

Hardware

Troubleshooting Geotab OBD Device

The quickest thing you can do for an initial test is to swap the GPS unit not working one from a known working vehicle. If the GPS units continue to exhibit the same performance in the new vehicle, there is a high chance there is an issue with the GPS device. If it works in a second vehicle, the issue is likely with the vehicle. Sometimes, new or unique vehicle models, have a conflict with the vehicles computer. If you think this is the case, open a support ticket and share your detailed findings.

Resources

- [Geotab GO9 Support Document](#)
- [How to Install Geotab's GO9 Device](#)
- [How to Install Geotab's 16-pin T-harness](#)
- [Geotab 9-pin Heavy Duty T-harness](#)
- [Geotab Technical Guide](#)

Install Checker

[Submit form to confirm basic installation is correct.](#)

It is important to perform this and other troubleshooting steps. Returning a device found to be working will result in a \$50 bench testing and postage fee.

GO Device Light Definitions

On initial power-up, all three LEDs on the GO device will flash once in unison indicating that the device is receiving power. If none of the LEDs flash, this is an indicator that the device is not powered on.

After the initial flash, the **Green** LED will briefly turn solid indicating that the modem is connected to our servers. The **Blue** LED will also briefly turn solid indicating that the GPS is working. Both LEDs will eventually shut down if ignition is turned off.

Once ignition is turned on, the following are common light sequences indicating an issue:

- **No lights**
- **Red** only
- **Red** and **Blue** only (most common)
- **Red** and **Green** only

Fully seat the device to the harness.

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Device Status Table

Use the device status table to monitor devices. [Frequently Asked Questions - Device Status Table \(myfleetistics.com\)](#)

Additional Resources

- [GPS Installation Easy Instructions For Geotab OBD Devices \(fleetistics.com\)](#)
- [Support And Training - 24/7 Access To Help Resources For GPS \(fleetistics.com\)](#)
- [Device Checker](#)
- [Fleetistics.TV - YouTube](#)
- [Submit form to confirm basic installation is correct.](#)

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