

ELD Malfunctions

If your tablet malfunctions or breaks or if your ELD device malfunctions or breaks, please revert to graph-grid paper logs (record your duty statuses manually) until you receive repair instructions or a replacement device. You must notify your Fleet Manager within 24 hours of the malfunction and they will have to replace or repair the device within 8 days.

If you are pulled over by a DOT or FMCSA officer while still in the 8 day period, simply explain your situation and provide your graph-grid paper logs if asked.

If the DriverLog application itself is malfunctioning, please send a problem report by clicking "About" from the pop-out menu on the left of the screen (accessible by tapping "Driver Log" at the top) and clicking "Send Problem Report". Simply fill in a brief explanation of the malfunction and a future release of the app should patch any issues you experience.

