

Install guide for (2019-2021 Ram 1500 and Heavy Duty Factory OEM CD Player 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

- Mopar CD Player Unit
- Uconnect 3/4 Radio Multiple Camera Interface
- Factory CD Player Interface
- (Four) 7mm Phillips Head Screws
- Genie Programmer
- Security Gateway Module Bypass



Tools required for installation, socket sizes & whatnot.

- Light Source
- Pry Tool
- Flathead Screwdriver
- T20 Torx Screwdriver
- 7mm, 10mm Wrench/Socket

Skill Level: 3

Time Investment: 2-3 hours



Step 1: We need to pull the center console back enough to get the new part installed. To do this, we have to remove six 7mm bolts. First one is toward the front of the center console behind plastic covers on the driver side. Remove the cover with a flathead then remove the 7mm bolt.



Step 2: Second one is toward the front of the center console behind plastic covers on the passenger side. Remove the cover with a flathead then remove the 7mm bolt.



Step 3: Third bolt is at the rear of the center console behind plastic covers on the driver side. Remove the cover with a flathead then remove the 7mm bolt



Step 4: The fourth bolt is at the rear of the center console behind plastic covers on the passenger side. Remove the cover with a flathead then remove the 7mm bolt



Step 5: Next, we need to remove the driver side close out panel. It is only held in with retainer clips; use your pry tool to pop it out.



Step 6: Next, we need to remove the passenger side close out panel. It is only held in with retainer clips; use your pry tool to pop it out.



Step 7: Now remove the two screws holding on to the side trim panels on the center console.



Step 8: You can pop out the trim panels now with the screws removed.



Step 11: Disconnect the USB hub.



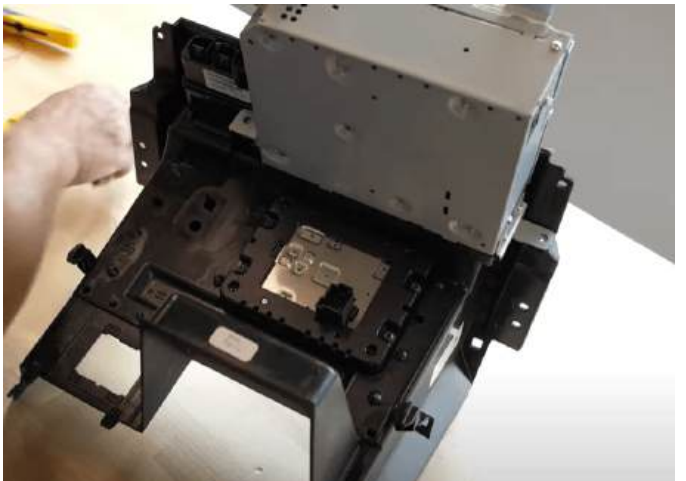
Step 9: You'll now see two more screws hidden under the trim panels. Remove both screws. Once done, you can ship the center console back.



Step 12: You'll now be able to pull the factory console trim out so we can install the CD player.



Step 13: In a work space, install the CD player on to the panel we removed. Use two of the included screws to mount the CD player.



Step 14: Back in the vehicle, we can put the panel with the CD player into the dash. Remember to connect your wireless phone charger connection.



Step 15: Reconnect your USB hub.



Step 16: Reinstall the two screws holding the panel in place that the CD player is attached to.



Step 17: Secure the rear of the CD play in place with the last two included screws.



Step 18: Reinstall the two side trim panels on the center console.



Step 19: Reinstall the two screws that hold on the side trim panels on the center console.



Step 20: We need to install the radio connection for the CD player. We need to get to the rear of the radio. Start by removing the rubber mat from above the radio screen.



Step 21: Remove the two 7mm screws from above the radio screen.



Step 22: You can now pull the radio free from the dash. The remainder is only held in with retainer clips.



Step 23: Lean the radio forward and disconnect the connections.

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



Step 24: Take our Uconnect 3/4 Radio Multiple Camera Interface and plug it into the 52 pin connector that went to the rear of the radio. Other side will plug into the radio.



Step 25: Plug in the Factory CD Player Interface into the camera interface harness then route the Factory CD Player Interface to go behind the radio with the plug by the CD player.



Step 26: Once the Factory CD Player Interface is routed down, plug it into the CD player.



Step 27: Plug in the 52 pin connector into the rear of the radio as well as the remainder of the connectors you removed from earlier.



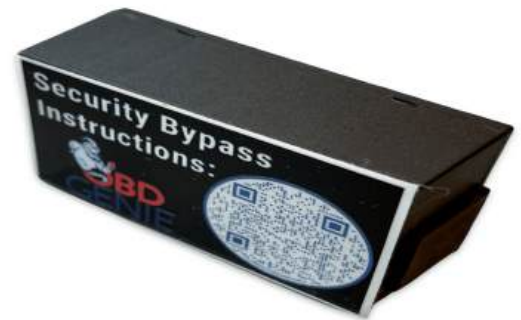
Step 28: Snap the radio/bezel back into the dash. Secure it in place with the two 7mm screws from above the radio screen you removed earlier.



Step 29: Reinstall the center console back into place. Secure with all the screws that you removed earlier.



Step 30: Install the Security Gateway Module Bypass in the appropriate place. Then proceed with genie programming. This step is only needed for 2018+ vehicles. To find your vehicle's bypass location click the link: [OBD Genie Bypass](#)



Step 31: Use the genie to program the vehicle for the new upgrade.

I. Put vehicle into the run position.

II. Wait 1 minute after putting the vehicle into run to plug in the genie programmer.

III. The genie once plugged in will flash blue as it tries to program.

IV. The genie will turn a solid green light once programming was completed successfully, programming can take 1-3 minutes long.



V. Remove the genie and give the vehicle a sleep cycle.

VI. Test out your new upgrade.

VII. Enjoy!



Step 32: Now that the programming is done, you can put a CD into the newly installed CD player.



Step 33: You can now see a new source on the radio. Select Disc for the installed CD to play in the CD player.



Step 34: With the CD playing, you can hit Info to get more info stored on the CD if available on the CD, as well as Tracks, which will show you the tracks on the CD. Again, the CD has to have this information on it to be read, a burnt CD will just list Tracks with no titles.



Step 35: 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.

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