Malfunction Reporting Instruction Sheet - Canada

The following document is prepared in accordance with SOR-2005-313 Section 78 (2 - 7):

If the ELD shows a Malfunction, please contact us first so we can help resolve the issue. If the problem cannot be fixed, follow the steps below.

If an ELD malfunctions, a <u>driver </u>must:

1. Notify the motor carrier that is operating the commercial vehicle as soon as the vehicle is parked.

2. Immediately switch to using a paper logbook until you return to the home terminal from your current trip.

3. The driver shall record, in the record of duty status on the day on which he or she noticed the malfunction or data diagnostic code, the following information:
   a. The malfunction or data diagnostic code as set out in Table 4 of Schedule 2 of the Technical Standard;
   b. The date and time when the malfunction or data diagnostic code was noticed; and
   c. The time when notification of the malfunction or data diagnostic code was transmitted to the motor carrier.

4. Record the code referred to in the point below in each record of duty status following the day on which the code was noticed, until the ELD is repaired or replaced.

MDC	Malfunction type	Reason	Resolution
P	Power compliance	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.	Contact the motor carrier and arrange for the ECM link to be restored. Please check the power supply. Reconnect the ELD device if required.
E	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.
T	Timing compliance	The ELD device is sending an incorrect timeframe of events.	Please check the power supply. Reconnect the ELD device if required. Make sure ELD time is synchronized to UTC (Coordinated Universal Time).
L	Positioning Compliance	ELD has lost a valid GPS signal for over than 60 minutes during the 24-hour period.	This malfunction might appear during a temporary loss of a valid GPS signal, but it auto-resolves once GPS is restored and work properly during last 24-hour period.
R	Data Recording Compliance	The device (phone or tablet) has less than 5 MB of free space left.	Please remove unnecessary files from your device, ensure that you have more than 5 MB left.
S	Data transfer compliance	Malfunction occurs when the ELD stays in the unconfirmed data transfer mode following the next three consecutive monitoring checks.	Ensure that the ELD is connected to the cellular network and have internet connection.
O	Unregistered odometer change	The odometer has changed in case you do not drive the truck.	Please re-check the odometer in your application and on the events or call our support line.

MDC	Data diagnostic type	Reason	Resolution
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. • The engine was run, or the vehicle driven while the device was off.	Manually power on the ELD and allow it to boot up before turning the engine on. This ensures that it is ready to record as soon as the engine starts.
2	Engine Synchronization Diagnostic	ECM can no longer acquire values for the ELD parameters required for records within a minute.	Notify the carrier as soon as possible and arrange for the ECM it's link to be restored. Once restored, review and correct logs, then restart the truck engine.
3	Missing required data elements data diagnostic	Occurs when any required data field is missing at the time of its recording.	Review and correct missing information in your Logs. Make sure the ELD records valid geolocation.
4	Data transfer data diagnostic	You were unable to transfer your data to the server. ELD switches to unconfirmed data transfer mode.	Please call your motor carrier or our support Line. Make sure the ELD is connected to the cellular network, has internet connection and the next data transfer attempt is successful.
5	Unidentified driving records	More than 30 minutes of Unidentified driving in 24-hour period.	Assume your unidentified events until their duration drops to 15 minutes or less during the current 24-hour period and the previous 14 consecutive days. Please also check whether you are connected to the truck properly in order for the issue not to re-occur.
6	Positioning	More than a minute without a valid GPS fix.	It auto-resolves once GPS is restored.