



Rental
Leasing
Logistics

Hours of Service User Manual

Version 2.0

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Before You Begin

Please note that the Penske Driver app supports the USA 60-Hour / 7-Day Limit and USA 70-Hour / 8-Day Limit rule sets only. For up to date information and instructions, visit gopenske.com/hos.

1. Make sure that your device is plugged into a power source.
2. Verify that the volume is loud enough to hear audible alerts.



3. Make sure that you have the Penske Driver app installed for your device.
4. In order to use Hours of Service within the Penske Driver app, you must have a registered account and your company must have Hours of Service enabled. To register your company, please contact your local Rental Representative or Penske Customer Support.
5. If you are using an Android device, the first time you use the app, you may see some additional prompts requesting access to features on the device such as, but not limited to, location. When encountering these prompts, please tap **Allow** in order for the application to run properly.

Accessing Hours of Service

In order to access Hours of Service within the Penske Driver app, your company must be setup to do so.

Be sure to sign in to the Penske Driver app before powering on your vehicle. Failure to do so may result in a Power Data Diagnostic Event.

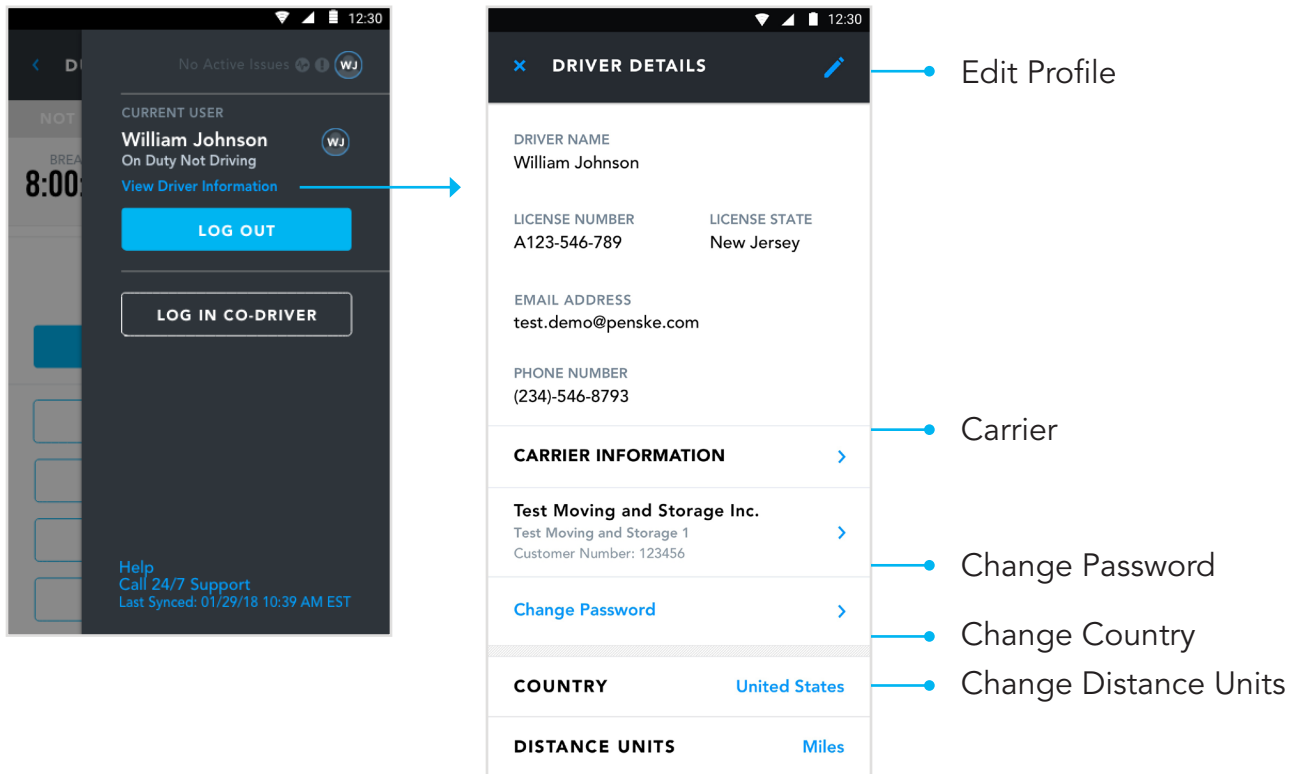
Signing In

1. Locate and tap on the Penske Driver app on your smartphone.
2. Once opened, tap on the **Sign In** button at the bottom of the page.
3. Enter your User ID and Password.
4. Tap the **Log In** button.

Launching Hours of Service

1. Once logged in, tap the **Hours of Service** button.
It may take a few seconds for Hours of Service to load.
2. If you have any uncertified logs for previous days, you will be prompted to take action at this time.

Your Profile



View Your Profile

1. Tap on the **Profile** icon.
2. Tap on **View Driver Information**.

Edit Your Profile

You can only edit your email address and phone number from within the application.

1. Tap on the **Profile** icon.
2. Tap on **View Driver Information**.
3. Tap on the **Pencil** icon (Android) or **Edit** (iOS).
4. You may edit your email address or phone number.
5. To save your changes, tap on the **Checkmark** icon (Android) or **Done** link (iOS).
6. To exit without saving your changes, tap on the **X** icon.

Change Your Password

Changing your password from within Hours of Service will change your password for the Penske Driver app.

1. Tap on the **Profile** icon.
2. Tap on **View Driver Information**.
3. Tap on **Change Password**.
4. Enter your current password.
5. Enter your new password.
6. Tap **Confirm Password** and re-enter your new password from step 5.
7. Tap the **Continue** button.

Change Your Country

1. Tap on the **Profile** icon.
2. Tap on **View Driver Information**.
3. Tap on **Country**.
4. Select either **United States** or **Canada**.

Change Your Distance Units

1. Tap on the **Profile** icon.
1. Tap on **View Driver Information**.
2. Tap on **Distance Units**.
3. Select either **Miles** or **Kilometers**.

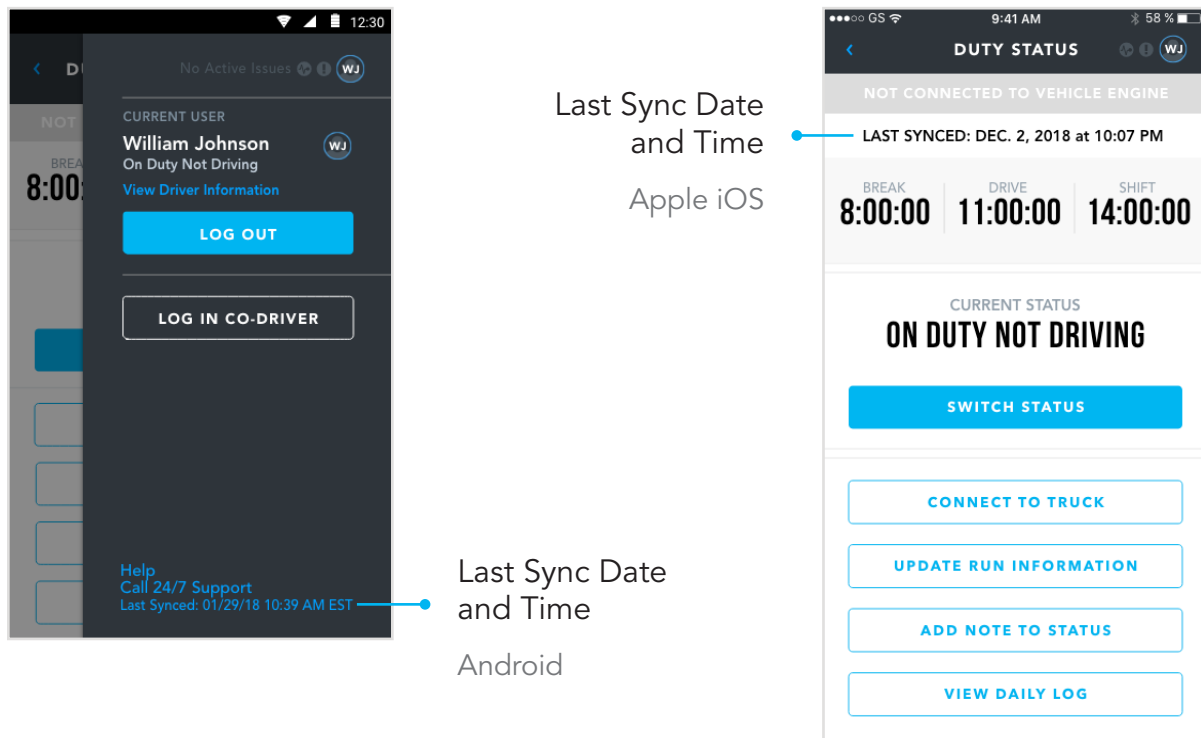
View Your Carrier Information

1. Tap on the **Profile** icon.
2. Tap on **View Driver Information**.
3. Tap on **Carrier Information**.
4. Tap on the **back chevron** (<) to return to the Driver Details page.

Logging Out

1. Tap on the **Profile** icon.
2. Tap on **Log Out** button under your name.
3. On the Attention notice, tap on the **Continue Log Out** button.
You may see additional alerts if you have uncertified logs or if a co-driver is logged in.

Synchronizing Your Data



The Penske Driver app version 2.0 now syncs your profile and log data across all your devices. When logging into Hours of Service on a different phone or after a clean install, your information will sync down and be available.

Automatic Sync

Your data is automatically synced with the Penske cloud under the following situations:

- Certifying logs
- Logging out
- Once per hour
- Processing suggested edits
- Saving edits to your logs
- Signing in

View When Last Sync Occurred

Apple iOS Devices

1. Tap and hold the timers on the Duty Status screen.
2. Slowly swipe down towards the bottom of the screen.
3. View the last synced date and time at the top of the screen.

Google Android Devices

1. Tap on the **Profile** icon.
2. View the last synced date and time at the bottom of the menu.

Manually Sync

You can manually force your device to sync with the Penske cloud by performing the following steps:

Apple iOS Devices

1. Tap and hold the timers on the Duty Status screen.
2. Slowly swipe down towards the bottom of the screen until the last sync date and time appear.
3. Continue swiping down to sync.

Google Android Devices

1. Tap on the **Profile** icon.
2. Tap on the **Last Synced** link at the bottom of the menu.

Duty Status

Diagnostic Event / Malfunction Indicators

Indicators activate when there are any data diagnostic events or malfunctions occurring within the app.

The screenshot shows the 'DUTY STATUS' app interface. At the top, there is a dark header with a back arrow, the title 'DUTY STATUS', and a profile icon. Below the header, a grey bar indicates 'NOT CONNECTED TO VEHICLE ENGINE'. The main area displays three timers: 'BREAK 8:00:00', 'DRIVE 11:00:00', and 'SHIFT 14:00:00'. Below these is the 'CURRENT STATUS' section, which shows 'ON DUTY NOT DRIVING' and a 'SWITCH STATUS' button. At the bottom, there are four buttons: 'CONNECT TO TRUCK', 'UPDATE RUN INFORMATION', 'ADD NOTE TO STATUS', and 'VIEW DAILY LOG'. Callouts point to the Connection Bar, Current Status, Timers, Profile Icon, and Diagnostic Event / Malfunction Indicators.

Connection Bar
Displays the current state of your connection to the vehicle.

Current Status
Displays your current status. Options include: Off Duty, Sleeper Berth, Driving and On Duty Not Driving.

Timers
Break, Drive and Shift timers all start counting down according to your activity.

Profile Icon
Tap to open the side menu to access your profile information along with links to other app related items.

Timers

Break

This is the amount of time remaining before you should take a 30-minute break.

Drive

This is the amount of remaining driving time you have. This resets back to 11 hours after 10 consecutive off duty hours.

Shift

This is the amount of remaining on duty time you have. Off duty time does not extend the 14-hour period. This amount resets to 14 hours after 10 consecutive hours off duty.

Switching Your Status

1. Tap on **Switch Status**.
2. Select the appropriate status from the list.

Options include: Off Duty, Sleeper Berth, Driving and On Duty Not Driving.

Connecting to a Truck

Immediately after starting the connection process, you will be prompted to enter your run information.

If using an Android device and this is your first time connecting to this vehicle, after step 4, you will need to tap **Connect** after selecting your adapter.

You must connect to a truck within 60 seconds of powering on the vehicle.

1. Tap on the **Connect to Truck** button.
2. Enter the current run information.
3. On the Attention pop-up, tap on **Scan**.
This process may take several seconds to complete.
4. On the Choose Adapter pop-up, tap on the adapter for your vehicle to connect.
If the adapter is not listed, tap on the **Rescan** button to try again.
The name of the adapter for your vehicle will be on a sticker within the cab.
5. Tap the **Save** button.
6. If prompted, enter the VIN and tap **Continue**.

This will occur only if there is a problem with the VIN being reported by the adapter connected to the vehicle.

Adding a Note to Your Current Status

Notes added to your status will appear within that event on your daily log and on the sharable PDF from the application.

1. Tap on the **Add Note to Status** button.
2. Enter your Note accordingly.
3. Tap on the **Add** button.

Viewing Your Daily Log

1. Tap on the **View Daily Log** button.

Daily Log Screen

The screenshot shows the 'DAILY LOG' screen for Thursday, January 12, 2017. At the top, it says 'CONNECTED TO VEHICLE ENGINE'. Below that is a date selector showing 'Thursday, January 12, 2017' with a checkmark and a dropdown arrow. There are two tabs: 'HOURS OF SERVICE' (selected) and 'RUN INFORMATION'. The main area features an event graph with a grid showing status changes over 24 hours. Below the graph, it displays 'MILES DRIVEN: 125'. The event list includes: 'OFF DUTY' (12 AM EST | 5 hr, 1.7 miles WSW of New York, NY), 'ON DUTY NOT DRIVING' (5 AM EST | 30 min, 1.7 miles WSW of New York, NY, Pre-trip Inspection), and 'DRIVING' (5:30 AM EST | 3 hr 30 min, 1.7 miles WSW of New York, NY). Callouts point to the date selector, the event list, the toggle between tabs, and the event graph.

Date Selector
Displays the date for the logs that you are viewing. The check mark icon will illuminate when that particular log has been certified.

Events
Each event is composed of a status, start time, duration, location and a note. The duration is calculated based on the start time of the event and the start time of the following event.

Display Toggle
Toggle between Hours of Service view or Run Information view.

Event Graph
A visual graph similar to that on the paper log. The graph will display your 24hr period and will update automatically based upon your logged events.

View Past Seven Days of Logs

1. Tap on the **Date** at the top of the Daily Log screen.
2. Select the date for which you wish to view logged events.

View All Logs

1. Tap on the **Date Selector** at the top of the Daily Log screen.
2. Tap **View All Logs**.
3. Select the date for which you wish to view logged events.

Filter/ Sort Logs

1. Tap on the **Date Selector** at the top of the Daily Log screen.
2. Tap **View All Logs**.
3. Filter the list by tapping **All**.
4. Select a filter(s) and tap on the **Apply** button.
Options include: All, Certified Records, Uncertified Records and Requested Edits.
5. You may also sort the list by tapping on the **Blue Arrows** to reverse the order.

View Hours of Service (HOS) Logs from v. 1.x

If you used the application to log prior to version 2.0, any converted logs will be available to view or share for six months from when they are generated.

1. Tap on the **Date** at the top of the Daily Log screen.
2. Tap **View All Logs**.
3. Tap on **HOS 1.x Log File** at the top of the list.

If you see "HOS 1.x Log File Being Generated..." at the top of the list, the file is still being created. Please check back later.

Create a New Log

In order to manually create a new log, you must have an active internet connection.

1. Tap on the **Date Selector** at the top of the Daily Log screen.
2. Tap **Create New Log**.
3. Use the date picker to select a previous date and tap **OK**.
4. On the Select Date screen, tap **Continue**.

You may select a different date by tapping on **Create New Log Date**.

5. Tap the displayed **Status** to change the status if required.
Options include: Off Duty, Sleeper Berth, Driving and On Duty Not Driving.
Note: Off Duty – Personal Conveyance and On Duty Not Driving - Yard Moves are not available when manually creating a log.
6. If prompted, enter your run information for that day.
Run information is required if any status for the day is set to Driving.
7. Tap the **Save** button.
8. Tap into the **Location** field and enter a location.
9. Tap into the **Start Time** field to edit or enter the start time of the event.
10. Tap into the **Note** field and enter a note.
11. Tap on **Add New Manual Status** to add additional events, repeating steps 7 thru 10 to continue building your day.
12. Tap on the **Preview** button.
13. Tap on the **Save** button.

Toggle Between Hours of Service and Run Information

1. Tap on **Run Information** above the graph to view that day's run information.
2. Tap on **Hours of Service** above the graph to view the events for that day.

Add Notes to Events for the Current Day

1. Tap onto an already logged event.
You can only add notes to events that have a blue chevron (>).
2. On the Add Note to Status window, tap into the **Note** field and add your note.
3. Tap the **Add** button to save.

Add Notes to Events for Previous Day

1. Tap onto an already logged **Event**.
You can only add notes to events that have a blue chevron (>).
2. Tap into the **Note** field of the desired event and add your note.
3. Tap on the **Preview** button.
4. Tap on the **Save** button.
If you are adding a note to a certified day, you will immediately need to recertify.

Edit This Log

1. Tap on **Edit This Log**.
2. Tap into the field that you wish to edit.
3. Make your changes accordingly.
Some fields have specific requirements and will be highlighted in red.
4. Tap on the **Preview** button.
The Preview button will only become active when all required fields are entered.
5. Review your edits on the Preview Log screen.
6. To save your edits, tap on the **Save** button.
To correct information on the Preview Log screen, tap on the **Return to Edit / Add Screen** button.

Editing Rules and Conditions

- Automatically created driving events; only notes can be edited.
- Manually created driving events; only location and notes can be edited.
- Events following driving events; start time cannot be edited.
- Once a status is changed to Driving, that status is no longer editable.
- Any recorded event, the status cannot be changed to Off Duty - Personal Conveyance or On Duty Not Driving - Yard Moves.
- Any automatically created events without a valid location; location can be edited.

Manually Add Events to Your Log

You may manually add as many events as you like. Pay close attention to your start times as gaps and overlaps are not allowed. Keep in mind that you cannot manually add events with a status of Off Duty - Personal Conveyance or On Duty Not Driving - Yard Moves.

1. Tap on **Edit This Log**.
2. Tap on **Add New Manual Status +**.
3. Tap on **Select a Status** and select the appropriate status.
4. Enter a location, start time, and note.

The start time will default to the start of your 24hr period

Certify Your Log

Only daily logs for previously recorded days (not the current 24 hour period) can be certified. Certification requires an active internet connection.

1. Tap on **Certify this Log**.
2. Enter in any missing information if required.
3. Tap on the **Preview** button.
4. Review the information and tap on the **Save** button to continue.

To correct information on the Preview Log screen, tap on the **Return to Edit / Add Screen** button.

5. Using your finger, sign in the field provided.
6. Tap on the **Agree** button.

The button will only become active if the signature is contained within the space provided.

7. To return back to your daily log, tap on the **View Daily Log** button.
8. To share your log, tap on the **Share Log** button.
9. Review your log information and tap on **Share Log** to proceed.
10. Select a share option to send a PDF version of your log.

The available share options are based on the device that you are using and any available applications that are installed.

View a Detailed Version of Your Log

The detailed view of your daily log will create a PDF file including the graph of your activity and all recorded events (status changes, malfunctions, etc.) for the day being viewed. You will have the option to share this PDF.

1. Tap on **View Detailed Log**.

It may take a few seconds to generate the detailed view of your daily log, please be patient.

2. To share your log, tap on the **Share Log** button.
3. Review your log information and tap on **Share Log** to proceed.
4. Select a share option to send a PDF version of your log.

The available share options are based on the device that you are using and any available applications that are installed.

Start a Roadside Inspection

When starting a roadside inspection, you will be able to choose between displaying your daily log on screen or sending to ERODS. Please choose the appropriate option per the request of the roadside inspector.

Show On Screen

This option will create a PDF file including graphs of your activity and all recorded events (status changes, malfunctions, etc.) for the past 7 days plus the current day. You will have the option to share this PDF.

1. Tap on **Start Inspection**.
2. Tap the **Show On Screen** button.
3. Review your log information and tap on **Share Log** to proceed.
4. Select a share option to send a PDF version of your log.

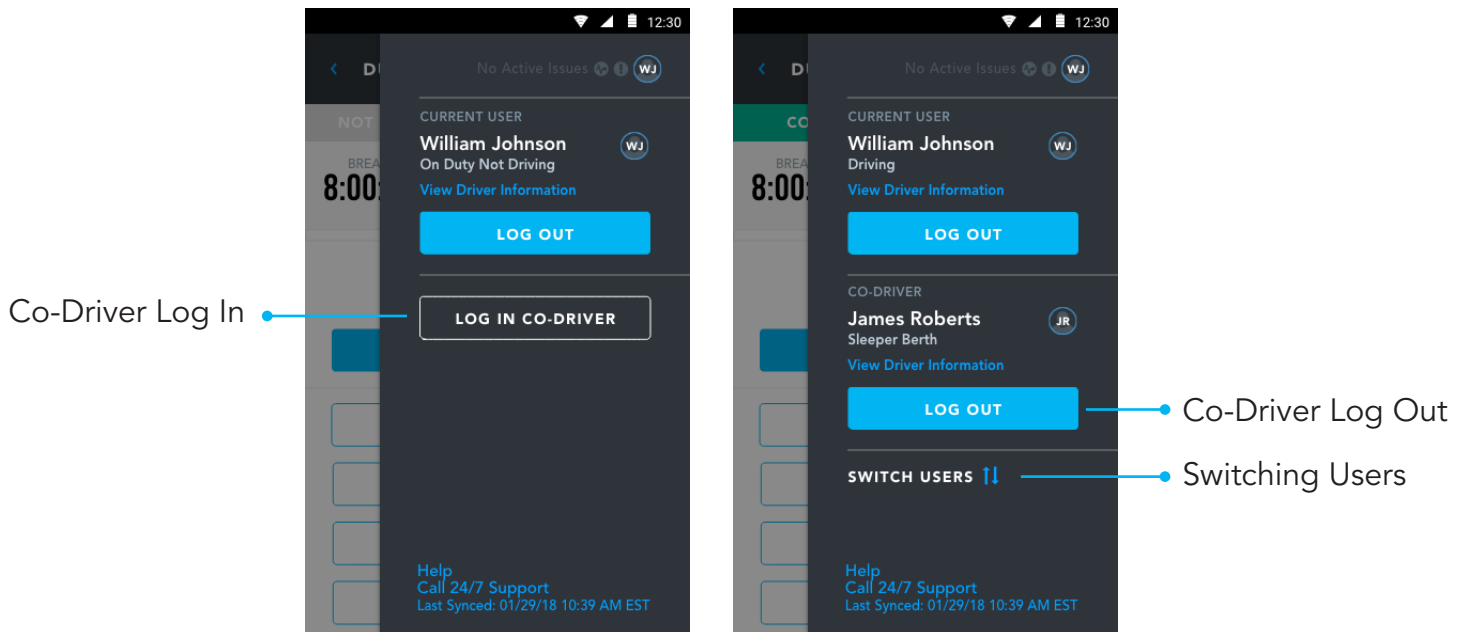
The available share options are based on the device that you are using and any available applications that are installed.

Send To ERODS

This option will generate and send all required daily log information to ERODS for the roadside inspector to retrieve and view on their device.

1. Tap on **Start Inspection**.
2. Tap on the **Send to ERODS** button.
3. Enter an optional output file comment if required by the roadside inspector.
4. Tap on the **Continue** button.
5. Upon successful submission, tap on the **Continue** button.
In case of failure, you will be presented with an option to retry.

Co-Driver



Using Hours of Service with a Co-Driver

Co-drivers must log in to the application prior to the vehicle being in motion. Co-driver log in is not allowed when the active driver is in any of the following statuses: Driving, Off Duty – Personal Conveyance or On Duty Not Driving – Yard Moves.

Important: Only one driver can be in a one of the following statuses at a time:

- Driving
- Off Duty – Personal Conveyance
- On Duty Not Driving – Yard Moves

Co-Driver Login

1. Tap on the **Profile** icon to open the side menu.
2. Tap on the **Log In Co-Driver** button.
3. Enter your User ID and Password.
4. Tap on the **Log In** button.
5. If the co-driver has any uncertified logs, you will be prompted to take action at this time.

Co-Driver Logout

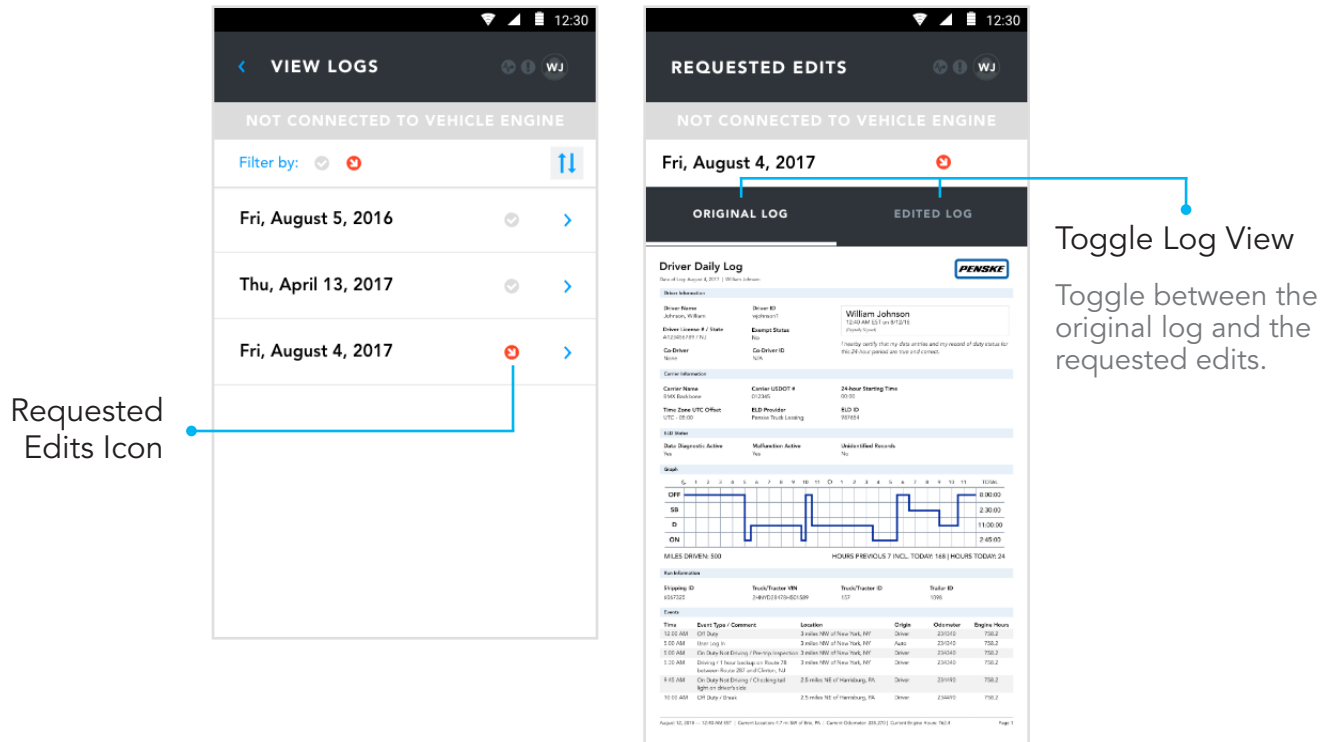
1. Tap on the **Profile** icon to open the side menu.
2. Tap on **Log Out** button under your name.
3. On the Alert notice, tap on the **Continue to Logout** button.
4. On the Attention screen, tap the **Continue** button.

Switching Co-Driver and Driver

Please note, after switching, if there is no activity from the co-driver for one minute or an alert is triggered requiring driver interaction, the application will revert back to the primary driver and any unsaved information will be lost.

1. Tap on the **Profile** icon to open the side menu.
2. Tap on **Switch Users**.

Requested Edits



What Are Requested Edits?

Using the Driver Management Portal, your driver admin has the ability to request edits to your daily log files for you to accept or reject. You will be alerted of any requested edits after launching Hours of Service, when logging out and when editing a day with pending edits.

Reviewing Requested Edits at Login and Logout

1. On the Requested Edits prompt, tap on the **View Records** button.
You may tap on **Not Ready** to skip the review for a later time.
2. Tap on the **Requested Edits** date.
Dates with requested edits are marked with a red icon containing a downward facing white arrow.
3. Toggle between the **Original Log** and the **Edited Log** by tapping on the tabs at the top of the screen to review the edits.
4. Tap on the **Reject Edits** or **Accept Edits** button accordingly.
5. If edits are accepted, you will be prompted to recertify.
6. Repeat the process as necessary until all requested edits are resolved.

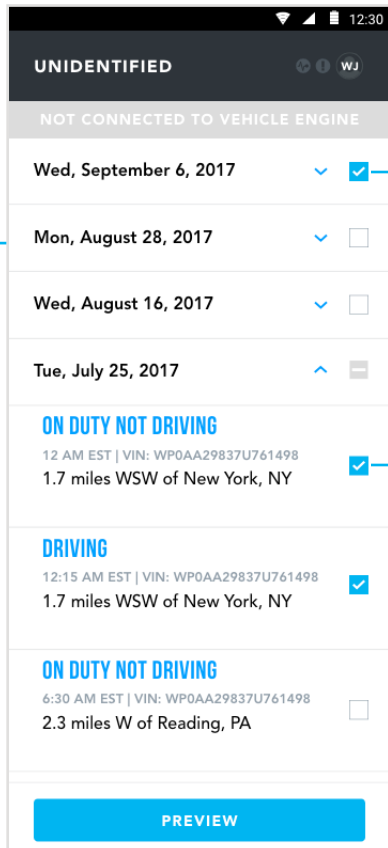
Reviewing Requested Edits When Editing a Day

1. On the Requested Edits prompt, tap on the **Continue** button.
2. Toggle between the **Original Log** and the **Edited Log** by tapping on the tabs at the top of the screen to review the edits.
3. Tap on the **Reject Edits** or **Accept Edits** button accordingly.
4. If edits are accepted you will be prompted to recertify.

Unidentified Driving Records

Date Selector

Each date contains unidentified driving records retrieved from the vehicle. Tap on a day to see all events logged for that date.



Selected Events Indicator

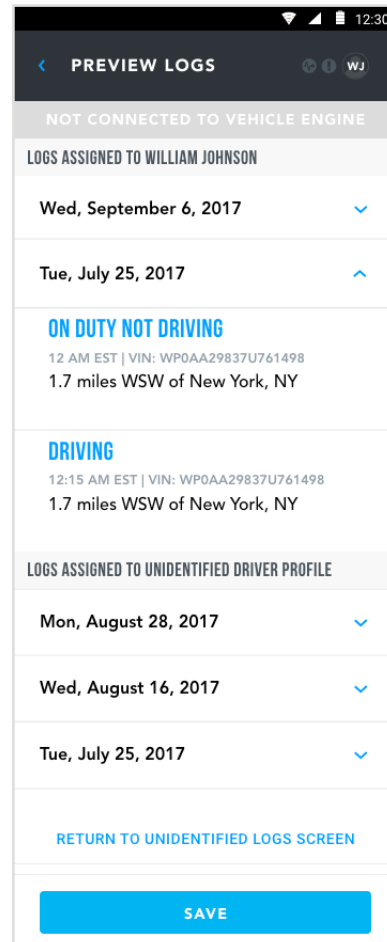
Select individual events across multiple days or entire days at a time.

Partially Selected Event Indicator

Displayed when some (not all) events for a day are selected.

Logs Assigned to Your Name

All selected events will be assigned to you. Expand the days to see corresponding events.



Logs Assigned to Unidentified Driver Profile

Any events not selected will be assigned to the unidentified driver profile associated with your company.

What is Unidentified Driving Time?

Unidentified driving records are records that are recorded by the adapter on a vehicle but not associated with a particular driver. These records are created and stored on the adapter when the vehicle is driven without an active connection to a mobile device. Once a logged in driver connects to that adapter, any unidentified driving records will be transferred to that device to be managed. If found, you must take action immediately and will not be able to use the application until resolved.

You will be notified about any unidentified driving time after connecting to a vehicle and entering your run information. If the process is interrupted, you will be prompted to take action when you next sign in to the application.

Manage Unassigned Driving Time

All unassigned drive time must be accounted for by either taking ownership of the logs or assigning them to the unassigned driver profile associated with your home terminal.

1. When prompted, tap the **Review Logs** button on the alert.
2. Use the checkboxes to select only events and dates that belong to you.
You can select an entire day or expand each date and select individual events.
3. Tap on the **Preview** button.
4. Review the information to make sure it is correct.
5. To make changes, tap on **Return to Unidentified Logs Screen** and repeat steps 3 and 4.
6. Tap on the **Save** button to return to the duty status screen.

Data Diagnostic Events and Malfunctions at a Glance

Malfunction Indicator

When a malfunction occurs, the Malfunction Indicator will light up red.

Data Diagnostic Event Indicator

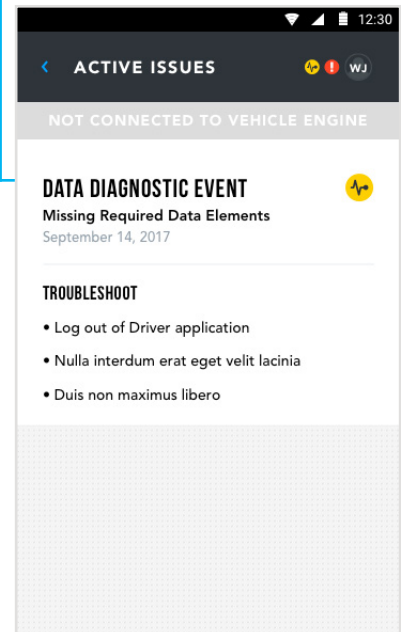
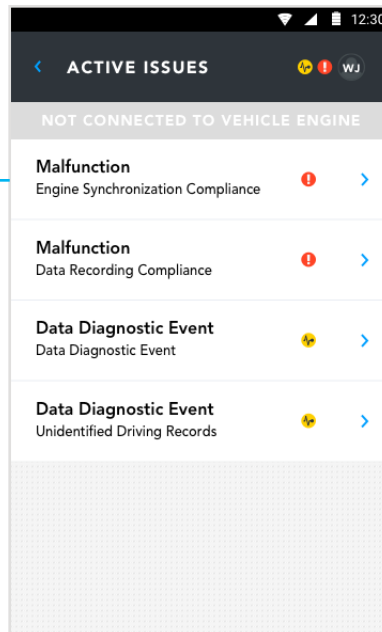
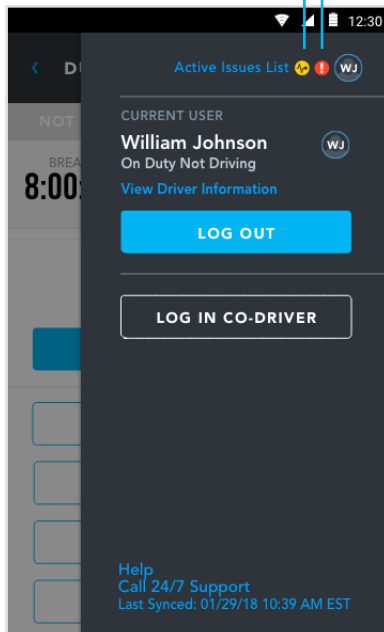
When a data diagnostic event occurs, the Data Diagnostic Event Indicator will light up yellow.

Active Issue List

When there are active data diagnostic events or malfunctions, tapping on this will load a list view of all active items. The list will be sorted chronologically with the most recent items at the top.

Details

This view shows you more information about the item at hand. You can see what it is, when it happened and suggested troubleshooting steps.



What to Do When a Data Diagnostic Event or Malfunction Occurs

1. Tap on the **Profile** icon to open the side menu.
2. Tap on **View Active Issues** to view all active issues.
3. Tap on an item to view details of the issue along with any suggested troubleshooting steps.

Data Diagnostic Event Details

Below is a list of all data diagnostic events along with what causes them and suggested troubleshooting steps.

Data Transfer Data Diagnostic Event

A Data Transfer data diagnostic event occurs when the operation of the data transfer mechanism(s) is not confirmed.

This may lead to a Data Transfer Compliance malfunction.

To resolve, confirm internet access is available and restart the device if necessary.

Engine Synchronization Data Diagnostic Event

Engine Synchronization data diagnostic events occur when an ELD loses ECM connectivity to any of the required data sources (engine power status, vehicle motion status, miles driven, and engine hours) and can no longer acquire updated values for the required ELD parameters within five seconds of the need.

This may lead to an Engine Synchronization Compliance malfunction.

Power off the vehicle, restart the device and have the application ready to connect. Power on the vehicle and connect the device.

Missing Required Data Elements Data Diagnostic Event

A Missing Required Data Elements data diagnostic event occurs when any required data field is missing at the time of its recording.

Try powering off the vehicle, restarting the device and having the application ready to connect. Power on the vehicle and connect the device.

Power Data Diagnostic Event

Power data diagnostic events occur when an ELD is not powered and fully functional within one minute of the vehicle's engine receiving power and does not remain powered for as long as the vehicle's engine stays powered.

This may lead to a Power Compliance malfunction.

To resolve, try powering off the vehicle, restarting the device and having the application ready to connect. Power on the vehicle and connect the device.

Malfunction Details

Below is a list of all malfunctions along with what causes them and suggested troubleshooting steps.

Important: if you are unable to resolve any malfunction, you must switch to paper logs.

Data Recording Compliance Malfunction

A Data Recording Compliance malfunction occurs when an ELD can no longer record or retain required events or retrieve recorded logs that are not kept remotely by the motor carrier.

This may be caused by low storage. Try removing data on the device to free up storage and relaunch the application.

If the malfunction persists, switch to paper logs.

Data Transfer Compliance Malfunction

A Data Transfer Compliance malfunction occurs when the ELD stays in the unconfirmed data transfer mode following the next three consecutive monitoring checks.

Confirm internet access is available and restart the device if necessary.

If the malfunction persists, switch to paper logs.

Engine Synchronization Compliance Malfunction

Engine Synchronization Compliance malfunctions occur when ECM connectivity to any of the required data sources (engine power status, vehicle motion status, miles driven, and engine hours) is lost for more than 30 minutes during a 24-hour period aggregated across all driver profiles.

Power off the vehicle, restart the device and have the application ready to connect. Power on the vehicle and connect the device.

If the issue persists, contact Penske Service and switch to paper logs.

Position Compliance Malfunction

When an ELD fails to acquire a valid position measurement within five miles of the commercial motor vehicle moving and 60 minutes has passed, a Position Compliance malfunction will be recorded in the data diagnostic.

Ensure that location services are enabled on your device and restart the application.

If the malfunction persists, switch to paper logs.

Power Compliance Malfunction

Power Compliance malfunctions occur when an ELD is not powered for an aggregated in-motion driving time of 30 minutes or more over a 24-hour period across all driver profiles.

Power off the vehicle, restart the device and have the application ready to connect. Power on the vehicle and try to connect.

If the malfunction persists, switch to paper logs.

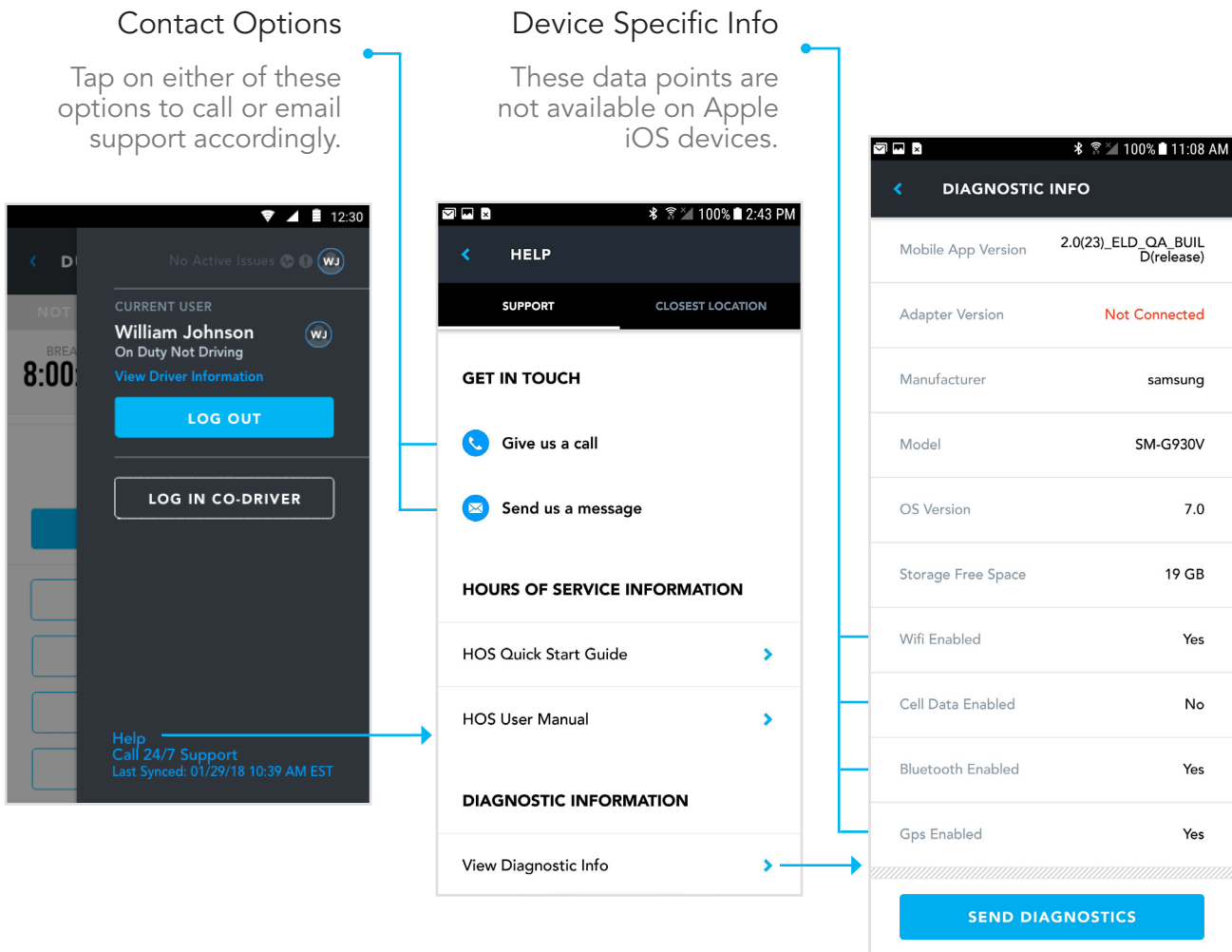
Timing Compliance Malfunction

A Timing Compliance malfunction occurs when the ELD can no longer meet the underlying compliance requirement to record Universal Time Coordinated (UTC), where ELD time must be synchronized with UTC, not to exceed an absolute deviation of 10 minutes at any time.

Close the application, verify and correct the time on the device and relaunch the application.

If the malfunction persists, switch to paper logs.

Help and Support



Restart Your Device

Restarting your device is an easy way to solve many issues. Due to the variety of devices out there, the process for restarting will vary. Please consult the documentation from your manufacturer for the proper steps to follow.

Before you restart:

- Save any edits that you may be working on.
- If you are connected to a vehicle, make sure to disconnect.
- Log out of the application.

Reinstall the Driver App

Uninstalling and reinstalling the Penske Driver app is a relatively easy way to fix some of the more obscure issues that may crop up. You will need an active internet connection to perform the reinstall. If you are not on the latest version of the Penske Driver app, uninstalling and reinstalling the app may result in data loss.

Contact Support

You can reach the Penske Customer Support team 24 hours a day, seven days a week directly from the Penske Driver app.

Email | connectedfleet@penske.com

1. Tap on the **Profile** icon.
2. Tap on the **Help** link.
3. Tap on **Send Us a Message**.
4. Type in the details of the issue that you are facing.
5. Send the email message.

Phone | 844-426-4555

1. Tap on the **Profile** icon.
2. Tap on the **Help** link.
3. Tap on **Give Us a Call**.
4. When prompted, tap on the **Call** button.