

What Steps Should a Carrier Take?

If a carrier discovers that their Electronic Logging Device (ELD) is not functioning as required by the Canadian ELD Technical Standard, the carrier should take the following steps. CVSE recommends keeping detailed records of attempts to resolve the matter.

1. Contact the ELD Manufacturer

- Report your concern to the ELD Manufacturer and request assistance to resolve the matter
- Contact information for your ELD manufacturer is available on Transport Canada's List of ELDs

2. File a complaint with the **Accredited Certification Body (ACB)**

- If the Manufacturer is unable or unwilling to resolve the matter and you believe the ELD is non-compliant, you need to file a complaint with whichever one of the two ACBs certified your ELD
- The letter in the Certification Number identifies the ACB (T = ComDriver Tech; F = FPInnovations)
- See below for information on filing a complaint with the ACB for your ELD

3. Notify CVSE

- If the matter remains unresolved, notify CVSE by email to NSC@gov.bc.ca
- Include previous correspondence with both the manufacturer and the ACB
- CVSE will engage with Transport Canada

How do I file a complaint with the Accredited Certification Body

Complaint Process – ComDriver Tech

From https://www.comdriver.tech/eld-certification-program (bottom of the page):

If you wish to lodge a complaint with CDT as an accrediting body, including but not limited to non-conforming products, the certification process as administered by CDT, or fraudulent use of the CDT certification mark, please contact us.

CDT will evaluate and respond to all submissions. Please be prepared to provide substantiating, objective evidence with your submission (eq: videos or screen captures, RODS output file, or ELD .csv output file.)

CDT provides an online inquiry form or phone (780-570-0789) or email (business@comdriver.tech) as contact methods.

Complaint Process – FPInnovations

From https://web.fpinnovations.ca/certification/ (bottom of the page):

Please contact us to lodge a complaint about FPInnovations' certification program or the performance of a certified ELD.

FPInnovations provides an email (eld dce@fpinnovations.ca) as a contact method.

(250) 952-0576 (250) 952-0578 NSC@gov.bc.ca Website www.cvse.ca