

SERVICE BULLETIN

Subject:

Hourmeter reset after re-boot.

Bulletin N°: 01-2018

Date: 17-08-2018

APPLIES TO

ME-500-X, ME-501-X. Units Born or updated to SW version 60.67

DESCRIPTION

RMA statistics and feedback from Customer Care report an issue with the meters and counters (hours and milage) which can occur after the unit re-boots. Reports in Trackunit Manager can show a difference when values are compared to the machine.

Fra: 15-06-2018 22:04
Til: 15-06-2018 22:06

HISTORY REPORT



Tid	Adresse	Spænding / Batteri	1: Hours 2: Ignition				3: Seatbelt 4: Isolator				T1: Temperatur 1 T2: Temperatur 2			
			Mph	1	2	3	4	T1	T2	Timer	Miles			
15-06-2018 22:04:57	Ukendt	13,8 V	90%	0	TIL								18	32,7
15-06-2018 22:04:58	Ukendt	13,8 V	90%	0									18	32,7
15-06-2018 22:05:28	Ukendt	13,3 V	90%	0									18	32,7
15-06-2018 22:06:16	Ukendt	13,2 V	90%	0									18	32,7
15-06-2018 22:06:43	Ukendt	Ukendt	Ukendt	Ukendt	13,1 V	90%	0	TIL					14	27,2
15-06-2018 22:06:51	Ukendt	Ukendt	Ukendt	Ukendt	13,1 V	90%	0	TIL					14	27,2
15-06-2018 22:06:51	Ukendt	Ukendt	Ukendt	Ukendt	13,1 V	90%	0	TIL					14	27,2
15-06-2018 22:06:56	Ukendt	Ukendt	Ukendt	Ukendt	13,1 V	90%	0	TIL					14	27,2
15-06-2018 22:06:56	Ukendt	Ukendt	Ukendt	Ukendt	13,1 V	90%	0	TIL	TIL				14	27,2
15-06-2018 22:06:58	Ukendt	Ukendt	Ukendt	Ukendt	13,0 V	90%	0	TIL	TIL	TIL			14	27,2

History report from Trackunit Manager



SOLUTION

Trackunit has updated the affected units to the latest firmware version and informed the affected customers through Trackunit Manager and on www.trackunit.com/download/

To get the full overview and outcome from Trackunit Manager, you need to update your hour meter/KM/Miles in Trackunit Manager to make it reflect the current value on the machine/vehicle. A detailed instruction on hour meter management in Trackunit Manager can be found on www.trackunit.com/download/.