ERoad Training – Resolving Data Issues and Malfunctions
Learning Objectives

In this training session, you will:

• Use the red banner on the Home screen to review issues
• Use the Logs menu to review issues
• Examine issue details
• Locate the issue code on the Data Diagnostics/Malfunctions visor card
Resolving Data Diagnostics and Malfunctions

- Data diagnostic events are when the ELD shows a data inconsistency by displaying a red banner across the screen. Data codes and descriptions on the ELD are explained in detail on the visor card to help drivers resolve these issues.
- Malfunction events are technical issues.
- There are two ways in which to view these issues.
  1. Tap the Red banner when an issue occurs to jump to the Current Issues screen.
  2. (Alternative) Tap the Logs icon on the Home menu.
  3. Tap the More icon on the Logs menu to display the extended menu.
4. Tap the **Issues** icon to display the Current Issues screen.
5. Tap the **Details** icon beside the issue that you want to review. Notice the issue code precedes the description. In this example, the data diagnostic issue is code 3.

**Code 3: Missing required data elements**
6. Locate the issue code on the Data Diagnostics/Malfunctions visor card. Follow the instructions on the visor card to resolve the issue.
Learning Summary

In this EROAD ELD training session, you:

• Used the red banner on the Home screen to review issues
• Used the Logs menu to review issues
• Examined issue details
• Located the issue code on the Data Diagnostics/Malfunctions visor card
THANK YOU