

Radio Installation

Frequently Asked Questions

Q. Why is there no sound coming from my radio?

1. Usually this indicates a connection issue with the blue/white wires. Blue and blue/white wires are a little different compared to color matching the other wires in aftermarket radio installations.
 - A. If you have a blue and a blue/white wire in each harness, then connect the matching wires.
 - B. Often, the blue/white wire must be joined to the blue wire on the vehicle harness and then connected to the blue/white wire (when there is no blue wire) on the radio harness (this makes a “Y”).
 - C. If the radio harness has only a blue/white wire and the vehicle harness has only a blue then connect them together.
2. Check for bad speakers or a bad amp. Did your original radio have sound? If not, bad speakers or a bad amp may be part of the original problem.
3. Is the vehicle a GM SUV or truck with OnStar? In some cases you must also use an interface that works with OnStar or you will not have sound.

Q. Why won't my radio fit in the dash kit?

1. Your radio *will fit* in the dash kits we sell if it conforms to DIN standards. DIN* is the industry designation for aftermarket radio sizes. Your dash kit may also be an ISO standard mount kit. This standard is used for dash kits where the radio mounts from the rear. The radio chassis is not supposed to fit *through* the dash kit opening. **DO NOT CUT A LARGER OPENING IN THE DASH KIT!**
2. If you bought a brand that does not conform to industry standard radio dimensions, the radio may or may not fit the standardized, name brand, dash kits we sell.

* Single DIN Chassis Dimensions: 180mm x 50mm (7.086 in x 1.968 in)
Double DIN Chassis Dimensions: 180mm x 100mm (7.086 in x 3.937 in)

Q. Did I get the correct wiring harness?

1. The answer is...usually. Some harness packaging states that it will fit a specific manufacturer and model range. However, it may also fit a multitude of other vehicles so an extra wire or two that is not used is common.
2. You may have a premium sound system in the vehicle, or maybe a vehicle that had a mid-year change, that causes confusion in determining fitment.
3. There are also situations where packaging and documentation has been produced and the most up-to-date fitment data is not included.
4. We are continually trying to keep our fitment guides as accurate and up-to-date as possible. Check our guides and/or the manufacturer's website, and if there is still a doubt, give us a call.
5. Occasionally the packaging has been mislabeled or some other error has occurred. We will help sort out any confusion and make sure you have the correct parts.



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Q. Why won't my radio turn on?

1. If there are no lights or sounds at all, then 12V power is not getting to the radio.
2. First, verify that all plugs are fully seated in their sockets.
3. Next, check the fuses in each fuse box and also in the radio (some radios have fuses in the rear of the unit). If there is power while connecting the wiring harness, sometimes a fuse will blow. There are two fuses in every car. The fuse for the constant power is normally located in the under-hood fuse box. The fuse for the accessory power wire is normally in the interior fuse box.
4. If you bought a package that included a long red wire along with the aftermarket adapter wiring harness, you must run the red wire to the fuse box. The wire must be connected to a fuse that turns off and on with the ignition switch. Often there is a fuse marked IGN (ignition) that is suitable.
5. Some vehicles do not have a ground wire included in the factory radio harness (most Chryslers are designed this way.) Connect the aftermarket radio harness ground wire to a solid metal point of the vehicle chassis under the dash. If possible, extend the radio ground wire to the factory ground strap for an even better choice to ensure a solid ground connection.
6. Using a digital multimeter (DMM) check for power at the yellow and red wires and test the black wire for continuity to ground.
7. Finally, remove the radio from the vehicle and bench test the unit directly. Connect the red and yellow wires together and then connect them to the battery positive post. Connect the black wire to the battery negative. This will show if the unit is defective or not. If you have a speaker available, you can also connect it to the radio for testing sound problems while the radio is isolated from the vehicle wiring harness.

WE ARE COMMITTED TO CUSTOMER SATISFACTION BOTH IN YOUR PURCHASE TRANSACTION AND IN ASSISTING WITH ANY INSTALLATION PROBLEMS YOU MAY HAVE.

GIVE US A CALL IF YOU HAVE MORE QUESTIONS AND NEED ADDITIONAL SUPPORT.

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