

Malfunctions Manual

As per the FMCSA requirements, each ELD Provider must detect and collect any malfunctions occurring during the use of their eLog or device. As soon as we recognize any, 'M' on the M/D icon changes color to red. Whenever a data diagnostic event has been recognized, 'D' changes its color to red. You may see the table below for details:



Malfunction Types

What	Why	What to do
Engine synchronization	30 mins without connection to ECM during 24 hours	Call the motor carrier and arrange for the ECM link to be restored. Once it's restored, review and correct your logs, then restart the truck engine.
Positioning Compliance	60 mins without GPS signal for 24 hours	Wait for the GPS signal to be restored
Data Recording	The device has less than 5 MB of free space.	Remove the extra files from the device in order to ensure that you have more than 5 MB of free space.
Unregistered odometer change	The odometer has changed while you were not driving the vehicles.	Recheck the odometer in the application and on the events or call our support line.
Timing compliance	The ELD device provides the incorrect timeframe of the events.	Call the motor carrier or the support line.

Data Diagnostic Types

What	Why	What to do
Missing data elements	Temporary or permanent loss of GPS, or Intermittent or disconnected link to the ECM	Reconnect the ELD device and reload it.
Engine synchronization	ECM can no longer acquire values for the ELD parameters within 5 seconds.	Call the motor carrier and arrange for the ECM link to be restored. Once it's restored, review and correct your logs, then restart the truck engine.

Unidentified driving records	Unidentified driving lasts more than 30 minutes during the last 24 hours.	Manage your unidentified events until their duration drops to 15 minutes or less during the current 24-hour period and the previous 7 following days. Also, please recheck whether you are connected to the truck in a proper way for the issue not to be occurred.
Data transfer	Impossibility to transfer the data to the server.	Call the motor carrier or the support line.

If the ELD detected a malfunction or the data diagnostic event during the DOT inspection, please provide the inspector with the manually kept and filled logbooks with your RODS (records of duty status).

If you need to contact our Support team, you may use the following contact information:

Email: VistaELD@gmail.com

Phone: +1 (614) 362-22-23

As per the FMCSA, **49 CFR § 395.34 - ELD malfunctions and data diagnostic events**, there are several actions a driver should take in such cases:

(a) Recordkeeping during ELD malfunctions. In case of an ELD malfunction, a driver must do the following:

(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; and

(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.