Malfunctions
Guide

To meet the FMCSA standards, each ELD supplier is obliged to track all malfunctions and data diagnostics failures that may take place during the use of their elog application or device.

All the users of the Pro-TracKing app can check any issues associated with their truck, application, or elog device with the help of the M/D icon in the top left corner. If there are no problems detected, the icon will stay green. If the system faces any malfunctions, the M letter will turn red. If there are data diagnostics failures, the D letter will turn red.

The FMCSA states a specific set of actions drivers and motor carriers should take according to the 49 CFR § 395.34 (ELD malfunctions and data diagnostic events):

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 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.

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: If you are facing malfunctions during the DOT inspection, please be ready to provide the manually kept and filled RODS (records of duty status) to the readside inspector.

There are several types of malfunctions that may occur:

what happens	why happens	how to fix
Engine Synchronization	There is no connection with the ECM (Engine Control Module) for over 30 minutes during the 24-hour period.	Contact the motor carrier and arrange for the ECM link to be restored; recheck and edit the logs if needed, and restart the engine
Positioning Compliance	There is no valid GPS signal for over 60 minutes during the 24-hour period.	Wait for the GPS signal to be restored automatically
Data Recording Compliance	There is less than 5 MB of the free space left on your smartphone or laptop.	Free up some space by deleting unnecessary files from your device.
Unregistered Odometer Change	Odometer readings have changed in the non-driving status.	Recheck the odometer data in the app or contact the motor carrier.
Timing compliance	ELD sends an incorrect timeframe of the events.	Contact the motor carrier or the support team.

There are several types of data diagnostics failures that may occur:

what happens	why happens	how to fix
Engine synchronization	There are no ELD parameters acquired by the ECM within a 5 seconds period.	Contact the motor carrier and arrange for the ECM link to be restored; recheck and edit the logs if needed, and restart the engine.
Missing data elements	There is a temporary or permanent loss of the GPS or Intermittent connection or the ECM	Reconnect the ELD device and reload it.

	disconnection.	
Unidentified driving records	There is unidentified driving that lasts more than 30 minutes.	Assume unidentified events until their duration drops to 15 minutes or less during the last 24-hour period.
Data transfer	There is no opportunity to transfer the data to the server.	Contact the motor carrier or the support team.

If you still have any questions regarding ELD malfunctions or data diagnostics issues, feel free to contact our support team via:
phone: +16238874422
email: protracking.eld@gmail.com