2014+ Ram Promaster

Installation guide for 2014+ RAM Promaster.

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RECOMMENDED TOOLS & CONSUMABLES:

- Multi-Bit Screwdriver with Assorted Bits (1)
- Cordless Drill (1)
- Assorted Drill Bits (1)
- Flush Cutter (1)
- Cable Ties (1)

HARDWARE & ACCESSORIES:

- GO9 (1)
- HRN-GS16K2-LD Universal LD Harness Kit GO9 (1)

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— Warnings and Considerations

⚠ **WARNING!** Only use Geotab telematics devices with Geotab-approved harnesses acquired from Geotab-authorized channels. Use of non-Geotab harnesses from unauthorized channels can cause serious safety risks, including fire, and can lead to serious personal injury and/or damage to the vehicle.

⚠ **IMPORTANT:** Always use a vehicle-specific harness when offered by Geotab or the vehicle manufacturer to avoid possible damage to the GO device. Some vehicles have multiple diagnostic connectors to choose from when installing a GO device.

ⓘ For more information on Geotab harnesses and adapters, refer to the Harness Identification and Application & Harness Assessment Cheat Sheet & Geotab Truck Solution - Harness Identification and Application

If a longer length is required to facilitate installation, connect a straight harness to a T-harness. Ensure that the total harness length does not exceed 2 meters (6.5 feet), because this can compromise the integrity of the data and cause issues with the vehicle's Engine Control Unit (ECU).

ⓘ For more details on compliance information and applicable products, contact your Authorized Reseller.

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— Preparing For Installation

⚠ **WARNING!** Some installations are not straightforward and must be completed by an Authorized Installer to ensure a secure installation.

⚠ An unsecure device can result in poor electric and/or data connections, which can lead to short circuits and fires or cause malfunctions of vehicle controls that can result in serious personal injury or significant damage to the vehicle. Some examples requiring professional installation from an Authorized Installer are:

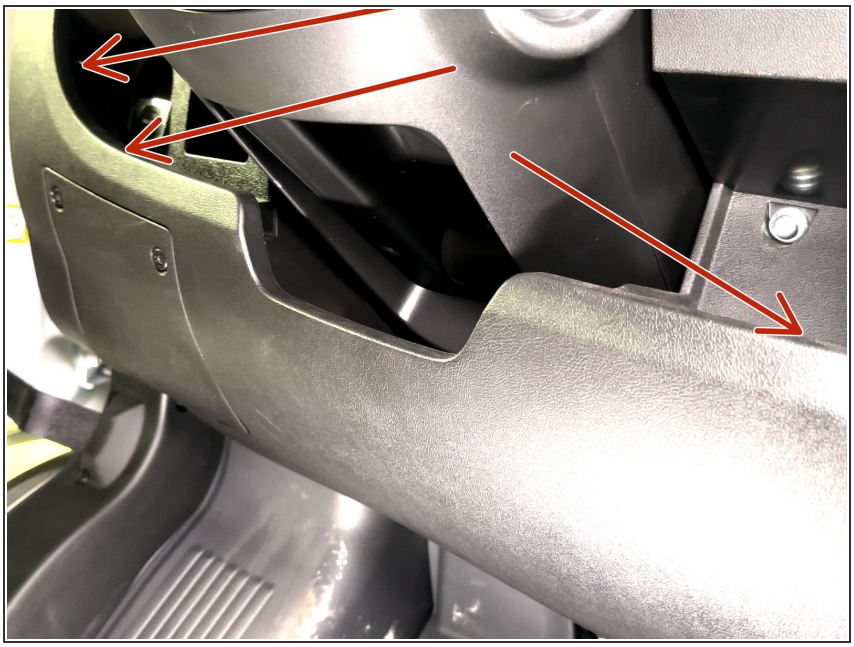
- The OBD port location is such that the device protrudes and interferes with entering or exiting the vehicle, or located where it could be inadvertently kicked or bumped during vehicle operation.
- The device isn't fully secured and so may come loose with vibrations or accidental contact.
- An electrical harness or additional wiring is required.
- Vehicle mounting modifications are required to secure the device, i.e. removing of panels; deformed/damaged OBD connector; or physical damage to the electrical wiring.
- The device does not power on and beep six times when first installed.
- The installer questions their ability to complete a secure installation according to these instructions.

⚠ **WARNING!** Do not attempt to install, reconfigure, or remove any product from a vehicle while the vehicle is in motion or otherwise in operation. All installation, configuration, or removal must be done only in stationary vehicles which are securely parked.

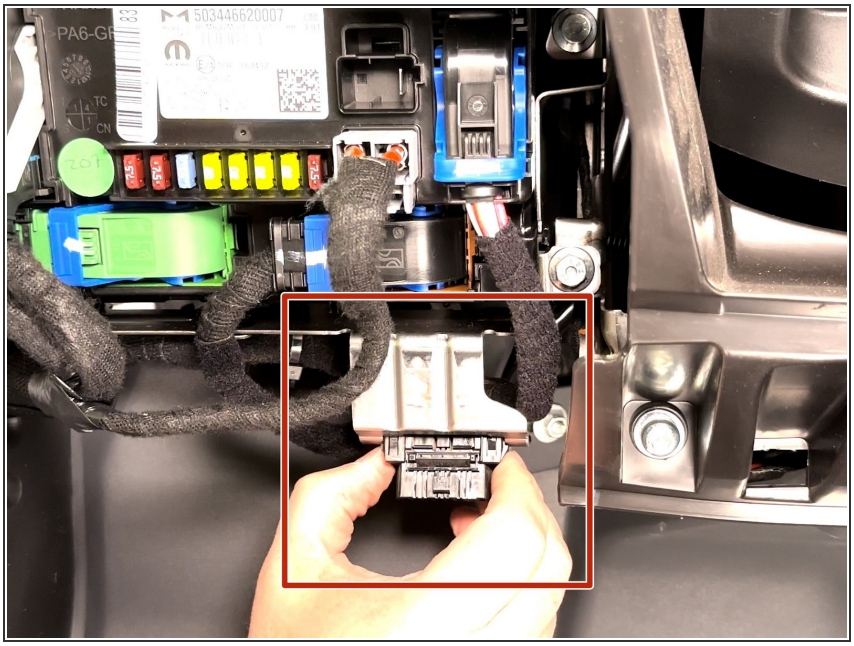
⚠ Attempting to service devices while the vehicle is in motion could result in malfunctions or collisions, leading to death or serious personal injury.

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— 2014+ Ram Promaster

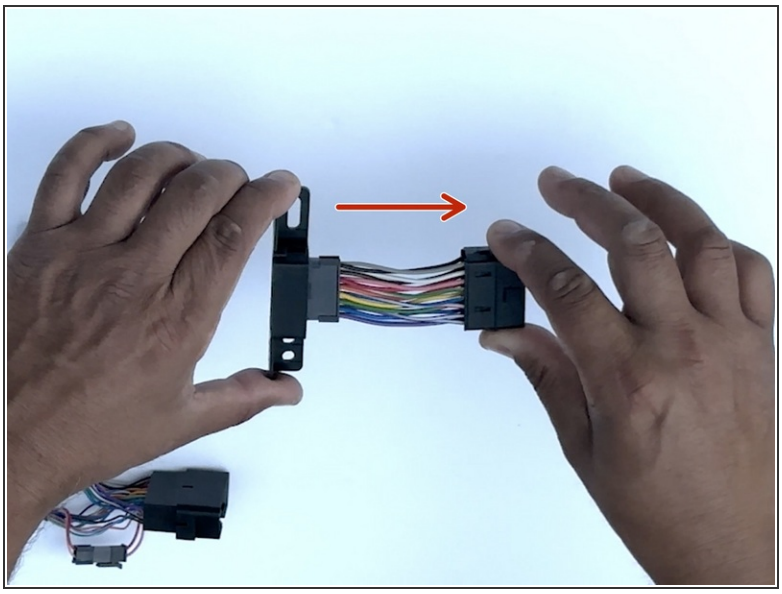


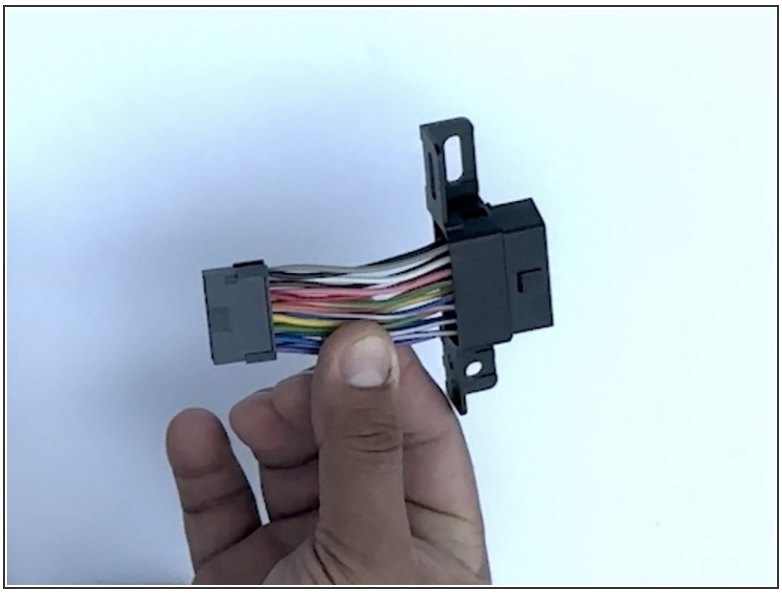
- Remove **(3)** philips head screws & remove the knee bolster.
  - Panel is hinged at the bottom.



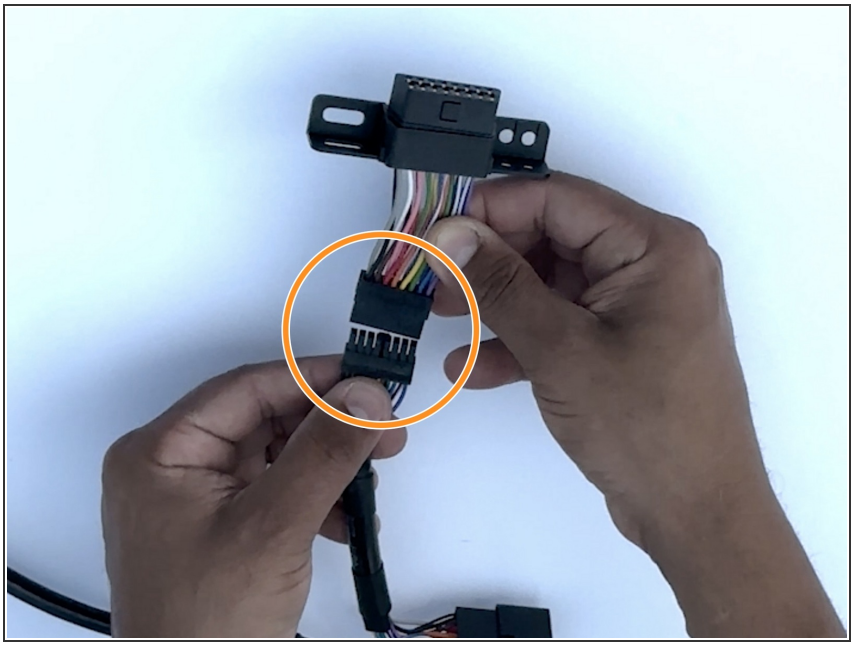
- Locate & remove the OEM OBDII connector from its OEM location.
  - *Push in on the sides of the connector to release.*

— HRN-GS16K2-LD Harness Assembly



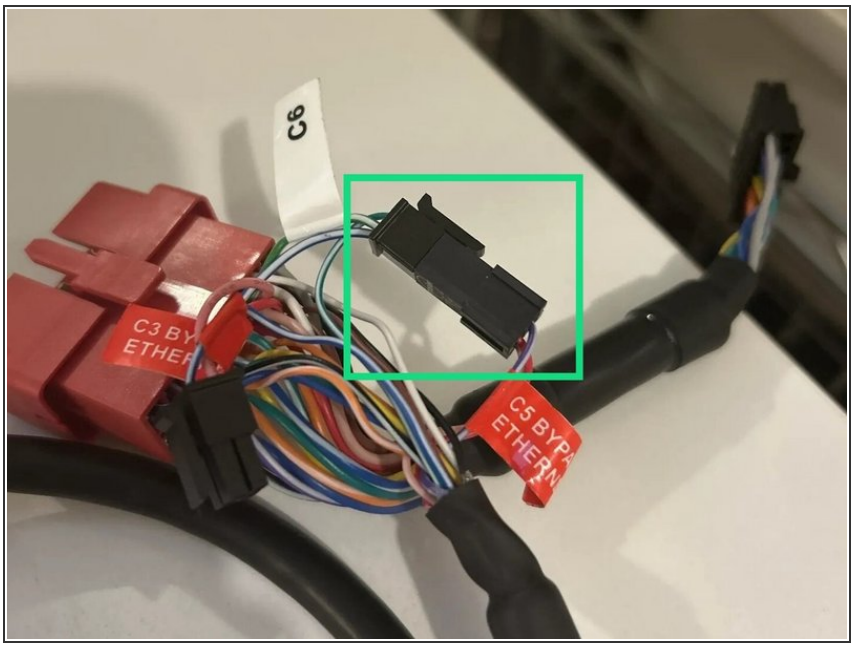


- Slide the **adapter #3** over the short harness and onto the connector housing.
- Ensure the adapter locks into the locking tabs.
  - ⓘ If the adapter is not locking into place, the adapter is likely installed backwards.



- Connect the Molex connector to the T-harness.

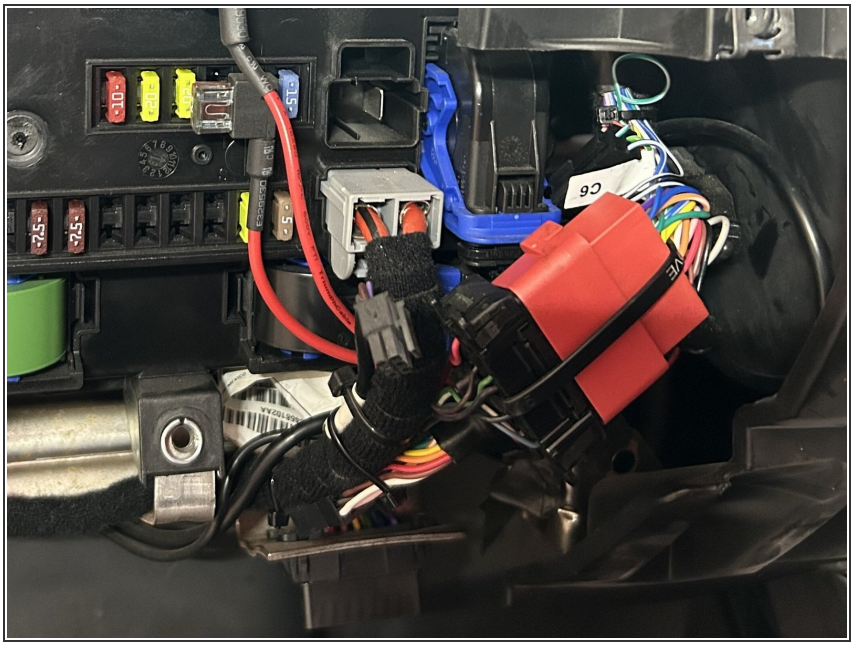
— HRN-GS16K2-LD Harness Configuration



- Disconnect the 4-pin Molex connectors labeled C3 & C5 Bypass Ethernet.
- Connect the 4-pin Molex connectors labeled C5 & C6 together.

  ⚠ Failure to connect the 4-pin Molex connectors C5 & C6 together will result in inaccurate data from the vehicle.

— HRN-GS16K2-LD Installation



- Attach the male end of the T-harness to the factory diagnostic port.

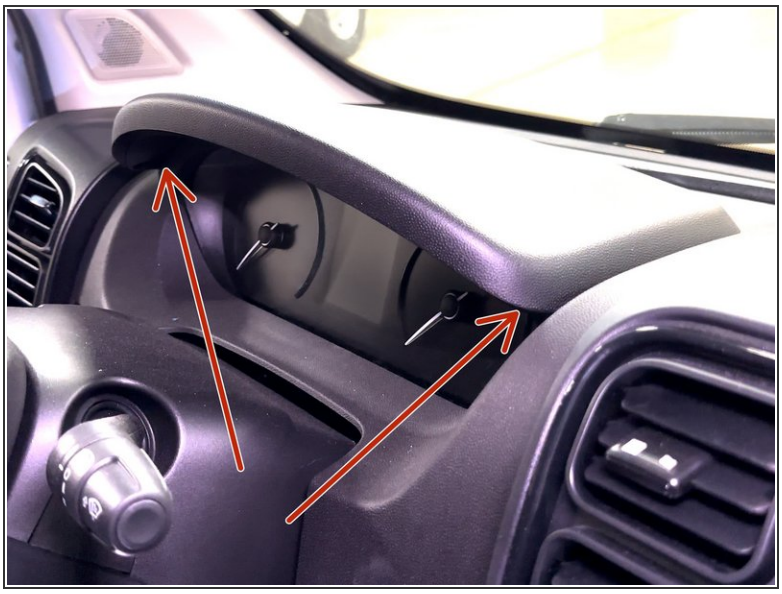
  Secure connection with a cable tie.

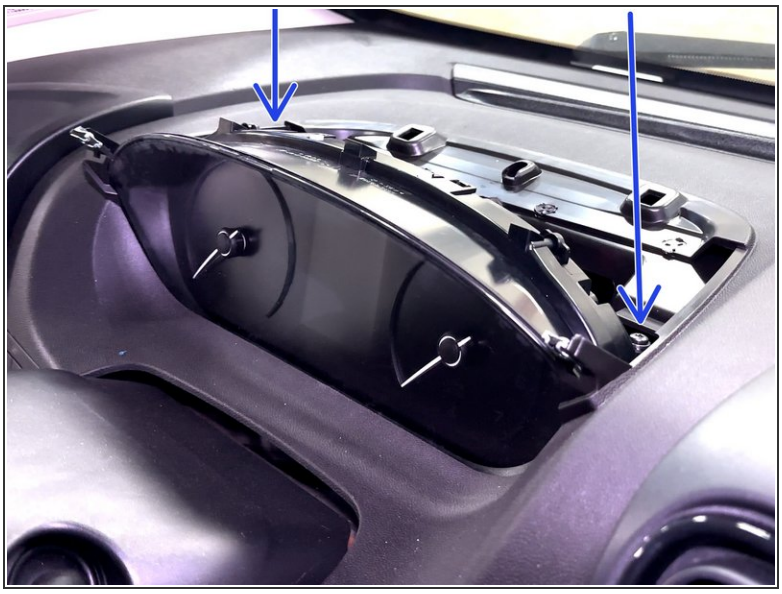
  ⚠ ***Trim excess cable tie flush!***



- Install the prepared T-harness connector and mount it into the factory diagnostic port location.
  - ⚠ Ensure cable does not interfere with any moving parts
  - ⚠ Secure excess harness as needed with cable ties

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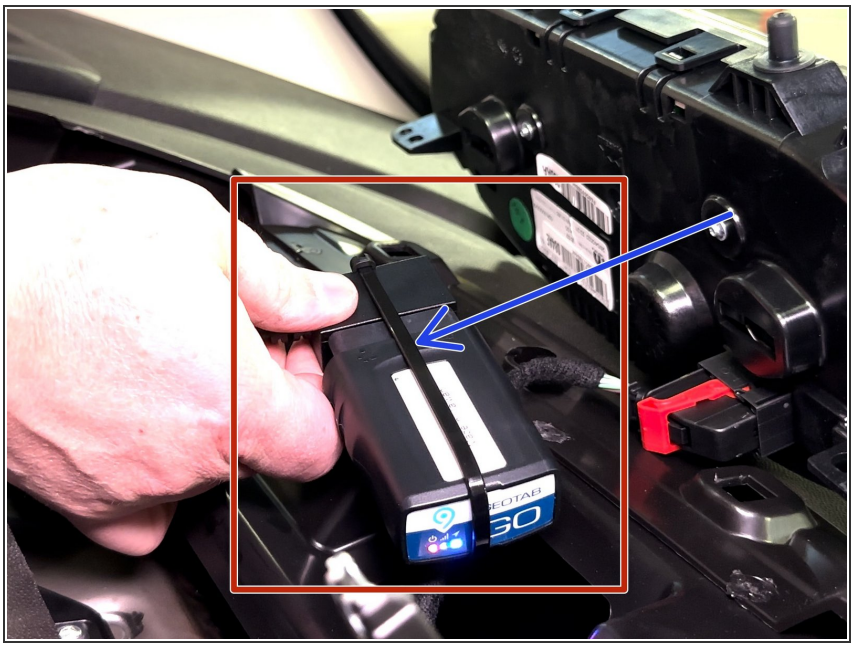




- Remove **(2)** T-25 screws from the instrument panel cover.
  - ⓘ Remove the instrument panel cover by pulling up.
- Remove **(2)** T-25 screws from the back of the instrument panel.
  - ⓘ Remove the instrument panel by lifting straight up.
  - The instrument panel is not required to be disconnected. Set aside on the top of the dash board.

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— GO Device Installation



- Plug the GO device into remaining end of the harness.
- Secure the device to the harness with included cable tie.

⚠ ***Trim excess cable tie flush.***

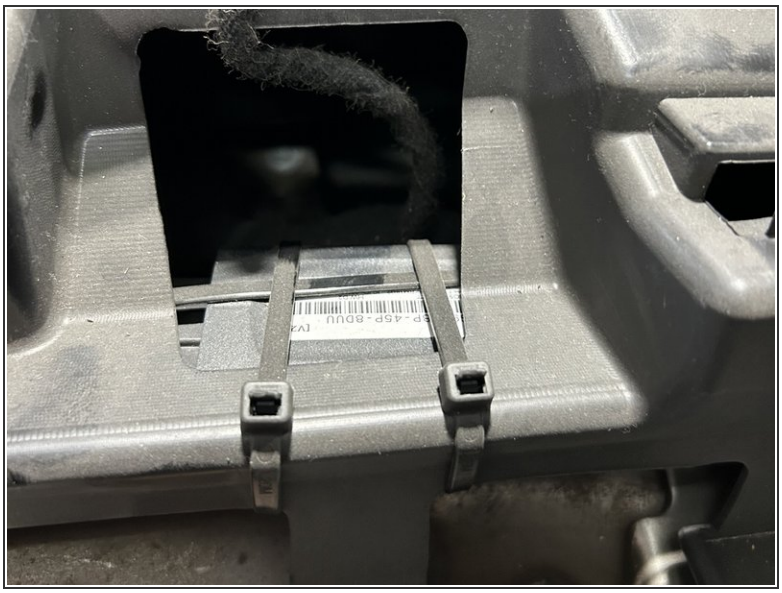
ⓘ Every device has a black serialized cable tie included & should be used in this step.

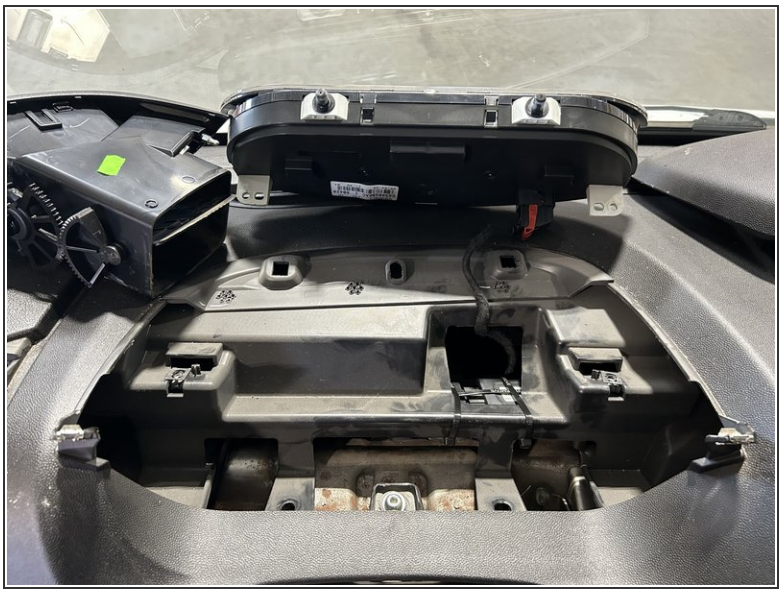
⚠ ***To ensure reporting quality the device must be secured with no free movement!***

⚠ ***Device must not be secured with bottom side facing in direct contact of metal!***

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— GO Device Mounting





ⓘ Route device and harness to mounting location as needed.

⚠ ***Ensure cable does not interfere with any moving parts & secure harness as needed with cable ties.***

- Secure the device using at least **2** cable ties.

⚠ To ensure good data quality, the device must be firmly secured with no free movement!

ⓘ This structure behind the instrument panel is an acceptable location to secure the device.

⚠ To ensure reporting quality the bottom of the device must have line of sight to the sky!

The device must not be secured with bottom side (side with serial number sticker) facing in direct contact of metal!

— Attention

ⓘ If installing an **IOX** accessory please continue using the correct guide from here.



⚠ ***Start Vehicle.***

- Verify LED pattern.
- The device emits ***2 quick beeps*** every 60 seconds during set-up. Once all three LEDs turn solid you will hear ***10 quick beeps.***

— Verify Installation

⚠ All in-vehicle devices and related cabling must be securely fastened and kept clear of all vehicle controls, airbags, and gas, brake and clutch pedals.

⚠ This requires the use of a cable tie when securing the device or any extension harness to the OBD connector, securing both sides of the harness. If you do not use a cable tie, vibration in the vehicle can lead to a loose connection which could cause the vehicle's engine computer to fail, causing potential loss of vehicle control and serious injury.

⚠ Inspect devices and cabling regularly to ensure all devices and cabling continue to be securely attached.

⚠ If at any point after an in-vehicle device is installed a warning light illuminates on the vehicle dash or the vehicle stalls or has a marked drop in performance, shut off the engine, remove the device, and contact your reseller. Continuing to operate a vehicle with these symptoms can cause loss of vehicle control, and serious injury.

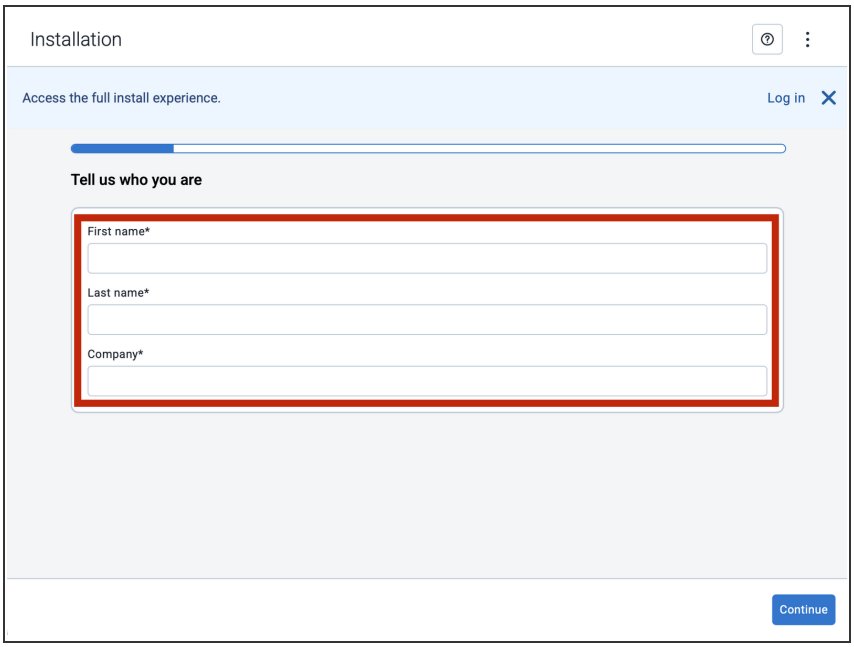
— MyInstall (Public)

Navigate to one of the following:

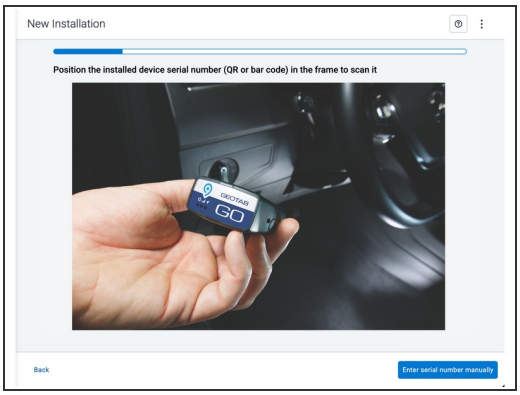
- *MyInstall (Public)*
- *MyInstall (Fed Gov)*

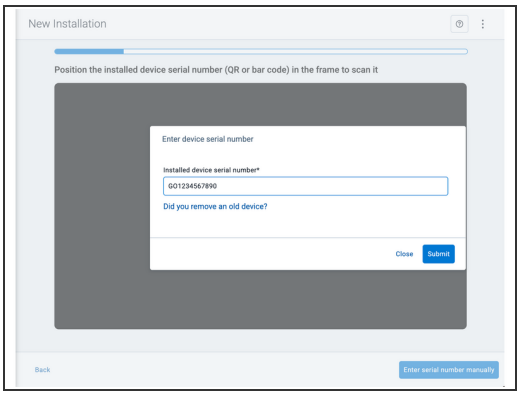
Note that the following steps are for the public version of MyInstall.

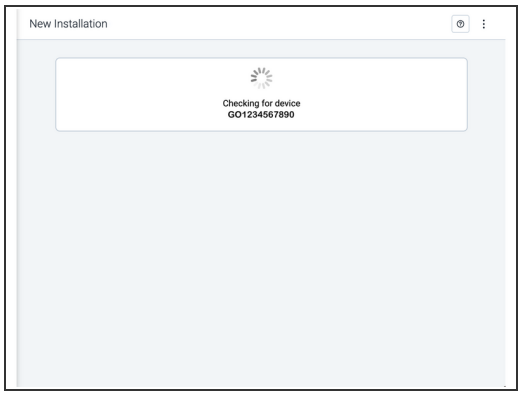
- *If you have an installer MyAdmin account, use this link*
- *This link is also accessible via the MyInstall Public page.*



- Enter the installer information.





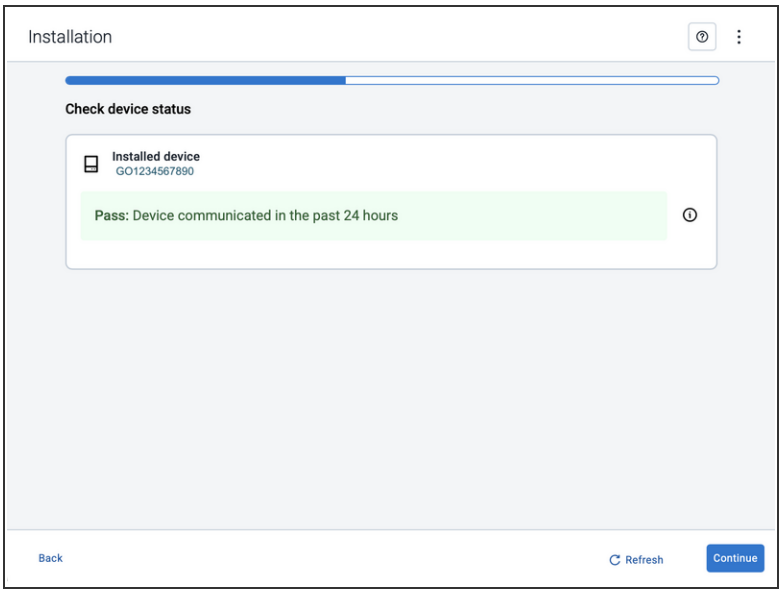


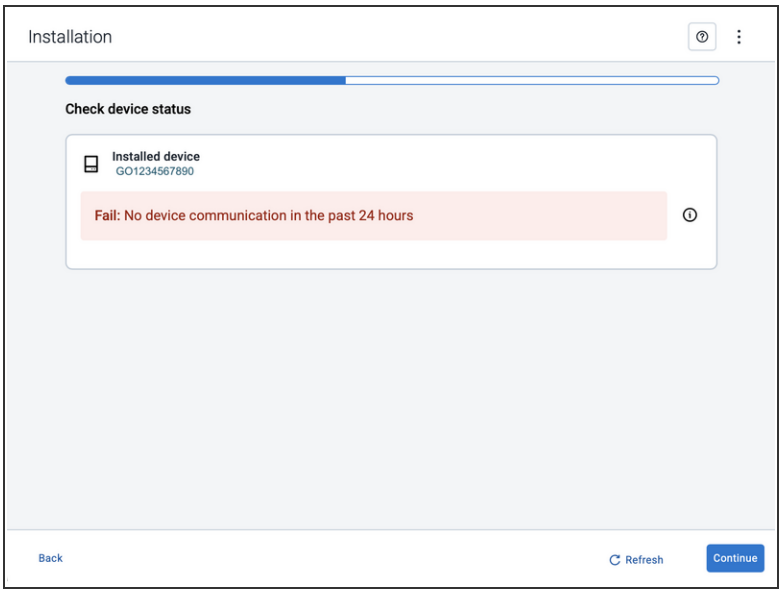
Two options are available to enter the device serial number:

- Scan the device serial number (QR or barcode) using your mobile device.
- Press **Enter serial number manually**, enter the serial number, and then press **Submit**.

If you are also removing an old device, press **Did you remove an old device?** and then enter the removed device serial number.

MyInstall takes a moment to check the device status.





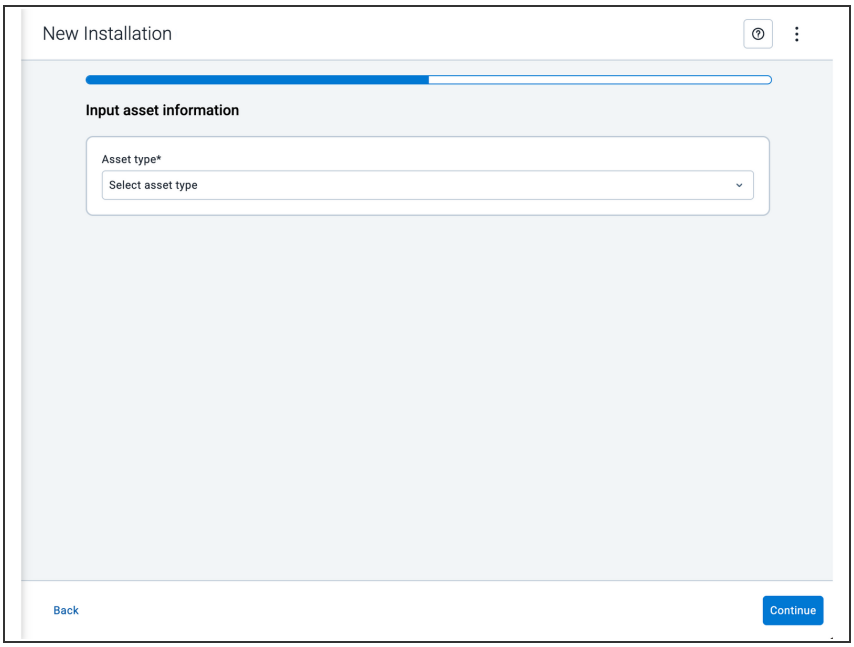
ⓘ Installed device

- **Pass** – The device has successfully communicated with the network in the last 24 hours.
- **Fail** – The device has not communicated with the network in the last 24 hours.

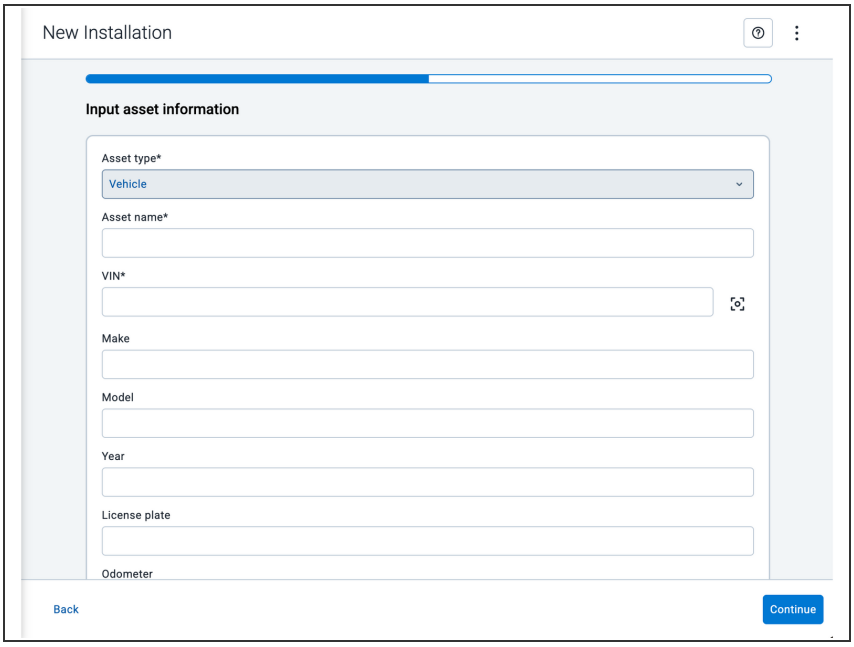
⚠ If the device status shows as ***FAILED***, verify the LED status and turn the ignition / engine off and on again.

ⓘ Press ***Refresh*** to check the status again.

ⓘ Refer to the **MyInstall User Guide** for detailed instructions.



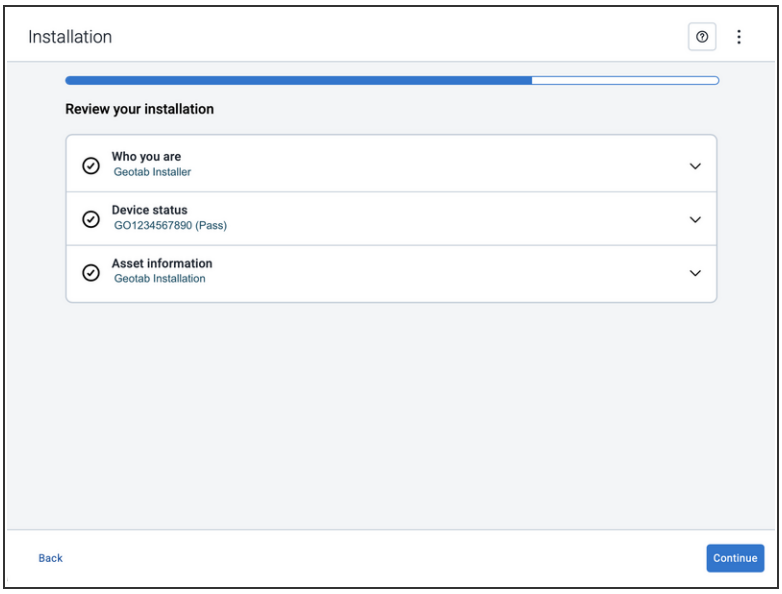
- Under **Input asset information**, select the relevant **Asset type** from the dropdown.
- Fields displayed may vary based on the asset and device type.
- Enter information about the vehicle or asset where the telematics device was installed.

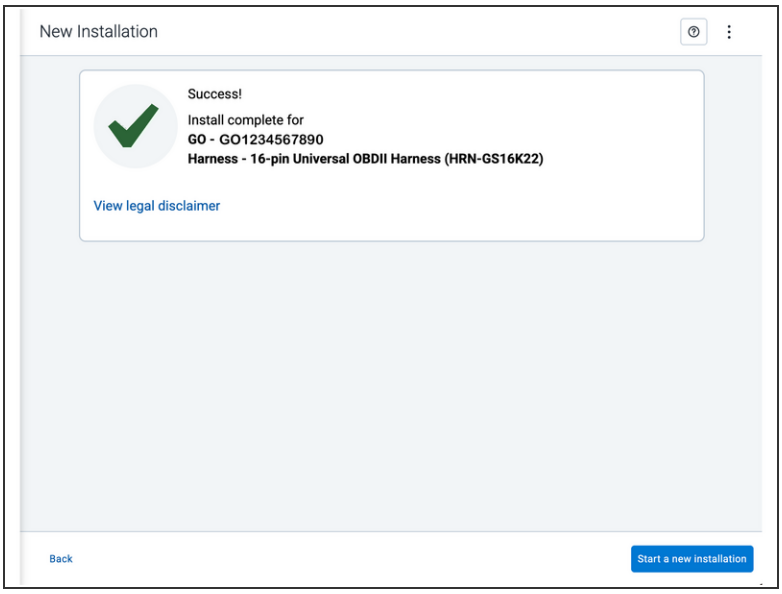


- **Asset name** — Enter the vehicle or asset name. This field is mandatory.
- **VIN** — Scan or enter the vehicle identification number (VIN). For scanning, select the scan icon **[O]** beside the field. This field is mandatory.
- **Make, Model, and Year** — This information will be auto populated when you scan or enter a valid VIN. If it is not autopopulated, enter the information manually. *NOTE: For some vehicle makes and models, the autopopulate option might not be possible.*

- **License plate** — Enter the vehicle license plate.
- **Odometer** — Enter the vehicle odometer, and select the measurement unit (km or miles).
- **Engine hours** — Enter the vehicle engine hours.
- **Camera ID** (GO device only) — Scan or enter the installed camera identification (ID) number. *NOTE: Depending on the camera type, the camera ID number can also be the camera's International Mobile Equipment Identity (IMEI), or serial number. Select the information icon ⓘ to learn more about your camera's ID number.*
- **Work order reference** — If applicable, enter a work reference number that is associated with the installation.

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ⓘ Review details by clicking or tapping on any section. If needed, update or refresh any captured information.

- When you are ready to submit, select **Continue**.

— Important Safety Information and Limitations of Use

ⓘ For the latest version of the Limitations of Use

⚠ Your in-vehicle devices must be kept clear of debris, water and other environmental contaminants. Failure to do so may result in units malfunctioning or short-circuiting, which can lead to a fire hazard and cause loss or serious injury.

ⓘ This product does not contain any user-serviceable parts. Configuration, servicing, and repairs must only be made by an authorized reseller or installer. Unauthorized servicing of these products will void your product warranty.

ⓘ The simplified EU declaration of conformity referred to in Article 10(9) shall be provided as follows:

- Hereby, Geotab (Address: 2440 Winston Park Drive, Oakville, Ontario L6H 7V2, Canada, Phone number: 1 (877) 436-8221) declares that the radio equipment type ‘telematics device’ is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available here.

⚠ **WARNING:** Cancer and Reproductive Harm