

GLOBE E-SYSTEM ERROR CODES AND TROUBLESHOOTING

ERROR CODE	ISSUE DESCRIPTION	TROUBLESHOOTING STEPS FOR RIDER	TROUBLESHOOTING STEPS FOR INTERNAL USERS & RETAILERS
B E002	Battery, Short Circuit	<ol style="list-style-type: none"> 1. Please power off the bike, remove battery and check the bottom battery connection on both the battery and the bike. 2. Be sure the connection is clean and dry. Look for any noticeable damage such as bent blades, movement or cracking around the battery mount. 3. When reinstalling the battery make sure it is fully installed. The battery should have little (< 3mm) to no movement in the mount when fully installed. 4. Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care. 	<ol style="list-style-type: none"> 1. If the previous steps did not resolve the issue, submit a warranty claim if applicable. 2. If an additional Globe battery is available, please use it to verify if this error code follows the battery or bike. 3. If a new battery resolves the issue and is still within warranty, please include a photo of the battery serial # in the warranty claim. Replace with S216800043. 4. If a new battery does not resolve the issue, the issue may be due to the battery mount. Start by inspecting the BMS and Battery power connections at the controller. Clean out any Nyogel and ensure the connectors are fully connected. If the issue persists replace the battery mount (S216800042)
C E003	Controller, Instantaneous Phase Over Current	<ol style="list-style-type: none"> 1. Please power off the bike, remove the battery and check the motor cable and connector. Look for any noticeable damage to the cable such as a cut or a kink. Also check the connector, be sure it is clean and dry, check for bent pins or evidence of short circuit. Also ensure the connector is fully installed. 2. Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care. 	<ol style="list-style-type: none"> 1. If the previous steps did not resolve the issue, submit a warranty claim if applicable. 2. If an additional Globe rear wheel is available, please use it to verify if this error code follows the motor or bike. 3. If a different motor solves the issue, it should be replaced. In most cases a complete rear wheel (S215500025) replacement will be the best solution. However we do have the motor available on its own: (S216800044). 4. If the error code remains after the motor has been swapped, this issue may be due to the controller (S216800048) and it should be replaced. http://player.vimeo.com/video/737709265?h=436b68ce2b
B E004	Battery, Cell Over voltage	<ol style="list-style-type: none"> 1. Please power off the bike, remove battery and check the bottom battery connection on both the battery and the bike. 2. Be sure the connection is clean and dry. Look for any noticeable damage such as bent blades, movement or cracking around the battery mount. 	<ol style="list-style-type: none"> 1. If the previous steps did not resolve the issue, submit a warranty claim if applicable. 2. If an additional Globe battery is available, please use it to verify if this error code follows the battery or bike. 3. If a new battery resolves the issue and is still within warranty, please include a photo of the battery serial # in the warranty claim. Replace

		<ol style="list-style-type: none"> When reinstalling the battery make sure it is fully installed. The battery should have little (< 3mm) to no movement in the mount when fully installed. Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care. 	<p>with S216800043.</p> <ol style="list-style-type: none"> If a new battery does not resolve the issue, the issue may be due to the battery mount. Start by inspecting the BMS and Battery power connections at the controller. Clean out any Nyogel and ensure the connectors are fully connected. If the issue persists replace the battery mount (S216800042)
C E005	Motor, Haul Sensor Abnormal	<ol style="list-style-type: none"> Please power off the bike and remove the battery. Check the motor cable and connector. Look for any noticeable damage to the cable such as a cut or a kink. Also check the connector, be sure it is clean and dry, check for bent pins or evidence of short circuit. Also ensure the connector is fully installed. Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care. 	<ol style="list-style-type: none"> If the previous steps did not resolve the issue, submit a warranty claim if applicable. Clean out any Nyogel from the motor cable connection to see if this resolves the issue. If the issue persists and an additional Globe rear wheel is available, please use it to verify if this error code follows the motor or bike. If a different motor solves the issue, it should be replaced. In most cases a complete rear wheel (S215500025) replacement will be the best solution. However we do have the motor available on it's own: (S216800044). If the error code remains after the motor has been swapped, this issue may be due to the controller (S216800048) and it should be replaced. http://player.vimeo.com/video/737709265?h=436b68ce2b
C E006	Motor, Blocked Rotor	<ol style="list-style-type: none"> Power off the bike and remove the battery. Check the rear wheel for any blockage. If the wheel spins freely, check the motor cable and connector. Look for any noticeable damage to the cable such as a cut or a kink. Also check the connector, be sure it is clean and dry, check for bent pins or evidence of short circuit. Also ensure the connector is fully installed. Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care. 	<ol style="list-style-type: none"> If the issue persists and an additional Globe rear wheel is available, please use it to verify if this error code follows the motor or bike. If a different motor solves the issue, it should be replaced. In most cases a complete rear wheel (S215500025) replacement will be the best solution. However we do have the motor available on its own: (S216800044). If the error code remains after the motor has been swapped, this issue may be due to the controller (S216800048) and it should be replaced. http://player.vimeo.com/video/737709265?h=436b68ce2b
C E007	BBTS, Torque Sensor Over Limit	Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care.	<ol style="list-style-type: none"> There could be an issue with the controller to BBTS connection. Follow the controller removal instructions to access this connection:

			http://player.vimeo.com/video/737709265?h=436b68ce2b 3. Unplug this connection, remove the Nyogel using the same procedure as the battery connections (electrical contact cleaner, compressed air, safety glasses!). Reconnect the connection being sure the orientation is correct and it is fully connected. 4. If this does not resolve the error there could be an issue with the BBTS unit (S216800050) and it should be replaced. 5. Follow the instructions found here: http://player.vimeo.com/video/762381748?h=271802ae44
C E008	BBTS, Torque Sensor Under Limit	Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care.	1. This could be an issue with the controller to BBTS connection. 2. Follow the controller removal instructions to access this connection: http://player.vimeo.com/video/737709265?h=436b68ce2b 3. Unplug this connection, remove the Nyogel using the same procedure as the battery connections (electrical contact cleaner, compressed air, safety glasses!). Reconnect the connection being sure the orientation is correct and it is fully connected. 4. If this does not resolve the error there could be an issue with the BBTS unit (S216800050) and it should be replaced. 5. Follow the instructions found here: http://player.vimeo.com/video/762381748?h=271802ae44
C E009	Throttle, Over Limit	1. Please restart the system, if the error reoccurs be sure the throttle is not stuck "on". 2. Check the throttle, cable and connection for any damage. Ensure the connection is clean and dry. 3. Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care.	1. If the previous steps did not resolve the issue, submit a warranty claim if applicable. 2. Start by trying a new throttle. (98922-5841) 3. If the error code reappears, there could be an issue at the Y-cable to controller connection: 4. Follow the controller removal instructions to access this connection: http://player.vimeo.com/video/737709265?h=436b68ce2b 5. Unplug this connection, remove the Nyogel using the same procedure as the battery connections (electrical contact cleaner, compressed air, safety glasses!). Reconnect the connection being careful to ensure the arrows are aligned. This connection may take

			<p>a bit of force to fully connect but make sure you hold the plugs and not the cables while doing so.</p> <ol style="list-style-type: none"> Before the controller is reattached to its bracket, reinstall the battery and see if the error has cleared and the throttle now functions. If the issue is not resolved there could be a problem with the Y-cable and it should be replaced. Don't forget we have an animation specifically for this procedure! http://player.vimeo.com/video/762392215?h=7fb0a6b084
C E010	Throttle, Under Limit	<ol style="list-style-type: none"> Do you have a throttle installed on your bike? If not, be sure that in the Globe app the throttle is not activated. If you do have a throttle installed, please restart the system. If the error reoccurs check the throttle, cable and connection for any damage. Ensure the connection is clean and dry. Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care. 	<ol style="list-style-type: none"> If the previous steps did not resolve the issue, submit a warranty claim if applicable. There could be an issue at the Y-cable to controller connection: Follow the controller removal instructions to access this connection: http://player.vimeo.com/video/737709265?h=436b68ce2b Unplug this connection, remove the Nyogel using the same procedure as the battery connections (electronic contact cleaner, compressed air, safety glasses!). Reconnect the connection being careful to ensure the arrows are aligned. This connection may take a bit of force to fully connect but make sure you hold the plugs and not the cables while doing so. Before the controller is reattached to its bracket, reinstall the battery and see if the error has cleared and the throttle now functions. If the issue is not resolved there could be a problem with the Y-cable and it should be replaced. Don't forget we have an animation specifically for this procedure! http://player.vimeo.com/video/762392215?h=7fb0a6b084
C E011	Controller, MOSFET Over Temperature	<ol style="list-style-type: none"> Power off the bike and remove the battery. The Controller has overheated. Please keep the battery removed and wait 5 minutes for the controller to cool down before restarting. Do not touch the controller or motor 	<p>This is normal system behavior in scenarios where the bike may be fully loaded or climbing steep hills. If the rider or retailer believes the error is being incorrectly triggered, gather details on the conditions around the error's occurrence. Total weight on bike, ambient temperature, climbing grade, distance into ride and riding style are helpful facts when</p>

		<p>at this time as they may be hot.</p> <ol style="list-style-type: none"> If the error is still present after 5 minutes, the controller may require additional time to cool down. Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care. 	investigating.
C E012	Motor, Over temperature	<ol style="list-style-type: none"> Power off the bike and remove the battery. The Motor has overheated. Please keep the battery removed and wait 5-10 minutes for the motor to cool down before restarting. Do not touch the controller or motor at this time as they may be hot. If the error is still present after 10 minutes, the motor may require additional time to cool down. Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care. 	<p>This is normal system behavior in scenarios where the bike may be fully loaded or climbing steep hills. If the rider or retailer believes the error is being incorrectly triggered, gather details on the conditions around the error's occurrence. Total weight on bike, ambient temperature, climbing grade, distance into ride and riding style are helpful facts when investigating.</p>
B E013	Battery, Under Voltage	<ol style="list-style-type: none"> Power off the bike. The battery pack has detected a cell voltage that is too low. Please charge the battery with the supplied battery charger. If the charger LED does not turn on as it normally does to indicate charging, you may need to attempt a few times to remove and reconnect the charger. When charged, switch off the bike completely, wait a few seconds and then restart it. If the problem persists or happens again next time when you ride the bike, the battery cells may have aged and for best performance the battery pack may need replacement. Please contact your local retailer or Specialized Rider Care. 	<ol style="list-style-type: none"> If the previous steps did not resolve the issue, submit a warranty claim if applicable. If an additional Globe battery is available, please use it to verify if this error code follows the battery or bike. If a new battery resolves the issue and is still within warranty, please include a photo of the battery serial # in the warranty claim. Replace with S216800043. If a new battery does not resolve the issue, the issue may be due to the battery mount. Start by inspecting the BMS and Battery power connections at the controller. Clean out any Nyogel and ensure the connectors are fully connected. If the issue persists replace the battery mount (S216800042)
C E017	Battery, BMS Failure	<ol style="list-style-type: none"> Please power off the bike, remove battery and check the bottom battery connection on both the battery and the bike. 	<ol style="list-style-type: none"> If the previous steps did not resolve the issue, submit a warranty claim if applicable. If an additional Globe battery is available, please use it to verify if this error code follows

		<ol style="list-style-type: none"> 2. Be sure the connection is clean and dry. Look for any noticeable damage such as bent blades, movement or cracking around the battery mount. 3. When reinstalling the battery make sure it is fully installed. The battery should have little (< 3mm) to no movement in the mount when fully installed. 4. Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care. 	<p>the battery or bike.</p> <ol style="list-style-type: none"> 3. If a new battery resolves the issue and is still within warranty, please include a photo of the battery serial # in the warranty claim. Replace with S216800043. 4. If a new battery does not resolve the issue, the issue may be due to the battery mount. Start by inspecting the BMS and Battery power connections at the controller. Clean out any Nyogel and ensure the connectors are fully connected. If the issue persists replace the battery mount (S216800042)
C E021	BBTS, Torque Constant Voltage Error	<p>This code is not indicative of an issue with the component, but rather a warning of unexpected behavior from the bike that could be caused from soft pedaling or hitting a bump.</p> <p>A firmware update will be released October 2023 to remove this error code. If this is after the release, confirm the firmware is updated.</p> <p>If the issue persists please contact your local retailer or Specialized Rider Care.</p>	
C E027	Lights, Short Circuit Error	<p>Check that both lights are functional. Firmware release 2.55 has removed this error. Please make sure you have updated the bike to 2.55.</p>	
C E031	Firmware Update Error	<ol style="list-style-type: none"> 1. A firmware update was not successfully installed on the bike. 2. Be sure the bike is above 40 degrees Fahrenheit! 3. Power off the bike and remove the battery and wait 1 minute before reinserting the battery and turning it on. 4. Close out your Globe app and all apps running in the background. Make sure you're not connected to anything over Bluetooth other than the bike. 5. Make sure you're on strong Wi-Fi, and keep the device close to the bike during the update. 	<ol style="list-style-type: none"> 1. If the previous steps did not resolve the issue, submit a warranty claim if applicable. 2. Please go through the troubleshooting flow chart for this error to determine what parts are needed.

		<ol style="list-style-type: none">6. Once all these are confirmed you can reattempt the update via the app.7. If the issue persists, try another device if available or please contact your local retailer or Specialized Rider Care.	
C E032	Controller, No Communication	<ol style="list-style-type: none">1. Power off the bike and remove the battery.2. Be sure the connection is clean and dry. Look for any noticeable damage such as bent blades, movement or cracking around the battery mount.3. When reinstalling the battery make sure it is fully installed. The battery should have little (< 3mm) to no movement in the mount when fully installed.4. Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care.	<ol style="list-style-type: none">3. If the previous steps did not resolve the issue, submit a warranty claim if applicable.4. Please go through the troubleshooting flow chart for this error to determine what parts are needed.5. This error most commonly occurs in conjunction with B E032. If this is the case please remove the Nyogel from the connectors following the technical bulletin here: https://www.dropbox.com/scl/fi/aftwhssdoj9ltn cy8zpi/2023-Globe-Haul-ST-Removing-Contaminated-Dielectric-Grease-from-Connectors.pdf..6. If this error appears on it's own, there may be an issue with the controller to Y-cable connector. Remove any Nyogel and check for evidence of damage at the connector. Look for bent pins on the male side and any noticeable damage on the female side. Also check for any evidence of kinks in the cable.7. In most cases replacing the Y-cable (S226800007) will resolve this error.http://player.vimeo.com/video/762392215?h=7fb0a6b084 However, there may be instances where the controller (S216800048) will also need replacing. http://player.vimeo.com/video/737709265?h=436b68ce2b This should be done if there is damage to the female side of the connector on the controller.
B E032	Battery, No Communication	<ol style="list-style-type: none">1. Please power off the bike, remove battery and check the bottom battery connection on both the battery and the bike.2. Be sure the connection is clean and dry. Look for any noticeable damage such as bent blades, movement or cracking around the battery mount.3. When reinstalling the battery make	<ol style="list-style-type: none">1. If the previous steps did not resolve the issue, submit a warranty claim if applicable.2. This error most commonly occurs in conjunction with C E032. If this is the case please remove the Nyogel from the connectors following the technical bulletin here: https://www.dropbox.com/scl/fi/aftwhssdoj9ltn cy8zpi/2023-Globe-Haul-ST-Removing-Contaminated-Dielectric-Grease-from-Connectors..

		<p>sure it is fully installed. The battery should have little (< 3mm) to no movement in the mount when fully installed.</p> <p>4. Please restart the system. If the issue persists please contact your local retailer or Specialized Rider Care.</p>	<p>pdf.</p> <p>3. If this error appears on its own, begin by removing the Nyogel from the connectors as shown in the above technical bulletin.</p> <p>4. If this does not resolve the error, there may be a problem with the battery mount (S216800042) and it should be replaced.</p> <p>5. If the issue persists, ensure there is not an issue with the battery (S216800043) itself by swapping with a known good battery.</p>
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