

**Install guide for (2014-2017 Factory Ram 2500 3500 HD 4SP 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" OEM Bezel\*
- HVAC Module\*
- Resister\*
- Resistor Harness\*
- Bezel Harness\*



\*Only included if the options selected at time of ordering or the type of radio ordered.

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

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

**Skill Level:** 3

**Time Investment:** 2-3 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.

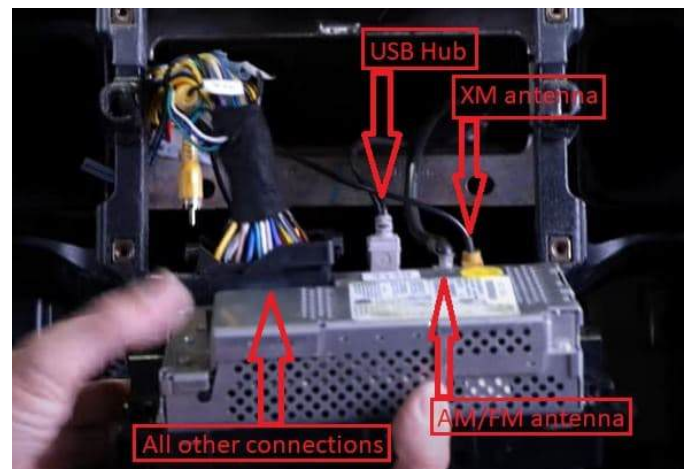


**Step 5:** To remove the factory radio, there are four 7mm screws that need to be removed.

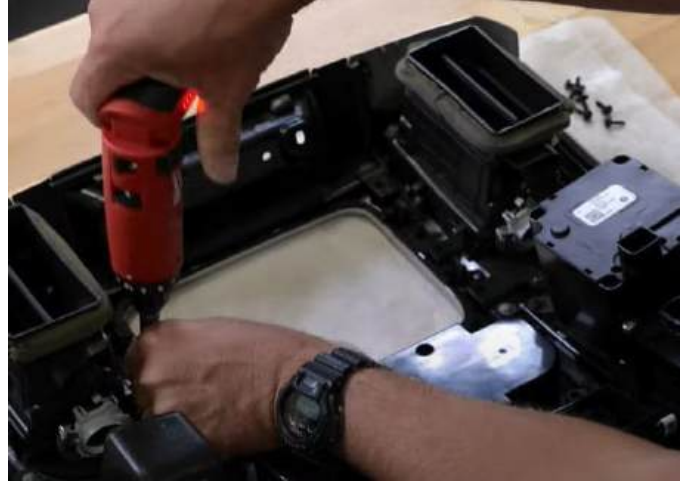


**Step 6:** Lean the radio toward yourself and disconnect the connections at its rear.

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



**Step 7:** To swap the factory bezel with the new 8.4" 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" bezel into place and secure it with the thirteen philipshead screws.



**Step 9:** Next lets install the HVAC module, this can be a 7 speed module or 4 speed, depending on what was ordered. Start by removing the trim panel on the passenger side with your pry tool. It is only held in with retainer clips.



**Step 10:** Next remove the glove box. Open the glove box and push in the tab on the right side. This will release then you can angle the glove box down to release fully, place it off to the side.



**Step 11:** You'll see two openings for the two screws on the HVAC module to slide into from the glove box side. Both screws are philipshead.



**Step 12:** Take the HVAC harness and plug it into the HVAC module you just mounted.



**Step 13:** Route the other side of the HVAC harness to behind the radio cavity.



**Step 14:** Typically only heavy duty trucks need new resistor and resistor harness. Under the glove box you'll find the factory resistor to replace. Disconnect its connection.



**Step 15:** There are two philips head screws holding the factory resistor in place. Remove the two screws and remove the resistor.



**Step 16:** Install the new resistor in the same spot using the same two screws.



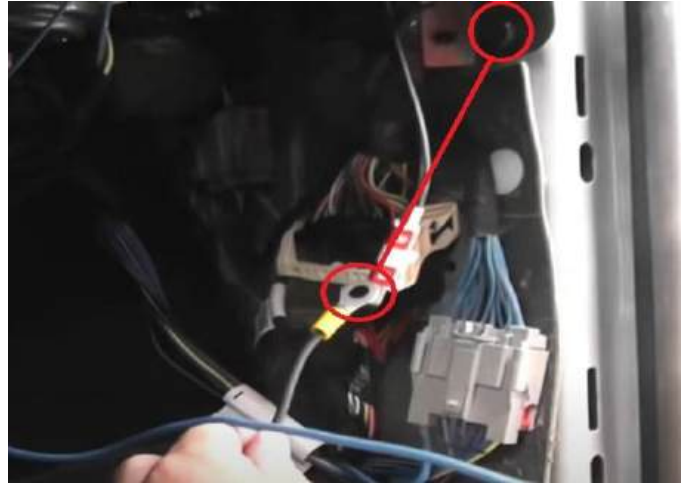
**Step 17:** Unplug the blower motor then zip tie the factory connector for the resistor and blower motor out of the way.



**Step 18:** Other end of the resistor harness has three connections, the white molex connection plugs into the HVAC harness, close to the HVAC module.

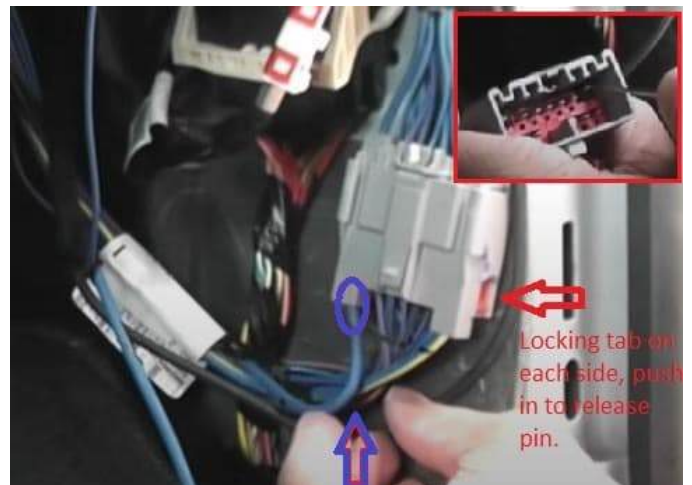


**Step 19:** The ring terminal connects to the chassis for ground. There is a 13mm screw you can attach it to.



**Step 18:** Last blue wire with the big metal pin goes into the gray connector. You'll be de-pinning the factory wire and installing our pin in its place.

Note, push in both red locking tabs and use a small tool to remove factory pin.



**Step 20:** Once our Pin is in place, reconnect the gray connection, push the push tab back into place.



**Step 21:** Once the HVAC harness and if needed resistor and resistor harness has been installed, reinstall the glove box.



**Step 22:** Reinstall the trim panel on the passenger side.



**Step 23:** Connect the HVAC harness to the factory wiring that went to the old factory bezel.



**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.



## Things To Know

- This OEM radio upgrade does not offer UConnect Access due to the discontinuation of 3G cellular service.
- Allows the on-screen use of climate control.
- Compatible with our plug & play third brake light cargo camera. Keep an eye on precious cargo in your truck bed or when towing your fifth wheel with our exclusive, easy-to-install Ram Cargo Camera Kit.
- Pre-programmed to function with your vehicle's existing steering wheel mounted audio controls. If you would like to add this convenient feature, see our Steering Wheel Audio Control Kit.

- Pre-programmed to function with your vehicle's existing back-up rear view camera. If you would like to add a rear view back-up camera check out most popular plug & play TailGate Handle Backup Camera Kit.
- Pre-programmed to function with your vehicle's existing roof-mounted Sirius® satellite radio antenna. If you would like to add SiriusXM satellite radio capability to your vehicle check out our plug & play Custom SiriusXM GPS Antenna Kit.
- Pre-programmed to function with your vehicle's existing UConnect® Bluetooth hands-free calling feature. If you would like to add this incredible safety feature check out our plug & play UConnect Microphone Kit.
- Customers who would love the ability to listen to their audio CDs now have the opportunity to install our plug & play Remote Add-On CD Player.
- This upgrade is designed for trucks with or without existing automatic climate controls. If you would like to add this convenient feature, install our plug & play Auto Climate Control Kit.

## 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



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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.

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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