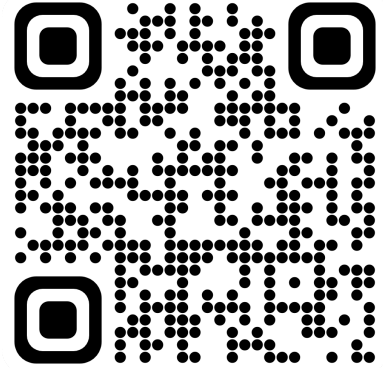


Install guide for (2019-2024 Ram Heavy Duty Truck Factory OEM Remote Start Upgrade)

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

- Two Key Fobs with Remote Start Buttons
- Shock for Lift Gate*
- Hood Latch*
- Hood Latch Harness*
- Genie Programmer
- Security Gateway Module Bypass



*Not included with every order unless the option was selected at the time of ordering.

Tools required for installation, socket sizes & whatnot.

- Light Source
- Pry Tool
- Flathead Screwdriver
- T25 Torx Screwdriver
- 10mm Wrench/Socket

Skill Level: 3

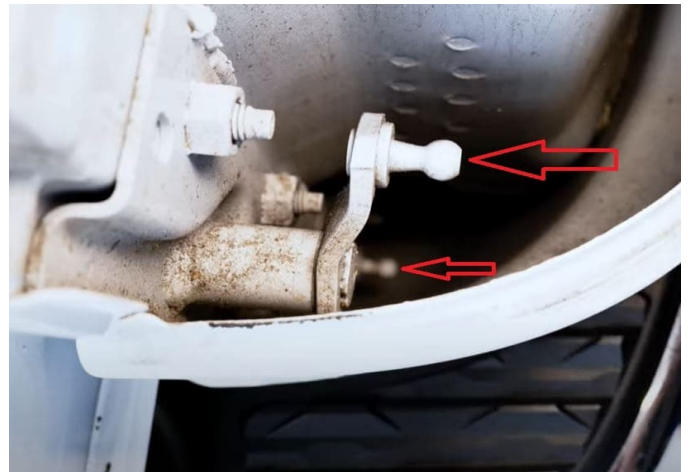
Time Investment: 2-3 hours



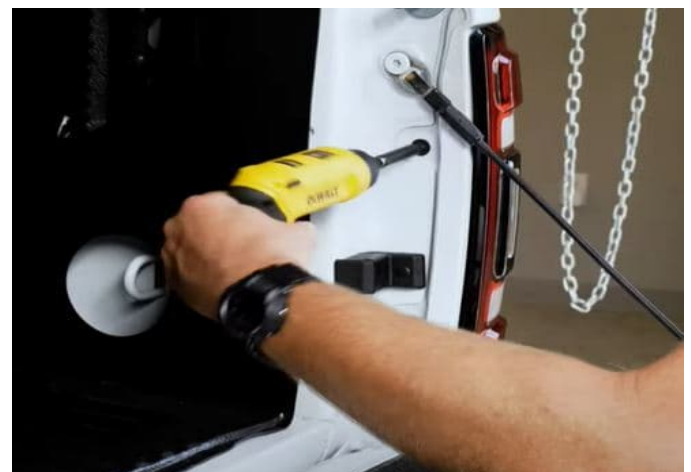
Step 1: Start by removing the two T25 Torx screws holding in the driver side taillight in place.



Step 2: Remove the taillight and look down the cavity, you'll see the two ball joints the shock attaches too. Connect both ends.



Step 3: Reinstall the taillight using the two T25 Torx screws.



Step 4: Let's install the new hood latch. Remove the twelve plastic clips with a pry tool or flathead screwdriver that holds the plastic shroud in place. Place it off to the side.



Step 5: You'll not see the factory hood latch. There are two 10mm bolts holding in place. Remove those two bolts.



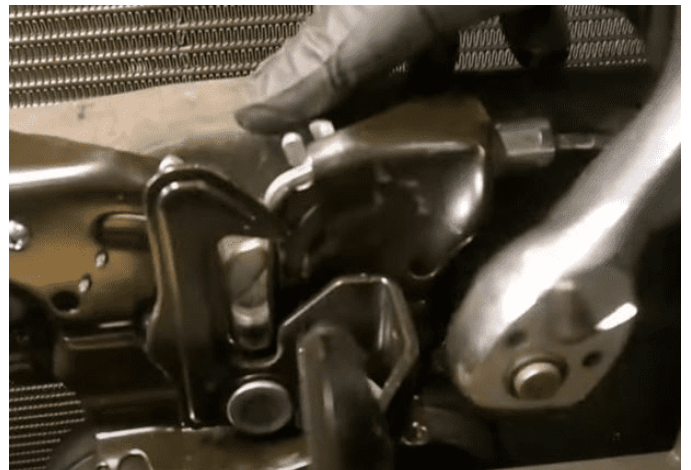
Step 6: Once the factory hood latch is released, you'll need to disconnect the steel braided hood latch cable. Squeeze the hood latch to release the top part of the steel braided hood latch cable. The bottom part of the cable is held in with plastic clip that needs to be depressed to get the steel braided hood latch cable to release. Place old hood latch to the side.



Step 7: Take the new hood latch and connect the steel braided hood latch cable. Make sure the plastic clips snap into place.



Step 8: Mount the new hood latch into place with the two factory 10mm bolts.



Step 9: Time to plug in the hood latch with the hood latch harness. You'll run the cable under the radiator support, going toward the driver's side of the vehicle. Remember to push the red locking tab in to secure the connection.



Step 10: Zip tie the hood latch harness to the steel braided hood latch cable for the neat and clean finish.



Step 11: You'll see two 10mm bolts you can remove one to attach the remote start hood latch harness's ground connection.



Step 12: Route the hood latch harness toward the fire wall. There is a small grommet in the fire wall that you can run the cable through.

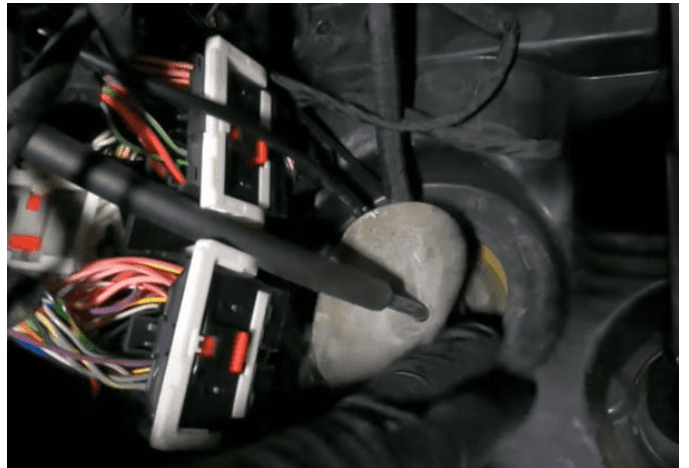
Note: Remember to zip tie along the way for the neat and finish look.



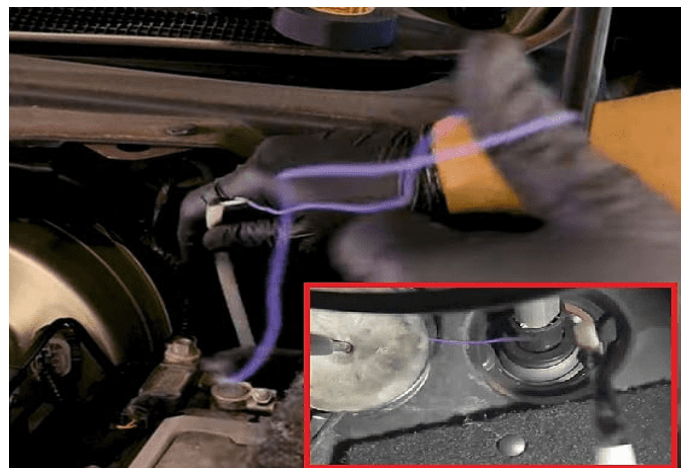
Step 13: You can reinstall the plastic shroud and the twelve plastic clips back into place.



Step 14: Inside the vehicle, in the driver's foot well. You'll see a grommet you can run the cable through. Get a zip tie or something to push through the grommet. From the engine bay side you can pull the zip tie through and tape the hood latch harness to it.



Step 15: Once the hood latch harness is taped to the zip tie you can pull the hood latch harness through the fire wall.

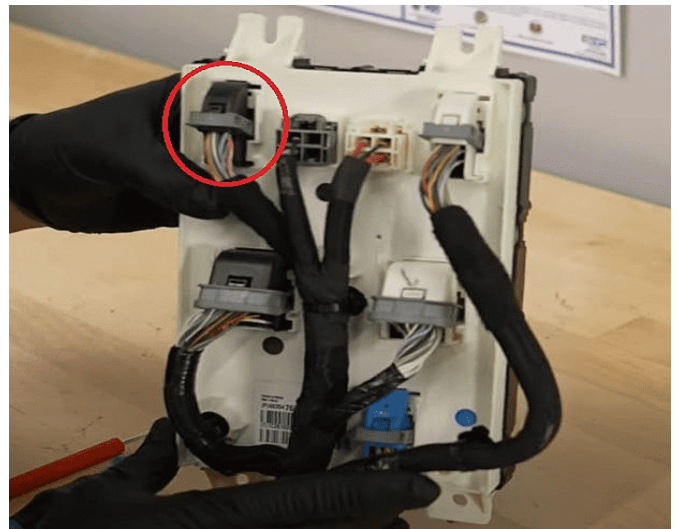


Step 16: You'll need to pin the hood latch harness to the BCM. C1/A Pin 11.

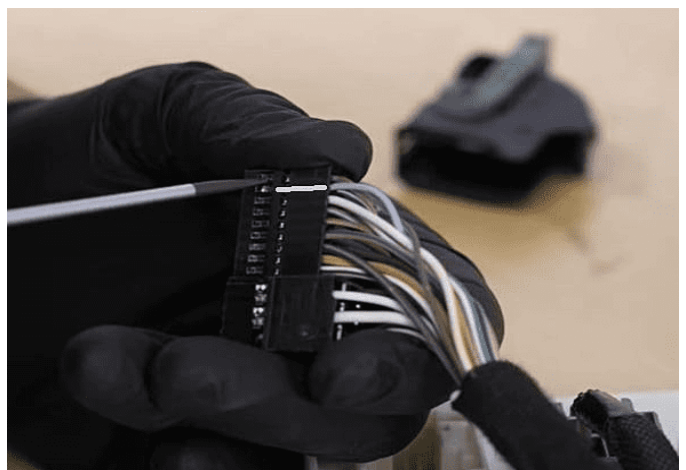


C-INLATCH-V1

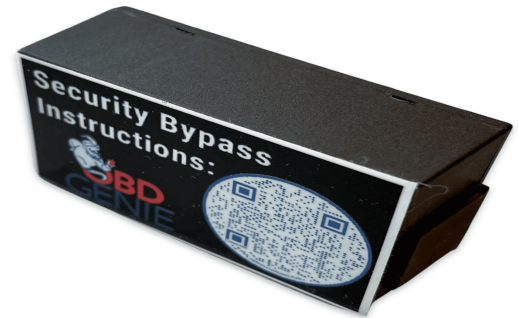
Step 17: The BCM is hard to get to, let alone the C1 connector. The BCM is in the driver's foot well, up and to the left.



Step 18: Once you have C1 disconnected from BCM. You'll need to slide the locking cover off the connector and remove Pin 11. It should be a purple wire. Remove the factory pin and replace it with our pin from the hood latch harness. Reattach the locking cover on C1 and reinstall.



Step 19: Next step is to 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 20: 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.

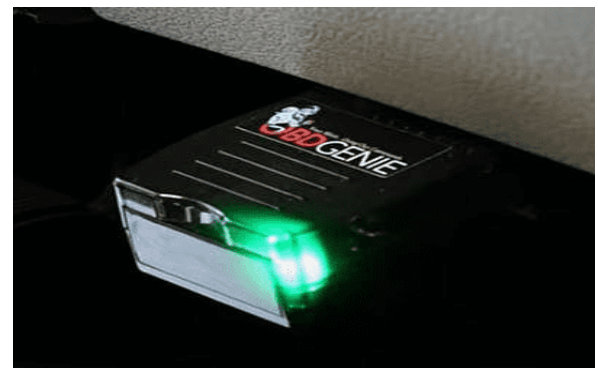
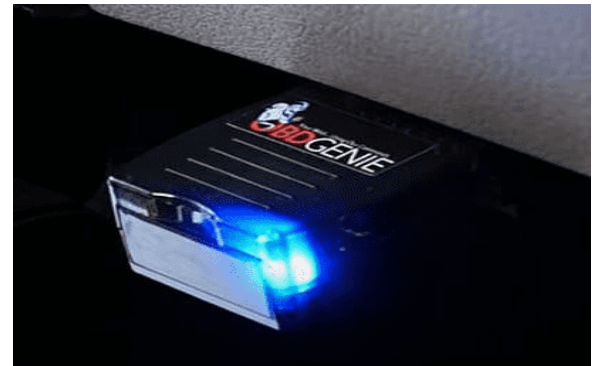
III. The genie once plugged in will flash blue as it tries to program.

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 21: Now you can get the two key fobs programmed to the vehicle's RF hub. Either with a lock smith or at a dealership.

Step 22: Now that everything is installed & everything programmed you can go enjoy the remote upgrade! Thank you for the purchase!



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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