

ELD malfunction instruction sheet

What to do when the EZ Logs ELD shows a malfunction or data diagnostic, including paper logs, written notice and the 8-day repair rule.

Keep this sheet in the truck. It describes the ELD malfunction reporting requirements and recordkeeping procedures during ELD malfunctions (49 CFR 395.22(h), 395.34).

How the app shows a problem

What you see	What it means
A red card ELD malfunction on the HOS tab, and a red status strip <i>ELD malfunction ... keep paper logs</i>	The ELD is malfunctioning (a letter code). Follow What to do when there is a malfunction.
A Data diagnostic card on the HOS tab, and a status strip ... <i>you can keep driving</i>	A data diagnostic event (a number code) for the signed-in driver. It is not a malfunction: you can keep driving and do not need paper logs. Fix it as shown in the table below.

Tap the red malfunction card or strip to open **What to do now**. It lists the steps below, and has **Start roadside inspection** and (if your carrier uses EZ Logs messages) **Message dispatch** buttons.

Malfunction codes (letters)

Code	Name	What sets it
P	Power compliance	The ELD missed 30 minutes or more of driving time in a 24-hour period, for example because the PT30 was unplugged or the app was not running while the truck moved.
E	Engine synchronization compliance	Engine data from the truck was lost for more than 30 minutes in a 24-hour period, for example a loose device or a lost Bluetooth link.
T	Timing compliance	The ELD clock is more than 10 minutes off.
L	Positioning compliance	No valid GPS position for more than 60 minutes in total in a 24-hour period while the truck moved.
R	Data recording compliance	The app cannot save ELD records, for example because phone storage is full.
S	Data transfer compliance	The automatic check that records can be sent to FMCSA failed again on 3 more checks after data diagnostic 4.
O	Other ELD detected malfunction	Another failure detected by the ELD.

Data diagnostic codes (numbers)

Code	Name	What to do
1	Power data diagnostic	The ELD may have been unpowered while the truck moved. Check that the PT30 is plugged in and keep the app running. Review your log.

Code	Name	What to do
2	Engine synchronization data diagnostic	Engine data from the PT30 was late. Check the device and its connection on the ELD tab. If it keeps happening it becomes malfunction E .
3	Missing required data elements	A record is missing a required item, such as its location. When the app asks for a location, type it in. Correct or annotate the record.
4	Data transfer data diagnostic	The periodic check that logs can be sent to FMCSA failed. Make sure the phone has a data connection and tell your carrier. At roadside, show your logs on the screen.
5	Unidentified driving records data diagnostic	More than 30 minutes of unidentified driving in 24 hours. Open More > Edits & unidentified driving , claim the driving that was yours and decline the rest. It clears when unidentified driving for today and the previous 7 days is 15 minutes or less.
6	Other ELD identified diagnostic	Usually: late device data was added to the log. Review any unidentified driving it created (More > Edits & unidentified driving). It clears when that driving is reviewed or sent to your carrier.

For a data diagnostic, follow the steps above and your carrier's instructions (49 CFR 395.34(c)). Most codes clear by themselves once the problem is fixed.

What to do when there is a malfunction

These are your duties under 49 CFR 395.34(a):

1. **Note the malfunction.** Write down the code(s), the date and time, the truck number and what was happening.
2. **Tell your carrier in writing within 24 hours.** Use the notice form at the end of this sheet, or send a written message or email with the same information. Keep a copy.
3. **Reconstruct your records on paper** for the **current 24-hour period and the previous 7 consecutive days**, on graph-grid paper logs that meet 49 CFR 395.8. You do not need to redo days you already have on paper or that you can still show from the ELD (the **Log** tab and the roadside inspection screen often still work).
4. **Keep paper logs** until the ELD is repaired or replaced and working again. Fill in every required item: date, total miles driven today, truck and trailer numbers, carrier name and main office address, 24-hour period starting time, co-driver, shipping document number(s), total hours for each duty status, city and state of each change of duty status, and your signature.
5. In **Remarks**, write for example: *ELD malfunction P since 10/14 08:30 - paper log per 395.34.*
6. **At an inspection**, give the officer your paper records for the current day and the previous 7 days, and show this sheet.

What your carrier must do

- Repair, replace or service the ELD **within 8 days** of finding out about the malfunction or of your notice, whichever is earlier (49 CFR 395.34(d)(1)).
- If more time is needed, ask the FMCSA Division Administrator for the State of the carrier's principal place of business for an extension **within 5 days** of your notice (49 CFR 395.34(d)(2)).
- Do not keep using paper logs for more than 8 days unless your carrier tells you an extension was requested or granted. Ask for a copy to keep in the truck.

Supply of blank paper logs (8 days)

You must have in the truck a supply of **blank paper graph-grid logs (driver's records of duty status)** for **at least 8 days** (49 CFR 395.22(h)(4)). Check your supply before every trip and ask your carrier for more when it runs low. You need them to reconstruct the previous 7 days and to keep logging on paper if the ELD malfunctions.

Written notice of ELD malfunction

Copy this form, fill it in and give it to your carrier within 24 hours (49 CFR 395.34(a)(1)).

Item	Your answer
Driver name and ELD username	
Carrier	
Truck number and VIN	
PT30 device serial number	
Malfunction code(s) shown	
Date and time first seen	
Location	
What happened	
Notice given to (name), date, time and how	
Driver signature	