



DEPARTMENT OF THE NAVY

NAVAL AIR SYSTEMS COMMAND
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IN REPLY REFER TO

3710

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26 Mar 25

From: Commander, Naval Air Systems Command

To: All NAE GFRs and GGFRs Conducting Oversight on Naval Contracts

Subj: NAVAL AVIATION ENTERPRISE CORRECTIVE ACTION REQUESTS

Ref: (a) DCMAINST 8210-1D / NAVAIRINST 3710.1H

Encl: (1) Levels of Corrective Action Requests (CARs)

1. This establishes the formal Corrective Action Request (CAR) process for Naval contracts throughout the Naval Aviation Enterprise as it relates to reference (a).
2. CARs are the common method used to formally communicate contractual noncompliance or deficiencies to the contractor with respect to the Contract, reference (a), or applicable Service Guidance. CARs must be linked to a specific contractual deficiency or noncompliance. Only individuals designated to execute Contract Administrative Services (CAS), for the specific contract in question, may issue a CAR to a contractor.
3. All CARs, regardless of severity, must be documented. A response from the contractor is mandatory. Enclosure (1) outlines the expectations associated with the various levels of a CAR. At a minimum, the CAR will include:
 - Name and location of the contractor and subcontractor (if applicable)
 - Contract/Task Order, level, severity and date of the CAR (as applicable)
 - Description of the specific contractual noncompliance or deficiency and date it was observed
 - Suspense date for the contractor to provide a Corrective Action Plan (CAP), which includes Root Cause Analysis (RCA) as applicable.
4. GFRs and GGFRs will communicate the status of all CARs to the applicable Administrative Contracting Officer (ACO) or Procuring Contracting Officer (PCO) on the contract.
5. GFRs and GGFRs requesting modification to the CAR process must discuss with the Service Waiver Authority for approval.
6. Naval Air Systems Command point-of-contact is James W. Rankin, NAVAIR Deputy Aviation Safety Director and NAE Command GFR at: james.w.rankin10.civ@us.navy.mil or (240) 587-8905 / (301) 757-2246.

J. W. RANKIN

By direction

Four Levels of Corrective Action Requests (CAR)

CARs are a common method used to formally communicate contractual deficiencies to the Contractor. The CAR focuses on deficiencies that result from noncompliance and may be initiated by any Government employee performing Contract Administration Services (CAS) oversight (i.e. GFR, GGFR or COR) for the contract in question. GFRs and GGFRs should not initiate CARs for contracts outside of their purview.

The type and extent of corrective action to be taken depends on the nonconformance in terms of severity, frequency, and previous corrective actions.. Lower level CARs do not need to be issued prior to higher level CAR issuance. For the NAE in regards to the DCMAINST 8210-1D/NAVAIRINST 3710.1H, there are four levels of CARs:

(1) Level I.

- Contractual noncompliance that may be directed to the working level with no special management attention to correct;
- Minor in nature;
- The contractor is not required to submit a CAP or RCA.

(2) Level II.

- Contractual noncompliance which could affect cost, schedule, or performance if not corrected in a timely manner;
- Directed at the contractor management level responsible for the process;
- The contractor is required to submit a written CAP and RCA.

(3) Level III.

- Serious contractual noncompliance;
- Must be coordinated with the PCO/ACO prior to issuance and requires notification of the Contract Administrative Services Component (CASC) commander.
- Directed to contractor top management;
- The contractor is required to submit a written CAP and RCA.
- May incorporate contractual remedies such as reduction of progress payment, cost disallowance, or business management systems disapprovals;

(4) Level IV.

- Most serious CAR and could result in suspension of payment, termination for default, or debarment;
- Must be issued by the cognizant ACO and countersigned at the CASC commander level;
- Must be directed to contractor top management;
- The contractor is required to submit a written CAP and RCA.
- The customer buying activity is notified.