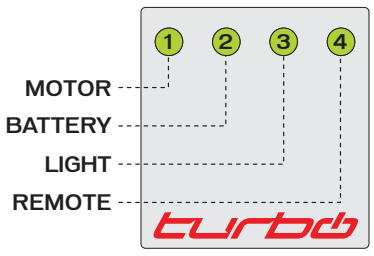
DIAGNOSIS CHART (2013-2014 TURBO FAMILY)



Component(s) (motor, light, remote, rear brake) not found/not functioning (Any light blinks twice).

Refer to Owner's Manual

Turn battery off/on
Watch startup diagnosis
(4 LED lights on battery)

2nd LED or all 4 LED blinking

- Turn battery off
- Remove battery
- Turn battery on.
- If 2nd light not blinking, turn off again
- Install battery
- Check battery connection
- Turn battery on

Is the 2nd LED or are all 4 LEDs blinking?

NO

YES

REPLACE BATTERY

Power switch blinking (short-circuit in system)

LED 1, 3 and/or 4 blinking (Component connection malfunction)

All 4 LED solid
System doesn't work

- Turn battery off
- Turn back on

Does system work?

YES

NO

Can the issue be reproduced?

YES

NO

Check wiring connectors

YES

Are all connectors tight?

YES

Do the components work?

YES

NO

Check battery

Is battery snug in frame?

YES

Does the battery work?

YES

NO

- Turn battery off
- Remove battery, then reinstall, turn on.
NOTE: Ensure that battery is placed correctly and all components are tight

Are any LEDs blinking?

NO

YES

- Turn off battery
- Disconnect components
- Plug in motor
- Turn on battery

Check report file
(Dealer diagnostic tool generates Excel file from battery for error codes)

Ask rider more questions:
- When does issue occur?
- What's weather?
- What's battery level?
- Uphill or downhill?
- How many mi/km into ride?
- How often does it happen?

Ride with display, remote, light disconnected

Still a problem?

NO

YES

- Turn off battery
- Plug in light
- Turn on battery

Is 1st LED solid?

NO

YES

Connect a different motor (one that's known to function properly)

Does it work?

YES

Replace bad motor

Is 1st LED solid?

YES

NO

Check wiring for cuts/damage
Check with R&D

Is 3rd LED solid?

NO

YES

Connect a different light (one that's known to function properly)

Does it work?

YES

Replace bad light

Is 3rd LED solid?

YES

NO

Check wiring for cuts/damage
Check with R&D

- Turn off battery
- Plug in remote
- Turn on battery

Are all LEDs solid?

NO

YES

Connect a different remote(one that's known to function properly)

Does it work?

YES

Replace bad remote

All LEDs solid?

YES

NO

Check wiring for cuts/damage
Check with R&D

Does it work with new battery?

YES

NO

Does it work with new motor?

YES

NO

Does it work with new wiring harness?

YES

NO

Check with R&D