DATA DIAGNOSTIC AND MALFUNCTION EVENTS

oXemon

Oxemon provides ELD Malfunction Manual for drivers, which they can present to a DOT officer during an inspection in case of an ELD malfunction.
As per FMCSA rules, this manual must be kept in the vehicle at all times.

How does the driver know if the ELD is malfunctioning?

Neither of the LED lights on the device are turned on (green or red) when the device is plugged into the truck's diagnostic port, and the power is on.

Code	Event	Message	Advisable actions
1	Power diagnostic	The ELD was not fully powered in less than one minute	• Please check your logs to see if they are correct by reviewing them on the mobile application. • Check all cables connecting Oxemon connector to the vehicle diagnostics port. • Try to resolve the diagnostic event by turning off the vehicle engine and restart. • Manually clear the event. • The driver must notify the carrier and Oxemon support if these events are repeatable.
2	Engine synchronization diagnostic	The necessary vehicle information was not read within 5 seconds of the last data reading from the vehicle's data CAN bus	• Please check your logs to see if they are correct by reviewing them on the mobile application. • Check all cables connecting Oxemon connector to the vehicle diagnostics port. • Try to resolve the diagnostic event by turning off the vehicle engine and restart. • Manually clear the event. • The driver must notify the carrier and Oxemon support if these events are repeatable.
3	Missing data diagnostic	The required data was not entered for an ELD record	• Driver did not fill in the location manually when prompted. • Diver can resolve this data diagnostic by manually entering the missing data along with an explanation. • The driver must notify the carrier and Oxemon support if these events are repeatable.
4	Data transfer diagnostic	Tests of the roadside inspection of data transfer failed	• Verify if the ELD has network connectivity. You may be operating in a location with poor network coverage. • This event auto-resolves, if the device begins to communicate successfully again. • The driver must notify the carrier and Oxemon support if these events are repeatable.
5	Unidentified driving data diagnostic	Unidentified driver records	• Please review the unidentified driving events recorded on the ELD and accept any periods of drive time recorded, while you were driving and not logged into the ELD system. • Verify that if the data diagnostics event has been cleared.

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

• Contact Oxemon Support at +1 312 725 0857 or email eld@oxemon.com to troubleshoot the issue immediately.

• Note the malfunction and inform your fleet company within 24 hours with a written notice.

• 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 Oxemon app.

Code	Event	Message	Advisable actions
P	Power compliance malfunction	The ELD missed 30 minutes or more of drive time due to power diagnostics	• Please check if the Oxemon connector is properly installed. • If the error continues to exist, please contact Oxemon support.
E	Engine synchronization compliance malfunction	The ELD was not able to communicate with the vehicle for more than 30 minutes during a 24-hour period	• Please check that the Oxemon connector is properly installed. • If the error continues to exist, please contact Oxemon support.
T	Timing compliance malfunction	The ELD detected that its time was inaccurate by 10 minutes or more	• Please, check your mobile phone time. Ensure it is set to acquire time automatically. • Once investigated and the problem is found you may clear this event. • If this malfunction does not auto-resolve, contact your motor carrier or Oxemon support
L	Positioning compliance malfunction	The ELD was unable to acquire a valid position within 5 miles of the vehicle's movement and this event represent more than 60 minutes over a 24-hour period	• This can be caused by temporary or permanent loss of GPS by the Oxemon device. • Contact you carrier to get the installation inspected. • If problem continues to exist, replace Oxemon device. • Once investigated and the problem is solved you may clear this event.
R	Data recording compliance malfunction	The ELD ran out of storage space for ELD records	• Please contact your motor carrier or Oxemon support. • You should revert to paper logs
S	Data transfer compliance malfunction	The Data Transfer Diagnostic occurred 4 times in a row	• Verify the ELD has network connectivity. You may be operating in a location with poor network coverage. • If this malfunction is not auto-resolve within 24hrs, contact your motor carrier or Oxemon support.
V	Unidentified VIN Malfunction	Incorrect VIN number for GPS gateway device	• Please contact ASAP fleet manager to edit the VIN number for the device. • Contact you carrier to get the installation inspected. • If problem continues to exist, replace Oxemon device. • Once investigated and the problem is solved you may clear this event.