

ELD Diagnostics and Malfunctions (Resolution)

DIAGNOSTICS:

1- **Power Data/Compliance Diagnostic** (ECM parameters must be available within 1 minute of powering the vehicle's engine on)

Resolution: Make sure you are connected to the ECM device. On the menu, go to Scan Devices and select your ECM device. Make sure all engine parameters pass the diagnostics (all green)

2- **Engine Synchronization Data Diagnostic** (not all ECM parameters are available when the ELD records an event e.g., duty status change)

Resolution: Make sure you are connected to the ECM device. On the menu, go to Scan Devices and select your ECM device. Make sure the diagnostic passes all engine parameters (all green)

3- **Missing Required Data Elements Data Diagnostic** (other required data e.g., location, coordinates) not available when recording an event

Resolution: Make sure the GPS module is enabled on your ELD

4- **Unidentified Driving Records Data Diagnostic** (more than 30 minutes of driving without a driver logged on the ELD)

Resolution: You are not logged in on the ELD and the vehicle moves for an extended period of time. Please login and select your Driving time

5- **Timing Compliance Diagnostic**

Resolution: Go to Settings on your mobile smart device and make sure Date/Time is set to automatic and synchronized with the network.

6- **Positioning Compliance Diagnostic**

Resolution: Make sure your tablet has location services enabled and you are connected to the ECM device.

MALFUNCTIONS (*most malfunctions relate to a Diagnostic, but a malfunction generated when the same diagnostic occurs for at least 30 minutes in the last 24 hours*):

P- Power Compliance (related to diagnostic 1)

E- Engine Synchronization Compliance (related to diagnostic 2, for instance multiple periods of no ECM data that, when added together are more than 30 minutes in the last 24 hours)

T- Timing Compliance (the time on the ELD, compared to an external time source are different)

Resolution: Make sure the date and time on your mobile device is properly set. DO NOT (manually) change the date or the time on your ELD

L- Positioning Compliance (no location available, (related to diagnostic 1)

R- Data Recording Compliance (monitor storage capability to store records)

Resolution: Make sure you have sufficient internal storage on your ELD. Delete files if necessary

S- Data Transfer Compliance (ELD records not able to be uploaded)

Resolution: You do not have internet access. Restart the ELD (if needed) and confirm you reconnect to the network