
To: All Distributors, Regional Sales Managers, and National Sales Manager

From: LabriePlus

Model: AU, EX, MX, FL

Subject: Error Code- Missed One Scan With Master

Below is an explanation of the error code **"Missed One Scan With Master"**.

The Master Controller (Module 10) is sending a heartbeat signal every 250 msec on the CANBUS. The display (module 11) always looks for this signal.

This error message is received when the display misses receiving the heartbeat signal.

The symptoms are:

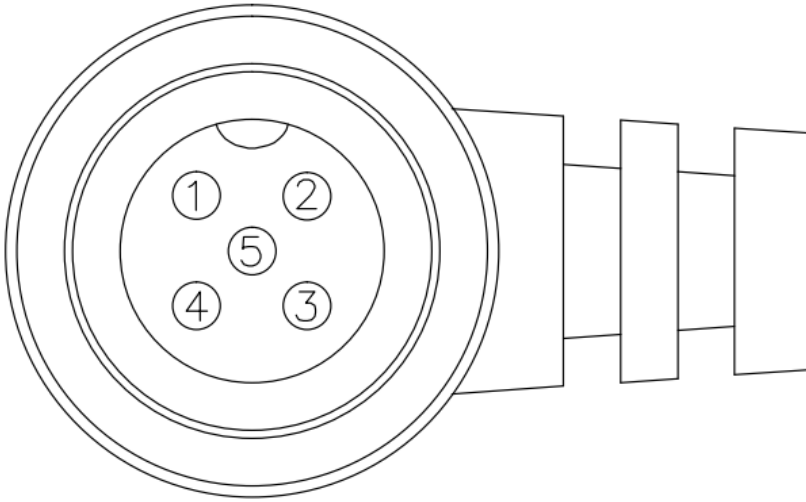
- 1- Master Controller (Module 10) losing power.
- 2- CANBUS connection between Master and display is lost or intermittent.

Troubleshooting steps:

- With the ignition off and the battery disconnect turned off, carefully remove the 5 pin connector from the back of the display screen. Using a multimeter, measure the resistance between pins 4 and 5. There should be roughly 60ohms of resistance. If not, begin troubleshooting the Labrie Can Bus.
- If there is 60 ohms across pins 4 and 5, with the battery disconnect and the ignition on, carefully remove the 5 pin connector from the back of the display screen. Using a multimeter, measure the voltage across pins 1 and 2. We should see 12VDC.

Please contact the LabriePlus Service Department at **(800) 231-2771 (US)** or **(877) 452-2743 (CAN)** for questions or further information

- If there is not 12VDC between pins 1 and 2, move the black test lead from pin 3 to the negative post of the battery and confirm power. If the multimeter shows 12VDC, fix the Labrie ground (wire 105-D) going to pin 3. If there is not 12VDC, move the black test lead back to pin 3 and move the red test lead to the positive post of the battery. If the multimeter shows 12VDC, fix the Labrie power wire (wire IGN-10o). If there is not 12VDC in either situation then repair the damaged harness feeding the display screen.



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