

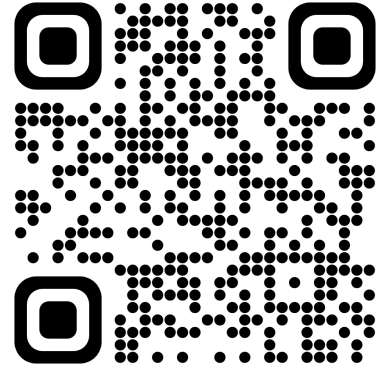
**Install guide for (2019-2021 RAM Truck UAM Radio Uconnect 4 With 8.4-Inch Display Including Apple CarPlay / Android Auto Upgrade)**

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**

- UAM 8.4" Radio
- 8.4" Bezel
- XM Antenna\*
- Fakra Antenna Conversion Harness

\*Only included if when ordering you selected you need an XM antenna.



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

- 7mm Screwdriver
- T20 Torx Screwdriver
- T15 Torx Screwdriver
- Pry Tools
- Light Source

**Skill Level:** 2

**Time Investment:** 1 hour

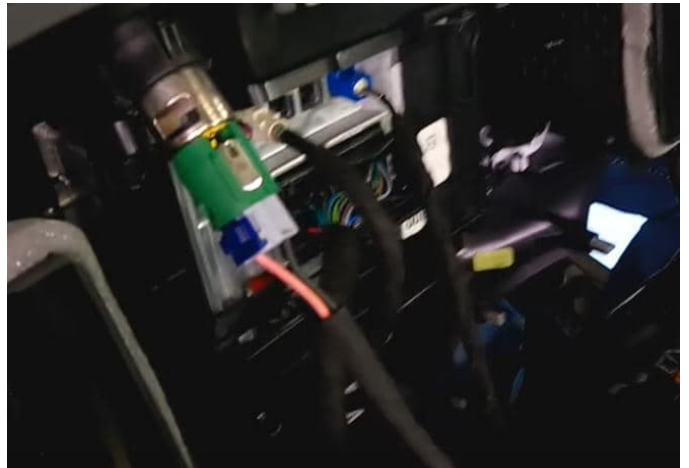


**Step 1:** Start by removing the tray cover to reveal the two T20 Torx screws.



**Step 2:** Pull bezel/radio forward, carefully disconnect all the connections for the radio and bezel. There could be up to nine connections.

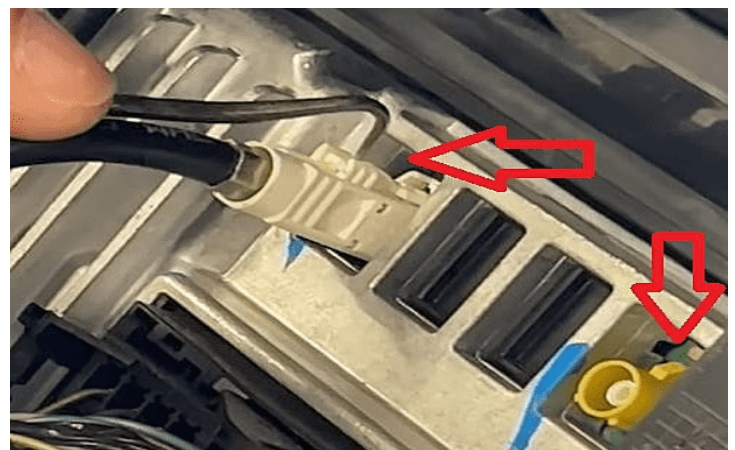
Note: Be careful to not pull the radio/bezel forward too much and break the cables away from their connectors. All connections have locking tabs on them.



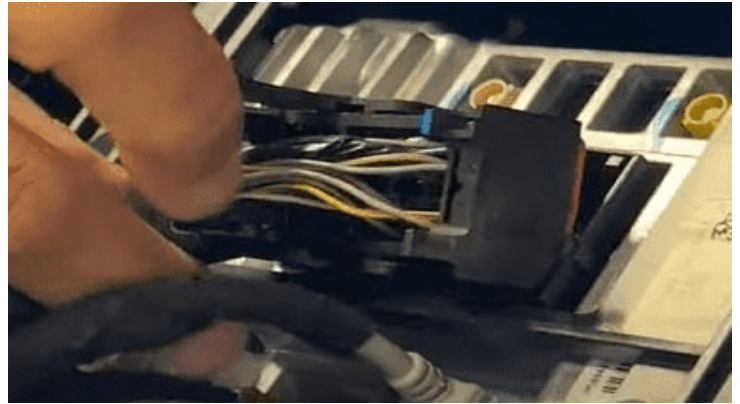
**Step 3:** Lean Radio / Bezel forward so you can start disconnecting the harnesses attached to its rear.

Note: Take a picture or make note of your factory connections and their locations.

Note: Each connector has a locking tab that needs to be pushed in/down to release the connector. A Small flat head screwdriver or pick tool will be helpful for unlocking the tabs.



**Step 4:** When removing the big black 52 pin connector, pull the lever up to release the lock.



**Step 5:** Take the bezel/radio and put it upside down on a soft sheet on a workbench to install a new bezel.



**Step 6:** Remove the four philips screws around the factory radio and plastic bracket.



**Step 7:** You can now remove the factory radio.

Note: Hold on to the screws as they will be reused.



**Step 8:** Remove the T15s from the inner bezel.

Note: Don't forget the two screws at the top of the inner bezel that are at an angle.



**Step 9:** Flip the bezel over and remove the inner bezel.

Note: Factory inner bezel has rounded corners for the radio screen while our bezel has angled corners.



**Step 10:** Install new inner bezel by putting it in at an angle then lowering it into place.

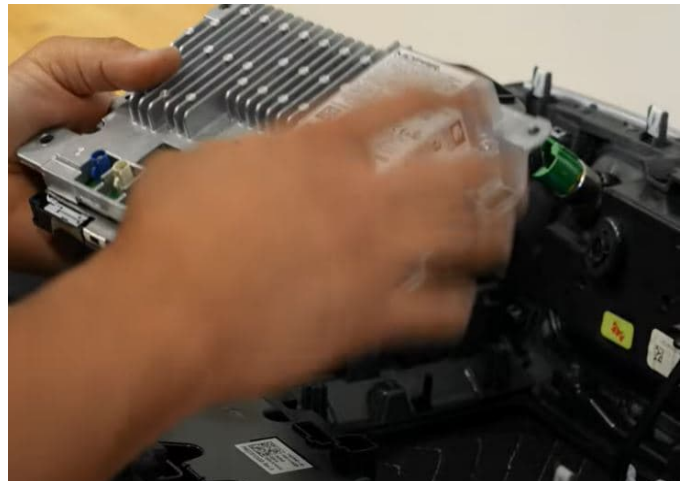


**Step 11:** Flip bezel over and start putting the T15 screws back into place.

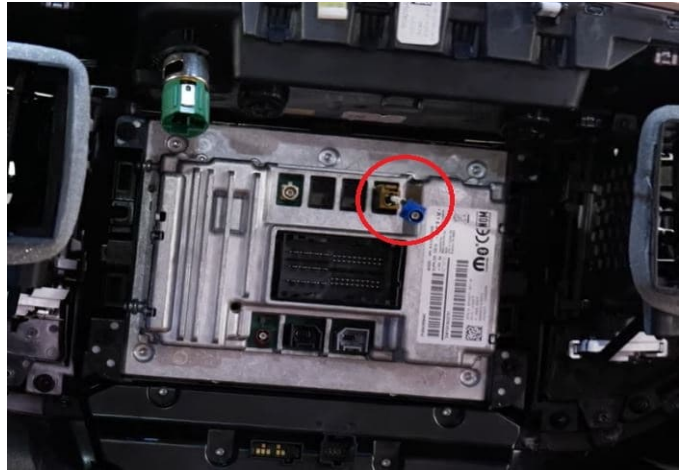


**Step 12:** You can now install the UAM radio upgrade into the inner bezel with the four 7mm screws that were removed earlier.

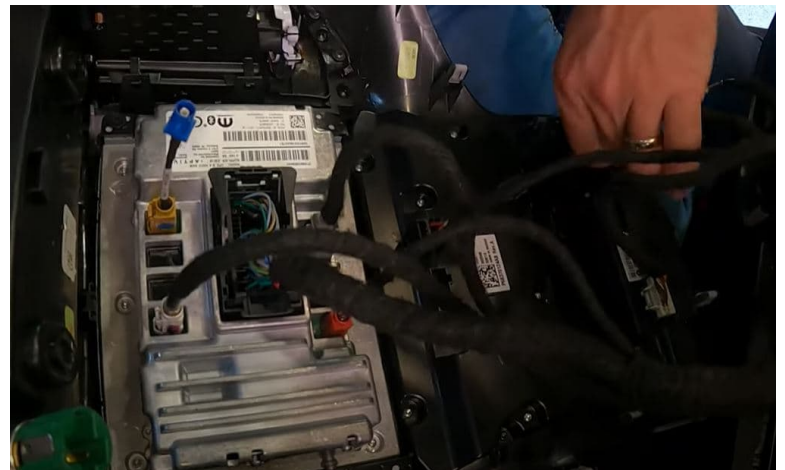
Note: Make sure to not over tighten anything as you are screwing into plastic, be careful with power tools.



**Step 13:** Put the Fakra Antenna Conversion Harness on the yellow fakra on the rear of the UAM. This will allow the blue XM antenna in the dash if you have one to plug into the new radio.



**Step 14:** Reattach all connections from the bezel and newly installed UAM radio.



**Step 15:** Reinstall the bezel and UAM radio into the dash of the vehicle. You'll hear the retainer clips engage into place.



**Step 17:** Reinstall the two T20 Torx screws you placed to the side. Then put the tray cover in place.



**Step 18:** Thank you for your purchase and enjoy the new upgrade!



## 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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