

## SECTION 1 - NO POWER

### Symptoms:

- All electrical components are connected properly.
- Batteries are fully charged.
- Battery Condition Meter LEDs do not light up when on/off key is pressed.

### Diagnosis:

There is a power interruption in the system.

### Solution:

Use the following procedure to locate the source of the power interruption:

1. Measure voltage across pin 1 (B+) and pin 2 (B-) of the off-board charger socket (connector 1a.) **See diagram 2 and figure 2.**
  - If your multimeter indicates 0VDC, then go to the next step.
  - If your multimeter indicates about 25VDC and the polarity is correct, then replace the joystick module (1) and retest the system.
  - If your multimeter indicates between 0VDC — 18VDC, then recharge the batteries and retest the system.
2. Remove the seat and the foot platform assembly. Refer to the power base owner's manual.
3. Remove the shroud. **See figure 3.**
4. Measure voltage across connector 11c (Bat +) and connector 10b (Bat -). **See diagram 2.**
  - If your multimeter indicates 0VDC, then try connector 11b (Bat -) and 10c (Bat +). **See diagram 2.**
  - If your multimeter indicates 0VDC, then go to the next step.
  - If your multimeter indicates between 0VDC — 18VDC, then recharge the batteries and retest the system.
  - If your multimeter indicates more than 18VDC, **then go to step 12.**
5. Unplug connector 10a from connector 5a and unplug connector 11a from connector 5b. **See diagram 2.**
6. Measure voltage across connector 11b and connector 11c.
  - If your multimeter indicates about 12VDC, then go to the next step.
  - If your multimeter indicates 0VDC, then try to charge the batteries and retest the system.
  - If the batteries don't appear to be taking a charge, **then go to "Flash Code #7 - Low Battery Fault, step 14.**
7. Measure voltage across pin 1 and pin 2 on connector 11a. **See figure 4.**
  - If your multimeter indicates the same voltage as measured in step 6, then go to next step.

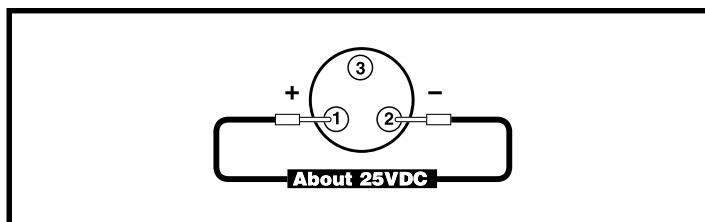


Figure 2. Connector 1a

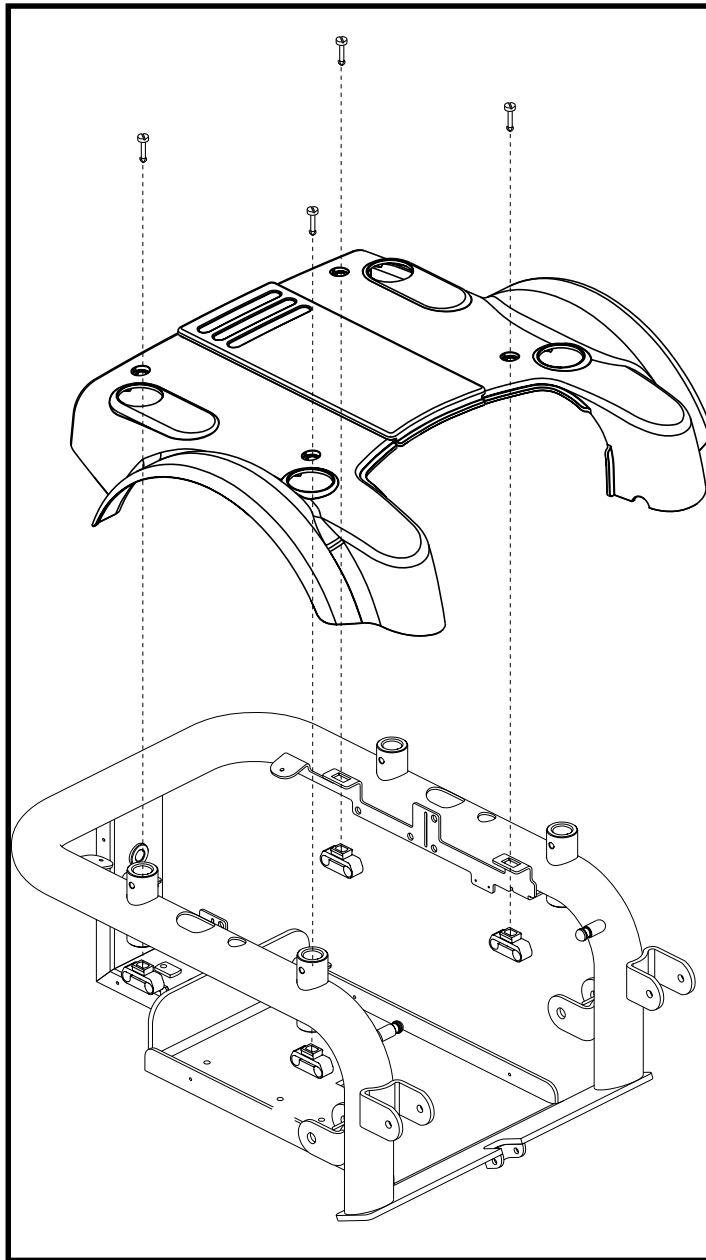


Figure 3. Jazzy 1121 Shroud Disassembly/Assembly

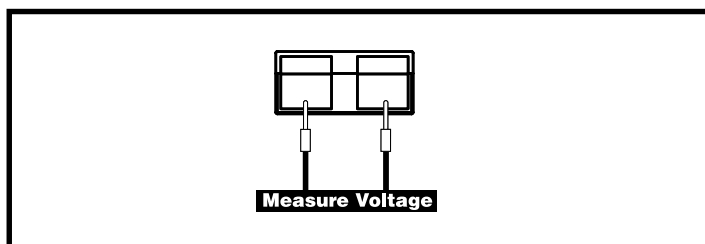
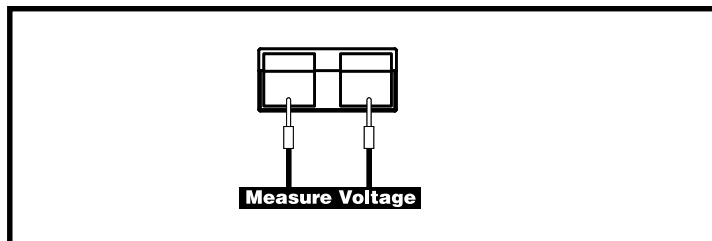
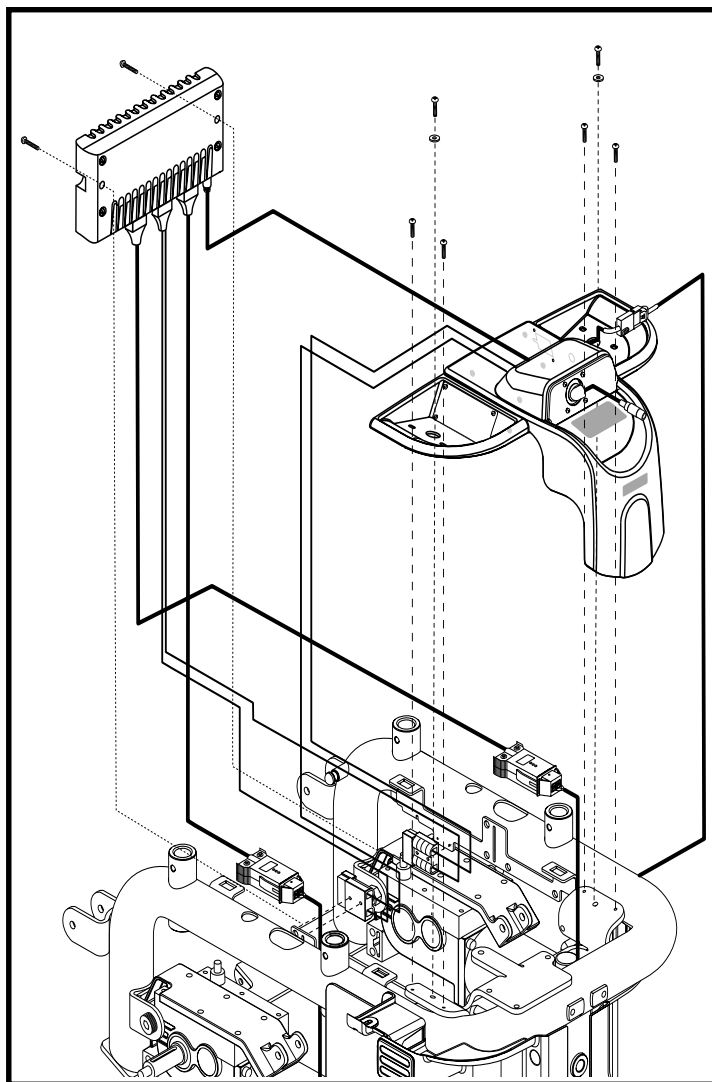


Figure 4. Connector 11a

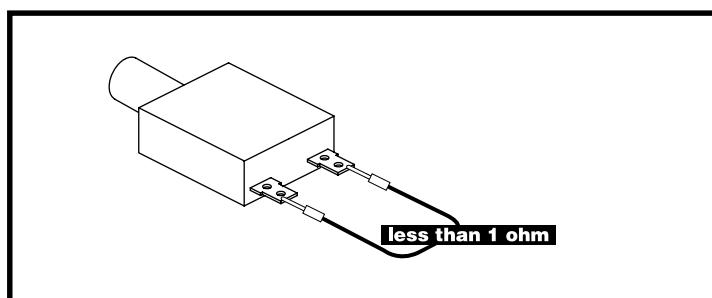
- *If your multimeter indicates a different voltage (by at least 0.2VDC), then replace the rear battery harness (11) and retest the system.*
- 8. Measure voltage across connector 10b and connector 10c.  
**See diagram 2.**
- *If your multimeter indicates about 12VDC, then go to the next step.*
- *If your multimeter indicates 0VDC, then try to charge the batteries and retest the system.*
- *If the batteries don't appear to be taking a charge, then go to “Flash Code #7 - Low Battery Fault, step 14.*
- 9. Measure voltage across pin 1 and pin 2 on connector 10a.  
**See figure 5.**
- *If your multimeter indicates the same voltage as measured in step 8, then go to next step.*
- *If your multimeter indicates a different voltage (by at least 0.2VDC), then replace the front battery harness (10) and retest the system.*
- 10. Remove the fasteners that attach the electronics tray to the frame and lift the tray to access the main circuit breaker (5e). **See figure 6 and diagram 2.**
- 11. Measure resistance across connector 5c and connector 5d on the main circuit breaker (5e). **See figure 7.**
- *If your multimeter indicates less than 1 ohm, then replace the power interface harness (5) and retest the system.*
- *If your multimeter indicates more than 1 ohm, then replace the circuit breaker (5e) and retest the system.*
- 12. Remove the fasteners that attach the electronics tray to the frame and lift the tray to access the power module (4). **See figure 6.**
- 13. Unplug connector 5f from the power module (4). **See diagram 2.**
- 14. Measure voltage across pin 1 and pin 4 and across pin 2 and pin 3 on connector 5f. **See figure 8.**
- *If your multimeter indicates 0VDC for either set of pins, then go to the next step.*
- *If your multimeter indicates the same voltage for both sets of pins as measured in step 1, then go to step 20.*
- 15. Unplug connector 11a from connector 5b and unplug connector 10a from connector 5a. **See diagram 2.**
- 16. Measure voltage across connector 11b and connector 11c. **See diagram 2.**
- 17. Measure voltage across pin 1 and pin 2 on connector 11a. **See figure 4.**
- *If your multimeter indicates the same voltage as measured in step 16, then go to the next step.*
- *If your multimeter indicates a different voltage (by at least 0.2VDC), then replace the back battery harness (11) and retest the system.*



**Figure 5. Connector 10a**

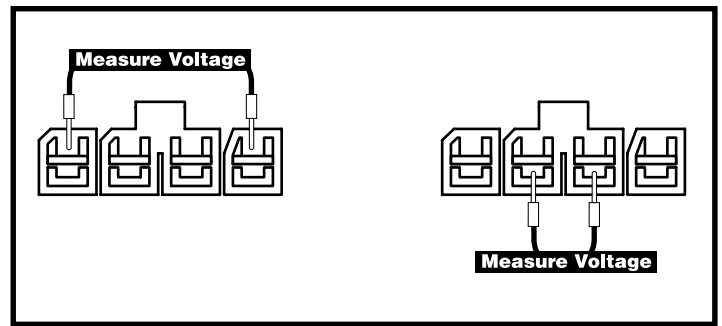


**Figure 6. Jazzy 1121 Electronics Tray Disassembly/Assembly**

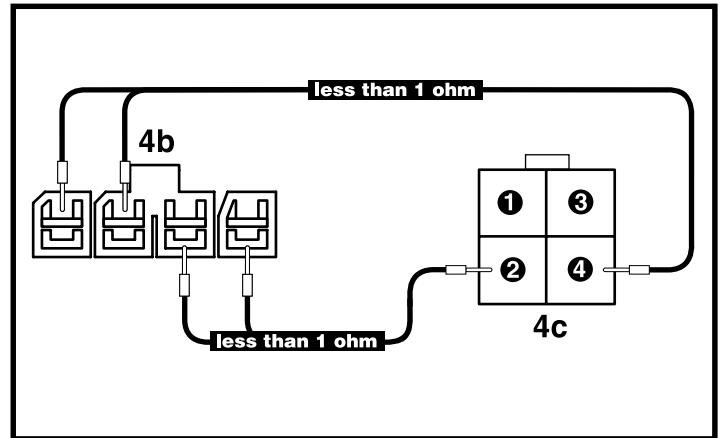


**Figure 7. Main Circuit Breaker**

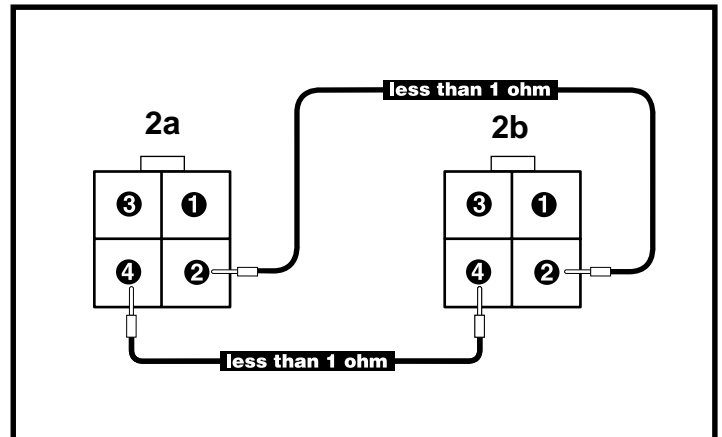
18. Measure voltage across 10b and connector 10c. **See diagram 2.**
19. Measure voltage across pin 1 and pin 2 on connector 10a. **See figure 5.**
  - If your multimeter indicates the same voltage as measured in step 18, then replace the power interface harness (5) and retest the system.
  - If your multimeter indicates a different voltage (by at least 0.2VDC), then replace the front battery harness (10) and retest the system.
20. Unplug connector 3c from the power module (4). **See diagram 2.**
21. Plug connector 5f back into the power module (4). **See diagram 2.**
22. Unplug connector 2b from connector 3a and plug connector 2b into connector 4c on the power module. **See diagrams 1 and 2.**
23. Press the on/off key on the joystick module (1).
  - If the joystick module does not turn on, then go to the next step.
  - If the joystick module turns on, then replace the charger/joystick interface harness (3) and retest the system.
24. Unplug connector 2b from the power module (4).
25. Unplug connector 5f from the power module (4).
26. Measure resistance across the following sets of pins (see **figure 9**):
  - pin 1 on connector 4b and pin 4 on connector 4c.
  - pin 2 on connector 4b and pin 4 on connector 4c.
  - pin 3 on connector 4b and pin 2 on connector 4c.
  - pin 4 on connector 4b and pin 2 on connector 4c.
  - If your multimeter indicates less than 1 ohm for all tests, then go to the next step.
  - If your multimeter indicates an open for any of the tests, then replace the power module (4) and retest the system.
27. Unplug connector 2a from connector 1b. **See diagram 2.**
28. Measure resistance across pin 4 on connector 2b and pin 4 on connector 2a. **See figure 10.**
29. Measure resistance across pin 2 on connector 2b and pin 2 on connector 2a. **See figure 10.**
  - If your multimeter indicates less than 1 ohm for both tests, then replace the joystick module (1) and retest the system.
  - If your multimeter indicates an open for either test, then replace the DX bus cable (2) and retest the system.



**Figure 8. Connector 5f**

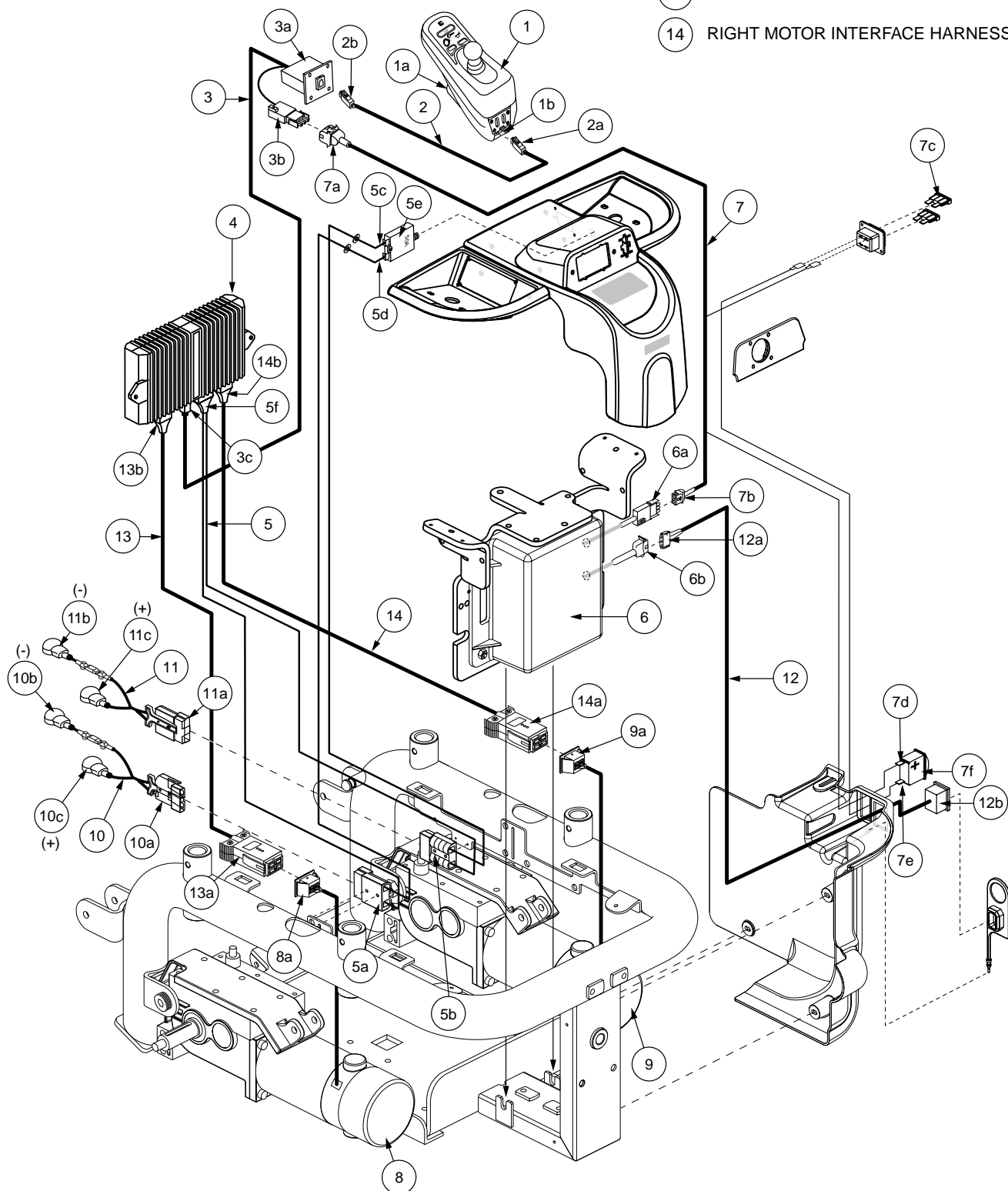


**Figure 9. Connectors 4b and 4c**



**Figure 10. Connectors 2a and 2b**

- |                                      |                             |   |
|--------------------------------------|-----------------------------|---|
| 1 JOYSTICK MODULE                    | 5 POWER INTERFACE HARNESS   | 9 RIGHT MOTOR                           |
| 2 DX BUS CABLE                       | 6 ONBOARD BATTERY CHARGER   | 10 FRONT BATTERY HARNESS                |
| 3 CHARGER/JOYSTICK INTERFACE HARNESS | 7 CHARGER INTERFACE HARNESS | 11 REAR BATTERY HARNESS                 |
| 4 POWER MODULE                       | 8 LEFT MOTOR                | 12 CHARGER POWER CORD INTERFACE HARNESS |
|                                      |                             | 13 LEFT MOTOR INTERFACE HARNESS         |
|                                      |                             | 14 RIGHT MOTOR INTERFACE HARNESS        |



**Diagram 2. Jazzy 1121 Europa Wiring Diagram - 3D**