

Malfunctions Guide



According to the FMCSA, each ELD Provider must track any malfunctions occurring on the truck, ELD, or application. Whenever a malfunction is detected, 'M' on the MD icon gets red. Whenever a data diagnostic event is detected, 'D' changes the color to red. There is a list of actions a driver may take when such issues occur:

- Note the malfunction of the ELD and provide written notice of the malfunction to the motor carrier within 24 hours
- 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; and
- 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 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 beyond 8 days risk being placed out of service.

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

If the issues occur with the GPS or Internet connection, please wait for the connection to be restored or contact our Support team via phone by +16783875175 or email at Swiftelog@gmail.com.

There are five types of malfunctions and four types of data diagnostic events that we recognize:

| Problem | Solution |
|---------------------------------------|--|
| Engine Synchronization malfunction | Can be resolved by restoring the connection to ECM. Please contact the motor carrier. You should also correct all corrupted data in the logs and enter lost events, then restart the engine. |
| Positioning Compliance malfunction | Needs the GPS connection to be restored to be fixed. |
| Data Recording Compliance malfunction | Means that ELD has less than 5MB of free space and, in order to solve it, you will need to remove the unnecessary files from the phone or tablet. |

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| Timing Compliance malfunction | Means that the ELD device is sending an incorrect timeframe of the events. Should be resolved by contacting the motor carrier or the support agent. |
| Unregistered Odometer Change malfunction | Happens when the odometer has changed in non-driving status, and you will need to recheck the odometer data in your application or contact the support agents. |

| Problem | Solution |
|---|--|
| Missing Data Elements Diagnostic | Occurs as the ECM is no longer connected to the ELD and you will need to reconnect the device. |
| Engine Synchronization Diagnostic | Can be resolved by restoring the connection to ECM. Please contact the motor carrier. You should also correct all corrupted data in logs and enter lost events, then restart the engine. |
| Data Transfer Diagnostic | Can be resolved by contacting the motor carrier or support agents as it happens once you are unable to transfer the data to the server. |
| Unidentified driving records Diagnostic | Should be resolved by assuming the unidentified events until their duration drops to 15 minutes or less during the current 24-hour period and the previous 7 following days. |