AXSWC | Vehicle Troubleshooting

If the **Auto Detect** feature was used at the end of the programming sequence and the light in the **AXSWC** interface flashes Red/Green instead of turning solid Red, the interface **did not** detect the vehicle.

To trace the cause, follow the steps below.

> **TIP**
> If any of the following steps have been performed, reset and reprogram the interface according to the vehicle-specific document.

Check Interface Programming

Ensure that the interface is programmed correctly according to the vehicle-specific document. Depending on the vehicle, there are generally three ways to program the interface:

- **Hold**
- **Tap**
- **Auto Detect**

Hold

1. Ensure the **Volume Up** button on the steering wheel is held down until the end of the programming sequence.

Hold Volume Up

> **NOTE**
> If you encounter issues press and hold the **Volume Up** button **before** resetting the interface.

Tap

1. Ensure the **Volume Up** button on the steering wheel is tapped at a **heartbeat pace, or about once per second**.
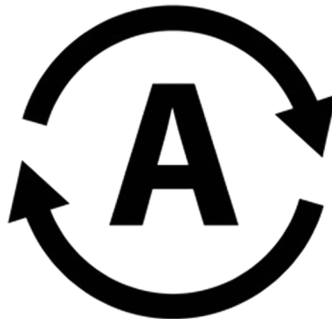
Tap Volume Up

> **TIP**
> If you are still unable to connect after a couple of attempts, try tapping the Volume Up button at different speeds.

Auto-Detect (Do Nothing)

1. For applications that don't require any intervention with the **Volume Up** button on the steering wheel (**Auto/do nothing**), ensure that no buttons are pressed during the programming sequence.

Auto Detect

*no action required

Check Factory Equipment

1. Ensure the factory equipment functions properly before **and** after attempting to install the aftermarket equipment.
2. Reinstall the factory radio.
3. Test the steering wheel controls for functionality.

> **TIP**
> Take note of which button is Volume Up. Some vehicles may have this button behind the steering wheel, and if the steering wheel is turned, it may be upside down.

Check Steering Wheel Controls

1. Ensure all of the steering wheel control buttons function and are free of stuck buttons. They should have a spring-like feel.
2. The factory radio *may* function with malfunctioning button(s), but the interface *likely* won't. The **Volume Up** button, which the interface uses for programming, is **essential**. Also, take note of the optional **non-audio** buttons.

> **NOTE**
> Some Ford and Subaru vehicles that do not have Bluetooth repurpose the secondary steering wheel control wire. Do not connect "steering wheel control wire 2" in these applications.

Check Power & Ground

Check power and ground at the interface.

1. With the ignition cycled on, connect the Red and Black leads from a multimeter to the Solid **Black** and **Red** wires from the interface directly at the 12-pin connector.
2. The meter should read approximately 12 volts DC. It is **crucial** to confirm that the interface is properly grounded. Proper ground connection is a key factor in the system's proper functioning. Due to the nature of microprocessor functionality, sharing the interface ground with the factory ground is insufficient and may cause issues. **NOTE: The use of a chassis ground solely by itself is highly recommended, especially in data communication vehicles (Pink wire applications).** (**cont. on Page 4**)

Check Power & Ground (cont.)

3. Attach the solid **Black** wire from the interface to a sufficient chassis ground.
4. Ensure the above wire comes directly from the interface:
   a. Without any extensions
   b. With a ring terminal (not supplied) used
   c. That the wire is correctly crimped

> **TIP**
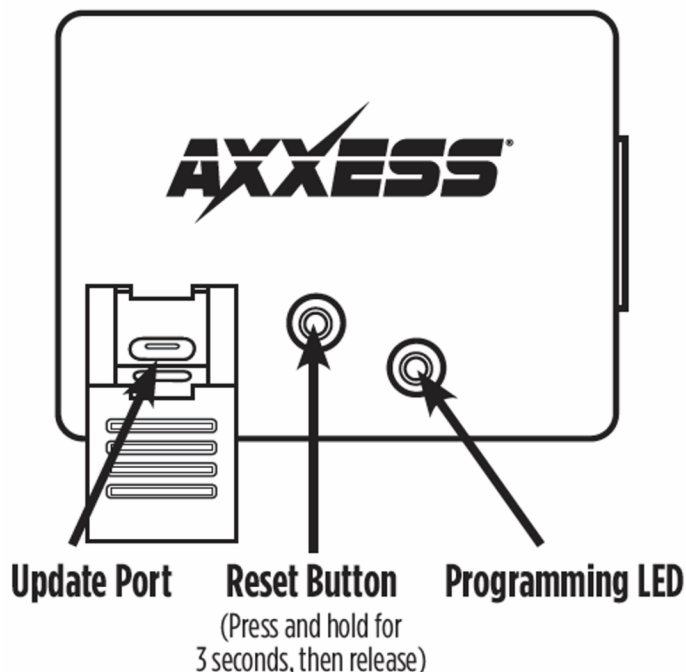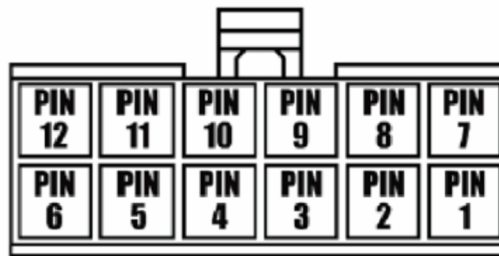> These steps will alleviate any grounding issues preventing the interface from being programmed.

5. Ensure that the wires connecting the interface to the vehicle are correct. It is crucial to refer to the vehicle-specific document and check that the proper document is used for installation.
6. For data communication vehicles: Some vehicles have more than one document for different trims. If yours is a non-data communication vehicle, test the factory steering wheel control wires with a multimeter by applying the negative from the meter to the steering wheel control ground wire and the positive to the steering wheel control positive wire (with no load connected to the wires).
   a. Have the meter on a resistance setting (OHM Ω)
   b. Test each steering wheel control button one at a time. Each button should
   c. Show a solid reading with little fluctuation, and there should be a noticeable difference between each.
   d. The **Volume Up** button is crucial to be 100% functional as this is the button used for programming. Write these values down if Tech Support will be contacted.
7. Verify that the wires connected from the interface to the vehicle are connected directly, copper to copper, (solder, crimp cap, and military splice). No tapping-style connectors or butt connectors may be used due to increased resistance leading to poor performance.
8. If a pre-wired harness is being used (and all troubleshooting steps have been attempted without the LED turning solid **Red**), remove the pre-wired and use the harness that shipped with the interface.
9. If the LED still does not turn solid **Red** at the end of the programming sequence, refer to the Manual Programming document to manually program the interface to the vehicle (non-data vehicles only). ()

Check Power & Ground (cont.)

10. For data communication vehicles: If the light still doesn't turn solid **Red** at the end of programming, make sure all factory electronic modules are connected to the vehicle, i.e., climate control, upper display, push-to-start button. Reconnect the factory radio and make sure the steering wheel controls still function.

   a. Cycle the key off, reinstall the aftermarket equipment, then reset and reprogram the interface.

   b. If the light turns solid Red, cycle the ignition off/on, then test the steering wheel controls for functionality.

11. For Metra Euro kits with an included AXSWC, the 3rd, 4th, 5th, and 6th Red light flashes should be longer.

> **TIP**
> If any of these flashes are not longer, inspect that the following wires are connected (pin-out diagram below): Pin-4, Pin-5, Pin-8, Pin-11.

PIN 12	PIN 11	PIN 10	PIN 9	PIN 8	PIN 7
PIN 6	PIN 5	PIN 4	PIN 3	PIN 2	PIN 1

AXXESS

Update Port   **Reset Button**   **Programming LED**
(Press and hold for
3 seconds, then release)

A physical layout of the interface showing the reset button location

Update Software

If all steps have been performed and the light still doesn't turn solid **Red** at the end of the programming sequence, update the interface to the latest software via axxessinterfaces.com. After updating, program the interface to the vehicle following the vehicle specific document.

Contact Support

If the interface still doesn't turn solid **Red** at the end of the programming sequence, contact Technical Support. Be prepared to perform tests in the vehicle with the technical support staff.

Vehicle LED Feedback (Green Light)

Longer Light Flash	AXSWC Wire
1	White/Green
2	Yellow/Green
3	Green/Orange
4	Gray/Red
5	Black/Green
6	Gray/Blue
7	Pink

NOTES
- Long Green light flashes represent wire(s) that are connected from the vehicle to the interface.
- Short Green light flashes represent wire(s) that are not connected from the vehicle to the interface.
- Note that there will always be seven Green flashes, in every application. What's important is the length of the Green flashes. An example is data communication vehicles. In these vehicles the 7th Green flash should be longer, indicating the Pink wire is connected. Some may be confused by this process because it is assumed that 7 Green flashes total means the Pink wire is connected. This assumption is false. The 7th Green flash must be longer than the prior 6 Green flashes.
- In data communication vehicles which require 2 wires (Blue/Pink & Pink) connected to the interface, only the Pink wire will show up in LED feedback.
- In "press and hold" vehicles which require more than 1 wire connected to the interface, only the primary wire will show up in LED feedback.