

# Unit Turns Off While Driving

## Problem:

The unit turns off while driving or starting the truck.

## Solution:

1. This will need to be routed to the shop for troubleshooting, here are some tips for the shop-
  - a. Shop will need to troubleshoot the connections, verify they are secure.
  - b. Verify the truck is not having low battery issues.
  - c. Meter the voltage while the truck's engine is off, being turned over, and while idling.
2. Please call technical support if the issue has not been resolved: 866-331-8785

Drivertech's Technical Support Line: 866-331-8785

## Related articles

- [My touchscreen is not responding. How can I fix it?](#)
- [How-to Calibrate Your Screen](#)
- [Why isn't my 70 hour clock being calculated correctly \(US-8\)?](#)
- [Device Auto Logging Driver Off](#)
- [Driving and Motion as Defined via Vehicle Performance and HOS](#)

[Back to The Top](#)

[Home](#)