PROPER ROUTING OF CABLES AT THE MAIN CONTROL BOARD

Service Bulletin Effective Date: December 13, 2024

Affected Models: Ulterra Quest, Riptide Instinct Quest, 1358502, 1358501, 1358503, 1358540, 1358541, 1358542, 1358560, 1358561, 1358562, 1358563, 1358580, 1358581, 1358583, 1377950, 1377951, 1377952, 1377955, 1377956, 137957, 1377960, 1377961, 1377962, 1377963, 1377971, 1377972, 1377973

Serial Number Range: All motors older than Serial Number 24312M#####

Reason:

1. Incorrect Routing of the Ribbon Cable connecting the Power Button/LED Board to the Main Control Board allowed the Ribbon Cable to be pinched and damaged.

2. Routing of the Horizontal Sensor Wires to the Main Control Board allowing the wires to be pinched or damaged.

Actions:

1. During any repair of an Ulterra Quest or Riptide Instinct Quest Motor the Ribbon Cable should be inspected for damage. To ensure that is not damaged in the future the Ribbon Cable should be routed as shown in Figure 2.

2. Verify the routing of the Horizontal Sensor Wires is as shown in Figure 3 below and inspect the Horizontal Sensor Wires for damage. If the Horizontal Sensor Wires are damaged the Main Control Board should be replaced.

Related Part Numbers: 2204030 ULTERRA/INSTINCT QUEST MAIN CONTROL BOARD

Additional References: QUEST MOTORS REPAIR MANUAL

Explanation:

Reports of damage to the Ribbon Cable connecting the Power Button/LED Board to the Main Control Board have been received, an example of this damage is Figure 1. This damage is caused by the pinching the Ribbon Cable between the Control Board Cover and the Tilt Actuator. To be certain the Ribbon Cable cannot be pinched in this way the Ribbon Cable should be routed under the Wires to the Batteries as Shown in Figure 2.

Inspect the Horizontal Sensor Wires for damage, if the wires are damaged replace the Main Control Board. The Horizontal Sensor Wires should be routed over the Tilt Actuator as shown in Figure 3.

These routings prevent piching of the wires when the Control Board Cover is in place.