

ELD MALFUNCTION MANUAL

Hutch Systems provides the ELD Malfunction Manual for drivers, which they can present to a DOT officer during an inspection in case of an ELD malfunction. As per FMCSA rules, this manual must be kept in the vehicle at all the times.

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?

In the event device is plugged incorrectly to the vehicle OBD-II port, then the ELD light will turn yellow for diagnostics event and red for malfunction.

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

- Contact Hutch Systems Support at +1 604 776 3564 or email support@hutchsystems.com to troubleshoot the issue immediately.
- Note the malfunction and inform your fleet company within 24 hour with a written notice.
- Maintain the Records of Duty status manually until the ELD is serviced and back in compliance.



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

- The fleet company must take actions to correct the malfunctions within eight days of discovery of the issue (whether it was reported by the driver or identified on their own).
- 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).

Malfunction	Cause	Resolution
Power compliance	It occurs when the ELD has more than 30 minutes of driving time lost in a 24-hour period.	Please contact your fleet immediately and use paper logs to maintain the record.
Timing compliance	When time deviation occurs and ELD device is not in synchronization with the server.	This issue will be auto-resolved. If it doesn't, then contact your fleet company immediately.
Engine synchronization	When more than 3 minutes of engine synchronization is lost in a 24-hour period.	Please contact your fleet immediately and use paper logs to maintain the record.
Positioning compliance	When GPS is disconnected or the vehicle is in an area without cellular network.	This issue will be auto-resolved. If it doesn't, then contact your fleet company immediately.

