

# 15 Error codes

The drive system is continuously monitored. In the event of an error, a corresponding error code is shown on the Display.

Error code	Cause	Corrective measures
ERR 401 DRV SW	General software error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 403 DRV COMM	Peripheral communication error	
ERR 405 DISP COMM	Walk assist communication error	
ERR 407 DRV SW	Drive Unit electronic error	Restart the system and avoid unintended use. Contact your TQ dealer if the error still occurs.
ERR 408 DRV HW	Drive Unit overcurrent error	
ERR 40B DRV SW	General software error	
ERR 40C DRV SW		
ERR 40D DRV SW		
ERR 40E DRV SW		
ERR 40F DRV SW		
ERR 415 DRV SW	Configuration error	Contact your TQ dealer.
ERR 416 BATT COMM	General software error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 418 DISP COMM	Display initialization error	
ERR 41D DRV HW	Drive Unit memory error	
ERR 41D DRV SW		
ERR 42B DRV SW	General software error	
ERR 42E DRV SW		
ERR 440 DRV HW	Drive Unit electronic error	Restart the system and avoid unintended use. Contact your TQ dealer if the error still occurs.
ERR 445 DRV HW	Drive Unit overcurrent error	
ERR 451 DRV HOT	Drive Unit over temperature error	
ERR 452 DRV HOT		

Error code	Cause	Corrective measures
ERR 453 DRV SW	Drive Unit initialization error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 457 BATT CONN	Drive Unit voltage error	
ERR 458 BATT CONN	Drive Unit overvoltage error	Replace the Charger and use only original Charger. Contact your TQ dealer if the error still occurs.
ERR 45D BATT GEN	General Battery error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 465 BATT COMM	Battery communication error timeout	
ERR 469 BATT GEN	Critical Battery error	
ERR 475 BATT COMM	Battery initialization error	
ERR 479 DRV SW	General software error	
ERR 47A DRV SW		
ERR 47B DRV SW		
ERR 47D DRV HW	Drive Unit overcurrent error	Restart the system and avoid unintended use. Contact your TQ dealer if the error still occurs.
ERR 47F DRV HOT	Drive Unit overtemperature error	Permissible operating temperature exceeded or fall below. Switch off the drive unit to allow it to cool down if necessary. Start the system again. Contact your TQ dealer if the error still occurs.
ERR 480 DRV SENS	Drive Unit assist error	Restart the system and avoid unintended use. Contact your TQ dealer if the error still occurs.

Error code	Cause	Corrective measures
ERR 481 BATT COMM	Battery communication error	
ERR 482 DRV SW	Drive Unit configuration error	
ERR 483 DRV SW	Software runtime error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 484 DRV SW		
ERR 485 DRV SW		
ERR 486 DRV SW		
ERR 487 DRV SW		
ERR 488 DRV SW		
ERR 489 DRV SW		
ERR 48A DRV SW		
ERR 48B DRV SW		
ERR 48C DRV SW		
ERR 48D DRV SW		
ERR 48E DRV SW		
ERR 48F DRV SW		
ERR 490 DRV SW		
ERR 491 DRV SW		
ERR 492 DRV SW		
ERR 493 DRV HW	Drive Unit voltage error	
ERR 494 DRV HW	Supply voltage problem	
ERR 495 DRV HW	Drive Unit voltage error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 496 DRV HW	Drive Unit phase breakage	
ERR 497 DRV HW	Drive Unit calibration error	
ERR 4C8 DRV SW	General software error	
ERR 498 DRV COMM	Peripheral communication error	
ERR 499 DRV COMM		
ERR 49A DRV COMM		
ERR 49B DRV SENS	Cadence-sensor error	

Error code	Cause	Corrective measures
ERR 49C DRV SENS	Torquesensor error	Restart the system and avoid unintended use. Contact your TQ dealer if the error still occurs.
ERR 49D DRV SENS		
ERR 49E DRV SENS		
ERR 49F DRV SENS		
ERR 4A0 DRV COMM	CAN-Bus communication error	Check the charging port for dirt. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4A1 DRV COMM		
ERR 4A2 DRV COMM	Microcontroller electronics error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4A3 DRV SW	Cadence-sensor error	
ERR 4A4 DRV HW		
ERR 4A5 DRV SW	Torquesensor error	
ERR 4A6 BATT COMM	Battery communication error	
ERR 4A7 DRV SW	General software error	
ERR 4A8 SPD SENS	Speedsensor error	Check the distance between magnet and Speedsensor or check for tampering.
ERR 4A9 DRV SW	General software error	
ERR 4AA DRV SW		
WRN 4AB DRV SENS	Cadence-sensor error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4AD DRV SW	Drive Unit control error	
ERR 4AE DRV SW	Cadence-sensor error	
ERR 4AF DRV SW		
ERR 4B0 DRV HW	Drive Unit mechanical error	Check if anything is stuck or wedged in the chainring. Contact your TQ dealer if the error still occurs.
ERR 4C8 DRV SW	General software error	
ERR 4C9 DRV SW		
ERR 4CA DRV SW		
ERR 4CB DRV SW		

Error code	Cause	Corrective measures
WRN 601 SPD SENS	Speedsensor problem	Check the distance between magnet and Speedsensor. Restart the system. Contact your TQ dealer if the error still occurs.
WRN 602 DRV HOT	Drive Unit overtemperature	Permissible operating temperature exceeded. Switch off the drive unit to allow it to cool down. Start the system again. Contact your TQ dealer if the error still occurs.
WRN 603 DRV COMM	CAN-Bus communication problem	Check the charging port for dirt. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5401 DRV CONN	Communication error between Drive Unit and Display	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5402 DISP BTN	Remote button pressed when switching on	Don't press the Remote button during start-up. Check whether buttons are stuck due to dirt and clean them if necessary. .
ERR 5403 DISP BTN		
WRN 5404 DISP BTN	Walk assist user error	Activate walk assist by pressing the UP button (Walk) on the Remote until Walk appears on the Display. Release the button directly and press it again to use the walk assist. Contact your TQ dealer if the error still occurs.

Tab. 5: Error codes