

Panasonic			
Series:		Panasonic	
Error code:	Description:	Steps:	
E1	Rotation sensor error. Did you press the on/off button while you were cycling?	Press the on/off button - without pedaling - to turn on the e-bike. If the problem persists, please contact your e-bike dealer.	
E3	Battery verification error. The battery is not recognized as an original battery.	Place the original battery.	
E5	Shift verification error. The display could not be detected.	Check the cable connections and contact points of the holder and display.	
E6	Torque sensor error.	Turn the system back on. If the problem persists, please contact your e-bike dealer.	
E7	Torque sensor error.	Please contact your e-bike dealer.	
E8	Hall IC error.	Check the cable connections between the battery holder and motor. Please contact your e-bike dealer.	
E9	Motor unit error.	Please contact your e-bike dealer.	
EC	Speed sensor.	Check the cable between the battery holder and the speed sensor. Please contact your e-bike dealer.	
EF	Motor unit update error.	Please contact your e-bike dealer.	
Series:		Panasonic GX	
Category:	Error code:	Displayed message:	Solution:
`00	`00	Unknown error	Restart the system. If the problem persists, please contact your e-bike dealer.
`01	`01	ECU - Software	Restart the system. If the problem persists, please contact your e-bike dealer.
`01	`02		
`01	1D		
`01	1E		
`01	2C		
`01	2D		
`02	`03	ECU - Identification	1. Check whether the included original parts are connected and restart the system. 2. If the problem persists, please contact your e-bike dealer.
`02	`04		
`02	1F		
`02	20		
`02	21		
`02	22		
`02	23		
`02	24		
`02	25		
`02	26		
`02	27		
`03	`05	ECU - Communication error	Check the connections. Remove the battery and then reinsert it. Now restart the system.
`03	`06		
`03	`07		
`03	28		
`03	29		
`03	2A		
`03	2B		
`03	17		
`04	`09	Remote initialization error	Check whether any buttons are blocked. Restart the system.
`05	`08	Braking error during system startup	Check whether the brake levers are blocked or dirty. Restart the system.

`06	`0A	Front light error	Check the light and its cables. Restart the system.
`07	`0B	Rear light error	Check the rear light/brake light. Restart the system.
`08	`0C	ECU - Internal sensor error	Restart the system. If the problem persists, please contact your e-bike dealer.
`09	`0D	ECU - Configuration error	Restart the system. If the problem persists, please contact your e-bike dealer.
`0A	`0E	ECU - Temperature too high	Your e-bike is outside the permissible temperature limits. Let the e-bike cool down and restart the system.
`0B	`0F	ECU - Overcurrent	Restart the system. If the problem persists, please contact your e-bike dealer.
`0C	10	Calculation error of average value	There is insufficient data available for calculating the average values.
`0D	11	Servicing required	Your e-bike must be taken to your e-bike dealer as soon as possible for maintenance.
`0E	12	ECU - Maintenance	Your e-bike is connected to the maintenance software.
`0E	2E		
`0E	2F		
`0E	30		
`0F	13	Side stand unfolded	The side stand is unfolded (motor support not possible). If this is not the case, have the side stand checked by your e-bike dealer.
10	14	Not unfolded	The folding mechanism is open (motor support not possible). If this is not the case, have the side stand checked by your e-bike dealer.
33	18	Remote connection error	Have the connections of the remote checked.
33	19		
34	1A	USB error	Error in USB communication. Remove the USB device and restart the system.
35	1B	RTC battery is empty	Check whether the time has been set correctly and restart the system. If the problem persists, please contact your e-bike dealer.
36	1C	Light sensor error	Clean the display and restart the system. If the problem persists, please contact your e-bike dealer.
65	31	Battery empty	Recharge the battery.
66	34	Battery temperature too high	Protection mode has been activated because the battery is overloaded. Let the battery cool down and restart the system.
66	35		
67	32	Battery identification error	Check whether an original e-bike battery has been connected and whether the battery connections are clean. Restart the system.
68	33	Battery communication error	Check the battery connections for dirt and restart the system.
69	36	Motor error	Restart the system. If the problem persists, please contact your e-bike dealer.
6A	37	Motor temperature too high	Protection mode has been activated because the battery is overloaded. Let the drive unit cool and restart the system.
6A	38		
6B	39		
6C	3A	Torque sensor error	Restart the system. If the problem persists, please contact your e-bike dealer.
6D	3C	Motor drive error	Restart the system. If the problem persists, please contact your e-bike dealer.
6E	3D	Di2 - Communication error	Check the cables of the Di2 parts and restart the system. If the problem persists, please contact your e-bike dealer.
6F	3E	Di2 - Connection error	Check the cables of the Di2 parts and restart the system. If the problem persists, please contact your e-bike dealer.
70	3F	Di2 - General error	Check the cables of the Di2 parts and restart the system. If the problem persists, please contact your e-bike dealer.
72	3B	Motor communication error	Restart the system. If the problem persists, please contact your e-bike dealer.
73	3B	CANTL - Communication error	Restart the system. If the problem persists, please contact your e-bike dealer.
74	X	CANTL - Service error	Restart the system. If the problem persists, please contact your e-bike dealer.

Series: Troubleshooting Panasonic - Switching on

Symptom:	Cause:	Solution:
A torque sensor error is displayed on starting up. The pedelec only has a little power assistance after starting up.	Are you applying pressure to the pedals when switching on?	Press the on/off button again and avoid applying pressure to the pedals.

An error is displayed when starting up	Are you pressing other buttons while pushing the on/off button?	Press the on/off button again and avoid pushing other buttons at the same time.	
Series:	Troubleshooting Panasonic - Assistance function		
Symptom:	Cause:	Solution:	
Assistance is not available.	Is the battery charged sufficiently?	1. Check the battery level. 2. If the battery is almost flat, recharge it.	
	Are you riding up long inclines in summer weather or have you been carrying a heavy load for a long time? The battery may be too hot.	1. Turn off the drive system. 2. Wait a while and then check again.	
	The drive unit (DU-E8000), the bicycle computer (SC-E8000/SC-E6010) or the assistance switch (SW-E8000-L/SWE-6000/SW-E6010) may be connected incorrectly, or one or several of them may have a problem.	Contact your e-bike dealer.	
	Is the speed too high?	1. Check the on-screen indicators. 2. The electronic gear assistance only works up to a maximum speed of 25 km/h.	
Assistance is not available.	Are you pedaling?	The pedelec is not a motorbike. You will also need to pedal.	
	Is the assistance mode set to [OFF]?	1. Set the assistance mode to a different level of assistance than [OFF]. 2. Contact your e-bike dealer if you still feel that the pedelec does not provide assistance.	
	Is the system switched on?	Press the battery on/off button to switch it on again.	
The assisted travel distance is too short.	The travel distance can be shorter depending on the road conditions, the gear level and the total light usage period.	1. Check the battery level. 2. If the battery is almost flat, recharge it.	
	The battery does not perform as well in winter weather.	This does not indicate a problem.	
	The battery is a consumable. Repeated charging and long periods of use cause the battery to degrade (loss of power).	If the distance you can cover with one single charge is very short, replace the battery with a new one.	
	Is the battery fully charged?	If the distance covered with a fully charged battery has become shorter, the battery may be affected. Replace the battery with a new one.	
It is difficult to pedal.	Are the tires inflated to an adequate pressure?	Inflate the tires.	
	Is the assistance mode set to [OFF]?	1. Select the level of assistance [BOOST]. 2. Contact your e-bike dealer if you still feel that the pedelec does not provide assistance.	
	The battery charge might be low.	1. Charge the battery and check the level of assistance again. 2. Contact your e-bike dealer if you still feel that the pedelec does not provide assistance.	
	Have you switched the system on with your foot on the pedal?	1. Switch the system on again without applying pressure to the pedal. 2. Contact your e-bike dealer if you still feel that the pedelec does not provide assistance.	
Series:	Troubleshooting Panasonic - Rechargeable battery		

Symptom:	Cause:	Solution:	
The battery discharges quickly.	The battery may be at the end of its service life.	Replace the old battery with a new one.	
The battery cannot be recharged.	Is the charger mains plug firmly connected to the socket?	1. Pull out the charger mains plug and connect it again. 2. Try charging again. 3. If the battery still won't recharge, contact your e-bike dealer.	
	Is the charger plug firmly connected to battery?	1. Pull out the charger mains plug and connect it again. 2. Try charging again. 3. If the battery still won't recharge, contact your e-bike dealer.	
	Is the adapter firmly connected to the charger plug or the battery's charging port?	1. Connect the adapter firmly to the charger plug or the battery's charging port. 2. Restart the charging process. 3. Contact your e-bike dealer if the battery still does not charge.	
	Is the battery, the connection terminal for the battery charger or the charger adapter dirty?	1. Wipe the connection terminal with a dry cloth to clean it. 2. Try charging again. 3. If the battery still won't recharge, contact your e-bike dealer.	
The battery does not start charging when the charger is connected.	The battery may be at the end of its service life.	Replace the old battery with a new one.	
The battery and charger become hot.	The temperature of the battery or the charger may have exceeded the operating temperature range.	1. Stop the charging process. 2. Wait a while and then start charging again. 3. If the battery is too hot to touch, there might be a problem with the battery. Contact your e-bike dealer.	
The charger is hot.	If the charger is used continuously to charge batteries, it may become hot.	Wait a while before using the charger again.	
The LED on the charger does not light up.	Is the charger plug firmly connected to battery?	1. Check the connection to the external body before inserting the charger plug again. 2. If nothing changes, contact your e-bike dealer.	
	Is the battery fully charged?	The LED on the battery charger will go out when the battery is fully charged. This is not a malfunction. 1. Pull out the charger mains plug and connect it again. 2. Then try charging again. 3. If the LED on the charger still does not light up, contact your e-bike dealer.	
Series:	Troubleshooting Panasonic - Lighting		
Symptom:	Cause:	Solution:	
The front light or rear light does not come on, even when the switch is pressed.	The basic settings in the electric drive system have probably been configured incorrectly. The light is defective.	1. Stop using the pedelec immediately. 2. Contact your e-bike dealer.	
Series:	Troubleshooting Panasonic - Display		
Symptom:	Cause:	Solution:	
No data is shown on the monitor if you press the on/off button on the battery.	The battery charge level may be insufficient.	1. Charge the battery. 2. Switch the power on.	
	Is the power switched on?	Keep the battery on/off button pressed down to switch the power on again.	
	Is the battery charged?	If the battery is mounted on the pedelec and being charged, it cannot be switched on. Stop the charging process.	

	Is the connector fitted to the power cable correctly? A component may be connected that the system is unable to recognize.	Check whether the power cable connector, that connects the motor unit to the drive unit, has disconnected. If you are in doubt, contact your e-bike dealer. Contact your e-bike dealer.	
The gear level is not shown on the display.	The gear level is only shown when the electronic gear shift is used.	Check whether the power cable plug has been disconnected. If you are in doubt, contact your e-bike dealer.	
The settings menu cannot be opened while you are riding.	The product is designed in such a way that the settings menu cannot be opened if the system detects that someone is riding the pedelec. This is not a malfunction.	Stop the pedelec and adjust the settings.	
The time display is flashing "0:00".	The coin cell in the display has come to the end of its service life.	Replace the coin cell in the display.	
Series:	Troubleshooting Panasonic - Miscellaneous		
Symptom:	Cause:	Solution:	
Two beeps will sound if a switch is pressed when the switch cannot be operated.	Pressed switch mode has been deactivated.	This is not a malfunction.	
Three beeps sound.	An error or warning has occurred.	This occurs when a warning or an error is shown on the display. Follow the instructions for the code indicated on the display under Section 6.2 - System Messages.	
When you use an electronic gear shift, you can feel pedal assistance becoming weaker when changing gears.	This is because the computer sets the pedal assistance to the optimum level.	This is not a malfunction.	
You hear a noise after changing gears.	X	Contact your e-bike dealer.	
It is normal to hear a noise coming from the rear wheel when cycling as usual.	The gear shift setting may not have been set properly.	Contact your e-bike dealer.	
If you stop the pedelec, gear transmission does not switch to the position preconfigured in the functional feature.	You may have applied too much pressure on the pedals.	It is easier to change gears if you press down gently on the pedals.	