

# Dealer Service Bulletin # DSB114

## PHANTOM – Intermittently Stopping

**Complaint:** Unit stopping while driving, intermittently.

**Assessment:** Confirmed intermittent loss of power to motor, auto rest of controller with accompanying beeps. Also noticed dashboard screen flickering off ( difficult to notice as it was very brief ) also noticed that the power loss and screen flickering occurred every time tiller was steered to full lock right, and the wriggled forward / backwards.

**Suspect Cause:** Wiring issue in area of Tiller, suspected tight wiring harness that lost connection when tiller turned to extreme right.

**Actual Cause:** Loose wiring Connector, “ *Bullet* ” type crimp connector in the Tiller area was slightly loose, causing intermittent connection that drop’s out, cutting power Dash Board PCB.

**Remedy:** Wriggle all wires in Tiller Harness , locate faulty connector by wriggling and flicking all connectors and watching / listening for symptoms, tightened / re-crimped the faulty “ *Bullet* ” connector, re-tested machine.

**Notes :** To test for wiring connector faults in the tiller area for wiring too / from tiller, it can be moved through it’s full range of motion, i.e Turn to max lock and adjust it’s tilt angle from full forward through to full backwards, a gentle wriggle & shake and also help tease-out any loose connections. Pay close attention to dashboard for very brief losses of light’s / power.

