NHTSA

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

MANUFACTURER PORTAL TRAINING

TIRES

May 2020

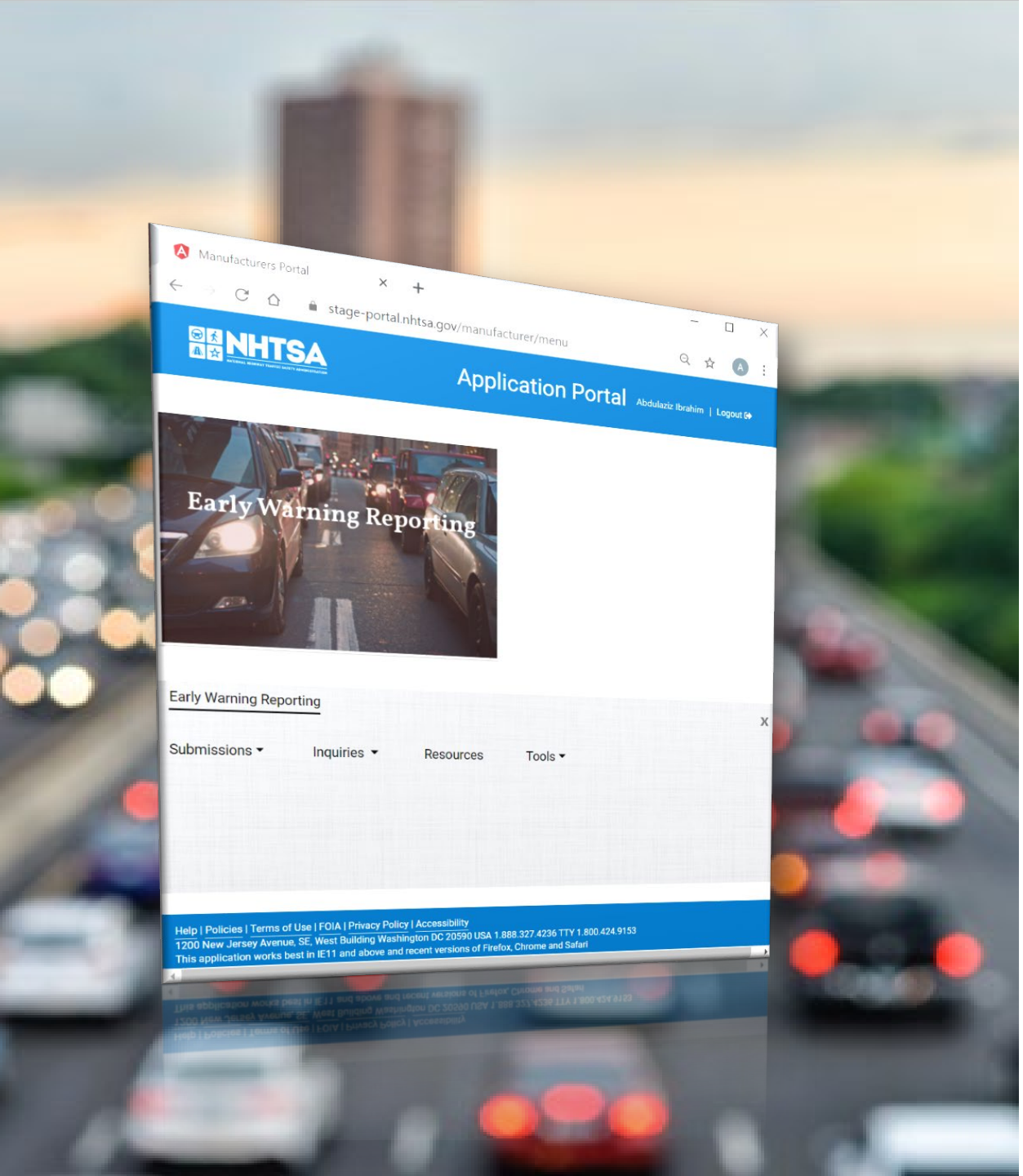
Agenda

1. Introduction
2. Who, What, When and How to Report
3. Reporting Obligations & Response to NHTSA
4. Supporting Resources & Help
5. Appendix

Introduction

The TREAD Act

- Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act.
- NHTSA published Early Warning Reporting (EWR) regulation 49 CFR Part 579 on July 10, 2002.
- Reporting requirements vary depending on product and the manufacturer's annual production volume.
- Categories are: light vehicles, medium/heavy duty vehicles, motorcycles, equipment, trailers, child restraints/seats, tires, and low volume.



NHTSA's New Manufacturer Portal

- Secure, centralized and modern web-based tool for transacting with NHTSA on EWR submissions and inquiries
- Facilitates manufacturer compliance with Transportation Recall Enhancement, Accountability and Documentation (TREAD) Act of 2000, 49 CFR Part 579
- Part of larger effort to simplify and streamline systems and tools in alignment with NHTSA's continuous improvement process

Reporting Requirements for All Manufacturers by Reporting Category

Data Type	Reporting Categories							
	Light Vehicles - 5,000 or More Annually	Med/Heavy Vehicles 5,000 Emergency Vehicles 500 Bus 100 or More Annually	Motorcycle - 5,000 or More Annually	Trailer - 5,000 or More Annually	Child Restraint System	Tires	Other Original or Replacement Motor Vehicle Equipment	Low Volume Manufacturers
Manufacturer communications	x	x	x	x	x	x	x	x
Foreign Recalls/ Campaigns/SSVL	x	x	x	x	x	x	x	x
Fatality Claims And Notices (D&I)	x	x	x	x	x	x	x	x
Production Counts (Cumulative)	x	x	x	x	x	x		
Warranty Claims	x	x	x	x	x	x		
Consumer Complaints	x	x	x	x	x			
Field Reports	x	x	x	x	x			
Property Damage Claims	x	x	x	x		x		
Injury Claims and Notices (D&I)	x	x	x	x	x	x		
Copies of Non-Dealer Field Reports	x	x	x	x	x			

Reporting Timeframes

Daily

•Within 5 Business Days:

•Foreign Recall Campaigns involving SSVL products

•(579.11-12)

Monthly

Manufacturer Communications, including Technical Service Bulletins

(579.5)

Quarterly

Production Data

(579.21-24)

Consumer Complaints

(579.21-24)

Property Damage

(579.21-24)

Warranty Claims

(579.21-24)

Death or Injury Submission

(579.21-24)

Copies of Non-Dealer Field Reports

(579.21-24)

Annually

Substantially Similar Vehicles Listing (SSVL) operating in foreign markets

(579.11-12)

What is changing?

- Manufacturers will upload all submissions and inquiry responses to the Manufacturer Portal, except foreign recalls and manufacturer communications *(no longer through SFTP).*
- Manufacturers will get Death & Injury Inquiry (DI) and Comprehensive Inquiry (CI) requests and submission acceptance or rejection messages via the portal *(no longer via email).*
- Manufacturers can access submission information and history in the portal.
- To submit Aggregate and Death and Injury data, manufacturers will need to convert any Excel files to XML files before upload *(no longer Excel).*
- Account password management is via Login.gov *(no longer via EWR Manufacturer Account Login).*

What is changing? (continued)

- To submit a revision of your Aggregate submission or Field Report submission, you will need to contact NHTSA at mfrewrhelpdesk@dot.gov.
- If you are unable to submit a revision of your Death and Injury submission, it means there is an inquiry with this data created and you will need to contact NHTSA at mfrewrhelpdesk@dot.gov.
- There is no restriction on revising a Substantially Similar Vehicle Listing submission.
- You will need to use your numerical EWR ID for the “manufacturer name” field for all submissions.
- You no longer need to flag submissions for confidentiality (the only exception is the Field Report file naming convention).

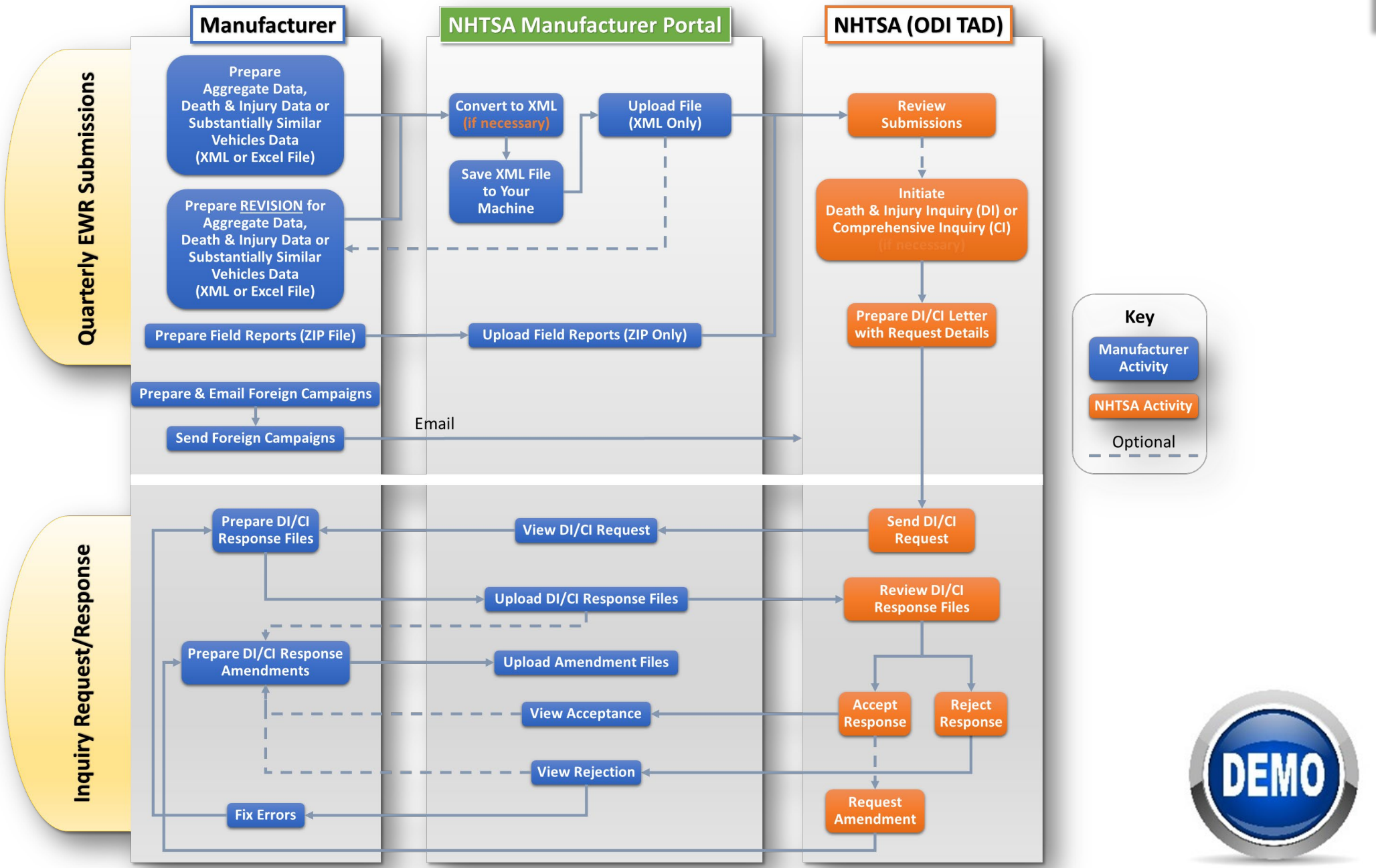
What is not changing?

- All reporting requirements for 49 CFR Part 579
- Deadlines and timeframes for reporting
- Technical Service Bulletins (TSBs) and other manufacturer communications will continue to use the Manufacturer Communications Portal.
- Foreign recalls will continue to be reported via email at frecalls@dot.gov.
- Manufacturers can still work in Excel; however, Excel files will need to be converted to XML before submitting reports through the portal *(NHTSA provides Excel-to-XML converter tool).*
- Manufacturers will continue to contact the EWR Help Desk to update their contact information *(point of contact, email, address and phone).*

Existing NHTSA Sites for Manufacturers

Manufacturer Portal should not be confused with:

- **Safety Recall Portal / Manufacturer Recalls Portal (MAP).** *A secure site that allows manufacturers to view and report recalls, and upload recall-related documents.* [https://map.safercar.gov/mportal]
- **Manufacturer Communications Portal (MCP).** *A secure site that allows manufacturers to submit to NHTSA copies of their communications to dealers, owners, or purchasers about a defect or noncompliance* [https://mcp.nhtsa.gov]. *Continue to use for Technical Service Bulletins (TSB) and other manufacturer communications to NTHSA.*
- **EWR Account Login.** *Allows maintenance of your account for existing SFTP servers* [https://www-odi.nhtsa.dot.gov/ewr/login.cfm]. *Will be superseded by Manufacturer Portal.*


Manufacturer
NHTSA Manufacturer Portal
NHTSA (ODI TAD)
Quarterly EWR Submissions
Prepare Aggregate Data, Death & Injury Data or Substantially Similar Vehicles Data (XML or Excel File)
Convert to XML (if necessary)
Upload File (XML Only)
Review Submissions
Save XML File to Your Machine
Initiate Death & Injury Inquiry (DI) or Comprehensive Inquiry (CI) (if necessary)
Prepare REVISION for Aggregate Data, Death & Injury Data or Substantially Similar Vehicles Data (XML or Excel File)
Prepare DI/CI Letter with Request Details
Prepare Field Reports (ZIP File)
Upload Field Reports (ZIP Only)
Prepare & Email Foreign Campaigns
Email
Send Foreign Campaigns
Key
Manufacturer Activity
NHTSA Activity
Optional
Inquiry Request/Response
Prepare DI/CI Response Files
View DI/CI Request
Send DI/CI Request
Upload DI/CI Response Files
Review DI/CI Response Files
Prepare DI/CI Response Amendments
Upload Amendment Files
Accept Response
Reject Response
View Acceptance
View Rejection
Request Amendment
Fix Errors

DEMO

Who, What, When and How to Report

EWR Reports

Who

Reporting is required from a tire manufacturer who manufactured for sale, imported, or sold at least 15,000 units/products in the United States during the calendar year of the reporting period or during either of the prior 2 years.

What

The table below shows the vehicle reporting categories, their reporting thresholds and the section in the Code of Federal Regulations (CFR) where their reporting requirements are listed.

Reporting Category	Reporting Threshold	Code of Federal Regulations Section
Light Vehicles	5,000	579.21
Buses	100	579.22
Emergency Vehicles	500	579.22
Medium-Heavy Vehicles (other than buses and emergency vehicles)	5,000	579.22
Motorcycles	5,000	579.23
Trailers	5,000	579.24
Child Restraints	1	579.25
Tires	15,000	579.26
Low Volume and Equipment		579.27

EWR Reports (continued)

What (cont'd.)

Manufacturers, including brand name owners, of tires must report information about each notice or claim involving a death or injury, production counts, and the number of property damage claims and warranty adjustments, received during each calendar quarter. Reporting must include information for tires manufactured during the current production year and the four (4) previous production years. The information also must cover tire SKUs no longer in production.

When

All quarterly Production, Aggregate, and Death and Injury EWR Reports are to be submitted to NHTSA not later than 60 days after the end of the quarter.

Help

EWR Help Desk
Phone: 202-366-3348
Email: mfrewrhelpdesk@dot.gov

Aggregate Data Reports

Who

Aggregate submissions are record counts provided quarterly of a given manufacturer product, an assigned component category or categories, and a tabular count of the frequency of occurrence. Component codes are: Tread (71), Sidewall (72), Bead (73), Other (98)

What

Warranty Adjustment (Claim)

- Any claim paid by a manufacturer.
- Only counts are provided, not actual details of the claim.

Property Damage

- Property damage (PD) is any physical injury to tangible property. Property damage claim means a claim for property damage, excluding that part of a claim, if any, pertaining solely to damage to a component or system.
- Only counts are provided, not actual details of the property damage.

Production Counts

- Production counts are provided each quarter broken down by tire lines and size and production year with minimum specificity.
- Manufacturers must keep the same naming convention for tire lines throughout the reporting life span (5 years).

Aggregate Data Reports (continued)

When

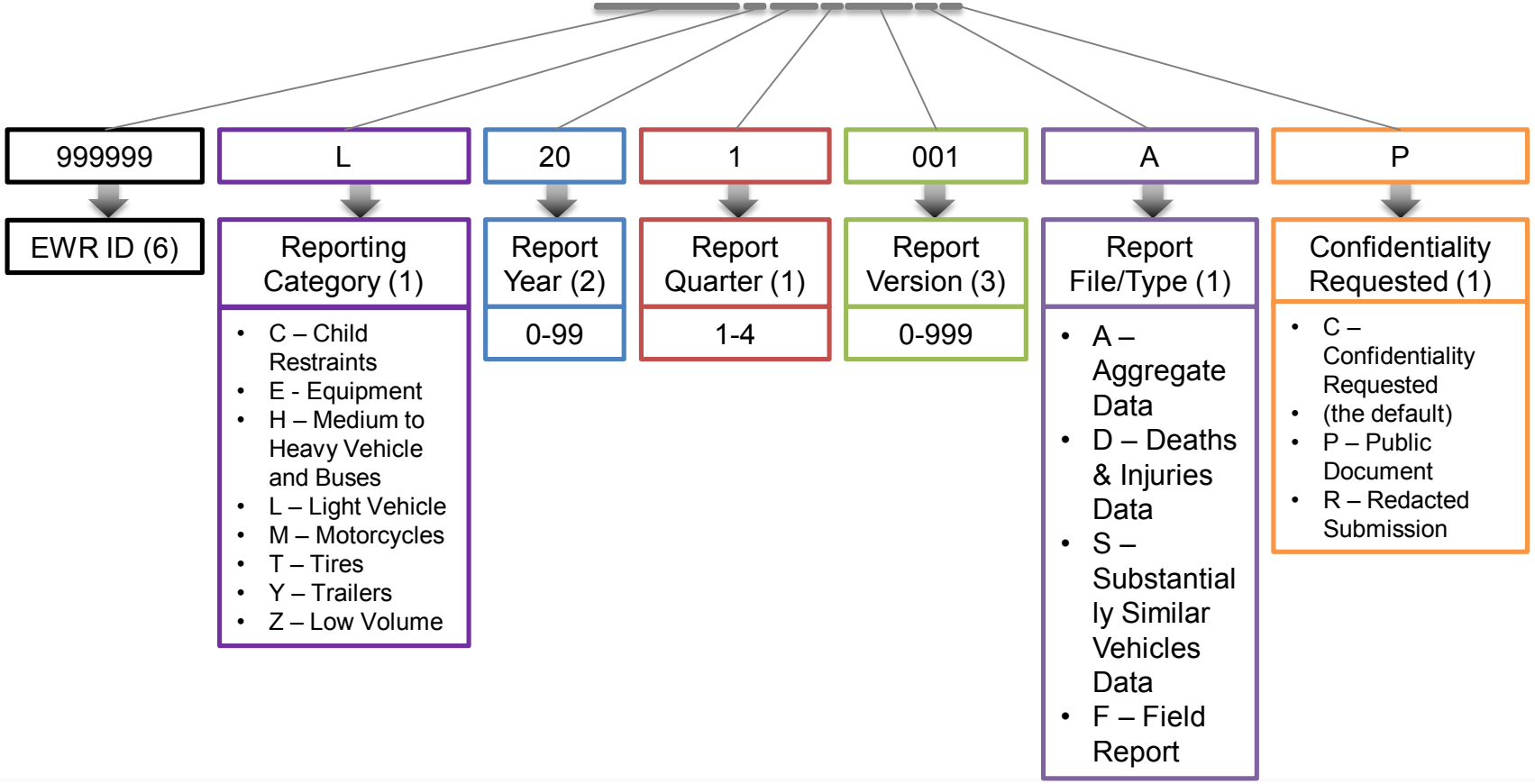
Quarterly

Help

EWR Help Desk
Phone: 202-366-3348
Email: mfrewrhelpdesk@dot.gov

Aggregate/Death & Injury/Substantially Similar Vehicles File Naming Convention

Aggregate Data File Name Example: 999999L201001AP.XML



This file name specification is a recommended best practice, but not required for the Manufacturer Portal.

Death & Injury Reports

Who

Death & Injury reports are record counts provided quarterly of a given manufacturer product, an assigned component category, and a incident-level counts of deaths or injuries.

What

A manufacturer must report claims or notices involving alleged deaths or injuries involving a product produced by the manufacturer for 5 calendar years from production. If the death occurred in a foreign country and the product involved is identical or substantially similar to a product offered for sale in the United States, it must be reported. A claim is deemed to have been received by a manufacturer if a registered agent of the manufacturer received it. Incidents are to be reported whether or not the claim or notice has been substantiated.

Reports of deaths and injuries are to be organized such that the incidents are reported alphabetically by tire line and size, and within each chronologically by production year. Reports must include:

- TIN
- Incident date
- Number of deaths (in U.S. and foreign countries)
- Number of injuries (in U.S.)
- State or foreign country where incident occurred
- Identification of component or components
- Vehicle Make, Model, Model Year

Death & Injury Reports (continued)

What Continued

If one of the following or both occur, then a manufacturer does not need to file a claim or notice of death or injury:

- The claim or notice fails to identify the tire with minimal specificity, which is defined as the tire line and size; or
- The claim alleges one or more deaths in a foreign country involving a tire that is not identical or substantially similar to one offered for sale in the United States; or that the claim specifically alleges that the death was caused by a possible defect in a component other than one that is common to the vehicle offered for sale in the United States.

For purposes of this section the following definitions apply:

Claim means a written request or written demand for relief, including money or other compensation, assumption of expenditures, or equitable relief, related to a motor vehicle crash, accident, the failure of a component or system of a vehicle or an item of motor vehicle equipment, or a fire originating in or from a motor vehicle or a substance that leaked from a motor vehicle. Claim includes, but is not limited to, a demand in the absence of a lawsuit, a complaint initiating a lawsuit, an assertion or notice of litigation, a settlement, covenant not to sue or release of liability in the absence of a written demand, and a subrogation request. A claim exists regardless of any denial or refusal to pay it, and regardless of whether it has been settled in the manufacturer's favor. The existence of a claim may not be conditioned on the receipt of anything beyond the document(s) stating a claim. Claim does not include demands related to asbestos exposure, to emissions of volatile organic compounds from vehicle interiors, or to end-of-life disposal of vehicles, parts, or components of vehicles, equipment, or parts or components of equipment.

Notice means a document, other than a media article, that does not include a demand for relief, and that a manufacturer receives from a person other than NHTSA.

Death & Injury Reports (continued)

When

Quarterly

Help

EWR Help Desk
Phone: 202-366-3348
Email: mfrewrhelpdesk@dot.gov

Death & Injury Inquiry (DI)

Who

Manufacturer receiving a Death & Injury Inquiry from NHTSA through the Manufacturer Portal.

What

DIs are requested by TAD based on analysis of D&I data to obtain information specific to a death and/or injury record.

- Provide a complete copy of the initial claim or notice document for the incident.
- Provide a copy of any related Police Accident Reports.
- Provide Event Data Recorder Reports related to the incident.
- Provide manufacturer's understanding of the circumstances of the incident, including the manufacturer's assessment or analysis of any claim and/or notice regarding allegations of a defect.

Death & Injury Inquiry (DI) (continued)

When

Due date is within 30 days of request date by the Trends Analysis Division (TAD).

Help

Chief, Trends Analysis Division
Phone: 202-366-9590
Email: mfrewrhelpdesk@dot.gov

Comprehensive Inquiry (CI)

Who

Manufacturer receiving a Comprehensive Inquiry from NHTSA through the Manufacturer Portal.

What

CIs are requested by TAD to obtain information for specific products (tire line and size, and production year) in the aggregate submission, for specific EWR component codes, and for a specified span of reporting quarters:

- Production data (TIN, Make, Model, Model Year of Vehicle)
- All records behind the aggregate counts
- Death or Injury incidents (not previously subject of DI)
  - Initial Notice
  - Police Report
  - EDR Report
  - Manufacturer's Assessment

Comprehensive Inquiry (CI) (continued)

When

Due date is within 30 days of request date by the Trends Analysis Division (TAD).

Help

Chief, Trends Analysis Division
Phone: 202-366-9590
Email: mfrewrhelpdesk@dot.gov

Special Considerations & Reminders

EWR Special Considerations & Reminders

Attachments

- Excel files are no longer accepted for Aggregate, Death & Injury, and Substantially Similar Vehicles report submissions. Attachments must be XML files.
- There is no longer a specific file naming format requirement for Aggregate, Death & Injury, and Substantially Similar Vehicles report files. Internal filenames are generated from selections made in the Submit a Report section.

Reports

- The file type for Field Reports (Non-Dealer Field Reports) must be a ZIP file containing individual Field Report files.
- Allowed file types for individual Field Reports inside the ZIP file are: PDF, DOC/DOCX, RTF, HTM/HTML, TIF, JPG, TXT. The previous file naming convention for Field Reports within a ZIP file is still required and validated by NHTSA.
- The Aggregate report, where applicable, must be submitted and accepted before a Death & Injury report for a given reporting quarter. Information in the Aggregate report is needed to process the Death & Injury report. If Aggregate information is not available, then the Death & Injury report will be rejected.

Reporting Obligations & Response to NHTSA

Manufacturer Portal Notifications From NHTSA

Who receives Artemis Notifications from NHTSA?	• Primary and Secondary EWR Contacts
What are the notifications?	• Received • Rejected • Accepted • Hold • Amendment Received/Requested
What action is required?	• The portal will identify actions to be taken. If rejected, revise data submission as appropriate and resubmit.
When to respond?	• Within two weeks of notification
What if the received data is not accepted?	• When the submission is not accepted, the cycle begins again.

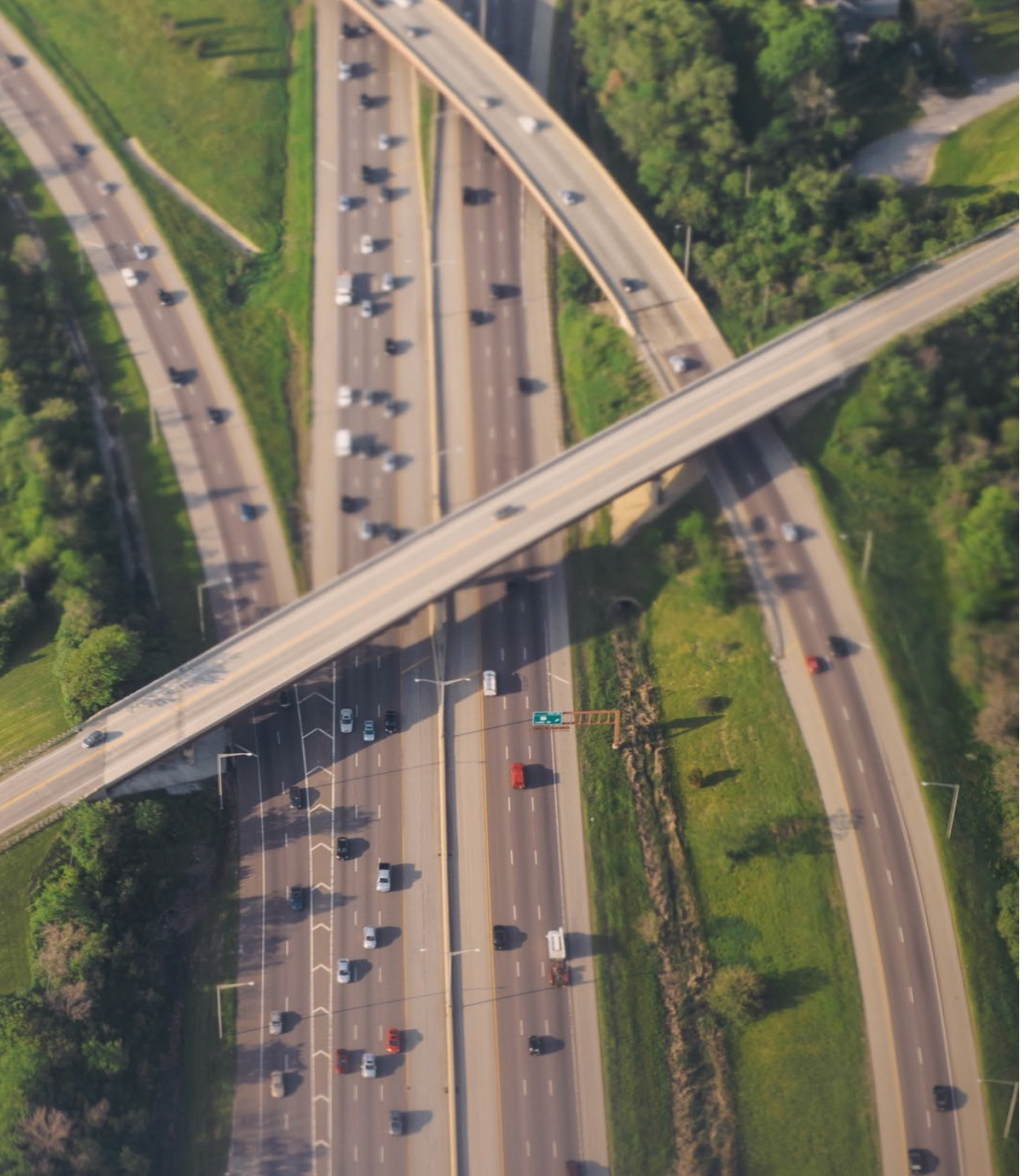
Manufacturer Input vs NHTSA Output

What MFRs Upload	What MFR May Receive From NHTSA
• Aggregate (warranty claims and property damage) (Production Counts)	• Inquiry Request Letters (CI) • Request for Amendment
• Comprehensive Inquiry Response	• Accept or Reject • Request for Amendment
• Death & Injury Submission	• Inquiry Request Letters (DI)
• Death & Injury Inquiry Response	• Accept or Reject • Request for Amendment

Supporting Resources & Help

Supporting Resources & Help

Need Help with…	Contact
EWR Submissions	EWR Help Desk Phone: 202-366-3348 Email: mfrewrhelpdesk@dot.gov
Manufacturer Portal Training Questions	Phone: 888-327-4236 (TTY 800-424.9153) Email: mfrewrhelpdesk@dot.gov
Login.gov	www.login.gov/help/
EWR Regulation and Legal Interpretations	Office of Chief Counsel 1200 New Jersey Avenue SE Washington, DC 20590 www.nhtsa.gov/vehicle-manufacturers/early-warning-reporting#legal-interpretations-43071
Manufacturer Communications (TSBs)	Manufacturer Communications Portal Help Desk mc.helpdesk@dot.gov
General Information & Assistance	Chief, Trends Analysis Division 1200 New Jersey Avenue SE Washington, DC 20590 Phone: 202-366-9590 Email: mfrewrhelpdesk@dot.gov



Questions & Answers

Appendix

Foreign Recalls
Manufacturer Communications (TSBs)
Confidentiality
Letters & Cover Letters
Templates and Tables
Data Entry to the Public Website
Terminology
Demonstration Screenshots

Foreign Recalls

Foreign Recalls

Who

All manufacturers of motor vehicles and motor vehicle equipment having identical or substantially similar products to foreign countries.

What

- Manufacturers submit foreign recall campaigns with substantially similar products to those sold in the United States.
- Must provide the foreign model, similar model sold in the United States and rationale as to why the recall was not conducted in the United States.

When

Submitted within 5 days of the manufacturer's determination to conduct a recall with a foreign nation.

How & Help

Communications may be submitted by email to frecalls@dot.gov
Foreign Recalls Help Desk
Email: frecalls@dot.gov

Manufacturer Communications (TSBs)

Manufacturer Communications (TSBs)

Who	All manufacturers of motor vehicles or motor vehicle equipment including tires.
What	Manufacturers should submit all notices, bulletins and other communications including warranty and policy extensions, and product improvement communications sent to distributers, dealers/retailers, lessors, lessees, owners, or purchasers regarding any defect, failure or malfunction beyond normal deterioration in use, failure of performance, flaw or other unintended deviation from design specifications **whether or not it is safety-related**.
When	No more than 5 business days after the end of the month during which they are issued.
How & Help	Manufacturer Communications Portal: https://mcp.nhtsa.gov Email: mc.helpdesk@dot.gov

Confidentiality

Confidentiality

- Confidentiality is covered by 49 CFR Part 512 and 579.
- You no longer need to flag submissions for confidentiality (the only exception is the Field Report file naming convention).
- If a manufacturer would like to request confidentiality or request confidentiality beyond what is outlined in the CFR, please contact the NHTSA's Chief Counsel's Office.
- Manufacturers will also need to upload their submission to the Manufacturer Portal regardless of their confidentiality request sent to the NHTSA Chief Counsel's Office.
  - "Confidential Business Information" should be noted at the top of each relevant page of the submission.

See more information in this FAQ at
How to Request Confidential Treatment of EWR Data

Letters & Cover Letters

Letters & Cover Letters

Who

Manufacturers who need to submit reports or documents to NHTSA. Under certain circumstances, it may be necessary to provide a cover letter with a submission, including confidential treatment.

What

- Voluntary Letters: Service bulletins, product improvement campaign, or safety recall with an explanatory letter.
- Recommended Use of Letters: Replacing or updating an original report, identifying all portions of the report to be replaced, the basis for re-submission, and any explanatory information that would assist NHTSA in understanding the need to make a replacement.

When

As needed.

Help

With the exception of Foreign Recalls, all confidential letters should be submitted to the Manufacturer Portal and to NHTSA's Chief Counsel Office with accompanying cover letter marked "Confidential Business Information" at top.

Additional Guidance

Other Naming Conventions

Manufacturer Communications

(or TSBs) should use the TSB number or communication number listed on the document to ensure easier searching.

Foreign campaigns run in sequential order and start with year, F, and the sequential number in which it was received. 19F-089 (number assigned by NHTSA).

Intentionally Left Blank (Nothing to Report)

Death & Injury

Cannot submit blank document. Email TAD staff at mfrewrhelpdesk@dot.gov

Aggregate

Cannot submit blank document, add “0”s on page.

Manufacturer Communications (TSBs) and Foreign Recalls

Can explain absence of attachment(s) in email.

Future enhancement will allow “Nothing to Report” submission for all categories except Aggregate and Death and Injury.

Templates & Tables

Templates for EWR Aggregate, Death & Injury, and SSVL can be found on NHTSA's website under Submitting Data.

EWR Component Codes

Comp. Code	Component Description	Light Vehicles	Med/Heavy Vehicles	Motorcycles	Trailers	Child Restraints	Tires
01	Steering	X	X	X			
02	Suspension	X	X	X	X		
03	ServiceBrake		X	X	X		
04	ServiceBrakeAir		X		X		
03	FoundationBrake	X					
04	AutomaticBrake	X					
05	ParkingBrake	X	X		X		
06	EngAndEngCooling	X	X	X			
07	FuelSys	X	X	X			
08	FuelSysDiesel		X				
09	FuelSysOther		X		X		
10	PowerTrain	X	X	X	X		
11	Electrical	X	X	X			
12	ExtLighting	X	X	X			
13	Visibility	X	X				
14	AirBags	X	X				
15	SeatBelts	X	X				
16	Structure	X	X	X	X		
17	Latch	X	X		X		
18	SpeedControl	X	X	X			
19	TiresRelated	X	X	X	X		
20	Wheels	X	X	X	X		
21	TrailerHitch		X		X		
22	Seats	X	X				
23	FireRelated	X	X	X	X		
24	Rollover	X	X				
25	StabilityControl	X	X				
26	ForwardCollision	X					
27	LaneDeparture	X					
28	Backover	X					
51	Buckle					X	
52	SeatShell					X	
53	Handle					X	
54	Base					X	
71	Tread						X
72	SideWall						X
73	Bead						X
98	Other	X	X	X	X	X	X
99	None	X	X	X	X	X	X

Key: X Component Codes as of 2015

Data Search on the Public Website

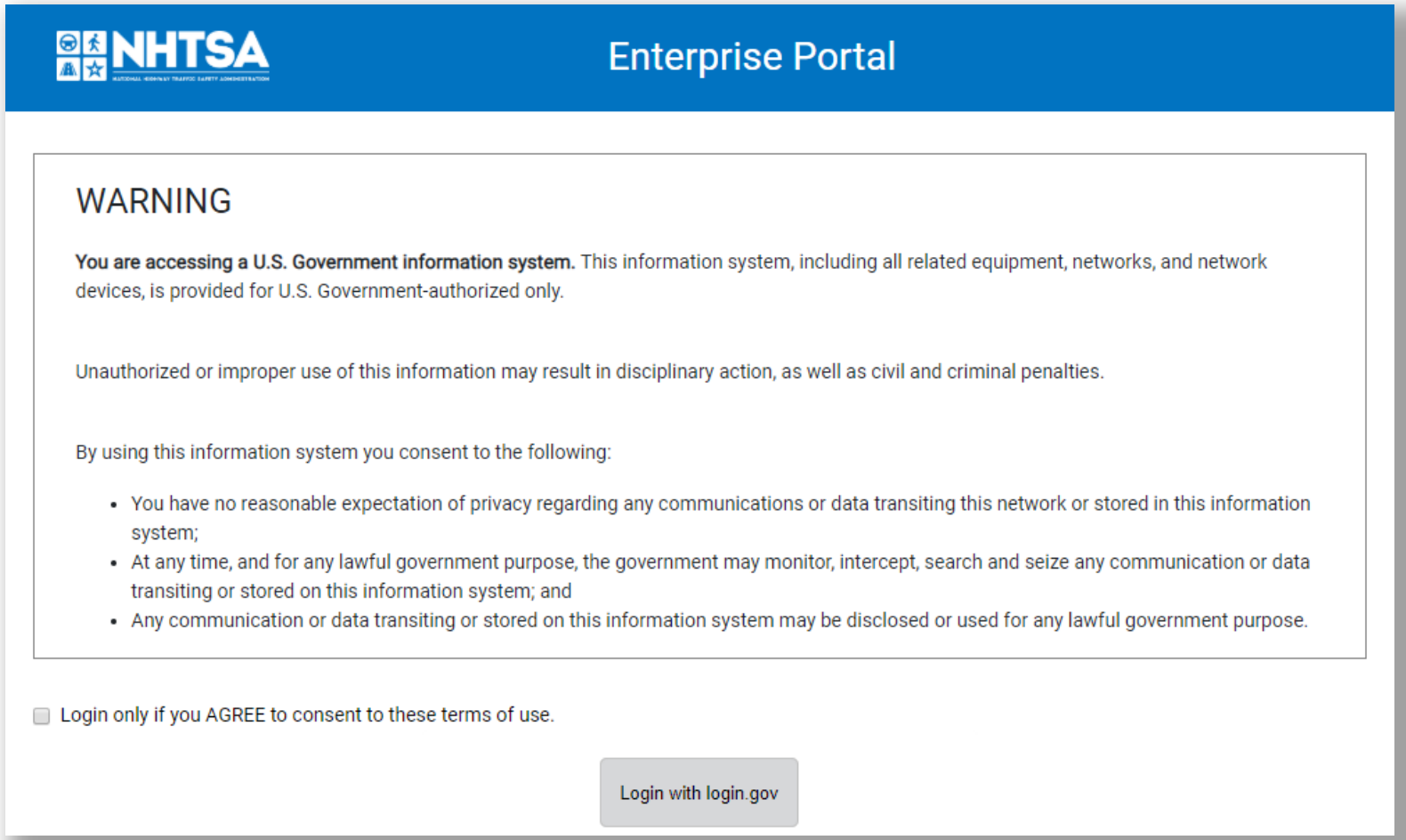
Publicly available data on NHTSA's website includes manufacturer, report type (death & injury, production, and property damage counts, all of which are reported in the aggregate), and reporting period.

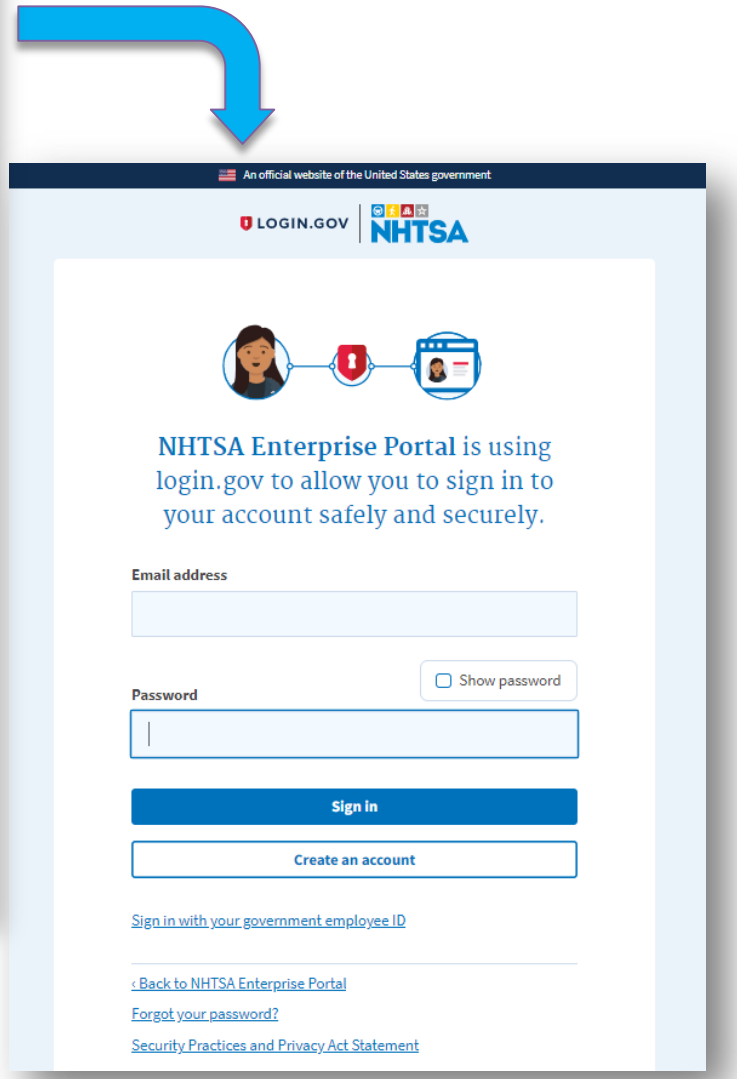
Terminology

Screenshots

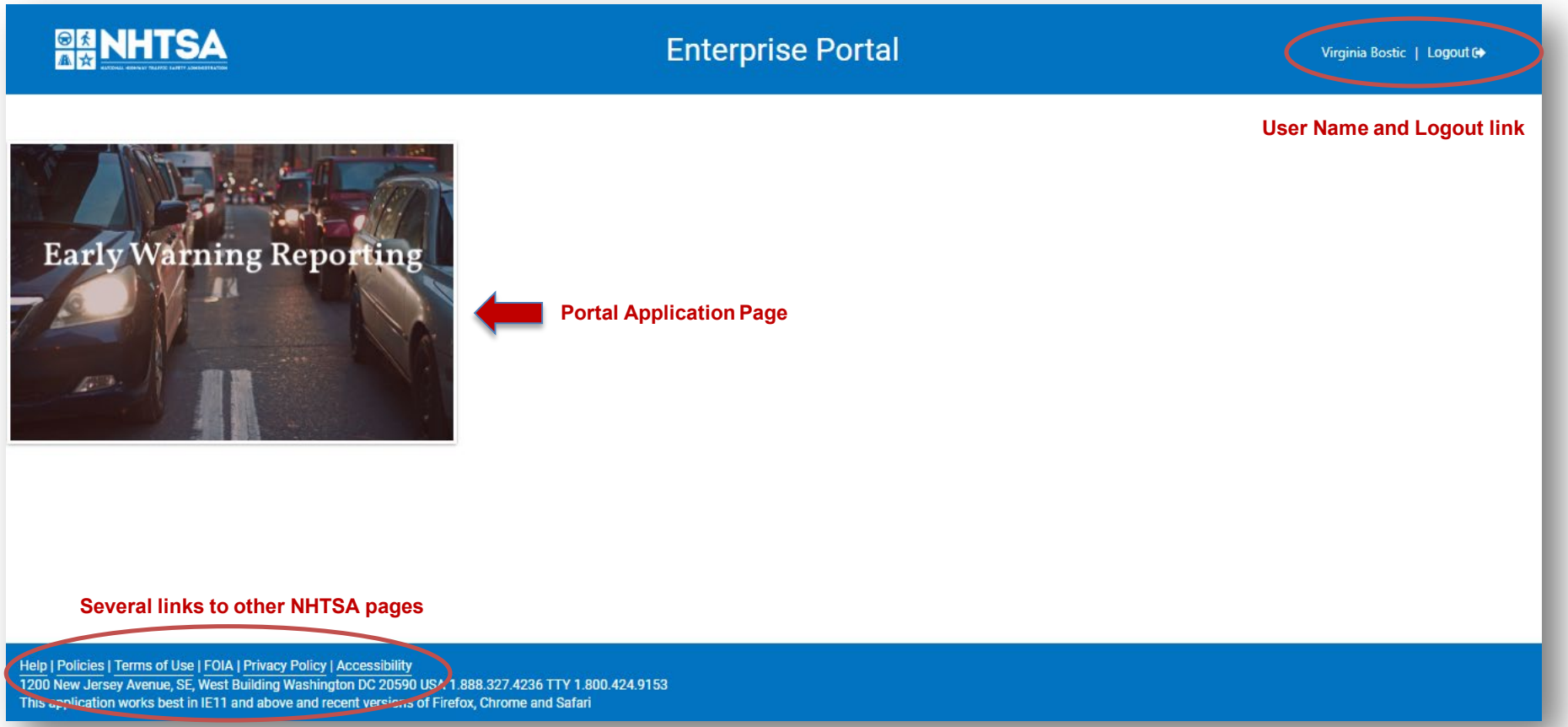
MANUFACTURER PORTAL

Manufacturer Portal Login



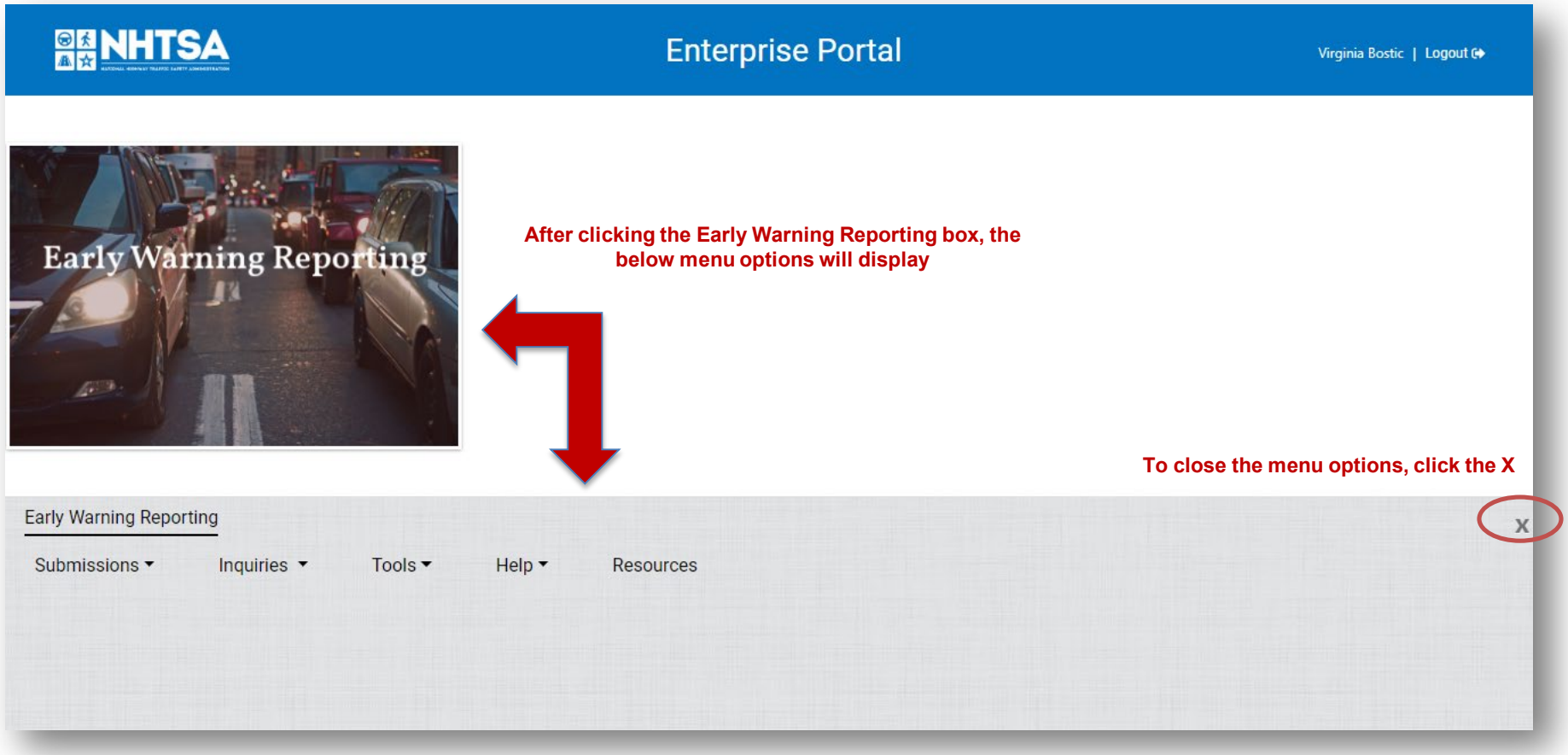


Enterprise Portal View

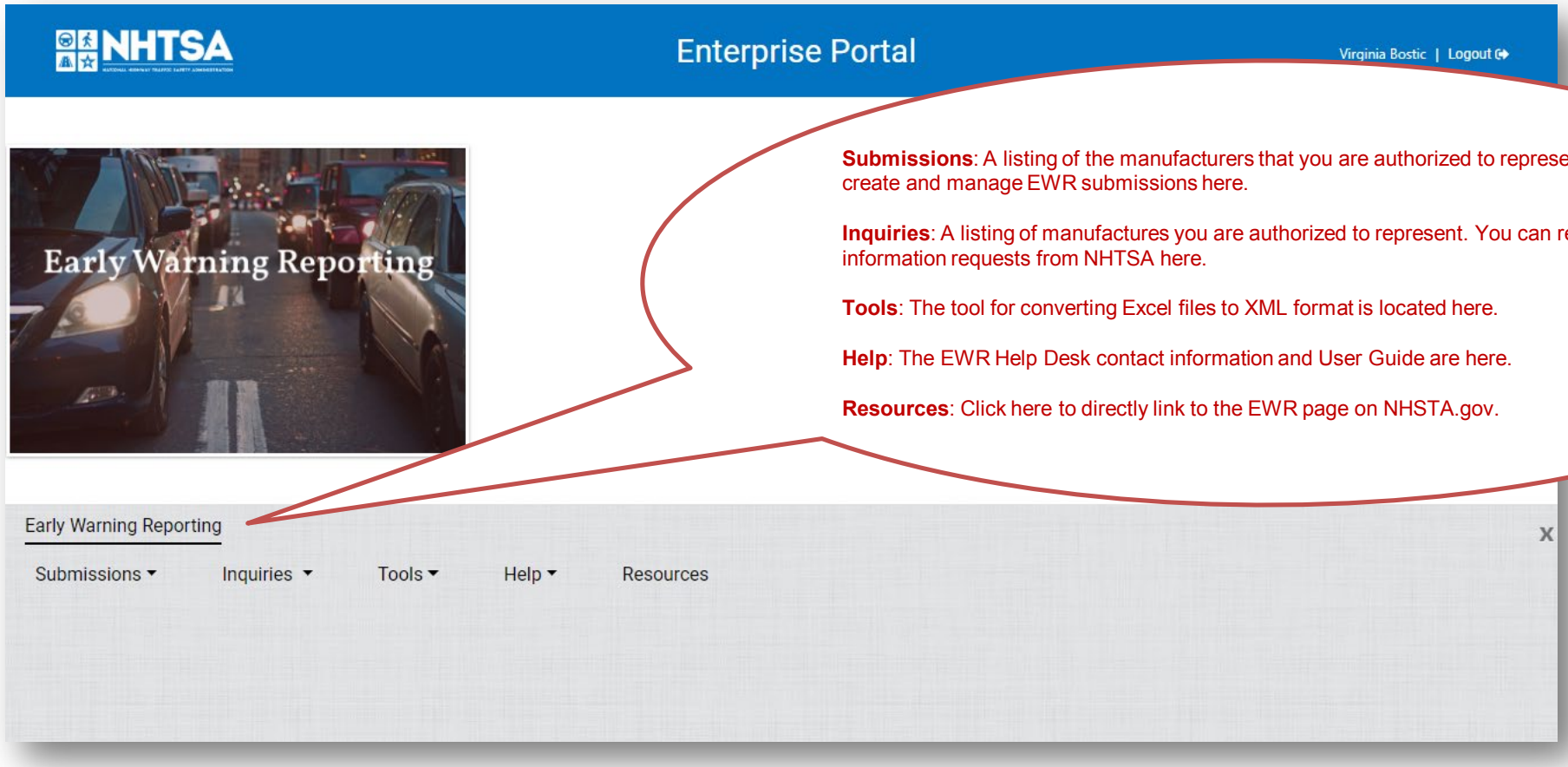


To access the Portal, use a standard web browser (Chrome 60 or above, Firefox 53 or above, Safari 10 or above).

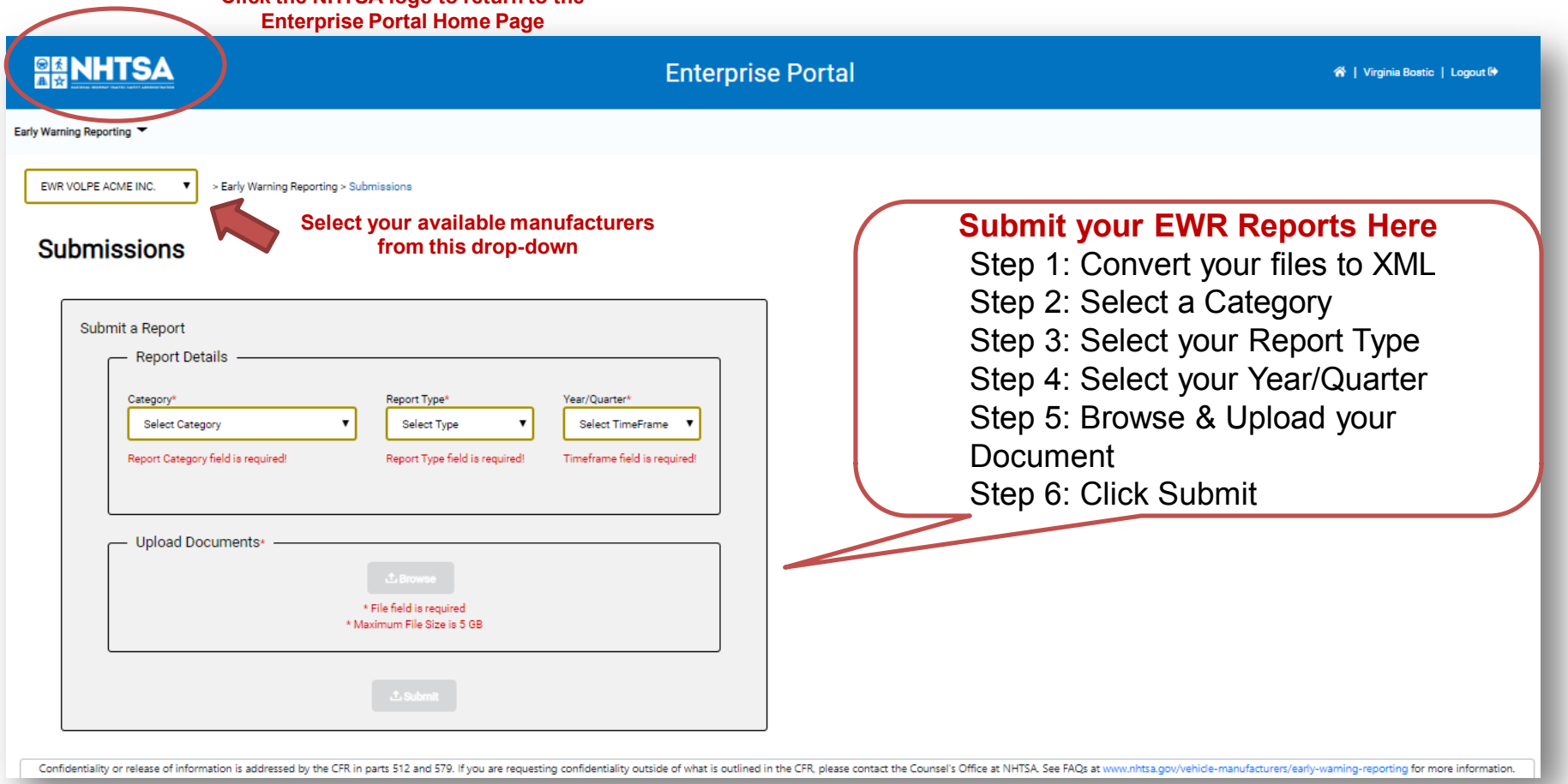
EWR Reporting menu options



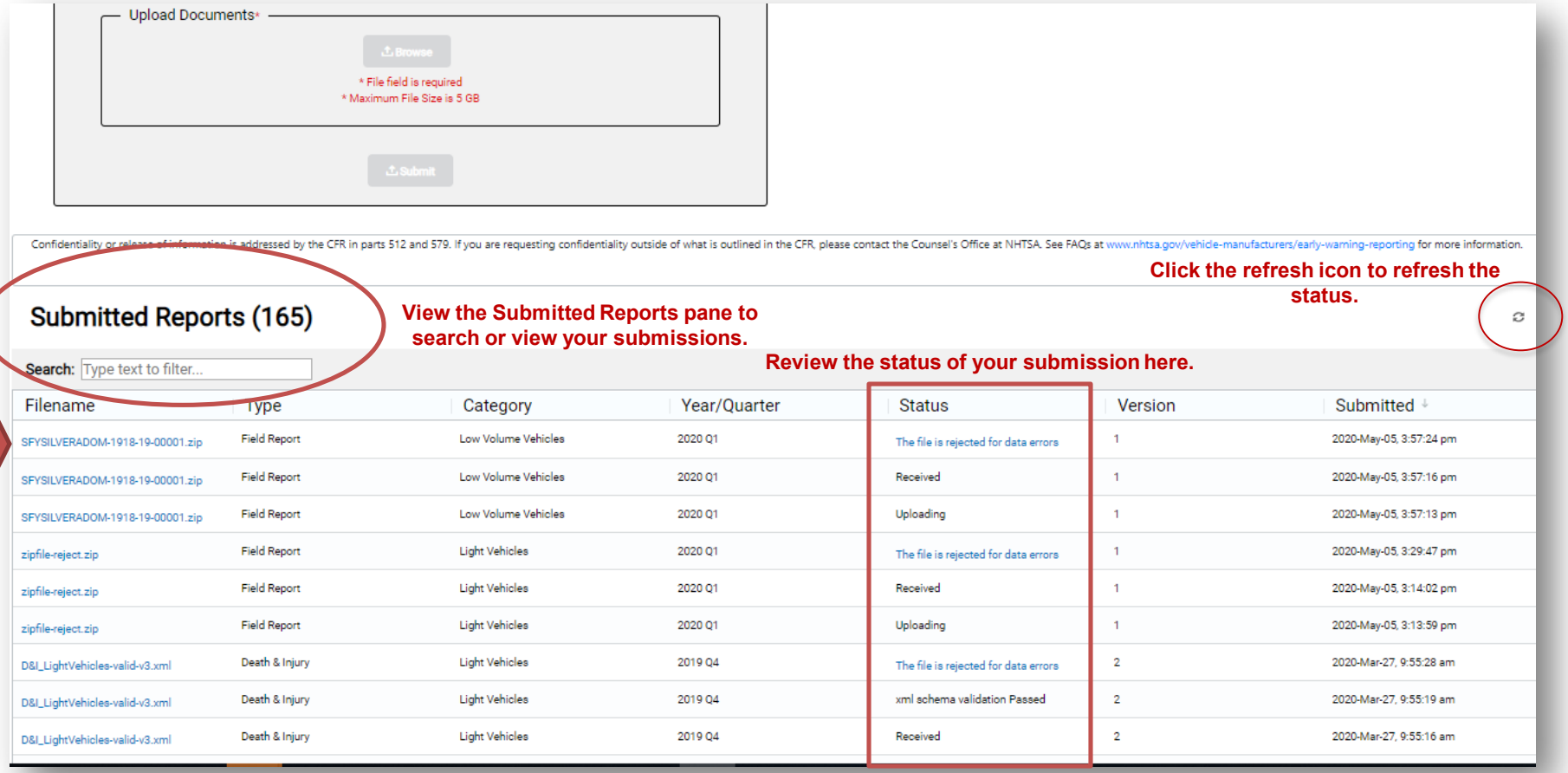
EWR Reporting menu options defined



Submissions | How do I submit?



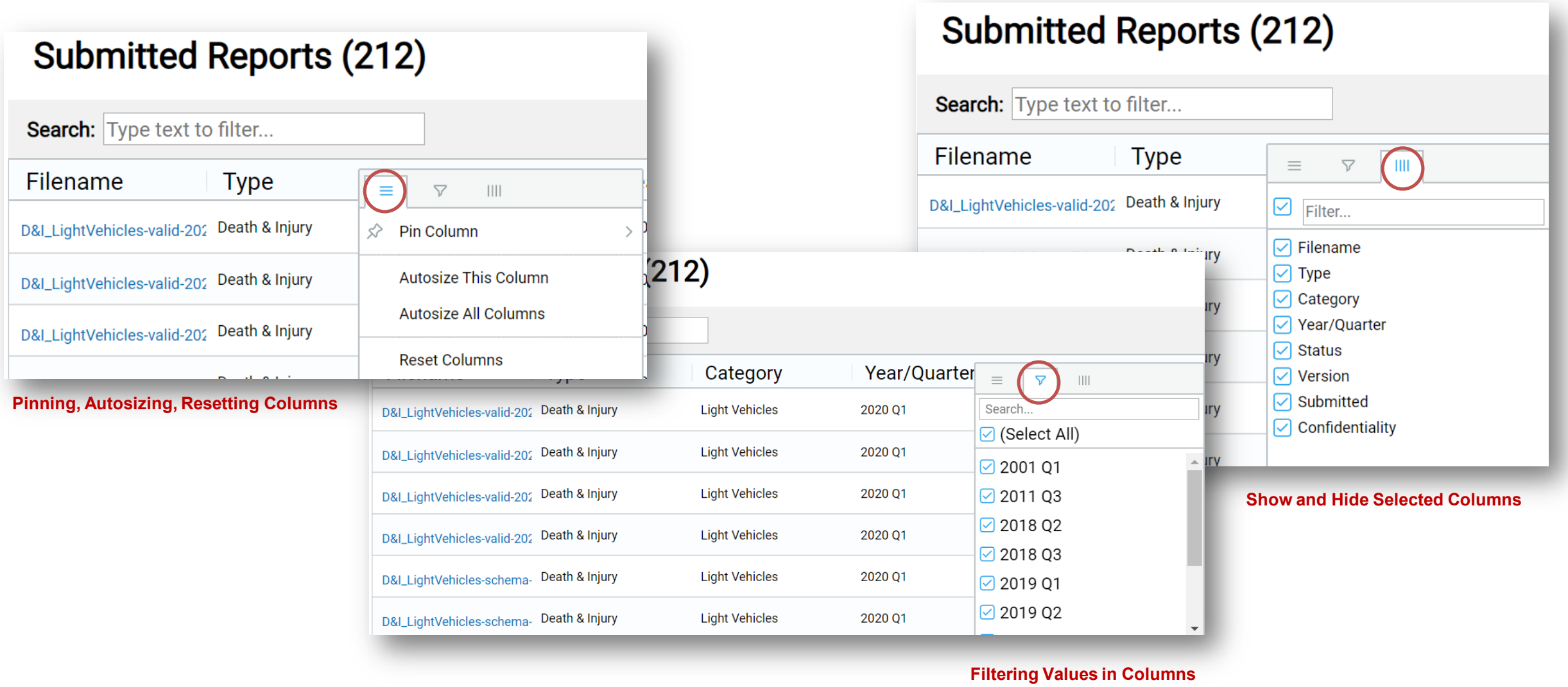
Submissions | How do I know the status of my submission?



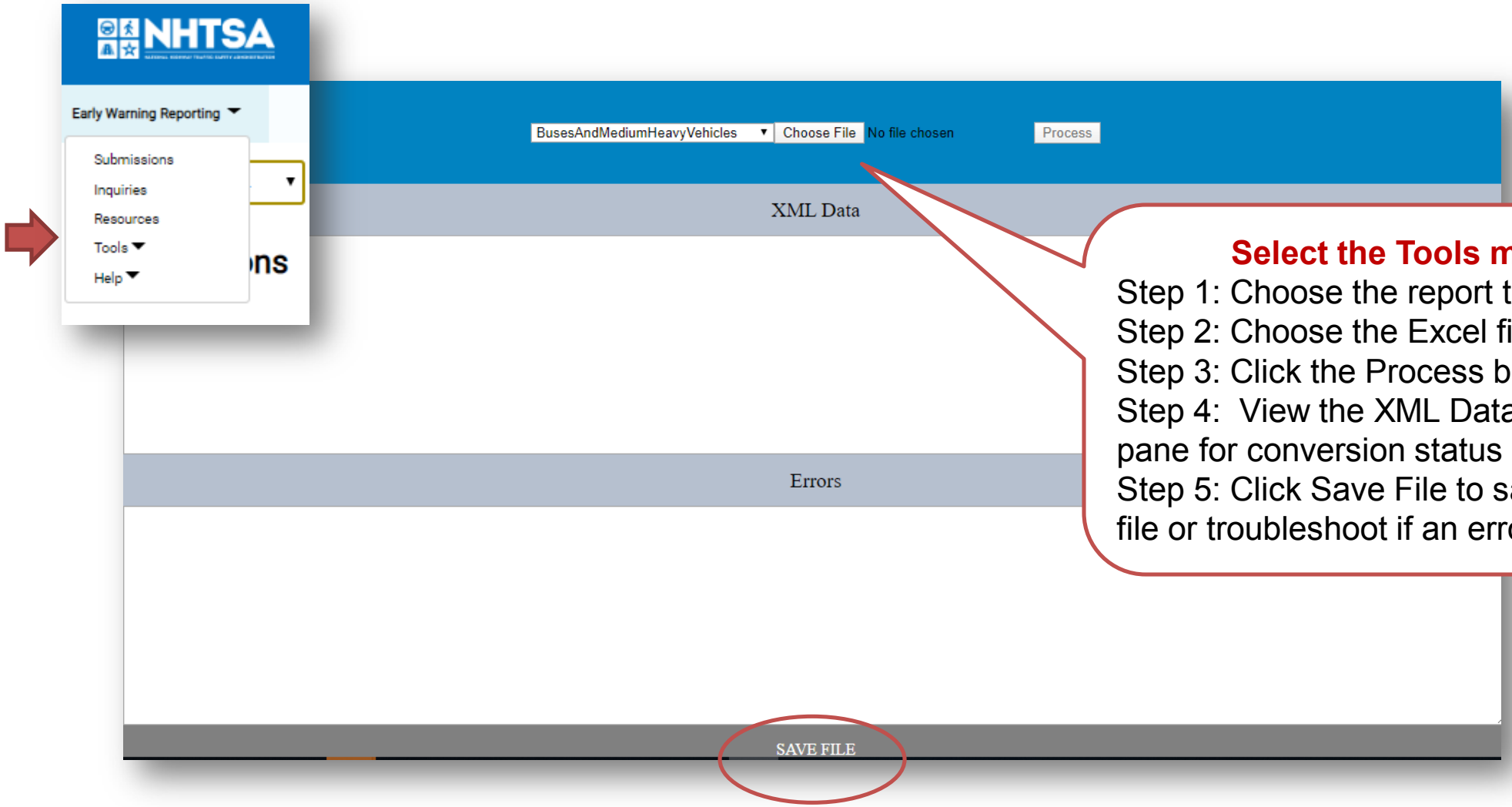
Submissions | What are the submission report statuses?

Status	Description
Uploading	The report was submitted successfully and is uploading.
Uploading Late	The report was submitted successfully after the submission period and is uploading.
Received	The NHTSA system has received the submission and virus scanning has started.
Received Late	The NHTSA system has received the submission after the specified due date and virus scanning has started.
Submission has been quarantined due to potential match as malicious file	The report has been quarantined because a virus has been detected.
xml schema validation Passed	Aggregate or Death & Injury submission: The report schema passed the validation check.
The file is rejected for schema errors	Aggregate or Death & Injury submission: The report schema failed the validation check.
The file is rejected for data errors	Aggregate or Death & Injury submission: The report data failed the validation check.
Submission had an internal error	Field Report submission: The report failed the validation check due to an internal error. This error status can occur for reasons such as processing an invalid zip file or if anything is wrong with the back-end processing of the file. In the event of an internal error, the manufacturer should contact the NHTSA Help desk to investigate the reason for failure.
Submission on Hold	The report version has been submitted and has failed validation three times. NHTSA must be contacted to resolve the issue. The report cannot be re-submitted while in a HOLD status.
Submission is on Hold Status for invalid version	The report is at HOLD status due to an invalid version number.
Submission has been released from Hold	ODI has released the submission from Hold status.
Accepted	NHTSA has accepted the report submission.

MFR Portal filtering



Tools | How do I convert my Excel file to XML?



Select the Tools menu option

Step 1: Choose the report type
Step 2: Choose the Excel file to convert
Step 3: Click the Process button
Step 4: View the XML Data pane and Errors pane for conversion status
Step 5: Click Save File to save your converted file or troubleshoot if an error message exists

Tools | What file conversion troubleshooting steps can I take?

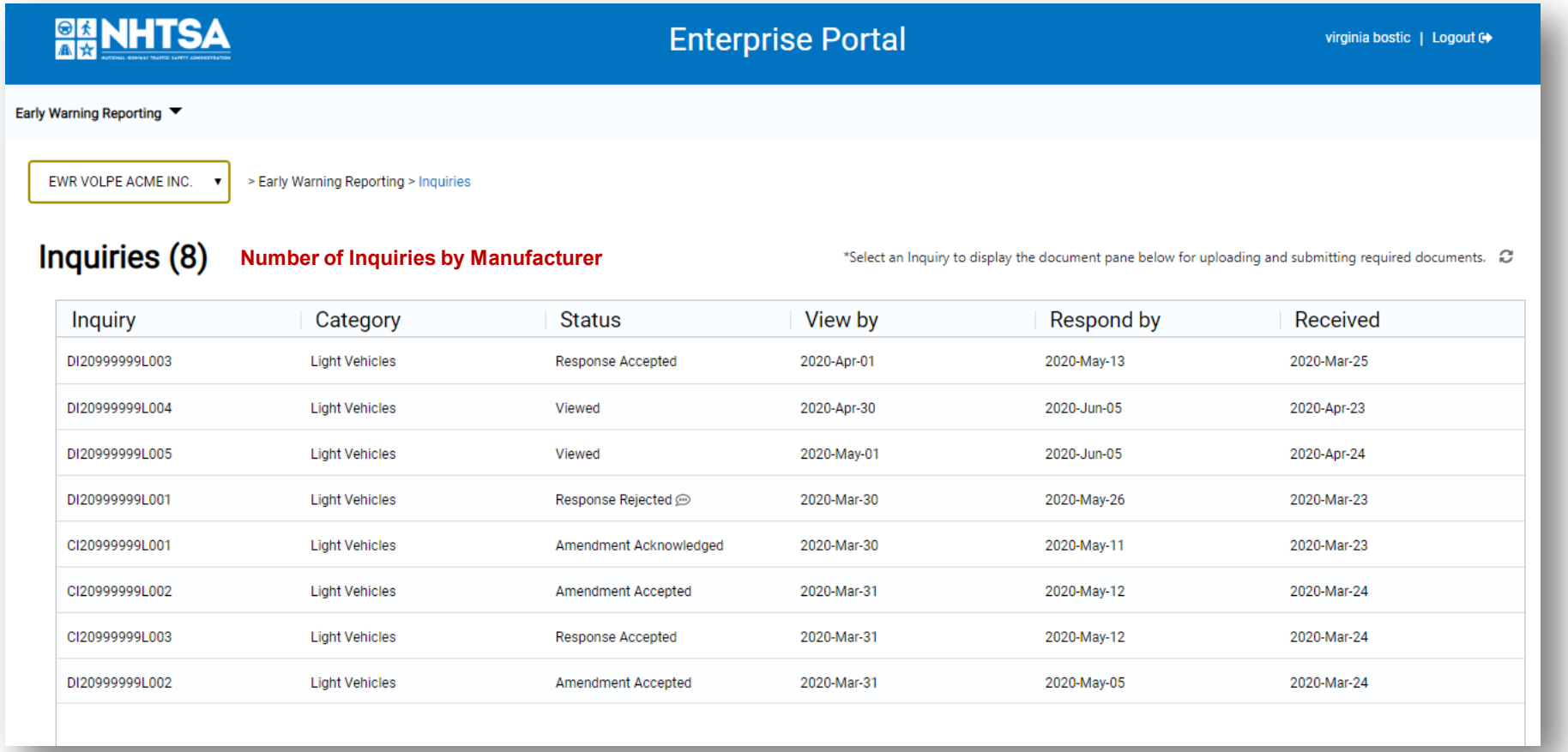
Your XML submissions generally go through a two-stage validation: XML schema validation followed by business rules validation. Your Field Report submissions do not undergo XML schema validation (they are not XML), but do undergo business rules validation.

When a submission has failed XML schema or business rules validation, the Status column in the Submission History table provides a link to a popup window that provides the schema errors causing the submission failure. You must troubleshoot and correct the problem before attempting to resubmit the report.

If a submission fails either schema or data validation three times, the report is set to HOLD status and you must contact NHTSA to resolve the issue.

If there is a data error rejection due to an invalid manufacturer name, make sure the Manufacturer Name field within the Report Info section of the XML file shows the EWR ID of the manufacturer (do NOT zero pad the EWR ID).

Inquiries | Inquiries from NHTSA

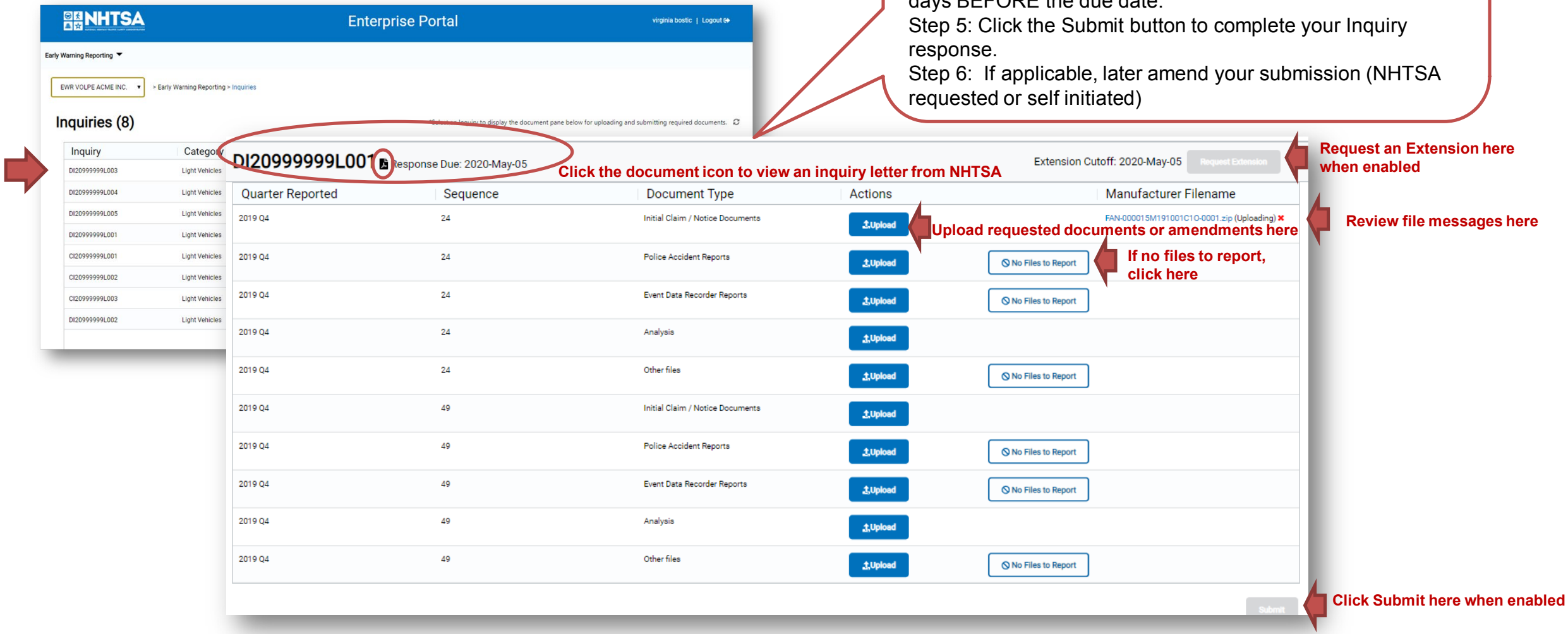


Inquiry	Category	Status	View by	Respond by	Received
DI20999999L003	Light Vehicles	Response Accepted	2020-Apr-01	2020-May-13	2020-Mar-25
DI20999999L004	Light Vehicles	Viewed	2020-Apr-30	2020-Jun-05	2020-Apr-23
DI20999999L005	Light Vehicles	Viewed	2020-May-01	2020-Jun-05	2020-Apr-24
DI20999999L001	Light Vehicles	Response Rejected	2020-Mar-30	2020-May-26	2020-Mar-23
CI20999999L001	Light Vehicles	Amendment Acknowledged	2020-Mar-30	2020-May-11	2020-Mar-23
CI20999999L002	Light Vehicles	Amendment Accepted	2020-Mar-31	2020-May-12	2020-Mar-24
CI20999999L003	Light Vehicles	Response Accepted	2020-Mar-31	2020-May-12	2020-Mar-24
DI20999999L002	Light Vehicles	Amendment Accepted	2020-Mar-31	2020-May-05	2020-Mar-24

Inquiries | How do I respond to an Inquiry?

Select the Inquiries menu option

Step 1: Select a DI or CI Inquiry
Step 2: View your Inquiry letter from NHTSA
Step 3: Upload each requested document
Step 4: If applicable, request a one-time extension at least 5 days BEFORE the due date.
Step 5: Click the Submit button to complete your Inquiry response.
Step 6: If applicable, later amend your submission (NHTSA requested or self initiated)



Request an Extension here when enabled

Review file messages here

Upload requested documents or amendments here

If no files to report, click here

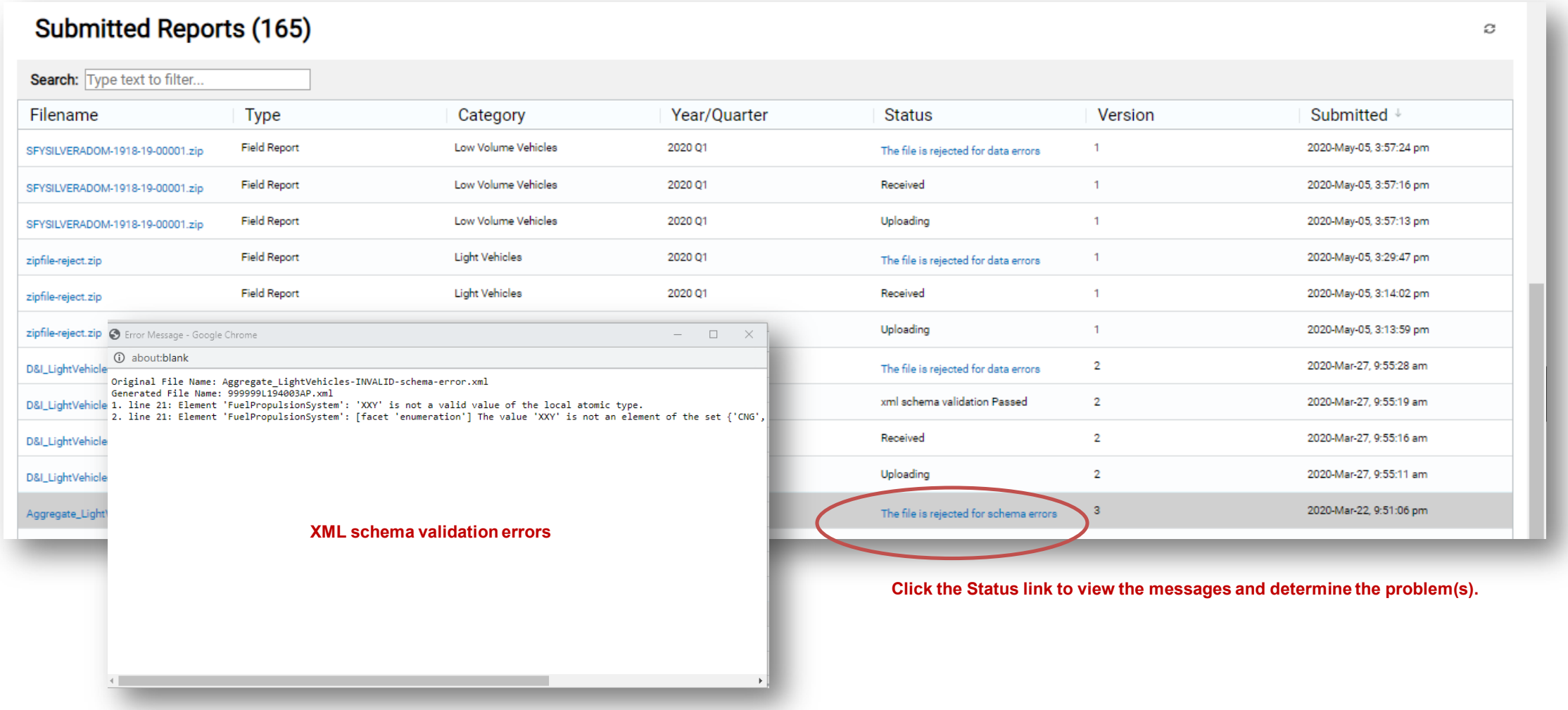
Click Submit here when enabled

As you work your Inquiry, your information will continue to be saved!

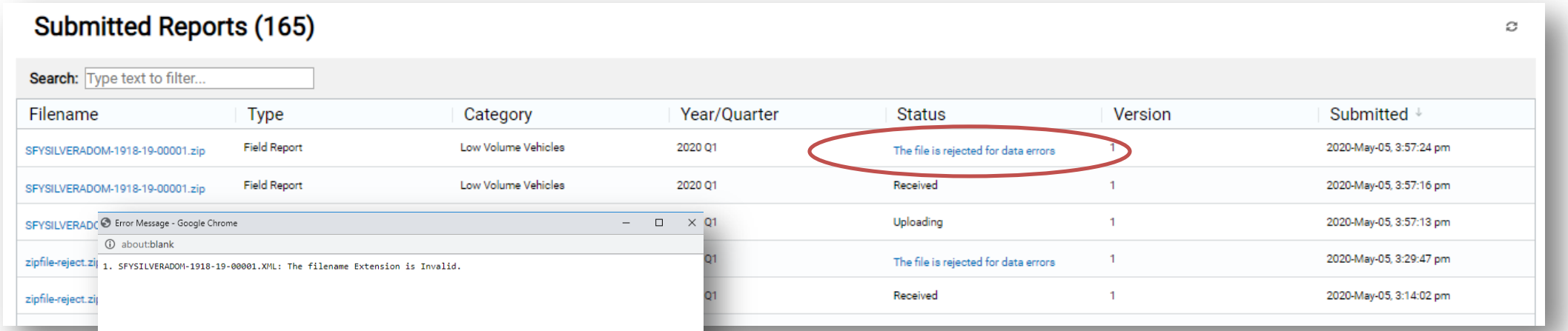
Inquiries | What are the Inquiry statuses?

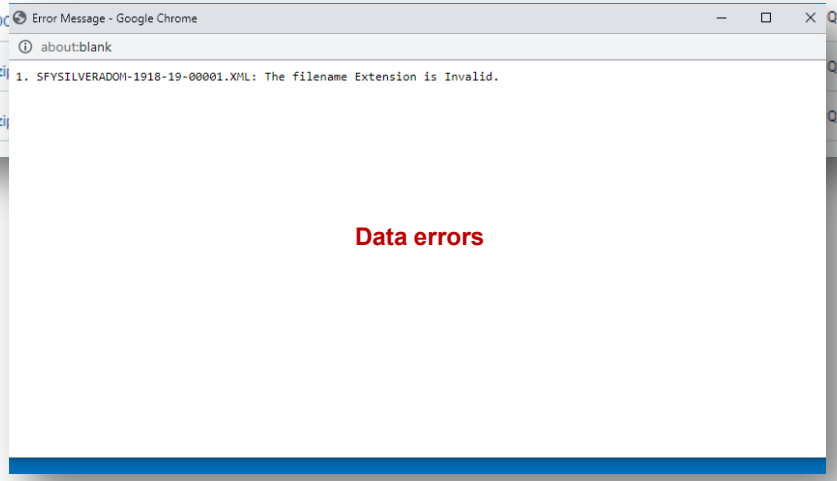
Status	Description
New	Manufacturer has not yet viewed the Inquiry received from ODI.
Acknowledgment Overdue	Manufacturer has not viewed the Inquiry received from ODI by the acknowledgment due date. Inquiry is flagged as Acknowledgment overdue.
Viewed	Manufacturer has selected and viewed the Inquiry request by the acknowledgment due date.
Complete	Manufacturer has successfully uploaded the requested documents.
Response Overdue	Manufacturer has not uploaded the requested documents by the response due date. Inquiry is flagged as Response overdue.
Response Accepted	The TAD Analyst has determined that the requested documentation is complete and accepted the Inquiry response.
Response Rejected	The TAD Analyst has determined that the requested documentation is incomplete and rejected the Inquiry response.
Extension Requested	External user has requested an extension to the Inquiry Response Due Date.
Extension Approved	The TAD Analyst has approved the Extension Request and extended the Inquiry Response Due Date.
Extension Rejected	The TAD Analyst has rejected the Extension Request and not extended the Inquiry Response Due Date.
Amendment Requested	ODI has determined that an amendment to received documentation is needed and has requested an amendment.
Amendment Request Acknowledged	Manufacturer has viewed the request for an amendment by the acknowledgment due date.
Amendment Request Acknowledgment Overdue	Manufacturer has not viewed the request for an amendment by the acknowledgment due date. Amendment request is flagged as acknowledgment overdue.
Amendment Submitted	Manufacturer has submitted an amendment in response to an Amendment Request from ODI OR the Manufacturer has submitted a self-amendment (voluntarily submitted an amendment without a request from ODI).
Amendment Response Overdue	Manufacturer has not submitted an amendment in response to an Amendment Request by the Amendment Request due date. Amendment request is flagged as response overdue.
Amendment Accepted	ODI has received and accepted an ODI-requested amendment or a voluntary Inquiry amendment (self-amendment).

Troubleshooting XML Schema Validation Errors



Troubleshooting a Data Error





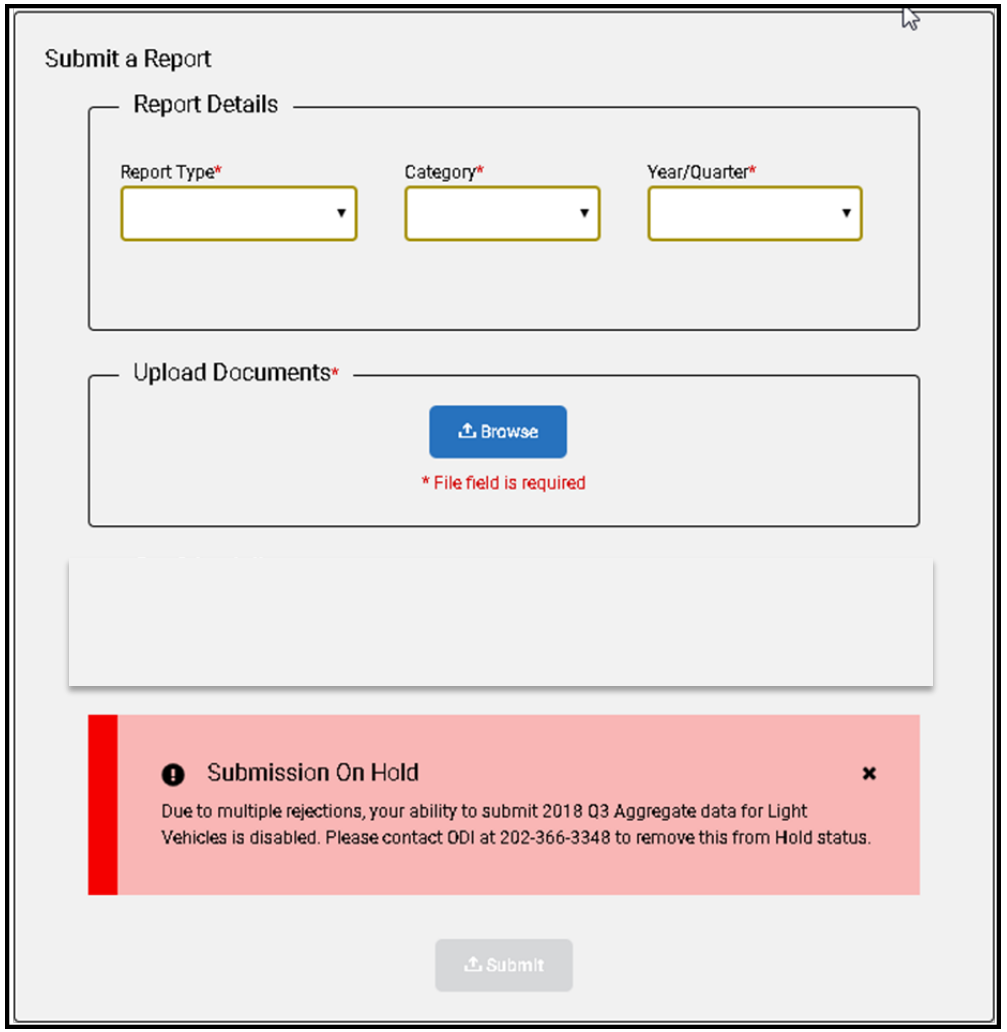
Data errors

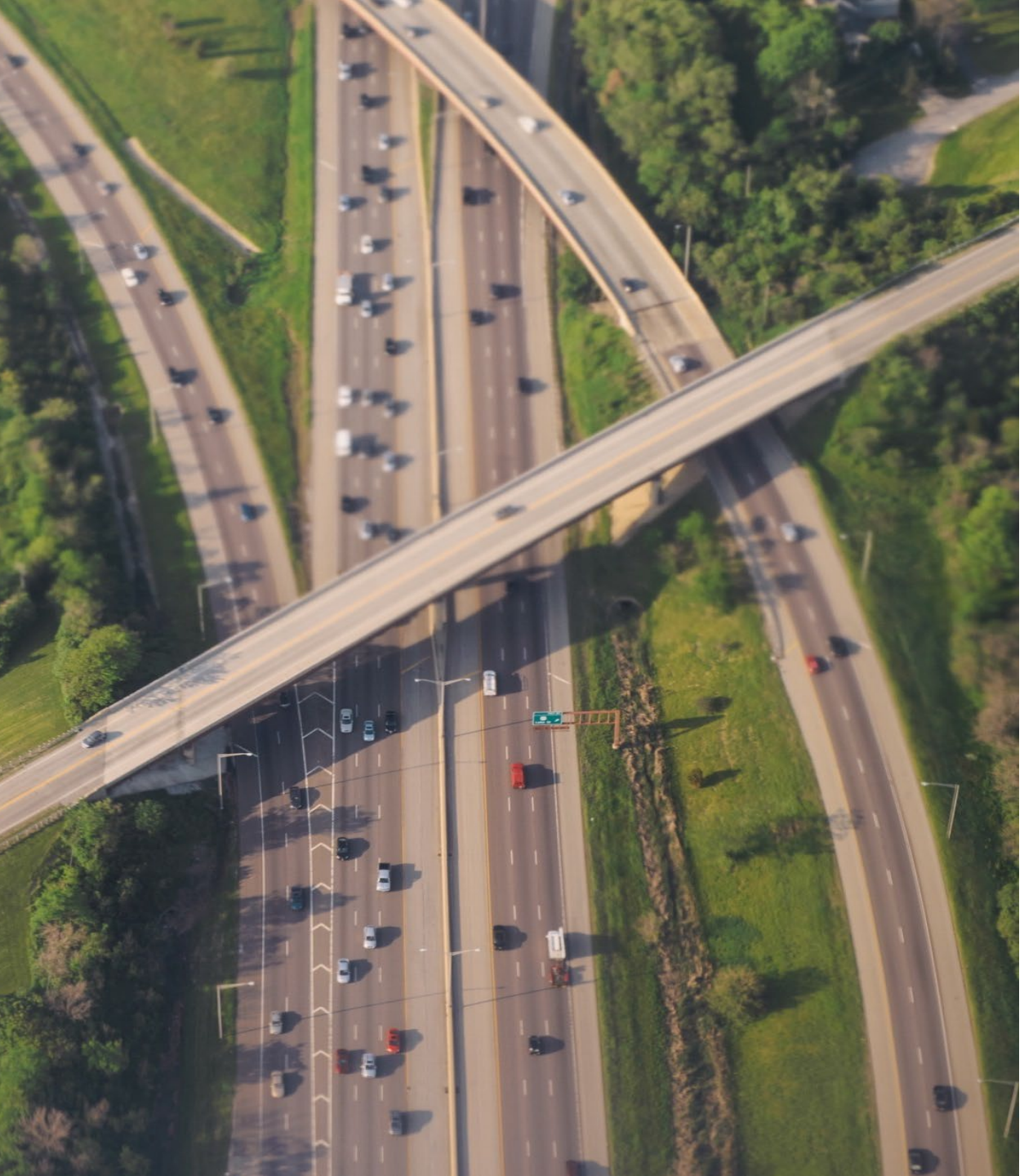
Click the Status link to view the messages and determine the problem(s).

Submission on Hold

If a submission fails either schema or data validation three times in a given category, report type and submission period, the submitted report is set to HOLD status and **you must contact NHTSA to resolve the issue**.

If this occurs, a Submission on Hold message is shown after the fourth attempt to submit the report and an ODI contact number is provided.





Questions & Answers

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
THANK YOU