

General ELD

Where does the ELD need to be mounted?

According to the FMCSA, the motor carrier shall ensure that the ELD is mounted in a fixed position during the operation of the commercial motor vehicle and visible to the driver when the driver is seated in the normal driving position.

POV in Spanish?

POV is not currently available in Spanish. It may be added at a future date. Currently the Spanish translation of the ELD Instruction booklet is available in the Learning Center.

When do ELDs automatically change duty status?

By ELD rule, an ELD must automatically change to driving when vehicle speed is 5mph or more. When a vehicle stops moving the ELD must automatically prompt the driver, asking them if they wish to stay in driving or move to on duty, not driving. If the driver does not respond within 1 minute, the ELD will automatically change the duty status to On Duty, Not Driving. The ELD rule does not allow for any options to change these parameters.

How to email logs to self/others for historical records

If your motor carrier elects to delete log data after six months, you should export your log records twice a year. See page 5 of the **Hours of Service Guide** in the learning center.

<http://www.pedigreetechnologies.com/learning-center/training-documents/>

How to transfer ELD data to enforcement officers

Use the Transfer ELD Data button on the Compliance tab in OneView or in the 3-dots menu on POV. See the **Transfer ELD Data Guide** document in the help center in OneView.

<http://www.pedigreetechnologies.com/learning-center/training-documents/>

Unidentified Driving Records

What are unidentified records and how do they get created?

The ELD rule requires that an ELD automatically generates vehicle engine startup and shutdown, driving and ELD malfunctions. If there is not a driver logged into the ELD then those records are still created, however they are created with an "Unidentified Driver" rather than with an actual driver. The unidentified records are stored locally on the device in the truck for 7 days and will ask each driver "are these your records?"

What do I do with unidentified records?

A driver must review any unidentified driving records when he or she logs into the ELD. If the unidentified records do not belong to the driver, the driver must indicate that in the ELD record. If unidentified driving records belongs to the driver, the driver must add that driving time to his or her own logbook.

A motor carrier must either explain why unidentified driving records are unassigned or assign the time to the appropriate driver. The motor carrier must retain unidentified driving records for at least six months as a part of its hours of service (HOS) ELD records and make them available to authorized safety officials.

NOTE: While Engine Startup, Engine Shutdown and Malfunction events must be created as unidentified records if a driver is not logged in, the assigning of only the driving unidentified records is required to be compliant with the ELD rule.

Please refer to the Learning center for videos and interactives about managing unidentified driving records. <http://www.pedigreetechnologies.com/learning-center/recorded-training/>

Who do I assign unidentified records to if my mechanic moved the truck?

What if it is a 3rd party mechanic?

The ELD rule says that each driver of a vehicle, including mechanics, should have a login to the ELDs in order to login for driving a vehicle and for accepting unidentified records.

In the case of 3rd party mechanics, some carriers have created a generic 3rd party mechanic driver account or added notes to those particular unidentified records indicating they belong to a 3rd party mechanic, however this is a situation that the FMCSA has not been clear on how to properly handle.

What are unsynced unidentified records?

An ELD will record unidentified records whenever the vehicle engine starts up, shuts down, malfunctions or drives, however those records cannot be synced back until a driver has logged into that ELD and prompted with the unsynced unidentified records.

Editing Logs

Can Pedigree edit/fix my logs for me?

As a Pedigree policy, we cannot make any recommendations as to how to comply with FMCSA rules. All of these types of questions should be directed to the Customer Compliance Officer, Safety Officer, Dispatcher, (whomever is their specialist) to answer. Questions simply about how to edit logs is something that Pedigree support can assist with, however there are available training materials on the ELD and in the Learning Center.

Why can't I edit driving records?

The ELD rule states that an ELD automatically records all of the time that a CMV is in motion as driving time and that time cannot be edited or changed to non-driving time.

How do I edit my logs?

Drivers can learn how to edit their log book by watching the Log Book tutorial on their tablet or in the Learning center. <http://www.pedigreetechnologies.com/learning-center/pov-interactive-training/>

DVIR (Inspections)

When do inspections have to be done?

A driver must be satisfied that all CMV equipment is in safe operating condition before operation. In addition, drivers must complete a report that identifies the vehicle and list any defect or deficiency discovered by or reported to the driver which would affect the safe operation of the vehicle or result in its mechanical breakdown.

Why do I have a missing inspection?

Missing Pre-trip Inspections are triggered when an inspection has not been completed on a vehicle or trailer before the vehicle or trailer is used by a driver going into driving status. This permission is controlled by your company.

Missing Post-trip inspections are triggered when an inspection has not been completed on a vehicle or trailer that has been used by a driver in driving status before they go off duty at the end of their day. This permission is controlled by your company.

Can I disable DVIR violations?

Yes, DVIR violations can be setup to monitor for pre-trip inspection DVIRs, post-trip inspection DVIRs, both or neither. These can be set under each driver profile, or DVIR violations can be disabled altogether using permissions. These permissions are controlled by your company.

Hours of Service Rules/Exemptions

Personal use - what is it and how to use it?

Drivers should watch the Status video on the Help page in POV to see how to use Personal Use of CMV on the tablet as well as the Log Book video to learn how to edit that status on the log graph.

FMCSA recently updated the guidance for § 395.8 Driver's Record of Duty Status regarding Personal Conveyance to read as follows:

Question 26: Under what circumstances may a driver operate a commercial motor vehicle (CMV) as a personal conveyance?

Guidance: A driver may record time operating a CMV for personal conveyance (i.e., for personal use or reasons) as off-duty only when the driver is relieved from work and all responsibility for performing work by the motor carrier. The CMV may be used for personal conveyance even if it is laden, since the load is not being transported for the commercial benefit of the carrier at that time. Personal conveyance does not reduce a driver's or motor carrier's responsibility to operate a CMV safely. Motor carriers can establish personal conveyance limitations either within the scope of, or more restrictive than, this guidance, such as banning use of a CMV for personal conveyance purposes, imposing a distance limitation on personal conveyance, or prohibiting personal conveyance while the CMV is laden.

(a) Examples of appropriate uses of a CMV while off-duty for personal conveyance include, but are not limited to:

1. Time spent traveling from a driver's en route lodging (such as a motel or truck stop) to restaurants and entertainment facilities.
2. Commuting between the driver's terminal and his or her residence, between trailer-drop lots and the driver's residence, and between work sites and his or her residence. In these scenarios, the commuting distance combined with the release from work and start to work times must allow the driver enough time to obtain the required restorative rest as to ensure the driver is not fatigued.
3. Time spent traveling to a nearby, reasonable, safe location to obtain required rest after loading or unloading. The time driving under personal conveyance must allow the driver adequate time to obtain the required rest in accordance with minimum off-duty periods under 49 CFR 395.3(a)(1) (property-carrying vehicles) or 395.5(a) (passenger-carrying vehicles) before returning to on-duty driving, and the resting location must be the first such location reasonably available.
4. Moving a CMV at the request of a safety official during the driver's off-duty time
5. Time spent traveling in a motorcoach without passengers to en route lodging (such as motel or truck stop), or to restaurants and entertainment facilities and back to the lodging. In this scenario, the driver of the motorcoach can claim personal conveyance provided the driver is off-duty. Other off-duty drivers may be on board the vehicle, and are not considered passengers.

6. Time spent transporting personal property while off-duty.
7. Authorized use of a CMV to travel home after working at an offsite location.

(b) Examples of uses of a CMV that would not qualify as personal conveyance include, but are not limited to, the following:

1. The movement of a CMV in order to enhance the operational readiness of a motor carrier. For example, bypassing available resting locations in order to get closer to the next loading or unloading point or other scheduled motor carrier destination.
2. After delivering a towed unit, and the towing unit no longer meets the definition of a CMV, the driver returns to the point of origin under the direction of the motor carrier to pick up another towed unit.
3. Continuation of a CMV trip in interstate commerce in order to fulfill a business purpose, including bobtailing or operating with an empty trailer in order to retrieve another load or repositioning a CMV (tractor or trailer) at the direction of the motor carrier.
4. Time spent driving a passenger-carrying CMV while passenger(s) are on board. Off-duty drivers are not considered passengers when traveling to a common destination of their own choice within the scope of this guidance.
5. Time spent transporting a CMV to a facility to have vehicle maintenance performed.
6. After being placed out of service for exceeding the maximum periods permitted under part 395, time spent driving to a location to obtain required rest, unless so directed by an enforcement officer at the scene.
7. Time spent traveling to a motor carrier's terminal after loading or unloading from a shipper or a receiver.
8. Time spent operating a motorcoach when luggage is stowed, the passengers have disembarked and the driver has been directed to deliver the luggage.

How to handle specific exemptions

There are a number of specific Hours of Service exemptions that need to be handled in specific ways. Please contact Pedigree support with questions on how to handle specific exemptions.

Explanation of rulesets

Please see the **ELD Configuration Options and Hours of Service Rules Guide** in the Learning Center. Find the document

here: <http://www.pedigreetechnologies.com/learning-center/training-documents/>

Troubleshooting

What do I do if the ELD fails?

According to the ELD rule in § 395.34 ELD malfunctions and data diagnostic events:

- (a) Recordkeeping during ELD malfunctions. In case of an ELD malfunction, a driver must do the following:

- (1) Note the malfunction of the ELD and provide written notice of the malfunction to the motor carrier within 24 hours;
- (2) Reconstruct the record of duty status for the current 24-hour period and the previous 7 consecutive days, and record the records of duty status on graph-grid paper logs that comply with § 395.8, unless the driver already possesses the records of duty status on graph-grid paper logs that comply with § 395.8, unless the driver already possesses the records or the records are retrievable from the ELD; and
- (3) Continue to manually prepare a record of duty status in accordance with § 395.8 until the ELD is serviced and brought back into compliance with this subpart.

(b) Inspections during malfunctions. When a driver is inspected for hours of service compliance during an ELD malfunction, the driver must provide the authorized safety official the driver's records of duty status manually kept as specified under paragraphs (a)(2) and (3) of this section.

(c) Driver requirements during ELD data diagnostic events. If an ELD indicates that there is a data inconsistency that generates a data diagnostic event, the driver must follow the motor carrier's and ELD provider's recommendations in resolving the data inconsistency.

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.

A motor carrier seeking to extend the period of time permitted for repair, replacement, or service of one or more ELDs shall 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 under paragraph (a)(1) of this section. Each request for an extension under this section must be signed by the motor carrier and must contain:

- (i) The name, address, and telephone number of the motor carrier representative who files the request;
- (ii) The make, model, and serial number of each ELD;
- (iii) The date and location of each ELD malfunction as reported by the driver to the carrier; and
- (iv) A concise statement describing actions taken by the motor carrier to make a good faith effort to repair, replace, or service the ELD units, including why the carrier needs additional time beyond the 8 days provided by this section.

(3) If FMCSA determines that the motor carrier is continuing to make a good faith effort to ensure repair, replacement, or service to address the malfunction of each ELD, FMCSA may allow an additional period.

(4) FMCSA will provide written notice to the motor carrier of its determination. The determination may include any conditions that FMCSA considers necessary to ensure hours-of-service compliance. The determination shall constitute a final agency action.

(5) A motor carrier providing a request for extension that meets the requirements of paragraph (d)(2) of this section is deemed in compliance with § 395.8(a)(1)(i) and (a)(2) until FMCSA makes an extension determination under this section, provided the motor carrier and driver continue to comply with the other requirements of this section.

Why can't I login?

First, verify your login and password are correct. When logging in for the first time on a tablet (or after data has been cleared) the tablet must have a good data connection (to the cloud) in order to authenticate the driver login/password. Once a driver has logged into a tablet once, it will remember your login for future attempts where you do not have a good data connection. In addition, a Wi-Fi connection without data will prevent a login from occurring (consider turning off Wi-Fi if you have trouble logging in).

Why is location blank?

ELDs automatically store location on each record if GPS is available, however in some scenarios GPS cannot be acquired and so the ELD relies on the user to manually enter location.

Why is the status not auto-changing?

An ELD will not auto change duty status to driving if it is not receiving diagnostic speed data. Data not being received is usually due to the tablet not being connected to the ELD or the vehicle not transmitting speed data on the diagnostics port. Please refer to the ELD Troubleshooting Guide in the Learning center.

<http://www.pedigreetechnologies.com/learning-center/training-documents/>

Why is Bluetooth not connected? (Cab-Mate Open)

When connecting to an ELD using Bluetooth, the tablet attempts to automatically connect to the ELD based upon the selected vehicle. If the vehicle fails to connect:

1. Verify you have the correct vehicle selected
2. Verify the vehicle engine is running
3. Log out and reboot your tablet
4. Power off vehicle engine for 1 minute and then power vehicle engine back on

What is offline?

An asset is considered offline if it has not reported into OneView for more than 36 hours. When an asset is offline there is likely an issue with the device that is installed on that asset. Please work with support to resolve offline assets.

What is canbus configuration error?

If a "CANBus Configuration Error" is shown on an asset in OneView, there is an error on the data that is being reported by the diagnostics data on that asset. Please contact support to try to resolve CANBus configuration errors.

What do the malfunction lights mean?

Note: CabMate Open uses a circular malfunction light; CabMate Connect and CabMate One use a light built into the cradle dock.

Flashing Red: Tablet not in dock (CabMate Connect/CabMate One Only)

Flashing Green: Not connected or not logged into ELD

Solid Red: ELD Malfunction Active

Solid Green: ELD Data Diagnostic Active

Malfunction and Data Diagnostic Events Definitions

Power Data Diagnostic: The ELD was not able to power up within one minute of engine power up. Check the device connections are not loose. If this issue persists, contact your administrator.

Power Compliance Malfunction: The ELD was not functional for more than 30 minutes over the last 24 hours. Check if the device connections are not loose. If this issue persists, contact your administrator.

Engine Synchronization Data Diagnostic: The ELD is not receiving data from the engine. Check that the Bluetooth is connected (or if using CabMate Connect/CabMate One check that the tablet is in its cradle) and the diagnostic cable is connected to the vehicle. If this issue persists, contact your administrator.

Engine Synchronization Compliance Malfunction: The ELD did not receive data from the engine for more than 30 minutes over the last 24 hours. Check that the Bluetooth is connected (or if using CabMate Connect/CabMate One check that the tablet is in its cradle) and that the diagnostic cable is connected to the vehicle. If this issue persists, contact your administrator.

Other Data Diagnostic (for Positioning Compliance): The ELD is not receiving GPS location. Check that the GPS is ON in this device, the vehicle antenna is not damaged and connections are tight. If this issue persists, contact your administrator.

Positioning Compliance Malfunction: The ELD did not receive GPS location for more than 60 minutes over the last 24 hours. Check that the GPS is ON in this device, the vehicle antenna is not damaged and connections are tight. If this issue persists, contact your administrator.

Timing Compliance Malfunction: The ELD time is off by more than 10 minutes. If this issue persists, contact your administrator.

Missing Required Data Elements Data Diagnostic: The ELD is missing required data for creating ELD records. Check Engine Synchronization and Positioning Compliance. If this issue persists, contact your administrator.

Data Recording Compliance Malfunction: The ELD has reached its storage capacity and can no longer record ELD records. Reduce the data stored on the ELD or replace the ELD. If this issue persists, contact your administrator.

Unidentified Driving Records Data Diagnostic: The ELD has recorded more than 30 minutes' worth of unidentified driving records in the last 24 hours. Ensure that drivers are logged into the ELD while the vehicle is in motion and accept any unidentified records that may belong to you. If this issue persists, contact your administrator.

Data Transfer Compliance Malfunction: The ELD test of data transfer to the FMCSA via web services and email has failed for an extended period of time. Ensure that the ELD data connection is working. If this issue persists, contact your administrator. Will be enabled once the FMCSA Web Services portal is operational for Wireless Web Services and Email data transfer.

Data Transfer Data Diagnostic: The ELD test of data transfer to the FMCSA via web services and email has failed. Ensure that the ELD data connection is working. If this issue persists, contact your administrator. Will be enabled once the FMCSA Web Services portal is operational for Wireless Web Services and Email data transfer.

Why do my logs show an incorrect odometer or total miles?

Total Miles and odometers on driver's logs are dependent upon having a connection to the ELD in the vehicle at the time a duty status is generated. If total miles or odometers appear incorrect check the odometer values on the ELD records for the day and enter missing odometer values.

Tablet not charging

Cab-Mate One and Cab-Mate Connect tablets are charged through the pins in the cradle when the vehicle engine is running and for 10 minutes after the engine is shutdown.

If the tablet is not charging:

1. Check that the tablet is firmly seated in the cradle
2. Check that the cables connected to the cradle are firmly connected to the cradle and on the other end (diagnostic port on Cab-Mate One or CalAmp LMU device on Cab-Mate Connect)
3. Check that the engine is running

Device not reporting in Canada

Verizon does not have coverage in Canada; in order to have coverage in Canada you need AT&T hardware. Please contact your account manager.