

LateralX LX5+: Why aren't the buttons/controls working? ID: 13301.1

Follow this troubleshooting guide to help resolve issues with the buttons on the console and handlebars of the BowFle LateralX LX5+.

Some common complaints may include:

- Console buttons do not work
- Handlebar buttons do not work
- Buttons aren't responding
- Buttons/controls not functioning

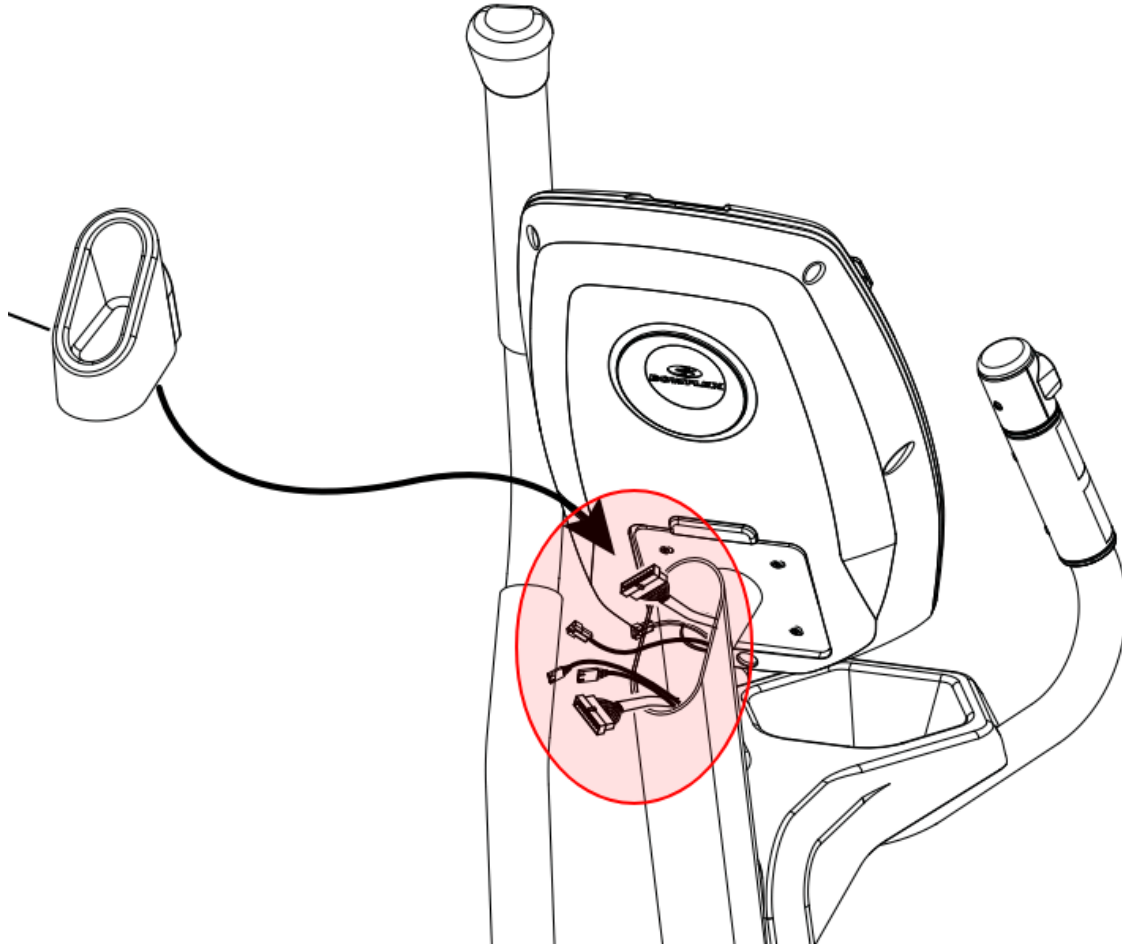
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver (if removing console from mast)

1. Test the buttons on the console. One at a time, press each button and test for its response. If any (or all) of the buttons are not responding, [order a Console \[13301.A\]](#).
2. If the console buttons are responding, press each button on the handlebars and test for a response. If the buttons are not responding on the handlebars, remove the console mast end cap and locate the 10-pin cable (**reference 1**). Unplug the connector and inspect for damage. If undamaged, firmly plug the connector ends back together, ensuring they are oriented in the proper direction. The tabs on the connectors should line up and make an audible click once secured. Once secured, test to see if the buttons work [\[13301.B\]](#). If the cable coming from the handlebar is damaged, [order a Static Handlebar \[13301.C\]](#). If the cable coming from the mast is damaged, [order Mast Cables \[13301.D\]](#).

(Reference 1)



Remove the console mast cover and inspect the 10-pin cable from the cables circled in red.

3. If the issue persists, [order a Static Handlebar \[13301.E\]](#).

Need to order replacement parts?

1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Console	8013934
Mast Cables	8018408
Static Handlebar	8014278

2 Contact Tech Team / Advanced Troubleshooting

If the issue was not resolved in the steps listed, contact the Tech Team or send an Advanced Troubleshooting case.

Submit a Case with case type Advanced Troubleshooting