Malfunctions;
Data Inconsistencies

Please remember the following information regarding ELD requirements: According to FMCSA requirements, each ELD device must monitor its compliance with the ELD technical standards and detect malfunctions and data inconsistencies. The ELD output will identify these data diagnostic and malfunction events and their status as either "detected" or "cleared." If any malfunctions or data diagnostic issues are detected, the M/D icon at the top of the app screen will change its color from green to red. The red M letter will signal a malfunction, and the red D letter will indicate a data inconsistency.

As per FMCSA requirements (§ 395.34 ELD malfunctions and data diagnostic events), in the case of an ELD malfunction, a driver must take the following steps:

1. Note the malfunction of the ELD and provide written notice 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 manually preparing a record of duty status by § 395.8 until the ELD is serviced and brought back into compliance with this subpart.

Note: If you encounter any issues during the DOT inspection, be prepared to provide the manually kept and filled RODS (records of duty status) to the roadside inspector.

Malfunctions

Engine Synchronization: There is no connection to the Engine Control Module (ECM). Contact the motor carrier and arrange for the ECM link to be restored. Check and correct the logs if needed, and restart the engine after that.

Positioning Compliance: No valid GPS signal. It can be fixed automatically by restoring the GPS signal.

Data Recording Compliance: Your device's storage is full. Delete some unnecessary files from your smartphone or tablet to free up at least 5 MB of space.

Unregistered Odometer Change: The odometer readings changed when the vehicle was not moving. Recheck the odometer data in the app or contact the motor carrier.

Timing Compliance: ELD provides an incorrect timeframe for the events. Contact the motor carrier or the Fortune Support Team.

Power Compliance: It occurs when an ELD is not powered for an aggregated in-motion driving time of 30 minutes or more over 24 hours across all driver profiles. This can be fixed automatically when the aggregated in-motion driving time is less than 30 minutes in 24 hours.

Data Diagnostics

Engine synchronization: This occurs when the connection between the ECM and ELD is lost. In this case, you should contact the motor carrier and ensure that the ECM link is restored.

Missing data elements: This happens when there is a temporary or permanent loss of GPS/internet connection or ECM disconnection. To resolve this, reconnect and reload the ELD device.

Unidentified driving records: If there are driving records that remain unidentified for over 30 minutes, you should manage these events until their duration drops to 15 minutes or less within a 24-hour period.

Data transfer issue: If the driving data cannot be transferred to the FMCSA server, you should contact the motor carrier or the Fortune Support Team.

Power data diagnostic: This occurs when the engine is started while the device is off, and the ELD takes more than 60 seconds to power up after the engine is turned on. This issue can be fixed automatically once the ELD is turned on, or you can contact the motor carrier for assistance.

If you have any further questions regarding ELD malfunctions or data inconsistencies, please get in touch with the Fortune Support Team at the following contact points: phone: +1 (865) 252 22 58 or email: eldfortune@gmail.com.