

# Malfunctions Guide



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

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

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.

If the problem was caused by a faulty Internet or GPS connection, you can either wait for the connection to be restarted or contact the Support Team via phone: +14694452757 or send us an email at [Alfaelog@gmail.com](mailto:Alfaelog@gmail.com).

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

Malfunction	Cause	Solution
Positioning Compliance	The GPS connection was lost for 60 minutes during the 24-hour period.	In such cases, you should wait for the GPS signal to be restored.
Engine Synchronization	30 minutes with no connection to the ECM during the 24-hour period.	Contact our Support Team.
Data Recording Compliance	Hardware can no longer retrieve, record, or retain the log data.	Contact our Support Team.

Unregistered Odometer Change	Odometer readings were changed while not driving.	Recheck the odometer and contact our Support Team.
Timing compliance	The ELD device provides the incorrect timeframe of the events.	Contact our Support Team.

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

Data Diagnostic Event	Cause	Solution
Missing Data Elements	The ELD lost a valid GPS signal or the connection with the ECM (temporarily or permanently).	Can be resolved by manually entering the missing data and records with the corresponding comments.
Engine Synchronization Diagnostic	Occurs when ECM can no longer acquire values for the ELD parameters within 5 minutes.	Contact our Support Team.
Unidentified Driving Records	Unidentified driving lasted more than 30 minutes.	Assume unidentified events until their duration drops to 15 minutes or less.
Data Transfer Diagnostic	No opportunity to transfer logged data to the server.	Contact our Support Team.

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

Phone: +14694452757

Email address: [Alfaelog@gmail.com](mailto:Alfaelog@gmail.com)