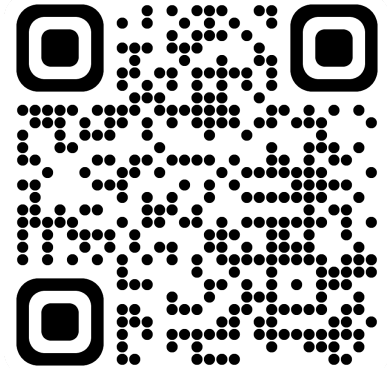


Install guide for (2019-2022 Ram 1500 & HD UAX Upgrade)

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

- UAX Radio Module (C-UAX-21DT) or (C-UAX-DT)
- Replacement Instrument Panel (C-PANUAX-DT)
- High Gloss Radio Bezel with 12" Screen (C-BEZUAX-DT)
- UAX Harness (C-INTDISP-DT)
- LVDS Video cable (C-INTLVDS-PAN)
- Antenna Conversion Cable (U-INTC2K)*
- Four Clip Nuts & Four Screws (C-NUT) & (C-SRW)
- Rubber Pad Replacement (C-PADUAX)
- Genie Programmer (C-UAX)
- Security Gateway Module Bypass (C-MOBBYP)



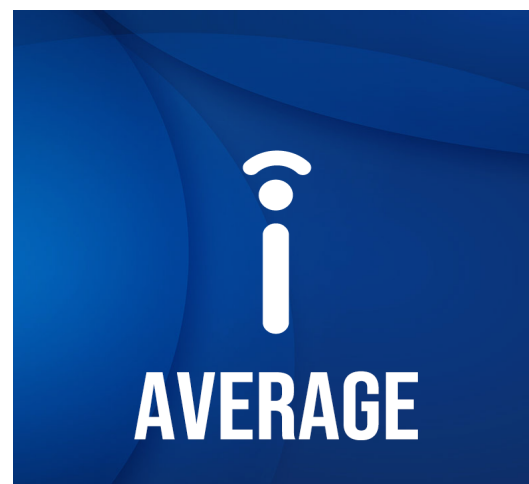
*Only included if needed.

Tools required for installation, socket sizes & whatnot.

- Light Source
- Pry Tool
- Flathead Screwdriver
- T10 Torx Screwdriver
- T15 Torx Screwdriver
- T20 Torx Screwdriver

Skill Level: 2

Time Investment: 1-2 hours

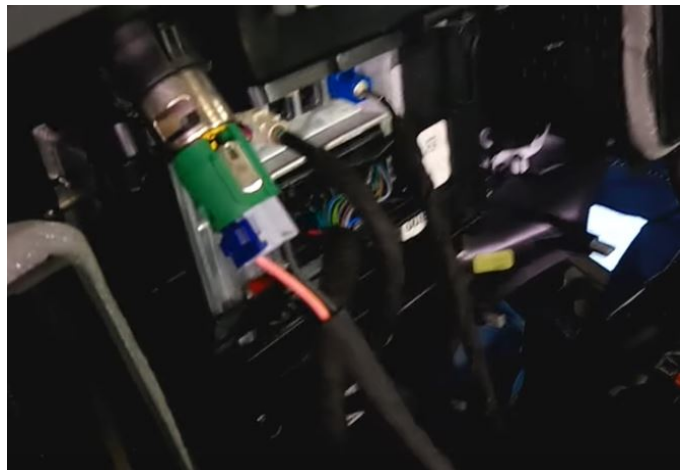


Step 1: Start by removing the tray cover to reveal the two T20 Torx screws.



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

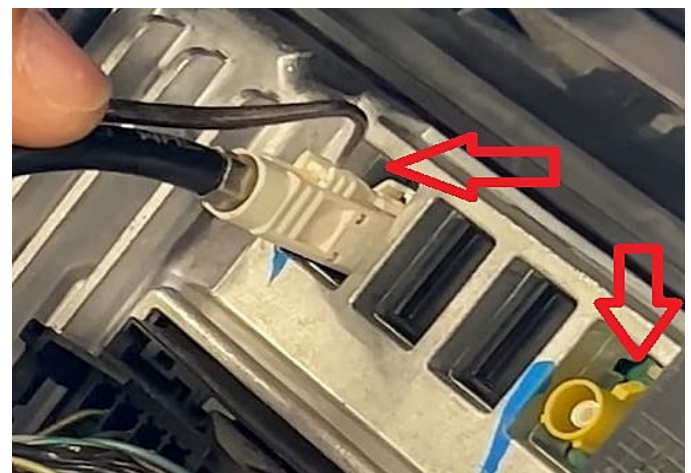
Note: Be careful to not pull the Bezel/Radio forward too much if you have the UAQ or all in one radio or it could break the cables away from their connectors. All connections have locking tabs on them.



Step 3: Lean Bezel/Radio 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: Remove your factory radio module if you had a 8.4" UAV from factory by removing the four T10 screws. If you had a 8.4" UAQ or other all in one unit radio then remove it by unscrewing the same four T10 screws.

Note: Our vehicle had an UAV installed.



Step 6: For the UAV, once the module is loose you can lean it forward and disconnect all the connections at its rear. Place the module off to the side.

Note: Always a good idea to take pictures of all connections before disconnecting them for your reference.



Step 7: You can now install the new UAX module. It installs the same way the UAV was installed or if you had an all in one radio then same connections.



Step 8: If you had an all in one unit, then the kit will come with four clip nuts and four T10 screws.



Step 9: Mount the new UAX module with the four T10 screws.



Step 10: Take the Bezel/Screen and put it upside down on a soft sheet on a workbench to remove your factory lower controls. There are two T15 Torx screws holding it in place, plus a few plastic clips. It will pull out from the front.



Step 11: Install the lower controls on to the new UAX Replacement Instrument Panel.



Step 12: You can now take the Bezel/Screen and start making the connections. Use our UAX harness to plug into the screen and use our LVDS cable to plug into the screen.

Note: For UAX harness you will only be using to ends of the harness. Other connections aren't used.



Step 13: While putting the Bezel/Screen into place, don't forget to connect your 12v power outlet.



Step 14: Push the bezel/screen into place. It is held in with retainer clips that you should hear snap back into place.



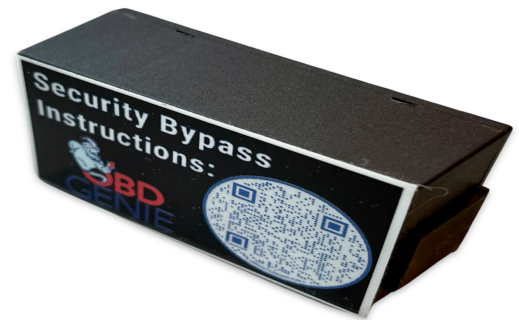
Step 15: Install the two T20 Torx screws back into place.



Step 16: Put back your rubber mat.



Step 17: 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 18: 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!



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



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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