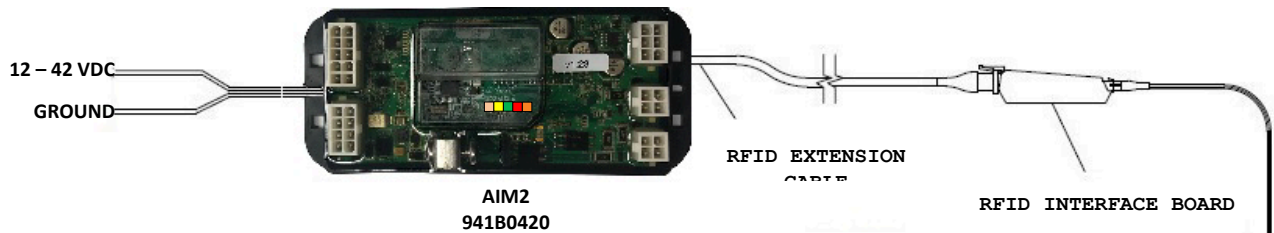
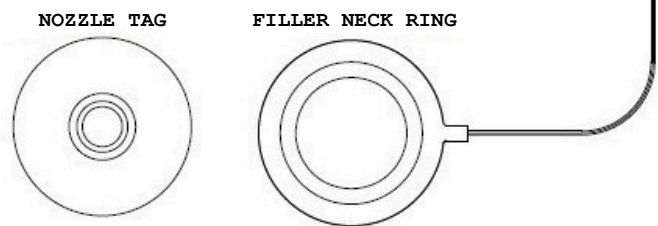


# Quick Reference Guide: AIM2® Troubleshooting

This document provides users with basic troubleshooting information for diagnosing AIM2 issues. The visual aids below provide reference to the troubleshooting steps discussed on the reverse side. This product bulletin is designed to be printed on the front and back of one piece of paper and laminated in order to provide vehicle drivers, mechanics and fleet managers a quick reference guide for troubleshooting the AIM2.



TELEMATIC STATUS	
	Heartbeat
	OBD/Speed Sensor
	FMU Connectivity
	Hose Inserted
	Access Point Indicator



In order to eliminate points of failure, you should have a known good setup of each component in the system. This includes an AIM2, an RFID extension cable, an RFID interface board, a filler neck ring, and a nozzle tag.

**NOTE** For a successful fueling with AIM2, a solid GREEN LED and solid RED LED must be displayed. A solid green LED means the AIM2 is connected (enumerated) to an FMU; a solid red LED means a nozzle tag is inserted.

## Using this Guide

**INDICATES SYMPTOM; READ THESE STATEMENTS TO LOCATE THE SYMPTOM YOU ARE EXPERIENCING.**

*Indicates troubleshooting step; perform the step associated with the symptom you are experiencing.*

Each symptom and troubleshooting step will be followed by a table of Possible Results with corresponding Follow-up Actions. In the below example, the RED LED may still be solid or may go away after completing the troubleshooting step. Each result requires a separate Follow-up Action.

POSSIBLE RESULTS	FOLLOWUP ACTIONS
RED LED is still solid...	Replace RFID interface board (RFIDIB).
RED LED goes away...	Return the nozzle tag to the Filler Neck Ring. Look at FMU's LCD screen for possible errors (e.g., Equipment not authorized; Pump Shutdown).

**TIP** If any questions arise, contact Syntech Systems, Inc.'s Customer Satisfaction Center (CSC) at 1-800-888-9136, ext. 2, or email [support@myfuelmaster.com](mailto:support@myfuelmaster.com).


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6/30/2023

**IMPORTANT: FOR SUCCESSFUL FUELING, A SOLID GREEN AND SOLID RED LED MUST APPEAR.**

**NO LED LIGHTS ARE ON**

*For OBD Connection, turn the ignition off and then on. For Analog Connection, disconnect the Analog Speed Sensor connector, and reconnect.*

 **Does the AIM have power?** A cable must be connected to the OBD Port or the Analog Speed Sensor Port. Power to the AIM is indicated by the pulsing, white Heartbeat LED.

POSSIBLE RESULTS	FOLLOWUP ACTIONS
AIM wakes/authorizes fuel...	Do nothing. The AIM was likely sleeping.
AIM does not turn on...	Replace the AIM with a temporary known, good AIM. If this works, request a new AIM, so a replacement can be installed/programmed. If it does not work, replace the power cable (OBD or Analog).

**FLASHING GREEN LED AND SOLID RED LED WHEN HOSE IS INSERTED, BUT OPERATOR CAN'T FUEL**

*Fuel at alternate pump.*

POSSIBLE RESULTS	FOLLOWUP ACTIONS
Green light still flashes...	Continue troubleshooting. The AIM isn't connecting to the FMU; may indicate an FMU/AIM Communication issue.


**SOLID GREEN AND RED LED, BUT OPERATOR CAN'T FUEL**

*Remove Nozzle Tag from the Filler Neck Ring.*

POSSIBLE RESULTS	FOLLOWUP ACTIONS
RED LED is still solid...	Replace RFID interface board (RFIDIB).
RED LED goes away...	Return the nozzle tag to the Filler Neck Ring. Look at FMU's LCD screen for possible errors (e.g., Equipment not authorized; Pump Shutdown).

**SOLID OR FLASHING GREEN LED BUT NO RED LED WHEN HOSE IS INSERTED**

*Insert a known, good nozzle tag into the filter neck ring.*

 **Is the engine running?** If so, turn it off to see if the red LED turns on.

POSSIBLE RESULTS	FOLLOWUP ACTIONS
RED LED...	Replace nozzle tag on dispenser.
No RED LED...	Plug known, good setup (RFID cable / RFIDIB / filler neck ring / nozzle tag) into AIM tank ring port. If RED LED turns on, reconnect the original RFID cable, and begin replacing the items above until the RED LED turns on. If unsuccessful, replace and reprogram AIM.

**SOLID GREEN AND RED LED; INSERTING NOZZLE TAG CAUSES GREEN LED TO FLASH**

*Wait up to 30 seconds to see if AIM enumerates to the FMU.*

POSSIBLE RESULTS	FOLLOWUP ACTIONS
GREEN LED still flashes...	Move to a different pump. If GREEN LED turns solid, there is a possible FMU/AIM communication issue, which requires thorough troubleshooting. If this happens on every vehicle that fuels with this hose, nozzle tag could be programmed to wrong AIM Nozzle ID (ANID).

**ALL LED LIGHTS ARE FLASHING**

*Turn on the vehicle.*

POSSIBLE RESULTS	FOLLOWUP ACTIONS
LEDs stop flashing...	Do nothing.
LEDs still flashing...	Turn off vehicle, clean the AIM via the FMU, and reprogram.

If any questions arise, please contact Syntech's Customer Satisfaction Center at 1-800-888-9136, ext. 2 or email support@myfuelmaster.com.