CRA SAMPLE

F13 Corrective action and contact with authorities

Blank template · Nordwald Wärmetechnik GmbH, networked wood chip boiler NWT HACKTHERM 60 connect

Publisher	OT-Cyber.de, Max Gilg, Rosenheim
Sample company	Nordwald Wärmetechnik GmbH, networked wood chip boiler NWT HACKTHERM 60 connect (fictitious)
Note	Free sample, not legal advice

Fill in the fields, approve with date and signature, file according to document control.

1 Purpose and scope

Corrective actions for deviations in the field, with risk assessment and a decision on whether the market surveillance authority must be informed (P16).

How to fill in this form

Fill in the fields with the details of your company. Below each table and next to each field there is an example from the sample company for orientation. Refer to evidence by number (e.g. ticket or form). Finally approve with date and signature and file according to document control.

2 Document control

Field	Entry
Document no.	
Version, status	
Scope	
Author	
Checked by	
Approval	
Next review	
Confidentiality	
Filing	

3 Corrective action and contact with authorities: overview

Field	Entry	Example from the sample
Trigger		18.01.2028: report from a service technician …
Affected		Batch 11/2027, installed in HT60C-27-0026 to …
Risk assessment		Delay of up to 0.9 s instead of 0.4 s; shutdown …
Action		Replacement of the switches in all 5 units by …

Field	Entry	Example from the sample
Contact with authorities		Not required, as there is no serious risk and …
Closure		05.02.2028, M. Berger

Case	Date	Type	Authority informed

Example row from the sample: Case: F13-2027-01 · Date: 16.10.2027 · Type: Portal vulnerability, notification … · Authority informed: Yes, via reporting platform

4 Procedure

	Punkt	Wer / bis wann
☐	The case is recorded and the affected serial numbers are identified via F10 and F11	
☐	The risk is assessed, together with the engineering consultancy for safety issues	
☐	A decision is made on correction, withdrawal or recall; the authority is informed without undue delay in the event of a serious risk	
☐	Operators are informed, the action is carried out and documented for each unit	
☐	The root cause is eliminated and D06 or D07 are reviewed	

5 Terms and abbreviations

PL: performance level according to EN ISO 13849-1, from a (low) to e (high)

SF: safety function

6 Revision history and approval

Version	Date	Change	Approval

Approved (name, function, date, signature): _____ · Free sample from OT-Cyber.de, not legal advice. Company, persons, serial numbers and data are entirely fictitious.