

MALFUNCTION GUIDE

What the FMCSA regulations say about ELD 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.

In short: drivers must reconstruct the previous 7 consecutive days logs in compliance with CFR 395.8 until the ELD is back in compliance, for a maximum of 8 days.

For a period exceeding 8 days, carriers must file an extension request with the FMCSA within 5 days of being aware of the malfunction.



M/D - this is the Malfunction/Diagnostics icon, click it to view the current status of the system. This icon may become red due to loss of GPS signal or loss of PT30 signal or other malfunctions.

Malfunction and Data Diagnostic Events Definitions

Malfunctions:

Malfunction	Cause	What to do
Engine synchronization	More than 30 minutes without Engine Control Module (ECM) synchronization over a 24-hour period	Notify the carrier as soon as possible and arrange for the ECM link to be restored. Once it's restored, review and correct your logs, then restart the truck engine.
Positioning compliance	More than 60 minutes without a valid GPS fix in a 24-hour period.	This malfunction might appear during a temporary loss of a valid GPS signal, but it auto-resolves once GPS is restored.
Timing compliance	ELD device is sending incorrect timeframe of events.	Please call your motor carrier or a support line.

Data recording compliance	Your device (phone or tablet) has less than 5 MB of free space left.	Please remove unnecessary files from your device, ensure that you have more than 5 MB left, and wait for ten minutes.
Unregistered odometer change	Your odometer has changed while you were not driving the vehicles.	Please re-check the odometer in your application and on the events or call our support line.

Data Diagnostics:

Diagnostics	Cause	What to do
Engine synchronization	ECM can no longer acquire values for the ELD parameters required for records within five seconds.	Notify the carrier as soon as possible and arrange for the ECM link to be restored. Once it's restored, review and correct your logs, then restart the truck engine.
Missing required data elements	The issue occurred as the ECM is no longer connected to the ELD, the ELD device works incorrectly	You need to re-load the ELD device and re-connect to it.
Data transfer	You were unable to transfer your data to the server.	Please call your motor carrier or our support line.
Unidentified driving records	More than 30 minutes of Unidentified driving per last 24 hours.	Assume your unidentified events until their duration drops to 15 minutes or less during the current 24-hour period and the previous 7 consecutive days. Please also check whether you are connected to the truck properly in order for the issue not to re-occur.

Support Contacts

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