

## RESOLVING DATA DIAGNOSTICS

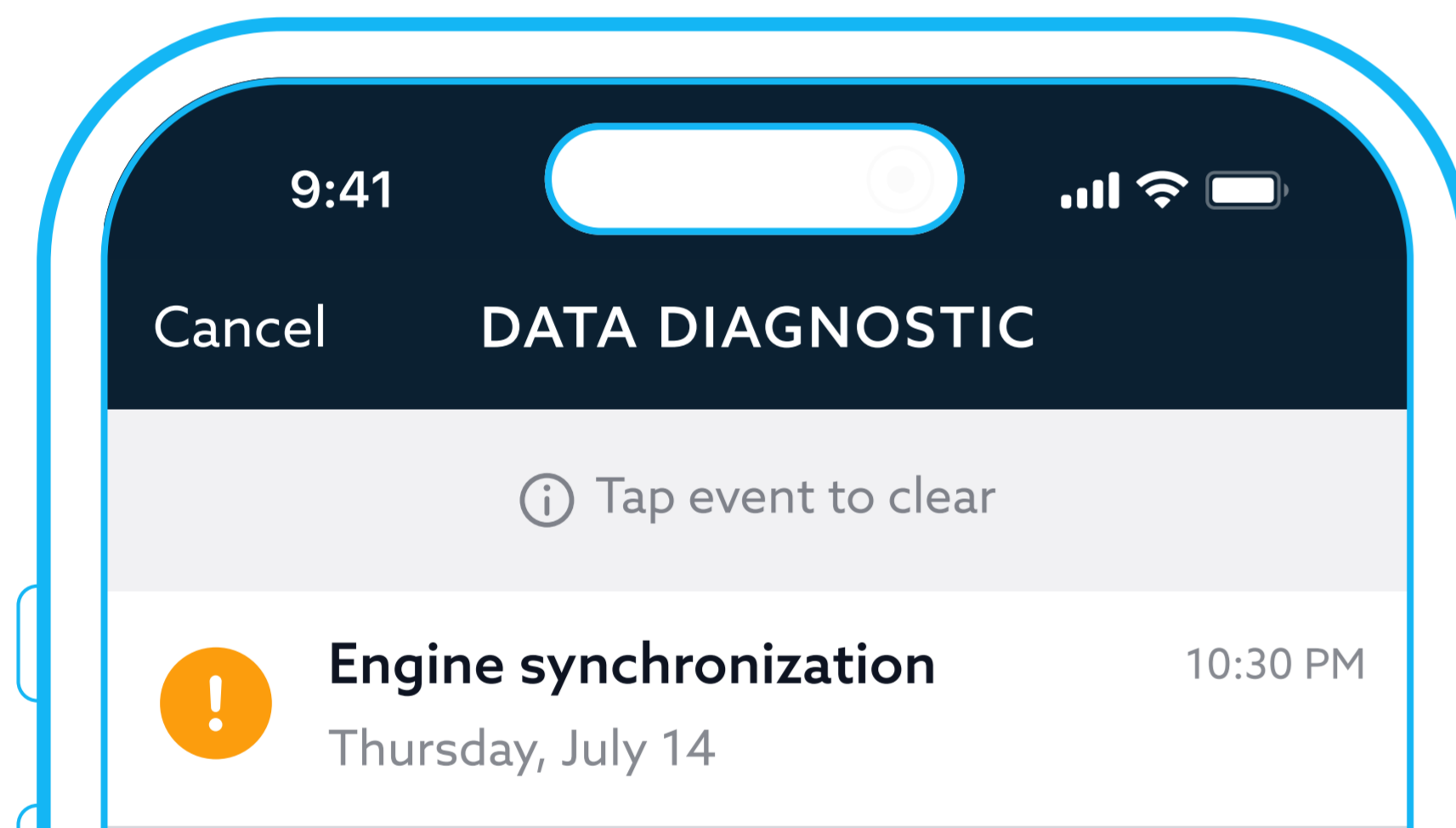
Data diagnostic events, except for Missing required data elements, Data transfer, and Unidentified driving records, have to be resolved manually as follows:

- 1 Tap the Data Diagnostics alert on the Dashboard

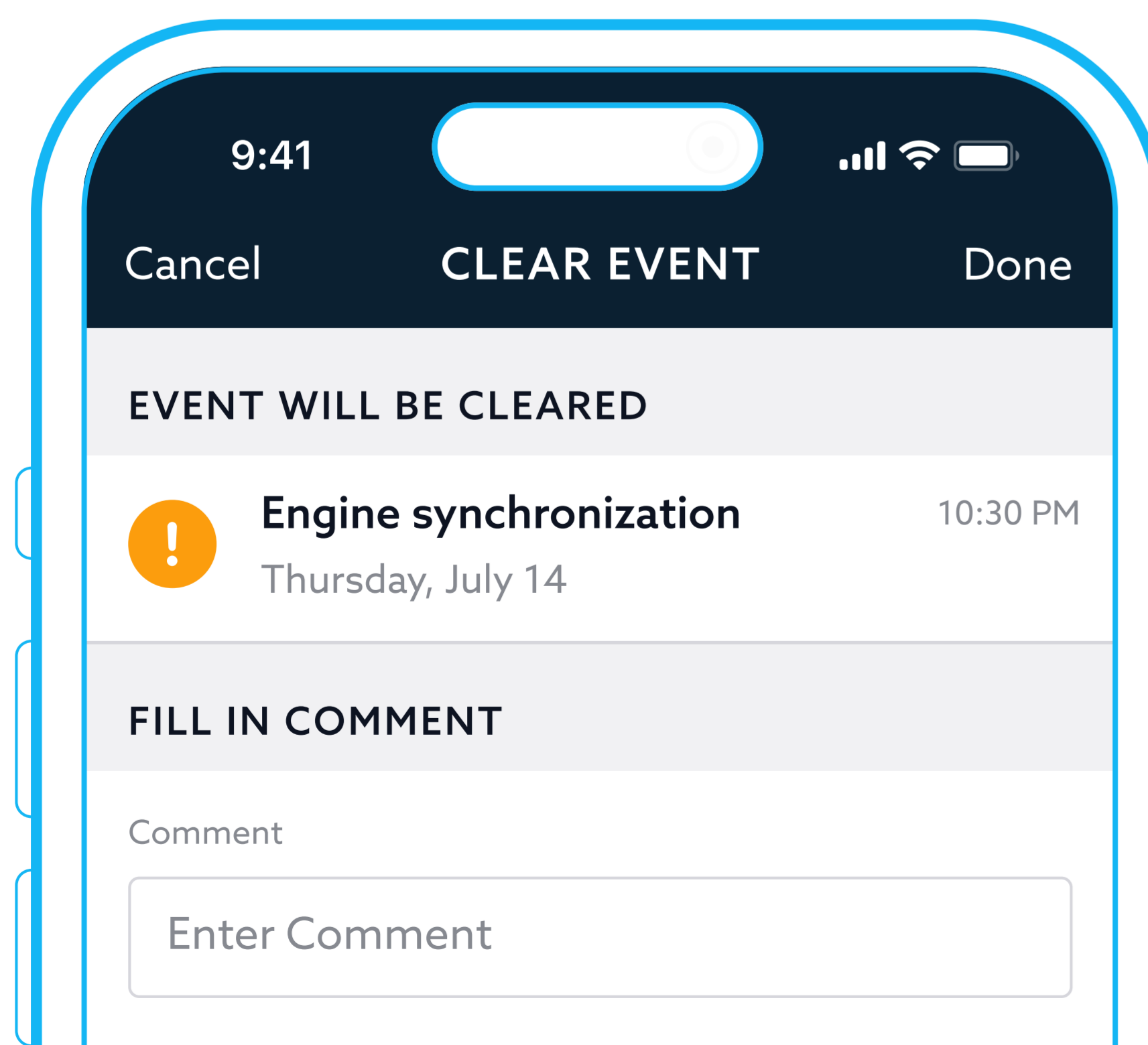


- 2 Locate the Data Diagnostics event in the table and follow the resolution steps provided for each event

- 3 Tap the Event you would like to clear



- 4 Add a comment (required) and complete the action



## 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, distance driven value, and engine hours value within the required amount of time.

### Missing required data elements data diagnostic

One of the 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 under an 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 required amount of previous days + the current 24-hour period drops to 15 minutes or less.

### Total vehicle distance data diagnostic

A distance reset was detected.

## RESOLUTION STEPS

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

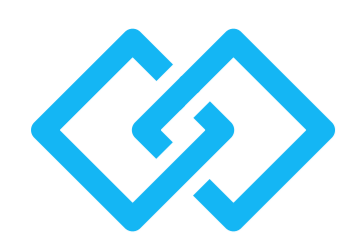
1. Check all cables connecting Auto Agent to the vehicle diagnostics port.
2. Check mobile device Wi-Fi connection to Auto Agent.
3. Manually clear the event.

1. Edit the event with the missing field and provide the required information.
2. Verify that the data diagnostics event has been cleared.

1. Check your cellular connectivity.
2. Verify that the data diagnostics event has been cleared.
3. Contact your Fleet Manager if the problem persists.

1. Review and assign any Driving time recorded under an unidentified driver.
2. Verify that the data diagnostics event has been cleared after the unidentified driving time drops to 15 minutes or less.

1. Manually clear the event. Enter a comment that the data diagnostic event was recorded due to a distance reset.



## MANAGING MALFUNCTIONS

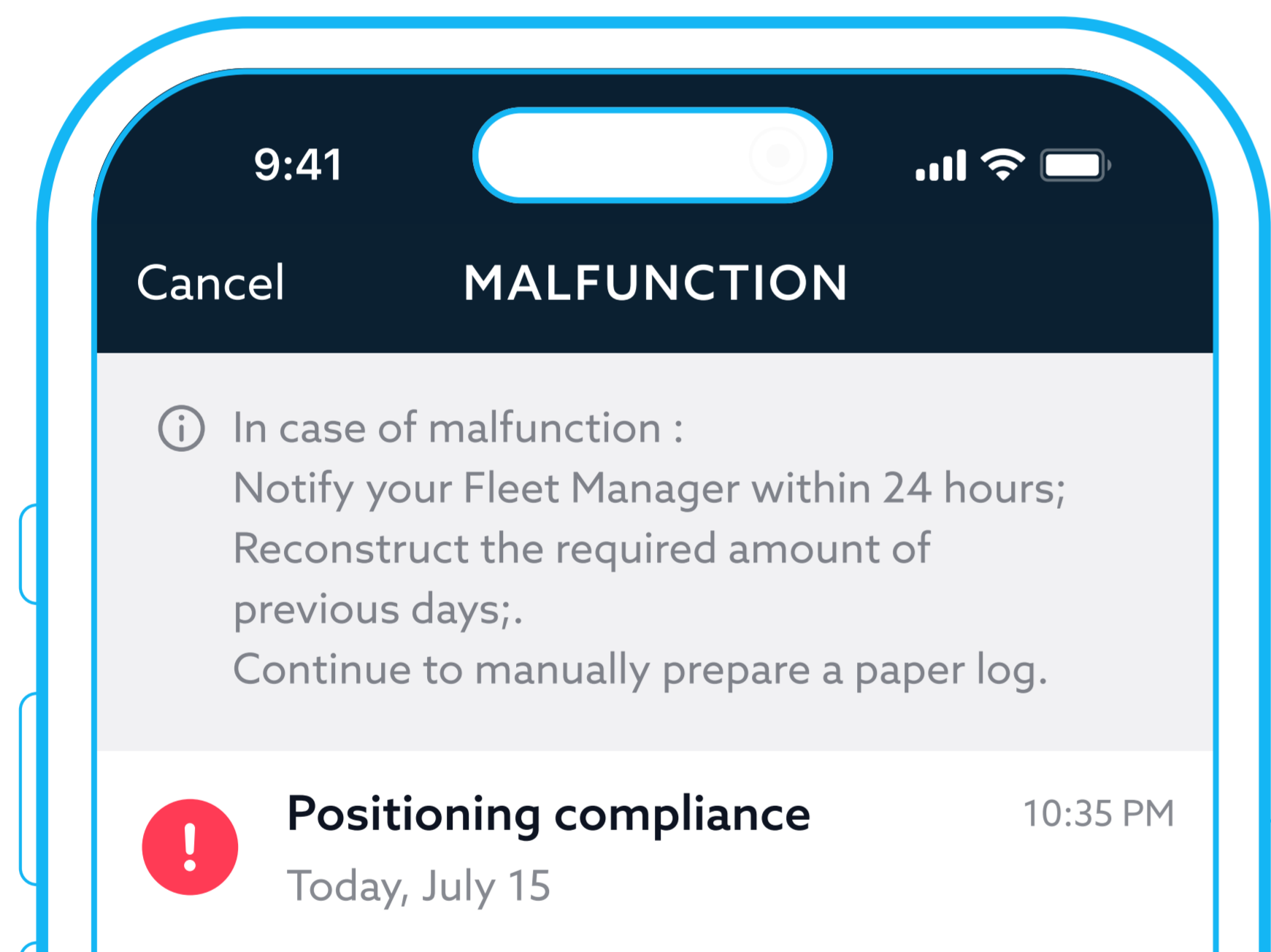
All malfunction events, except for Data recording compliance malfunction, can only be cleared automatically and will be cleared once the corresponding problem is resolved.

A malfunction indicates an issue with ELD system technical compliance and the driver must do the following:

### 1 Tap the Malfunction alert on the Dashboard



### 2 Review the malfunction event and match it to the description provided in the table



### 3 Notify the Fleet Manager within 24 hours

### 4 Reconstruct the record of duty status for the current 24 hours and the required amount of previous days on graph-grid paper logs that comply with the regulations

### 5 Keep paper logs until the ELD is serviced and brought back into compliance

## DESCRIPTION

## 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, distance 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 (8 kilometers) while the vehicle is in motion. If the cumulative period when the ELD fails to acquire a valid position measurement within 5 miles (8 kilometers) of CMV's movement exceeds 60 minutes for the last 24-hour period, then this event will be recorded.

### Data recording compliance malfunction

The mobile device does not have enough free storage space left, or the ELD is unable to record logs or retrieve logs from the server due to a technical problem with the mobile device. Make sure your mobile device has at least 100 MB of free storage space. If there is enough storage space, contact EZ LYNK support to resolve this issue. After the issue is resolved, manually clear the malfunction event.

### 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.