

Install guide for (2019-2023 Ram 1500 & Heavy Duty UBQ 12" 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.

Requirements

2019 to 2023 Ram 1500 / 2019 to 2023 Ram Heavy-Duty

Part lists

- UBQ GPS Navigation Radio Module
- Replacement High Gloss Radio Bezel with an Award-Winning 12-inch Display Screen
- Replacement Instrument Panel - Specific to Trim Level
- C-INTC5T Harness
- LVDS Video Cable
- Bezel Harness
- USB Cable
- 4 Nuts / 4 Screws
- Genie Programmer
- Security Gateway Module Bypass
- Compass Antenna Converter Cable (*Included if the customer does not have SiriusXM capability*)
- Tray Cover



Tools required for installation, socket sizes & whatnot.

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

Skill Level: 2 Average

Time Investment: 1-2 hours



Step 1: Remove Tray Cover

Tray cover can be lifted out and placed to the side.



Step 2: Remove the two T20 Torx screws and place them to the side.



Step 3: After the two screws have been removed there is nothing other than retainer clips holding the radio / bezel in place. With a firm grip above the screen, pull toward the rear of the vehicle. The radio / bezel will release from the dash.

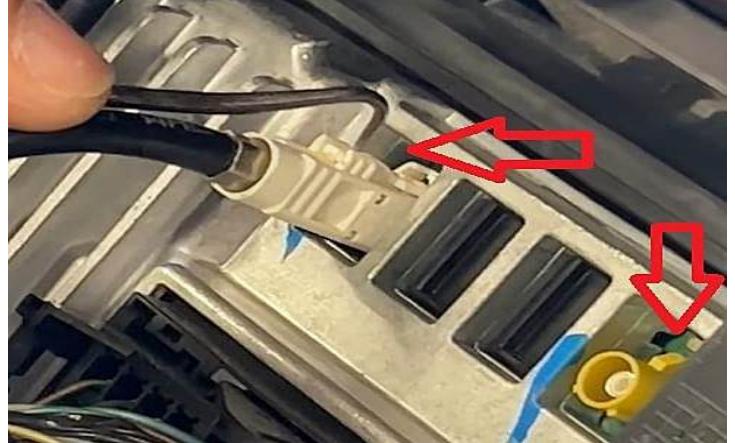
Note: Be careful when removing radio / bezel as it will hit your steering wheel's clock spring arm if pulled out too far.



Step 4: 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.

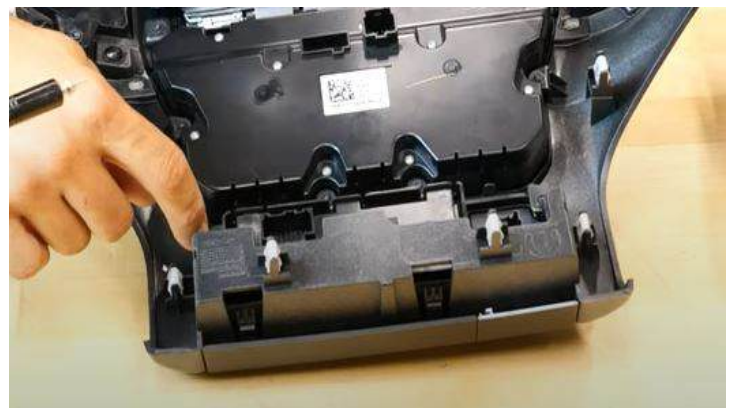
Note: Each connector has a locking tab that needs to be pushed in/down to release the connector. A Small flat head screwdriver or pick tool will be helpful for unlocking the tabs.



Step 5: When removing the big black 52 pin connector, pull the lever up to release the lock.



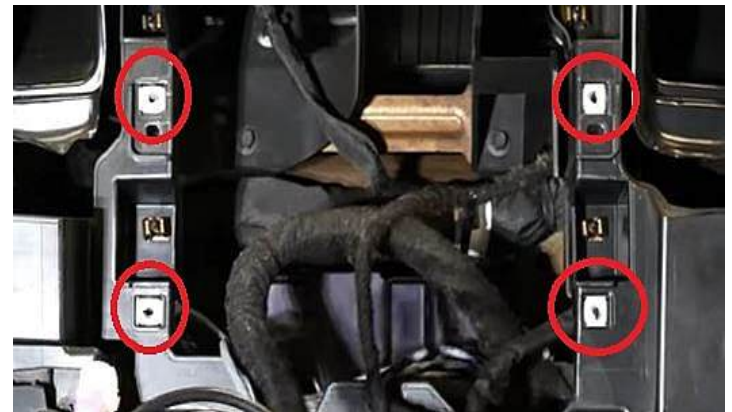
Step 6: Now that the Radio / Bezel is removed, you want to remove your auxiliary switches / brake controller by removing the two T15 Torx screws then lift the clips holding it in place while applying downward pressure. Once the controls are released you can snap them into the new Radio / Bezel and reinstall the two T15 Torx screws



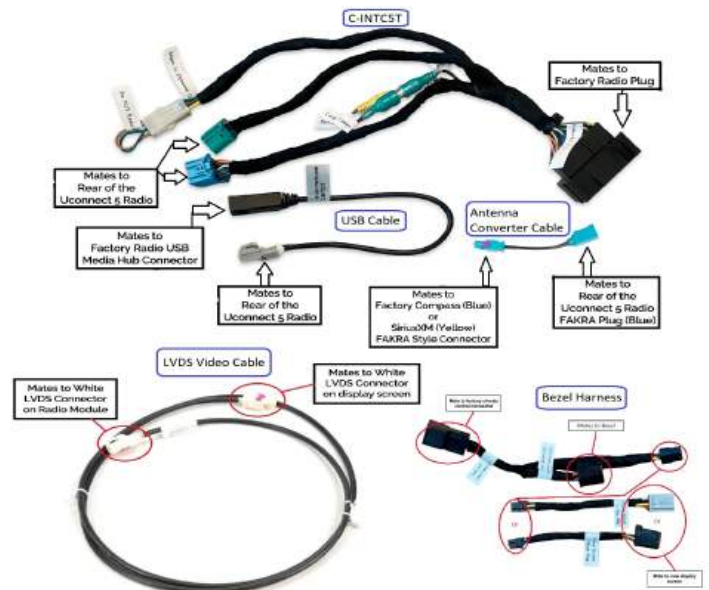
Step 7: Remove 12v power port from old Radio / Bezel and install it into new Radio Screen / Bezel. First remove 12v power outlet by pushing the clips out, then you can remove the 12v power outlet cover by pushing the clips inward.



Step 8: Install the 4 included nuts into the factory supports so you can mount the UBL Module.



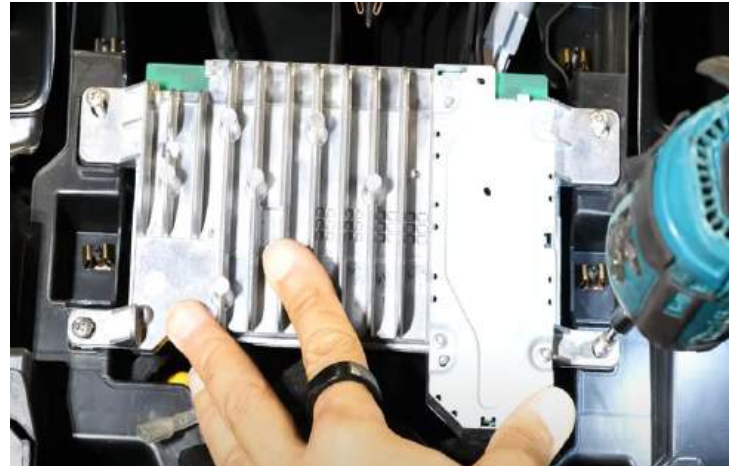
Step 9: Next, we need to grab the C-INTC5T, LVDS Video Cable, Bezel Harness, USB Cable, & Compass Antenna Converter Cable.



Step 10: Connect our provided harnesses to the factory harnesses. C-INTC5T, LVDS Video Cable, Bezel Harness, USB Cable, & Compass Antenna Converter Cable.



Step 11: Connect call cables and harnesses to the UBQ module and mount it into place with the provided 4 screws.



Step 12: Install new Radio Screen / Bezel. Connect the VLDS Cable and Bezel Harness to the rear of the screen. Remember to connect AC controls also and auxiliary switches / brake controller when installing new Radio Screen / Bezel.



Step 13: Install the new 12" Radio Screen / Bezel by pushing it into place. You'll hear the retainer clips, clipping into place.



Step 14: Reinstall the two T20 Torx screws you placed to the side. Then plug new tray cover in place.



Step 15: 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 16: Use the genie to program the vehicle for the new Radio 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 Radio upgrade.

VII. Enjoy!



Step 17: 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



DISCOVER YOUR VEHICLE'S POTENTIAL

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



DISCOVER YOUR VEHICLE'S POTENTIAL

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



DISCOVER YOUR VEHICLE'S POTENTIAL

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.