Malfunction Reporting Instruction Sheet - USA

The following document is prepared in accordance with 49 CFR §395.22 (h):

If the ELD shows a Malfunction, please contact us first so we can help resolve the issue. If the problem cannot be fixed, follow the steps below.

If an ELD malfunctions, a <u>driver </u>must:

1. Note the malfunction of the ELD and provide written notice of the malfunction to the motor carrier within 24 hours;

2. Reconstruct the record of duty status (RODS) for the current 24-hour period and the previous 7 consecutive days, and record the RODS on graph-grid paper logs, or electronic logging software, that comply with 49 CFR 395.8, unless the driver already has the records or retrieves them from the ELD; and

3. 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, or electronic logging software, 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, or electronic logging software, beyond 8 days risk being placed out of service.

(b) *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 under paragraphs (a)(2) and (3) of this section.

(c) *Driver requirements during ELD data diagnostic events.* If an ELD indicates that there is a data inconsistency that generates a data diagnostic event, the driver must follow the motor carrier's and ELD provider's recommendations in resolving the data inconsistency.

MDC	Malfunction type	Reason	Resolution
P	Power compliance	ELD is not powered for an aggregated in-motion driving time of 30 minutes or more over a 24-hour period across all driver profiles.	Contact the motor carrier and arrange for the ECM link to be restored. Please check the power supply. Reload and reconnect the ELD device if required.
E	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.
T	Timing compliance	The ELD device is sending an incorrect timeframe of events.	Please check the power supply. Reconnect the ELD device if required. Make sure the ELD time is synchronized to UTC (Coordinated Universal Time).
L	Positioning Compliance	ELD has lost a valid GPS signal for over than 60 minutes during the 24-hour period.	This malfunction might appear during a temporary loss of a valid GPS signal, but it auto-resolves once GPS is restored and work properly during last 24-

			hour period.
R	Data Recording Compliance	The 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.
S	Data transfer compliance	Malfunction occurs when the ELD stays in the unconfirmed data transfer mode following the next three consecutive monitoring checks.	Ensure that the ELD is connected to the cellular network and have internet connection.
O	Unregistered odometer change	The odometer has changed in case you do not drive the truck.	Please re-check the odometer in your application and on the events or call our support line.
MDC	**Data diagnostic type**	**Reason**	**Resolution**
1	Power	The ELD cannot identify engine power status: • The Engine was started while the device was off, and the ELD took more than 60 seconds to power up after turning the engine on. • The engine was run, or the vehicle driven while the device was off.	Manually power on the ELD and allow it to boot up before turning the engine on. This en-sures that it is ready to record as soon as the engine starts.
2	Engine Synchronization	ECM can no longer acquire values for the ELD parameters required for records within 5 seconds of need.	Notify the carrier as soon as possible and arrange for the ECM it's link to be restored. Once restored, review and correct logs, then restart the truck engine.
3	Missing required data elements	Occurs when any required data field is missing at the time of its recording.	Review and correct missing information in your Logs. Reload the ELD device and reconnect it. Make sure the ELD records

			valid geolocation.
4	Data transfer	You were unable to transfer your data to the server. ELD switches to unconfirmed data transfer mode.	Please call your motor carrier or our support Line. Make sure the ELD is connected to the cellular network, has internet connection and the next data transfer test is successful.
5	Unidentified driving records	More than 30 minutes of Unidentified driving in 24-hour period.	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.
6	Positioning	More than a minute without a valid GPS fix.	It auto-resolves once GPS is restored.