

§ 395.22 Motor carrier responsibilities—In general.

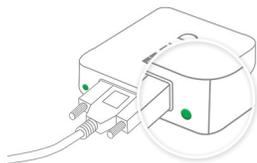
(h) In-vehicle information. A motor carrier must ensure that its drivers possess onboard a commercial motor vehicle an ELD information packet containing the following items:

3. An instruction sheet for the driver describing ELD malfunction reporting requirements and recordkeeping procedures during ELD malfunctions.

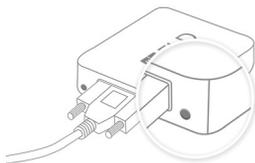
The following instructions are in accordance with the guidelines set forth in § 395.34:

How does the driver know if the ELD is malfunctioning?

Neither of the LED lights on the device are turned on (neither green nor red) when the device is plugged into the truck's diagnostic port and power is flowing to it.



Functioning (Lights On)



Malfunctioning (Lights Off)

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

- 1 Immediately contact KeepTruckin support at **855-434-3564** or support@keeptruckin.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 until ELD is repaired or replaced. In the event of an inspection, display the previous 7 days logs from the KeepTruckin 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 condition or a driver's notification to the motor carrier, whichever occurs first.
- 2 In the event of an ELD malfunction, KeepTruckin 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).