GPS Data Missing

Troubleshooting · https://atsfleetmanagement.com/docs/gps-data-missing/

Description

This issue occurs when vehicle GPS location data is unavailable or incomplete, resulting in missing trips, inaccurate mileage calculations, or incomplete state mileage reporting.

Possible Causes

- GPS device malfunction
- Poor satellite reception
- ELD hardware failure
- Device power loss
- Connectivity interruptions

Resolution

1. Verify the ELD device is powered on.
2. Check GPS signal availability.
3. Review vehicle trip history.
4. Confirm GPS data exists within the ELD provider portal.
5. Reconstruct missing mileage using the Mileage Calculator if necessary.
6. Investigate recurring GPS failures.

Related Articles

- Missing ELD Trips
- State Mileage Does Not Match Expected Values
- Vehicle Not Reporting Movement