PushTracker E2/E3 Field Action FAQs

Why am I being contacted?

You are being contacted to perform a medical device field correction involving the PushTracker E2 and E3 containing the SmartDrive MX2+ application.

What is being corrected?

When we developed the new SmartDrive MX2+ App for Android wearables that would also be compatible with Samsung Galaxy Watch (4 and newer), we identified a software correction which would prevent an application failure under certain circumstances.

Is this a recall on SmartDrive?

No, this is a product defect correction on the SmartDrive MX2+ App for Android wearable devices only. Your SmartDrive power assist is not being recalled.

Is there a potential for me to be injured?

As specified in the provided communication, we do recommend addressing this issue as soon as possible to avoid any potential injuries caused by the application stopping unexpectedly. This is a field action as we continue to provide the best quality products for you.

What do I have to do?

As a consumer, you will need to update your PushTracker E2/E3 wearable and download the latest version of the SmartDrive MX2+ App from the Google Play Store. Updating your PushTracker may require a factory reset and doing the setup with Wear OS. Additional benefits of downloading the new SmartDrive MX2+ App will be improved battery life and wearable performance.

To complete the action required, you can either visit our website https://hub.permobil.com/en-au/smartdrive-voluntary-field-action using the password **SmartDrivePT2023** and follow the steps provided or contact Permobil Customer Support on 1300 845 483 for assistance.
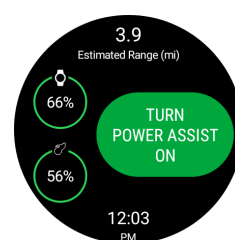
How can I tell if I have the latest version of the SmartDrive MX2+ App for my PushTracker E2/E3?

Depending on the home screen layout of the SmartDrive MX2+ App for PushTrackers E2 and E3, you should be able to easily tell if your PushTracker is up to date (version 1.1.00) or not. Check out the enhanced graphics showing battery life we've added to the home screen (see below).

If you do not have the newest version of the SmartDrive MX2+ App, please update your PushTracker E2/E3 as soon as possible.
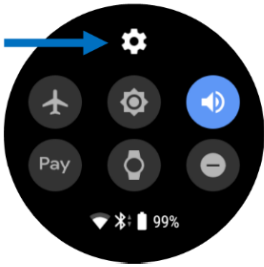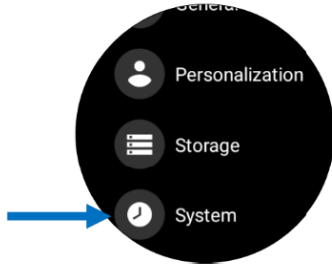
Previous version, needs to be updated   *Up to date SmartDrive MX2+ App*
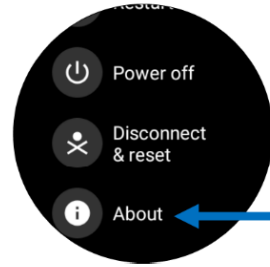
How do I locate my PushTracker Serial Number?

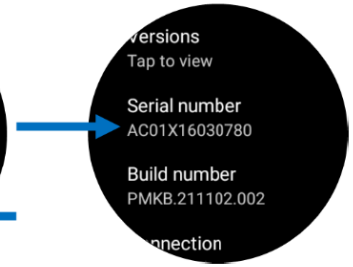**①** Open **quick access** menu and click on **settings**

② Scroll down and select **system**

③ Select **about**

④ Find **serial number**

How do I update my PushTracker E2/E3?

For a pre-configured PushTracker E2/E3

1. Complete a factory reset of the PushTracker E2/E3

2. Setup the PushTracker with Wear OS (smartphone and Wi-Fi required)

You can follow the instructions here

For a non pre-configured PushTracker E2/E3

1. Install the newest version of the SmartDrive MX2+ App for Wear OS from the Google Play Store.

Feel free to contact Permobil Customer Support on 1300 845 483 if you need assistance.