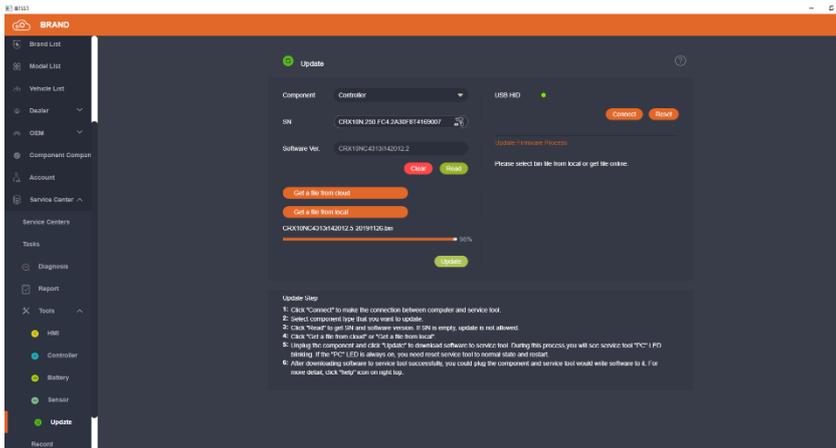


The Controller current is too high, which has caused the Error 27

- Now, I checked the Battery Diagnostics tab, and the battery current was approximately 40mA. Therefore the controller is not really using 2.42A, but the controller is reading the wrong value.
- Last time I loaded the firmware you sent me (CRX10NC4313i142012.5-20191126.bin) and it resolved the error 27. But after 3 months it has come back.
- I upgraded the BESST software to the latest version, the system says that the file might have a bad checksum. When I load the firmware to the controller again, the controller now fails to respond to the software. The controller also does not turn on and the bike does not work.
- The controller needs to be replaced.

Serial:



- (General fault) – When on the “Controller” screen, the ‘Read’ function often fails to load the Serial Number and Motor Model, Hardware and Software Versions. You need to click ‘read’ many times before it will read the information.
- However, when on the upgrade screen, the details read immediately. Therefore, I think there is also Bug with your software, it cannot read serial numbers while transmitting all of the diagnostic data.