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Malfunction and Data Diagnostic Events

In the following pages, we'll learn about Malfunction and Data Diagnostic events and what carriers and drivers need to do about them.

Thank you for choosing RouteMate!
We wish you safe rides!

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Malfunction and Data Diagnostic Events

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How It Looks

Diagnostic and Malfunction events show up in the application's header (top right) as a capital D and capital M. The D stands for diagnostic events, and the M for malfunction events.
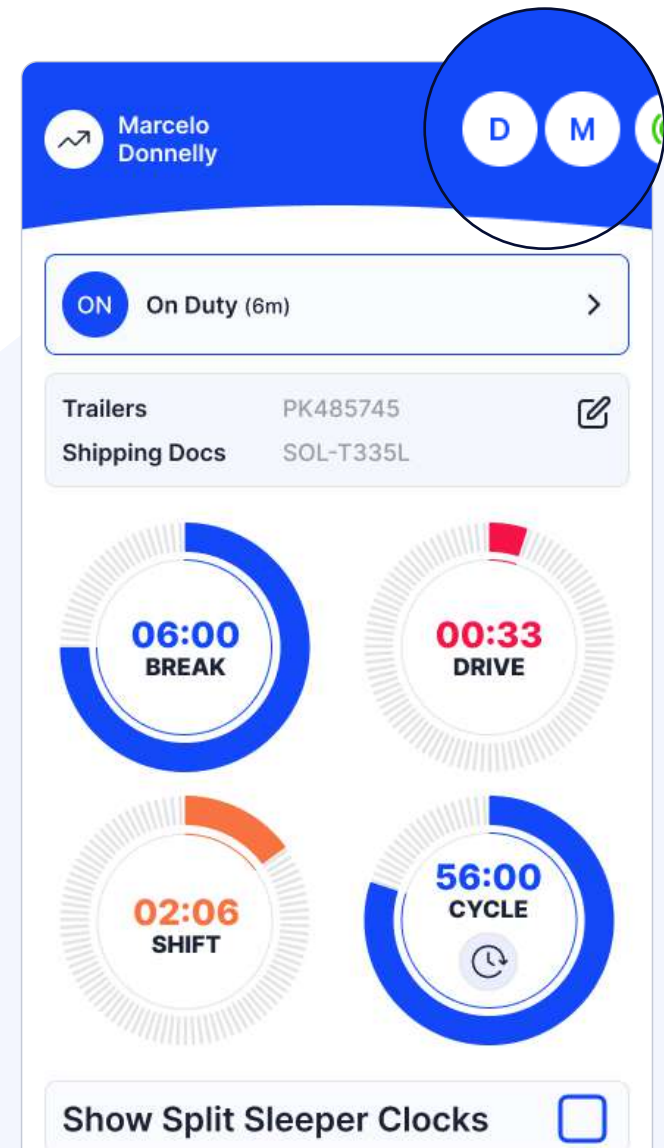
Driver and Carrier Responsibilities

In case of a Malfunction or a Data Diagnostic Event, drivers and carriers have certain responsibilities.

Carrier Responsibilities Regarding Malfunctions

The carrier must:

- Provide drivers with an instruction sheet describing the various ELD malfunction events and record-keeping procedures (this document).

- Provide drivers with a supply of 8 days' worth of blank paper driver records.

- The motor carrier must correct the malfunction of the ELD within 8 days of discovering the condition or a driver's notification to the motor carrier, whichever occurs first.

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Record-Keeping Responsibilities by the Driver

To see the error details, the driver must tap **D (Diagnostic Data)** or **M (Malfunction)**.

In case of Malfunction Events, the driver must:

- Note the ELD malfunction and provide the carrier with written notice within 24-hours.

- Reconstruct driving events for the current 24-hour period and previous 7 consecutive days using paper logs.

- Continue to manually prepare driving logs until ELD is serviced and brought back into compliance.

- During inspections which take place when a malfunction has occurred: provide safety official with manually kept driver logs.

In case of Data Diagnostic events, the driver must follow the motor carrier's and ELD provider's recommendations in resolving the data inconsistencies.

Malfunction & Data Diagnostic Events

Malfunction Events Examples

! ELD has detected a malfunction related to Power compliance. Please contact your manager immediately, stop using RouteMate and switch to paper logs until the ELD malfunction has been corrected.

Mon, Aug 25, 10:15 AM

! ELD has detected a malfunction related to Engine Synchronization compliance. Please contact your manager immediately, stop using RouteMate and switch to paper logs until the ELD malfunction has been corrected.

Mon, Aug 25, 10:15 AM

! ELD has detected a malfunction related to Timing compliance. Please contact your manager immediately, stop using RouteMate and switch to paper logs until the ELD malfunction has been corrected.

Mon, Aug 25, 10:15 AM

! ELD has reported Position compliance malfunction. Please contact your manager immediately, stop using RouteMate and switch to paper logs until the ELD malfunction has been corrected.

Mon, Aug 25, 10:15 AM

! ELD has reported Data Transfer compliance malfunction. Please contact your manager immediately, stop using RouteMate and switch to paper logs until the ELD malfunction has been corrected.

Mon, Aug 25, 10:15 AM

Data Diagnostic Events Examples

! ELD has detected Power Data Diagnostic event.

Mon, Aug 25, 10:15 AM

! ELD has detected Missing Required Data Diagnostic event.

Mon, Aug 25, 10:15 AM

! ELD has detected Data Transfer Data Diagnostic event.

Mon, Aug 25, 10:15 AM

! ELD has detected Unidentified Data Diagnostic event.

Mon, Aug 25, 10:15 AM

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Are you still uncertain about anything?

If you are still experiencing any doubts or difficulties with the steps, please do not hesitate to contact us at (765) 770-0279. We will be happy to provide you with all the necessary information.

You can also visit our YouTube page where you can find our step-by-step video tutorials.

Thank you for choosing **RouteMate!**

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