

# DIGITAL FLEET

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REVISION A

**Electronic Logging Device with DF+**  
Motor Carrier Malfunction Response Manual

## DF+ ELD



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## Introduction

In accordance with the Federal Motor Carrier Safety Administration (FMCSA) **FMCSA ELECTRONIC CODE OF FEDERAL REGULATIONS PART 395 SUBPART B**, a motor carrier must repair, replace, or service malfunctioning Electronic Logging Device (ELD) upon written notification from a driver or upon discovery by the motor carrier..

This document outlines the recording keeping responsibilities by the driver, the motor carrier responsibilities, and the general troubleshooting steps for each defined ELD malfunction event. The driver responsibilities are also outlined in the **Digital Fleet - ELD Driver Malfunction Sheet** and **Digital Fleet - Electronic Logging Device Feature User Manual** with required actions by the driver.

## Driver Recordkeeping Requirement During ELD Malfunction

As defined in **FMCSA ELECTRONIC CODE OF FEDERAL REGULATIONS PART 395.34**,

1. Recordkeeping during ELD malfunctions. In case of an ELD malfunction, a driver must do the following:
  - a. **(§395.34(a)(1))** Note the malfunction of the ELD and provide written notice of the malfunction to the motor carrier within 24 hours.
  - b. **(§395.34(a)(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.
  - c. **(§395.34(a)(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.
2. Inspections during malfunctions.
  - a. **(§395.34(b))** When a driver is inspected for hours of service compliance during an ELD malfunction, the driver must provide the authorized safety official the driver's records of duty status manually kept as specified under paragraphs (a)(2) and (3) of this section.
3. Driver requirements during ELD data diagnostic events.
  - a. **(§395.34(c))** If an ELD indicates that there is a data inconsistency that generates a data diagnostic event, the driver must follow the motor carrier's and ELD provider's recommendations in resolving the data inconsistency.

## Motor Carrier ELD Malfunction Event Responsibility

As defined in **FMCSA ELECTRONIC CODE OF FEDERAL REGULATIONS PART 395.34(d)**, the motor carrier's requirements for repair, replacement, or service are the following:

1. **(§395.34(d)(1))** If a motor carrier receives or discovers information concerning the malfunction of an ELD, the motor carrier must take actions to correct the malfunction of the ELD within 8 days of discovery of the condition or a driver's notification to the motor carrier, whichever occurs first.
2. **(§395.34(d)(2))** A motor carrier seeking to extend the period of time permitted for repair, replacement, or service of one or more ELDs shall notify the FMCSA Division Administrator for the State of the motor carrier's principal place of business within 5 days after a driver notifies the motor carrier under paragraph (a)(1) of this section. Each request for an extension under this section must be signed by the motor carrier and must contain:
  - a. The name, address, and telephone number of the motor carrier representative who files the request.
  - b. The make, model, and serial number of each ELD.
  - c. The date and location of each ELD malfunction as reported by the driver to the carrier.
  - d. A concise statement describing actions taken by the motor carrier to make a good faith effort to repair, replace, or service the ELD units, including why the carrier needs additional time beyond the 8 days provided by this section.

3. **(§395.34(d)(3))** If FMCSA determines that the motor carrier is continuing to make a good faith effort to ensure repair, replacement, or service to address the malfunction of each ELD, FMCSA may allow an additional period.
4. **(§395.34(d)(4))** FMCSA will provide written notice to the motor carrier of its determination. The determination may include any conditions that FMCSA considers necessary to ensure hours-of-service compliance. The determination shall constitute a final agency action.
5. **(§395.34(d)(5))** A motor carrier providing a request for extension that meets the requirements of paragraph (d)(2) of this section is deemed in compliance with §395.8(a)(1)(i) and (a)(2) until FMCSA makes an extension determination under this section, provided the motor carrier and driver continue to comply with the other requirements of this section.

## Power Compliance Malfunction

1. On the DigiTrack driver app login screen, verify the DF+ icon is green.
  - a. If the DF+ icon is not present, the DF+ functionality is disabled on the tablet. Notify Digital Fleet support to enable the functionality.
  - b. If the DF+ icon is red it indicates the tablet is not currently connected to a DF+ device. The following steps should be tried to troubleshoot the issue.
    - i. Verify bluetooth is enabled on the tablet.
    - ii. If bluetooth is enabled, select the DF+ icon to open the diagnostic screen.
    - iii. Select the Truck Connection Wizard button.
    - iv. A list of available DF+ devices should be listed. Select the DF+ device for the vehicle.
    - v. If the DF+ device for the truck is not available, check the DF+ bridge hardware LED status to ensure it is powered on. Instructions on the LED status are in the ***DF+ Engine Hardware Troubleshooting*** section.
2. If the troubleshooting outlined in the ***DF+ Engine Hardware Troubleshooting*** section doesn't correct the issue, notify Digital Fleet for further troubleshooting.

## Engine Synchronization Compliance Malfunction

1. On the DigiTrack driver app login screen, verify the DF+ icon is green.
  - a. If the DF+ icon is not present, the DF+ functionality is disabled on the tablet. Notify Digital Fleet support to enable the functionality.
  - b. If the DF+ icon is red it indicates the tablet is not currently connected to a DF+ device. The following steps should be tried to troubleshoot the issue.
    - i. Verify bluetooth is enabled on the tablet.
    - ii. If bluetooth is enabled, select the DF+ icon to open the diagnostic screen.
    - iii. Select the Truck Connection Wizard button.
    - iv. A list of available DF+ devices should be listed. Select the DF+ device for the vehicle.

- v. If the DF+ device for the truck is not available, check the DF+ bridge hardware LED status to ensure it is powered on. Instructions on the LED status are in the **DF+ Engine Hardware Troubleshooting** section.
2. If the troubleshooting outlined in the **DF+ Engine Hardware Troubleshooting** section doesn't correct the issue, notify Digital Fleet for further troubleshooting.

## Timing Compliance Malfunction

1. On the tablet verify the tablet time is correct.
  - a. For timing compliance, the tablet time is compared to the Digital fleet server system time. It's possible for the time on the tablet to drift if it is not syncing properly.
2. If the tablet time is incorrect, rebooting the tablet can force the time to re-sync.
3. After rebooting the tablet, check the tablet time again to see if the time corrected itself.
4. If the time was correct, or rebooting the tablet fixed the tablet time, validate the time stamps shown on newly created ELD Records. Digital Fleet support can help verify the timestamp on the events being sent to the Digital Fleet server to determine if there are any ongoing timing issues.

## Position Compliance Malfunction

1. On the Digital Fleet webapp, verify the tablet is providing GPS data when powered on.
  - a. This can be seen through the Truck Replay or GPS Detail report.
2. If no GPS data is currently displayed in the Digital Fleet webapp, location services on the tablet may be disabled or GPS data may have gone stale.
3. On the tablet, verify location services are enabled and set to use high location accuracy.
4. If the location services are enabled and GPS data is still not being reported to the Digital Fleet webapp, reboot the tablet.
5. If GPS data is still unavailable after the reboot, notify Digital Fleet for further troubleshooting.

## Data Recording Compliance Malfunction

1. Notify Digital Fleet for troubleshooting.

## Data Transfer Compliance Malfunction

1. For a data enabled tablet, verify the tablet has a good cellular network connection.
2. If the tablet has a good network connection, notify Digital Fleet for further troubleshooting.

## DF+ Engine Hardware Troubleshooting

### Bridge

- LED STATUS
  - Flashing orange/green represents running, connected, and reading CAN
    - Good
  - Flashing green represents no tablet connected
    - Connect tablet via wireless (bluetooth or wifi)
  - Solid red represents device connected but either a CAN error or no CAN traffic
    - Check baud rate, CAN connection, power connection, and if any CAN traffic
    - Power cycle device may help reset
  - No color represents no power to the device
    - Check power connections

