

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.



M/D - this is the Malfunction/Diagnostics icon, click it to view the current status of the system. This icon may become red due to loss of GPS signal or loss of PT30 signal or other malfunctions.

Malfunction and Data Diagnostic Events Definitions

Malfunction	Cause	What to do
Engine synchronization	More than 30 minutes without Engine Control Module (ECM) synchronization over a 24-hour period	Notify the carrier as soon as possible and arrange for the ECM link to be restored. Once it's restored, review and correct your logs, then restart the truck engine.
Positioning compliance	More than 60 minutes without a valid GPS fix in a 24-hour	This malfunction might appear during a temporary loss of a

	period	valid GPS fix, but it auto-resolves once GPS is restored.
Data recording compliance	Hardware can no longer record or retain required events, or retrieve recorded logs that are not otherwise cataloged remotely by the motor carrier.	Notify the carrier as soon as possible.
Diagnostics	Cause	What to do
Engine synchronization diagnostic	ECM can no longer acquire values for the ELD parameters required for records within five seconds.	Notify the carrier as soon as possible and arrange for the ECM link to be restored. Once it's restored, review and correct your logs, then restart the truck engine.
Missing required data elements data diagnostic	Temporary or permanent loss of GPS, or - Intermittent or disconnected link to the ECM	Manually enter the missing data associated with your records along with an explanation.

Support Contacts

+1(647)362-9900

+1(888)995-7850

info@trackensure.com

safety.trackensure@gmail.com

safety.nightshift@gmail.com