

Malfunction Manual



The FMCSA states a specific set of actions that drivers and carriers must take during an ELD malfunction in CFR §395.34. In the event of an ELD malfunction, a driver should do:

1. Note the malfunction of the ELD and provide written notice of the malfunction to the motor carrier within 24 hours.
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.
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.

Note: Keep in mind, if you are facing malfunctions during the DOT inspection, please be prepared to provide the manually kept and filled RODS (records of duty status) to the inspector.

As per the FMCSA requirements, the ELD Provider should detect and collect any malfunctions occurring during the use of their device. There is M/D icon on the main screen of the application. Normally, M/D icon is green but once the malfunction is detected, 'M' on the M/D icon becomes red. Also, in case a data diagnostic event has been recognized, 'D' from M/D icon changes to red.

If there is an issue with connection to the internet or GPS, please wait until the connection is restored. If the issue persists, please contact our Support Center at +19802210400 or email us at TrendyELD@gmail.com.

Malfunction Definitions

Engine Synchronization Malfunction.

Why: ELD has lost synchronization with the ECM (Engine Control Module) for over than 30 minutes during the 24-hour period

What to do: Call the motor carrier and arrange for the ECM link to be restored. Once it's restored, review and correct your logs, then restart the truck engine.

Positioning Compliance Malfunction.

Why: ELD has lost a valid GPS signal for over 60 minutes during the 24-hour period.

What to do: The issue gets resolved automatically by receiving a valid GPS signal again.

Data Recording Malfunction.

Why: The device has less than 5 MB of free space.

What to do: Delete the extra files for the necessary space of more than 5 MB.

Unregistered Odometer Change Malfunction.

Why: The odometer has changed while you were not driving the vehicles.

What to do: Recheck the odometer in the application or contact our Support Team.

Timing Compliance Malfunction.

Why: The ELD device provides the incorrect timeframe of the events.

What to do: Call the motor carrier or the support line.

Data Diagnostic Events Definitions

Engine synchronization.

Why: ECM can no longer acquire values for the ELD parameters within 5 seconds.

What to do: Call our support line and arrange the connection to ECM to be restored. Once done and the connection has already been set up, correct the lost or corrupted logs manually and restart the engine.

Missing data elements.

Why: The ELD has lost the connection to the ECM (temporarily or permanently), the device works incorrectly.

What to do: Reconnect the ELD device and reload it.

Data transfer.

Why: Impossibility to transfer the data to the server.

What to do: Contact our support line or motor carrier.

Unidentified driving records.

Why: More than 30 minutes of Unidentified driving per last 24 hours.

What to do: Manage your unidentified events until their duration drops to 15 minutes or less during the current 24-hour period and the previous 7 following days. Also, please recheck whether you are connected to the truck in a proper way for the issue not to be occurred.