Malfunctions & Data Diagnostics

Under FMCSA regulations, each ELD device must monitor its own performance against technical standards and automatically detect any malfunctions or data inconsistencies.

The system will classify each event as either "detected" or "cleared" based on its current status.

When a malfunction or diagnostic issue is detected:
- The M/D icon at the top of the app will change from green to red.
- A red "M" signals a malfunction.
- A red "D" indicates a data inconsistency.

Driver Responsibilities During ELD Malfunction

In accordance with FMCSA Rule 49 CFR § 395.34, drivers must take the following steps if an ELD malfunction occurs:
1. Report the malfunction in writing to your motor carrier within 24 hours.
2. Reconstruct your record of duty status (RODS) for the current day and the previous seven consecutive days.
   - Use paper logs that comply with §395.8 if the records are not accessible through the ELD.
3. Continue to manually maintain your duty status records using paper logs until the ELD is repaired and compliant.

In case of any issues during a DOT inspection, be prepared to present your manually maintained Records of Duty Status (RODS) to the roadside officer.

Malfunctions

1. Engine Synchronization — no connection to the Engine Control Module (ECM). Contact the motor carrier and arrange for the ECM link to be restored. Check and correct the logs if needed, and restart the engine after that.
2. Positioning Compliance — no valid GPS signal. Can be fixed automatically by restoring the GPS signal.
3. Unregistered Odometer Change — odometer readings changed when a vehicle was not moving. Recheck the odometer data in the app or contact the motor carrier.
4. Power Compliance — occur when an 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. Can be fixed automatically when aggregated in-motion driving time will be less than 30 minutes in 24-hour period.
5. Data Recording Compliance — device's storage is full. Delete some unnecessary files from your smartphone or tablet to provide at least 5 MB of free space.
6. Data Transfer Compliance — failure to communicate for three days following a data transfer data diagnostic event. The malfunction will resolve itself when the device begins to communicate successfully. Check your internet connection and contact your carrier if the problem persists.
7. Timing Compliance — ELD provides an incorrect timeframe for the events. Contact the motor carrier or the Interstate ELD Support Team.

Data Diagnostic Events

1. Power — 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. Can be fixed automatically once ELD is turned on or contact the motor carrier.
2. Engine Synchronization — ECM to ELD connection is lost. Contact the motor carrier and arrange for the ECM link to be restored.
3. Missing Required Data Elements — a temporary or permanent loss of the GPS/Internet connection or the ECM disconnection. Reconnect and reload the ELD device.
4. Data Transfer — driving data cannot be transferred to the FMCSA server. Contact the motor carrier or the Interstate ELD Support Team.
5. Unidentified Driving Records — unidentified driving lasts more than 30 minutes. Manage unidentified events until their duration drops to 15 minutes or less during a 24-hour period.
6. Positioning — the ELD is temporarily unable to receive valid positional data from the GPS. The issue may be resolved once the GPS signal is restored.

For any questions related to ELD malfunctions or unresolved data issues, contact the Interstate ELD Customer Service Team:
Phone: + 1 (312) 809 98 80
Email: info@interstate-eld.com
Web: interstate-eld.com