

Diagnostics and Malfunctions sheet

If the Trak iT® Mobile app detects a diagnostic or malfunction event, the status is set in the notification tray immediately. Pulling down on your notifications on your phone/tablet, you will find more details about these events.

Power Malfunction

- If the ELD detects a power loss, or is disconnected from the vehicle, a warning message is displayed in the app, and a malfunction event is logged.
- This malfunction can occur when the ELD is disconnected from main power, or the OBD/CAN connector is unplugged.

Engine Synchronization Malfunction

- If the ELD detects a problem retrieving information from the vehicle's ECU or detects a loss in ECU connectivity, a warning message is displayed in the app, and an engine data synchronization event is logged.
- This malfunction can occur when the OBD/CAN connector is unplugged, or with inconsistent power to the ELD.

Timing Malfunction

- If the app is unable to get the current time from an outside source, a timing compliance malfunction is logged.
- This can occur when outside of cellular or WiFi coverage for extended periods of time.

Positioning Malfunction

- If the app detects a problem acquiring a valid position measurement, a position malfunction is logged.
- This can occur when the phone/tablet has its view of the sky blocked for an extended period (like driving under a metal roof or parking structure), or when outside of cellular coverage for an extended period.



- The driver will be prompted to manually enter the location information for duty status changes.

Data Recording Malfunction

- If a database or filesystem access error occurs, a warning is displayed, and a data recording malfunction event is logged.
- The app stores data locally on the phone/tablet, but also sends the data to our central servers for recovery and backup

Data Transfer Malfunction

- If the app is unable to communicate with the central server for a period of 10 days, a warning message is displayed, and a data transfer malfunction is logged.
- The app checks in every seven days, but if it is unable to connect and successfully communicate, it will retry three times every 24 hours. Only after all attempts have been made will the malfunction status be set.
- This can occur when outside of cellular or WiFi coverage for extended periods of time.

