

**Install guide for (2015 Cadillac Escalade Cue Apple CarPlay And 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**

- GM IO6 North America GPS Navigation HMI Module - V2.5 (G-IO62.5)
- GM Audio Control Module ACM featuring SiriusXM Satellite Radio (G-ACM)
- GM USB Media Hub (G-HUB)



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

- Light Source
- Pry Tool
- Flathead Screwdriver
- T15 Torx Screwdriver
- 7mm Wrench/Socket

**Skill Level:** 3

**Time Investment:** 2 hours



**Step 1:** Start by grabbing your pry tool and pop out the upper trim from above the radio screen. This is only held in with retainer clips.



**Step 2:** Using pry tool pop out the trim below the AC vents. They are only held in with retainer clips.



**Step 3:** Next we need to remove one T15 screw from below the driver's knee bolster. The knee bolster doesn't need to fully come off.



**Step 4:** Pull the corner of the knee bolster away from the dash, no need to fully remove knee bolster.



**Step 5:** With your pry tool, pull up on the back of the center console trim.



**Step 6:** Next use your pry tool to pop out the trim above the glove box.



**Step 7:** Pop out the passenger side center console trim by using your pry tool and pulling it back.



**Step 8:** Next we need to remove the trim panel from around the radio.



**Step 9:** Lean trim panel forward to disconnect the one connection at the rear.



**Step 10:** You'll now see the factory CD player, remove the two 7mm screws.

Note: Put a cloth down to prevent scratches to your lower center console.



**Step 11:** Remove DC player bracket.



**Step 12:** Slide the CD player out enough to set it on the center console. Again to protect center console, we recommend putting down some type of protective cloth.



**Step 13:** Next remove the six 7mm screws from around the center radio screen complex.



**Step 14:** Pull the radio screen complex out, you'll need to angle it down to get it to release the top tabs.



**Step 15:** Disconnect the rear connections.

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



**Step 16:** You'll now see the ACM module that we are upgrading.



**Step 17:** Disconnect the factory connections to the Factory ACM module.

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



**Step 18:** Push the two tabs outward to release the factory ACM.



**Step 19:** Slide the factory ACM out of the vehicle and place it off to the side.



**Step 20:** Slide in the upgraded ACM into the dash. You'll hear the two plastic clips snap into place.



**Step 21:** Reconnect the ACM's factory connections.



**Step 22:** Reassemble dash with all the screws and trim panels.



**Step 23:** Next we need to install the HMI upgrade behind the glove box. Start by disconnecting the glove box stopper. It should pop out from the larger hole.



**Step 24:** Pop out the other side of the glove box. Then let the glove box drop down.



**Step 25:** Next we need to fully remove the glove box. Start by removing the two T15 screws from the upper part of the glove box.



**Step 26:** Next remove the two 7mm screws from the center of the glove box.



**Step 27:** Next remove the two T15 screws from the bottom of the glove box.



**Step 28:** The rest of the glove box is only held in with retainer clips now so it should pull out without much issue.



**Step 29:** Disconnect the one connection to the rear of the glove box then place the glove box off to the side.



**Step 30:** You'll now see your cabin filter location, just above that is the factory HMI. The connections are facing down.



**Step 31:** Disconnect the factory HMI module.

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



**Step 32:** There is only one plastic tab holding the HMI in place. push the tab out of the way to get HMI to slide out.



**Step 33:** You can now install the factory HMI module into the dash. You should hear it snap into place.



**Step 34:** Plug in the HMI connections.



**Step 35:** Reassemble the glove box and the rest of the dash.



**Step 36:** Time for the final step, installing the new USB hub into the vehicle's arm rest compartment.



**Step 37:** There are plastic tabs on both sides of the factory USB hub. Use pry tool and/or flathead screw drivers to pop out the factory USB hub.



**Step 38:** Disconnect the factory USB hub. Be sure to not loose the connectors in the dash.



**Step 39:** Take the new USB hub and plug in the two connections to its rear.



**Step 40:** Snap in the new USB hub, you'll hear it click into place.



**Step 41:** Start the vehicle and the screen should light up with the Cue logo. If not, give the vehicle a few sleep cycles and run the three resets in the settings of the upgraded radio.



**Step 42:** You'll see the new interface for the radio after the radio finishes loading.



**Step 43:** SOnce you plug in to the USB hub with a iPhone Carplay will ask to engage, if you use Android Auto, you will also need to connect via bluetooth and wired to the USB hub.



**Step 44:** 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.

**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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