

SERVICE BULLETIN

Segway PT Premature Speed Limiting

Affected Units

Any Segway® PT that exhibits the behavior described in this Service Bulletin.

Issue

Some Segway PT units have experienced premature speed limiting. Speed limiting occurs when the rider approaches the maximum allowed speed (set using the InfoKey). The PT limits the maximum speed by pushing the handlebar back toward the rider, which slows the PT down. Premature speed limiting usually occurs between 9-10.5 mph (14-17 kph) when the maximum allowed speed is set to 12.5 mph (20 kph).

Please note this issue has no impact on any aspect of safe PT operation.

Resolution

Segway

Segway has created a procedural fix to solve this issue. Any Segway PT model that is experiencing this issue should have this Service Bulletin procedure performed on it.

Dealers/Distributors

Dealers/Distributors who experience premature speed limiting should contact their regional Technical Support (see **Ordering Replacement Parts**). Segway will open a service request after a completed RMA Request form is received. Dealers/Distributors will receive a BSA Fastener parts kit at no charge to be installed on each affected unit. Please perform the Procedure outlined in this Service Bulletin in a timely manner.

SERVICING INFORMATION: The information in this document is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely service a Segway® PT/SE-3 Patroller. Refer to the appropriate Service Manual for complete service procedures. These procedures should not be attempted by "do-it-yourselfers," and Segway customers should not assume this document applies to their Segway PT/SE-3 Patroller, or that their Segway PT/SE-3 Patroller has any condition described in this document. Segway PT/SE-3 Patroller customers should contact an authorized Segway dealer if they have any questions.

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