

Recipients :	All Markets
Release date :	June 13 th , 2024
Update Purpose :	First release
Object :	SE5000 Smart 2, Company Lock

It has come to our attention that clarification of the SE5000 Smart 2 *Company Lock* is requested. The *Company Lock* is set active when first inserting a new Company card in an in-service unit and manually confirming the *Company Lock*.

The current Lock will remain active until a new company locks the tachograph with its own Company card, or if the current company manually Unlock the tachograph via their Company Card.

Customer reports:

In some instances, users have reported that the VU Display INFO Menu lost the Lock status.

Root cause of event:

This may occur after battery work or battery switch being turned off over a long parking station.

However, the *Company Lock* is not removed, and can still be checked at the bottom of a *Technical Data* printout, as indicated in our Driver Manual:

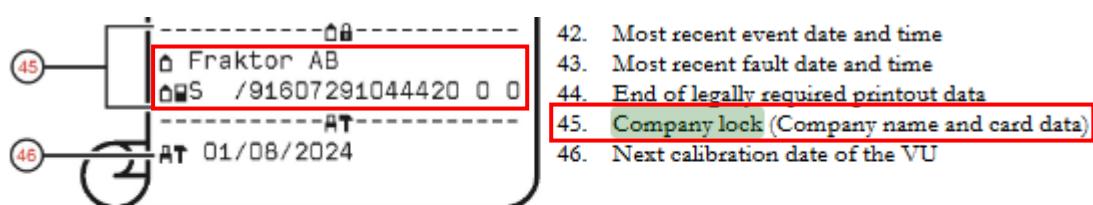


Fig.1 - End part of Smart 2 *Technical Data* printout

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Conclusions:

Absence of the Company Lock indication in the VU Display or invite to lock again with the same company card can be disregarded if the Company Lock is confirmed via the *Technical Data* printout.