

RMA FORM (Return Material Authorization)



Device Name and IMEI	
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Situation Description	
<i>When, where and how the situation did happen?</i>	

Declared Features Which Does Not Work	
<i>Ex.: Immobilising</i>	

Company Name	
Country, State, City	
Client Contact Information	
EZtoTrack Contact Person	

AVL and Modem Firmware Version <i>SMS command:</i> <login><space><password><space> getver <space><space> getver	
Status LED <i>Please check one</i>	☐ Blinking every second ☐ Blinking every 2 seconds ☐ Blinking fast constantly ☐ OFF
Navigate LED <i>Please check one</i>	☐ Blinking every second ☐ Permanently switched ON ☐ OFF
Debug Information	
<i>At least one is mandatory</i>	
Configuration	