Diagnostic and Troubleshooting

Golf Cart

Revision: A
Date: 9-25-13
Diagnostics

Diagnostics information can be obtained by observing the fault codes issued by the Status LED’s or as displayed on the Spyglass. See Table below for a summary of LED display formats.

The 1311 programmer will display all faults that are currently set as well as a history of the faults that have been set since the history log was last cleared. The 1311 displays the faults by name.

**Summary of LED display formats**

The two LEDs have four different display modes, indicating the type of information they are providing.

<table>
<thead>
<tr>
<th>Display</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neither LED Illuminated</td>
<td>Controller is not powered on; or vehicle has dead battery; or severe damage</td>
</tr>
<tr>
<td>Yellow LED flashing</td>
<td>Controller is operating normally.</td>
</tr>
<tr>
<td>Yellow and red LEDs both on solid</td>
<td>Controller is in Flash program mode</td>
</tr>
<tr>
<td>Red LED on solid</td>
<td>Watchdog failure or no software loaded. Cycle KSI to restart, and if necessary load software.</td>
</tr>
<tr>
<td>Red LED and yellow LED flashing alternately</td>
<td>Controller has detected a fault. 2-digit code flashed by yellow LED identifies the specific fault; one or two flashes by red LED indicate whether first or second code digit will follow.</td>
</tr>
</tbody>
</table>

The pair of LEDs built into the controller (one red, one yellow) produce flash codes displaying all the currently set faults in a repeating cycle. Each code consists of two digits. The red LED flashes once to indicate that the first digit of the code will follow; the yellow LED then flashes the appropriate number of times for the first digit. The red LED flashes twice to indicate that the second digit of the code...
will follow; the yellow LED flashes the appropriate number of times for the second digit.

Example: Battery Undervoltage (code 23).

In the Fault menu of the 1311 programmer, the words Undervoltage Cutback will be displayed; the real-time battery voltage is displayed in the Monitor menu (“Keyswitch Voltage”). The controller’s two LEDs will display this repeating pattern:

<table>
<thead>
<tr>
<th>RED</th>
<th>YELLOW</th>
<th>RED</th>
<th>YELLOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>✱</td>
<td>✱✱</td>
<td>✱✱</td>
<td>✱✱✱</td>
</tr>
<tr>
<td>(first digit)</td>
<td>(2)</td>
<td>(second digit)</td>
<td>(3)</td>
</tr>
</tbody>
</table>

With this software package, not all of the codes below will be displayed on the Spyglass. We have only utilized faults that are pertinent to our software package.

**Troubleshooting**
The troubleshooting chart below provides the following information on all the controller faults:

- fault code
- fault name as displayed on the programmer’s LCD
- the effect of the fault
- possible causes of the fault
- fault set conditions
- fault clear conditions

Whenever a fault is encountered and no wiring or vehicle fault can be found, shut off KSI and turn it back on to see if the fault clears. If it does not, shut off KSI and remove the 35-pin connector. Check the connector for corrosion or damage, clean it if necessary, and re-insert it.

**Troubleshooting Chart**

<table>
<thead>
<tr>
<th>Code</th>
<th>Programmer Display (Effect or Fault)</th>
<th>Possible Cause</th>
<th>Set/Clear Conditions</th>
</tr>
</thead>
</table>
| 12   | Controller Overcurrent              | 1) External short of phase U, V, or W motor connections  
     |                                     | 2) Motor parameters are mis-tuned  
     |                                     | 3) Controller defective             | Set: Phase current exceeded the current measurement limit  
     |                                     | Clear: Cycle KSI                     |
| 13   | Current Sensor Fault                | 1) Leakage to vehicle frame from phase U, V, or W (short in motor stator)  
     |                                     | 2) Controller defective              | Set: Controller current sensors have invalid reading  
     |                                     | Clear: Cycle KSI                     |
| 14   | Precharge Failed                    | 1) External load on capacitor bank (B+ connection terminal) that prevents the capacitor bank from charging  
     |                                     | 2) See Monitor menu >> Battery: Capacitor Voltage | Set: Precharge failed to charge the capacitor bank to KSI voltage  
<pre><code> |                                     | Clear: Cycle Interlock input or use VCL function **Precharge()** |
</code></pre>
<table>
<thead>
<tr>
<th>Page</th>
<th>Event</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>Controller Severe Overtemp</td>
<td>1. See Monitor menu » Controller: Temperature. 2. Controller is operating in an extreme environment. 3. Excessive load on vehicle. 4. Improper mounting of controller. <strong>Set:</strong> Heatsink temperature above +95°C. <strong>Clear:</strong> Bring heatsink temperature below +95°C, and cycle interlock or KSI.</td>
</tr>
<tr>
<td>17</td>
<td>Severe Undervoltage</td>
<td>1) Battery Menu parameters are misadjusted 2) Non-controller system drain on battery 3) Battery resistance 4) Battery disconnected while driving 5) See Monitor Menu &gt;&gt; Battery: Capacitor voltage 6) Blown B+ fuse or main contactor did not close <strong>Set:</strong> Capacitor bank voltage dropped below the Severe Undervoltage limit with FET bridge enabled <strong>Clear:</strong> Bring capacitor voltage above Severe Undervoltage limit</td>
</tr>
<tr>
<td>18</td>
<td>Severe Overvoltage</td>
<td>1) See Monitor menu &gt;&gt; Battery: Capacitor Voltage 2) Battery menu parameters are misadjusted 3) Battery resistance too high for given regen current 4) Battery disconnected while regen braking <strong>Set:</strong> Capacitor bank voltage exceeded the Severe Overvoltage limit with FET bridge enabled <strong>Clear:</strong> Bring capacitor voltage below Severe Overvoltage limit and then cycle KSI</td>
</tr>
<tr>
<td>22</td>
<td>Controller Overtemp Cutback</td>
<td>1) See Monitor menu &gt;&gt; Controller: Temperature 2) Controller is performance-limited at this temperature 3) Controller is operating in an extreme environment 4) Excessive load on vehicle 5) Improper mounting of controller <strong>Set:</strong> Heatsink temperature exceeded by 85°C <strong>Clear:</strong> Bring heatsink temperature below 85°C</td>
</tr>
<tr>
<td>Page</td>
<td>Issue</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
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</tr>
<tr>
<td>23</td>
<td>Undervoltage Cutback</td>
<td>1) Normal operation. Fault shows that the batteries need recharging. Controller performance is limited at this voltage. 2) Battery parameters are misadjusted 3) Non-controller system drain on battery 4) Battery resistance too high 5) Battery disconnected while driving 6) See Monitor Menu &gt;&gt; Battery: Capacitor voltage 7) Blown B+ fuse or main contactor did not close</td>
</tr>
<tr>
<td>24</td>
<td>Overvoltage cutback</td>
<td>1) Normal operation. Fault shows that regen braking currents elevated the battery voltage during regen braking. Controller is performance limited at this voltage. 2) Battery parameters are misadjusted 3) Battery resistance too high for given regen current 4) Battery disconnected while regen braking 5) See Monitor Menu &gt;&gt; Battery: Capacitor voltage</td>
</tr>
<tr>
<td>25</td>
<td>(+) 5V Supply Failure</td>
<td>1) External load impedance on the +5V supply (pin 26) is too low 2) See Monitor menu &gt;&gt; outputs: 5 Volts and Ext Supply Current</td>
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<tr>
<td>Page</td>
<td>Description</td>
<td>Set</td>
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<tr>
<td>------</td>
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</tr>
<tr>
<td>28</td>
<td>Motor Temp Hot Cutback</td>
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</table>
|      | 1) Motor temperature is at or above the programmed Temperature Hot setting, and the requested current is being cut back.  
2) Motor Temperature Control Menu parameters are mis-tuned.  
4) If the application doesn't use a motor thermistor, Temp Compensation and Temp Cutback should be programmed Off. | | Bring the motor temperature within range. |
| 29   | Motor Temp Sensor Fault      |     |       |
|      | 1) Motor thermistor is not connected properly.  
2) If the application doesn't use a motor thermistor. Motor Temp Sensor Enable should be programmed OFF.  
3) See Monitor Menu >> Motor: Temperature and >> Inputs: Analog2. | | Bring the motor thermistor input voltage within range. |
| 31   | Coil1 Driver Open/Short      |     |       |
|      | 1) Open or short on driver load.  
2) Dirty connector pins.  
3) Bad crimps or faulty wiring. | | Correct open or short and cycle driver. |
| 31   | Main Open/Short              |     |       |
|      | 1) Open or short on driver load.  
2) Dirty connector pins.  
3) Bad crimps or faulty wiring. | | Correct open or short, and cycle driver. |
| 36   | Encoder Fault                |     |       |
|      | 1) Motor encoder failure.  
2) Bad crimps or faulty wiring.  
3) See Monitor menu >> Motor: Motor RPM. | | Cycle KSI. |
<p>| | | | |</p>
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</table>
| 37 | Motor Open | 1) Motor phase is open  
2) Bad crimps or faulty wiring | **Set:** Motor phase U, V or W detected open  
**Clear:** Cycle KSI |
| 38 | Main Contactor Welded | 1) Main contactor tips are welded closed  
2) Motor phase U or V is disconnected or open  
3) An alternative voltage path (such as an external precharge resistor) is providing a current to the capacitor bank (B+ connection terminal) | **Set:** Just prior to the main contactor closing, the capacitor bank voltage (B+ connection terminal) was loaded for a short time and the voltage did not discharge  
**Clear:** Cycle KSI |
| 39 | Main Contactor Did Not Close | 1) Main contactor did not close  
2) Main contactor tips are oxidized, burned, or not making good contact  
3) External load on capacitor bank (B+ connection terminal) that prevents capacitor bank from charging  
4) Blown B+ fuse | **Set:** With the main contactor commanded closed, the capacitor bank voltage (B+ connection terminal) did not charge to B+  
**Clear:** Cycle KSI |
| 41 | Throttle Wiper High | 1) See Monitor Menu >> Inputs: Throttle Pot  
2) Throttle pot wiper voltage too high | **Set:** Throttle pot wiper (pin 16) voltage is higher than the high fault threshold (can be changed with the VCL function `Setup_Pot_Faults()`)  
**Clear:** Bring throttle pot wiper charge below the fault threshold |
| 42 | Throttle Wiper Low | 1) See Monitor Menu >> Inputs: Throttle Pot  
2) Throttle pot wiper voltage too low | **Set:** Throttle pot wiper (pin 16) voltage is lower than the low fault threshold (can be changed with the VCL function `Setup_Pot_Faults()`)  
**Clear:** Bring throttle pot wiper charge above the fault threshold |
<table>
<thead>
<tr>
<th>Page</th>
<th>Error Description</th>
<th>Set</th>
<th>Clear</th>
</tr>
</thead>
<tbody>
<tr>
<td>45</td>
<td>Pot Low Overcurrent</td>
<td>1) See Monitor Menu &gt;&gt; Outputs: Pot Low 2) Combined pot resistance connected to pot low is too low</td>
<td>Pot low (pin 18) current exceeds 10mA</td>
</tr>
<tr>
<td>46</td>
<td>EEPROM Failure</td>
<td>1) Failure to write to EEPROM memory. This can be caused by EEPROM memory writes initiated by VCL, by the CAN bus, by adjusting parameters with the programmer, or by loading new software into the controller</td>
<td>Controller operating system tried to write to EEPROM memory and failed.</td>
</tr>
<tr>
<td>49</td>
<td>Parameter Change Fault</td>
<td>1) This is a safely fault caused by a change in certain parameter settings so that the vehicle will not operate until KSI is cycled. For example, if a user changes the Throttle Type this fault will appear and require cycling KSI before the vehicle can operate.</td>
<td>Adjustment of a parameter setting that requires cycling of KSI</td>
</tr>
<tr>
<td>51</td>
<td>Acuity Fault</td>
<td>1) No CAN Bus communication. 2) Broken wire in the CAN BUS wiring. 3) Acuity not powered.</td>
<td>CAN Bus communication not present. Broken wire within the CAN BUS wiring harness.</td>
</tr>
<tr>
<td>Page</td>
<td>Error Message</td>
<td>Description</td>
<td>Set</td>
</tr>
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<tr>
<td>68</td>
<td>VCL Run Time Error</td>
<td>1) VCL code encountered a runtime VCL error 2) See Monitor Menu &gt;&gt; Controller: VCL Error Module and VCL Error. This error can then be compared to the runtime VCL module ID and error code definitions found in the specific OS system information file.</td>
<td>Set: Runtime VCL code error condition Clear: Edit VCL application software to fix this error condition; flash the new complied software and matching parameter defaults; cycle KSI</td>
</tr>
<tr>
<td>69</td>
<td>External Supply Out of Range</td>
<td>1) External load on the 5V and 12V supplies draws either too much or too little current 2) Fault Checking Menu parameters Ext Supply Max and Ext Supply Min are mis-tuned 3) See Monitor Menu &gt;&gt; Options: Ext Supply Current</td>
<td>Set: The external supply current (combined current used by the 5V supply [pin 26] and the 12V supply [pin 25]) is either greater than the upper current threshold or lower than the lower current threshold. Clear: Bring the external supply current within range</td>
</tr>
<tr>
<td>73</td>
<td>Stall Detected</td>
<td>Stall Detected \textit{ShutdownEMBrake}; \textit{Control Mode changed to LOS (Limited Operating Strategy)}. 1. Stalled motor. 2. Motor encoder failure. 3. Bad crimps or faulty wiring. 4. Problems with power supply for the motor encoder. 5. See Monitor menu» Motor: Motor RPM.</td>
<td>Set: No motor encoder movement detected. Clear: Either cycle KSI, or detect valid motor encoder signals while operating in LOS mode and return Throttle Command = 0 and Motor RPM = 0.</td>
</tr>
<tr>
<td>93</td>
<td>Encoder LOS (Limited Operating Strategy)</td>
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<td>------------------------------------------</td>
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<tr>
<td></td>
<td>1) Limited Operating Strategy (LOS) control mode has been activated, as a result of either an Encoder Fault (Code 36) or Stall Detect Fault (Code 73)</td>
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</tr>
<tr>
<td></td>
<td>2) Motor encoder failure</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3) Bad crimps or faulty wiring</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>4) Vehicle is stalled</td>
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<td></td>
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<tr>
<td></td>
<td><strong>Set:</strong> Encoder Fault (Code 36) or Stall Detect Fault (Code 73) was activated, and Brake or Interlock has been applied to activate LOS control mode, allowing limited motor control</td>
<td></td>
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</tr>
<tr>
<td></td>
<td><strong>Clear:</strong> Cycle KSI, or if LOS mode was activated by the Stall Fault, clear by ensuring encoder senses proper operation, Motor RPM = 0 and Throttle Command = 0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FR</th>
<th>Vehicle in forward select and reverse select at same time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1) Vehicle will not move</td>
</tr>
<tr>
<td></td>
<td><strong>Set:</strong></td>
</tr>
<tr>
<td></td>
<td>1. Broken forward/reverse switch.</td>
</tr>
<tr>
<td></td>
<td>2. Forward/reverse switch is wet internally.</td>
</tr>
<tr>
<td></td>
<td><strong>Clear:</strong></td>
</tr>
<tr>
<td></td>
<td>1. Replace forward/reverse switch</td>
</tr>
</tbody>
</table>