

PushTracker field action – FAQ

Why am I being contacted?

You are being contacted to perform a voluntary 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 voluntary field action 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 voluntary field action as we are 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 and download the latest version of the SmartDrive MX2+ App from the Google Play Store. Updating your PushTracker may require a factory reset and setting up 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/smartdrive-voluntary-field-action> using the password **SmartDrivePT2023** and follow the steps provided.

The website is asking me for a password, what should I use?

The password to the protected survey is: **SmartDrivePT2023**

How can I tell if I have the latest version of the SmartDrive MX2+ App for my PushTracker E2/E3?

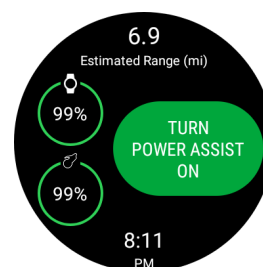
Depending on the home screen layout of the SmartDrive MX2+ App for PushTrackers E2 and E3, you should be able to easily tell if your PushTracker is up to date (version 1.1.00) or not.

If you do not have the newest version of the SmartDrive MX2+ App, please update your PushTracker E2/E3 as soon as possible.

Below are some images for reference:



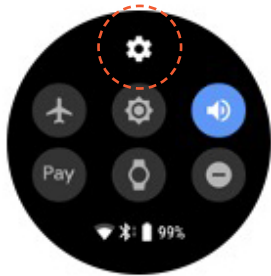
Previous version, needs to be updated



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
 - Complete a factory reset of the PushTracker E2/E3
 - [Setup the PushTracker with Wear OS \(smartphone and Wi-Fi required\)](#)
 - You can follow the instructions here: [PTE2_Initial Setup_Quickguide RevC.pdf \(dropbox.com\)](#)
- For a non pre-configured PushTracker E2/E3
 - [Install the newest version of the SmartDrive MX2+ App for Wear OS from the Google Play Store.](#)

How can I tell if my PushTracker is pre-configured or not pre-configured?

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



- 2 Scroll down and find **Developer Options**



- 3 If you are able to see “Developer Options” by following these steps, you must do a **factory reset** and **setup with Wear OS** before downloading the newest version SmartDrive MX2+ App.

If you are **not** able to see “Developer Options” and your PushTracker is set up with Wear OS, you should be able to **download the newest version of the SmartDrive MX2+ App** from the Google Play Store without having to complete a factory reset.

What if I purchased a PushTracker E2 or E3 and I cannot (or am not comfortable) doing a factory reset?

If you purchased a wearable controller from Permobil and factory resetting does not work for you, please contact Permobil Customer Experience at (800) 736-0925. They can help guide you through the process.