



TECHNICAL BULLETIN

Many times we are faced with service diagnoses that seem straight forward enough but, upon further investigation, an alternative course of action is revealed because of an entirely different cause. This list will give you “optional” causes to investigate before you make that final decision, eliminating extended time, frustration and money.

Please continue to refer to our website, www.myamigo.com, for other servicing tools to assist with your repair work. We are working hard to give you as much information as you need, when you need it.

It May Not Be What You Think... Troubleshooting Check List

Below are scenarios in which various servicing dealers believed either a Control board or a Charger caused the non-operation of the Amigo. However, upon receipt of the “Defective” part, it was found to be in perfect operating condition thus pointing to an alternate cause for the inoperable Amigo. [Each scenario is followed by a list of possible causes other than the Control board or Charger.](#)

Items 1-6 were believed to be Control board issues.

1 The Amigo will not move and /or the motor is not working.

- A 8-pin (Front to rear) cable is loose / bad crimp at connection points
- B 8-pin cable is bent at some location hindering the cable integrity
- C Potentiometer is not centered and/or faulty
- D Motor wiring harness open – disconnected or loosely connected
- E Brake wiring harness open – disconnected or loosely connected

2 The Amigo stops when something is hit or bumped

- A 8-pin cable is loose / bad crimp at connection points
- B 8-pin connector is bent at some location hindering the cable integrity
- C Motor wiring harness open – disconnected or loosely connected
- D Brake wiring harness open – disconnected or loosely connected
- E Ground strap is not making a good contact
- F Battery connector open or loose at terminal
- G Battery terminals oxidized / corroded
- H Battery barrels loose (Drop in batteries only)

3 The Amigo shuts down without warning:

- A 8-pin cable is loose / bad crimp at connection points
- B 8-pin connector is bent at some location hindering the cable integrity
- C Ground strap is not making a good contact
- D Battery connector open or loose at terminal
- E Battery terminals oxidized / corroded
- F Battery barrels loose (Drop in batteries only)

4 Headlight doesn't work:

- A Headlight connector is loose / open, shorted or headlight itself is inoperable

5 Turn signal lights not working:

- A Turn signal Positive wire or Ground wire is loose / open

6 Unintended movement:

- A Potentiometer is not centered and/or faulty needing replacement

Items 7-9 were believed to be Charger issues.

7 The Amigo is not charging:

- A Charge cord wiring harness is open / loose (Wiring harness from Controller to Charger)
- B Charger AC cord open / loose
- C Battery connections open / loose
- D Glue melted on DC charge plug

8 No float mode when charging:

- A Charger cord wiring harness open / loose (Wiring harness from Controller to Charger)
- B Batteries are bad and cannot charge above 28.8volts

9 Batteries will not fully charge:

- A Charger cord wiring harness open / loose (Wiring harness from Controller to Charger)
- B Battery connections open / loose
- C Battery terminals oxidized / corroded
- D Batteries are bad and cannot charge above 28.8 volts
- E Glue melted on DC charge plug

Five Diagnostic Tips To Remember

- Water / corrosion may also cause many problems
- If there are any burn marks on any terminals or connectors, the cable is most likely loose and should be replaced.
- Always check static ground straps for tightness.
- If you disconnected or substituted a new part and the problem goes away, try replacing the original part. If the problem on the original product is gone then it proves that it was not the part that was damaged. Check all connectors and cables that were moved for continuity and exterior damage. Replacing cables is highly suggested.
- Diagnostic codes will not appear after the board is powered up without the key switch being recycled. After replacing each part and reconnecting to the batteries, be sure to recycle key to "Re-boot" the control board.

Please call our Customer Service Department
at **800-248-9131** with any questions.

We remain committed to your satisfaction.

AMIGO MOBILITY INTERNATIONAL, INC.

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