EZ LYNK ELD Data Diagnostics Events And Their Resolution

RESOLVING DATA DIAGNOSTICS
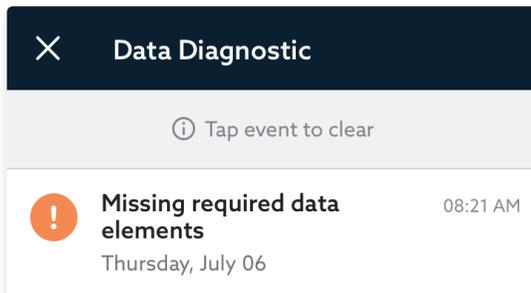
All data diagnostic events, except for Unidentified driving records, have to be resolved manually as follows:

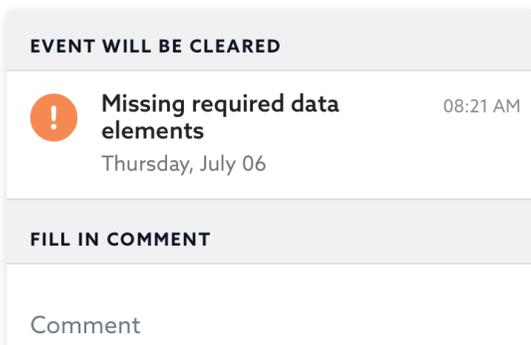**1** **Tap the Data Diagnostics alert on dashboard.**

> ⚠ Data Diagnostic ◯ Malfunction

2 **Locate the Data Diagnostics event in the table and follow the resolution steps provided for each event.**

3 **Tap the Event you would like to clear.**

> ✕ **Data Diagnostic**
>
> ⓘ Tap event to clear
>
> ⚠ **Missing required data elements** 08:21 AM
> Thursday, July 06

4 **Add a comment (required) and complete the action.**

> **EVENT WILL BE CLEARED**
>
> ⚠ **Missing required data elements** 08:21 AM
> Thursday, July 06
>
> **FILL IN COMMENT**
>
> Comment

DESCRIPTION AND CAUSE

Power data diagnostic

The ELD does not turn on or can't be fully functional within 1 minute of the CMV engine receiving power, or turns off while the engine is on.

Engine synchronization data diagnostic

While the CMV engine is on, the ELD is unable to determine the engine's power status, vehicle's motion status, miles driven value and engine hours value within 5 seconds of the need.

Missing required data elements data diagnostic

One of required fields was missing when a log event was recorded.

Data transfer data diagnostic

Failure to verify proper operation of the data transfer mechanism. The ELD will perform this check at least once in 7 days.

Unidentified driving records data diagnostic

A driving time of more than 30 minutes was recorded unidentified driver on the ELD in a 24-hour period.

The event will be cleared when the driving time recorded under the unidentified driver profile for the past 7 consecutive days + the current 24-hour period drops to 15 minutes or less.

RESOLUTION STEPS

1. Check all cables connecting Auto Agent to the vehicle diagnostics port.
2. Check mobile device WiFi connection to Auto Agent.
3. Manually clear the event.

1. Check all cables connecting Auto Agent to the vehicle diagnostics port.
2. Check mobile device WiFi connection to Auto Agent.
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1. Edit the event with the missing field and provide required information.
2. Manually clear the event.

1. Check your internet connectivity.
2. Manually clear the event.
3. Contact your Fleet Manager if the problem persists.

1. Review and assign any Driving time recorded under unidentified driver.
2. Verify that the data diagnostics event has been cleared.
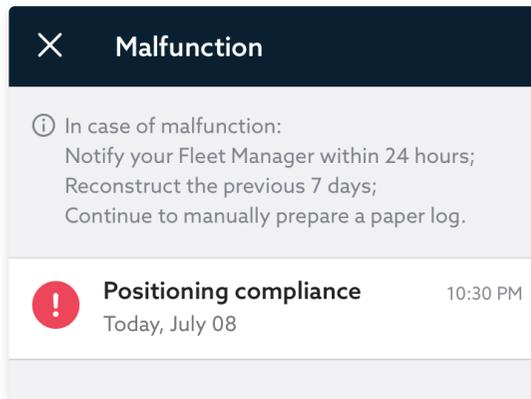
EZ LYNK ELD Malfunction Events

MANAGING MALFUNCTIONS

All malfunction events can only be cleared automatically and will be cleared once the corresponding problem is resolved. Malfunction indicates an issue with ELD system technical compliance and the driver must do the following:

1 **Tap the Malfunction alert on dashboard.**

○ Data Diagnostic   ⊘ Malfunction

2 **Review malfunction event and match it to the description provided in a table.**

✕ **Malfunction**

ⓘ In case of malfunction:
Notify your Fleet Manager within 24 hours;
Reconstruct the previous 7 days;
Continue to manually prepare a paper log.

❗ **Positioning compliance**   10:30 PM
Today, July 08

3 **Notify the Fleet Manager within 24 hours.**

4 **Reconstruct the record of duty status for the current 24 hours and the last seven days on graph-grid paper logs that comply with Section 49 CFR 395.8.**

5 **Keep paper logs until the ELD is serviced and brought back into compliance [Section 49 CFR 395.34(a)].**

DESCRIPTION AND REASON FOR EVENT

Power compliance malfunction

More than 30 minutes of driving time lost in the last 24-hour period, cumulatively for all drivers, including the unidentified driver.

Engine synchronization compliance malfunction

While the CMV engine is on, the engine's power status, vehicle's motion status, miles driven value and engine hours value for the last 24-hour period (cumulatively for all drivers, including the unidentified driver) can't be determined within 30 minutes or more.

Timing compliance malfunction

Absolute deviation from the Coordinated Universal Time (UTC) exceeds 10 minutes at any point in time.

Positioning compliance malfunction

The ELD determines location at least every 5 miles while the vehicle is in motion.
If the cumulative period when the ELD fails to acquire a valid position measurement within 5 miles of CMV's movement exceeds 60 minutes for the last 24-hour period, then this event will be recorded.

Data record compliance malfunction

The ELD is unable to record logs or retrieve logs from the server due to insufficient memory or other technical problems of the mobile device.

Data transfer compliance malfunction

Once a Data transfer data diagnostic event occurs, the ELD will enter the unconfirmed data transfer mode and start checking data transfer compliance every 24 hours.
If the problem doesn't go away after three consecutive checks, then this event will be recorded.