

EROAD

Driver Training – Managing Roadside Inspections

eroad.com



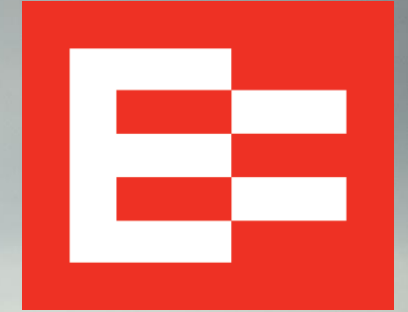
Learning Objectives



In this training session, you will:

- Review the information requirements of the ELD Mandate
- Identify the EROAD ELD documents used to meet requirements
- Change the EROAD ELD to Roadside inspection mode
- Review the procedure to display logs
- Transfer log data via Email

ELD Information Packet Requirements



ELD Information Packet Requirements for Drivers



This information is required to be kept in the truck cab per section 395.22(h):

1. User's manual on how to operate the ELD.
2. Instruction sheet displaying data and transferring driver's logs to an inspector.
3. Instruction sheet describing ELD malfunctions reporting and procedures.
4. Supply of blank duty status graph grids sufficient to record the driver's duty status and other related information for a minimum of eight days.



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Federal Motor Carrier Safety Administration

49 CFR Parts 385, 386, 390, and 395

Electronic Logging Devices and Hours of Service Supporting Documents;

Final Rule

ELD Information Packet – Electronic Format Approved



The user manual and instruction sheets may be kept in digital format.
(See: <https://help.eroad.com/us/us-eld/download-resources/> to download electronic EROAD documents)



CVSA Petitions and Comments to Rulemakings

CVSA Submits Request to FMCSA for Guidance on Electronic Instructions

On March 6, 2017, CVSA submitted a **letter** to FMCSA requesting guidance on allowing the use of an electronic instruction sheet or user manual as part of drivers' requirement to keep instructions on how electronic data may be retrieved from electronic logging devices (ELDs). In response, FMCSA indicated that in accordance with **guidance** published in the "Federal Register," ELD instruction sheets and manuals can be kept electronically. The clarification will also appear in the next agency update of the ELD FAQ.

ELD Information Packet Requirements



The EROAD ELD User Manual provides detailed instructions in using the electronic logging device.

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EROAD ELD User Manual



ELD Information Packet Requirements



The EROAD ELD Roadside Inspection Visor Card provides instructions to display and transfer logs.

EROAD ELD

Display Logs

Perform these steps to see logs from the Home menu.

- Tap the **Logs** icon on the Home screen.

- Tap the **Roadside** icon on the Logs screen.

- Tap the **Display** button. The Info tab appears.

Tip: Drivers must enter their PIN to leave Inspection mode.

INFO TAB

Perform these steps to view ELD information. Ensure that steps in the left panel are completed first.

- Tap the **Down** arrow to see more information on the selected date.

- Tap the **Left** arrow to see information on a previous date.

LOGS TAB

Ensure that steps in the left panel are completed first.

- Tap the **Logs** tab to see log/duty status.

- Tap the **Left** arrow to see logs for previous days (up to eight days).

- Tap the **Right** arrow to see duty status details.

UNIDENTIFIED TAB

Tap the **Unidentified** tab.

- Tap the **Left** arrow to see unidentified driving status on a previous date, if applicable.

- Tap the **Back** arrow to return to the previous screen.

ALL EVENTS TAB

Tap the **All Events** tab.

- Tap the **Down** arrow to see more events on the selected date.

- Tap the **Left** arrow to see events on a previous date.

EROAD ELD

Roadside Inspection

Follow instructions when a roadside inspection occurs.

- Tap the **Duty Status** icon and tap the **ON** status. You cannot access the Roadside screens while in Driving mode.

- Tap the **Logs** icon.

- Tap the **Roadside** icon.

EMAIL TRANSFER

Perform the following steps to email logs, if required.

- Tap the **Logs** icon and then tap the **Roadside** icon, as shown on the right panel of this card.
- Tap the **Transfer** button.

- Tap the **Email** button.

- Enter the **Email address**.
- Tap the **Next** button.

- Enter a remark in the **Comment** field.
- Tap the **Send** button.

WEB SERVICES TRANSFER

Perform the following steps to transfer logs via Web Services, if required.

- Tap the **Logs** icon and then tap the **Roadside** icon, as shown on the right panel of this card.
- Tap the **Transfer** button.

- Tap the **Web Services** button.

- Enter a remark in the **Comment** field.
- Tap the **Send** button.

6

ELD Information Packet Requirements




- EROAD ELD Malfunctions Visor Card describes how to resolve data diagnostic and malfunction events
- Drivers should contact their carrier when a malfunction occurs

**EROAD
ELD**

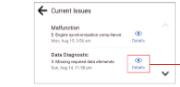
Resolving Data Diagnostics

A red banner appears across the Home screen under the driver's name if a data diagnostic issue is present. You must examine your logs and enter the required information to resolve the issue.

1. Tap the **red banner** on the Home screen.



2. Tap the **Details** icon on the Current Issues screen to see more information about the Data Diagnostic issue.



3. Follow the system instructions to correct the issue. Locate the data diagnostic issue code in the table on the right side of this card, and follow the instructions in the **Response / Resolution** field.

Note: You can also access the Current Issues screen from the menu on the Logs screen. These steps are described under the malfunctions section of this card.

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MANUAL_EROAD_ELD_VISOR_CARD_FUNCALDIAGNOSTIC

Troubleshooting for Malfunctions and Data Diagnostic Events

An ELD must have the capability to monitor its compliance with the technical requirements. It must detect and record events related to malfunctions and data inconsistencies. (Subpart B, section 4.6)

EROAD ELD Meets Federal Requirements


Data Diagnostic Events: These events are when an ELD indicates there is a data inconsistency. The driver must follow the recommendations by the ELD provider to resolve the inconsistency, if it occurs. (Section 49 CFR 395.34(c))

| Code | Description | Cause | Driver can resolve | Response / Resolution |
|------|---|--|-------------------------|--|
| 1 | Power data diagnostic: An ELD must monitor the data it receives from the engine ECM or alternative sources, and data record history to identify instances when it may not have complied with the power requirements. | <ul style="list-style-type: none">• ELD not fully functional within one minute of the engine turning on• Wiring or power source fault | ✓ | Drivers must check that their logs are correct by reviewing them on the ELD. Then, they can resolve the diagnostic event by selecting it on the screen and entering an explanation. The driver should notify the carrier, if these events become a regular occurrence. |
| 2 | Engine synchronization diagnostic: An ELD is required to establish a link to the engine ECM, and must record an engine synchronization data diagnostic event, when it no longer can acquire values for the ELD parameters required for records within five seconds. | <ul style="list-style-type: none">• Wiring or connection fault | ✓ | Drivers must notify the carrier as soon as possible and arrange for the ECM link to be restored. Once the ECM link is restored, drivers must thoroughly review their logs and edit, as necessary, to ensure they are correct. Then, they can resolve the diagnostic event by selecting it on the screen and entering an explanation. |
| 3 | Missing required data elements data diagnostic: An ELD must monitor the completeness of the ELD event record information in relation to the required data elements for each event type, and must record a missing data element and data diagnostics event for the driver, if any required field is missing at the time of recording. | <ul style="list-style-type: none">• Temporary or permanent loss of GPS• Intermittent or disconnected link to the vehicle ECM | ✓ | Drivers can resolve this data diagnostic by manually entering the missing data associated with their records along with an explanation. |
| 4 | Data transfer data diagnostic: An ELD must implement in-service monitoring functions to verify that the data transfer mechanisms are continuing to function properly. An ELD must verify this functionality at least once every seven days. | <ul style="list-style-type: none">• ELD fails to communicate records to EROAD Depot for seven continuous days | ✗ Might auto-resolve | Unless driving in an area with known cellular coverage issues, drivers should notify their carrier immediately. This fault auto-resolves, if the device begins to communicate successfully again. |
| 5 | Undertimed driving records data diagnostic: If more than 30 minutes of driving in a 24-hour period shows unidentified driver on the ELD, the ELD must detect and record an unidentified driving record data diagnostic event, and the data diagnostic indicator must be turned on for all drivers logged in to that ELD for the current 24-hour period and the following seven days. | <ul style="list-style-type: none">• More than 30 minutes combined vehicle use without a logged-in driver | ✓ | Drivers must review the unidentified journeys recorded on the ELD and accept any periods of time recorded, while they were driving and not logged in to the ELD system. |


Managing Malfunctions

The EROAD ELD is fully compliant with the Federal Motor Carrier Safety Administration (FMCSA) requirements. It generates data diagnostic events and malfunctions, if there is missing data or a fault that affects the completeness of the logs or accuracy of the device. A red LED illuminates at the top of the ELD when a malfunction is present.


1. Tap the **Logs** icon.



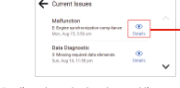
2. Tap the **More** icon.



3. Tap the **Issues** icon.



4. Tap the **Details** icon.



5. Follow the system instructions to correct the issue. Locate the malfunction issue code in the table on the right side of this card, and follow the instructions in the **Response / Resolution** field.

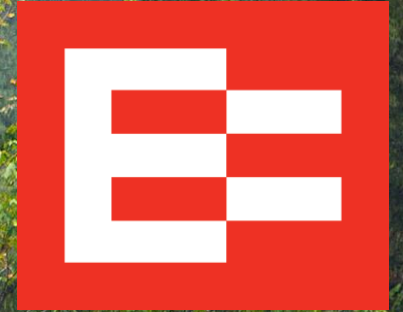
Note: You can also access the Current Issues screen directly from the home screen by tapping the red banner.

Malfunction Events

Malfunction events are when the ELD detects technical compliance issues. The driver must: (1) notify the motor carrier within 24 hours, (2) reconstruct the record of duty status for the current 24 hours and the last seven days on graph-grid paper logs that comply with Section 49 CFR 395.8. Keep paper logs until the ELD is serviced and brought back into compliance. (Section 395.34(a))

| Code | Description | Cause | Driver can resolve | Response / Resolution |
|------|---|--|-------------------------|--|
| P | Power compliance: An ELD must monitor the data it receives from the engine ECM or alternative sources, and data record history to identify instances when it might not have complied with the power requirements. | <ul style="list-style-type: none">• More than 30 minutes of driving time lost in a 24-hour period | ✓ | Drivers should review and correct their logs, and notify their carrier of the fault. Once the fault has been corrected, the malfunction is cleared by explaining the fault and resolution. |
| E | Engine synchronization: An ELD must set an engine synchronization compliance malfunction, if connectivity to any of the required data sources is lost for more than 30 minutes during a 24-hour period aggregated across all driver profiles. | <ul style="list-style-type: none">• More than 30 minutes without ECM engine synchronization over a 24-hour period | ✓ | Drivers must notify their carrier as soon as possible and arrange for the ECM link to be restored. Once the ECM link is restored, drivers must thoroughly review their logs and edit, as necessary, to ensure they are correct. Then, they can resolve the diagnostic event by selecting it on the malfunction screen and entering a remark. |
| T | Timing compliance: The ELD must periodically cross-check its time with an external UTC source, and must record a timing compliance malfunction when it can no longer meet the underlying timing requirement of less than 10 minutes' time deviation. | <ul style="list-style-type: none">• Vehicle has been out of service for sufficient time that the internal clock is no longer accurate, and the ELD has not yet synchronized its time | ✓ | Once the internal clock has been corrected, drivers are prompted to review their logs before resolving the malfunction. |
| L | Positioning compliance: An ELD must monitor elapsed time during periods when the ELD fails to acquire a valid position measurement within five miles of the CMV's movement. When such elapsed time exceeds a cumulative 60 minutes over a 24-hour period, the ELD must set and record a positioning compliance malfunction. | <ul style="list-style-type: none">• More than 60 minutes without a valid GPS fix in a 24-hour period | ✗ Might auto-resolve | This malfunction might appear during a temporary loss of a valid GPS fix, but it auto-resolves once GPS is restored. If this malfunction persists or appears frequently, the driver should notify the carrier, so that they can contact EROAD support. |
| R | Data recording compliance: An ELD must monitor its storage capacity and integrity and must detect a data recording compliance malfunction if it can no longer record or retain required events, or retrieve recorded logs that are not otherwise catalogued remotely by the motor carrier. | <ul style="list-style-type: none">• Hardware fault | ✗ | Driver must contact the carrier as soon as possible, so that they can contact EROAD support. |
| S | Data transfer compliance: After an ELD records a data transfer data diagnostic event, the ELD must increase the frequency of the monitoring function to check at least once every 24-hour period. If the ELD stays in the unconfirmed data transfer mode following the next three consecutive monitoring checks, the ELD must detect a data transfer compliance malfunction. | <ul style="list-style-type: none">• Failure to communicate for three days following a data transfer data diagnostic event | ✗ Might auto-resolve | Unless driving in an area with known cellular coverage issues, drivers should notify the carrier immediately, so they can contact EROAD Support. This fault auto-resolves, when the device begins to communicate successfully. |

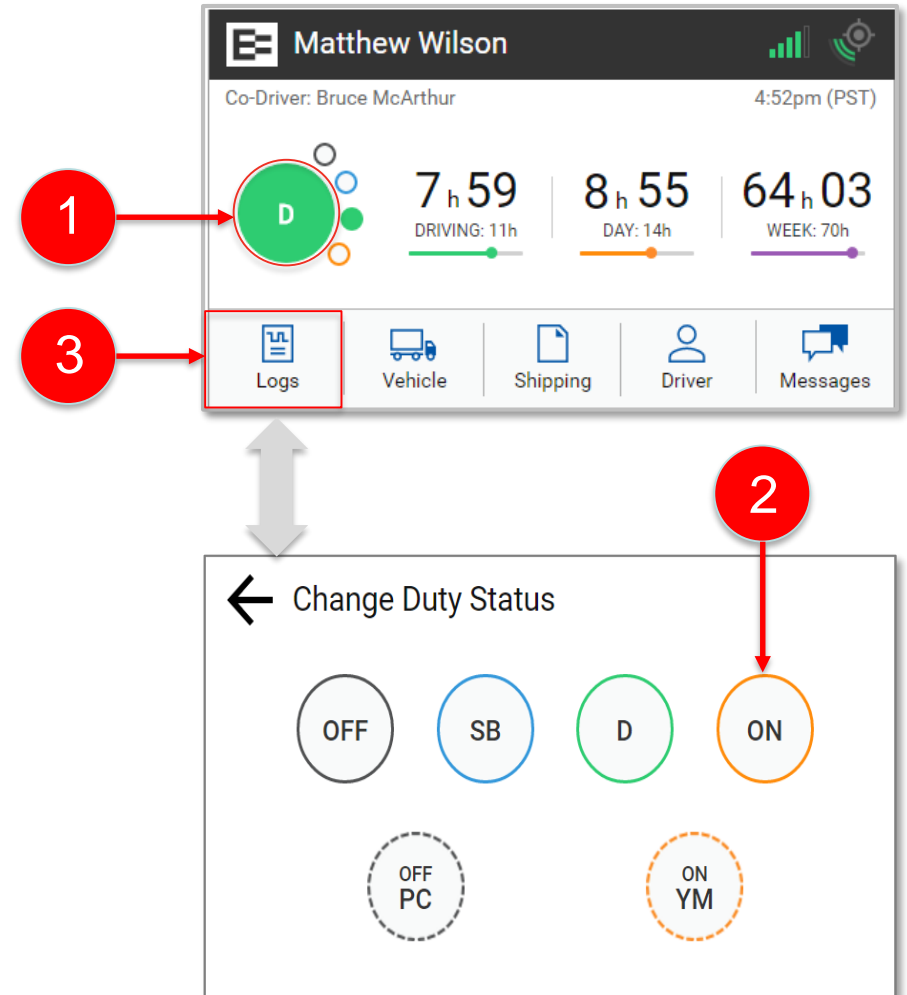
Roadside Inspections



Roadside Inspections



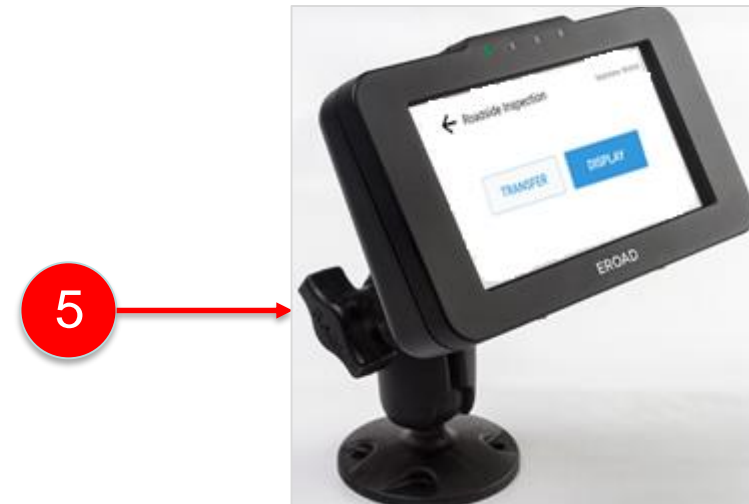
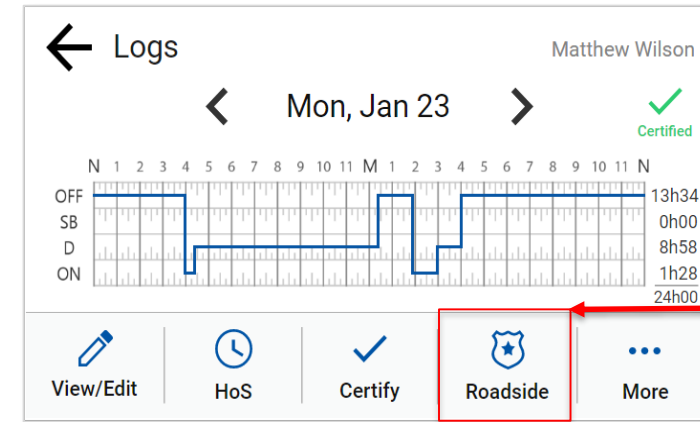
- Drivers are expected to assist the inspector by demonstrating their understanding of using the ELD.
- Set the ELD device in Roadside (inspection) mode, which is different from the driver view during normal use.
- Log data is displayed for the current date plus the last seven days.
- The inspector only sees what is required during an inspection. Logs cannot be edited in the Roadside mode.
 1. Tap the **Duty** status button on the Home screen to change your duty status at the beginning of the inspection.
 2. Tap the **On** duty status on the Change Duty Status screen. Then the Home screen redisplay.
 3. Tap the **Logs** icon on the Home screen.



Roadside Inspections – continued



4. Tap the **Roadside** icon on the Logs menu. The Roadside Inspection screen includes options to either Display or Export logs.
5. Remove the ELD device by loosening the fastener on the mounting arm.
6. Hand the ELD device to the inspector, if requested.

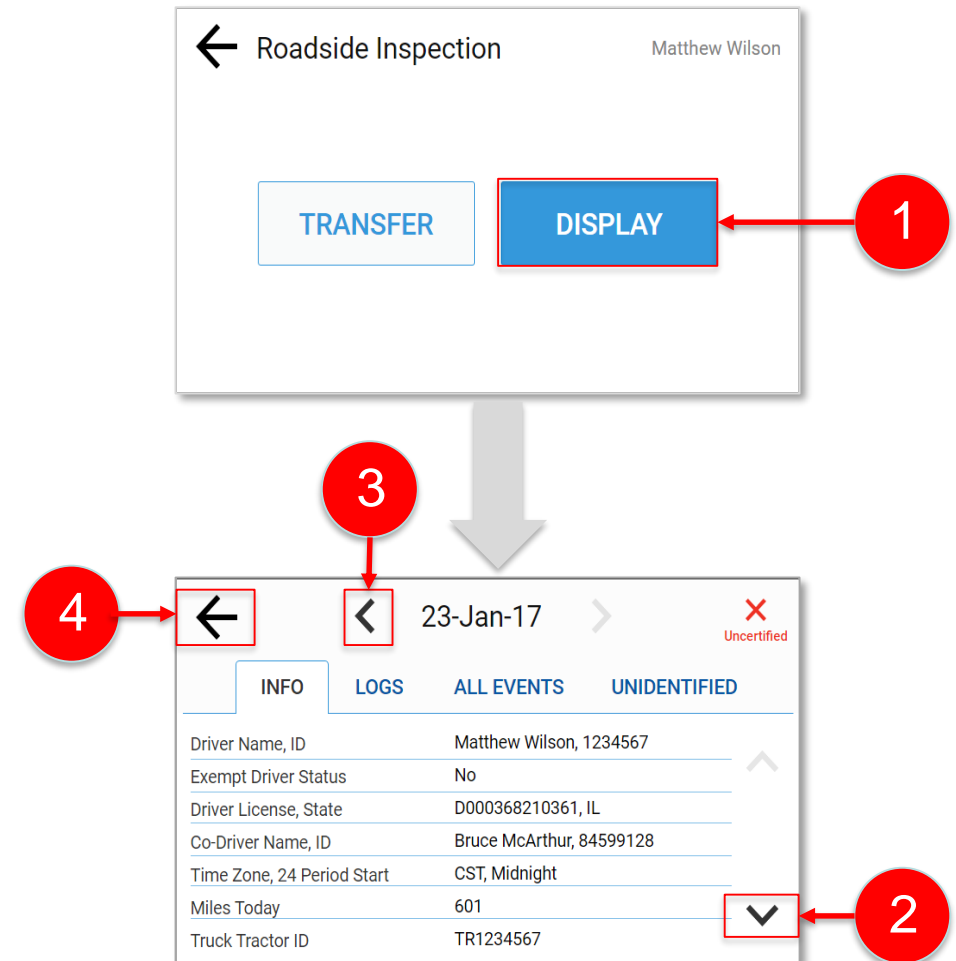


Roadside Inspections – Display Logs (Info Tab)



After the driver sets the EROAD ELD to the Roadside Inspection mode, the inspector can display or transfer the log data. The inspector can do the following tasks:

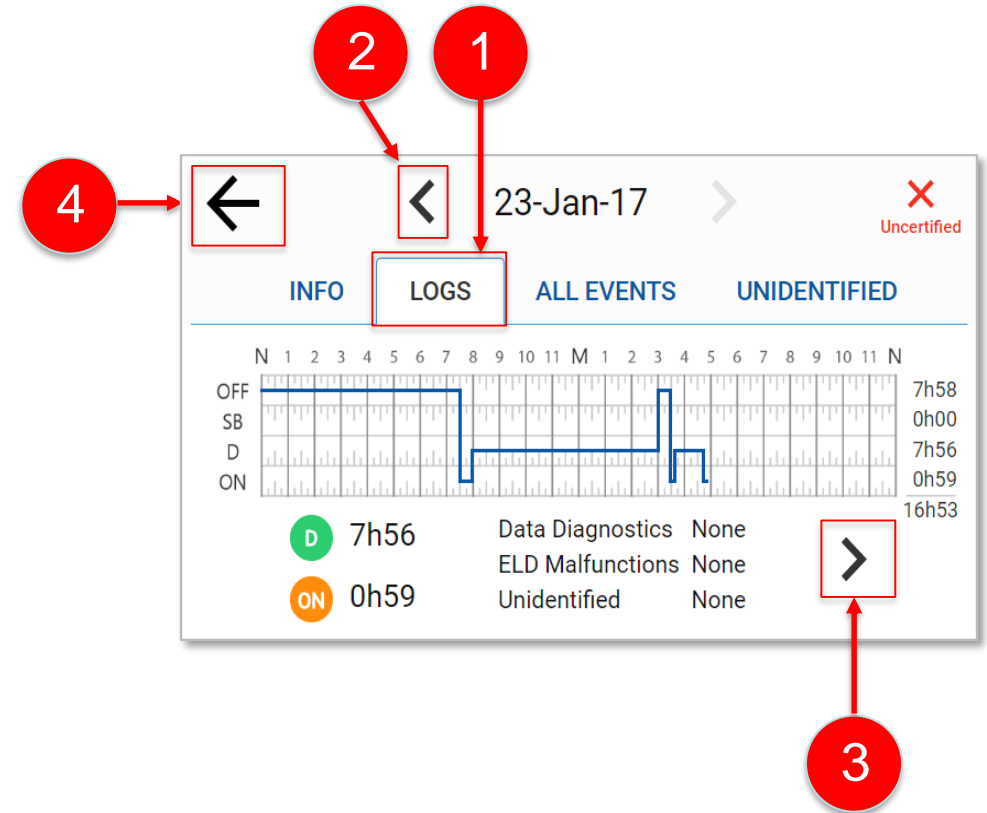
1. Tap the **Display** button to view log data for the current date. The Info tab displays ELD header information.
2. Tap the **Down** arrow to see additional data on the current date.
3. Tap the **Left** date arrow to see data for a previous date.
4. (optional) Tap the **Back** arrow to return to the previous screen.



Roadside Inspections – Display Logs (Logs Tab)



1. Tap the **Logs** tab to see data on the graph-grid.
2. Tap the **Left** date arrow to see data for a previous date or tap the **Right** date arrow to advance the log to the next day.
3. Tap the lower **Right** arrow to view Data Diagnostics, ELD Malfunctions, or Unidentified driving status, total drive hours, and on-duty time.
4. (optional) Tap the **Back** arrow to go to the driver's login screen. (*This is your default protection to remain in the roadside inspection mode.*)



Roadside Inspections – Display Logs (All Events Tab & Unidentified Tab)



1. Tap the **All Events** tab to see events in chronological order for the current date.
2. Tap the **Down** arrow to see additional events.
3. Tap the **Left** date arrow to see data for a previous date or tap the **Right** date arrow to advance the log to the next day.
4. Tap the **Unidentified** tab to see driving events that are not claimed by a driver.
5. Tap the **Back** arrow to return to the previous screen.

Note: The driver is prompted to enter his PIN before returning to the Roadside Inspection screen.

The first screenshot shows the 'All Events' tab selected. The interface includes a date '22-Jan-17' with left and right arrows, a 'Certified' status, and tabs for 'INFO', 'LOGS', 'ALL EVENTS', and 'UNIDENTIFIED'. A table lists events with columns: Time, Location, Odo, Eng Hrs, Event, and Origin. A red box highlights the left date arrow (labeled 3), and another red box highlights the down arrow at the end of the table (labeled 2).

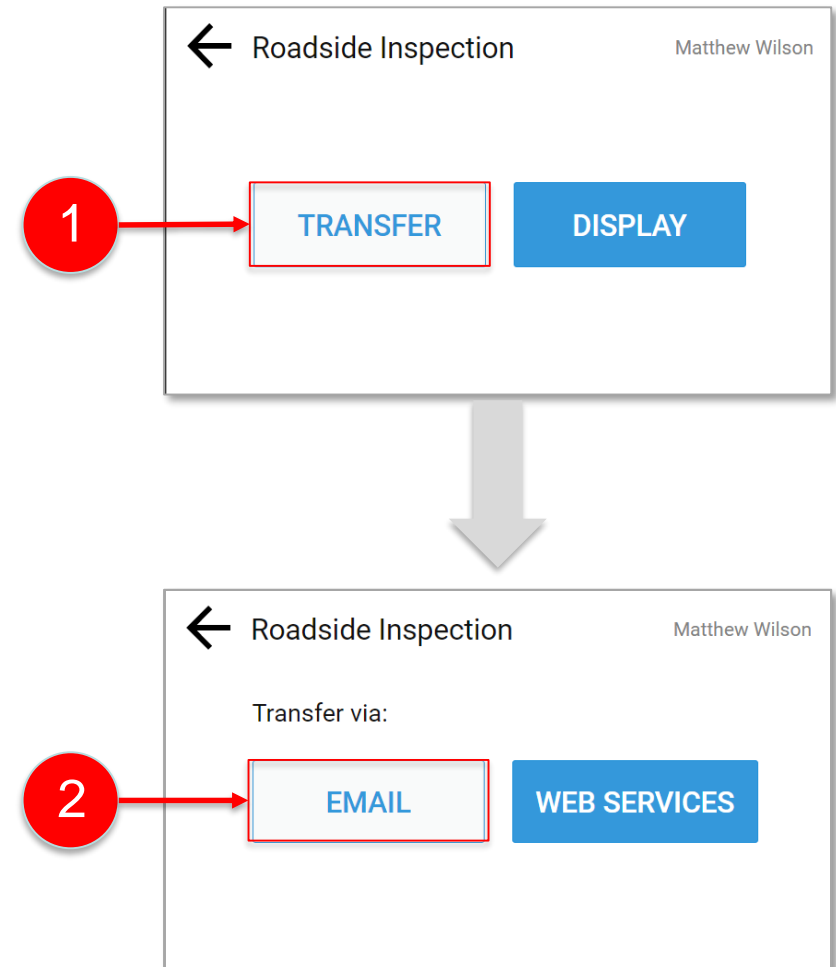
The second screenshot shows the 'Unidentified' tab selected. The interface is similar, but the table has columns: Time, Dur, Dist, and Location. A red box highlights the back arrow at the top left (labeled 5), and another red box highlights the 'UNIDENTIFIED' tab (labeled 4).

Roadside Inspections – Transfer Log Data Via Email



The inspector has the option to transfer and/or display logs at any time.

1. Tap the **Transfer** button on the Roadside Inspection screen.
2. Tap the **Email** button.



Roadside Inspections – Transfer Log Data Via E-Mail (continued)



3. Tap the **Email Records to** field and enter the email address.
4. Tap the **Next** button.
5. Tap the **Comment** field and enter a comment about the inspection.
6. Tap the **Send** button.

Note: ELD output file is encrypted when it is sent to the inspector, per mandate requirements.

The diagram illustrates the two-step process for sending log data via email. It consists of two screenshots of a mobile application interface, connected by a large grey downward-pointing arrow.

Step 3 (Top Screenshot): The screen is titled "Email Records to". It features a back arrow on the left, a "CANCEL" button, and a "NEXT" button on the right. A red circle with the number "3" points to a text input field below the title bar. A red circle with the number "4" points to the "NEXT" button.

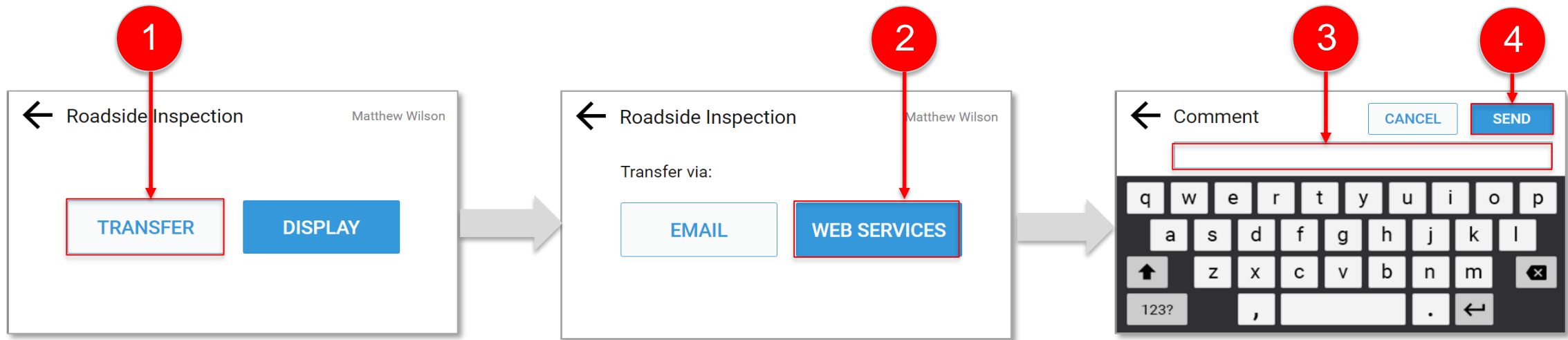
Step 4 (Bottom Screenshot): The screen is titled "Comment". It features a back arrow on the left, a "CANCEL" button, and a "SEND" button on the right. A red circle with the number "5" points to a text input field below the title bar. A red circle with the number "6" points to the "SEND" button.

Roadside Inspections – Transfer Log Data Via Web Services



Use Web Services to transfer log data *if* the state is set up to receive it using this method.

1. Tap the **Transfer** button.
2. Tap the **Web Services** button.
3. Enter information in the **Comment** field.
4. Tap the **Send** button.



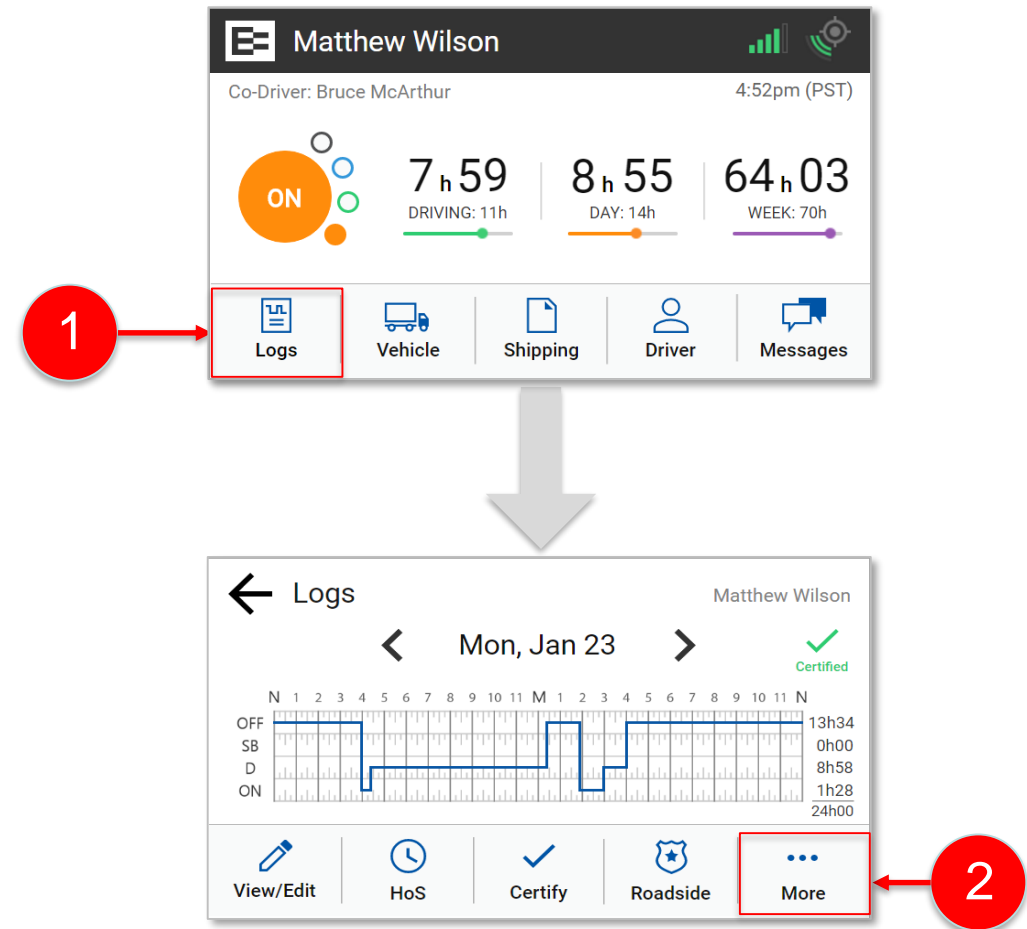
Email a Logs PDF to Yourself



- Use the Email feature under the Logs menu to send a PDF copy of your logs to your personal Email address
- Log data includes current day and previous seven days
- Keep back-up copies of your logs in the rare case of a malfunction

Note: This email feature may be used as an option, if a PDF is requested. A driver must exit the Roadside inspection mode to use this feature.

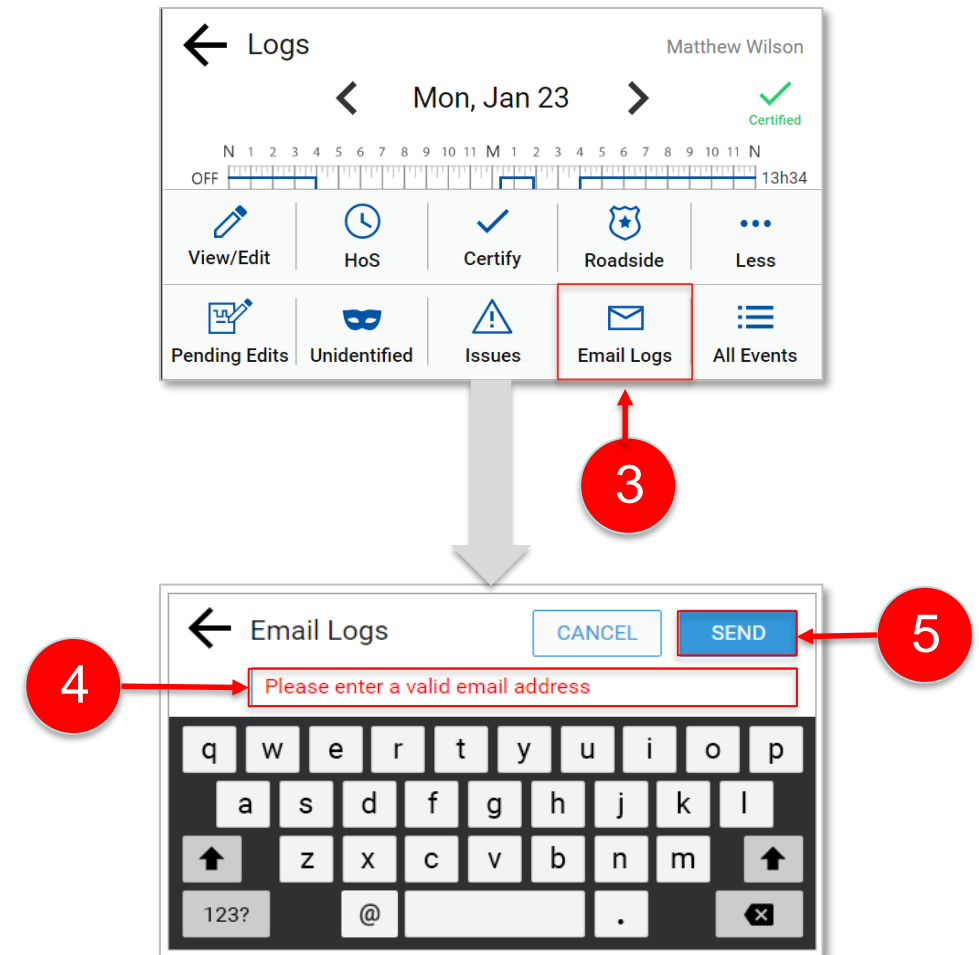
1. Tap **Logs** on the Home screen.
2. Tap **More** on the Logs screen.



Email a PDF Version of Your Logs (continued)



3. Tap the **Email Logs** icon on the expanded menu.
4. Enter your email address. Use the backspace key to remove the red text.
5. Tap the **Send** button.



Learning Summary



In this EROAD ELD training session, you :

- Reviewed the information requirements of the ELD Mandate
- Identified the EROAD ELD documents used to meet requirements
- Changed the EROAD ELD to Roadside inspection mode
- Reviewed the procedure to display logs
- Transferred log data via Email

THANK YOU

