



Service Information

Tachographs, Telematics & Services

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To:	Technical Managers / Service Technicians	SI-No.:	116423
Contact:	Your responsible subsidiary	2023-12-05 V01	Page: 1 of 2
Product / System:	DTCO 4.1	Belonging to:	Download and Telematics
Keywords:	error code, error code 25, FC25, telematics, printout, technical data, download		
Internet:	 www.fleet.vdo.com	FAQ:	 www.dtco-user.com/faq/

Anomaly with Code 25 in DTCO 4.1 – Recommendations for Telematics Service Providers

Scope

This service information applies to DTCO 4.1 devices. It describes the anomalies that can occur after entering the license plate number and the country of registration with the entrepreneur card and gives recommendations for action for providers of telematics products for tachographs.



This service information may be specifically forwarded to providers of telematics products.

When does the anomaly occur?

When entering the vehicle license plate number and the country of registration with the company card, the following issues arise:

1. In the download of the technical data block, calibration purpose 5 is missing. In addition, an inconsistent signature is issued for this block of data. This can cause problems with individual download tools.
2. When printing the technical data for the first time, the warning message 25 appears. In printout, message 25 corresponds to event 15. Message 25 does not occur if the vehicle license plate number and the country of registration have been entered with the workshop card.

What are the consequences for drivers and fleets?

- The anomaly does not have any serious consequences.
- There is no effect on the functioning of the device. The DTCO does not need to be replaced and cannot be claimed.
- The existing data is stored on the device and can be archived. There are only restrictions in the download of the technical data.
- The tachograph continues to meet the legal requirements.
- All driving and rest periods are duly stored.
- In fleet management systems, vehicles may not be displayed with the license plate number registered by the company, but with "????". This can possibly be remedied by a manual correction in the vehicle master data.



Apart from the fact that message 25 and event 15 are stored and can be viewed, there is no effect.

Which mass storage content is affected?

The anomaly with code 25 only affects the "Technical data" block. This block should contain calibration record 5 after entering the license plate number / country of registration. However, when the anomaly occurs, this calibration data set is not available. The signature of the "Technical Data" block contains only zeros (00 00 00 ...). As a result, the signature verification of the data block fails.

In the overview data of the mass storage, the information on the license plate number and country of registration remains present and fully signed. This information can be used to identify the vehicle.

Recommendations for providers of telematics products

1. Check your download and archiving tools to see if the mass storage download is aborted or the download file is rejected if the signature of the "Technical Data" block is incorrect or absent.
2. If this is the case, adjust your tools so that a negative signature check does not cause the system to abort the process or reject the downloaded file.
3. Instead, simply show the user a notice about the signature error after the download has been performed.



For more information on the structure of the "Technical Data" block, please refer to Implementing Regulation (EU) 2021/1228 amending Implementing Regulation (EU) 2016/799, Annex 11, Chapter 2.2.2.

Link: https://eur-lex.europa.eu/eli/reg_impl/2021/1228/2023-08-21