

Malfunction reporting

Matrack ELD is compliant with FMCSA's ELD requirements that include malfunction reporting.(Figure A) Matrack ELD monitors its sub-components including ECM, GPS, timing, storage continuously and report any defects found as malfunctions. When a malfunction is active, log screen's green banner will change to red color with malfunction code in brackets.(Figure B) Other screens will have red dot on the top right as malfunction indicator.(Figure C) Navigate to Log screen and tap on the red banner, will take to malfunction details screen.(Figure D) Malfunction details screen will highlight the malfunction with description of the malfunction.

During ELD malfunction, drivers should record the hours of service in paper tracking forms with grid graph. Driver/Vehicle should have a supply of paper tracking forms (grid graphs) for at least 8 days.

Contact Matrack customer support at support.gps@matrackinc.com when Matrack ELD app reports malfunction. Provide the following information (Malfunction Code, Malfunction Event Time) to Matrack support when reporting malfunction.

How to get Malfunction code?

Login to Matrack ELD app-> Navigate to Home screen -> Select Log icon -> During active malfunction green bar on top will change color to red -> Tap on Malfunction red bar -> It will take to Malfunction details screen that will highlight Malfunction code and description.

How to get Malfunction event time?

Login to Matrack ELD app → Navigate to Home screen → Select Log icon → During active malfunction green bar on top will change color to red → Tap on Malfunction red bar → It will take to Malfunction details screen → Select History button on top right corner → Screen will display the Malfunctions and malfunction event time.

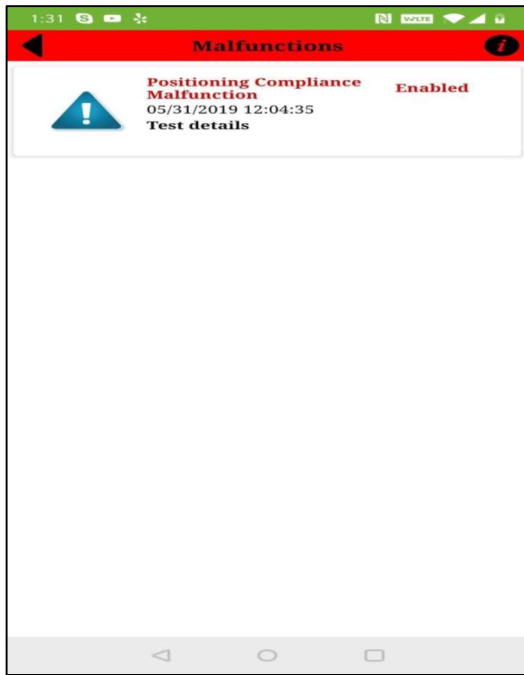


Figure A

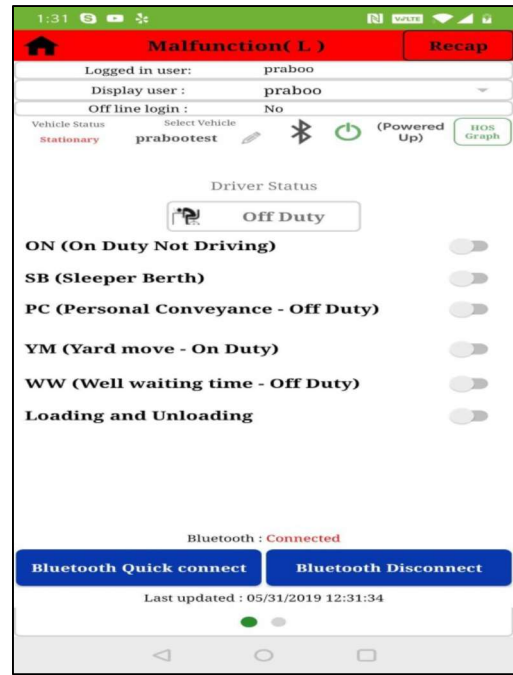


Figure B

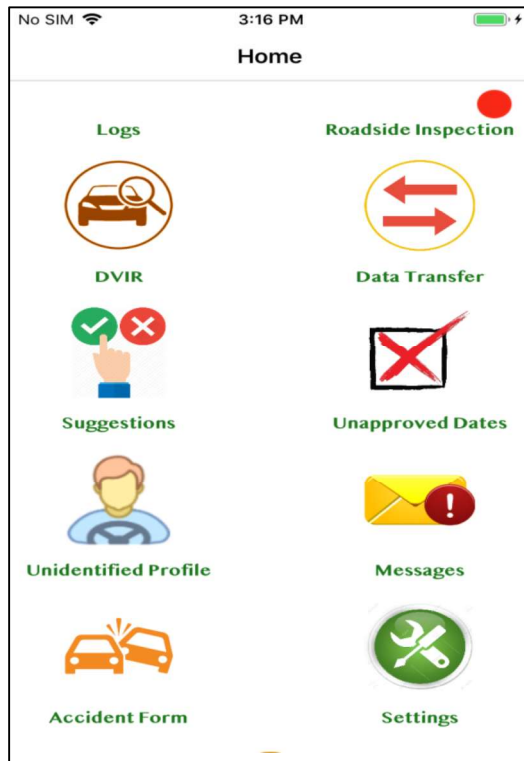


Figure C

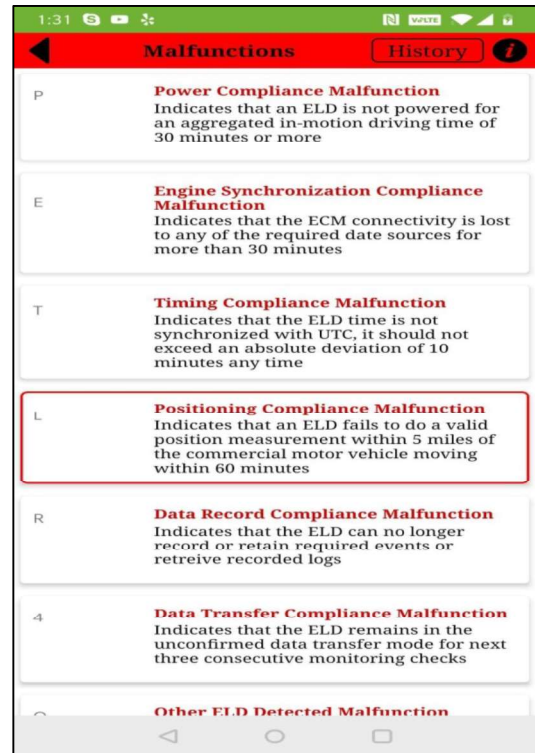


Figure D