

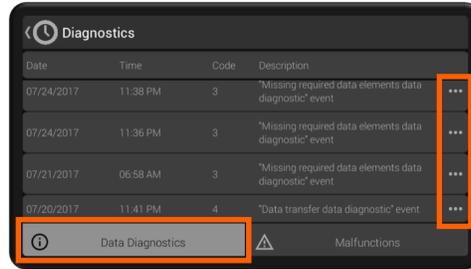
# ELD Diagnostics Visor Card

Driver guide for managing issues

## Reviewing Data Diagnostics



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1. The **data diagnostic indicator**  illuminates when the ELD detects a data inconsistency. It indicates there is required information missing from your logs.
2. Tapping the indicator opens the **'Diagnostics'** screen. From here, you can view details of a data diagnostic and clear it from the menu on an event.

## Data Diagnostics Summary - Causes & Resolutions

Code	Data Diagnostic	Cause	Resolution
1	Power data diagnostic	The ELD is not fully functional within one minute of the engine turning on.	You should review your logs and verify they are correct. If satisfied you can clear the data diagnostic event. Please contact your motor carrier if this data diagnostic persists.
2	Engine synchronization diagnostic	The ELD has a temporary loss of connectivity to the vehicle ECM.	You should review your logs and verify they are correct. If satisfied you can clear the data diagnostic event. Please contact your motor carrier if this data diagnostic persists.
3	Missing required data elements data diagnostic	The ELD has temporarily lost GPS connectivity. The ELD has a temporary loss of connectivity to the vehicle ECM.	You can occasionally resolve this issue by manually adding missing data to your logs. Please contact your motor carrier if this data diagnostic persists.
4	Data transfer data diagnostic	The ELD has failed to communicate with Blue Tree Systems data transfer service for 7 continuous days.	Verify the ELD has network connectivity. You may be operating in a location with poor cellular coverage. Please contact your motor carrier if this data diagnostic persists.
5	Unidentified driving records data diagnostic	The ELD has accumulated more than 30 minutes combined vehicle use without a logged-in driver.	You can resolve this issue by reviewing the unidentified driving records on the ELD and accepting any periods of driving that occurred while you were not logged in. Contact your motor carrier if this data diagnostic persists.
6	Other	The ELD is experiencing a diagnostic other than those listed above.	See  for more information. Please contact your motor carrier if this data diagnostic persists.

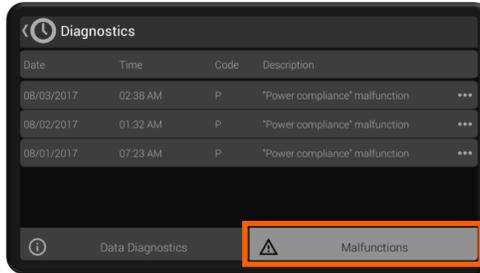
# ELD Malfunctions Visor Card

Driver guide for managing issues

## Reviewing Malfunctions



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1. The **malfunction indicator**  illuminates when the ELD detects a technical compliance issue. Malfunctions can affect the accuracy/completeness of logs.
2. Tapping the indicator opens the **'Malfunctions'** screen that lists details of malfunction events. Malfunctions can be cleared from the menu on an event.

In accordance with **§395.34(a)**, you must, **(1)** notify your motor carrier of the malfunction within 24 hours, **(2)** reconstruct your records of duty status for the current 24 hours and the last 7 days on graph-grid paper logs that comply with **§395.8**, and **(3)** continue to keep paper logs until the ELD is serviced and brought back into compliance.

## Malfunctions Summary - Causes & Resolutions

Code	Malfunction	Cause	Resolution
<b>P</b>	Power Compliance	The ELD has accumulated more than 30 minutes of driving time lost in a 24-hour period. Possible fault in the ECM link, or an issue with the ELD installation.	Contact your motor carrier and revert to paper logs.
<b>E</b>	Engine Synchronization	The ELD has accumulated more than 30 minutes without ECM engine synchronization over a 24-hour period. Possible fault in the ECM link, or an issue with the ELD installation.	Contact your motor carrier and revert to paper logs.
<b>T</b>	Timing Compliance	The ELD's internal clock in the vehicle has not yet synchronized with the server, resulting in a time deviation of 10+ minutes. This can occur when the vehicle the ELD is in has not been in service for a period of time.	Should auto-resolve once the internal clock has synchronized with the server. Contact your motor carrier if this issue persists.
<b>L</b>	Positioning Compliance	The ELD has accumulated more than 60 minutes without a GPS lock within a 24-hour period. This can occur when the vehicle is in an area without GPS / GPS is disconnected or improperly fitted to the ELD.	Should auto-resolve once the ELD gets a valid GPS lock. If this issue persists, contact your motor carrier.
<b>R</b>	Data Recording	The ELD does not have sufficient storage capacity to record ELD events.	Contact your motor carrier and revert to paper logs.
<b>S</b>	Data Transfer Compliance	The ELD failed to transfer driver's logs to the DOT as requested during a roadside inspection. Occurs if a Data Transfer Data Diagnostic event has not auto-resolved after 3 days from when it was detected.	Verify the ELD has network connectivity. If unresolved after a 24-hour period, contact your motor carrier.
<b>O</b>	Other	The ELD is experiencing a malfunction other than those listed above.	See  for more information. Contact your motor carrier and revert to paper logs.