FMCSA-HOS-ELD-TECH-395-FAQ83(2022-03-10)

**Question**: What is the resolution process if the FMCSA data transfer mechanism incorrectly rejects a data file during an electronic data transfer?

**Guidance:** If a data transfer method fails and another is available, the safety official can elect to try the alternate transfer method, or review the ELD data via display screen or printout. If validation fails and provides an error code, the provider should have a process in place that allows its customers to report the error. FMCSA has a process in place for diagnosing and communicating any issues that arise as a result of technical difficulties experienced by the Agency.

**Contact Info:** FMCSA ELD Information, 1-800-832-5660 or [ELD@dot.gov](mailto:ELD@dot.gov?subject=ELD%20Question).

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*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