

# 7 Error codes

The drive system is continuously monitored. In the event of an error, a corresponding error code is shown on the Display.

Error code	Cause	Corrective measures
ERR 0401 DRV SW	General software error	
ERR 0403 DRV COMM	Peripheral communication error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 0405 DISP COMM	Walk assist communication error	
ERR 0407 DRV SW	Drive Unit electronic error	
ERR 0408 DRV HW	Drive Unit overcurrent error	Restart the system and avoid unintended use. Contact your TQ dealer if the error still occurs.
ERR 040B DRV SW	General software error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 040C DRV SW		
ERR 040D DRV SW		
ERR 040E DRV SW		
ERR 040F DRV SW		
ERR 0415 DRV SW	Configuration error	Contact your TQ dealer.
ERR 0416 BATT COMM	General software error	
ERR 0418 DISP COMM	Display initialization error	
ERR 041D DRV HW	Drive Unit memory error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 041D DRV SW		
ERR 042B DRV SW	General software error	
ERR 042E DRV SW		
ERR 0440 DRV HW	Drive Unit electronic error	
ERR 0445 DRV HW	Drive Unit overcurrent error	Restart the system and avoid unintended use. Contact your TQ dealer if the error still occurs.
ERR 0451 DRV HOT	Drive Unit over temperature error	Permissible operating temperature exceeded or fall below. Switch off the drive unit to allow it to cool down if necessary. Start the system again. Contact your TQ dealer if the error still occurs.
ERR 0452 DRV HOT		
ERR 0453 DRV SW	Drive Unit initialization error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 0457 BATT CONN	Drive Unit voltage error	

<b>Error code</b>	<b>Cause</b>	<b>Corrective measures</b>
ERR 0458 BATT CONN	Drive Unit overvoltage error	Replace the Charger and use only original Charger. Contact your TQ dealer if the error still occurs.
ERR 045D BATT GEN	General Battery error	
ERR 0465 BATT COMM	Battery communication error timeout	
ERR 0469 BATT GEN	Critical Battery error	
ERR 0475 BATT COMM	Battery initialization error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 0477 DRV SW	Software Drive Unit configuration incorrect	
ERR 0479 DRV SW		
ERR 047A DRV SW	General software error	
ERR 047B DRV SW		
ERR 047D DRV HW	Drive Unit overcurrent error	Restart the system and avoid unintended use. Contact your TQ dealer if the error still occurs.
ERR 047F DRV HOT	Drive Unit overtemperature error	Permissible operating temperature exceeded or fall below. Switch off the drive unit to allow it to cool down if necessary. Start the system again. Contact your TQ dealer if the error still occurs.
ERR 0480 DRV SENS	Drive Unit assist error	Restart the system and avoid unintended use. Contact your TQ dealer if the error still occurs.

Error code	Cause	Corrective measures
ERR 0481 BATT COMM	Battery communication error	
ERR 0482 DRV SW	Drive Unit configuration error	
ERR 0483 DRV SW		
ERR 0484 DRV SW		
ERR 0485 DRV SW		
ERR 0486 DRV SW		
ERR 0487 DRV SW		
ERR 0488 DRV SW		
ERR 0489 DRV SW		
ERR 048A DRV SW	Software runtime error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 048B DRV SW		
ERR 048C DRV SW		
ERR 048D DRV SW		
ERR 048E DRV SW		
ERR 048F DRV SW		
ERR 0490 DRV SW		
ERR 0491 DRV SW		
ERR 0492 DRV SW		
ERR 0493 DRV HW	Drive Unit voltage error	
ERR 0494 DRV HW	Supply voltage problem	
ERR 0495 DRV HW	Drive Unit voltage error	
ERR 0496 DRV HW	Drive Unit phase breakage	
ERR 0497 DRV HW	Drive Unit calibration error	
ERR 04C8 DRV SW	General software error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 0498 DRV COMM	Peripheral communication error	
ERR 0499 DRV COMM		
ERR 049A DRV COMM		
ERR 049B DRV SENS	Cadence-sensor error	
ERR 049C DRV SENS		
ERR 049D DRV SENS	Torquesensor error	Restart the system and avoid unintended use. Contact your TQ dealer if the error still occurs.
ERR 049E DRV SENS		
ERR 049F DRV SENS		

Error code	Cause	Corrective measures
ERR 04A0 DRV COMM	CAN-Bus communication error	Check the charging port for dirt. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 04A1 DRV COMM		
ERR 04A2 DRV COMM	Microcontroller electronics error	
ERR 04A3 DRV SW	Cadence-sensor error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 04A4 DRV HW		
ERR 04A5 DRV SW	Torquesensor error	
ERR 04A6 BATT COMM	Battery communication error	
ERR 04A7 DRV SW	General software error	
ERR 04A8 SPD SENS	Speedsensor error	Check the distance between magnet and Speedsensor or check for tampering.
ERR 04A9 DRV SW	General software error	
ERR 04AA DRV SW		
WRN 04AB DRV SENS	Cadence-sensor error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 04AD DRV SW	Drive Unit control error	
ERR 04AE DRV SW	Cadence-sensor error	
ERR 04AF DRV SW		
ERR 04B0 DRV HW	Drive Unit mechanical error	Check if anything is stuck or wedged in the chainring. Contact your TQ dealer if the error still occurs.
ERR 04C8 DRV SW	General software error	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 04C9 DRV SW		
ERR 04CA DRV SW		
ERR 04CB DRV SW		
WRN 0601 SPD SENS	Speedsensor problem	Check the distance between magnet and Speedsensor. Restart the system. Contact your TQ dealer if the error still occurs.
WRN 0602 DRV HOT	Drive Unit overtemperature	Permissible operating temperature exceeded. Switch off the drive unit to allow it to cool down. Start the system again. Contact your TQ dealer if the error still occurs.
WRN 0603 DRV COMM	CAN-Bus communication problem	Check the charging port for dirt. Restart the system. Contact your TQ dealer if the error still occurs.

Error code	Cause	Corrective measures	
WRN 0604 DRV UPDT	Encoder update from Torquesensor	Wait approx. 1 minute and do not switch off the system so that the update can be performed. Contact your TQ dealer if the error still occurs.	
WRN 0605 SPD SENS	Speedsensor problem	Ensure permissible distance of the magnet to the speed sensor. Restart the system. Contact your TQ dealer if the error still occurs.	
ERR 4401 BATT HW	Battery hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.	
ERR 4403 BATT HW			
ERR 4404 BATT SW	Batthey – CAN initialization not possible		
ERR 4405 BATT HW	Battery hardware failure		
ERR 4407 BATT OV	Battery cell voltage too high		
ERR 4408 BATT OV			
ERR 4409 BATT HW	Battery deep discharged or defect cell		Recharge the Battery immediately. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 440A BATT UV	Battery voltage too low		Recharge the Battery immediately. Contact your TQ dealer if the error continues to occur.
ERR 440C BATT OV	Battery voltage too high	Restart the system. Contact your TQ dealer if the error still occurs.	
ERR 440E BATT GEN	Battery short circuit		
ERR 440F BATT UV	Battery voltage too less	Allow the Battery to cool down or warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.	
ERR 4410 BATT HW	Battery cell difference too high	Restart the system. Contact your TQ dealer if the error still occurs.	
ERR 4411 BATT UV	Battery voltage too less	Allow the Battery to cool down or warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.	
ERR 4412 BATT OV	Battery voltage too high	Restart the system. Contact your TQ dealer if the error still occurs.	
ERR 4414 BATT HW	Battery cell difference measurement too high	Restart the system and make sure that Battery has at least firmware version 1.99.5. Contact your TQ dealer if the error still occurs.	

Error code	Cause	Corrective measures
ERR 4415 BATT UV	Battery voltage too less	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4416 BATT HW	Battery charging not possible	
ERR 4417 BATT HW	Battery cell voltage too less	
ERR 4418 BATT HW	Battery hardware failure	
ERR 4419 BATT HW		
ERR 441B BATT HW	Battery cell temperature deviation	Allow the Battery to cool down or warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 441C BATT HOT	Battery cell temperature too high	Allow the Battery to cool down to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 441D BATT COLD	Battery cell temperature too low	Allow the Battery to warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 441E BATT HOT	Battery cell temperature too high	Allow the Battery to cool down to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 441F BATT COLD	Battery cell temperature too low	Allow the Battery to warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4420 BATT HOT	Battery cell temperature too high	Allow the Battery to cool down to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4421 BATT HOT		
ERR 4422 BATT COLD	Battery cell temperature too low	Allow the Battery to warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4423 BATT COLD		
ERR 4424 BATT HW	Battery hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4428 BATT HW		
ERR 4429 BATT HW		
ERR 442A BATT HW		
ERR 442B BATT HW		
ERR 442C BATT HW		

<b>Error code</b>	<b>Cause</b>	<b>Corrective measures</b>
ERR 442D BATT HW	Battery hardware failure	Restart the system. Check if Battery connector is properly plugged in or dirty. Contact your TQ dealer if the error still occurs.
ERR 442F BATT HOT	Battery temperature too high	Allow the Battery to cool down to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4430 BATT HW	Battery hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4431 BATT HW		
ERR 4432 BATT HW		
ERR 4433 BATT HW		
ERR 4434 BATT HW		
ERR 4435 BATT HW		
ERR 4436 BATT HW	Battery hardware failure	Restart the system. Check if Battery connector is properly plugged in or dirty. Contact your TQ dealer if the error still occurs.
ERR 4437 BATT HW	Battery hardware failure	
ERR 4439 BATT HW		
ERR 443A BATT GEN	Battery charge overcurrent	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 443B BATT GEN	Battery discharge overcurrent	
ERR 443D BATT HW	Battery hardware failure	
ERR 443E BATT GEN	Battery overcurrent	
ERR 443F BATT HW	Battery hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4441 BATT HW		
ERR 4442 BATT HW		
ERR 4443 BATT HW		
ERR 4444 BATT HW		
ERR 4446 BATT HW		
ERR 4447 BATT HW		
ERR 4448 BATT HW		
ERR 4449 BATT SW		
ERR 444B BATT HW		
ERR 4450 BATT OV	Battery cell voltage too high	Restart the system. Contact your TQ dealer if the error still occurs.

Error code	Cause	Corrective measures
ERR 4455 BATT HW		
ERR 4462 BATT HW	Battery hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4463 BATT HW		
ERR 4464 BATT HW	Battery reference voltage too high	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 446C BATT HW		
ERR 446E BATT HW		
ERR 4471 BATT HW	Battery hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4472 BATT HW		
ERR 4473 BATT HW		
ERR 4474 BATT HOT		
ERR 4475 BATT HOT	Battery temperature too high	Allow the Battery to cool down to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4476 BATT GEN		
ERR 447B BATT HW		
ERR 447C BATT HW		
ERR 447F BATT GEN	Battery hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4483 BATT GEN		
ERR 4484 BATT GEN		
ERR 4485 BATT GEN	Battery Software does not fit the Range Extender	If necessary, try without the Range Extender. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4486 BATT GEN	Battery hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4487 BATT HW	Software status of Battery or Range Extender not up to date	Contact your TQ dealer so that the required update can be applied via DST.
ERR 448A BATT HW		
ERR 448B BATT HW		
ERR 448E BATT GEN	Battery hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 448F BATT HW		
ERR 4490 BATT HW		
ERR 4491 BATT HOT	Battery cell temperature too high	Allow the Battery to cool down to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.



Error code	Cause	Corrective measures
ERR 4492 BATT OV	Battery cell voltage too high	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4494 BATT HOT	Battery temperature difference too high	Allow the Battery to cool down or warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 4495 BATT HW	Battery hardware failure	
ERR 4496 BATT HW		
ERR 449A BATT GEN		
ERR 449B BATT GEN		
ERR 5001 REX HW	Range Extender hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5003 REX HW		
ERR 5004 REX SW	Range Extender – CAN initialization not possible	
ERR 5005 REX HW	Range Extender hardware failure	
ERR 5007 REX OV	Range Extender cell voltage too high	
ERR 5008 REX OV		
ERR 5009 REX HW	Range Extender deep discharged or cell defect	Recharge the Range Extender immediately. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 500A BATT UV	Voltage of the Range Extender too low	Charge the Range Extender immediately. Contact your TQ dealer if the error continues to occur.
ERR 500C REX OV	Range Extender voltage too high	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 500E REX GEN	Range Extender short circuit	
ERR 500F REX UV	Range Extender voltage too less	Allow the Range Extender to cool down or warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5010 REX HW	Range Extender cell difference too high	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5011 REX UV	Range Extender voltage too less	Allow the Range Extender to cool down or warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.

Error code	Cause	Corrective measures
ERR 5012 REX OV	Range Extender voltage too high	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5014 BATT HW	Cell difference measurement of the Range Extender too high	Restart the system and make sure that the Range Extender has at least firmware version 1.99.5. Contact your TQ dealer if the error still occurs.
ERR 5015 REX UV	Range Extender voltage too less	
ERR 5016 REX HW	Range Extender charging not possible	
ERR 5017 REX HW	Range Extender cell voltage too less	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5018 REX HW	Range Extender hardware failure	
ERR 5019 REX HW		
ERR 501B REX HW	Range Extender cell temperature deviation	Allow the Range Extender to cool down or warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 501C REX HOT	Range Extender cell temperature too high	Allow the Range Extender to cool down to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 501D REX COLD	Range Extender cell temperature too low	Allow the Range Extender to warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 501E REX HOT	Range Extender cell temperature too high	Allow the Range Extender to cool down to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 501F REX COLD	Range Extender cell temperature too low	Allow the Range Extender to warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5020 REX HOT	Range Extender cell temperature too high	Allow the Range Extender to cool down to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5021 REX HOT		
ERR 5022 REX COLD	Range Extender cell temperature too low	Allow the Range Extender to warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5023 REX COLD		

Error code	Cause	Corrective measures
ERR 5024 REX HW	Range Extender hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5028 REX HW		
ERR 5029 REX HW		
ERR 502A REX HW		
ERR 502B REX HW		
ERR 502C REX HW	Range Extender hardware error	Restart the system. Check whether the Range Extender cable is plugged in correctly or is dirty. If necessary, try without Range Extender. Contact your TQ dealer if the error still occurs.
ERR 502D BATT HW		
ERR 502F REX HOT	Range Extender temperature too high	Allow the Range Extender to cool down to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5030 REX HW	Range Extender hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5031 REX HW		
ERR 5032 REX HW		
ERR 5033 REX HW		
ERR 5034 REX HW		
ERR 5035 REX HW		
ERR 5036 BATT HW	Range Extender hardware error	Restart the system. Check whether the Range Extender cable is plugged in correctly or is dirty. If necessary, try without Range Extender. Contact your TQ dealer if the error still occurs.
ERR 5037 REX HW	Range Extender hardware failure	
ERR 5039 REX HW		
ERR 503A REX GEN	Range Extender charge overcurrent	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 503B REX GEN	Range Extender discharge overcurrent	
ERR 503D REX HW	Range Extender hardware failure	
ERR 503E REX GEN	Range Extender overcurrent	

<b>Error code</b>	<b>Cause</b>	<b>Corrective measures</b>
ERR 503F REX HW		
ERR 5041 REX HW		
ERR 5042 REX HW		
ERR 5043 REX HW		
ERR 5044 REX HW	Range Extender hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5046 REX HW		
ERR 5047 REX HW		
ERR 5048 REX HW		
ERR 5049 REX SW		
ERR 504B REX HW		
ERR 5050 REX OV		
ERR 5055 REX HW	Range Extender hardware failure	
ERR 5062 REX HW		
ERR 5063 REX HW		
ERR 5064 BATT HW	Reference voltage of the Range Extender too high	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 506C REX HW	Range Extender hardware failure	
ERR 506E REX HW		
ERR 5071 REX HW		
ERR 5072 REX HW		
ERR 5073 REX HW		
ERR 5074 REX HOT		
ERR 5075 REX HOT		
ERR 5076 REX GEN	Range Extender hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 507B REX HW		
ERR 507C REX HW		
ERR 507F REX GEN		
ERR 5083 REX GEN		
ERR 5084 REX GEN		
ERR 5085 REX GEN	Range Extender Software does not fit the Battery	If necessary, try without the Battery. Restart the system. Contact your TQ dealer if the error still occurs.

<b>Error code</b>	<b>Cause</b>	<b>Corrective measures</b>
ERR 5086 REX GEN	Range Extender hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5087 REX HW	Software status of Battery or Range Extender not up to date	Contact your TQ dealer so that the required update can be applied via DST.
ERR 508A REX HW	Range Extender hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 508B REX HW		
ERR 508E REX GEN		
ERR 508F REX HW		
ERR 5090 REX HW		
ERR 5091 REX HOT	Range Extender cell temperature too high	Allow the Range Extender to cool down to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5092 REX OV	Range Extender cell voltage too high	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5094 REX HOT	Range Extender temperature difference too high	Allow the Range Extender to cool down or warm up to room temperature. Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5095 REX HW	Range Extender hardware failure	Restart the system. Contact your TQ dealer if the error still occurs.
ERR 5096 REX HW		
ERR 509A REX GEN		
ERR 509B REX GEN		
ERR 5401 DRV CONN	Communication error between Drive Unit and Display	
ERR 5402 DISP BTN	Remote button pressed when switching on	Don't press the Remote button during start-up. Check whether buttons are stuck due to dirt and clean them if necessary. .
ERR 5403 DISP BTN		
WRN 5404 DISP BTN	Walk assist user error	Activate walk assist by pressing the UP button (Walk) on the Remote until Walk appears on the Display. Release the button directly and press it again to use the walk assist. Contact your TQ dealer if the error still occurs.

Tab. 5: Error codes