

Corrective Action Plan Template

Example only. Names, dates and counts in the italic lines below are illustrative. The "14 certificates," the Monday, and the alert intervals are made up to show the shape of a finished block. Yours replace them.

Header

- Carrier name, USDOT #, date of review, report/case number
- Point of contact (name, title, phone, email)

Per violation (repeat this block for each)

1. **The violation, cited exactly as written:** regulation number and the report's language. (Show them you read it.)
2. **Root cause, honestly stated:** not "oversight." What system didn't exist or didn't run? *"No calendar tracking medical certificate expirations; renewal depended on the driver remembering."*
3. **Immediate correction, with date completed:** what was fixed the moment you found it. *"All 14 driver medical certificates verified current as of [date]; two renewed [date]."*
4. **The systemic fix, specific and named:** the process that makes a repeat unlikely, who owns it, and when it runs. *"Expiration report reviewed by [name/title] every Monday; automated 60/30/7-day alerts implemented [date]."*
5. **Proof attached:** the new log, the calendar screenshot, the signed policy, the training sign-in sheet. Every claim in #3 and #4 has an exhibit.
6. **Verification date:** when you'll self-check that the fix is still running, and who signs off.

Closing

One short paragraph, no groveling: the company understands the findings, the fixes above are in place, and [name] is the ongoing owner of each system. Signature, title, date.

Before it goes in the envelope

READ-DO. The form above is the work; this is the check on the form. Run it in this order, against the actual pages, not from memory; you write one of these every few years, so there's no memory to work from. Every claim it makes is one somebody else is about to test.

PAUSE POINT: the blocks are written and the exhibits are stacked behind them. Stop here, before this goes to the investigator.

- ☐ Count your blocks against the violation list on their report. Every finding has one, including the small ones you think are beneath comment. A finding with no block is the one that gets noticed.

- ☐ Every root cause names a system that didn't exist or didn't run. "Oversight" and "we'll be more careful" are moods, not causes, and a block resting on one isn't finished.
- ☐ Every systemic fix carries a person's name and a day it runs. A fix owned by "management" reads as unowned.
- ☐ Every claim in the immediate correction (#3) and the systemic fix (#4) has a numbered exhibit physically behind the page. A block with nothing behind it is a promise.
- ☐ Every date on the page is the date the thing actually happened.
- ☐ Every block has a verification date with a name beside it, and that date is on your calendar, not only on this form.
- ☐ The closing paragraph says its three things and stops: the company understands the findings, the fixes are in place, and one named person owns each system. No groveling, and no arguing the findings.
- ☐ It goes in before the deadline, and you keep proof of delivery plus your own copy with the exhibits attached.

Eight boxes. The fifth one is absolute, so it gets said flat. **You must not date a correction earlier than the day you made it, and you must not write a record for work that didn't happen.** A fix completed late and dated honestly is a document. The same fix dated backward turns a paperwork problem (survivable, common, correctable) into a falsified record, which is a different and much worse problem. This is a page a federal investigator reads with your signature at the bottom.

All eight checked, and the plan says what a finished one says: every violation on the report has all six items, every date is real, every exhibit exists. **If a block is thin, the fix is thin. Strengthen the fix, not the wording.**

Two things this page deliberately doesn't carry, both in Chapter 10. The first is the broker-ready copy: brokers now ask for the letter you sent the DOT, so keep a clean version with the exhibits ready to send. The second is bigger. This form answers the *violations*, and a report can arrive carrying two other tracks that run on their own clocks. A proposed rating goes final on a date printed in the notice, and a Notice of Claim starts a reply period measured in days. Neither one waits for this form, and neither is a paperwork problem you can finish at a desk. Read Chapter 10 before you assume the plan closes the file.