

§ 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.

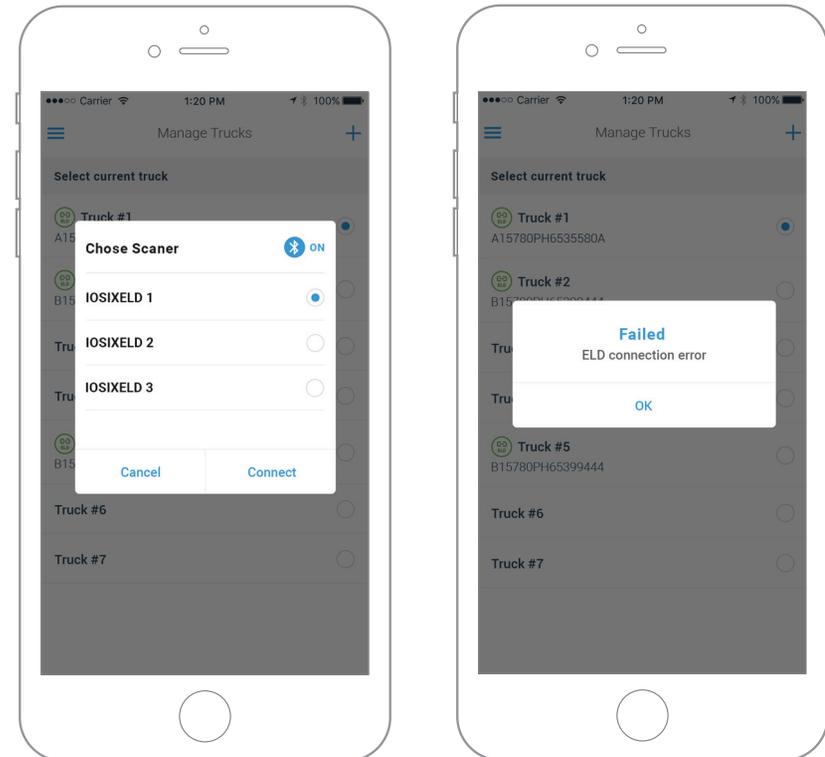
How does the driver know if the ELD is malfunctioning?

- 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).