



BigRoad mobile app with DashLink connection

BigRoad ELD certification

The BigRoad Mobile App used with a Powerfleet BigRoad ELD device (FT1, FT2, FTxW, MGS800, MGS700, DL-200) complies with ELD mandate requirements defined by FMCSA in 49 CFR part 395.15 for ELD devices in the U.S.A. when used as instructed in the ELD User Guide.



Addressing ELD malfunctions

How do I know I have a malfunction?



When a red banner appears at the top of the app. It says 'Malfunctions' and indicates the number of active malfunctions.

What do I do during an ELD Malfunction?

In the event of an ELD malfunction, a driver must:

1. Call BigRoad Support at 1-888-305-8777 ext. 1 to troubleshoot the issue.
2. Note the malfunction of the ELD and provide written notice of the malfunction to your motor carrier within 24 hours.
3. Reconstruct paper records of the duty status (RODS) for the current 24-hour period and the previous 7 consecutive days.
4. Continue to manually prepare RODS in accordance with 49 CFR 395.8 until the ELD is serviced and back in compliance.

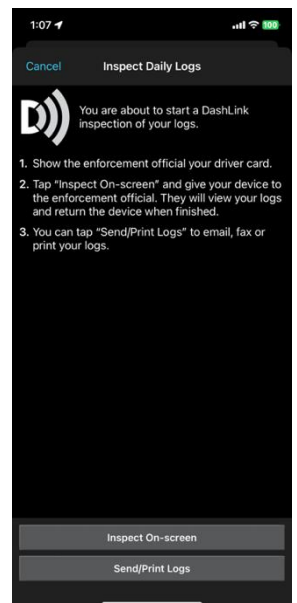
What does my motor carrier need to do during an ELD malfunction?

If an ELD malfunctions, a motor carrier must:

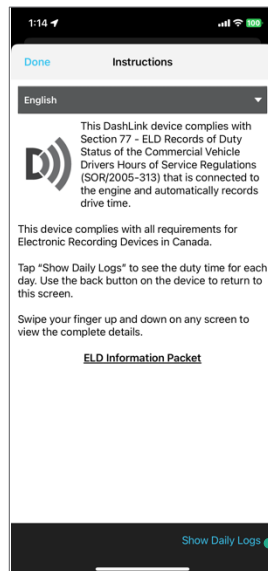
1. Correct, repair, replace, or service the malfunctioning ELD within 8 days of being informed of the condition.
2. Require the driver to maintain paper records of duty status (RODS) until the ELD is back in service.
3. Require the driver to maintain paper record of duty status (RODS) until the ELD is back in service.
4. If more time is required to resolve the issue, the carrier must notify their state FMCSA Division Administrator as part of 395.34 (2). For non-US operators, this can be the nearest state.

Driver inspection instructions

1. Select Inspect Logs from the home screen and pick '7 days plus today (U.S.)'
2. To submit logs electronically, ensure you are connected to your running vehicle.
 - a. Select '**Send to FMCSA**' then '**Via web service**' (preferred) or '**Via email**'.
 - b. The safety official will provide you with an 'Output File Comment' and an email address.
 - c. Tap Send and the safety official will receive the file.
3. To show logs on-screen, tap '**Inspect On-Screen**'.
 - a. Set a pin code to prevent the safety official from navigating to other areas of your app or Skip
 - b. You should see a DashLink logo and instructions to start an ELD inspection.
 - c. Give the safety official your device and this instruction card.
4. If a safety official requests your **ELD Information Packet**, follow step 3 above. There is a link to the User Manual/ELD Information Packet on the Instructions screen.



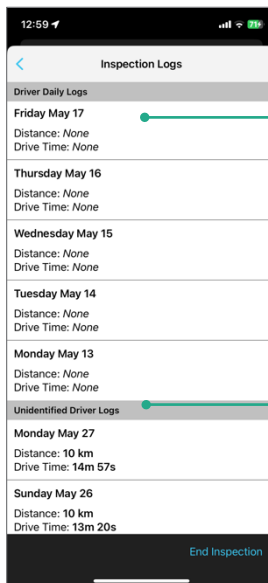
BigRoad ELD safety official's guide to viewing logs on-screen



The **DashLink logo** verifies that the hardware is engine-connected and functioning correctly. If you do not see the logo, the driver is not using an ELD.



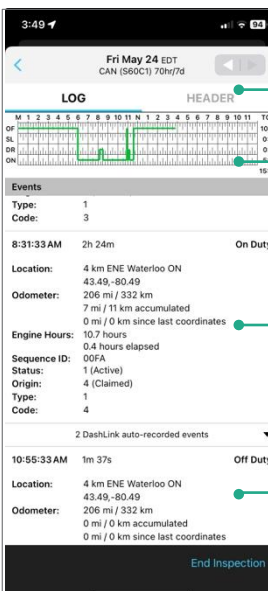
If you see this icon on the inspection screen, then the ELD device is malfunctioning. When malfunctioning, the driver will show paper logs for the drive time that transpired during the malfunction. Logs prior to the malfunction can be viewed on the phone or tablet.



*Tap **Show Daily Logs** to see log details.

Tap any day to see detailed logs for that day.

Tap to review any unclaimed unidentified driving.



Tap the **HEADER** tab to view a list of vehicles, trailers, active Data Diagnostic and Malfunction Status, and other information for this log day.

The **graph grid** shows the driver's drive, on-duty, off-duty, and sleeper berth time for the day.

Each **duty status event** is listed with required information, such as duration, location, and vehicle odometer/hours.

Tap the **DashLink auto-recorded** events sections to see details of non-duty status events recorded by the ELD.

Need help?
Contact Support at
1-800-220-0779 or
support@bigroad.com