

# ELD Malfunction Report Requirements and Recordkeeping Procedures

**\*Please keep these instructions in the vehicle.**

## How to determine if the GeoWiz ELD is Malfunctioning?

If the plugin has either no lights, a red light showing, or no signal being emitted while it is plugged into the vehicle with the vehicle powered on then the ELD is malfunctioning.

## What should I do if my ELD is Malfunctioning?

1. Contact support at 877-443-6949 x 2 or [support@roadready.solutions](mailto:support@roadready.solutions) and provide detail about what happened.
2. Note the occurrence and provide notice of the malfunction to your fleet (if applicable).
3. Use paper logs for the malfunction day until you are able to have the ELD repaired or replaced. In the event of an inspection you can display the previous 7 days of logs from the app.

## What should the fleet do if the ELD is Malfunctioning?

1. If a motor carrier is alerted of a malfunction of an ELD, the motor carrier must take action to correct the malfunction within 8 days of the initial discovery of the malfunction or a driver's notification to the motor carrier, whichever occurs first.
2. If the plugin is indeed malfunctioning, RoadReady Solutions (fka GeoSpace Labs) will issue a replacement device when applicable.
3. If a motor carrier needs a time extension, they must notify the FMCSA Division Administrator for the State of the motor carrier's main place of business within 5 days after the driver informs them according to the guidelines in § 395.34 (2).

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# Instructions for Data Transfer to Safety Official

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1. To enter the inspection page from HOS page tap Tools-Inspect Logs.
2. On the Inspect Logs page tap the "Send Log" button on the top of the page.
3. If options not visible tap the gray bar labeled "ELD Data Transfer" to show them.
4. Select which method of log data transfer best suits you as detailed below
  - a. For options 1 and 2 on the list you are required to be connected to the internet, for either Web Services options type the inspector code or comment that was given to you by the officer. A message will appear indicating your log is being sent.
  - b. For options 3 and 4 on the list to send Via Enforcement Bluetooth® Interface, connect to the safety official's Bluetooth® Interface using his instructions. Type the code in the comments box, if using a custom range enter start and end dates then tap "Send". A message will appear indicating your log is being sent.
5. For sending logs through USB 2.0
  - a. Type a comment in the "Inspector Comment or Phrase" box.
  - b. Ensure that you are connected to the Official's encrypted USB transfer device and tap "Send".
  - c. Select the destination from the list and tap "Save".
6. To send to an email address select the "Email-Not Sent to FMCSA" option. Enter the email address and any desired comment and tap "Send". *Note: this option does not send to the FMCSA Web Services.*

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