

Install guide for (2014-2017 Jeep Grand Cherokee Factory UConnect 4C UAQ Apple CarPlay Android Auto 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

- 8.4-inch UAQ Infotainment System (C-UAQ-i)
- Apple CarPlay & Android Auto Compatible USB Media Hub (C-HUB-WK)



Tools required for installation, socket sizes & whatnot.

- Phillips Screwdriver
- T20 Torx Screwdriver
- T8 Torx Screwdriver
- 7mm Socket Wrench
- Light Source
- Dash Removal Tools

Skill Level: 2

Time Investment: 2 hours



Step 1: Open arm rest and cubby under bezel.



Step 2: The cup holder and gear shifter panel are only held in with retainer clips. You can pull up from the front most part to release the clips.



Step 3: With the panel unclipped into place you can turn it to get access to the two 7mm screws.



Step 4: With the two 7mm screws removed you can pull the radio bezel out as it is only held in with retainer clips. Disconnect the one connector to the HVAC controls, squeeze the locking tab to release and place the bezel safely to the side.



Step 5: Now with the radio bezel out of the way you gain access to two more 7mm screws to remove.

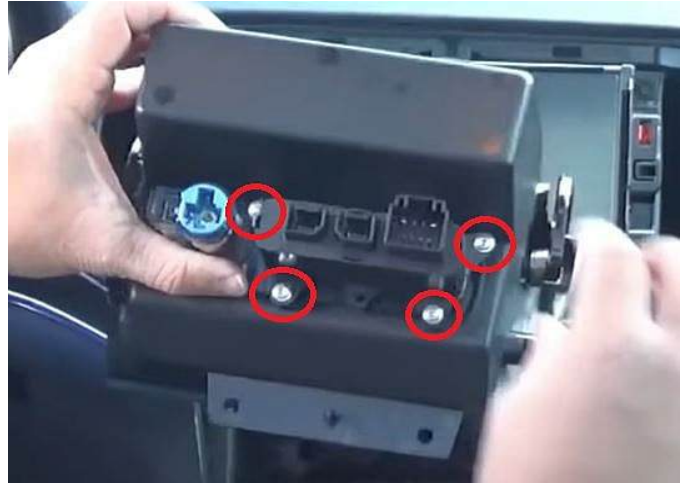


Step 6: Put your emergency brake on and put the vehicle into neutral. This will give you enough room to get the cubby out so you can disconnect the factory USB hub.

Note: There are locking tabs on both connectors that need to be pressed down to release the lock.



Step 7: On the rear of the cubby, there are four Philips screws holding the factory USB hub in place. Remove the screws and install the new USB hub in the same place.



Step 8: Once new USB hub is installed you can reinstall the cubby with the four screws.



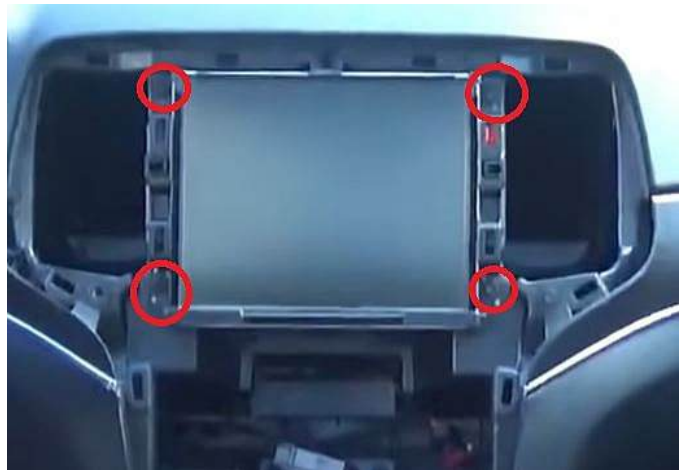
Step 9: Connect the connector above the cubby.



Step 10: Turn the cup holder panel back into place and clip it back into place. It can take a little force to push it down till you hear the clips.

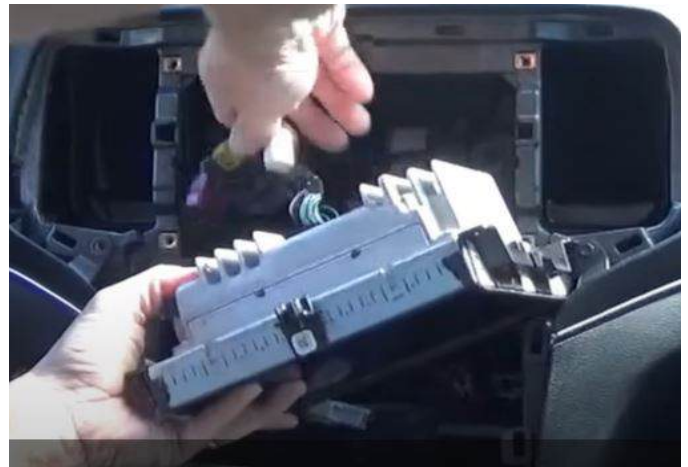


Step 11: Time to remove factory radio. There are four 7mm screws to remove to free the factory radio



Step 12: Once the radio is free, lean it forward and disconnection all the connections on its rear.

Note: There are locking tabs on each connection that need to be depressed to be released.

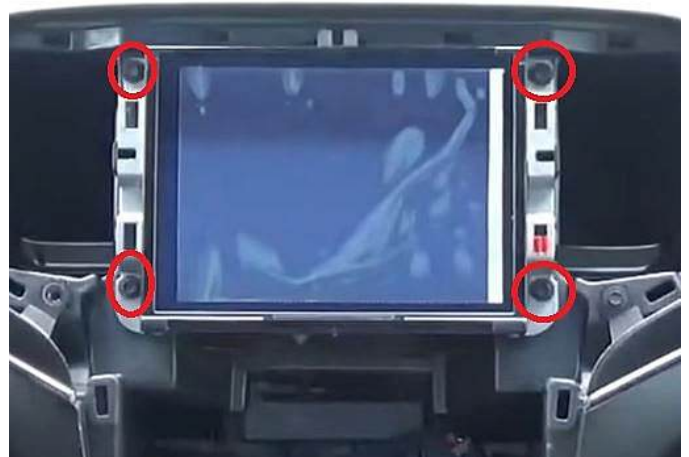


Step 13: Install the UAQ by connecting the factory harnesses on to the rear of the UAQ.

Note: **Curry/yellow** is for GPS/XM antenna (Combo port), **White** is for AM/FM antenna, **Purple** is for wifi/3G module (No long work with upgrade due to Uconnect limitations), gray/black is micro USB connections for USB hubs, and black 52 pin connection for power/speakers/cameras.



Step 14: Push the radio back into place and secure it with the four 7mm screws.



Step 15: Reattach the bezel's HVAC control connector and install bezel back into place. Push firmly to get retainer clips to lock into place.



Step 16: With bezel in place you are done!

Note: When first installing an UConnect 4 radio in your Chrysler-based vehicle, you'll notice some features missing, such as your XM icon, correct splash screen, incorrect themes, heated & cooled seats and steering features, back up camera, no touch function, ghost touching on the screen, no AC, 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.



Bezel Button Swap: The bottom row of controls on the bezel may not match your factory bezel. If they do not match, you'll need to swap the controls from the old bezel over to the new bezel. Instructions below.



When you upgrade to the "UAQ" Uconnect 4 system you may notice the lower climate control auxiliary buttons may be a bit different. In this quick guide we will show you how to swap your climate control set from your factory installed 8.4" radio bezel to the new UAQ 8.4" radio bezel.



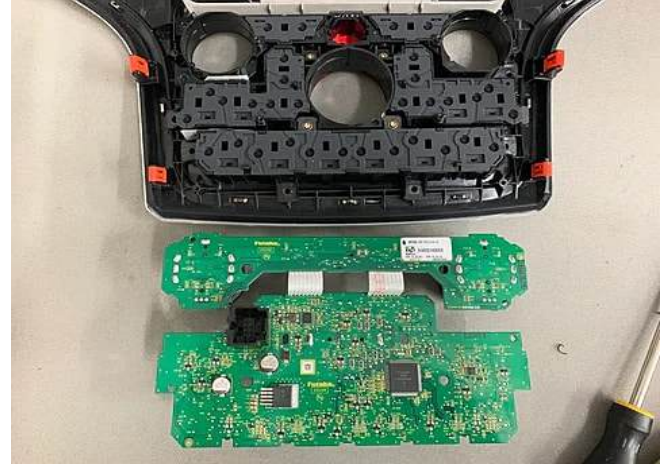
Step 1: Find a clean & soft surface to lay your Jeep's factory radio bezel face down. Locate the black plastic housing on the lower portion of the radio bezel. Remove ten Torx T8 screws (Six around the perimeter and four in the center). Pull off the climate control housing.



Step 2: Remove eight Torx T8 screws around the perimeter of the circuit boards.



Step 3: Carefully pull both circuit boards away from the plastic housing. You will notice a few clips around the perimeter that need to be depressed to release the circuit boards. (You just need to gain access to four remaining screws which are beneath the lower circuit board)



Step 4: Remove four Torx T8 screws. Then pull away the three remaining components from the radio bezel.



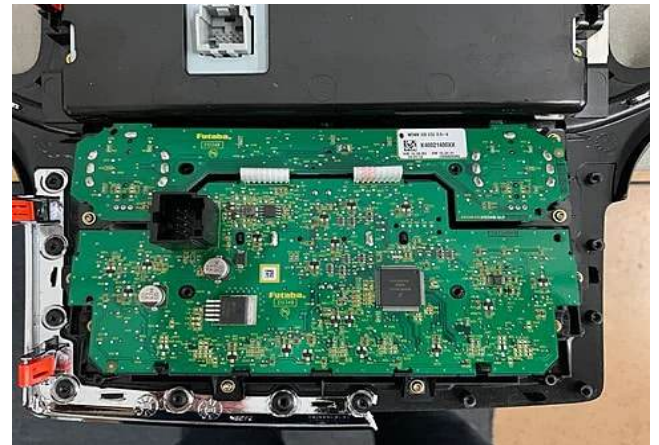
Step 5: Install the middle component on the UAQ radio bezel first. Insert it at an angle to allow the bottom portion to tuck behind the lower screw holes.



Step 6: Install the upper and lower components and install four Torx T8 screws. Make sure the backside of all three components are fit into place and the rubber parts laid flush.



Step 7: Install the two circuit boards and snap into place. Install eight Torx T8 screws around the perimeter.



Step 8: Place the climate control housing over the circuit boards. You may have to slightly bend the bezel a tad to get the housing to secure into place. Install the remaining ten Torx T8 screws. Done!



Step 9: 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.