

Hardware

Troubleshooting an OBD device in FleetisticsONE

The quickest and easiest test is to put the GPS device into another vehicle that is tracking properly. If it tracks correctly in the second vehicle, the issue is most likely the OBD port or ECM on the original vehicle. If it does not track on the second vehicle, it is most likely the GPS device. Contact support with the device information and the test date and time for verification if it reported correctly in the second vehicle. When confirmed, a replacement device will be provided based on the warranty associated with the device.

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