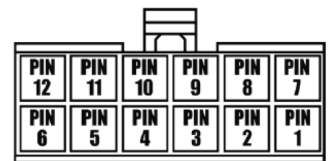


If the auto detect feature was used and at the end of the programming sequence the light in the AXSWC interface flashes **Red/Green** instead of turning solid **Red**, this means the interface didn't detect the vehicle. Follow the steps below to trace down where the problem may lie. If any of the following steps are performed, reset and reprogram the interface according to the vehicle specific document. Scroll down to the end of the document for a physical layout of the interface showing the reset button location.

- Make sure the interface is programmed correctly according to the vehicle specific document. In general, there are 3 different ways to program the interface depending on the vehicle, "press and hold", "tap", and "do nothing". For applications to "press and hold" the **Volume Up** button on the steering wheel, make sure the button is held down until the end of the programming sequence. Sometimes pressing and holding the **Volume Up** button before resetting the interface helps. For applications to "tap" the **Volume Up** button on the steering wheel, make sure the **Volume Up** button is tapped at a heartbeat pace. Don't tap too slow, or too fast. Try tapping the **Volume Up** button at different speeds if no success after a couple attempts. For applications that don't require any intervention with the **Volume Up** button on the steering wheel ("do nothing"), make sure no buttons are pressed during the programming sequence.
- Make sure the factory equipment functions properly, and still functions properly after attempting to install the aftermarket equipment. Temporarily reinstall the factory radio, then test the steering wheel controls for functionality. Take note which button is **Volume Up**. Some vehicles may have this button behind the steering wheel, and this button may be upside down if the steering wheel is turned. Make sure all of the steering wheel control buttons function, and that none of them are smashed down. There should be spring-like feel to the buttons. The factory radio may function with a bad button(s), but the interface most likely will not. Especially important is the **Volume Up** button, which the interface uses for programming. Also worth mentioning is optional "non-audio" buttons. 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 and ground at the interface. With the ignition cycled on, connect the red and black leads from a multimeter to the **Solid Black** wire and **Red** wire from the interface, directly at the 12-pin connector. The meter should read roughly 12-volts DC.
- Confirm that the interface has a good ground. Due to the nature of how microprocessors function, sometimes having the ground from the interface shared with the factory ground is not sufficient and could cause problems. The use of a chassis ground solely by itself is highly recommended, especially in data communication vehicles (**Pink** wire applications). Attach the **Solid Black** wire from the interface to a good chassis ground, all by itself. Make sure this wire is straight from the interface without any extensions, a ring terminal (not supplied) is used and crimped properly. This will alleviate any grounding issues that could prevent the interface from programming.
- Recheck that the wires connected from the interface to the vehicle are correct. Reference the vehicle specific document, and double check that the proper document is used. Some vehicles have more than 1 document for different trims. If it 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). Have the meter on a resistance setting (OHM  $\Omega$ ), then test each steering wheel control button one at a time. Each button should show a solid reading with little fluctuation, and there should be a noticeable difference between each button. Note that the **Volume Up** button is crucial to be 100% proper as this is the button used for programming. Write these values down if Tech Support will be contacted.
- Verify that the wires connected from the interface to the vehicle are connected directly, copper to copper, i.e., solder, crimp cap, military splice. No tapping style connectors or butt connectors are permitted due to increased resistance and poor performance. If a pre-wired harness is being used, (and all troubleshooting steps have been tried and the light still doesn't go solid **Red**), remove the pre-wired harness and use the harness that came with the interface instead.
- If the light still doesn't 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).
- **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. Cycle the key off, reinstall the aftermarket equipment, then reset and reprogram the interface. If the light finally turned solid **Red**, cycle the ignition off/on, then test the steering wheel controls for functionality.
- **For Metra Euro kits with an included AXSWC:** The 3rd, 4th, 5th and 6th **Red** light flashes should be longer. If any of these flashes are not longer, inspect that the following wires are connected (pin-out diagram shown to the right): Pin-4, Pin-5, Pin-8, Pin-11.
- 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](http://axxessinterfaces.com). After updating, program the interface to the vehicle following the vehicle specific document. If the interface still doesn't turn solid **Red** at the end of the programming sequence, contact Tech Support at 386-257-1187. Be prepared to perform some tests in the vehicle when you contact Tech Support.



## 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

## Keynotes

- 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 7 **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.

