

Connected Car is in malfunction

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

The Malfunction trouble condition indicates the Connected Car device has been unable to communicate for over 24 hours.

Platform	General / Device
Content type	Troubleshooting
Source last updated	2023-10-02

Procedure

If a Connected Car device is in malfunction

1. Verify that the Connected Car device is plugged into the car's OBD-II port.
2. Verify that the Connected Car is located in an area with cellular coverage.
3. Verify that the orange LED on the device is a solid light. If the orange LED is flashing, the device is not connected to the cellular network.

Note: The device will go into hibernate after extended time (about 7 days) of not driving. Once in hibernate, it will no longer wake up to send any communications. 24 hours after it enters hibernate, the device will go offline. To resolve this, start the car to resume communication.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Home_Automation/Connected_Car/Connected_Car_is_in_malfunction

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

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