



Dear NHTSA Manufacturer Communication Submitter:

NHTSA is updating the Manufacturer Communications Portal (MCP) (<https://mcp.nhtsa.gov>) to streamline the process for submitting your communication for products that you are unable to find on the site while completing the communication submission form. The changes are summarized below.

- When you are unable to find products that are the subject of your communication in the Add Products listing, you will no longer be able to request the addition of those products.
- Instead, you will have to select a new entry in the product listing called “NOT AVAILABLE”. This indicates to the system that the products you want to report on are not listed. Then, you must provide details of each missing product in the Comments box at the bottom of the main form. For each missing product, you will be expected to provide the Make, Model and Model Year (MMY).
- Upon successful submission of your communication, NHTSA staff will review any “NOT AVAILABLE” product selection in your communication and resolve them according to the detailed information you provided in the Comments box. Because text you enter in the Comments box is not validated by the system, due diligence is required to ensure the MMY for each missing product is provided to avoid unnecessary clarification phone/email exchanges with NHTSA staff, potentially impacting the timely processing of your communication.
- Note that the above changes also mean that you no longer have to wait for NHTSA to approve any new product requests you make before you can submit your communication. By selecting “NOT AVAILABLE” for missing products, you can now immediately submit your communication.

You will find detailed instructions in the updated MCP User Guide which will be available under the Help link when change takes effect.

If you have any questions, please do not hesitate to contact us at (202) 366-3348 or [MC.Helpdesk@dot.gov](mailto:MC.Helpdesk@dot.gov).

Thank you,

Manufacturer Communications Portal Team  
National Highway Traffic Safety Administration (NHTSA)  
U.S. Department of Transportation (DOT)  
[MC.Helpdesk@dot.gov](mailto:MC.Helpdesk@dot.gov)