FMCSA-ELD-395-Q039(2022-03-10)

**Question:** When should a driver use paper logs or electronic logging software if an electronic logging device (ELD) malfunction occurs?

**Guidance**: A driver should only use paper logs, electronic logging software, or other electronic means to record their hours of service if the ELD malfunction hinders the accurate recording of the driver’s hours of service data (i.e., 10/11, 14/15, 60/70 hours; or 30 minute).

**Contact Info:** FMCSA ELD Information, 1-800-832-5660 or ELD@dot.gov.

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*Note: This guidance document does not have the force and effect of law and is not meant to bind the public in any way.  It is intended only to provide information and clarity regarding existing requirements under the law or agency policies.*

**Regulatory Topic: ELD Guidance**

Effective Date: Thursday, March 10, 2022

Issued Date: Thursday, March 10, 2022