

# Information for clients: IATF 16949 Common Audit Report Application (“CARA”)

TÜV NORD CERT GmbH  
Langemarckstraße 20  
45141 Essen  
Germany  
Tel.: +49 (0) 511 9986-1222  
Fax: +49 (0) 511 9986 69-1900  
info.tncert@tuev-nord.de

Dear IATF Client,

According to the requirements of the International Automotive Task Force (“IATF”), starting on 01 January 2021, all certification bodies (CBs) will be obliged to utilise CARA when preparing IATF 16949 audit and non-conformity reports.

The report generated using CARA will therefore replace the currently familiar IATF audit reports from TÜV NORD CERT. In this context, we would like to inform you that this will have no significant implications for your organisation, because in the first instance this only changes the layout, some parts of the content, and the structure of the IATF 16949 audit and non-conformity reports.

Nevertheless, in accordance with the IATF requirements, every non-conformity management (“NCM”) process will be handled using CARA.

This means that your company is required to support this process with the aid of a specific, web-based application. This application is called “nc-CARA”.

- “nc-CARA” uses the same technology as “CARA”.
- Because nc-CARA is a browser-based application, no software needs to be installed.
- “nc-CARA” is not connected with a database, and can be used by your organisation simply and free of charge, where you receive non-conformities as a result of an IATF 16949 audit.
- The application can be accessed via the following link or by entering the specified URL in the browser (note: do not use Internet Explorer for this, as this browser receives only very limited support):  
<https://nc-cara.iatfglobaloversight.org>
- Access is limited in no way, and a user account and login are not required.
- If you personalise the settings, you can select an appropriate language for operation.

## Brief explanation of the CARA-based NCM process:

- Auditors make available a PDF audit report created in CARA.
- In the event of non-conformities (“ncs”) being found, auditors create an nc-report in CARA and export it to a “json”-file format, and then at the end of the audit they transfer this file to your organisation, e.g. via email.
- When you open your “nc-CARA” application, your organisation can import the nc-report files.
- Now you can edit the non-conformities, add your non-conformity management information, and attach relevant documents and evidence.
- You can then re-export these updated nc-reports in the “json”-file format, and transfer/send them to your TÜV NORD auditor.
- The auditor will then import your file to CARA, review the information, and be able to conclude the NCM and reporting processes.

## Support for the use of nc-CARA

- The “nc-CARA” tool contains work instructions (“CARA NC-Management Tool - Instructions for Customers”).
- An online wiki is also available by opening the following link: <https://infosysc.atlassian.net/wiki/spaces/CARANC/overview>  
Here you can find
  - “How-to” articles
  - a video tutorial
  - FAQ
- Further information can be found on the IATF website: [www.iatfglobaloversight.org](http://www.iatfglobaloversight.org)
- There you can also sign up to a mailing list to receive the latest news about the IATF 16949 certification scheme.

If you have any questions, please contact your responsible TÜV NORD office or your TÜV NORD auditor / contact person.

Yours faithfully,

**Harald Brandt**

Specialist Manager IATF  
TÜV NORD CERT GmbH  
Departmental Manager  
Certification Scheme Manager -Transport-  
Am TÜV 1  
D-30519 Hannover