

Identifying Missing Odometer Conflicts with ELD Focus

Link: <https://help.gpsinsight.com/docs/eld-focus-driver-reference/identifying-odometer-conflicts/> Last Updated: November 24th, 2020

Missing odometer information can be caused by a number of different reasons, including manually created driving events, known issues, and more. This article breaks down how to identify odometer conflicts in ELD Focus.



Note. Shutting off the engine while in the middle of logging out is known to cause missing odometer conflicts. It is recommended that drivers shut the engine off either before or after fully logging out of their ELD assignment.

1. Manually Created Driving Events

Drivers do not have the ability to enter odometer information when manually creating driving events. This causes a Missing Odometer conflict in ELD Focus. If a driver creates their own driving events often, this usually indicates the tablet is not working properly.

Log Events											Delete	Change Vehicle	New Status Change	New Exception
<input type="checkbox"/> Hide history <input type="checkbox"/> Hide malfunctions and diagnostics <input type="checkbox"/> Show HOS violations <input type="checkbox"/> Allow multi-select														
Type / Status	Seq ID	Origin	Record Status	Start	End	Distance Driven	Vehicle Miles	Engine Hrs	Conflicts					
OFF	624	Driver	Active	6:24 AM	7:00 AM		N/A	N/A						
D	625	Driver	Active	7:00 AM	12:53 PM	Unknown	N/A	N/A	Missing Odometer					
Remark	N/A	Automatic	Active	7:00 AM	7:00 AM		N/A	N/A						

2. Install/Hardware Troubleshooting Required

Troubleshooting may be required to resolve Missing Odometer conflicts. If the driver regularly experiences power failures, they are more than likely going to manually create driving events. As mentioned above, drivers do not have the ability to enter odometer information. In order to resolve this conflict, the driver must troubleshoot their tablet.

323	Automatic	Active	7:56 AM	-		Missing Required Elements Data Diagnostic	N/A			
N/A	Automatic	Active	10:51 AM	10:51 AM		POWER FAILURE	N/A			
N/A	Automatic	Active	10:51 AM	10:51 AM		POWER RESTORED	N/A			
325	Driver	Active	11:48 AM	12:19 PM		high point, NC Data Diagnostic Event Detected	N/A			
328	Driver	Active	12:19 PM	1:24 PM		high point, NC Data Diagnostic Event Detected	N/A	Conflicting Vehicle Activity Missing Odometer		
N/A	Automatic	Active	12:21 PM	12:21 PM		INSPECTION COMPLETED: 437479	N/A			
N/A	Automatic	Active	12:39 PM	12:39 PM		POWER FAILURE	N/A			
N/A	Automatic	Active	1:12 PM	1:12 PM		POWER RESTORED	N/A			
329	Automatic	Active	1:12 PM	-		NC High Point	1161.7 T			
332	Automatic	Active	1:12 PM	-		Power Data Diagnostic	1161.7 T			
334	Automatic	Active	1:12 PM	-		Power Compliance Malfunction	1161.7 T			
335	Automatic	Active	1:12 PM	-		Power Data Diagnostic	1161.7 T			

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3. Undocked Tablet

If at any point a driver’s tablet is undocked, the driver will be placed in an “On Duty Not Driving Event.” Since the tablet was undocked, the system has no way to record odometer information.

+	ON	1106	Automatic	Active	9:20 AM	9:32 AM	MN Roseville Malfunction Detected	297349		25 mi E	1 E	
+	D	1107	Automatic	Active	9:32 AM	9:45 AM	MN Roseville Malfunction Detected	297349	Unknown	25 mi E	1.2 E	Missing Odometer
	Data Diagnostic Detected - 2	1108	Automatic	Active	9:45 AM	-	Engine Synchronization Data Diagnostic	297349		149928 mi T	4872.6 T	
	Remark	N/A	Automatic	Active	9:45 AM	9:45 AM	DEVICEUNDOCKED			149928 mi T	N/A	
+	ON	1109	Automatic	Active	9:45 AM	10:35 AM	MN Fridley Malfunction Detected Data Diagnostic Event Detected	297349		N/A	N/A	
	Data Diagnostic Detected - 3	1110	Automatic	Active	9:51 AM	-	Missing Required Elements Data Diagnostic	297349		149928 mi T	N/A	
	Remark	N/A	Automatic	Active	10:04 AM	10:04 AM	DEVICEDOCKED			149930 mi T	N/A	
	Engine Shutdown	1111	Automatic	Active	10:04 AM	-	MN Fridley	297349		149930 mi T	4872.6 T	

4. Engine OFF - Known Issue

A driving event was recorded where the engine shut down around the same time the vehicle started moving, which caused the status to show as “Engine OFF.” The automatic driving event then switched to a manual driving event. Manual driving events do not have the ability to record odometer information.

+	D	11934	Driver	Inactive - Changed	1:16 PM	-	34mi (55km) E CA Fort Irwin Data Diagnostic Event Detected	711785	Unknown	251 mi E	6.3 E	
	[10/26/2020 1:16 PM PDT System] ENGINE OFF											
	Engine Power Up	11937	Automatic	Active	1:32 PM	-	34mi (55km) E CA Fort Irwin	711785		66113 mi T	2368.9 T	
+	D	11938	Automatic	Active	1:34 PM	4:19 PM	34mi (55km) E CA Fort Irwin Data Diagnostic Event Detected	711785	156 mi (251 km)	0 mi E	0 E	
	Intermediate Log	11939	Automatic	Active	2:34 PM	-	CA Barstow Data Diagnostic Event Detected	711785		60 mi E	1 E	
	Intermediate Log	11940	Automatic	Active	3:34 PM	-	8mi (13km) SSW CA Oak Hills Data Diagnostic Event Detected	711785		117 mi E	2 E	
+	ON	11941	Automatic	Active	4:19 PM	4:26 PM	CA Azusa (Azusa CA) Data Diagnostic Event Detected	711785		156 mi E	2.9 E	
+	D	11942	Automatic	Active	4:26 PM	4:29 PM	CA Azusa (Azusa CA) Data Diagnostic Event Detected	711785	0 mi (0 km)	156 mi E	2.9 E	
+	ON	11945	Automatic	Active	4:29 PM	4:30 PM	CA Azusa (Azusa CA) Data Diagnostic Event Detected	711785		66209 mi T	N/A	
+	D	11943	Driver	Active	4:30 PM	4:31 PM	CA Azusa (Azusa CA) Data Diagnostic Event Detected	711785	Unknown	156 mi E	3 E	Missing Odometer
	[10/26/2020 4:30 PM PDT System] ENGINE OFF											
	Engine Shutdown	11944	Automatic	Active	4:30 PM	-	CA Azusa (Azusa CA)	711785		66209 mi T	2371.8 T	
+	OFF	11946	Driver	Active	4:31 PM	10/27/2020 5:34 AM	CA Azusa (Azusa CA) Data Diagnostic Event Detected	711785		156 mi E	3 E	



Note. Please report all issues to our Support team at support@gpsinsight.com.

5. Standard - Known Issue

The following standard statuses may cause ELD Focus to not record odometer information:

- Power ON - Clock In
- Engine Power Up
- ELD Logout

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- ELD Login

Type / Status	Seq ID	Origin	Record Status
OFF	20605	Driver	Active
[10/27/2020 6:34 AM MDT George Collins (10057922)] Clock out			
ON	20606	Driver	Active
[10/27/2020 6:37 AM MDT George Collins (10057922)] Clock in			
Remark	N/A	Automatic	Active
Engine Power Up	2724	Automatic	Active
Data Diagnostic Detected - 1	2725	Automatic	Active
Data Diagnostic Cleared - 1	2726	Automatic	Active
ELD Logout	2727	Automatic	Active
ELD Login	2728	Automatic	Active
ON	2729	Driver	Active
Remark	N/A	Automatic	Active



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