

 **ELD INSTRUCTION SHEET** · Malfunctions · 49 CFR 395.34 · *Keep this page in your truck.*

ELD malfunction? Switch to paper.

A **red M** at the top of the screen (next to ELD connected) means a malfunction: the ELD can't record your hours right. Tap it to see the letter code, like E. Codes: **page 13**.

WHAT YOU MUST DO

- 1 Write it down.** Note the code, like E, with the date and time.
- 2 Tell your company in writing within 24 hours.** A message or email is fine. Call support too.
- 3 Rebuild your logs on paper.** Today + the previous 7 days, unless you can see them in the app or get them from your company.
- 4 Keep paper logs until the ELD is fixed.** Fill a blank paper log (graph grid) every day, as in §395.8. Always carry blank paper logs for 8 days.
- 5 At an inspection, show your paper logs.** Tell the officer the ELD has a malfunction and show your company's notice if you have it.

Your company

Must fix or replace the ELD **within 8 days** of finding the problem or of your notice, whichever comes first.

Needs more time? It must ask the FMCSA Division Administrator for its state **within 5 days** of your notice.

D Yellow D: data diagnostic

Not a malfunction. **Keep using the ELD** and follow the fix for its code (1–6) on page 13 and your company's instructions.

Doesn't clear? Call support. It can turn into a malfunction.



Need help? Call support: (305) 399-8553



 **ELD INSTRUCTION SHEET** · Codes · 49 CFR 395 Appendix A, 4.6, Table 4 · *Keep this page in your truck.*

Malfunction and diagnostic codes

M **Red M · Malfunctions (letter codes).** Switch to paper logs (page 12).

CODE	OFFICIAL NAME	WHAT HAPPENED	WHAT TO DO
P	"Power compliance" malfunction	ELD off while driving, 30+ min in 24 h.	Check plug and cable. Call support.
E	"Engine synchronization compliance" malfunction	No engine data, 30+ min in 24 h.	Check the plug. Call support.
T	"Timing compliance" malfunction	Clock 10+ min off real time (UTC).	Set time to automatic. Call support.
L	"Positioning compliance" malfunction	No GPS for 60+ min of driving in 24 h.	Turn on location. Call support.
R	"Data recording compliance" malfunction	ELD can't save or keep your records.	Call support right away.
S	"Data transfer compliance" malfunction	Transfer still fails after 3 checks.	Check the internet. Call support.
O	"Other" ELD detected malfunction	Another problem found by the ELD.	Call support.

D **Yellow D · Data diagnostics (number codes).** Keep using the ELD and fix it.

CODE	OFFICIAL NAME	WHAT HAPPENED	WHAT TO DO
1	"Power data diagnostic" event	Not ready 1 min after engine start.	Check the plug.
2	"Engine synchronization data diagnostic" event	Engine data missing 5+ seconds.	Check the plug.
3	"Missing required data elements data diagnostic" event	An event misses an item, like location.	Logs: edit the event, add it.
4	"Data transfer data diagnostic" event	The weekly transfer check failed.	Check the internet.
5	"Unidentified driving records data diagnostic" event	30+ min unidentified driving in 24 h.	Logs → Unidentified. Accept yours.
6	"Other" ELD identified diagnostic event	Another data problem found by the ELD.	Call support.