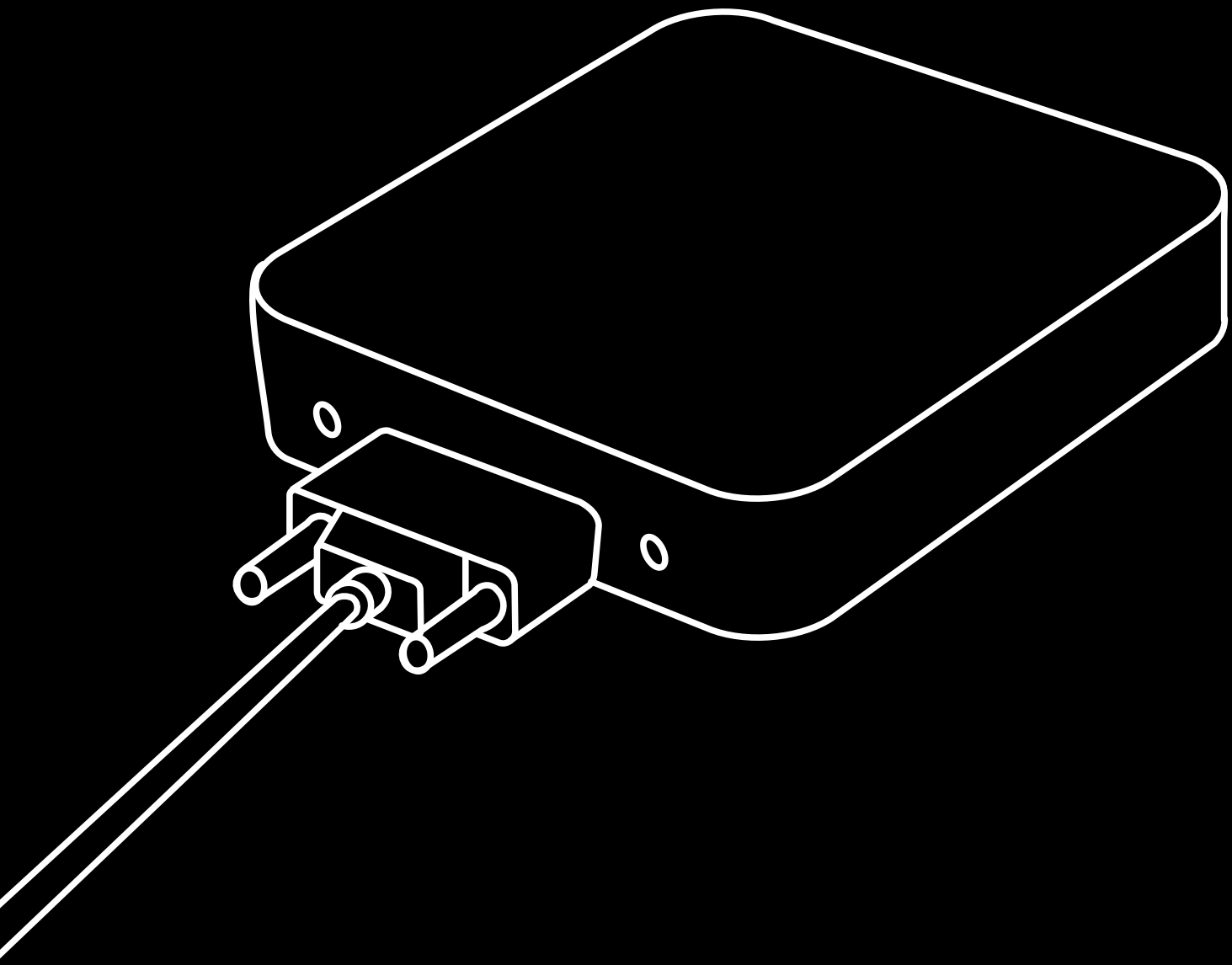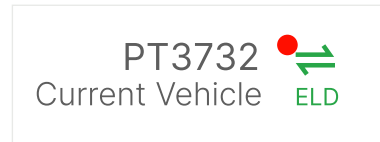# Understanding ELD malfunctions and data diagnostics

The ELD Mandate requires that every ELD provider generate malfunction or data diagnostic messages that surface when any problem with the ELD data occurs.
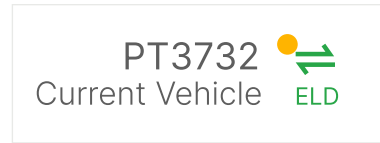
motive

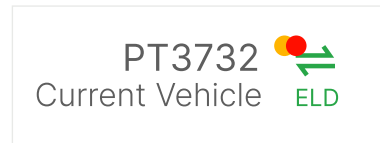## Visual indicators of ELD malfunctions/ data diagnostics (vehicle is stationary)

Red dot

Active malfunction.

PT3732
Current Vehicle   ELD

Orange dot

Active data diagnostic.

PT3732
Current Vehicle   ELD

Orange and red dot

Active malfunction and data diagnostic.

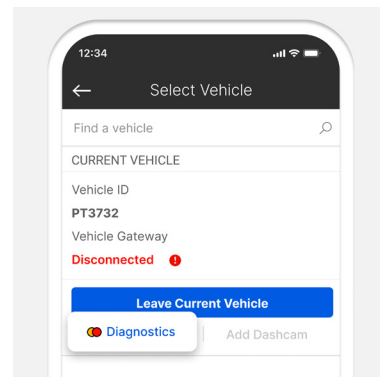PT3732
Current Vehicle   ELD

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

Step 1

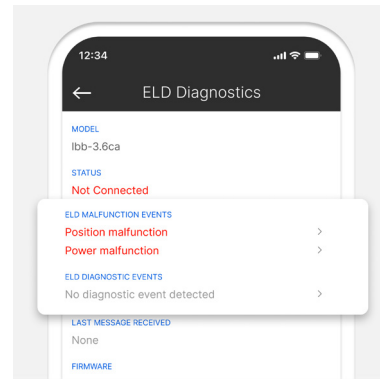Tap on **Current Vehicle** to view more details.
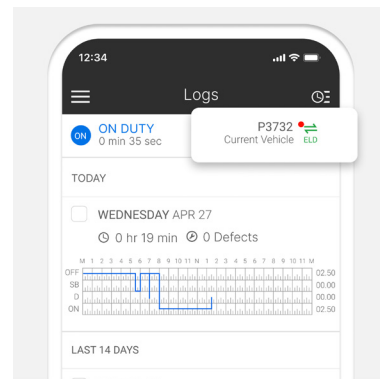
Step 2

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.
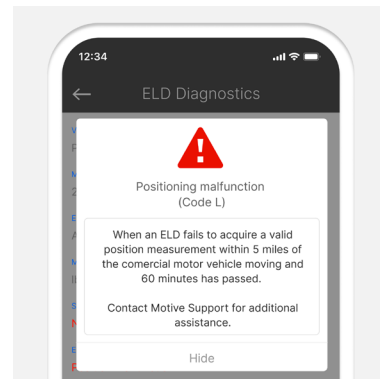
Malfunctions/data diagnostic events

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.

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.

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.

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.

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.

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.

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 ELC 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.

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.

motive

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