

Malfunction Reporting Instruction Sheet - Canada

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

If this ELD device is found to be in a Malfunction state as indicated in the [chart below](#), then the following **MUST** be complied to by the driver AND the motor carrier of the CMV.

If an ELD malfunctions, a driver 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 above in each record of duty status following the day on which the code was noticed, until the ELD is repaired or replaced.

If an ELD malfunctions, a motor carrier must:

1. Within 14 days after the day on which it was notified of an ELD malfunction or data diagnostic code by the driver or otherwise became aware of it, or at the latest, upon return of the driver to the home terminal from a planned trip if that return exceeds the 14-day period, repair or replace the ELD.
2. The motor carrier shall maintain a register of ELD malfunction or data diagnostic codes for ELDs installed or used in commercial vehicles that it operates for which a malfunction was noticed, and that register shall contain the following information:
 - a. The name of the driver who noticed the malfunction or data diagnostic code;
 - b. The name of each driver that used the commercial vehicle following the discovery of the malfunction or data diagnostic code until the ELD was repaired or replaced;
 - c. The make, model and serial number of the ELD;
 - d. The license plate of the commercial vehicle in which the ELD is installed or used, or the Vehicle Identification Number;
 - e. The date when the malfunction or data diagnostic code was noticed and the location of the commercial vehicle on that date, as well as the date when the motor carrier was notified or otherwise became aware of the code;
 - f. The date the ELD was replaced or repaired; and
 - g. A concise description of the actions taken by the motor carrier to repair or replace the ELD.

Malfunction Reporting Instruction Sheet - USA

The following document is prepared in accordance with 49 CFR §395.22 (h) (3) which states:

(h) In-vehicle information. A motor carrier must ensure that its drivers possess onboard a commercial motor vehicle an ELD information packet containing the following items:

- (3) An instruction sheet for the driver describing ELD malfunction reporting requirements and recordkeeping procedures during ELD malfunctions

If this ELD device is found to be in a Malfunction state as indicated in the [chart below](#), then the following **MUST** be complied to by the driver AND the motor carrier of the CMV.

If an ELD malfunctions, a driver must:

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 (RODS) for the current 24-hour period and the previous 7 consecutive days, and record the RODS on graph-grid paper logs, or electronic logging software, that comply with 49 CFR 395.8, unless the driver already has the records or retrieves them from the ELD; and
3. 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, or electronic logging software, 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, or electronic logging software, beyond 8 days risk being placed out of service.

If an ELD malfunctions, a motor carrier must:

1. Correct, repair, replace, or service the malfunctioning ELD within eight days of discovering the condition or a driver's notification to the motor carrier, whichever occurs first; and
2. Require the driver to maintain a paper record of duty status (RODS) until the ELD is back in service.

Note about when to use paper logs:

“A driver should only use paper logs, or electronic logging software, or other electronic means to record their HOS if the ELD malfunction hinders the accurate recording of the driver's hours-of-service data (i.e., 10/11, 14/15, 60/70 hours; or 30 minute).”

LEGEND

-  **Diagnostic** - No Driver action is required. Recommended steps to resolve the issue are outlined in the chart below.
-  **Malfunction** - Follow required steps as stated above as well as any additional steps outlined in the chart below.

Code	Condition	State	Definition	Driver recourse
3	MISSING_DATA		Required data is missing from the last ELD event recorded.	The issue should auto-resolve. If it does not, contact your administrator.
5	UNIDENTIFIED_DRIVER <i>* Unidentified driving time occurs when the vehicle is moving without a Driver logged in.</i>		>30 min of unidentified driving time has accumulated in the past 7 days. This state will clear when <= 15min unidentified driving time remains.	Unidentified Driving Time can be claimed and added to your Driver Log via the Review screen on login/logout OR selecting Driver Logs > Unidentified Driving from the Main Menu.
1	POWER		The ELD failed to start-up within 1 min of your engine starting.	Make sure the ELD is at the login screen before turning your vehicle on.
P			>30 min of power disconnect has accumulated when the last known engine state was on.	Make sure you turn off your engine before disconnecting power. Your logs may be incorrect as a result.
2	ENGINE_SYNC		The ELD has not detected the Vehicle's ECM in the past 5 sec.	Make sure the ELD is connected via USB or Wifi to the Vehicle's ECM.
E			>30 min of no data being received from the Vehicle's ECM has accumulated.	Please advise your administrator and/or installer to schedule ECM connection troubleshooting.
4	DATA_TRANSFER		The last data transfer test has failed.	None required. The issue should auto-resolve.
S			Subsequent data transfer checks have failed.	You may be unable to send your ELD logs to a peace officer. Please contact your administrator to perform additional troubleshooting steps.
T	TIMING		The time on your ELD may be incorrect.	The issue should auto-resolve. If it does not, contact your administrator. * We recommend keeping a paper log until the issue is resolved *
L	POSITIONING		Unable to accurately determine your GPS location.	The issue should auto-resolve. If it does not, contact your administrator. * We recommend keeping a paper log until the issue is resolved *
R	DATA_RECORDING		There is an issue saving data to the ELD.	Please contact your administrator. * We recommend keeping a paper log until the issue is resolved *