**TMNA Connected Technologies Campaign Data Transmission Details**

**V9**

**Last Update: 10/19/2018**

This document is intended to record the details of the campaign data transmission between Product Quality and Service Support department and Connected Technologies (TMNA CT) for head-unit notifications to customers. TMNA PQSS will provide TMNA CT with two different files per notification -- details of which are provided below.

**General Transmission Details**

**Transmission Frequency**: This will be an on-demand process, however TMNA PQSS will provide at least 24 hours’ notice to CT of our desire to have notification(s) sent.

**CT FTP Server Details:** [TBP](ftp://ftp.carfax.com) UserName: [TBP](ftp://ftp.carfax.com) Password: [TBP](ftp://ftp.carfax.com)

**TMNA PQSS PROD FTP Server Details: ftpdc2.tmm.na.corp.toyota.com** UserName: toyota\_connected\_hu\_p Password: Bu7!Ru=h

**TMNA PQSS QA FTP Server Details: ftpdc2.tmm.na.corp.toyota.com** UserName: toyota\_connected\_hu\_q Password: R2p$nH5d*<Dawn to provide daily FTP input timing>*

**File Submission errors**: If TMNA PQSS encounters errors when trying to submit the files, they will notify the supplied CT technical contact.

**TMNA CT Business Contact(s):**  [Luv](ftp://ftp.carfax.com) Parakh, [luv.parakh@toyota.com](mailto:luv.parakh@toyota.com), 469.292.3402

**TMNA CT Technical Contact(s):** Shyam Basani, [shyam.basani@toyota.com](mailto:shyam.basani@toyota.com), 469.292.4948

**TMNA PQSS Business Contact(s):** File questions:Dawn Craven, [dawn.craven@toyota.com](mailto:dawn.craven@toyota.com), 469.292.2590 or data/content questions: Jason Kistner, jason.kistner@toyota.com, 469.292.2712.

**TMNA PQSS Technical Contact:** Escalate to TMS business contacts and they will engage appropriate IT support.

**Toyota Campaign VIN File**

**File Name Convention**:

Campaign\_VIN\_List\_{CAMPAIGN\_CD}\_{SSC\_DETAIL\_ID}\_YYYYMMDD\_{VIN\_FILE\_NO}.txt.

**File Description**: This file contains all the VINs that match the business rules and their respective campaign code.

**Records Limit:** There will not be any more than 25,000 VIN’s in one VIN file

**Business Rules**: The business rules for this file are:

1. Only VINs for customers that PQSS Compliance want notifications delivered to will be provided in the file. This is not a file of all applicable VINs for this campaign.
2. While a VIN might have other open recalls/campaigns applicable for it, it is intended this request will only transmit a notification for this single recall or campaign noted in this file.

**Delimiter:** The file shall be pipe delimited (|).

**Column Header**: Yes. The column headers will match the bold field names noted in the table below.

**Fields**: The fields below will always be included in the file.

|  |  |  |
| --- | --- | --- |
| **Field** | **Rules** | **Comment** |
| **VIN**  *(SSC\_VIN.SSC\_VIN)* | Required.  Uppercase.  Will be a valid 17 digit VIN.  Example: JTEDS41A882025492 | The VIN number of the vehicle. |
| **CAMPAIGN\_CD**  *(SSC\_VIN. CAMPAIGN\_CD)* | Required.  Uppercase.  Alphanumeric, max length of 6.  Example: ALB, 70G, GST001 | The Campaign Code that is assigned by TMNA.  This should not change within a single file and should match that code in the filename |
| **DETAIL\_ID** *(SSC\_VIN\_VIEW.DETAIL\_ID)* | Required.  Numeric, Autonumber, max length of 7  Example: 3, 25, 405 | This identifies the campaign content variant  This should not change within a single file and should match with the filename |
| **VIN\_FILE\_NO** | Required.  Numeric, Autonumber, max length of 2  Example: 1, 10, 15 | This tracks file number for when multiple files are provided in a day. Resets to 1 each new day.  This should not change within a single file and should match with the filename |
| **DESTINATION\_CODE** | Required  Numeric, max length of 3 | Destination indicator so call center number variations can be applied.  If left blank or if destination codes do not match any identified in this document, then contact information will not be included in the notification |
|  |  |  |
| **TEST\_FLAG** | Required  Numeric  0 indicate “OFF”  1 indicates “ON” | If “OFF”, this indicates that a particular VIN is a production VIN – not one for testing.  If “ON”, this indicates that a particular VIN is to be used only for testing purposes prior to actual publishing of the HU campaign  This field will be used to exclude “TEST” VIN’s for reporting purposes |
|  |  |  |

TMNA CT will validate each entry of the VIN with CAMPAIGN\_CD and DETAIL\_ID with the file name’s CAMPAIGN\_CD and DETAIL\_ID

**Toyota Completed Campaign VIN File**

**File Name Convention**:

Campaign\_Completed\_VIN\_List\_{CAMPAIGN\_CD}\_{SSC\_DETAIL\_ID}\_YYYYMMDD\_{VIN\_FILE\_NO}.txt.

**File Description**: This file contains all the VINs that have completed the campaign as designated by the campaign code and DETAIL\_ID.

**Records Limit:** There will not be any more than 25,000 VIN’s in one VIN file

**Business Rules**: The business rules for this file are:

1. This file will only contain VIN’s that were already provided earlier for delivery of HU notifications related to a particular campaign. No other VIN’s will be included in this file even if those VIN’s are part of the full list of VIN’s for that campaign
2. While a VIN might have other open recalls/campaigns applicable for it, it is intended that this file will only be used for “removing” a single recall or campaign from the HU’s of the VIN’s provided in the file

**Delimiter:** The file shall be pipe delimited (|).

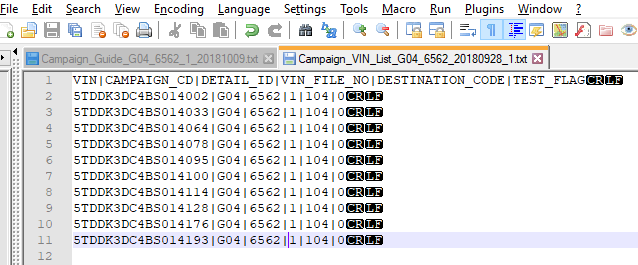
**Column Header**: Yes. The column headers will match the bold field names noted in the table below.

**Fields**: The fields below will always be included in the file.

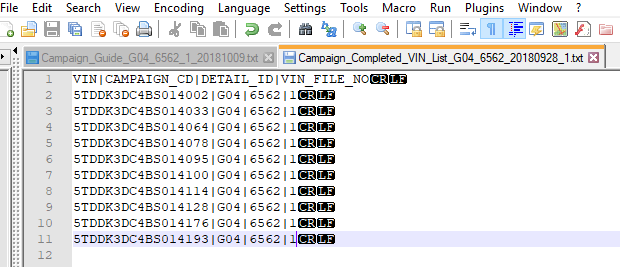
|  |  |  |
| --- | --- | --- |
| **Field** | **Rules** | **Comment** |
| **VIN**  *(SSC\_VIN.SSC\_VIN)* | Required.  Uppercase.  Will be a valid 17 digit VIN.  Example: JTEDS41A882025492 | The VIN number of the vehicle. |
| **CAMPAIGN\_CD**  *(SSC\_VIN. CAMPAIGN\_CD)* | Required.  Uppercase.  Alphanumeric, max length of 6.  Example: ALB, 70G, GST001 | The Campaign Code that is assigned by TMNA.  This should not change within a single file and should match that code in the filename |
| **DETAIL\_ID** *(SSC\_VIN\_VIEW.DETAIL\_ID)* | Required.  Numeric, Autonumber, max length of 7  Example: 3, 25, 405 | This identifies the campaign content variant  This should not change within a single file and should match with the filename |
| **VIN\_FILE\_NO** | Required.  Numeric, Autonumber, max length of 2  Example: 1, 10, 15 | This tracks file number for when multiple files are provided in a day. Resets to 1 each new day.  This should not change within a single file and should match with the filename |

TMNA CT will validate each entry of the VIN with CAMPAIGN\_CD and DETAIL\_ID with the file name’s CAMPAIGN\_CD and DETAIL\_ID

Screenshot of a Toyota Campaign VIN File:



Screenshot of a Toyota Campaign **Completed** VIN File:



**Toyota Campaign Guide File**

**File Name Convention**:

Campaign\_Guide\_{CAMPAIGN\_CD}\_{SSC\_DETAIL\_ID}\_{VERSION}\_YYYYMMDD.txt.

**File Description**: This file contains the supporting notification display data for the VINs provided in the Campaign VIN File.

**Business Rules**: The business rules for this file are:

1. The data provided in this file is intended for use to create the single notification to be sent to head units for the VINs provided in the matching “Campaign\_VIN\_List…” file.
2. The structure for how to create the notification content based on these provided fields is described in detail under the “Head Unit Notification Construction” section later in this document.

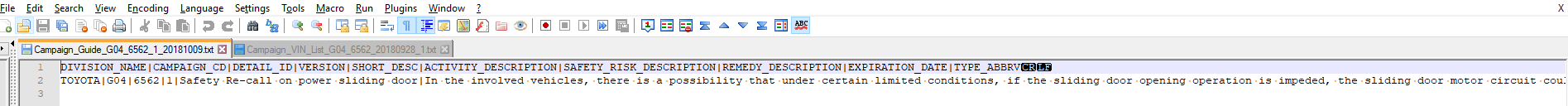
**Delimiter:** The file shall be pipe delimited (|).

**Column Header**: Yes. The column headers will match the bold field names noted in the table below.

**Fields**: The fields below will always be included in the file.

|  |  |  |
| --- | --- | --- |
| **Field** | **Rules** | **Comment** |
| **DIVISION\_NAME**  *(SSC\_DETAIL. DIVISION\_NAME)* | Required  Uppercase  “LEXUS” or “TOYOTA” | Indicates the target brand, not both in the same file as there is only one data row per campaign guide file |
| **CAMPAIGN\_CD**  *(SSC\_DETAIL. DETAIL\_CAMPAIGN\_CD)* | Required.  Uppercase.  Alphanumeric, max length of 6.  Example: ALB, 70G, GST001 | The Campaign Code that is assigned by TMNA. |
| **DETAIL\_ID** *(SSC\_VIN\_VIEW.DETAIL\_ID)* | Required.  Numeric, Autonumber, max length of 7  Example: 3, 25, 405 | This identifies the campaign content variant that is assigned by TMNA PQSS |
| **VERSION** | Required  Numeric, Autonumber, max length of 3  Example 100, 10,1, 102 | This is a counter that is used as an additional identifier for “versions” of a HU campaign i.e. when there are corrections or reminders. This column is not present on VIN files as VIN’s are expected to be the same across versions.  CT will always use the latest version of a campaign to send to all VIN’s that have not completed the campaign |
| **SHORT\_DESC** | Required.  Mixed case.  Alphanumeric, max length of 75 | Short description of the campaign that will be shown to the customer in the inbox, as well as in the header of the details |
| **ACTIVITY\_DESCRIPTION**  *(SSC\_DETAIL. ACTIVITY\_DESCRIPTION)* | Required.  Mixed case.  Text/Memo, max length of 2000 | Activity Description as filed in the DIR or alternate description from compliance team (for LSC/SSC). |
| **SAFETY\_RISK\_DESCRIPTION**  *(SSC\_DETAIL. SAFETY\_RISK\_DESCRIPTION)* | Optional.  Mixed case.  Text/Memo, max length of 2000 | Safety Risk Description as filed in the DIR (safety recalls only).  To be left blank for other types of campaigns |
| **REMEDY\_DESCRIPTION**  *(SSC\_DETAIL. REMEDY\_DESCRIPTION)* | Required.  Mixed case.  Text/Memo, max length of 2000 | This is the remedy description for this recall as filed in the DIR or alternate remedy description from compliance team (for LSC/SSC). |
| **EXPIRATION\_DATE**  *(SSC\_DETAIL. DETAIL\_EXPIRY\_DATE)* | Optional.  Date/Time, MM/DD/YYYY  Example: 08/16/2003 | This field will only be used for LSC (Limited Service Campaigns) to display the date that the campaign expires/expired. It is meant for display purposes only, not to determine of a record should still be shown or not. |
| **TYPE\_ABBRV**  *(SSC\_TYPE. SSC\_TYPE\_ABBRV)* | Required.  Uppercase.  Text, max length of 50.  Example: REC-S, REC-E, SSC, LSC | This field will provide the “code” used to refer to the different types of recall/campaign records. Should not be used for display but can be used for grouping/logic coding needs. |

Screenshot of an example Campaign Guide File



**Head Unit Notification Construction**

The details below outline the logic to use to build the head unit notifications.

**Notification Title**

Here are the recommended notification titles for the notification list:

* If SSC\_TYPE\_ABBRV = REC-S
  + Title = “Your vehicle has a Safety Recall: [SHORT\_DESC]”
* If SSC\_TYPE\_ABBRV = REC-E
  + Title = ” Your vehicle has a Emissions Recall: [SHORT\_DESC]”
* If SSC\_TYPE\_ABBRV = SSC
  + Title: “Your vehicle has a Service Campaign: [SHORT\_DESC]”
* If SSC\_TYPE\_ABBRV = LSC
  + Title: “Your vehicle has a Limited Service Campaign: [SHORT\_DESC]”

**Notification Body**

The notification body will be constructed of a generic section (described below), a “detailed description” section and a contact info section (described below), described as follows:

* If SSC\_TYPE\_ABBRV = REC-S

Body = Generic notification + Section header “DETAILED DESCRIPTION” + ACTIVITY\_DESCRIPTION + SAFETY\_RISK\_DESCRIPTION + Contact info

* If SSC\_TYPE\_ABBRV = REC-E or SSC or LSC

Body = Generic notification + Section header “DETAILED DESCRIPTION” + ACTIVITY\_DESCRIPTION + Contact info

**Generic section:**

If SSC\_TYPE\_ABBRV = REC-S

* Notification Body = “Please call your dealer as soon as possible to schedule your FREE repair.  For more information, please see detailed description below or visit Toyota.com/recall and enter your VIN or license plate number.”

If SSC\_TYPE\_ABBRV = REC-E

* Notification Body = “Please call your dealer as soon as possible to schedule your FREE repair. For more information, please see detailed description below. ”

If SSC\_TYPE\_ABBRV = SSC

* Notification Body = “Please call your dealer to schedule a FREE repair at your convenience. For more information, please see detailed description below. ”

If SSC\_TYPE\_ABBRV = LSC

* Notification Body = “This Limited Service Campaign is available until [DETAIL\_EXPIRY\_DATE].  Please call your dealer to schedule a FREE repair before [DETAIL\_EXPIRY\_DATE]. For more information, please see detailed description below. ”

**Contact info section:**

Some generic text will be appended to each notification below the “DETAILED DESCRIPTION” section under the following conditions:

**FOR USA:**

CONDITION 1 (all conditions listed have to be TRUE)

1. If SSC\_TYPE\_ABBRV = REC-S, REC-E, SSC or LSC
2. If DESTINATION\_CODE = 104
3. If DIVISION\_NAME = TOYOTA

If the above conditions are satisfied, then the following text will be appended on a new line “Questions? Please call 1-800-331-4331”

**FOR HAWAII:**

CONDITION 2 (all conditions listed have to be TRUE)

1. If SSC\_TYPE\_ABBRV = REC-S, REC-E, SSC or LSC
2. If DESTINATION\_CODE = 103

If the above conditions are satisfied, then the following text will be appended on a new line “Questions? Please call 1-888-272-5515”

**For PUERTO RICO, VIRGIN ISLANDS / ST. THOMAS:**

CONDITION 3 (all conditions listed have to be TRUE)

1. If SSC\_TYPE\_ABBRV = REC-S, REC-E, SSC or LSC
2. If DESTINATION\_CODE = 212 OR 237

If the above conditions are satisfied, then the following text will be appended on a new line “Questions? Please call 1-877-855-8377”

Revision History

| **Date** | **Version** | **Release** | **Description** | **Author** |
| --- | --- | --- | --- | --- |
| 04/25/2018 | 1.0 | Original | Document Creation | Dawn Craven |
| 4/27/2018 | 1.0 |  | Moved “REC-E” to combinations with SSC or LSC in message body section. | Dawn Craven |
| 6/14/2018 | 2.0 | Revised | Added new fields to VIN and guide files, generic message templates | Luv Parakh |
| 6/26/2018 | 3.0 | Revised | Editing file name convention and VIN and guide file fields. | Dawn Craven |
| 6/27/2018 | 4.0 | Revised | Updated filename convention and added more clarity on specific fields | Luv Parakh |
| 6/28/2018 | 5.0 | Revised | Rolled back fixed length requirement for Detail\_ID | Luv Parakh |
| 9/6/2018 | 6.0 | Revised | Added new fields for title, short desc, generic desc on the campaign file structure and made other edits to notification construction section | Luv Parakh  Shyam Basani |
| 9/20/2018 | 7.0 | Revised | Rolled back generic text/title attributes from spec.  Updates to notification body section based on discussion on 9/19/2018 | Luv Parakh |
| 9/25/2018 | 7.1 | Revised | Added PQSS FTP server details, responded to comments and added destination code logic. | Dawn Craven |
| 10/12/2018 | 8.0 | Revised | Added new section for Campaign Complete file, added limits for VIN's, corrected format for some fields, added Servco, TdPR and removed Lexus from contact info | Luv Parakh  Shyam Basani |
| 10/18/2018 | 8.1 | Revised | Responded to and resolved comments. Added descriptions for conditions related to destination codes. | Dawn Craven |
| 10/19/2018 | 9.0 | Revised | Minor updates discussed over phone related to destination code treatment. Also accepted previous changes. | Luv Parakh |
| 10/26/2018 | 9.1 | Revised | Added QA FTP server details | Dawn Craven |