

Revised Manufacturer Communications Portal (MCP)

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

April 2024

MCP

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Overview of MCP Changes

What to Expect

Accessing the New MCP

Submitting Manufacturer Communications

Additional Resources & Help

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: <u>https://portal.nhtsa.gov</u>
- 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 (<u>https://mcp.nhtsa.gov</u>) will automatically redirect users to the new URL above.

Logging into the New MCP

Login Steps

- 1. Visit <u>https://portal.nhtsa.gov</u>
- 2. Click the checkbox to provide consent
- 3. Click Login with login.gov
- 4. Enter your credentials on Login.gov

nterprise Portal is us
to allow you to sign in ount safely and securi
in Create an accou
r existing users
existing users
d
Sign in
government employee ID
Enterprise Portal word? s and Privacy Act Statement @ ment @
e

What You See After Login

	Enterprise Portal	Eileen West Logout 🕪
Early Warning Reporting	Manufacturer Communications	
Policies Terms of Use FOIA Privacy Policy Vulnerability Disclosure Policy 1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA This application works best in recent versions of Edge, Firefox, Chrome and Saf		

Legacy MCP Dashboard

Manufacturer Communications Dashboard					
Create a New Submission				Audit	Trail
Draft Communications (View/Edit/Delete)					
Search: 0					
Transaction ID 🔶 Communication ID 🍦 Communication Date	Modified Date	Concise Summary	Document	Audit Trail	$\stackrel{\wedge}{=}$
23MC44037 333	02/24/2024	Let's do this one m		Q	
Show 5 v entries Showing 1 to 1 of 1 entries				Previous 1	Next
Submitted Communications (View Only)					_
ullet Last 30 days $igodot$ Last 60 days $igodot$ Last 90 days $igodot$ All					
Search: 0					
Transaction ID 🔶 Communication ID 🔶 Communication Date	Submit Date	🔻 Status 🔶 NHTSA ID	Document	🔶 Audit Trail	÷
Show 5 V entries	No matching records found				
Showing 0 to 0 of 0 entries (filtered from 18 total entries)				Previous	Next

New MCP Dashboard

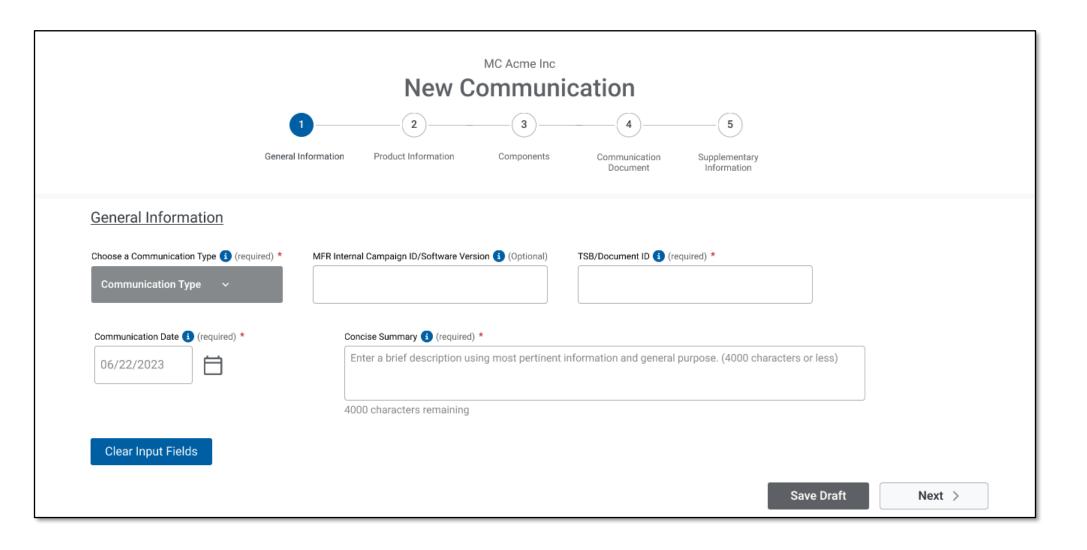
	Manufacturer Communicatio	DNS John Doe Logout 🕞
MCP Home / Create New Submission / MC Acme Inc N		
Create New Submission Draft Cor	nmunications (5) Submitted Communications (120	0) MIC Submissions (4) All Audit Trail (58)
Click + Icon to expand Submission Sections		OMB No. 2127-0616. Expires 04/30/2025.
+ New Communication		
+ Nothing to Report		
+ Manufacturer Index Communication		

Submitting New Communications

Select "New Communication" Option

	Manufacturer Com	nmunications		John Doe Logout 🕞
MCP Home / Create New Submission / MC	Acme Inc 🗸			
Create New Submission	Draft Communications (5) Submitted Co	ommunications (120) M	IIC Submissions (4)	All Audit Trail (58)
Click + Icon to expand Submission Sections			OMB No.	2127-0616. Expires 04/30/2025.
+ New Communication				
+ Nothing to Report				
+ Manufacturer Index Comm	unication			

Step 1: General Information

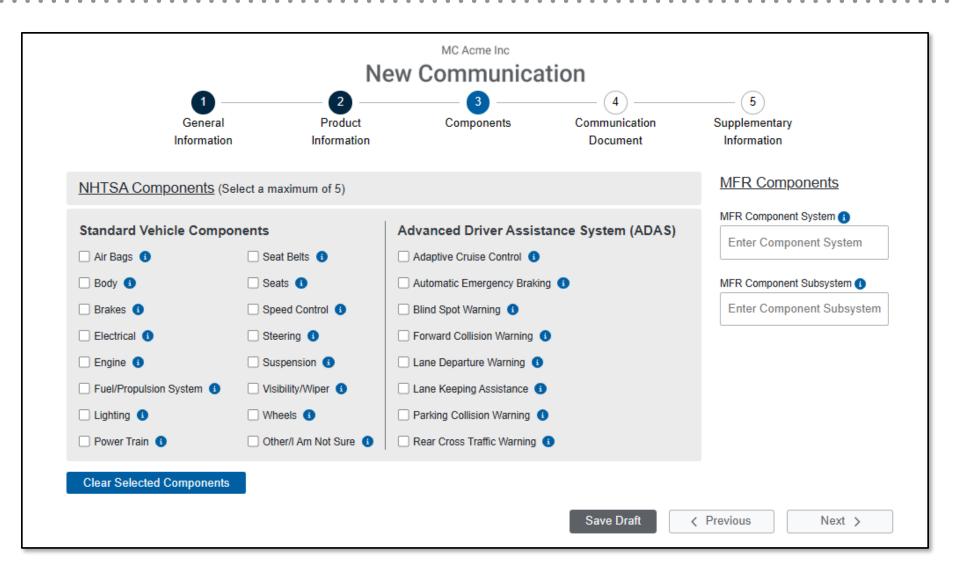


Step 2: Product Information

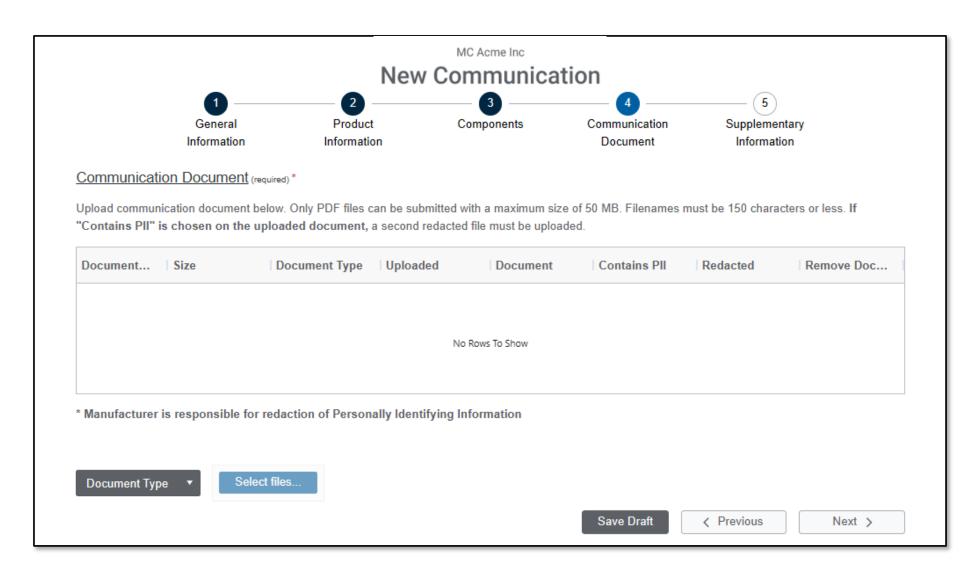
- The current product list for manufacturer is displayed to user (drop-down list with typeahead feature).
- ODI requests MFR feedback to make product table accurate for portal usage, internal usage, and public searching.
- Implemented a search bar that queries across all column values.

			Acme Inc Imunication		
	1	2	- 3 4	5	
	General Information	Product Information Co	omponents Communication Document	Supplementary Information	
Selected Products	Enter one or more c	characters to filter the list below	Ν.		
Make/Brand Name	Model/Tire Line	↑ Model Year/Tire Si	ze Product Type	Remove	
MC Acme Inc.	V-ICKEL	2014	Vehicles	Remove	
MC Acme Inc.	V-ICKEL	2014	Vehicles	Remove	
Add Products		haracters to filter the list below.	↓ Model Year/Tire Size	↓ Product Type	٩
			↓ Model Year/Tire Size 2014	↓ Product Type Truck	Q
↓ Make/Brand Name		del/Tire line			Q
 Make/Brand Name MC Acme Inc. 		del/Tire line V-ICKEL	2014	Truck	۹
 Make/Brand Name MC Acme Inc. MC Acme Inc. 		del/Tire line V-ICKEL V-ICKEL	2014 2014	Truck	٩
 Make/Brand Name MC Acme Inc. MC Acme Inc. MC Acme Inc. 		del/Tire line V-ICKEL V-ICKEL V-ICKEL	2014 2014 2014	Truck Truck Truck	Q
 Make/Brand Name MC Acme Inc. 	↓ Mod	del/Tire line V-ICKEL V-ICKEL V-ICKEL V-ICKEL	2014 2014 2014 2014 2014 2014	Truck Truck Truck Truck Truck	Q

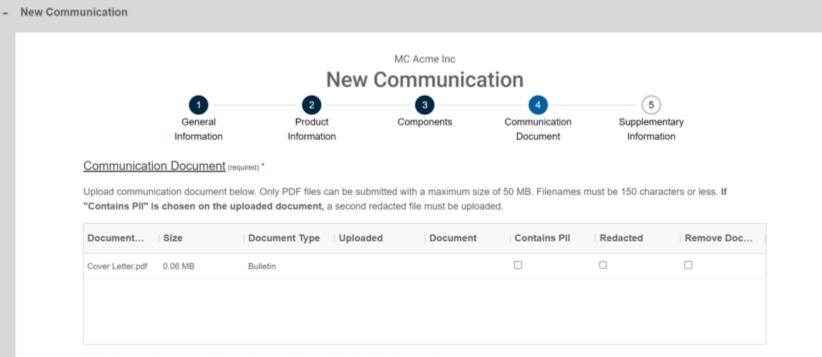
Step 3: Component Information



Step 4: Communication Document(s)



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

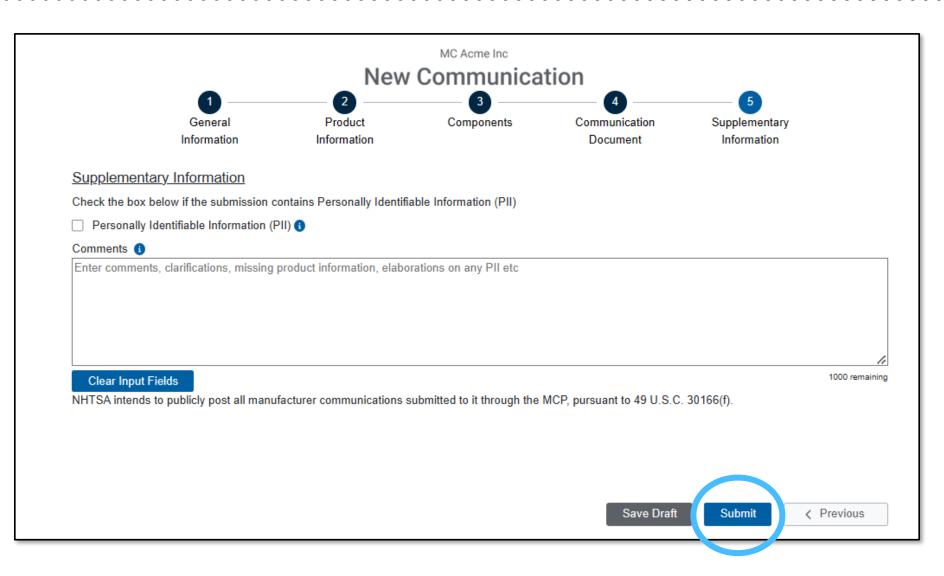


* Manufacturer is responsible for redaction of Personally Identifying Information

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

	1 General Information		2 Product Information	(3 Components	4 Communication Document	5 Supplemen Informati	
	on Document (v PDF files car	n be submitted i	with a maximum size	e of 50 MB. Filenames	must be 150 chara	cters or less. If
			·		ed file must be upload			
Document	Size	Docu	ment Type	Uploaded	Document	Contains PII	Redacted	Remove Doc
Cover Letter.pdf	0.06 MB	Bulle	Contains	PII		×		0
			remember to	also upload the	r the uploaded docu e redacted version o NHTSA's webpage.			
* Manufacturer	is responsible fo	r redactio	n of Personal	ly Identifying I	nformation			
Select files								
						Save Draft	< Previous	Next >

Step 5: Supplementary Information

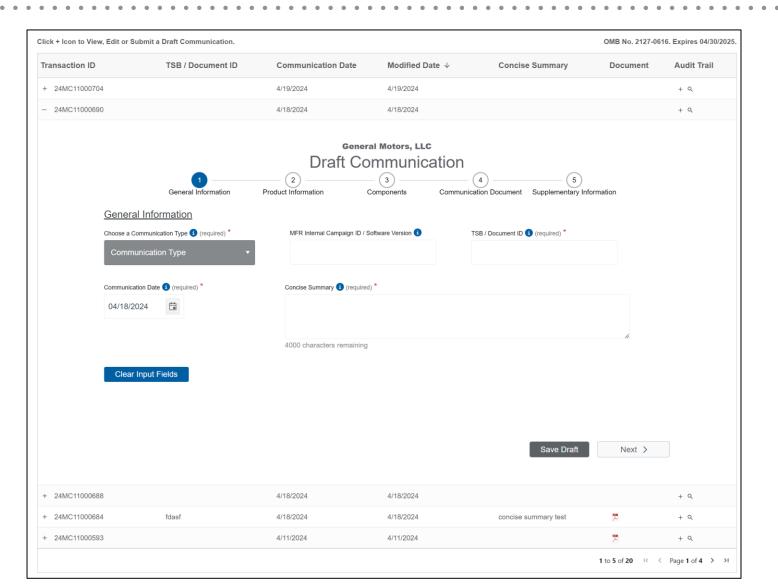


Viewing and Editing Draft Communications

Draft Communications

Create New Submissio	on Draft Communica	tions (20) Submit	tted Communications (2956)	MIC Submissions (24)	All Audit	Trail (4170)
5 ▼ Records per page	Enter Keyword or ID numb	er				
Click + Icon to View, Edit or Submit a	Draft Communication.				OMB No. 2127-06	16. Expires 04/30/2025.
Transaction ID	TSB / Document ID	Communication Date	Modified Date \downarrow	Concise Summary	Document	Audit Trail
+ 24MC11000704		4/19/2024	4/19/2024			+ Q
+ 24MC11000690		4/18/2024	4/18/2024			+ Q
+ 24MC11000688		4/18/2024	4/18/2024			+ 9
+ 24MC11000684	fdasf	4/18/2024	4/18/2024	concise summary test	Z	+ Q
+ 24MC11000593		4/11/2024	4/11/2024		Z	+ Q
					1 to 5 of 20 K	C Page 1 of 4 → → I

Viewing Draft Communications



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Viewing Your Previously Submitted Communications

Transactions & Submission History

	Create New Submis	ssion Draft Comm	unications (9)	Submitted Communications (14)	MIC Submission	s (3)	All Audit Trail (56)		
5 • Records per page	O Last	30 days 🔷 Last 60 days 🔷 Las	st 90 days 🕜 All	Enter one or more cha	acters to filter the list below.					
Submitted communications can only	y be viewed									
Transaction ID	TSB / Doc. ID	Comm. Date	MIC Filename	Submitted ↓	Status	Туре	NHTSA ID	Document	Audit Trail	
24MC11000148	1234	03/14/2024		03/14/2024 14:16:3	Submitted	Standard	11000148	2	+ 9	
24MC11000138	1234	03/14/2024		03/14/2024 11:37:50) Submitted	Standard	11000138	X Cut	Ctrl+X	
24MC11000137	1234	03/14/2024		03/14/2024 11:34:52	2 Submitted	Standard	11000137	Copy	Ctrl+C	
24MC11000066	123	02/26/2024		03/13/2024 19:15:10	5 Submitted	Standard	11000066	Copy with Headers	aders	
24MC11000070	No comms 2023-11			02/26/2024 16:03:12	2 Submitted	NTR	SV Export	🗂 Paste	Ctrl+V	
							Excel Export	⊥ Export	•	ы
							<u>\</u>			-

Viewing MIC Submissions

MIC Submission History

Create New S	Submission Draft C	Communications (20)	Submitted Communications	(2956) MIC Submissio	ons (24) All Audit Tr	ail (4170)
5 ▼ Re pa	ge O Last 30 da	ys 🔷 Last 60 days 🔷 Last 9	0 days O All Enter one or mo	ore characters to filter the list belo	DW.	
	rs by clicking Failed link.	Index Filename	Number of Comm.	Status	Culture itita d	
Batch ID				Status	Submitted ψ	
65	Test Two Subs.zip	Test two subs.xml	2	Success	04/24/2024 11:58:15	
64	Test One Sub.zip	Test One Sub.xml	1	Success	04/24/2024 11:57:56	
15	No Invalid character.zip	Test One Sub.xml	1	Success	04/18/2024 13:25:08	
14	Test One Sub.zip	Test One Sub.xml	1	Failed - See Validation Errors	04/18/2024 13:17:11	
68	FLAT_INV (2).zip			Failed - See Validation Errors	04/11/2024 14:56:03	

.

Viewing MIC Submission Validation Errors

Create New	Submission Draft Comr	nunications (20)	Submitted Com	nmunications (2956)	MIC Submissio	ns (24) All Audit	Trail (4170)
• C	Records per O Last 30 days	Clast 60 days	90 days 🔿 All 🛛	Enter one or more charac	ters to filter the list belo	W.	
View MIC Validation Erro	ors by clicking Failed link.						
Batch ID	Container Filename	Index Filename	Number	of Comm. State	us	Submitted ψ	
365	Test Two Subs.zip	Test two si Valid	ation Errors	×	ss	04/24/2024 11:58:15	
364	Test One Sub.zip	Test One 5 04/18/2	2024 13:17:11	Test One Sub.xml	ss	04/24/2024 11:57:56	
315	No Invalid character.zip	Test One s Must p	rovide one xml file		ss	04/18/2024 13:25:08	
314	Test One Sub.zip	Test One S			- See Validation Errors	04/18/2024 13:17:11	
268	FLAT_INV (2).zip		Download Vali	dation Errors	- See Validation Errors	04/11/2024 14:56:03	
			XML Convers	sion Tool		1 to 5 of 13	< Page 1 of 3 > >I

Submitting Nothing to Report

Select "Nothing to Report" Option

	Manufacturer Communications										
MCP Home / Create New Submission / MC A	cme Inc 🗸										
Create New Submission	Draft Communications (5)	Submitted Communications (120)	MIC Submissions (4)	All Audit Trail (58)							
Click + Icon to expand Submission Sections			OMB No	o. 2127-0616. Expires 04/30/2025.							
+ New Communication											
+ Nothing to Report											
+ Manufacturer Index Commu	nication										

Nothing to Report Month Selection

		General Motors, LLC
	No	othing to Report
I confirm that (Gener	al Motors, LLC) did not (generate any communications reportable under the 49 CFR part 579.5
during the month of:		
	Select a Month	
	April 2024	
	March 2024	
	February 2024	
	January 2024	Submit
	December 2023	
	November 2023	
Manufacturer Index Communication (MIC)		

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

Legacy Bulk Submission

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

Revised Bulk Submission

- 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: <u>https://xmltool.nhtsa.gov</u>
 - 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

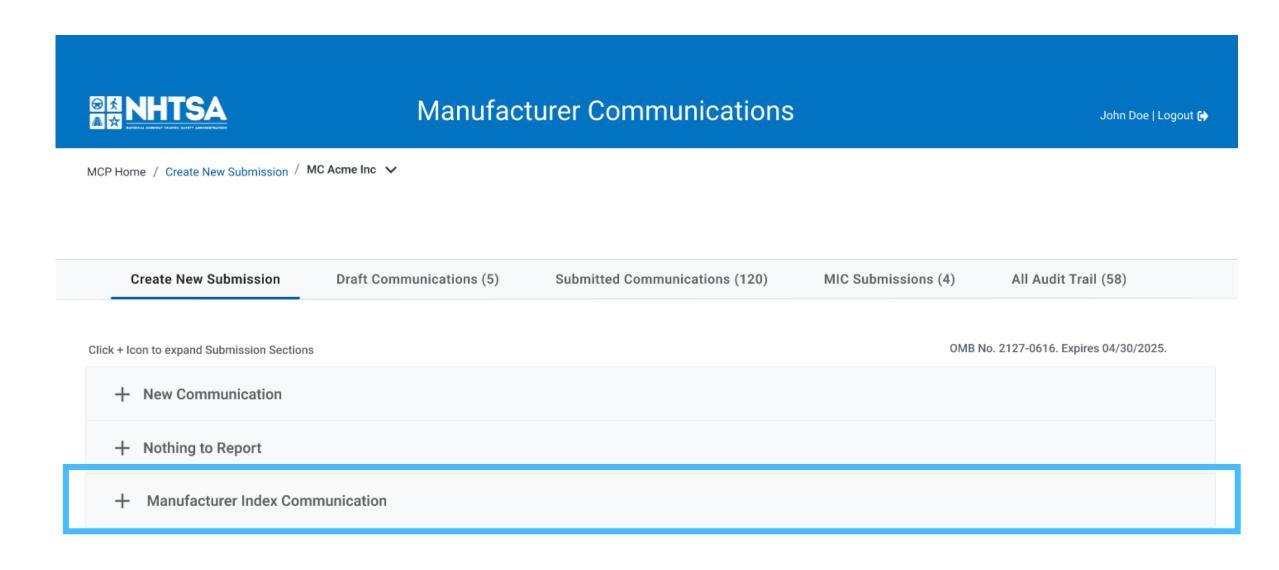
Legacy Index File (Excel)

	Α	В	С	D	E	F	G	Н
1	Index	of Manufacturer	· (MFR) Communic	ations				
2	2 Manufacturer:							
3	Date F	Range:						
	Date S	ubmitted:						
5							[The effect of the defect or noncompliance should be described below.]	
		MFR	MFR			Model		
c .	No.	Communication	Communication	Make	Model	Year	Concise Summary (2000 character limit)	
6 7		ID	Date					
8								
9								
9 10								
11								
12								
12 13								
14								
15								
16								
17								
18								
19 20								
		Mfr Comm In	dex 🕕					
			dex 🕂					►

Revised Index File (Excel)

	Α	В	С	D	E	F	G	Н	I	J	К	L	М	N	0
1 II	ndex	of Manufacturer	(MFR) Communio	cations											
2 N	lanu	facturer:													
3 D	ate R	Range:													
4 D	ate S	ubmitted:													
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	Communicatio n 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															
11															
12 13															
13															
14															
15															
16															
17															
18															
18 19 20 21															
20															
21															
22															
23															
22 23 24 25															
25															
1	•	MIC	Column De	escriptions	(+)				•						

Select "Manufacturer Index Communication" Option



Manufacturer Index Communication (MIC)



	Α	В	С	D	E	F	G	Н	I.	J	К	L	М	Ν	0
1	Index of Manufacturer (MFR) Communications														
2	Manufac	turer:	MC Acme Inc												
3	Date Rar	nge:	04/01/2014 - 0	4/30/2014											
4	Date Sub	omitted:	01/09/2017												
5															[The effect of the defect or noncomp
		TSB /	/ MFR MFR Internal Communic Document File Name File Name (Does Not Make Model Model Year								MFR	MFR	Concise Summary (4000		
	No.	Documen	Communicati	Campaign ID /	ation		(Contains	File Name (Does Not	Make	Model	Model Year	NHTSA Components	Component	Component	character limit + special
6		t ID	on Date	Software Version	Туре	Туре	PII)	Contain PII)					System	Subsystem	characters)
7	1	PIC5520K	04/01/2014	Campaign ID 001	SBR	BUL	PIC5520K.pd	PIC5520K-redacted.pdf	Make1	Model1	2012	Electrical, Engine			This Preliminary Information commun
8									Make1	Model1	2013				
9									Make1	Model1	2014				
10									Make2	Model2	2012				
11									Make3	Model3	2013				
									Make3	Model4	2014				

Viewing the Audit Trail



	A S NHTSA Manufacturer Communications									
MCP Home / All Audit Trail / Honda (Ameri	ican Honda Motor Co.) 🗸									
Create New Submission	Draft Communications (5)	Submitted Communic	ations (898) MIC Submissions	(8) All Audit Trail (1792)						
5 ▼ Records per page	O Last 30 days ○ Last 60 days ○ L	ast 90 days O All Enter or	ne or more characters to filter the list below.							
Transaction ID	TSB / Document ID	Action	Created Date $\ \downarrow$	Created By						
24MC11000583	34525	Communication Submitted	04/11/2024 14:46:27	Robert Ritter						
24MC11000583	34525	Draft Communication Saved	04/11/2024 14:45:31	Robert Ritter						
24MC11000583	34525	Draft Communication Saved	04/11/2024 14:45:12	Robert Ritter						
24MC11000583	34525	Draft Communication Saved	04/11/2024 14:40:33	Robert Ritter						
24MC11000583	34525	Draft Communication Saved	04/11/2024 13:55:18	Robert Ritter						
				1 to 5 of 6 K < Page 1 of 2 > >I						

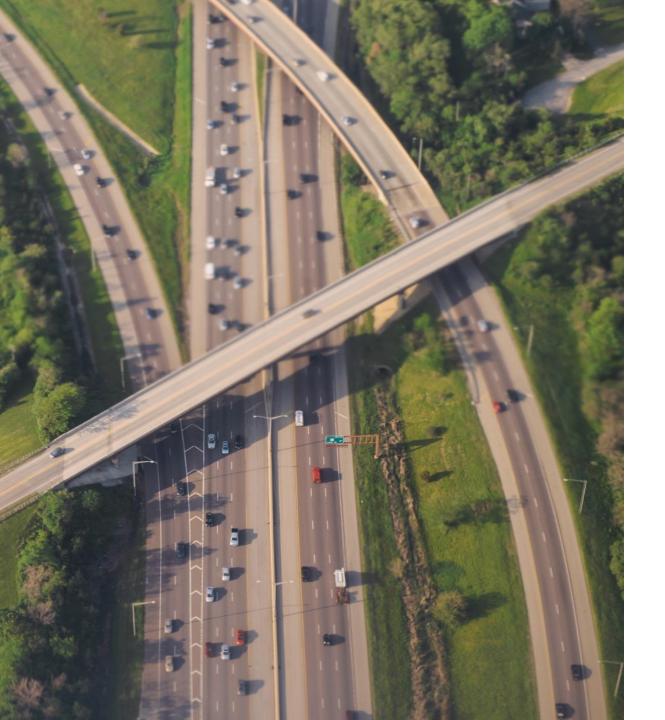
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Additional Resources & Help

- MCP Helpdesk: <u>MC.Helpdesk@dot.gov</u> 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

