FMCSA-HOS-ELD-TECH-395-FAQ83

**Frequently Asked Questions: Electronic Logging Devices and Hours of Service – Technical Specifications**

##### **Question 83:** What is the resolution process if the FMCSA data transfer mechanism incorrectly rejects a data file during an electronic data transfer?

**Answer:** 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 will have a process in place for diagnosing and communicating any issues that arise as a result of technical difficulties experienced by the Agency.

**Regulatory Topic: ELD Guidance**

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