

# Malfunction Guide



As per the FMCSA requirements, each ELD Provider must detect and collect any malfunctions occurring during the use of their eLog or device. Once the driver faces the malfunction issue or data diagnostic event, the 'M/D' icon (in the upper left corner) changes its color. Normally, both 'M' and 'D' are green.

But, once the malfunction issue appears, 'M' becomes red and in case of data diagnostic issue - 'D' becomes red.

According to the FMCSA, **49 CFR § 395.34 - ELD malfunctions and data diagnostic events**, there are several actions a driver should take in such cases:

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 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.
3. Continue to manually prepare a record of duty status in accordance with § 395.8 until the ELD is serviced and brought back into compliance with this subpart.

**Note:** Keep in mind, if you are facing malfunctions during the DOT inspection, please be prepared to provide the manually kept and filled RODS (records of duty status) to the inspector.

*In case the issues happened due to the bad Internet or GPS connections, you may wait for the connection to be restarted or just contact the Support Team via:*

**phone: +18622083848**

**email: [sharpeldprovider@gmail.com](mailto:sharpeldprovider@gmail.com)**

## Malfunction Types :

### Engine synchronization

Occurs because of the absence of the Engine Control Module (ECM) for more than 30 minutes during a 24-hour period.

You will need to contact the motor carrier and arrange the ECM link to be restored. After it, check and correct the logs, and restart the truck engine.

### Positioning Compliance

Occurs because of the absence of a valid GPS signal for more than 60 minutes during a 24-hour period.

You will need to wait for the GPS signal to be restored automatically.

### Data Recording

Occurs when the device has less than 5 MB of the free space left.

You will need to remove the extra files and documents and recheck that the device has 5 MB or more space left.

### Unregistered odometer change

Occurs when the odometer has changed when you are not driving the truck.

You will need to recheck the odometer in the application or contact the motor carrier.

### Timing compliance

Occurs when the ELD device provides the incorrect timeframe of the events.

You will need to contact the motor carrier or support line.

## Data Diagnostic Event Types:

### Engine synchronization

Occurs when ECM can no longer acquire values for the ELD parameters within 5 seconds.

You should contact the motor carrier and arrange for the ECM link to be restored.

### Missing data elements

Temporary or permanent loss of GPS, Internet, or disconnected link to the ECM.

Can be solved by reconnecting the ELD device.

### Unidentified driving records

Occurs when the unidentified driving lasts for more than 30 minutes during the last 24 hours.

You should assume unidentified events until their duration drops to 15 minutes or less during the current 24-hour period.

### Data transfer

Happens when you are unable to transfer data to the server.

Should be resolved by contacting the motor carrier or our Support Team.