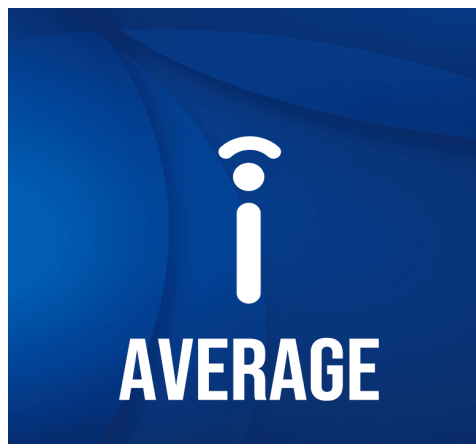


Tools required for installation, socket sizes & whatnot.

- Light Source
- Pry Tool
- Flathead Screwdriver
- Philipshead Screwdriver
- T20 Torx Screwdriver
- 7mm Wrench/Socket
- 13mm Wrench/Socket

Skill Level: 2

Time Investment: 1-2 hours



Step 1: We will start by removing the rubber mat from above the radio.



Step 2: Under the mat you'll find two T20 screws, remove them.



Step 3: The rest of the factory bezel are only held in with retainer clips. Using your pry tool or flathead screwdriver to pry the factory bezel up.



Step 4: Lean the factory bezel toward yourself and disconnect all the connections.

Note: Take a picture before disconnecting anything for your reference.

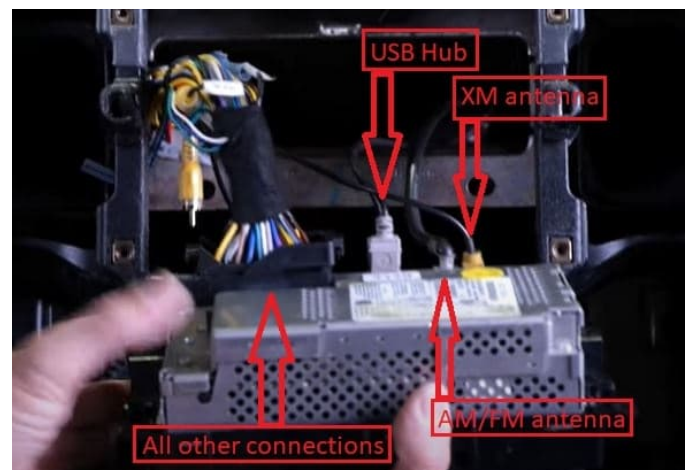


Step 5: To remove the factory radio, there are four 7mm screws that need to be removed.

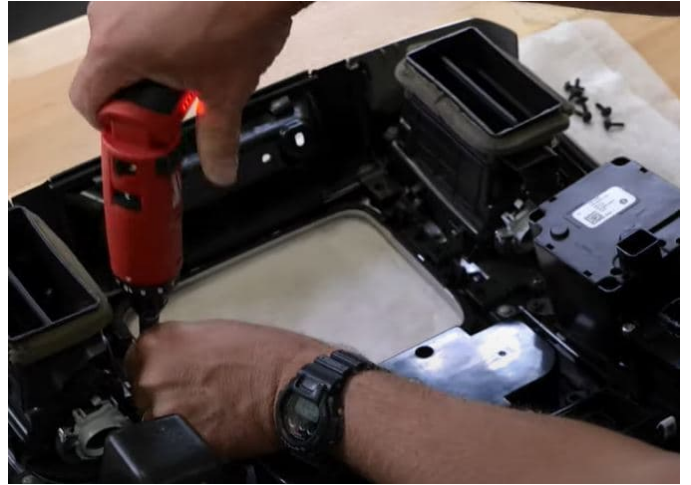


Step 6: Lean the radio toward yourself and disconnect the connections at its rear.

Note: Again take a picture of the connections for your reference.



Step 7: To swap the factory bezel with the new 8.4" Volume bezel you'll need to remove thirteen philipshead screws from around the factory bezel. Once all the screws are removed, place the factory bezel off to the side.



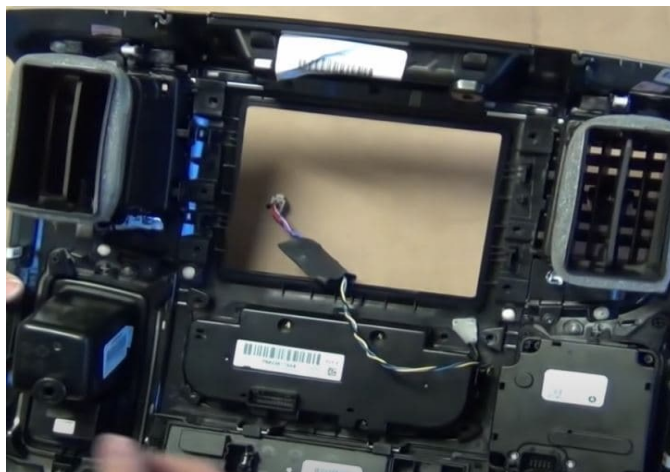
Step 8: Slide the new 8.4" Volume bezel into place and secure it with the thirteen philipshead screws.



Step 8: Remove your factory HVAC controls from the factory bezel. There are four philipshead screws.



Step 8: Install the HVAC controls into the volume bezel using the four philipshead screws.

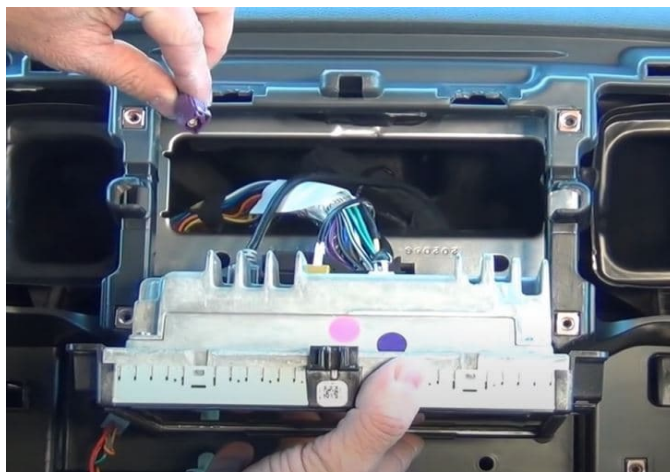


Step 8: Mate the volume bezel's wiring to the rear of the HVAC controls. There is a pass through on our volume bezel wiring so you can still plug in your HVAC factory harness.



Step 24: Let's install the RA4 radio. Connect all the factory connections that went to the old radio. White fakra for AM/FM, Yellow fakra for GPS/XM antenna, Red fakra for digital backup camera for newer vehicles, gray USB hub connection, and the 52 pin black connector for all other signals.

Note: Connect the 911 cable to the purple fakra connection.



Step 25: Mount the radio in place with the four 7mm screws.



Step 26: Reinstall the bezel, reconnect all connections plus the new connector for the bezel. Push the bezel into place till you hear the retainer clips engage.



Step 27: Reinstall the two T20 screws above the radio.



Step 28: Put the rubber mat into place to cover the screw holes.



Step 29: Start the vehicle and the new radio should power on.



Note: When first installing an UConnect 4 or 5 radio in your Chrysler-based vehicle, you'll notice some features missing, such as your XM icon, incorrect splash screen, incorrect themes, heated & cooled seats and steering features, back up camera, no touch function, ghost touching on the screen, no AC, no sound unless you touch the screen and more. This will resolve itself, after turning off the vehicle, and letting it sleep an accumulative 48 hours. The backup camera may take the entire 48-hour period though. If there are any issues after that let us know.

Step 30: 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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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



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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.

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



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.

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