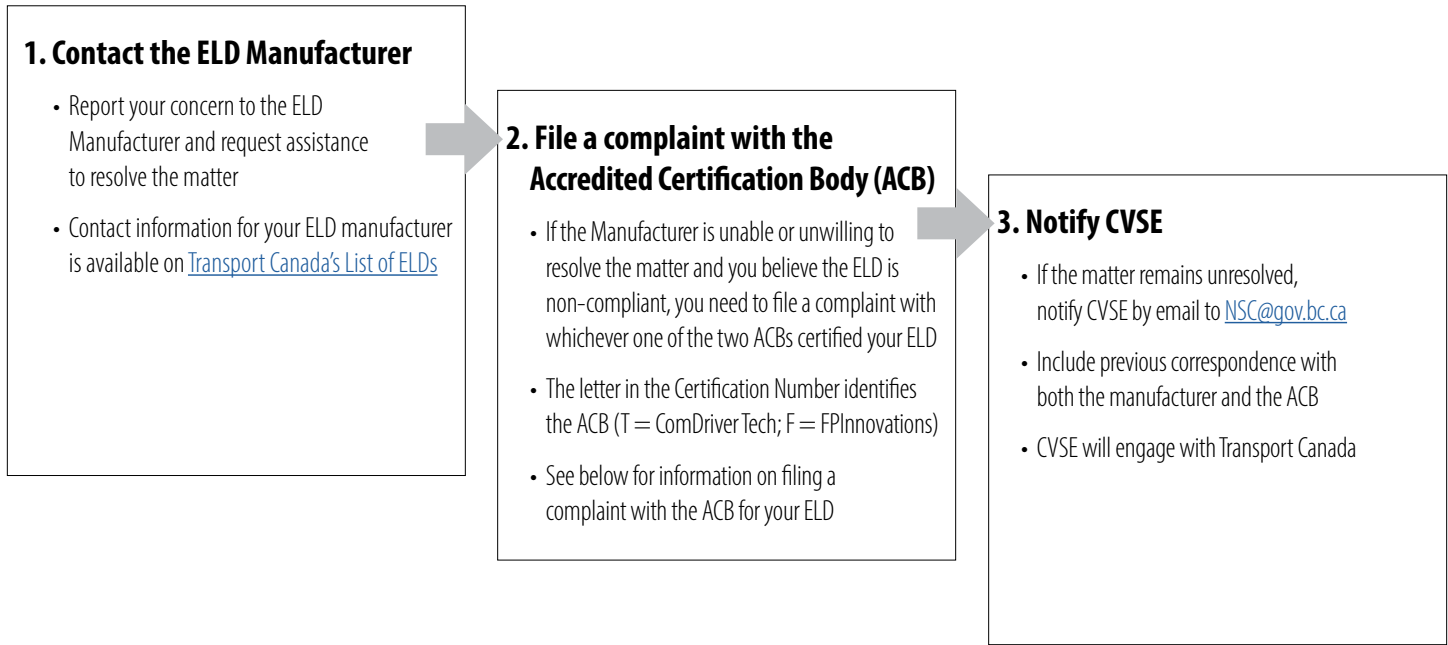


## What Steps Should a Carrier Take?

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.



## 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 (eg: 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](mailto:business@comdriver.tech)) as contact methods.

### Complaint Process – FPIInnovations

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

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

FPIInnovations provides an email ([eld\\_dce@fpinnovations.ca](mailto:eld_dce@fpinnovations.ca)) as a contact method.