

§ 395.22 Motor carrier responsibilities- In general.

(h) In-vehicle information. A motor carrier must ensure that its drivers possess onboard a commercial motor vehicle an ELD information packet containing the following items:

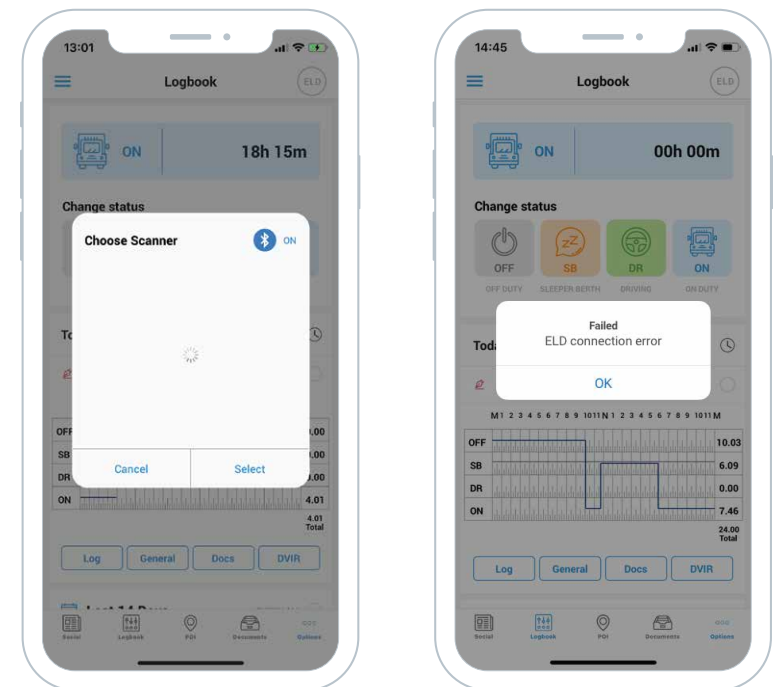
3. An instruction sheet for the drivers describing ELD malfunction reporting requirements and recordkeeping procedures during ELD malfunctions. The following instructions are in accordance with the guidelines set forth in § 395.34.

How does the driver know if the ELD is malfunctioning?

- ① If a lamp on a scanner does not blink green.
- ② If there is no device on the Bluetooth list.
- ③ If trying to connect “ELD connection error” is displayed.

Possible solutions.

- ① Try to turn off the ignition and turn it on.
- ② Try to turn off the ignition, disconnect the scanner, wait 10 seconds, connect the scanner and turn on the ignition.
- ③ Try to turn off and turn on Bluetooth.
- ④ Try to close and open application.



ⓘ Please make sure your vehicles check engine light is not on. At times this may trigger faulty codes.

What does the driver need to do if the ELD is malfunctioning?

- ① Immediately contact Ezlogz support at 503-616-0102 or support@ezlogz.com to troubleshoot the issue.
- ② Note the malfunction and provide written notice to your fleet within 24 hours.
- ③ Keep a paper log for that day and unit ELD is repaired or replaced. In the event of an inspection, display the previous 7 days logs from the Ezlogz app.

What does the fleet need to do if the ELD is malfunctioning?

- ① If a motor carrier receives or discovers information concerning the malfunction of an ELD, the motor carrier must take actions to correct the malfunction of the ELD within 8 days of discovery of the conditions or a driver's notification to the motor carrier, whichever occurs first.
- ② In the event of an ELD malfunction, Ezlogz will send a new device upon notification from a Fleet Administrator.
- ③ If a motor carrier needs a time extension, they must notify the FMCSA Division Administrator for the State of the motor carrier's principal place of business within 5 days after a driver notifies the motor carrier according to the guidelines set forth in § 395.34(2).