Hmm, that’s concerning. “s” should definitely give you the status if everything is hooked up correctly. From your pictures the PEAK CAN adapter heat shrink looks too clean to be hiding a resistor in it, or maybe someone did a really good soldering job. The 2 resistors are important, and I’m inclined to think that your setup only has one. Sometimes a full arm can get away with only one 120 ohm resistor on the CAN bus, but it is highly recommended that both ends of the CAN bus have a resistor to clean up noise.

Do you have a multimeter? Are you comfortable with electronics? If you didn’t make the adapter yourself, I would try probing it with a multimeter to see whether there is a resistor inside the heat shrink as shown below. Maybe unplug that cable from the adapter and see if the two CAN wires have 120 ohms between them when not plugged into the arm, and 240 ohms when plugged into the arm. I’ve attached the ideal CAN bus layout to this email. If you find that the CAN adapter does not have a resistor in it, I would try adding one before spending any more time troubleshooting. If you don’t have one around you could try using the one that we left hooked up when we sent it back. Let me know how that goes.

