Revised Manufacturer Communications Portal (MCP)

Office of Defect Investigations (ODI), Trends Analysis Division (TAD)

April 2024

MCP

Background

- In the Summer of 2023, ODI discussed "pain points" with various manufacturers, the majority of whom use the portal method to submit communications.

- Based on manufacturer feedback and ODI internal discovery, updates to the portal were discussed for future implementation.
  - Overall UI / Navigation
  - Component Selection
  - 'Receipts' / Transaction IDs
  - Bulk MFR Index Communication (MIC) Upload Capability
  - Product ID Selection
  - Public Searching

Overview of MCP Changes

- Updated User Interface / Dashboard
- Implemented Search and Export Capable Tables
- Added NHTSA Component list in lieu of EWR Component list
- Added Manufacturer System / Subsystems
- Updated MIC Template
  - Added New Fields
  - Provided New Data Formatting
- Implemented MIC Submission via Portal
- Implemented Personally Identifiable Information (PII) Document upload
- Revised Audit Trail

What to Expect

- The new MCP will launch in May 2024

- Your transition to the new MCP will be seamless

  - Accessing the existing MCP URL will redirect you to the new MCP

  - Your existing account will transfer to the new MCP

  - Your draft communications will be migrated to the new MCP

  - Your prior submissions will be migrated to the new MCP

- You will see an enhanced UI and additional form fields for new submissions

MC Submission Data Elements (Slide 1 of 2)

Data Element	Description
TSB / Document ID	Exact identifier the manufacturer uses to identify the document and the way it can be located by those searching for the document.
MFR Communication Date	Exact date the communication was disseminated by the manufacturer.
MFR Internal Campaign ID / Software Version	The manufacturer's unique identifier for the service campaign if the document is related to one.
Communication Type	Type of communication being submitted: • Service Bulletin / Repair Instructions • Service Campaign • Warranty Program / Extension • Over The Air • Emissions • Other
Document Type	The type of communication document: • Dealer Letter • Owner Letter • Bulletin • Other

MC Submission Data Elements (Slide 2 of 2)

Data Element	Description
Communication Document (PDF)	Associated communication document. If the communication has PII, a second document must be submitted that has the PII redacted.
Product (Make, Model, Model Year)	Product(s) involved in the communication.
NHTSA Components	The components of the products involved in communications (max of 5).
MFR Component System	The manufacturer's top-level component of the products involved in communications. This is free form text. Max 128 characters.
MFR Component Subsystem	The manufacturer's component subsystem of the component identified above. This is free form text. Max 128 characters.
Concise Summary	A brief description of the communication's most pertinent information, any related vehicle component information, and the general purpose for the communication. Max 4,000 characters.

Accessing the New MCP

Accessing MCP

- The new MCP URL: https://portal.nhtsa.gov

- The login process has not changed

  - Process remains on Login.gov

  - Same login process as the current MCP and NHTSA Early Warning Reporting (EWR) portal

  - Current MCP and EWR portal users should be familiar with the login process

Note: *Going to the existing MCP URL (https://mcp.nhtsa.gov) will automatically redirect users to the new URL above.*

Logging into the New MCP

Login Steps

1. Visit https://portal.nhtsa.gov

2. Click the checkbox to provide consent

3. Click Login with login.gov

4. Enter your credentials on Login.gov

What You See After Login

Legacy MCP Dashboard

New MCP Dashboard

Submitting New Communications

Select "New Communication" Option

Step 1: General Information

Step 2: Product Information

- The current product list for manufacturer is displayed to user (drop-down list with type-ahead feature).

- ODI requests MFR feedback to make product table accurate for portal usage, internal usage, and public searching.

- Implemented a search bar that queries across all column values.

Step 3: Component Information

Step 4: Communication Document(s)

Step 4: PII Upload Detailed (Slide 1 of 2)

Step 4: PII Upload Detailed (Slide 2 of 2)

Step 5: Supplementary Information

Viewing and Editing Draft Communications

Draft Communications

| Create New Submission | Draft Communications (20) | Submitted Communications (2956) | MIC Submissions (24) | All Audit Trail (4170) |

5 ▼ Records per page | Enter Keyword or ID number |

Click + Icon to View, Edit or Submit a Draft Communication.

OMB No. 2127-0616. Expires 04/30/2025.

Transaction ID	TSB / Document ID	Communication Date	Modified Date ↓	Concise Summary	Document	Audit Trail
+ 24MC11000704		4/19/2024	4/19/2024			+ 🔍
+ 24MC11000690		4/18/2024	4/18/2024			+ 🔍
+ 24MC11000688		4/18/2024	4/18/2024			+ 🔍
+ 24MC11000684	fdasf	4/18/2024	4/18/2024	concise summary test	📄	+ 🔍
+ 24MC11000593		4/11/2024	4/11/2024		📄	+ 🔍

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Viewing Draft Communications

Viewing Your Previously Submitted Communications

Transactions & Submission History

Create New Submission	Draft Communications (9)	**Submitted Communications (14)**	MIC Submissions (3)	All Audit Trail (56)

5 ▼ Records per page   ● Last 30 days   ○ Last 60 days   ○ Last 90 days   ○ All

Enter one or more characters to filter the list below.

Submitted communications can only be viewed

Transaction ID	TSB / Doc. ID	Comm. Date	MIC Filename	Submitted ↓	Status	Type	NHTSA ID	Document	Audit Trail
24MC11000148	1234	03/14/2024		03/14/2024 14:16:31	Submitted	Standard	11000148		+
24MC11000138	1234	03/14/2024		03/14/2024 11:37:50	Submitted	Standard	11000138		
24MC11000137	1234	03/14/2024		03/14/2024 11:34:52	Submitted	Standard	11000137		
24MC11000066	123	02/26/2024		03/13/2024 19:15:16	Submitted	Standard	11000066		
24MC11000070	No comms 2023-11			02/26/2024 16:03:12	Submitted	NTR			

✂ Cut   Ctrl+X
⧉ Copy   Ctrl+C
⧉ Copy with Headers
⧉ Copy with Group Headers
📋 Paste   Ctrl+V

CSV Export
Excel Export

↓ Export   ▶

Viewing MIC Submissions

MIC Submission History

| Create New Submission | Draft Communications (20) | Submitted Communications (2956) | **MIC Submissions (24)** | All Audit Trail (4170) |

5 ▼ Records per page   ● Last 30 days   ○ Last 60 days   ○ Last 90 days   ○ All

Enter one or more characters to filter the list below.

View MIC Validation Errors by clicking Failed link.

Batch ID	Container Filename	Index Filename	Number of Comm.	Status	Submitted ↓	
365	Test Two Subs.zip	Test two subs.xml	2	Success	04/24/2024 11:58:15	
364	Test One Sub.zip	Test One Sub.xml	1	Success	04/24/2024 11:57:56	
315	No Invalid character.zip	Test One Sub.xml	1	Success	04/18/2024 13:25:08	
314	Test One Sub.zip	Test One Sub.xml	1	Failed - See Validation Errors	04/18/2024 13:17:11	
268	FLAT_INV (2).zip			Failed - See Validation Errors	04/11/2024 14:56:03	

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Viewing MIC Submission Validation Errors

Submitting Nothing to Report

Select "Nothing to Report" Option

Nothing to Report Month Selection

Submitting Bulk Submissions

Bulk Submissions

- Bulk submissions allow multiple communications to be submitted
- Bulk submissions use Manufacturer Index Communication (MIC) file and the associated communication document files in a submission

<u>Legacy Bulk Submission</u>

- Index is an Excel file with one row per communication
- Index and associated communication document files are submitted via email

<u>Revised Bulk Submission</u>

- Index is an Extensible Markup Language (XML) file (similar to EWR)
- Index file and associated communication document PDF files are included in a single ZIP file
- ZIP file is submitted directly via the new MCP
- Streamline error handling

Revised Bulk Submission

- Only valid Index file format is XML (similar to EWR)
- NHTSA will provide an updated Excel Index file with updated data elements for the new MCP
  - You cannot submit the Excel Index file, you must convert it to XML
  - The purpose is to facilitate creation of XML for those users that prefer to work in Excel
  - You can use the NHTSA Excel-to-XML Conversion Tool to convert your Excel Index file to a submittable XML file: https://xmltool.nhtsa.gov
  - Excel-to-XML Conversion Tool will validate the resulting XML
  - If errors are found in your XML by the tool, you must fix the Excel and repeat the conversion process
  - Submitting an XML with errors in the MCP will fail

Legacy Index File (Excel)

	A	B	C	D	E	F	G	H
1	Index of Manufacturer (MFR) Communications							
2	Manufacturer:							
3	Date Range:							
4	Date Submitted:							
5							[The effect of the defect or noncompliance should be described below.]	
6	No.	MFR Communication ID	MFR Communication Date	Make	Model	Model Year	Concise Summary (2000 character limit)	
7								
8								
9								
10								
11								
12								
13								
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17								
18								
19								
20								

Mfr Comm Index ⊕

Revised Index File (Excel)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	**Index of Manufacturer (MFR) Communications**														
2	Manufacturer:														
3	Date Range:														
4	Date Submitted:														
5															[Important: The effect of the defect or noncompliance should be described below.]
6	No.	TSB / Document ID	MFR Communication Date	MFR Internal Campaign ID / Software Version	Communication Type	Document Type	File Name (Contains PII)	File Name (Does Not Contain PII)	Make	Model	Model Year	NHTSA Components	MFR Component System (max 128 characters)	MFR Component Subsystem (max 128 characters)	Concise Summary (max 4,000 character)
7															
8															
9															
10															
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25															

MIC | Column Descriptions

Select "Manufacturer Index Communication" Option

Manufacturer Index Communication (MIC)

Viewing the Audit Trail

Audit Trail

NHTSA

Additional Resources & Help

- MCP Helpdesk: MC.Helpdesk@dot.gov
  For all help regarding MC submissions and accessing the MCP

- Manufacturer Communications Info on NHTSA Website (will be updated to reflect changes upon launch)
  https://www.nhtsa.gov/vehicle-manufacturers/manufacturer-communications

- NHTSA Flat Files (will be enhanced & include new fields)
  https://www.nhtsa.gov/nhtsa-datasets-and-apis#manufacturer-communications

- NHTSA Public Website
  https://www.nhtsa.gov

Questions & Answers