

# EZ-ELD DATA DIAGNOSTICS AND MALFUNCTIONS



**EZ-ELD**<sup>®</sup>  
Keep it simple

Code	Code Description	How is the error or malfunction code triggered?	How is the error or malfunction code cleared?	Things to do / verify
1	Power data diagnostic error	This diagnostic code indicates a problem with the initialization of the device. This is caused by faulty HW or a glitch in the memory system during the initialization stage (when the LED is red for 90 seconds)	Disconnect and Connect the device again, forcing a re-initialization	Check if the connection of the device and the truck is solid and that the battery of the truck is fine. If the problem persists replace the device.
2	Engine synchronization data diagnostic error	This code indicates that the vehicle is moving without a correct data connection to the truck engine (CAN/J1708). The movement is detected by the internal accelerometer in the EZ-ELD device.	This Diagnostic code is cleared when the data connection with the truck is re established	<p>Check engine gauges and the LED of the device to assure that the vehicle is compatible with the device. Two blinks on the LED indicates that the device is not able to establish communications with the vehicle.</p> <p>Check if the engine gauges are updating correctly and in regular intervals, without jumps and if the data matches the vehicle instruments</p> <p>Check that the device is firmly locked on the diag. connector or well fixed on the truck dashboard. Make sure the vehicle is not parked near sources of vibration which can cause false accelerometer reads.</p>
3	Missing required data elements data diagnostic error	This code indicates that mandatory data is unavailable during the HOS event recording. Examples of such data: odometer, GPS information, Engine hours etc. It can be caused by poor GPS signal, missing data on the CAN bus and by using the "no device" mode to adjust the logs, as engine data is not available without a device connected.	It is disabled automatically as the data becomes available again	Verify if GPS is working properly (Track and Trace can be used for that), reposition the device with the extension cable for better sensitivity, check the LED: 1 blink indicates no GPS signal, two blinks indicate no CAN connection.

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4	Data transfer data diagnostic error	The Data transfer data diagnostic error will be logged during the login process when our app is connected to the internet but can't reach our ELD servers.	The Data transfer data diagnostic error will be cleared when the ELD can reach our central ELD servers during the next login process.	This issue occurs when the phone indicates a valid internet connection but the internet is not functional. This can happen when the data plan was fully consumed, is expired or not responding. It can also happen if the EZ-ELD servers are not functional. Things to try: use airplane mode to force the app into offline operation, connect to Wi-Fi, test the web browser of the phone to verify the internet.
5	Unidentified driving records data diagnostic error	The Unidentified driving records data diagnostic error will be logged when the current vehicle has more than 30 minutes of driving time under the unidentified driver profile.	The Unidentified driving records data diagnostic error will be cleared when the current vehicle has less than 15 minutes of driving time under the unidentified driver profile.	<p>Make the user assume Unidentified events until less than 15minutes worth of them remain. After that log out and log in again.</p> <p>How do you assume events under the unidentified driver profile?</p> <p>In the App, go to "Previous Logs" and tap on the "Unidentified" tab. On this section, you will be able to see all events under the unidentified driver profile for the current vehicle. Tap the "check" icon to assume its respective event record (Internet connection required).</p>
6	Other ELD identified diagnostic error	Not implemented on the EZ ELD system. Its simply a provision of the law for additional Manufacturer specific / custom error codes.	NA	NA

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P	Power Compliance Malfunction	This malfunction occurs when more than 5 power data diagnostic events occur in a 24hr window.	The error is automatically cleared after 24hrs without a power compliance Data diagnostic events. As such, when enabled it can take up to 24 hours to be cleared.	Check if the connection of the device and the truck is solid and that the battery of the truck is fine. If the problem persists replace the device.
E	Engine Synchronization Compliance Malfunction	The Engine synchronization compliance malfunction will appear when the vehicle has moved for more than 30 cumulative minutes during the last 24 hours with the Engine synchronization data diagnostic error active. This Malfunction is an accumulation of engine synchronization data diagnostic events	This event is cleared automatically when the amount of engine synchronization data diagnostic events is less than 30 minutes in the last 24 hours. As such, once present, this malfunction takes 24hrs to clear once the movement of the truck stops.	<p>Check engine gauges and the LED of the device to assure that the vehicle is compatible with the device. Two blinks on the LED indicate that the device is not able to establish communications with the vehicle.</p> <p>Check if the engine gauges are updating correctly and in regular intervals, without jumps and if the data matches the vehicle instruments</p> <p>Check that the device is firmly locked on the diag. connector or well fixed on the truck dashboard. Make sure the vehicle is not parked near sources of vibration which can cause false accelerometer reads.</p>
T	Timing Compliance Malfunction	This error occurs when the EZ-ELD device is not able to initialize its internal clock at startup. The devices built in clock is initialized by either the GPS or by the phone's	This is cleared automatically once the clock is initialized	Check GPS reception making sure the LED is not blinking once, use the extension cable to place the device in a more favorable position, make sure that the phone is connected to the device using BT.

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L	Positioning Compliance Malfunction	This error occurs when the vehicle moves for more than 5 miles without a GPS position in a 24hr period	The error is cleared when the vehicle recovers a valid GPS position. Please note that this is a 24hr window and as such it can take 24hrs for this error to be cleared after a valid GPS position is obtained.	Check GPS reception using the track and trace function, make sure the LED is not blinking once, use the extension cable to place the device in a more favorable position, make sure that the GPS of the phone is enabled.
R	Data Record Compliance Malfunction	This error indicates that the memory available to the EZ-ELD App in the user's phone or tablet is full	Delete content to free the smart device memory. At least 5% of the memory needs to be available.	Check the available memory on the phone, delete content to free memory and logout / login from the EZ ELD app after that.
S	Data Transfer Compliance Malfunction	This error will be logged after three consecutive data transfer data diagnostic events (e.g. 3 consecutive days without communicating with the main EZ-ELD server).	The Data transfer data malfunction error will be cleared when the ELD device connects to the central EZ-ELD servers during the next login process.	This issue occurs when the phone indicates a valid internet connection but the internet is not functional. This can happen when the data plan was fully consumed, is expired or not responding. It can also happen if the EZ-ELD servers are not functional. Things to try: use airplane mode to force the app into offline operation, connect to Wi-Fi, test the web browser of the phone to verify the internet. As a last resource, try to reinstall the app and use the driver invitation again.
O	Other ELD Detected Malfunction	Not implemented on the EZ ELD system. Its simply a provision of the law for additional Manufacturer specific / custom error codes.	NA	NA