GO9™ Troubleshooting

Use this article to perform the troubleshooting process for issues related to the Geotab GO9™ device. Please document as much information as possible to assist with a speedy resolution if you need to contact Support.

Troubleshooting

1. Identify the Issue

Before contacting Support, please identify whether the issue is hardware-related (i.e. a problem with the GO9 device); or application-related (i.e. a problem with the Portal). For account-related issues, please contact your Account Manager.

2. Gather Information

Before troubleshooting, please follow the steps below to gather all the necessary information related to the issue.

1. Record the following information specific to the hardware that is currently experiencing an issue:

    - GO9 device serial number (12 characters, visible on the device, starts with G);

    - Auxiliary hardware connections (e.g. IOX-AUX, T-Harness, third-party accessories, etc.); and

    - Make, model, year, and VIN of the vehicle in which the hardware is installed.

2. Check for connectivity and installation issues:

    - Check to ensure the device is securely mounted and installed according to instructions. Is it loose or missing a zip tie?

    - Power cycle the device by removing it from the diagnostic port or harness, then reinserting it. Does the issue persist? Take note of which GO device lights are on.

    - If multiple components are connected to the asset (e.g. IOX expander), unplug all devices except the GO device. Plug each device back in, one at a time, to determine which device is causing the problem (i.e. does the problem occur after a specific device is plugged in?).

    - Install the device in a second asset — ideally, an asset with functioning hardware. Does the issue persist? Take note of which GO device lights are on. Installing the device in a second asset can help Support accurately diagnose the issue.

    Note. Regardless of hardware issues, always make sure the user has checked

Link: https://help.wextelematics.com/troubleshooting/go9-troubleshooting/ Last Updated: August 22nd, 2022

> each and every connection — including harnesses and/or the IOX, if applicable. The vast majority of issues result from insecure connections.

3. Troubleshoot the Issue

Once basic information is collected, let's fix the issue. Please refer to the Diagnostic Flow Clock for more detailed troubleshooting steps or the GO Device Troubleshooting Matrix for solutions. Some issues may require advanced troubleshooting.

▶ GO Device Light Definitions

Power: On initial power-up, all three LEDs on the GO device will flash once in unison, indicating that the device is receiving power. If none of the LEDs flash, this is an indicator that the device is not powered on.

Modem Connection/GPS Working:After the initial flash, the Green LED will briefly turn solid, indicating that the modem is connected to our servers. The Blue LED will also briefly turn solid, indicating that the GPS is working. Both LEDs will eventually shut down if ignition is turned off.

Ignition:Once ignition is turned on, the following common light sequences indicate an issue: No lights, Red only, Red and Blue only (most common), or Red and Green only.

▶ Diagnostic Flow Clock
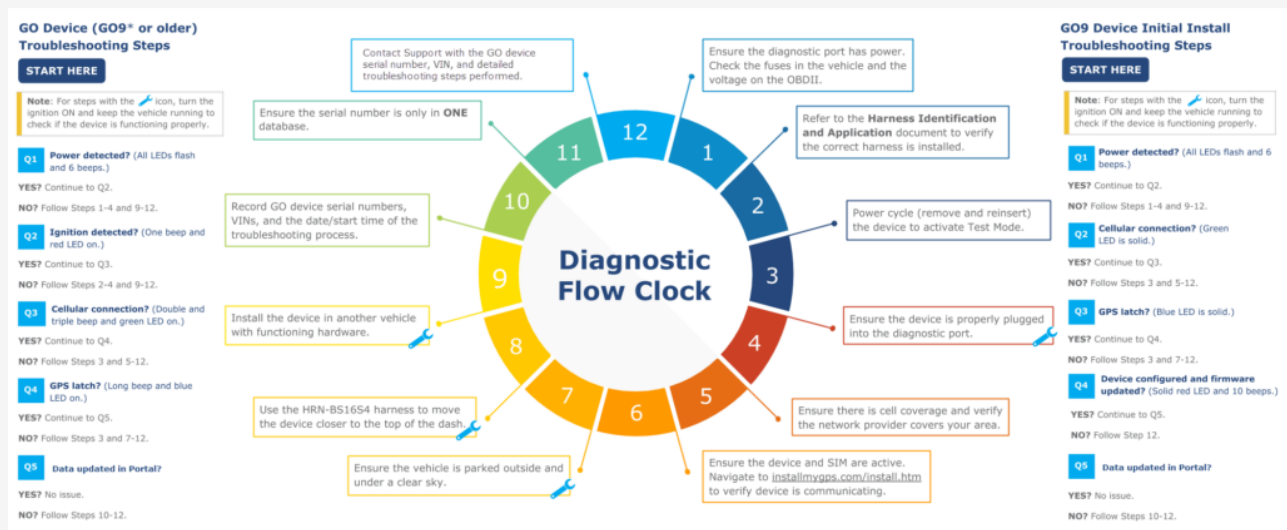
> 📄 **Note.** Please use the following link to access the Harness Identification Application document referenced in Diagnostic Flow Clock Step #2: Harness Identification Application.
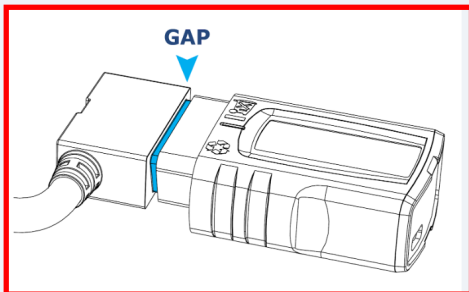
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▶ GO Device Troubleshooting Matrix

Issue	Symptom	Possible Cause	Troubleshooting
Installation or Power Issues	Device falls out of port or device rattles/moves while driving.	Device not fully inserted or not properly secured with zip tie.	Reinstall the device and use a zip tie to ensure secure and proper installation.
	No LEDs are on.	No power from OBDII/JBUS power supply. Low vehicle battery.	Reinstall device in a different asset with a functioning harness to reproduce the issue. If issue persists contact Support.
		Device or harness not fully inserted. Device unplugged.	Reinstall the device and use a zip tie to ensure secure and proper installation.
		Water damage or heat exposure.	Replace device.
		Faulty GO device.	Reinstall the device in a different asset with a functioning harness to determine if the same issue(s) persists. If issue persists contact Support.
		Faulty harness.	Plug device directly into the diagnostic port or replace harness with a functioning harness. If issue persists contact Support.
	Unauthorized Device Removal Exception.	Unplugged device.	Reinstall the device and use a zip tie to ensure secure and proper installation.
	Battery Drain Exception (Low power supply).	No power from OBDII/JBUS power supply. Low vehicle battery.	Contact Support.
GPS Issues	Blue LED is off (Red LED is on).	Asset has an obstructed view of the sky.	Move the asset to another location. Contact Support if issue persists.
		Device is surrounded by metal. Lead/metallic filaments in window tint (very rare).	Move the device to another location. Contact Support if issue persists.
Carrier Issues	Green LED is off (Red LED is on). Device appears frozen on the map and assets appear black and grey.	Poor or no data coverage. Billing issue due to suspended or cancelled account.	Refer to the troubleshooting steps for Connectivity Issues below. Contact Support if issue persists.
Server Issues	Device appears frozen on the map and the assets retain designated colors.	Service outage. Server maintenance.	Wait for server to come online.
Physical Issues	Rust/water stains or discoloration. Device case appears melted.	Water damage. Heat exposure.	Replace device.

✶ NOTE: Water damage and heat exposure are not covered under warranty.

▶ GO Device Installation

The images below display proper installation of the GO device. For proper installation, ensure there is no gap between the device and the port, then secure the connection with a zip tie.

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Incorrect Installation	Correct Installation
GAP	**NO GAP**
	GO Device must be mounted SOLIDLY