MODES TROUBLESHOOTING

Fork Control Module LEDs are pulsing yellow (Safe Mode):

PROBLEM	POSSIBLE CAUSES	TROUBLESHOOTING	OUTCOMES
If the Open, Pedal, and Lock LEDs are pulsing yellow, Safe Mode has been activated. Settings cannot be adjusted in the SRAM AXS mobile app when Safe Mode is activated, and the system is unable to exit Safe Mode until the triggering issue has been resolved.	1. The fork Control Module, Rear Shock Module, or Pedal Sensor battery levels are critically low. Check battery status in the app or by pressing the AXS button and referencing the LED color/lack of color.	1. Charge or replace necessary batteries and test function.	1a. The system exits Safe Mode with charged batteries. All is well, go ride! 1b. The system remains in Safe Mode. Continue to **Possible Cause 2.**
	2. The Rear Shock Module has lost communication with control module.	2. Make sure the Rear Shock Module battery is charged and awake; cycle the shock or press the AXS button to wake it.	2a. The Rear Shock Module wakes and the system exits Safe Mode. All is well, go ride! 2b. The system remains in Safe Mode. Reach out to your point of purchase for assistance.

System is unable to adjust Low Speed Compression (LSC) or Bias Settings in SRAM AXS mobile app:

PROBLEM	POSSIBLE CAUSES	TROUBLESHOOTING	OUTCOMES
If LSC or Bias settings cannot be adjusted, the Flight Attendant System may be in Override Mode or in Safe Mode.	1. If the Open, Pedal, or Lock LED is orange, the system is in Override Mode - a shortcut to your desired suspension position. Settings are not adjustable.	1. Press and release the assigned paddle on the controller to return to Auto Mode.	1a. LSC and Bias Settings are adjustable. All is well, go ride! 1b. The system does not enter Pedal or Lock mode while riding. Continue to **Possible Cause 2.**
	2. If the Open, Pedal, and Lock LEDs are all yellow, the system is in Safe Mode, and settings are not adjustable. Safe mode cannot be exited until the triggering issue has been resolved.	2. Charge or replace necessary batteries and test function.	2a. Low Speed Compression and Bias Settings are adjustable. All is well, go ride! 2b. The system does not exit Safe Mode, and LSC and Bias settings are still not adjustable. See "**Fork Control Module LEDs are pulsing yellow (Safe Mode)**" for more troubleshooting.

System won't enter Pedal or Lock while in Auto Mode:

PROBLEM	POSSIBLE CAUSES	TROUBLESHOOTING	OUTCOMES
If the Flight Attendant system will not enter Pedal or Lock while riding in Auto Mode, the Pedal Sensor battery may be depleted or the system may need re-calibration.	1. The Pedal Sensor battery level is critically low. Check battery status in the app or by pressing the AXS button and referencing the LED color/lack of color.	1. Charge or replace necessary batteries and test function.	1a. The system enters Pedal or Lock while in Auto Mode. All is well, go ride! 1b. The system does NOT enter Pedal or Lock while in Auto Mode. **Continue to Possible Cause 2.**
	2. The Flight Attendant system needs to be re-calibrated.	2. Complete the Calibration process - see the Calibration video.	2a. The system enters Pedal or Lock while in Auto Mode. All is well, go ride! 2b. The system does NOT enter Pedal or Lock while in Auto Mode. Reach out to your point of purchase for assistance

System is stuck in Open while pedaling in Auto Mode:

PROBLEM	POSSIBLE CAUSES	TROUBLESHOOTING	OUTCOMES
If the Flight Attendant system will not move from the Open position while pedaling smooth terrain in Auto Mode, there may be a connection issue with the Pedal Sensor.	1. The Pedal Sensor battery level is critically low. Check battery status in the app or by pressing the AXS button and referencing the LED color/lack of color.	1. Replace Pedal Sensor battery and test function.	1a. The system will move successfully between Open, Pedal, and Lock positions. All is well, go ride! 1b. The system does not enter Pedal or Lock while in Auto Mode. **Continue to Possible Cause 2.**
	2. The system needs to be paired again.	2. Complete the pairing process - see the Pairing Video.	2a. The system will move successfully between Open, Pedal, and Lock positions. All is well, go ride! 2b. The system does NOT enter Pedal or Lock while in Auto Mode. Reach out to your point of purchase for assistance.

System cannot enable Auto Mode:

PROBLEM	POSSIBLE CAUSES	TROUBLESHOOTING	OUTCOMES
If the Flight Attendant system is unable to move into Auto Mode, Calibration may not be completed, or a component is not properly paired into the system.	1. Calibration has not yet been completed.	1. Complete the Calibration process - see the Calibration video.	1a. The system calibrates successfully and enters Auto Mode (green pulsing LED). All is well, go ride! 1b. The system calibrates successfully but cannot be placed into Auto Mode (red pulsing LED). Continue to **Possible Cause 2**. 1c. The system will not enter Calibration Mode. Cyan LEDs simultaneously pulse. Continue to **Possible Cause 3.**
	2. The Pedal Sensor is not paired into the system.	2. If the system will successfully calibrate but cannot be placed into Auto Mode, the Pedal Sensor is not paired into the system. Make sure the Pedal Sensor is activated, then complete the AXS system pairing process again.	2a. The system can now be placed into Auto Mode. All is well, go ride! 2b. The system cannot be placed into Auto Mode. Reach out to your point of purchase for assistance.
	3. The Rear Shock Module is not paired into the system.	3. If the system cannot enter Calibration Mode, the Rear Shock Module is not paired into the system, or the battery is depleted. Charge the battery and complete the AXS system pairing process.	3a. The system can now enter Calibration Mode – check out the Calibration video/instructions. 3b. The system cannot be placed into Calibration Mode. Reach out to your point of purchase for assistance.

CALIBRATION TROUBLESHOOTING

Red LED pulsing on the fork Control Module during calibration:

PROBLEM	POSSIBLE CAUSES	TROUBLESHOOTING	OUTCOMES
If one or more red LEDs on the fork Control Module are pulsing during Calibration, the system has detected too much lean for successful Calibration.	1. The bicyle is leaned too far in the direction of the red LED(s).	1. Slowly tilt the bicycle toward the pulsing white LED until the red LED(s) are no longer illuminated. Hold the bike steady in this position until the pulsing white LED flashes rapidly.	1a. The system calibrates successfully and enters Auto Mode (green pulsing LED). All is well, go ride! 1b. The system cannot be placed into Calibration Mode. Reach out to your point of purchase for assistance.

Control Module LEDs are pulsing red simultaneously:

PROBLEM	POSSIBLE CAUSES	TROUBLESHOOTING	OUTCOMES
If the Open, Pedal, and Lock LEDs on the fork Control Module are pulsing red, there was an error during Calibration.	1. The system timed out and Calibration was not successful after 25 seconds during Vertical or Tilt Calibration. 2. The system exited Calibration because a button on the fork Control Module was pressed during Calibration.	1 & 2. Restart the Calibration process once the red LEDs stop pulsing.	1. The system calibrates successfully and enters Auto Mode (green pulsing LED). All is well, go ride! 2. The system cannot be placed into Auto Mode. Reach out to your point of purchase for assistance.

Fork Control Module LEDs are pulsing cyan during calibration:

PROBLEM	POSSIBLE CAUSES	TROUBLESHOOTING	OUTCOMES
If the Open, Pedal, and Lock LEDs on the fork Control Module are pulsing cyan during Calibration, the Rear Shock Module was not detected. The Rear Shock Module must be awake, paired into the system, and in the sag position in order to set Calibration.	1. The Rear Shock Module has lost communication with the fork Control Module.	1. Make sure the Rear Shock Module battery is charged and awake – cycle the shock or press the AXS button to wake it.	1a. The system can now enter Calibration Mode. Complete the Calibration process - see calibration video/instructions. 1b. The system cannot enter calibration mode. Continue to **Possible Cause 2.**
	2. The Rear Shock Module battery level is critically low.	2. Fully charge the rear shock battery and reinstall.	2a. The system can now enter calibration mode. Complete the Calibration process - see calibration video/instructions. 2b. The system cannot enter calibration mode which indicates that the rear shock is not paired into the FA system. Continue to **Possible Cause 3**.
	3. The Flight Attendant system needs to be paired again.	3. Complete the pairing process - see the Pairing Video.	3a. The system can now enter Calibration Mode. Complete the Calibration process - see calibration video/instructions. 3b. The system cannot be placed into Calibration Mode. Reach out to your point of purchase for assistance.

GENERAL TROUBLESHOOTING

Fork Control Module fails to respond or function:

PROBLEM	POSSIBLE CAUSES	TROUBLESHOOTING	OUTCOMES
Fork Control Module fails to respond or fucntion during normal usage.	1. The Flight Attendant system needs a reset.	1. Remove the battery for 10 seconds, then reinstall.	1. The fork Control Module responds appropriately. All is well, go ride!
		2. Fully charge the AXS batteries (fork Control Module and Rear Shock Module) and reinstall.	2. The fork Control Module continues to be unresponsive. Reach out to your point of purchase for assistance.
		3. Complete the pairing process - see the Pairing Video.	

Vibrating/soft clicking noises coming from suspension components

PROBLEM	POSSIBLE CAUSES	TROUBLESHOOTING	OUTCOMES
When the battery is installed, the system should smoothly complete the homing process. Continuous vibrating or soft clicking noises coming from the fork Control Module or Rear Shock Module indicates that the component cannot complete the homing process.	1. The Module may not be installed correctly.	1. Lightly loosen the Module screws, then remove and install the battery. Verify the homing process is smooth, then evenly re-tighten the mounting screws to the torque value specified in the service document for your product.	1a. All is well, go ride!
			1b. The soft clicking and vibrating continues. Reach out to your point of purchase for assistance.