

**Install guide for (2013-2018 Ram 1500 2500 3500 Truck Steering Wheel Audio Control 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**

- 2013+ Classic Body Ram Truck Steering Wheel Back Cover (C-SWC-PAN)
- 2013+ Classic Body Ram Truck Steering Wheel Audio Control Interface (C-SWC-INT)
- 2011+ All Ram Truck Steering Wheel Audio Switch - Left Side (C-SWC-L)
- 2011+ All Ram Truck Steering Wheel Audio Switch - Right Side (C-SWC-R)



**Tools required for installation, socket sizes & whatnot.**

- Light Source
- Pry Tool
- Flathead Screwdriver, Philips Screwdriver
- T20, T25 Torx Screwdriver
- 10mm, 13mm Wrench/Socket

**Skill Level:** 4

**Time Investment:** 2-3 hours



**Step 1:** First step is to disconnect the battery, whenever working with an airbag best practice to disconnect power. Remove the negative terminal first then positive terminal.



**Step 2:** Raise your steering wheel up to give you more room to work. Remove the two lower T20 screws from the bottom on the steering wheel.



**Step 3:** There is a third T20 screw to remove but you'll need a long skinny necked tool to get to it in the center of the bottom of the steering wheel.



**Step 4:** Lower the steering wheel then remove the top trim piece. You may want to use your pry tool to pop it off.



**Step 5:** Next we need to remove the air bag. There are plastic clips holding it in place. Use a small flathead screw driver into this spot while pulling the air bag out to free the clips. Rotate the steering wheel to get to other air bag clips.

Note: Putting a mirror or phone with the camera on to get a better angle can help.



**Step 6:** Here is a closer look at the tab to move to get the air bag to release.



**Step 7:** Once the air bag is free from the steering wheel. There is two connections to the air bag, remove both and place air bag off to the side.



**Step 8:** At this point straighten your steering wheel, this will help to avoid alignment issues. Keep the steering wheel stationary.



**Step 9:** Unplug the white connector at the top of the steering wheel.



**Step 10:** Next remove the 13mm bolt in the center of the steering wheel.



**Step 11:** Remove the steering wheel, this can be a bit of a pain. Use a rubber hammer or your hands to slowly bump out the steering wheel.

Note: Make sure clockspring stays in place and doesn't move.



**Step 12:** There are two T25 screws to remove from the back side of the steering wheel.



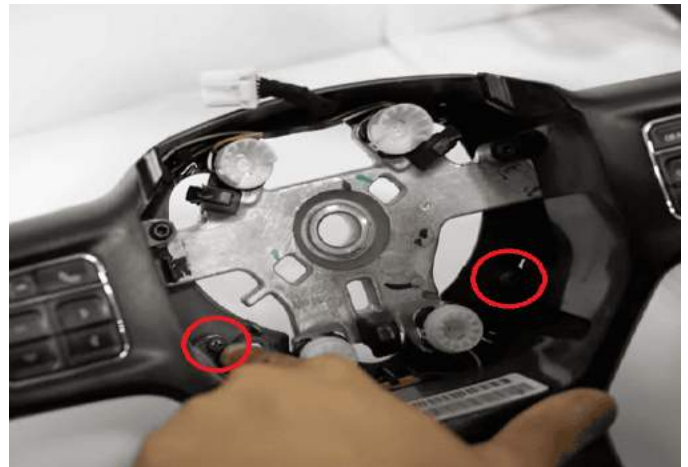
**Step 13:** There are two Philips screws at the bottom of the steering wheel.



**Step 14:** Flipping the steering wheel over, there are two more T25 screws to remove.



**Step 15:** There are two more Philips screws to remove from the lower part of the steering wheel.



**Step 16:** You'll now be able to lift out the steering wheel controls. Be careful to not pull too hard, just enough to get to the rear of the controls to disconnect them.



**Step 17:** Disconnect both steering wheel controls. Both have different sized connections. Depress the locking tap to get them to release.



**Step 18:** At the bottom of the steering wheel, you'll see some yellow taped wires, behind that is one last connection to disconnect.



**Step 19:** You'll be able to slowly free the rear plastic housing. There are plastic tabs holding on to the wires so take your time to release them as you go.



**Step 20:** This is what your steering wheel will look like once you have everything removed that is needed to be removed.



**Step 21:** Take the old rear plastic trim from the steering wheel with the old factory wiring still in it. Now take the new rear plastic trim then route the new wiring harness along the same path as the factory harness was in the old rear plastic trim.



**Step 22:** Install the rear control buttons into the new rear plastic trim. They are left and right side specific, you can't mix them up as there is a tab to prevent installing the wrong switch into the wrong side. Just make sure to align tab for proper fitment.



**Step 23:** Plug in the left and right rear buttons.



**Step 24:** Once you have the new wiring harness in place and connected to new buttons, slide the steering wheel into the trim. Check for pinched wires!



**Step 25:** Flip the steering wheel over and reinstall the two T25 screws.



**Step 26:** Reconnect the steering wheels horn connection. Then push it down into its secure location.



**Step 27:** Reinstall the factory front button trim piece. Reconnect the two button connectors then align the trim panel then push into place. Always check for pinched wires.



**Step 28:** Reinstall the two upper T25 screws and the two lower Philips screws into the steering wheel.



**Step 29:** Flip the steering wheel over and reinstall the two Philips screws.

Note: Double check everything is secure and there are no pinched wires.



**Step 30:** Time to reinstall steering wheel in vehicle. Start by feeding the air bag wiring through to top hole in the steering wheel.



**Step 31:** Line the steering wheel up to the alignment pin on the clockspring. Make sure the steering wheel is straight.



**Step 32:** Reinstall the 13mm bolt in the center of the steering wheel. This will pull down the steering wheel into place once secure, again make sure steering wheel is straight.



**Step 33:** Reconnect the steering wheel's wiring harness to the clockspring.



**Step 34:** Reconnect the air bag's two connections and the plastic clip to hold wiring.



**Step 35:** Gently put air bag in the steering wheel, do not snap it down yet. Lets test everything before seating the air bag in place.



**Step 36:** Reconnect the battery terminals.



**Step 37:** If everything is working as it should then push the air bag into place. You'll hear the tabs snap into place. If there are any issues with install, go back over all connections and check for pinched wires. 90% of the time its a pinched wire causing an issue.



**Step 38:** Snap the top clock spring cover back into place.



**Step 39:** Reinstall the three T20 screws back into the bottom of the clock spring.



**Step 40:** 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.

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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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