

Malfunction events display as a capital “M” in the application notification bar. A yellow M indicates there are new malfunctions that have not yet been reviewed. A white M indicates that the current malfunction(s) have been reviewed. Malfunctions should be cleared with any associated action performed as soon as possible. Each malfunction must be individually cleared due to the severity of a malfunction (as compared with a diagnostic).



Note. If you are looking for information pertaining to data diagnostics, please see [Data Diagnostic Events](#).

FMCSA Req. No.	Event Name	Description	Driver Action Needed
4.6.1.1	Power Malfunction	4.6.1.1(b) An ELD must set a power compliance malfunction if the power data diagnostics event described in paragraph 4.6.1.1(a) of this appendix indicates an aggregated in-motion driving time understatement of 30 minutes or more on the ELD over a 24-hour period across all driver profiles, including the unidentified driver profile.	Ensure that the tablet/phone is receiving power. If not, plug it in and charge the device.
4.6.1.2	Engine Synchronization Malfunction	4.6.1.2(c) An ELD must set an engine synchronization compliance malfunction if connectivity to any of the required data sources specified in section 4.3.1 of this appendix is lost for more than 30 minutes during a 24-hour period aggregated across all driver profiles, including the unidentified driver profile.	Ensure that the application is connected to the VBUS device. Ensure that the VBUS device is properly seated in the vehicle socket. Other Action: Ensure that the device has up to date firmware from the manufacturer. Ensure that the application is updated to the most current release available.
4.6.1.3	Timing Malfunction	The ELD must periodically cross-check its compliance with respect to an accurate external UTC source and must record a timing compliance malfunction when it can no longer meet the underlying compliance requirement.	Verify that the tablet/phone is set to use Network time and date instead of being set manually.

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4.6.1.4	Position Malfunction	<p>(a) An ELD must continually monitor the availability of valid position measurements meeting accuracy requirements and must track the distance and elapsed time from the last valid measurement point. (b) ELD records requiring location information must use the last valid position measurement and include the latitude/longitude coordinates and distance traveled, in miles, since the last valid position measurement. (c) An ELD must monitor elapsed time during periods when the ELD fails to acquire a valid position measurement within 5 miles of the CMV's movement. When such elapsed time exceeds a cumulative 60 minutes over a 24 hour period, the ELD must set and record a positioning compliance malfunction.</p>	<p>This malfunction indicates that location data is not being received consistently, even if location is showing for the individual events. Possible fixes for this include making sure that the VBUS device is updated to the latest firmware version and that the application is updated to the latest released version. There is also a setting on the Portal in the Equipment setup tab to select the 'GPS Receiver'. The settings are VBUS Device, Mobile Device, or Either Device. Not all VBUS Devices provide location services, so changing the setting to Mobile Device (tablet/phone) or Either Device which will pull location data from either source, would be a needed change. We recommend VBUS Device because the precision of that device is more accurate than a mobile device. Other issues may be that the VBUS device is facing upside down, or that the location of the device is preventing it from receiving GPS data.</p>
4.6.1.5	Data Recording Malfunction	<p>(a) An ELD must monitor its storage capacity and integrity and must detect a data recording compliance malfunction if it can no longer record or retain required events or retrieve recorded logs that are not otherwise catalogued remotely by the motor carrier. (b) An ELD must monitor the completeness of the ELD event record information in relation to the required data elements for each event type and must record a missing data elements data diagnostics event for the driver if any required field is missing at the time of recording.</p>	<p>This malfunction simply means that the tablet/phone is running out of storage space. Either too many apps, or other data are not leaving enough space for the application to continue recording events for the logs. The action here is to free up space on the device.</p>

FMCSA Req. No.	Event Name	Description	Driver Action Needed
4.6.1.7	Data Transfer Malfunction	<p>(a) An ELD must implement in-service monitoring functions to verify that the data transfer mechanism(s) are continuing to function properly. An ELD must verify this functionality at least once every 7 days. These monitoring functions may be automatic or may involve manual steps for a driver. (b) If the monitoring mechanism fails to confirm proper in-service operation of the data transfer mechanism(s), an ELD must record a data transfer data diagnostic event and enter an unconfirmed data transfer mode. (c) After an ELD records a data transfer data diagnostic event, the ELD must increase the frequency of the monitoring function to check at least once every 24-hour period. If the ELD stays in the unconfirmed data transfer mode following the next three consecutive monitoring checks, the ELD must detect a data transfer compliance malfunction.</p>	<p>This malfunction is usually the result of the tablet/phone being out of coverage, whether that is because of Cellular coverage, or if the Driver is using a Wifi-only device. To solve this malfunction, the driver can perform a manual data transfer when they do have coverage. I suggest a Web Services request with an output file comment of 'Test'.</p>

If you have any questions, please refer to [ELD Flex - Driver Reference Guide](#).