

Install guide for (2014-2017 Jeep Grand Cherokee GPS Navigation 8.4AN RA3/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

- 8.4-inch RA3/RA4 Infotainment System (C-RA3-i/C-RA3-i)
- 8.4-inch Radio Bezel



Tools required for installation, socket sizes & whatnot.

- Light Source
- Pry Tool
- Flathead Screwdriver
- 7mm Socket Wrench
- T8 Torx Screwdriver

Skill Level: 2

Time Investment: 2 hours



Step 1: Open arm the cubby where the USB hub is located. pull outward on the bottom of the factory radio bezel to get it to release from the dash. It is only held in with retainer clips.



Step 2: Flip the factory bezel over and disconnect it from the factory harness.



Step 3: With the factory bezel removed, take both AC vents off the bezel. Take your time and loosen the plastic clips, and the AC vents will come free.



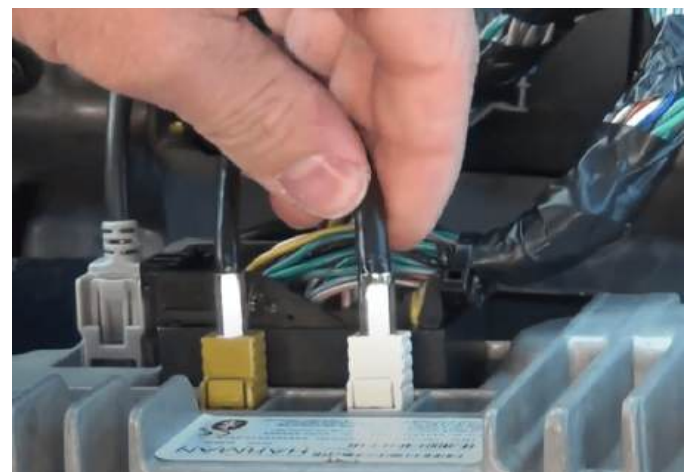
Step 4: Take the AC vents and install them both onto the new 8.4" bezel you got in the order. They will snap into place.



Step 5: You can now remove the four 7mm screws from around the factory radio.



Step 6: Take the radio upgrade and plug in the connections to its rear. The connections are keyed different so there is no plugging into the wrong spot.



Step 7: Lastly, plug in the included C-911 cable into the purple fakra connection. The purple fakra typically goes to the vehicle's WiFi/3G module but with upgrade that module doesn't exist in the vehicle thus this C-911 cable removes an error message that will display with nothing is plugged into the purple fakra.



Step 8: Slide the RA3/RA4 radio into the dash; make sure to not pinch any of the wiring. Secure the radio in the dash with the four 7mm screws you removed earlier.



Step 9: Take the radio bezel and plug in the HVAC controls.



Step 10: Snap the 8.4" bezel into the dash. You'll hear the retainer clips snap into place.



Step 11: Start the vehicle, and you should see the radio power on with the splash screen.

Note: If the splash screen isn't correct then your vehicle just needs a few sleep cycles for the radio to learn from the vehicle's BCM.

Note: If the radio wants an anti-theft code, it will be provided with the radio purchase. Enter it in when prompted.



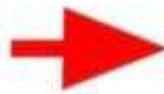
Step 25: Thank you for your purchase and enjoy the new upgrade!



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 "RA3/RA4" Uconnect 3 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 RA3/RA4 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 RA3/RA4 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!



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.

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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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