

Malfunction Manual

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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 should do:

1

Note the malfunction of the ELD and provide written notice of the malfunction to the motor carrier within 24 hours.

2

Reconstruct duty status records for the current 24 hours and previous 7 days. Document them on §395.8-compliant grid logs unless already available in the driver's records or 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.

As per the FMCSA requirements, the ELD Provider should detect and collect any malfunctions occurring during the use of their device.

There is M/D icon on the main screen of the application. Normally, M/D icon is green but once the malfunction is detected, 'M' on the M/D icon becomes red. Also, in case a data diagnostic event has been recognized, 'D' from M/D icon changes to red.

*If there is an issue with connection to the internet or GPS, please wait until the connection is restored.

* If the issue persists, please contact our Support Center at +19802210400 or email us at trendyELD@gmail.com.

Malfunction Definitions

What	Why	What to do
Engine Synchronization Malfunction	The ELD has lost synchronization with the ECM (Engine Control Module) for over 30 minutes during the 24-hour period.	Call the motor carrier and arrange for the ECM link to be restored. Once done, review and correct your logs, then restart the truck engine.
Positioning Compliance Malfunction	The ELD has lost a valid GPS signal for over 60 minutes during the 24-hour period.	The issue is resolved automatically by receiving a valid GPS signal again.
Data Recording Malfunction	The device has less than 5 MB of free space.	Delete the extra files to free up at least 5 MB of space.
Unregistered Odometer Change Malfunction	The odometer has changed while you were not driving the vehicle.	Recheck the odometer in the application or contact our Support Team.
Timing Compliance Malfunction	The ELD device provides the incorrect timeframe of the events.	Call the motor carrier or the Support Line

Data Diagnostic Events Definitions

What	Why	What to do
Engine synchronization	The ECM can no longer acquire values for the ELD parameters within 5 seconds.	Call our Support Line and arrange for the connection to ECM to be restored. Once done, and the connection has already been set up, correct the lost or corrupted logs manually and restart the engine.
Missing data elements	The ELD has lost the connection to the ECM (temporarily or permanently) or the device works incorrectly.	Reconnect the ELD device and reload it.
Data transfer	Impossibility of transferring the data to the server.	Contact our Support Line or the motor carrier.
Unidentified driving records	More than 30 minutes of Unidentified driving in the last 24 hours.	Manage your unidentified events until their duration drops to 15 minutes or less during the current 24-hour period and the previous 7 following days. Please recheck whether you are connected to the truck in the proper way for the same issue to not occur.