CONSUMER COMPLAINTS

The COMPLAINTS file contains all safety-related defect complaints received
by NHTSA since January 1, 1995.

File characteristics:

- All the records are TAB delimited
- All dates are in YYYYMMDD format

- Maximum record length: 2824

Change log:
1. Fields 21 - 46 were added on Sept. 14, 2007
2. Changed flat file extension from .lst to .txt on Sept. 14, 2007
3. Field 47 was added on Oct. 15, 2007
4. Field 34 was changed from CHAR(20) to CHAR(30) on Aug. 08, 2008
5. Field 18 was changed from NUMBER(6) to NUMBER(7) on Jun. 18, 2010
6. Complaint Type 'MIVQ' was added to Field 21 list on Mar. 21, 2013
7. Complaint Type 'MAVQ' was added to Field 21 list on Jan. 17, 2014
8. Field 48 was added on Apr. 24, 2014
9. Field 49 was added on Sept. 29, 2015

Last updated: September 29, 2015

FIELDS:
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Field#	Name	Type/Size	Description
1	CMPLID	CHAR(9)	NHTSA'S INTERNAL UNIQUE SEQUENCE NUMBER. IS AN UPDATEABLE FIELD,THUS DATA FOR A GIVEN RECORD POTENTIALLY COULD CHANGE FROM ONE DATA OUTPUT FILE TO THE NEXT.
2	ODINO	CHAR(9)	NHTSA'S INTERNAL REFERENCE NUMBER. THIS NUMBER MAY BE REPEATED FOR MULTIPLE COMPONENTS. ALSO, IF LDATE IS PRIOR TO DEC 15, 2002, THIS NUMBER MAY BE REPEATED FOR MULTIPLE PRODUCTS OWNED BY THE SAME COMPLAINANT.
3	MFR_NAME	CHAR(40)	MANUFACTURER'S NAME
4	MAKETXT	CHAR(25)	VEHICLE/EQUIPMENT MAKE
5	MODELTXT	CHAR(256)	VEHICLE/EQUIPMENT MODEL
6	YEARTXT	CHAR(4)	MODEL YEAR, 9999 IF UNKNOWN or N/A
7	CRASH	CHAR(1)	WAS VEHICLE INVOLVED IN A CRASH, 'Y' OR 'N'
8	FAILDATE	CHAR(8)	DATE OF INCIDENT (YYYYMMDD)
9	FIRE	CHAR(1)	WAS VEHICLE INVOLVED IN A FIRE 'Y' OR 'N'
10	INJURED	NUMBER(2)	NUMBER OF PERSONS INJURED
11	DEATHS	NUMBER(2)	NUMBER OF FATALITIES
12	COMPDESC	CHAR(128)	SPECIFIC COMPONENT'S DESCRIPTION
13	CITY	CHAR(30)	CONSUMER'S CITY
14	STATE	CHAR(2)	CONSUMER'S STATE CODE
15	VIN	CHAR(11)	VEHICLE'S VIN#
16	DATEA	CHAR(8)	DATE ADDED TO FILE (YYYYMMDD)
17	LDATE	CHAR(8)	DATE COMPLAINT RECEIVED BY NHTSA (YYYYMMDD)
18	MILES	NUMBER(7)	VEHICLE MILEAGE AT FAILURE
19	OCCURENCES	NUMBER(4)	NUMBER OF OCCURRENCES
20	CDESCR	CHAR(2048)	DESCRIPTION OF THE COMPLAINT
21	CMPL_TYPE	CHAR(4)	SOURCE OF COMPLAINT CODE:

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                                  CAG  =CONSUMER ACTION GROUP
                                  CON  =FORWARDED FROM A CONGRESSIONAL OFFICE
                                  DP   =DEFECT PETITION,RESULT OF A DEFECT PETITION
                                  EVOQ =HOTLINE VOQ
                                  EWR  =EARLY WARNING REPORTING
                                  INS  =INSURANCE COMPANY
                                  IVOQ =NHTSA WEB SITE
                                  LETR =CONSUMER LETTER
                                  MAVQ =NHTSA MOBILE APP
                                  MIVQ =NHTSA MOBILE APP
                                  MVOQ =OPTICAL MARKED VOQ
                                  RC   =RECALL COMPLAINT,RESULT OF A RECALL INVESTIGATION
                                  RP   =RECALL PETITION,RESULT OF A RECALL PETITION
                                  SVOQ =PORTABLE SAFETY COMPLAINT FORM (PDF)
                                  VOQ  =NHTSA VEHICLE OWNERS QUESTIONNAIRE
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22    POLICE_RPT_YN    CHAR(1)      WAS INCIDENT REPORTED TO POLICE 'Y' OR 'N'
23    PURCH_DT         CHAR(8)      DATE PURCHASED (YYYYMMDD)
24    ORIG_OWNER_YN    CHAR(1)      WAS ORIGINAL OWNER 'Y' OR 'N'
25    ANTI_BRAKES_YN   CHAR(1)      ANTI-LOCK BRAKES 'Y' OR 'N'
26    CRUISE_CONT_YN   CHAR(1)      CRUISE CONTROL 'Y' OR 'N'
27    NUM_CYLS         NUMBER(2)    NUMBER OF CYLINDERS
28    DRIVE_TRAIN      CHAR(4)      DRIVE TRAIN TYPE [AWD,4WD,FWD,RWD]
29    FUEL_SYS         CHAR(4)      FUEL SYSTEM CODE:
                                        FI =FUEL INJECTION
                                        TB =TURBO
30    FUEL_TYPE        CHAR(4)      FUEL TYPE CODE:
                                        BF =BIFUEL
                                        CN =CNG/LPG
                                        DS =DIESEL
                                        GS =GAS
                                        HE =HYBRID ELECTRIC
31    TRANS_TYPE       CHAR(4)      VEHICLE TRANSMISSION TYPE [AUTO, MAN]
32    VEH_SPEED        NUMBER(3)    VEHICLE SPEED
33    DOT              CHAR(20)     DEPARTMENT OF TRANSPORTATION TIRE IDENTIFIER
34    TIRE_SIZE        CHAR(30)     TIRE SIZE
35    LOC_OF_TIRE      CHAR(4)      LOCATION OF TIRE CODE:
                                        FSW =DRIVER SIDE FRONT
                                        DSR =DRIVER SIDE REAR
                                        FTR =PASSENGER SIDE FRONT
                                        PSR =PASSENGER SIDE REAR
                                        SPR =SPARE
36    TIRE_FAIL_TYPE   CHAR(4)      TYPE OF TIRE FAILURE CODE:
                                        BST =BLISTER
                                        BLW =BLOWOUT
                                        TTL =CRACK
                                        OFR =OUT OF ROUND
                                        TSW =PUNCTURE
                                        TTR =ROAD HAZARD
                                        TSP =TREAD SEPARATION
37    ORIG_EQUIP_YN    CHAR(1)      WAS PART ORIGINAL EQUIPMENT 'Y' OR 'N'
38    MANUF_DT         CHAR(8)      DATE OF MANUFACTURE (YYYYMMDD)
39    SEAT_TYPE        CHAR(4)      TYPE OF CHILD SEAT CODE:
                                        B  =BOOSTER
                                        C  =CONVERTIBLE
                                        I  =INFANT
                                        IN =INTEGRATED
                                        TD =TODDLER
40    RESTRAINT_TYPE   CHAR(4)      INSTALLATION SYSTEM CODE;
                                        A =VEHICLE SAFETY BELT
                                        B =LATCH SYSTEM
41    DEALER_NAME      CHAR(40)     DEALER'S NAME
42    DEALER_TEL       CHAR(20)     DEALER'S TELEPHONE NUMBER
43    DEALER_CITY      CHAR(30)     DEALER'S CITY
44    DEALER_STATE     CHAR(2)      DEALER'S STATE CODE
45    DEALER_ZIP       CHAR(10)     DEALER'S ZIPCODE
46    PROD_TYPE        CHAR(4)      PRODUCT TYPE CODE:
                                        V =VEHICLE
                                        T =TIRES
                                        E =EQUIPMENT
                                        C =CHILD RESTRAINT
47    REPAIRED_YN      CHAR(1)      WAS DEFECTIVE TIRE REPAIRED 'Y' OR 'N'
48    MEDICAL_ATTN     CHAR(1)      WAS MEDICAL ATTENTION REQUIRED 'Y' OR 'N'
49    VEHICLES_TOWED_YN CHAR(1)     WAS VEHICLE TOWED 'Y' OR 'N'
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