

Diagnosis and Testing

General Equipment

Ford diagnostic equipment

Refer to Wiring Diagram Section 130-1 for schematic and connector information.

Inspection and Verification

NOTE: If the keycode is entered incorrectly 3 times, the system will lock out and not allow the next keycode to be entered for a period of 30 minutes. After entering the keycode the 10th time incorrectly, the system will lock out. The component can only be unlocked by using the Ford diagnostic equipment.

1. Verify the customer concern.
2. Visually inspect for obvious signs of mechanical or electrical damage.

VISUAL INSPECTION CHART

Mechanical	Electrical
• Antenna • Foreign objects contacting speaker • Trim poorly fitted/resonance	• Fuse(s) • Wiring harness • Electrical connector(s) • Speaker(s) • Audio input socket • Antenna cable(s) • Microphone • Steering wheel switch(es) • Clockspring • Steering column control module (SCCM) • Front controls interface module (FCIM) • SYNC module (APIM) • Universal serial bus (USB) module • Global positioning system module (GPSM) • Front control/display interface module (FCDIM) • Auxiliary junction box (AJB) • Instrument panel cluster (IPC) • Body control module (BCM)

3. If an obvious cause for an observed or reported concern is found, correct the cause (if possible) before proceeding to the next step.
4. If the cause is not visually evident, refer to the [Ford diagnostic equipment](#) to diagnose the system.