

### Bezel Diagnostics



#### Check

**NOTE:** If there is a concern with one of the following components and Bezel Diagnostics cannot be accessed, obtain the module part number by referencing the label attached to the module.

- Inoperative ACM
- Inoperative (blank or does not power on) display unit (non-touchscreen display or touchscreen display)
- Inoperative radio control panel
- Inoperative steering wheel switch

Refer to appropriate 415-00 section to diagnose the inoperative component.

1. Place the ignition mode to on.
2. Operate the audio system in AM / FM mode.

- **NOTE:** It may take up to 20 seconds for the system to enter bezel diagnostics mode.

Vehicles with an audio control panel	Simultaneously press and hold the on/off button and the seek down button until the bezel diagnostics mode is entered. The Speaker Walk-Around Test begins and the display indicates each speaker as it is tested.
Vehicles without an audio control panel	Simultaneously press and hold the steering wheel switch seek left button and the steering wheel switch volume down button until the bezel diagnostics mode is entered. The Speaker Walk-Around Test begins and the display indicates each speaker as it is tested.

3. **NOTE:** Some selections listed below may not be available for the vehicle being tested. Selections are vehicle and option dependent.

Once the Speaker Walk-Around Test (All Speaker Test) is complete, the following information is available:

Menu	Submenu
APIM Diagnostics	<ul style="list-style-type: none"> <li>▪ Part Numbers</li> <li>▪ Software Versions</li> <li>▪ Configuration Status</li> <li>▪ Location Information</li> <li>▪ Tones Test</li> <li>▪ Touchscreen Activation Test</li> <li>▪ Display Test Pattern</li> <li>▪ RGB Pixel Test</li> <li>▪ IVSU Versions</li> <li>▪ Exit Diagnostics</li> </ul>
AHU Diagnostics (refers to the <u>ACM</u> )	<ul style="list-style-type: none"> <li>▪ AHU Part Numbers</li> </ul>

Menu	Submenu
	<ul style="list-style-type: none"> <li>▪ Radio Signal Strength</li> <li>▪ Speaker Walk-Around Test</li> <li>▪ Exit Diagnostics</li> </ul>
DSP Diagnostics	<ul style="list-style-type: none"> <li>▪ DSP Part Numbers</li> <li>▪ Speaker Walk-Around Test Active</li> <li>▪ Exit Diagnostics</li> </ul>
ICP Diagnostics (refers to the radio control panel)	<ul style="list-style-type: none"> <li>▪ ICP Part Numbers</li> <li>▪ Exit Diagnostics</li> </ul>
TCU Diagnostics	<ul style="list-style-type: none"> <li>▪ VMCU SW Number :</li> <li>▪ VMCU Part Number :</li> <li>▪ VMCU Bootloader SW Number :</li> <li>▪ VMCU Bootloader Part Number :</li> <li>▪ AP SW Number :</li> <li>▪ AP Part Number :</li> <li>▪ AP Bootloader SW Number :</li> <li>▪ AP Bootloader Part Number :</li> <li>▪ Modem Part Number :</li> <li>▪ Hardware Part Number :</li> <li>▪ ESN :</li> <li>▪ ICCID :</li> <li>▪ IMEI SV :</li> <li>▪ Provisioning Status :</li> <li>▪ Serving Cell Info.</li> <li>▪ View Active Faults</li> <li>▪ View Confirmed DTCs</li> </ul>
ECG Diagnostics (refers to the <u>GWM</u> )	<ul style="list-style-type: none"> <li>▪ Hardware Part Number :</li> <li>▪ VMCU SW Number :</li> <li>▪ VMCU Config. Part Number :</li> <li>▪ VMCU Bootloader SW Number :</li> <li>▪ VMCU Bootloader Part Number :</li> <li>▪ VMCU Recovery Part Number :</li> <li>▪ AP SW Number :</li> <li>▪ AP Config. Part Number :</li> <li>▪ AP Bootloader SW Number :</li> <li>▪ AP Bootloader Part Number :</li> <li>▪ AP Recovery Part Number :</li> <li>▪ ESN :</li> <li>▪ Application Part Numbers</li> <li>▪ Ram Usage :</li> <li>▪ Disk Usage</li> <li>▪ Processor Usage</li> <li>▪ Ford Cloud &amp; Provisioning Status</li> <li>▪ View Active Faults</li> <li>▪ View Confirmed DTCs</li> </ul>
Testing Settings	<ul style="list-style-type: none"> <li>▪ Theme:</li> <li>▪ Screen Size</li> <li>▪ Enable TestSettings</li> <li>▪ Enable Data Connectivity</li> <li>▪ Reticle</li> <li>▪ Error Rectangles</li> <li>▪ Enable State Machine Logging</li> <li>▪ Enable Debug Logging</li> <li>▪ Show performance overlay</li> <li>▪ HMI Log Filter:</li> <li>▪ Persist QT5 log settings</li> <li>▪ Enable GNSS Sensor Logging</li> <li>▪ Enable HIP Logging</li> <li>▪ Sky View Message</li> <li>▪ Software Version</li> <li>▪ Calibrate</li> <li>▪ Satellite Position</li> </ul>

Menu	Submenu
	<ul style="list-style-type: none"> <li>▪ Satellite Signal</li> <li>▪ Satellite Signal History</li> <li>▪ Location Diagnostics</li> <li>▪ Remove Navigation Fault</li> <li>▪ Clear DR calib</li> <li>▪ Enable Voice Debug Popup</li> <li>▪ Animate No MenuBar</li> <li>▪ NO Animation no MenuBar</li> <li>▪ Toggle Full Screen</li> <li>▪ Open Test Popup</li> <li>▪ Exit Gracefully</li> </ul>
SiriusXM Diagnostics	<ul style="list-style-type: none"> <li>▪ RadiolD:</li> <li>▪ ReasonCode:</li> <li>▪ SubStatus:</li> <li>▪ SuspendDate:</li> <li>▪ SignalBars:</li> <li>▪ Antenna:</li> <li>▪ Aim:</li> <li>▪ Bitrate:</li> <li>▪ AudioPresence:</li> <li>▪ SignalStrengths:</li> <li>▪ TunerStatus:</li> <li>▪ LockStstus:</li> <li>▪ BER:</li> <li>▪ CNS1:</li> <li>▪ CNS2:</li> <li>▪ RS:</li> <li>▪ TF:</li> <li>▪ RSSI:</li> <li>▪ ReceiverState:</li> <li>▪ OberS1:</li> <li>▪ OberS2:</li> <li>▪ OberT:</li> <li>▪ TWERA:</li> <li>▪ TWERB:</li> <li>▪ Type:</li> <li>▪ hwRev:</li> <li>▪ swRev:</li> <li>▪ sxiRev:</li> <li>▪ bbRev:</li> <li>▪ hdecRev:</li> <li>▪ rfRev:</li> <li>▪ splRev:</li> <li>▪ maxSmf:</li> <li>▪ maxTmix:</li> <li>▪ maxSptfl:</li> <li>▪ maxTwnow:</li> <li>▪ Capabilities:</li> <li>▪ currentBitRatelP:</li> <li>▪ internalHttpErrorCode:</li> <li>▪ internalHttpErrorString:</li> <li>▪ sessionState:</li> <li>▪ lastSuccessfulAPICallTimeStamp:</li> <li>▪ LastSuccessfulCDNCallTimeStamp:</li> <li>▪ networkAvailableStstus:</li> <li>▪ numberOfHTTPErrors:</li> <li>▪ lastHTTPErrorsTimeStamp:</li> <li>▪ lastHTTPErrorsRequest:</li> </ul>
Exit Diagnostics	<ul style="list-style-type: none"> <li>▪ Exit Diagnostics</li> </ul>

4. To exit the bezel diagnostics, press the on/off button or select "Exit Diagnostics."

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