

# NHTSA Recalls Portal Quick Start Guide for Document Uploads

Updated March 2017

## How to Upload Recall Documents

There are two options for uploading recall documents, the first is from the Report History section of the Safety Recall Dashboard and the second is from the recall report page. Selecting the “Manage Documents” button will display the Document Upload page. Screenshots for each of the options are given below:

### Report History:

From the Safety Recall Dashboard, locate the appropriate recall and press the “Manage Documents” button. To find older recalls, click the “All” radio button and then click the “Search” button in the Report History area.



### Recall Report:

There is also a “Manage Documents” button on the recall report. The “Manage Documents” button is only available after first submitting a recall. The button is located at the bottom of the report page as shown in the screenshot below:

**Note:** The "Manage Documents" button is only available after first submitting a recall. It will be available on the dashboard as well as the recall report.

The screenshot shows the "Vehicle Report" page for EWR WORKING GROUP. The report details include the manufacturer's name, address, and contact information. A "Manage Documents" button is located at the bottom of the report, with a red arrow pointing to it from the callout box.

When the Manage Documents button is selected the Documents Upload page will be displayed.

**Documents Upload** (NHTSA ID: 17V085)

Please select a document/file to upload. Required fields indicated with \*

\* Type of file/document: [Dropdown menu]

\* Upload Document: [Choose File] No file chosen [PII Yes ?]

Issue Date: [Calendar] To: [Calendar]

Comments to NHTSA Staff: [Text area]

**Concise Summary**

If this document is a communication to a manufacturer's dealers or to owners or purchasers, you must provide a concise summary of the subject matter of the communication here per 49 USC 30166(f). If the above does not apply to this document, leave this Concise Summary field blank.

Remaining Characters: 2000

[Upload]

**Note on Confidential Business Information (CBI):** Trade secrets or commercial or financial information that is privileged or confidential, as described in 5 U.S.C. § 552(b)(4), may be protected from disclosure upon request. It is the manufacturer's responsibility to identify this information and file a compliant request for confidential treatment with the agency. Please review and follow 49 CFR Part 512 for identifying and requesting confidential treatment of any materials. CBI materials should not be submitted through this portal. All materials submitted through it will be presumed not to contain CBI regardless of any disclaimers or other markings.

**Uploaded Documents**

The following documents are associated with this recall.

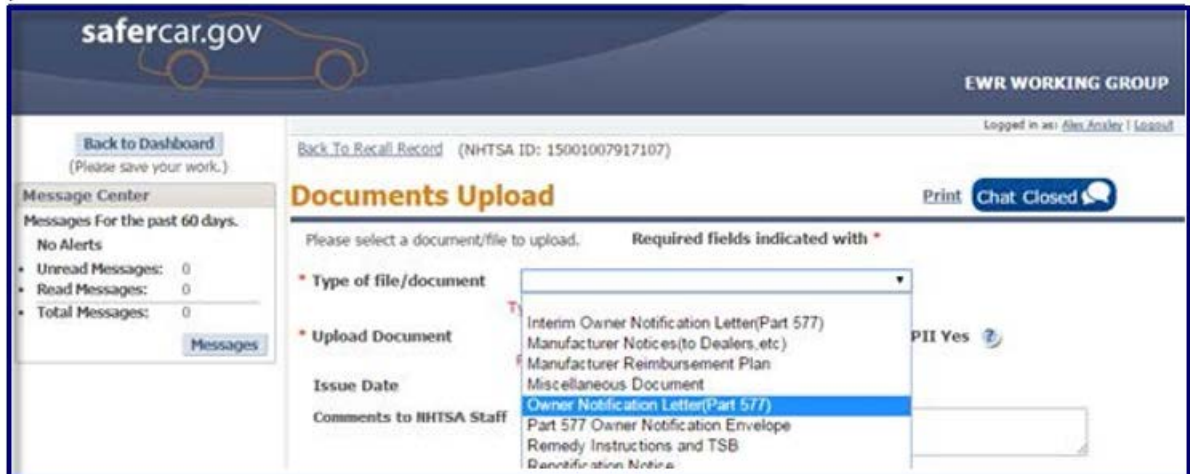
Show 10 entries

Name	Description	PII	Status	Size(kb)	Date
No data available in table					

Showing 0 to 0 of 0 entries [Previous] [Next]

A list of available document types is found in the “Type of file/document” drop-down menu. Refer to the FAQs at the end of this document for detailed information on each file type.

For this example we will select “Owner Notification Letter (Part 577)” as this is the most common uploaded document



## 2. For owner notification letter uploads:

- a. Select the file you wish to upload by clicking the “Browse” button.
- b. If this is a DRAFT copy of the letter you expect to mail, select the “Draft” radio button. If this is a copy of what was mailed to owners, select “Issued Copy.”
- c. Select the dates the letters were issued (if applicable). If letters were mailed all on one day, select the same date for each field.
- d. If you have any comments for the NHTSA staff to help process your document, please use the Comments field. These comments will not be seen when the document is posted to [www.safercar.gov](http://www.safercar.gov). These comments are only for NHTSA staff.
- e. If the document has any privately identifiable information (PII), please check the “PII Yes” box. This alerts the NHTSA analyst to be on the lookout for sensitive information such as VINs, customer names/addresses, etc.
- f. Press the “Upload” button.
- g. A success message will be displayed:

Recall Document has been uploaded!

- **Tip:** Our system can accept most major file types (e.g. Word and PDF). It’s helpful if DRAFT owner letters are uploaded as Word files (so any changes or edits can be made easily). It’s also helpful if all other documents are uploaded as PDF files (though not required).



- For recall communications documents issued to **dealers** or to **owners** or **purchasers**, a concise summary of the subject matter must be entered in the “Concise Summary” before uploading the document. A maximum of 2,000 characters can be entered in this field. Leave the field blank if the document is not a recall communication issued to your dealers, owners, or purchasers.

A concise summary **should not** be included for DRAFT documents. Please only include a concise summary for copies of issued documents.

- Once the document has been uploaded it will appear in the “Uploaded Documents” table. The “Status” column will display one of the four states below:

Initial Draft Queued	Document was uploaded but recall is in draft state and not submitted. NHTSA will not be able to view file until corresponding recall is submitted
Pending	The file has been uploaded but not accepted by NHTSA
Received	NHTSA has accepted the file
Rejected	NHTSA has rejected the file. An email notification with the reason for rejection will be sent. A notification will also be sent to the Message Center.

**Uploaded Documents**

The following documents are associated with this recall.

Show  entries

	Name	Description	PII	Status	Size(kb)	Date	
1	RMISC-17V088-3380.pdf (Customer Letter Rev 1.0.pdf)	Miscellaneous Document	N	Rejected	23	03/17/2017	
2	RDCONL-17V088-9735.pdf (A Test Document 1.pdf)	Draft Owner Notification Letter(Part 577)	N	Received	1,403	03/17/2017	
3	RCONL-17V088-1316.pdf (A Test Document 2.pdf)	Owner Notification Letter(Part 577)	N	Pending	1,403	03/17/2017	<a href="#">Delete</a>

Showing 1 to 3 of 3 entries    ◀ Previous Next ▶

**NOTE:** Documents with an "Initial Draft Queued" Status will not be viewable to NHTSA until the corresponding recall has been submitted.

5. The “Delete” button will be displayed when the document Status is “Pending” or “Initial Draft Queued”.

**Uploaded Documents**

The following documents are associated with this recall.

Show  entries

	Name	Description	PII	Status	Size(kb)	Date	
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2	RDCONL-17V088-9735.pdf (A Test Document 1.pdf)	Draft Owner Notification Letter(Part 577)	N	Received	1,403	03/17/2017	
3	RCONL-17V088-1316.pdf (A Test Document 2.pdf)	Owner Notification Letter(Part 577)	N	Pending	1,403	03/17/2017	<a href="#">Delete</a>

**Delete Recall Document**    [Confirm Delete](#)    [Cancel](#)

Showing 1 to 3 of 3 entries    ◀ Previous Next ▶

To delete a file:

- a. Select the “Delete” button for the file you want to delete. The “Confirm Delete” and “Cancel” buttons will be displayed
- b. When the “Confirm Delete” button is selected the “Document has been deleted” message will be displayed and the file will be removed from the “Uploaded Documents” table.

Document has been deleted!

[Upload](#)

**Note on Confidential Business Information (CBI):** Trade secrets or commercial or financial information that is privileged or confidential, as described in 5 U.S.C. § 552(b)(4), may be protected from disclosure upon request. It is the manufacturer's responsibility to identify this information and file a compliant request for confidential treatment with the agency. Please review and follow 49 CFR Part 512 for identifying and requesting confidential treatment of any materials. CBI materials should not be submitted through this portal. All materials submitted through it will be presumed not to contain CBI regardless of any disclaimers or other markings.

**Uploaded Documents**

The following documents are associated with this recall.

Show 10 entries

	Name	Description	PII	Status	Size(kb)	Date
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2	RDCONL-17V088-9735.pdf (A Test Document 1.pdf)	Draft Owner Notification Letter(Part 577)	N	Received	1,403	03/17/2017

Showing 1 to 2 of 2 entries    ◀ Previous    Next ▶

**NOTE:** Documents with an "Initial Draft Queued" Status will not be viewable to NHTSA until the corresponding recall has been submitted.

**FAQ:**

**1. What are the different document types I can upload?**

1.	Draft Interim Owner Notification Letter (Part 577)
2.	Interim Owner Notification Letter(Part 577)
3.	Draft Owner Notification Letter(Part 577)
4.	Owner Notification Letter(Part 577)
5.	Draft Renotification Notice
6.	Part 577 Electronic Notification
7.	Renotification Notice
8.	Part 577 Owner Notification Envelope
9.	Manufacturer Notices (to Dealers, etc.)
10.	Manufacturer Reimbursement Plan
11.	Remedy Instructions and TSB
12.	Safety Bulletin
13.	Miscellaneous Document

Table 1 MAP Document Types

**Interim Owner Notification Letter (Part 577):** These are letters that are mailed to owners notifying them of a recall but explaining that the free remedy is not yet available. Interim letters must be mailed within 60 days of filing a Part 573 Recall Report with NHTSA (if the remedy is not ready within those 60 days). Please see [49 CFR 577.7](#) for the official requirement. The letter can take 2 forms:

*Draft:* This is the proposed letter that will be mailed to owners. The draft letter must be submitted to NHTSA at least 5 working days before being mailed to owners. A NHTSA recall analyst will email you when the draft letter has been reviewed together with any necessary revisions.

*Issued Copy:* This is a representative copy of the letter that was mailed to owners. When selecting “Issued Copy” you must select the dates that the letters were mailed.

**Manufacturer Notices (to Dealers, etc.):** Notices that are issued to dealerships, suppliers, distributors, etc. These notices are not reviewed by NHTSA for content but must be supplied to NHTSA within a reasonable time after issuance. Please do not use this file type for uploading TSB documents.

**Manufacturer Reimbursement Plan:** This document outlines how your company will handle reimbursement to owners who paid for the recall repair before the recall was issued. These documents should be uploaded to the specific recall file only if they pertain to that particular recall **\*or\*** if you do not have a general reimbursement plan on file with NHTSA.

If you wish to have a general reimbursement plan on file with NHTSA, this plan can be uploaded by clicking “Manufacturer Associations” from the Recall Dashboard left-most pane. From the Document Upload options on this page, you can upload a general reimbursement plan that will apply to every recall you issue. [49 CFR 573.8](#) and [49 CFR 573.13](#) contain the details for reimbursement plan requirements.

**Miscellaneous Document:** This document type should be selected for any document that does not fit into an existing category. For example, if a text field found on the Part 573 Recall Report is too small for certain information you need to provide, you can place the text in a Word file and upload it using this document type. This may happen for text-heavy portions of the Part 573 Recall Report like the “Chronology” and “Describe the Defect/Noncompliance” sections. In the Part 573 Recall Report, please enter “See supplemental document” for any portions that are included in a Miscellaneous Document.

**Owner Notification Letter (Part 577):** This is the letter mailed to registered owners and purchasers notifying them of the safety recall and the available free remedy. The letter can take 2 forms:

*Draft:* This is the proposed letter that will be mailed to owners. The draft letter must be submitted to NHTSA at least 5 working days before being mailed to owners. A NHTSA recall analyst will email you when the draft letter has been reviewed.

*Issued Copy:* This is a representative copy of the letter that was mailed to owners. When selecting “Issued Copy” you must select the dates that the letters were mailed.

**Part 577 Owner Notification Envelope:** An envelope used for owner letter mailings for this

particular recall only. If your company uses the same envelope for all recall mailings, a general envelope template can be uploaded by clicking “Manufacturer Associations” from the Recall Dashboard left-most pane. You can upload a general envelope template on this page an

NHTSA will refer to this envelope for future recall mailings. The formatting requirements for these envelopes can be found in [49 CFR 577.5](#) and [49 CFR 577.14](#).

**Remedy Instructions & TSB:** This file type should be selected for any dealer instructions or technical service bulletins (TSBs) related to the recall remedy.

**Renotification Notice:** This file type should be used for any Part 577 owner letters that are mailed after the initial owner letter mailing. Please provide the date the renotification letters were mailed.

*Draft:* This is the proposed letter that will be mailed to owners. The draft letter must be submitted to NHTSA at least 5 working days before being mailed to owners. A NHTSA recall analyst will email you when the draft letter has been reviewed

*Issued Copy:* This is a representative copy of the letter that was mailed to owners. When selecting “Issued Copy” you must select the dates that the letters were mailed.

**Safety Bulletin:** This file type only applies to bulletins that may be published announcing the safety recall to the general public. Safety Bulletins are often used in equipment recalls when a general bulletin may be posted on dealer counters, on a website, newspapers, trade magazines, etc. Please do not use this file type for uploading TSB documents.

## **2. I don't see “Draft” or “Issued Copy” options for the owner letter upload. Why not?**

It's important to use a newer version of Internet Explorer (versions 10 or 11) or updated versions of Firefox or Chrome. Older versions of Internet Explorer (like Internet Explorer 8) will not provide many important features of the Recalls Portal. Updating your browser will allow you to toggle “Draft” and “Issued Copy” designations for your owner letter uploads.

## **3. How long does it take for NHTSA to review my draft owner notification letter?**

Our goal is to have draft owner letters reviewed within 5 days of submission. However, depending on staff workload, we may not be able to review your letter for up to a week after submission for review.

If more than a week has passed since the draft was submitted **or** expedited review is needed, please contact the NHTSA recall analyst assigned to the recall.

## **4. Is there a file size limit for uploaded documents?**

Yes, document uploads are limited to 20MB in size for non-video files and 100 MB for video files. An error message will alert you if the selected document is too large.



- **Tip:** When working with a PDF, you may be able to reduce the file size from within the Adobe Acrobat application. Try clicking “File” and then “Save as.” The “Reduced Size PDF” will save your document with a smaller file size.

If your Microsoft Word file is larger than 20MB, you may be able to reduce the file size by clicking “File” and then “Save As.” A “Save As” dialog box will appear. Beside the “Save” and “Cancel” buttons, there should be a “Tools” option available. Click “Compress Pictures” and then explore saving the document by toggling the different “Target Output” options for screens or email output.

#### **5. What file types can I upload through the Recalls Portal?**

The following file extensions are allowed: PDF, TXT, JPEG, JPG, TIFF, DOC, DOCX, XLS, XLSX, AVI, MOV, MP4, MPEG, MPG and WMV.

#### **6. Can I upload confidential documents through the Recalls Portal?**

You **should not** upload confidential documents through the Recalls Portal. Any document you upload through the Recalls Portal may be placed online and viewable on [www.safercar.gov](http://www.safercar.gov).

Documents that you wish to remain confidential should be submitted to NHTSA’s Office of Chief Counsel in accordance with 49 CFR 512. These submissions must be mailed to NHTSA and the directions for this process can be found [here](#).

#### **7. Why do I have to provide a “Concise Summary” for copies of recall communications?**

The law now requires manufacturers to submit to NHTSA copies of communications to dealers, owners, or purchasers about a defect or noncompliance and requires that such communications "shall be accompanied by an index to each communication." 49 U.S.C. 30166(f).

The index must identify the make, model, and model year of the affected vehicles and include a concise summary of the subject matter of the communication. By providing a concise summary when uploading the document, the document can be indexed as required.

Indexed documents can be searched and located on NHTSA’s flat file webpage found here: <http://www-odi.nhtsa.dot.gov/downloads/>

#### **8. Do I submit non-recall documents through the Recalls Portal also?**

**No.** Copies of non-recall communications should be emailed to [tsb@dot.gov](mailto:tsb@dot.gov) using the instructions provided here: <http://www-odi.nhtsa.dot.gov/mc/>