

Malfunctions Guide



As per the *FMCSA* requirements, each ELD provider should track all the malfunctions which occurred during the use of their ELD or application. Once the malfunction issue is detected, the color of “M” on the MD icon will be changed to Red. When a data diagnostic event happens, the color of “D” would be Red.

According to *FMCSA (49 CFR § 395.34 - ELD malfunctions and data diagnostic events)*, the list of the actions should be taken by the driver while such issues occurred:

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: +14694452757 or send us the email at Alfaelog@gmail.com.

Here is the list of the *malfunctions* and the actions can be taken to resolve them:

- **Positioning Compliance** means that the GPS connection was lost for 60 minutes during 24 hours. In such cases, you can wait for the GPS signal to be restored.
- In case of **Engine synchronization** (30 mins without connection to ECM during 24 hours) and **Data Recording** (hardware can no longer retrieve, record or retain the logs), please contact our Support Team immediately.

You can check the types of the *data diagnostic events* and how to act in such cases below:

- **Missing data elements.** It happens either ELD has lost a valid GPS signal or lost the

connection to the ECM (temporarily or permanently). Can be resolved by manually entering missing data and missing records with the corresponding comments.

- **Engine Synchronization Diagnostic.** Occurred when ECM can no longer acquire values for the ELD parameters within 5 minutes. In such case, please contact our Support Team.

Please be advised that **Our Support Team** is open 24/7. You can contact us anytime:

Phone: +14694452757

Email address: Alfaelog@gmail.com