



Technical Service Bulletin:

Voltage Regulator

Issue: Battery drains dead after sitting for several days.

Year/Model affected: Some 2020 Green Machine Carts Cruise 200cc

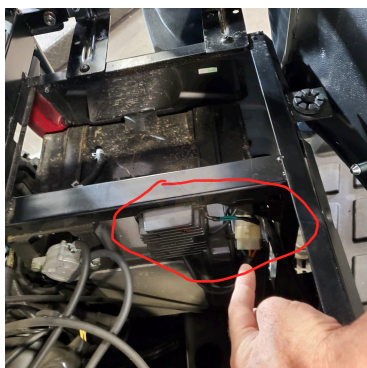
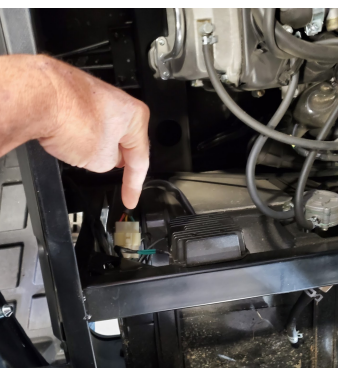
Possible cause: A faulty Voltage Regulator. Our Voltage Regulator MFG made a production change mid year on the Regulator. This change seems to have a flaw that could cause the regulator to drain the battery when stored over several days.

Diagnose: To diagnose this issue we ask that you **fully** charge your battery with a 12Volt battery charger on low charge overnight. Once battery is fully charged, Locate the Voltage Regulator under the driver seat, (photos attached below) It is Mounted on driver side at top of frame beside the fuel pump. It is a small black metal box with short cooling fins on it. There could be 2 small plugs or 1 larger plug on it, unplug the white plug if has 2 plugs (or the only plug if only has the 1 plug. Leave this unplugged while cart is sitting for more than 1 day. When going back to use cart, re-plug the connector and use cart as normal. When done with cart, unplug connector while not in use. Try this over a week or 2 process and see if problem still exist with battery drain. If problem has disappeared, then this is **Confirmation of a faulty Voltage Regulator**.

Solution: As on now the Voltage Regulator MFG does not have a final replacement developed as they are still Taking in data from customers doing this test. We are hoping to see a fix very soon. But in the mean time we Request that you continue to follow the diagnose procedure when parking cart for more than 1 day.

If you are having a voltage regulator or battery issue **YOU MUST GO TO LINK BELOW TO REGISTER A WARRANTY CLAIM.** Failure to do so will result in a non claim and you will not be on list to receive the Corrected Voltage Regulator once it is available. You must submit the required photos and documentations, So be prepared and have them available to upload. (these consists of a copy of your invoice or bill of sale For proof of purchase, a photo of your odometer showing current milage, and a photo of the voyage Regulator under drivers seat showing the plug connections to determine if you have the single plug or the Dual plug connector. Once submitted you will be added to list for replacement once available.

PLEASE BE PATIENT WITH US AS WE WORK TO GET THIS RESOLVED. WE ARE VERY SORRY ABOUT THIS ISSUE AD ARE WORKING DILIGENTLY TO RESOVE IT.



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