



Sept. 8th, 2023

Ref: Outage of BT500/BT504 ELD

The ORBCOMM BT500/BT504 ELD Solution is currently experiencing a system wide outage. ORBCOMM is in communication with the FMCSA and ELD Tech regarding the circumstances and impact of the outage.

At present, the BT504 ELD installed in this CMV is in a state of malfunction and the driver is utilizing a paper Record of Duty Status for 8 days in accordance with 49 CFR 395.34(d)(2).

ORBCOMM is working diligently to resolve this issue as quickly as possible. This communication regarding the status of this BT504 ELD is valid until Sept. 14th or until the outage is resolved whichever comes first. If the malfunction cannot be resolved by Sept. 14th follow up steps will be taken with the FMCSA and an updated communication will be issued.

If there are any questions or concerns regarding this situation, please do not hesitate to contact ORBCOMM's Customer Care Team at 1-800-ORBCOMM (672-2666), who is fully prepared to assist you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Scott B. Stofer'.

Scott Stofer,

Director of Safety and Compliance

ORBCOMM[®]