



# ELD user manual

The Motive ELD is a mobile device-based ELD system that includes the Motive Vehicle Gateway, Motive Driver App, and Motive Fleet Dashboard to support ELD functionality in compliance with applicable regulations.

**Important:** Per FMCSA rules, if you are using the Motive ELD, this guide must be available in the vehicle at all times.

## Vehicle Gateway

This device contains license-exempt transmitters/receivers that comply with Part 15 of the FCC Rules and with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment and RSS 102 RF exposure compliance requirements. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. Changes or modifications not expressly approved by Motive could void the user's authority to operate this equipment.

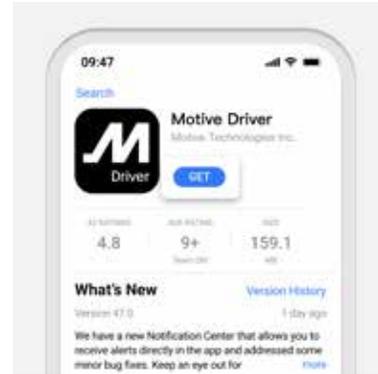
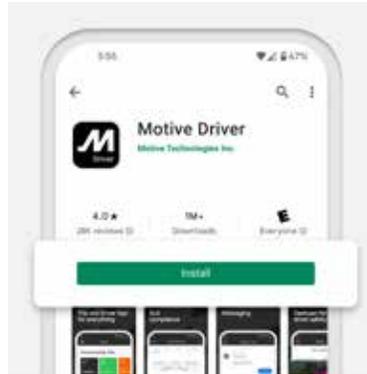
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## Downloading the Driver App

Please ensure you have installed a Vehicle Gateway inside your vehicle before continuing. Refer to the Vehicle Gateway Manual for more details.

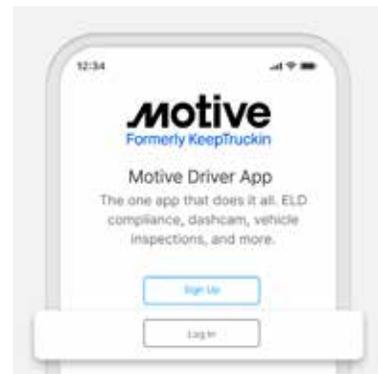
Download the Motive Driver App from the Google Play Store (for Android phones/tablets) or the App Store (for iPhones and iPads).



## Logging into the Driver App

1. Open the Driver App and select **Log In**.

If you do not have a Motive driver account, select **Sign Up** or contact your fleet manager.



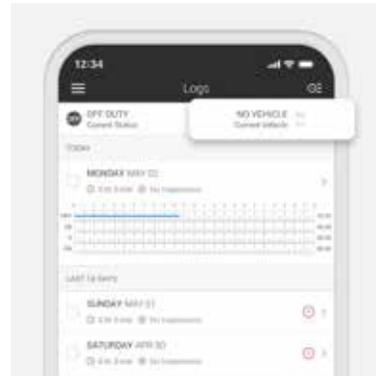
2. Enter your email/username and password before hitting **Submit**.



## Connecting your mobile device to the Vehicle Gateway

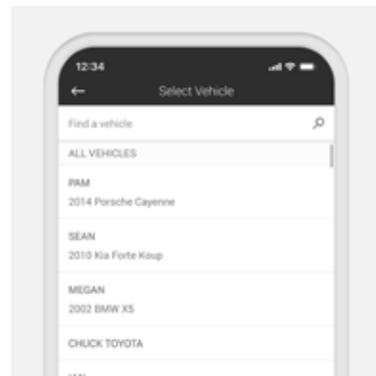
Using the Motive Vehicle Gateway requires that you connect your Driver App to the Vehicle Gateway to automatically record driving time to your ELD Record.

1. On the Logs page, tap on **NO VEHICLE** in the top right corner.

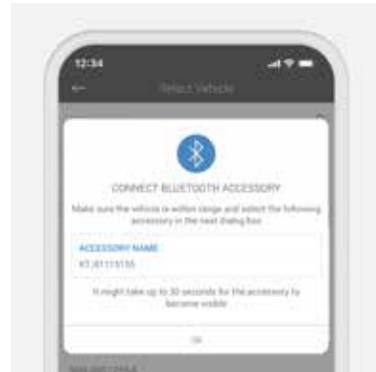


2. A search bar and list of all vehicles in the company will appear. Select the vehicle that you want to connect to.

Please ensure that your vehicle's engine is turned on and Bluetooth is enabled on your mobile device before you connect to the Vehicle Gateway.



3. Your mobile device will automatically attempt to connect to the Vehicle Gateway using Bluetooth.

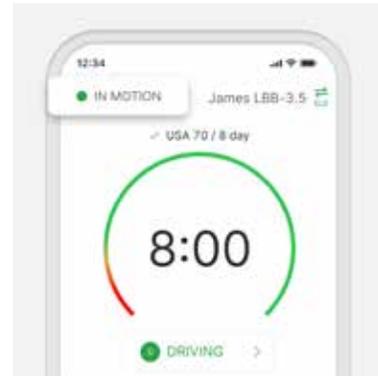


4. A green ELD icon will appear in the top right corner of the main Logs page to indicate that you have successfully connected to the Vehicle Gateway.

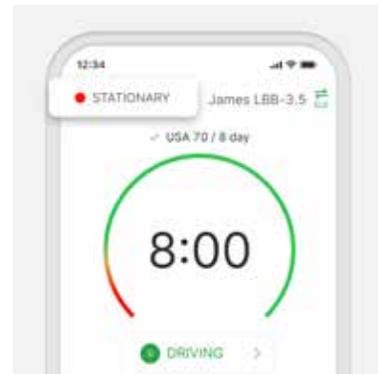


## Recording drive time to your ELD Record

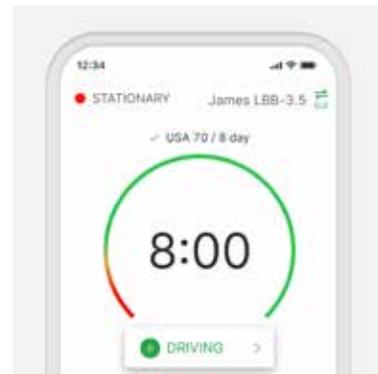
1. When your vehicle is moving 5 mph or more, Motive considers the vehicle to be IN MOTION and will automatically update your current duty status to DRIVING.



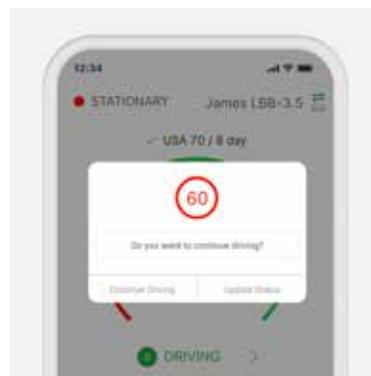
2. When your vehicle is moving at 0 mph, the vehicle is considered STATIONARY.



3. You can change the current duty status of a stationary vehicle by tapping DRIVING and selecting one of the alternate statuses listed: OFF DUTY, SLEEPER, or ON DUTY.

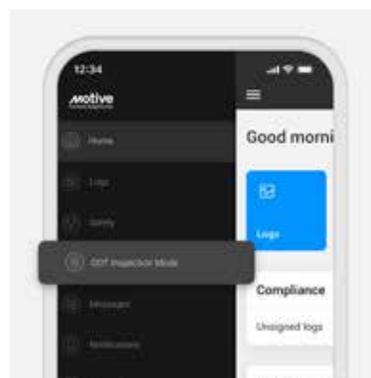


4. If the vehicle remains stationary for five minutes, a message will appear to ask if you would like to change your current duty status or remain in your current duty status. You have one minute to make a selection, otherwise your current duty status will automatically change from STATIONARY to ON DUTY.



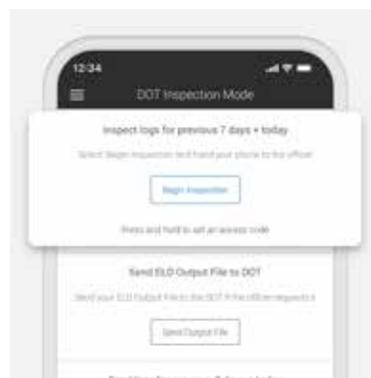
## Letting an officer inspect your ELD Record

Go to the app's main menu by tapping on the menu icon, then select **DOT Inspection Mode**.



If you want an officer to inspect your logs directly from your mobile device, select **Begin Inspection**.

Press and hold on the **Begin Inspection** button to set a 4-digit access code. This will restrict access to other parts of the app until the code is re-entered.



If you want to send your ELD output file to the DOT via email or web service, select **Send Output File**.

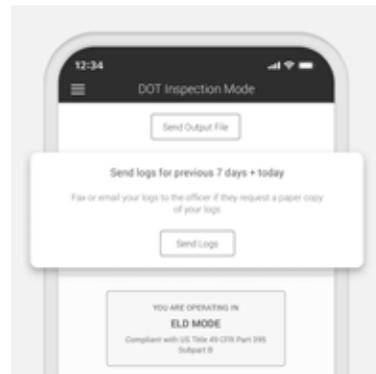


You will be prompted to enter your official comment.



If you want to email or fax a copy of your logs to an officer, select **Send Logs**.

You will be prompted to enter your recipient's fax number or email address.

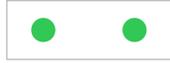


## Understanding the LEDs



### **Both red**

Vehicle Gateway is powered on but there's no GPS signal or mobile connection. We suggest waiting a few more minutes for a cellular connection or moving the device (or vehicle) to a location where there is an unobstructed view of the sky.



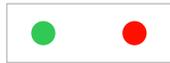
### **Both green**

Everything is working properly.



### **Both lights turned off**

Malfunctioning. Please contact our support team.



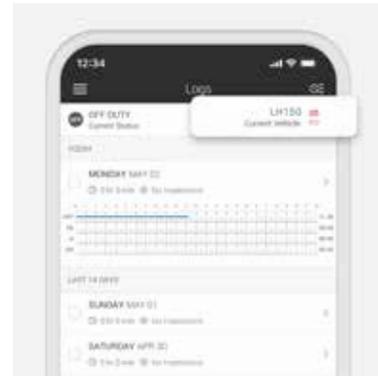
### **Left - Green and Right - Red**

Vehicle Gateway is on and connected to GPS, but the Motive Driver App isn't connected. If you track Hours of Service (HOS), connect via the app.

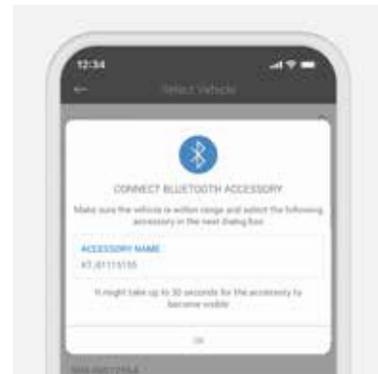
## Troubleshooting

### What if your Driver App is not pairing with the Vehicle Gateway?

Navigate to the Logs page and select **Current Vehicle** from the top right corner. If there is a currently selected vehicle, select **Leave Vehicle**, then reselect the vehicle you want to connect with. Next, complete one of the following actions to resolve the issue:



**Option 1:** Once the Connect Bluetooth Accessory message appears on your screen, wait 30 seconds. If it doesn't connect after 30 seconds, select **Ok** and move on to the next step.



**Option 2:** Toggle your phone or tablet's Bluetooth connection off and back on.

- Once Bluetooth has been turned back on, go ahead and reselect the vehicle you want to connect with.
- When the Connecting to Vehicle message appears on your screen, wait 30 seconds.

**Option 3:** Unplug the Vehicle Gateway from your vehicle and wait for the light to go off. Restart your phone or tablet before plugging the Vehicle Gateway back in.

Once plugged in, the LED lights on the Vehicle Gateway will flash momentarily before turning solid red. After approximately one minute, the left-side LED will turn green indicating a successful GPS connection. If the right-side LED is blinking red, try connecting your iOS/Android device to your Vehicle Gateway again like before. Once the device is connected, the right-side LED will turn green. *A full set of LED behaviors is listed on page 8.*

## Understanding ELD malfunctions

If the Vehicle Gateway is not functioning properly, you are experiencing an ELD Malfunction and need to follow the procedures found in § 395.34, paraphrased below.

### **What does the *driver* need to do if the Vehicle Gateway isn't functioning properly?**

Immediately contact Motive Support at 855-434-3564 or [support@gomotive.com](mailto:support@gomotive.com) to troubleshoot the issue.

Note the specific issue and provide written notice to your fleet within 24 hours.

Keep a paper log for that day and until the Vehicle Gateway is repaired or replaced. In the event of an inspection, please display the previous 7-day logs from the Motive Driver App.

### **What does the *motor carrier* need to do if the Vehicle Gateway isn't functioning properly?**

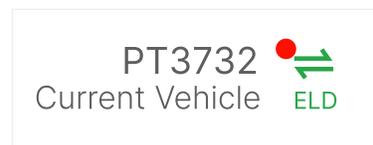
If a motor carrier receives or discovers information of a Vehicle Gateway issue, they must take actions to correct the malfunction within eight days of discovery or being notified by the driver, whichever occurs first.

In the event of a Vehicle Gateway issue, contact Motive Support, who will work to rapidly resolve the issue.

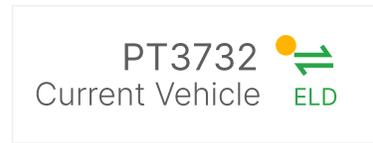
If a motor carrier needs a time extension, they must notify the FMCSA Division Administrator for the state of the motor carrier's principal place of business within five days after a driver notifies the motor carrier, according to the guidelines set forth in § 395.34.

**Visual indicators of ELD malfunctions/ data diagnostics (vehicle is stationary)**

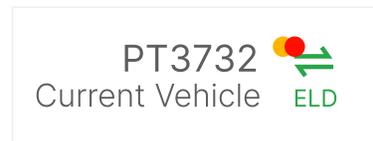
**Red dot**  
Active malfunction.



**Orange dot**  
Active data diagnostic.



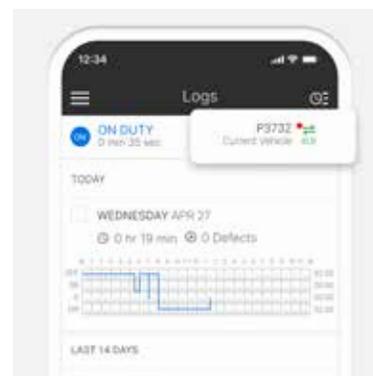
**Orange and red dot**  
Active malfunction and data diagnostic.



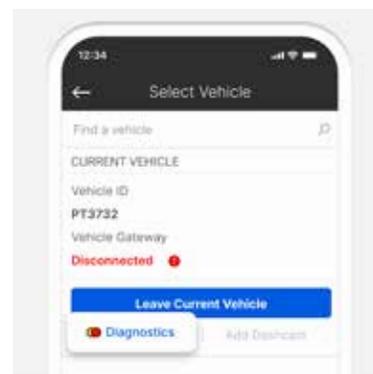
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**Identifying and resolving ELD malfunctions/ data diagnostics (vehicle is stationary)**

**Step 1**  
Tap on **Current Vehicle** to view more details.

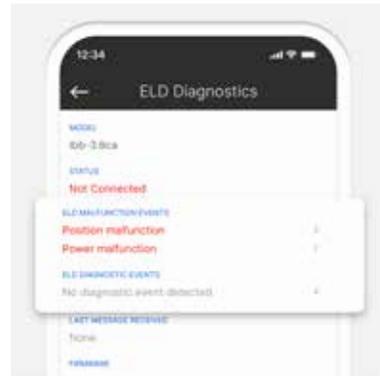


**Step 2**  
Tap on **Diagnostics** to learn more about any active malfunctions/ data diagnostics.



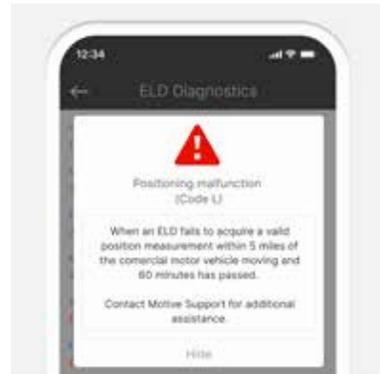
### Step 3

On the ELD Diagnostics page, scroll down and tap on either an active malfunction or a diagnostic event. Existing events will be visible in red text.



### Step 4

A message will appear with details on how to resolve the issue.



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## Malfunctions/data diagnostic events

### Power Data Diagnostic Event (Code 1)

#### Problem

When an ELD is not fully powered/functional within one minute of the vehicle's engine receiving power.

“Fully powered” requires that the driver connect to the vehicle with the Driver App within one minute of the vehicle powering on.

#### Solution

Please ensure that a driver connects to a vehicle with the Driver App within one minute of the vehicle powering on.

For Vehicle Gateway related issues, contact Motive Support for additional assistance.

**Power Compliance  
Malfunction (Code P)**

**Problem**

The Vehicle Gateway is unplugged and there is driving time over 30 minutes over 24-hour period across all driver profiles, including the unidentified driver profile.

**Solution**

Please ensure that you are connected to the vehicle on the Driver App whenever the vehicle is in motion.

For Vehicle Gateway related issues, contact Motive Support for additional assistance.

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**Engine Synchronization Data  
Diagnostic Event (Code 2)**

**Problem**

The ELD loses ECM connectivity to any of the required data sources and can no longer acquire updated values for the required ELD parameters within five seconds of the need.

Connectivity must be maintained between the Driver App and the Vehicle Gateway while the vehicle is powered on.

**Solution**

Please ensure that your Driver App remains connected to the vehicle while the vehicle is powered on.

For Vehicle Gateway related issues, contact Motive Support for further assistance.

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**Engine Synchronization  
Malfunction (Code E)**

**Problem**

The Vehicle Gateway loses connection for a cumulative 30+ minutes of missing data elements: GPS, VIN, date/time, engine hours.

**Solution**

Please ensure that your Driver App remains connected to the vehicle while the vehicle is powered on.

For Vehicle Gateway related issues, contact Motive Support for further assistance.

Engine Synchronization Malfunctions will clear on their own after 24 hours have passed since the last logged malfunction event.

**Positioning Compliance  
Malfunction (Code L)**

**Problem**

The Vehicle Gateway cannot obtain a valid GPS position within five miles of the last valid position for over 60 minutes of driving over a 24-hour period.

**Solution**

Check to see that the Vehicle Gateway's left-side LED is green to ensure a satellite GPS connection. Try moving the Vehicle Gateway near a window so it has a clear, unobstructed view to the sky.

If the LED is still red, try rebooting the Vehicle Gateway.

Call Motive Support for further assistance and log locations manually in the meantime.

**Positioning Compliance Malfunctions will clear on their own after 24 hours have passed since the last logged malfunction event.**

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**Missing Required Data Elements  
Data Diagnostic Event (Code 3)**

**Problem**

There are missing data elements (like GPS location) in the ELD event record.

**Solution**

Contact Motive Support for further assistance.

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**Unidentified Driving Records  
Data Diagnostic Event (Code 5)**

**Problem**

There is over 30 minutes of unidentified driving time for the vehicle over the last 24 hours.

**Solution**

Drivers can claim unidentified trips from the Motive Driver App if those unidentified trips belong to them.

Fleet managers can also assign unidentified trips to drivers who can claim them on their log.

**Unidentified Driving Records Data Diagnostic Events will clear when the cumulative time for unidentified driving is less than 15 minutes for the current day plus the last 7 or 14 previous days (US or Canada).**

**Timing Compliance Malfunction  
(Code T)**

**Problem**

The time on the Vehicle Gateway varies more than 10 minutes from UTC time.

**Solution**

The Vehicle Gateway will automatically resync its local clock to the GPS time once it becomes valid. Please ensure the device is positioned with a clear, unobstructed view of the sky.

Contact Motive Support for further assistance.

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**Data Recording Compliance  
Malfunction (Code R)**

**Problem**

The Vehicle Gateway can no longer record new event data due to data storage exceeded.

**Solution**

Ensure there's an active internet connection before using Bluetooth to connect the Motive App with the Vehicle Gateway. Keep the driver app open in order for the Vehicle Gateway to transfer data to the Motive server.

Contact Motive Support for further assistance.

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**Data Transfer Compliance  
Malfunction (Code S)  
Data Transfer Data Diagnostic  
Event (Code 4)**

**Problem**

The internal monitoring of the data transfer test fails and is unable to send the output file data.

**Solution**

Contact Motive Support for further assistance.

**What to do in the event of an active ELD Malfunction that prevents a driver from accurately recording or presenting their record of duty status (RODS) with the ELD?**

**Drivers**

Identify the active Malfunction/Data Diagnostic event from the ELD and provide written notice of the malfunction to the motor carrier within 24 hours.

Reconstruct the RODS for the current 24-hour period and report the RODS on graph/grid paper logs.

Use the Motive ELD to retrieve previous seven day records. If that is not available, drivers must reconstruct the RODS on paper logs for paper logs for that previous 7-day period.

**Motor carriers**

The motor carrier must take actions to fix active malfunctions.

In the U.S., the motor carrier must correct the malfunction within eight days of discovery of the condition or a driver's notification to the motor carrier, whichever occurs first.

In the U.S., if a motor carrier needs an extension, they must notify the FMCSA Division Administrator for the state of motor carriers principal place of business within five days after a driver notifies the motor carrier according to the guidelines set forth in §395.34(2).

In Canada, the motor carrier must repair or replace an ELD within a 14-day time period of becoming aware or being notified of the ELD malfunction or data diagnostic issue.

If a driver's planned trip prevents them from returning to their home terminal within this 14-day period, the ELD must be repaired or replaced upon their return.

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**Still need help?**

If you cannot fix your problem immediately, contact our support team. We'll issue a new device if we find that the current device has malfunctioned.

# Unlock Potential



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[gomotive.com](https://gomotive.com)



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855-434-3564



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[support@gomotive.com](mailto:support@gomotive.com)

### About Motive

Motive builds technology to improve the safety, productivity, and profitability of businesses that power the physical economy. The Motive Automated Operations Platform combines IoT hardware with AI-powered applications to automate vehicle and equipment tracking, driver safety, compliance, maintenance, spend management, and more. Motive serves more than 120,000 businesses, across a wide range of industries including trucking and logistics, construction, oil and gas, food and beverages, field services, agriculture, passenger transit, and delivery. Visit [gomotive.com](https://gomotive.com) to learn more.