

Install guide for (2014-2020 Dodge Durango 8.4 4C NAV UAQ/UAS Radio With Apple CarPlay / Android Auto)

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

- UAQ/UAS Radio (C-UAQ-i or C-UAS-i)*
- USB Hub (C-HUB-WK)

*Depends on what was selected when ordering - UAQ has built in Navigation and can use Carplay/Android Auto.. UAS has no built in Navigation but can use Carplay/Android Auto.



Tools required for installation, socket sizes & whatnot.

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

Skill Level: 2

Time Investment: 1-2 hours



Step 1: Start by opening the arm rest then with a firm pull you can pull the center console up enough to get your hand under it.



Step 2: You need to release the four plastic tabs holding the gear shift leather shelve in place. Start the vehicle with your foot on the brake then pull the shifter toward you, keep your foot on the brake.



Step 3: Disconnect the shifter handles connector.



Step 4: Pull the leather shelve up to expose the T20 screw. Remove the screw.



Step 5: The shifter knob will now release just pull directly up. Place knob off to the side.



Step 6: You can now lift the center console and releast the plastic tabs.



Step 7: Disconnect the cup holder's ambient lighting connection.



Step 8: Turn the center console around so you can see the rear of the factory USB hub. Disconnect the factory USB hub then remove the four screws.



Step 9: Install the new USB hub with the same four screws then reconnect the USB data and power connections.



Step 10: Reassemble the center console, put vehicle back into park, shut vehicle down then we will move on to radio upgrade.



Step 11: Use your pry tool around the factory bezel. The factory bezel is only held in with retainer clips.



Step 12: Turn the factory bezel around then disconnect the HVAC controls, place bezel off to the side.



Step 13: You'll now be able to remove the four 7mm screws holding the factory radio in the dash.



Step 14: When radio is free, turn it over to disconnect the connections on its rear.

Note: Take a picture of the connections for your reference.



Step 15: Take the UAQ or UAS, plug in the factory connections into the rear of the radio then slide it into place in the dash.



Step 16: Secure the radio in place with the same four 7mm screws you removed earlier.



Step 17: Take your bezel, reconnect the HVAC controls.



Step 18: Then put the bezel back into place. You'll hear the retainer clips snap into the dash.



Step 19: Start the vehicle and watch your new radio power on.



THINGS TO KNOW

- If your Durango is a 2014 and currently features heated seats, ventilated seats, and/or heated steering wheel you will need an extra module to retain those features. See our [4C Retrofit Interface](#).
- 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.
- If your Durango is a 2014 or 2015 you will need to purchase a rear climate control module at your local Dodge dealer (Part Number 68368988AA). See more information on why this is required by clicking [HERE](#).
- Customers who own a 2014-2017 Durango will receive a replacement USB media hub. Simply remove your existing USB media hub and install the replacement for full Apple CarPlay compatibility.
- Customers who are currently subscribed to the paid subscription of [UConnect Access®](#) will forfeit this feature by upgrading to the new UConnect 4 system (which now uses [Sirius Guardian®](#)). At this time, it is extremely rare that Sirius Guardian will allow for a service retrofit.

- Pre-programmed to function with your vehicle's existing steering wheel mounted audio controls.
- 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 [OBD Genie Rear View Camera Bundle](#).
- 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](#). If your current radio features Sirius® Travel Link and Sirius® Traffic it will be retained with the UAQ upgrade. If you would like to add this feature to the UAQ, simply purchase our [OBD Genie C-STL Programmer](#).
- Pre-programmed to function with your vehicle's existing UConnect® bluetooth hands-free calling feature. Simply re-pair your phone to the new radio once installed.

Step 66: 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



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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