

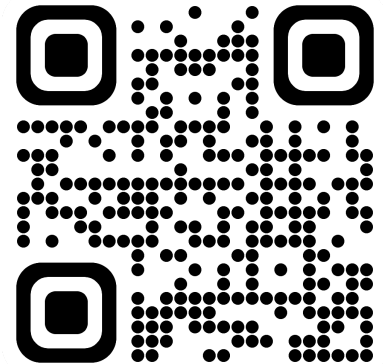
## **Install guide for (13-18 Ram Truck TailGate Handle Backup Camera Kit)**

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**

- Ram Tailgate Handle Backup Camera (C-CAMA09)
- C4T Radio Harness (C-INTC4T)
- EZ-DC Power and Ground Harness (U-INTEZDC)
- Genie Programmer (C-RVC)
- Security Gateway Module Bypass\* (C-MOBYBP)

\*Only included with 2018+ vehicles

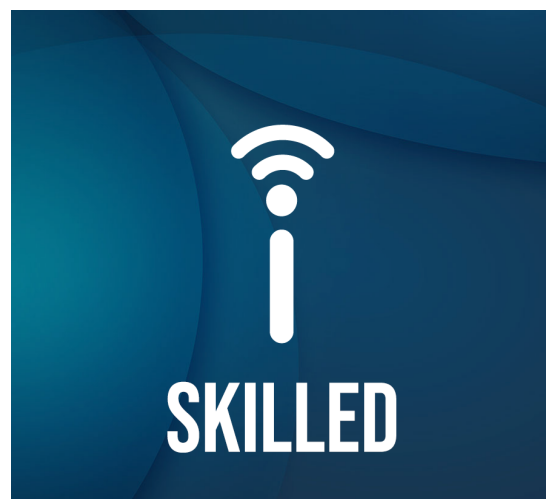


### **Tools required for installation, socket sizes & whatnot.**

- Light Source
- Pry Tool/Flathead Screwdriver
- Panel Removal Tool
- T20 Torx Screwdriver
- T30 Torx Screwdriver
- Needle Nose Pliers
- 8mm Wrench/Socket
- 7mm Wrench/Socket
- Flush Cutter/Snips
- Zip Ties
- Caulking/Silicone Seal/Duct Tape

**Skill Level:** 3

**Time Investment:** 2-3 hours



**Step 1:** Start by opening the tailgate and using your T30 Torx, remove the eight screws holding the tailgate access panel. Set it to the side.



**Step 2:** Disconnect the two rods for the tailgate lock.



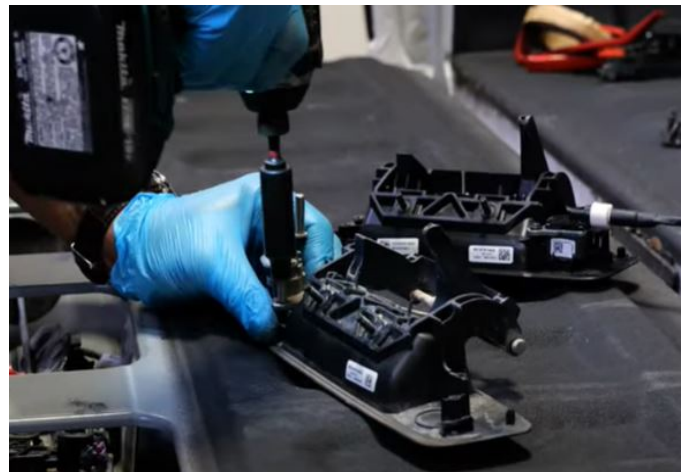
**Step 3:** You'll now see the two 8mm bolts holding the factory tailgate handle in place. Remove them.



**Step 4:** You'll be able to remove the factory tailgate handle, it can be a bit of a pain to get out. Make sure not to scratch your paint with the bolts on the tailgate handle while removing it.



**Step 5:** Take the factory tailgate handle and new camera tailgate handle so you can swap the lock to the new handle. There are two 8mm bolts holding the lock in place. Disconnect the camera harness is attached for next step.



**Step 6:** Install the new tailgate handle into place. Be careful to not scratch your paint installing the handle.



**Step 7:** Put the handle mechanism back into place and secure the handle in place with the two 8mm bolts.



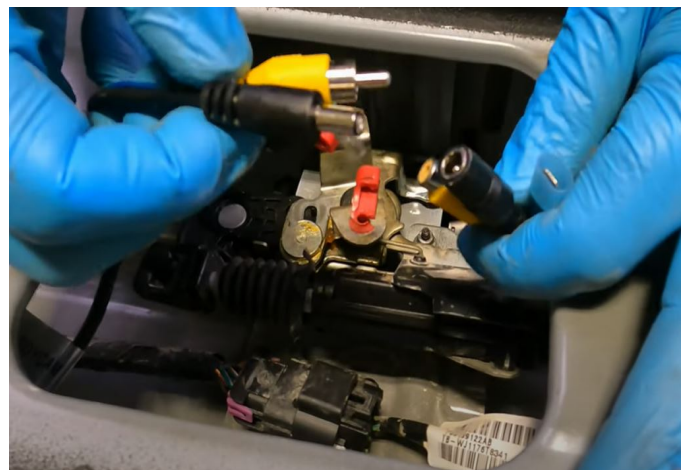
**Step 8:** Connect the backup camera to the supplied harness. The connection only goes in one way. You'll hear it lock into place.



**Step 9:** Route the harness along the factory harnesses. Make your connection from the tailgate camera harness to the body harness.

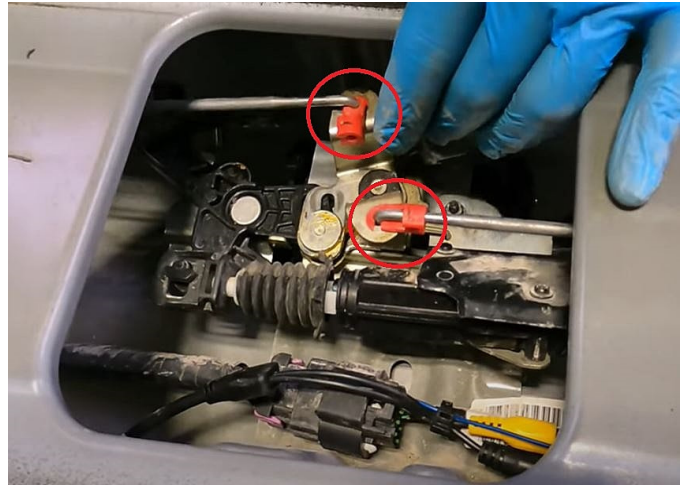
Note: We have updated our harness design so we have a large black connection where we used to use three connections at the tailgate handle. This simplifies the install.

Note: Zip tie along the factory harness.





**Step 10:** Reconnect the tailgate handle's locking arms.



**Step 11:** Follow the factory harness and zip tie our harness along it till you get to the hold the factory harness uses.



**Step 12:** Once you get to the end of the tailgate, you'll route our tailgate body harness through the factory hold going under the vehicle. Continue to route the tailgate body harness along the factory harnesses. Zip tie along the way.

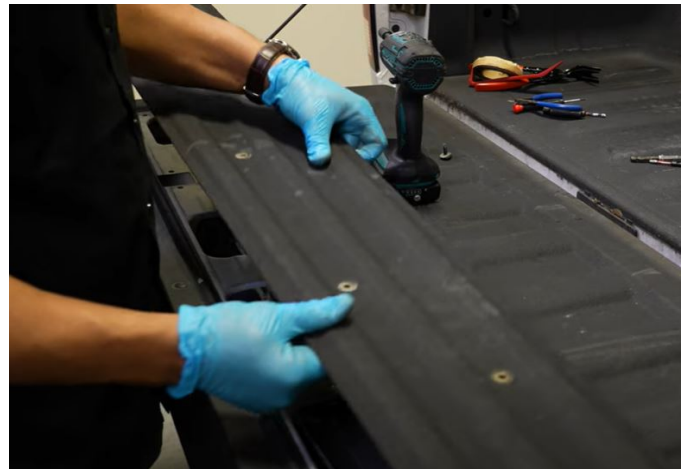


**Step 13:** Continue to zip tie the tailgate body harness along the factory harness going toward the cab under the driver's seat of the vehicle.

Note: Stay away from anything that moves or gets hot.



**Step 14:** Install your tailgate access panel with the eight T30 Torx screws.



**Step 15:** Under the vehicle, under the driver's seat, you'll see a small plastic grommet you can remove to put a hold in it to route our tailgate body harness into the cab of the vehicle.



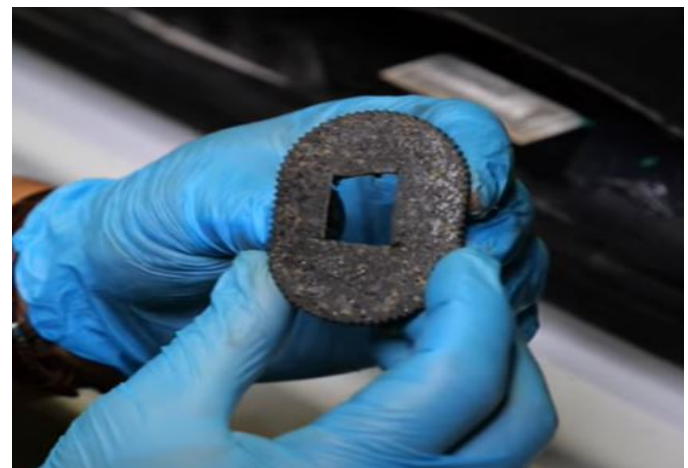
**Step 16:** Start by removing the trim panel from the driver's door well/foot well.



**Step 17:** Once the trim is removed you can lift the carpet and reach in to pull out the plastic grommet.



**Step 18:** Take the plastic grommet and cut a small hole in it for the tailgate body harness.



**Step 19:** Pull the tailgate body harness through the opening, then pull the harness through the hold you made in the plastic grommet.



**Step 20:** Slide the plastic grommet back into place, then put the Caulking/Silicone Seal/Duct Tape into place to avoid water getting into the cab.



**Step 21:** Continue to route the tailgate body harness toward the front of the vehicle.





**Step 22:** Pull the carpet back to release the plastic clip to route the harness under the carpet. Snap the plastic tab back into place to hold carpet down.



**Step 23:** Continue to route the tailgate body harness toward the center console. Zip tie along the way for the neat and clean finish.

Note: You can route the blue cable over to the BCM from the radio if you want to enable guide lines.

Note: Blue cable taps into BCM connector C5/E - Pin 45 OG/DB.



**Step 24:** Time to get behind the radio. Start with removing the rubber mat above the radio to expose the two screws.



**Step 25:** You'll see the two T20 Torx screws, remove them.



**Step 26:** Pull the bezel forward to release the retainer clips then place it to the side.

Note: You can remove the bezel or leave it hanging. If you disconnect the bezel, make sure to take pictures of all connections for your reference.



**Step 27:** Remove the four 7mm screws holding the radio in place.



**Step 28:** Remove the radio and place to the side. Again take pictures off the rear of the radio's connections for your reference.



**Step 29:** Take our C4T Radio Harness and plug it into the factory 52 pin connector. Make sure to push down locking lever for secure connection.



**Step 30:** Remove the plastic holding the yellow RCAs together. We will be using the female RCA going toward the radio to connect our tailgate body harness's yellow RCA too.

Note: No other connections on the C4T are used in this install. Zip tie them out of the way.

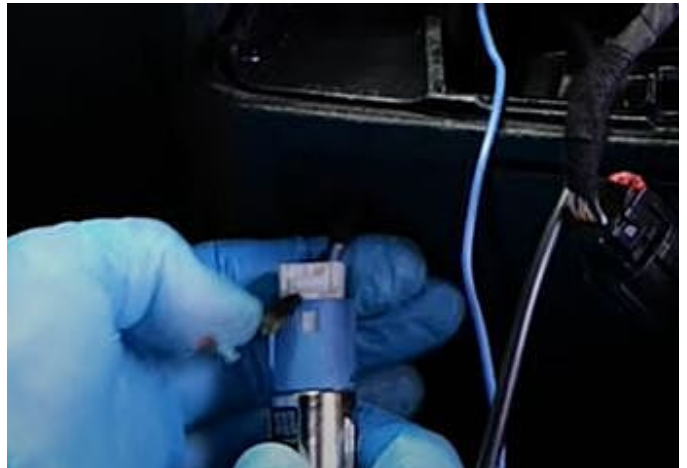


**Step 31:** Route the tailgate body harness behind the radio and plug in the yellow RCA into the female yellow RCA on the C4T harness.

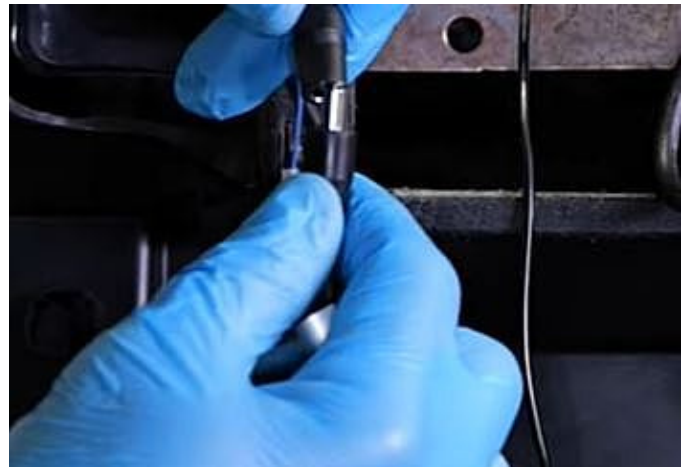
Note: this is a good time to connect blue cable if you want to enable guidelines.



**Step 32:** Using your fingers, push the 12v outlet toward yourself to pop it free. You can then disconnect the 12v outlet and put our EZDC harness in between the factory connector for the 12v outlet and the 12v outlet.



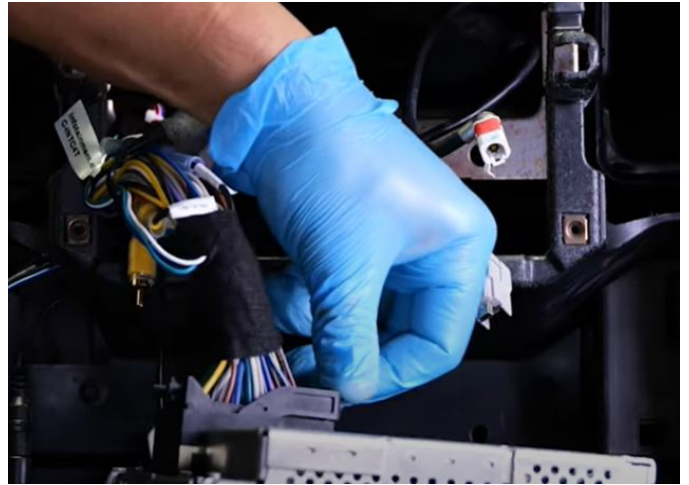
**Step 33:** Route the power connector on the EZDC behind the radio and plug it into the tailgate body harness.





**Step 34:** Push the harnesses back into the dash, zip tie along the way for neat and clean finish then reconnect the radio if you removed it.

Note: Make sure to push the black locking lever down to secure 52 pin connection.



**Step 35:** Secure radio back into place with the four 7mm screws.



**Step 36:** Install bezel back into place, remember to make all your connections and to zip tie along the way so not to pinch any wires.

Note: you will hear the retainer clips snap into place.



**Step 37:** Install the two T20 Torx screws on the top of the dash.

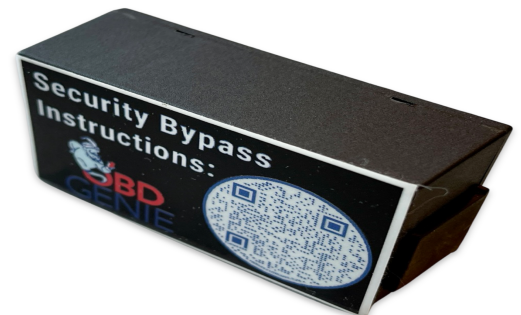


**Step 38:** Put the rubber mat back into place.

Note: Install any trim panels back into place that you removed on your own.



**Step 39:** Time to program the vehicle for Rear View Camera. Install the Security Gateway Module Bypass in the appropriate place. Then proceed with genie programming. This step is only needed for 2018+ vehicles. Skip this step if your vehicle is below 2018. To find your vehicle's bypass location click the link: [OBD Genie Bypass](#)



**Step 40:** 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 41:** Now to test programming, Put vehicle into reverse. You should see the rear view camera on the radio screen.

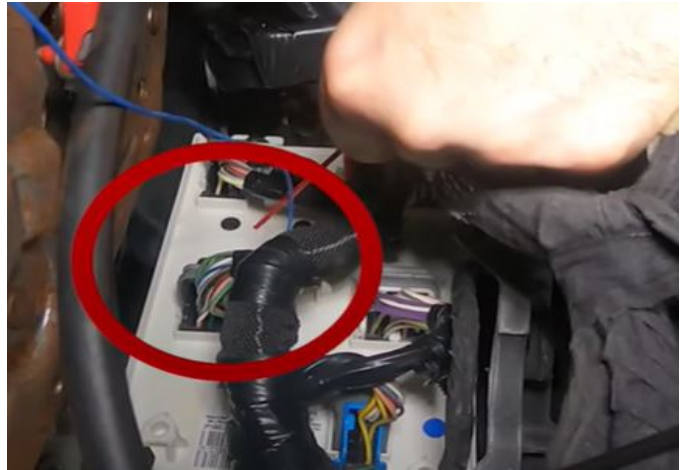
If you do not and only get a blue screen then programming is done but you have an issue with the camera. Double check all connections are secure.

If you get nothing on the radio screen, as in the radio screen stays on the radio, no blue/black screen then programming was done correctly. Reuse genie.

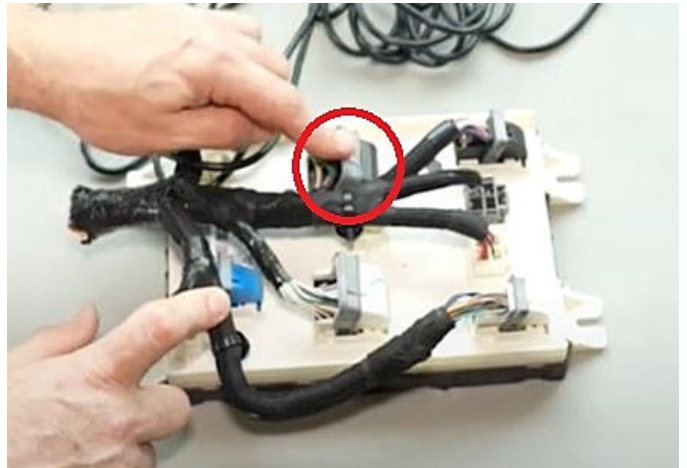


**Step 42:** For the blue wire. This Blue cable taps into BCM connector C5/E - Pin 45 OG/DB.

Note: BCM should be behind the parking brake. It is very hard to get to this BCM connector. Take your time as you don't want to damage your BCM in any way.



**Step 43:** You are taking the black connector with 45 pins, C5/E.



**Step 44:** Locate the LDS wire which is an Orange wire with purple stripe. Then using our posi tap or any other method you'd like, connect to the orange wire with the purple stripe. Test to make sure you got the correct wire. You'll see guide lines if correct and no guide lines in incorrectly tapped.





**Step 45:** For the posi tap, slide the wire into the gray cap then screw the posi tap into place. This will tap into the LDS wire.

Note: Make sure to screw the posi tap down nice and tight to make sure the needle punches the wire casing so the needle makes copper to copper contact.



**Step 46:** Enjoy the 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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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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