

## MALFUNCTION GUIDE

According to the FMCSA requirements, *'An ELD must have the capability to monitor its compliance with the technical requirements of this section for the detectable malfunctions and data inconsistencies [...] and must keep records of its malfunction and data diagnostic event detection.'*

You may see the malfunctions or data diagnostic events occurring in your application. They are displayed by clicking on the following icon in the upper-left corner:



If both parts of the icon are green, then everything is correct.

If 'D' is red - the data diagnostic event is occurring.

If 'M' is red - the malfunction is present.

This icon may become red due to the loss of a GPS signal or loss of PT30 signal or other malfunctions.

The FMCSA states a specific set of actions that drivers and carriers must take during an ELD malfunction in CFR §395.34. In the event of an ELD malfunction, a driver must:

- Note the malfunction of the ELD and provide written notice of the malfunction to the motor carrier within 24 hours
- Reconstruct the record of duty status for the current 24-hour period and the previous 7 consecutive days, and record the records of duty status on graph-grid paper logs that comply with §395.8, unless the driver already possesses the records or the records are retrievable from the ELD; and
- Continue to manually prepare RODS in accordance with 49 CFR 395.8 until the ELD is serviced and back in compliance. The recording of the driver's hours of service on a paper log cannot continue for more than 8 days after the malfunction; a driver that continues to record his or her hours of service on a paper log beyond 8 days risk being placed out of service.

### **Inspections during malfunctions.**

When a driver is inspected for hours of service compliance during an ELD malfunction, the driver must provide the authorized safety official the driver's records of duty status manually kept as specified above.

## Driver requirements during ELD data diagnostic events.

If there is an issue with connection to the internet or GPS, please wait until the connection is restored. If the issue persists, please contact our Support Center at +19167406674.

## Guidance to the Malfunctions

| Type                                | Reason   | Resolution   |
|-------------------------------------|--|--|
| <b>Engine Synchronization</b>       | ELD has lost synchronization with the ECM (Engine Control Module) for over than 30 minutes during the 24-hour period | Please call our Support Center and arrange the connection to ECM to be restored. Once done and the connection has already been set up, correct the lost or corrupted logs manually and restart the engine. |
| <b>Positioning Compliance</b>       | ELD has lost a valid GPS signal for over than 60 minutes during the 24-hour period                                   | The issue gets resolved automatically by receiving a valid GPS signal again.   |
| <b>Data Recording Compliance</b>    | The device (phone or tablet) has less than 5 MB of free space left.  | Please delete the extra files for the necessary space of more than 5 MB.   |
| <b>Timing compliance</b>            | The ELD device is sending an incorrect timeframe of events.  | Please contact our Support Team or motor carrier.  |
| <b>Unregistered odometer change</b> | The odometer has changed even in case you do not drive the truck.  | Please recheck the odometer in the application or contact our Support Team.  |

## Guidance to the Data Diagnostic Events

| Type                                     | Reason   | Resolution  |
|--|--|---|
| <b>Engine Synchronization Diagnostic</b> | Engine Control Module has stopped receiving required ELD data for more than 5 seconds. | Please call our Support Center and arrange the connection to ECM to be restored. Once done and the connection has |

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|---|--|--|
|   |  | already been set up, correct the lost or corrupted logs manually and restart the engine.   |
| <b>Missing required data elements data diagnostic</b> | The ELD has lost the connection to the ECM (temporarily or permanently), the device works incorrectly. | Please reload the ELD device and reconnect it.   |
| <b>Data transfer data diagnostic</b>                  | Occurs when you are unable to transfer the data to the server.   | Please contact our Support Team or motor carrier.  |
| <b>Unidentified driving records</b>                   | Occurs when Unidentified driving is enduring more than 30 minutes per last 24 hours.                   | Please accept unidentified events until their duration drops to 15 minutes or less during the current 24-hour period and the previous 7 consecutive days.. |