



**Automile**

All cars connected

## ELD Malfunction Manual



### Guidelines set forth in §395.22 – Motor carrier responsibilities – In general.

(h) A motor carrier must ensure that its drivers possess onboard a commercial motor vehicle on ELD information packet containing the following items:

(3) An instruction sheet for the driver describing ELD malfunction reporting requirements and recordkeeping procedures during ELD malfunctions.

### How does the driver know if the ELD is malfunctioning?

The lights are turned on when the device is plugged showing that it is powered.

- The ELD device malfunctions if the device is unplugged or incorrectly plugged-in to the vehicle OBD-II port.
- In the event of the device being unplugged from the vehicle OBD-II port, a 'device-disconnect' notification or alert will be sent to the motor carrier via the Automile app.

### What does the driver need to do if the ELD is malfunctioning?

- Keep a paper log for that day until ELD is repaired or replaced. In the event of an inspection, display the logs of previous 15 days from the Automile app.
- Note the malfunction and provide written notice to your motor carrier within 24 hours.

### What does the fleet need to do if the ELD is malfunctioning?

- The motor carrier will be notified of the malfunction via the Automile app. Immediately contact Automile support at +1-(415)-749-9270 or [support@automile.com](mailto:support@automile.com) to troubleshoot the issue.
- The motor carrier must take actions to correct the malfunctions within 8 days of discovery of the condition (whether it was reported by the driver or identified on their own)
- Automile will send a new device in the event of a malfunction where the device is the issue and cannot be corrected immediately
- If a motor carrier needs a time extension, they must notify the FMCSA Division Administrator for the state of motor carrier's principal place of business within 5 days after a driver notifies the motor carrier according to the guidelines set forth in §395.34(2)

**IMPORTANT: PER FMCSA RULES, THIS GUIDE MUST BE KEPT IN THE VEHICLE AT ALL TIMES.**

<b>Malfunction</b>	<b>Cause</b>	<b>Resolution</b>
Power compliance	When the ELD has more than 30 minutes of driving time lost in a 24-hour period.	Use paper logs and please contact your motor carrier immediately
Engine Synchronization	When the ELD has more than 30 minutes of engine sync time lost in a 24-hour period.	Use paper logs and please contact your motor carrier immediately
Timing compliance	When there is time deviation and not synchronized with the server.	This should be auto-resolved however if not, please contact your motor carrier immediately
Positioning compliance	Occurs when the vehicle is in any area without GPS / the GPS is disconnected or not properly fitted to the ELD.	This should be auto-resolved however if not, please contact your motor carrier immediately