



Service Bulletin

12/5/2022

1.0.0

Subject: Cart goes into limp mode at 70% battery soc

Models Affected: E20, E40, E40L, E40FL, E60, E60L

Serial Numbers:

Details: While driving the cart, it may reduce speed and power (limp mode) when battery percentage (battery soc) display's at 70% or above.

Note: This failure may show a diagnostic code of 9 (Undervoltage Cutback).

Fix:

1. Connect to the controller. Check for diagnostic codes.
2. For carts with a Curtis controller go to the "Battery Tab " and check undervoltage cutback. **This setting should be set to 40%.**

3. For carts with a Marshall controller check settings F41 and F46. The F41 should be set to 40 and F46 should be set to 38.
4. If the problem persists, check batteries by performing a battery discharge test. Refer to EPIC/Icon Battery Discharge Procedures.
5. Next verify the speedometer has been programmed by checking the back of the speedometer. There should be a green dot sticker or a black "P" marking. If not, please order a new programmed speedometer.

For questions please call 1-866-426-6380 or file a request for technical assistance at Icnevdealers.com under "Warranty Claim"