

# Application

## Common Geotab Faults Explained

### Common Fault Descriptions

**GPS Quality Poor:** Check the location of the device installation to see whether there are any heavy metal components or third party electronics in the immediate vicinity. Reposition the device to a better location with clearer view of the sky, using an extension harness. Depending on the device, the GPS antenna may be on the top or bottom of the unit. Don't place the antenna against a metal object such as the dash frame.

**GPS Module Not Responding:** If a hard power reset of the device does not clear this fault and restore reliable GPS latching information, then there is likely a hardware level failure and the device will need to be replaced. Install the device in a vehicle that has been tracking reliably. If the device does not report, you have confirmed there is a device level issue.

**Vehicle Battery Has Low Voltage:** Review the voltage output from the battery and consider servicing the battery if this fault is prevalent for any given vehicle. Could result in eventual power loss to the device.

**All Power Removed - Device Restarted:** Can be a result of low battery voltage causing the device to undergo a brown out or potentially the install is insecure install and the device does not have a consistent connection to the vehicle's battery source.

**Telematics Device Has Been Unplugged:** The device was either manually unplugged (tampered with) or the installation has come undone. Check the install integrity to make sure nothing has been changed. Use serial numbered zip ties to avoid this issue.

**Accelerometer Disabled Due To Excessive Data:** Check to make sure that the device is securely installed and fastened to a solid vehicle component which will not vibrate or otherwise result in device movement. Ask your account manager about mounting brackets.

**Accident Limit For Acceleration Exceeded:** The device has recorded too many consecutive accident level events. The action from the previous point above should be taken. The device may not be mounted firmly to the vehicle chassy, the drive may be hitting it on entering the vehicle (consider a Y-harness to put the device in the dash) or the rule for driving conditions may be too sensitive.

**Excessive Engine Records Are Being Created:** The device is logging too much engine data and the engine data logging feature is now disabled. Perform a hard power reset on the device to reenable engine data logging but also follow up internally, or with your authorized Geotab reseller, in order to find out which engine diagnostics were being logged excessively. Engine data will continue to be automatically deactivated until the issue is resolved.

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**Flash Memory Failure:** The internal device flash memory has succumb to a hardware failure. The device needs to be replaced. Contact Fleetistics support at 877.467.0326

\* For any other faults which may appear within your fleet, please follow up with your management team and/or your authorized Geotab reseller in order to determine if they can have a negative impact.

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