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.

 View current system status; icon may turn red due to GPS or PT30 signal loss or other malfunctions.

Malfunction and Data Diagnostic Events Definitions

Malfunctions:

Malfunction	Cause	What to do
Power compliance malfunction	Having a logbook for the last 24 hours totaling 30 or more minutes of disabled driving with odometer growth totaling 5 or more miles.	Check that the PT-30 is properly connected to the truck and that the connection cable is not damaged.
Engine synchronization compliance malfunction	If the time of active Engine synchronization data diagnostics reaches 30 minutes in a 24-hour period.	Check the device's connection to the engine. Ensure that the device is properly synchronized with the engine.
Timing compliance malfunction	PT30 device sends data with incorrect time.	Make sure you have Auto time setting selected in the date and time settings. If the problem persists, contact the support team.
Positioning compliance malfunction	PT30 device does not send at all or sends incorrect location data (X/X) for a total of 60 minutes 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.
Data recording compliance malfunction	There is less than 5 MB of memory left on the device.	Free up memory on the device by deleting unnecessary data or files.

Malfunction Unregistered odometer change	Odometer value jump in positive or negative direction: odometer value changed despite the fact that no motion event was recorded.	Please re-check the odometer in your application and on the events or contact support department.

Data Diagnostics:

Diagnostics	Cause	What to do
Power data diagnostic	Increase TEH by 0.1 or more on a new event with the engine off.	Check that the PT-30 is properly connected to the truck and that the connection cable is not damaged.
Engine synchronization data diagnostic	When creating, the event failed to get data from the engine: odometers and TEH.	Restart the ELD device and ensure it is securely connected to the vehicle's diagnostic port.
Missing required data elements data diagnostic	Frames from the PT-30 box do not arrive for 15 seconds.	Verify the connection between the ELD device and the vehicle's diagnostic port. Check for any loose connections or damaged cables.
Data transfer data diagnostic	Unsuccessful data uploading during inspection by inspector.	Ensure a stable internet connection and retry uploading the data.

Unidentified driving records data diagnostic	In the 24 hours period, the driver has more than 30 minutes Unidentified driving.	Review the driving logs and identify any periods of unidentified driving. Ensure that all driving activities are accurately recorded in the system. If the issue persists, contact technical support for further assistance.