Follow these instructions[1] to download the Office of Defects Investigation (ODI) Complaints data and import them into Microsoft Access. ODI Complaints data are available in the compressed data (ZIP) format on the ODI web site.

The system characteristics of the target machine will affect the speed and performance of the processing needed to accomplish the downloading and importing of the Complaints data. At least 2GB of available disk space is required. This space requirement will increase as more data are continually being added to the ODI database.

Detailed field descriptions of the data file are given in Appendix A.

Note: For consistency the original file name **FLAT_CMPL** *is used throughout these instructions.*

1. Go to the following URL:

    http://www-odi.nhtsa.dot.gov/downloads/index.cfm

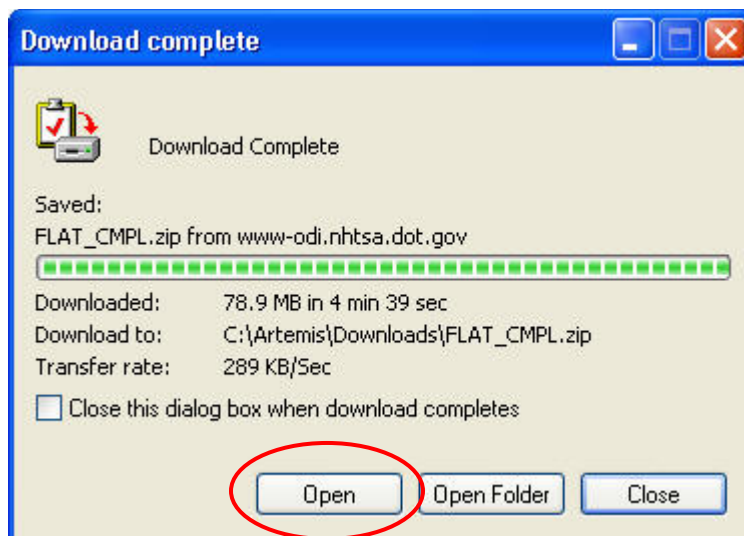2. Select the **FLAT_CMPL.zip** file.

3. Select **Save**.

---
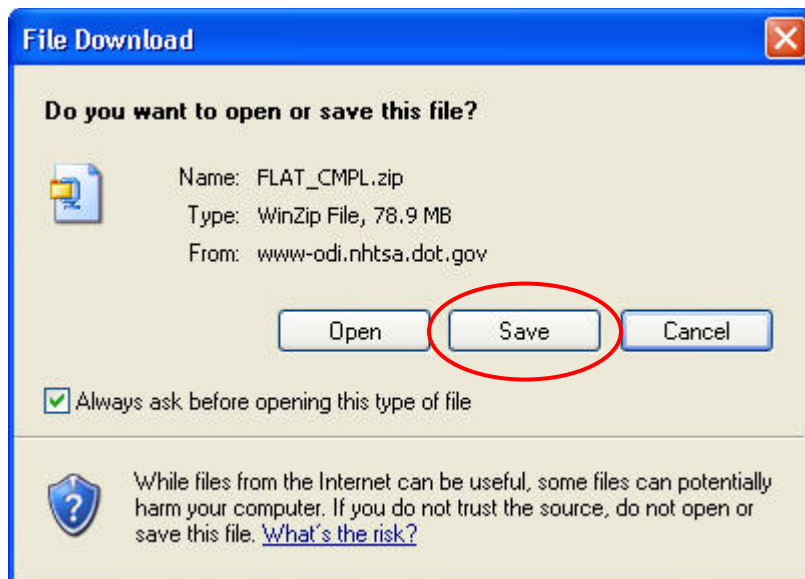
[1] The PDF version of this document is located at
http://www-odi.nhtsa.dot.gov/downloads/folders/Complaints/Import_Instructions_Access.pdf

4.   Select a destination folder for the file in the **Save in** box and then select
Save.
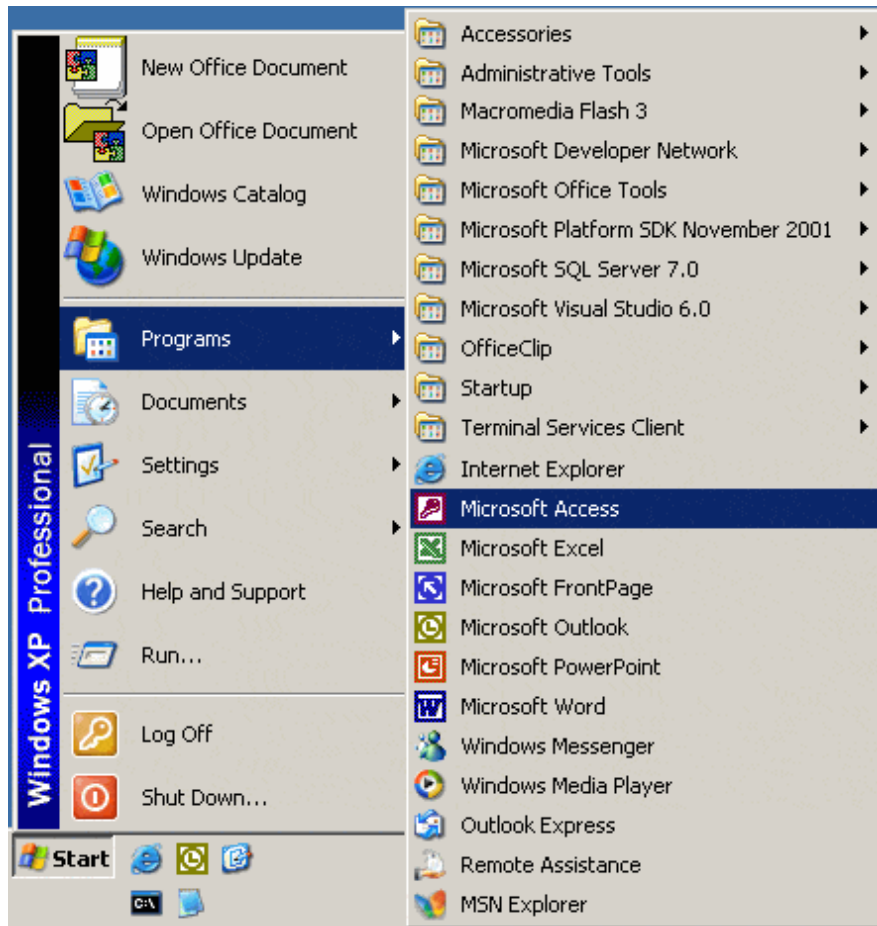(This is a large file and may take a few minutes to download.)
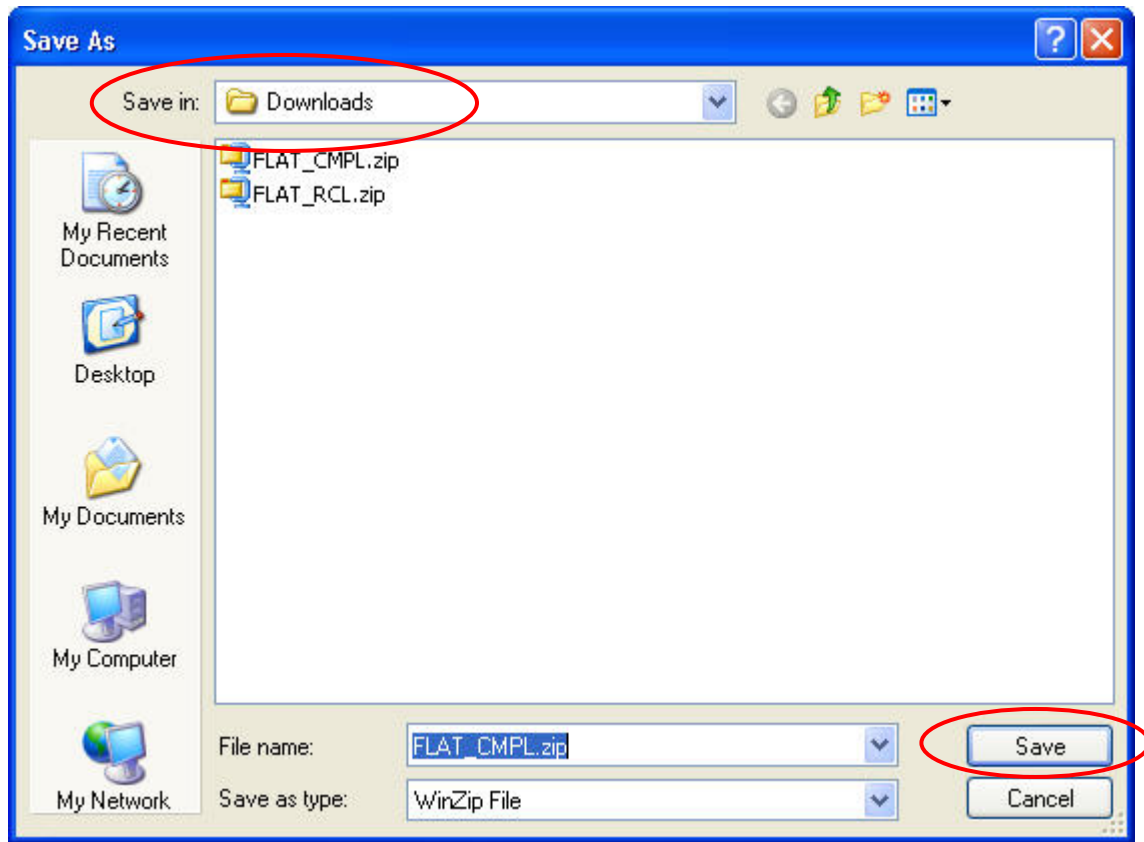
5.   Select **Open**.

6.   Extract the zipped file (**FLAT_CMPL.txt**) to the desired folder.

Note: *The unzipped file of Complaints data is now ready to be imported into a Microsoft Access database.*

7.   Open Microsoft Access by selecting **Start** > **All Programs** > **Microsoft Office** > **Microsoft Access**.

Note: The following screenshots are from the Microsoft Office 2000 version of Access. Other versions will have similar views and functionality, but may not look exactly the same. Use the toolbars or help feature if you have difficulty locating a function.

8.   Select **Blank Access database**, then select **OK**.
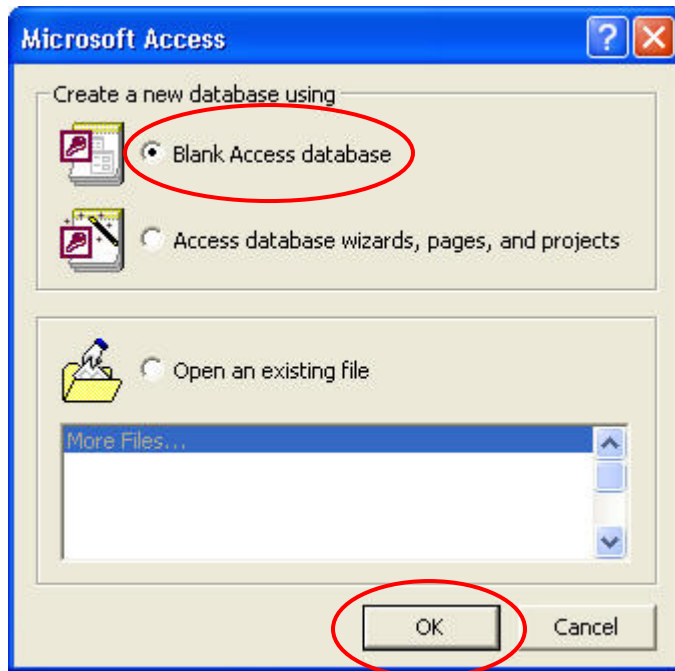
9.   Select a destination folder for the database in the **Save in** box and accept the default **File name** of '**db1.mdb**', and then select **Create**.
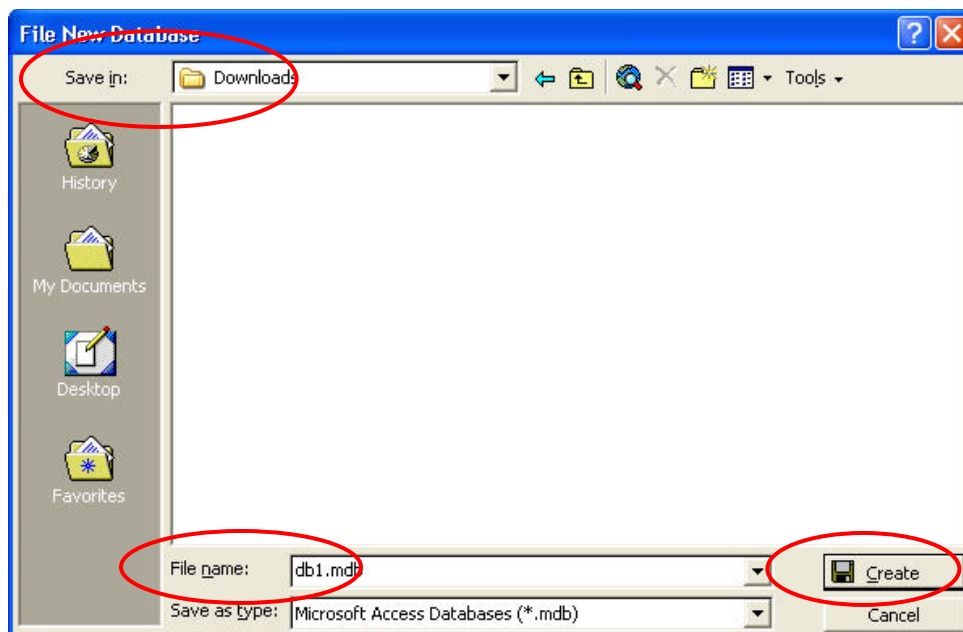
9a.　　　(This is the window that you will see when Access opens. You will NOT be using this window to create a table, but don't close it.) **Go to step 10.**
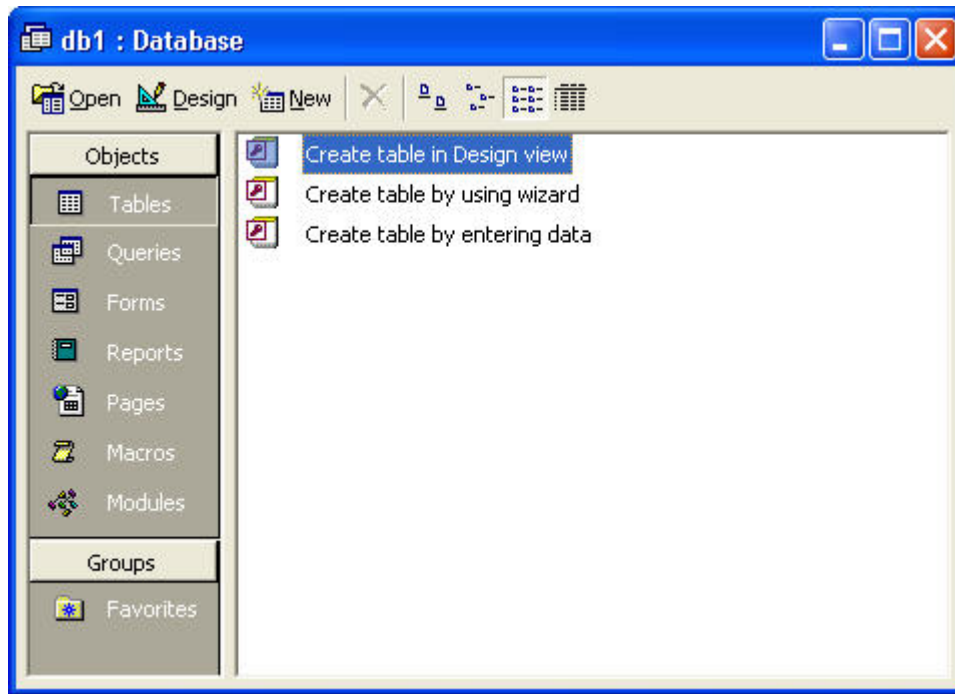
10.　Select **File,** then **Get External Data**, then **Import** from the Access menu.
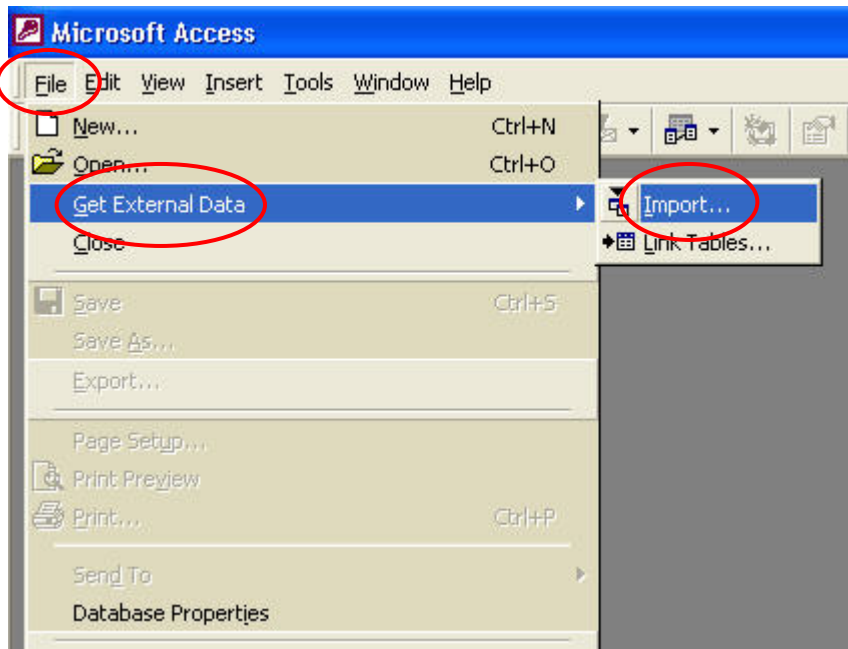
11.   When the Import screen opens, select

    Text Files (*.txt;*.csv;*.tab;*.asc) using the dropdown arrow for **Files of type** at the bottom.
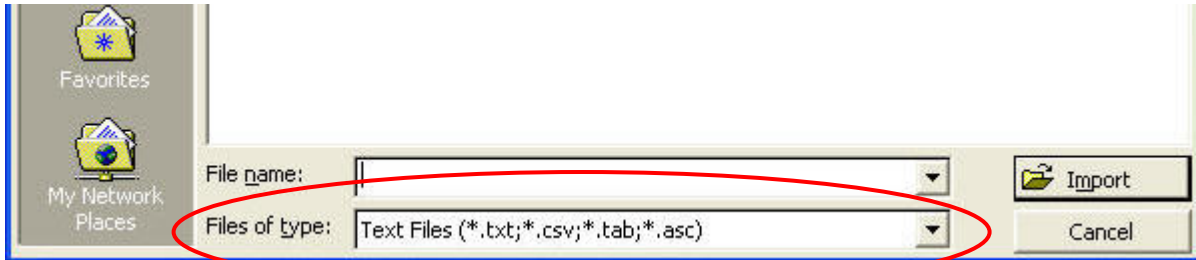
12.   Browse to the folder location of the **FLAT_CMPL.txt** file using the dropdown arrow for **Look in**.
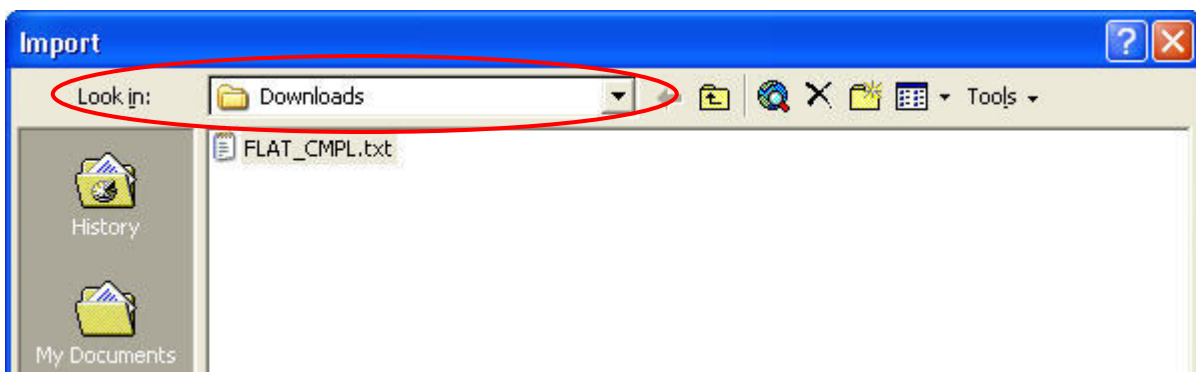
13.   Select the **FLAT_CMPL.txt** file, and then select **Import**
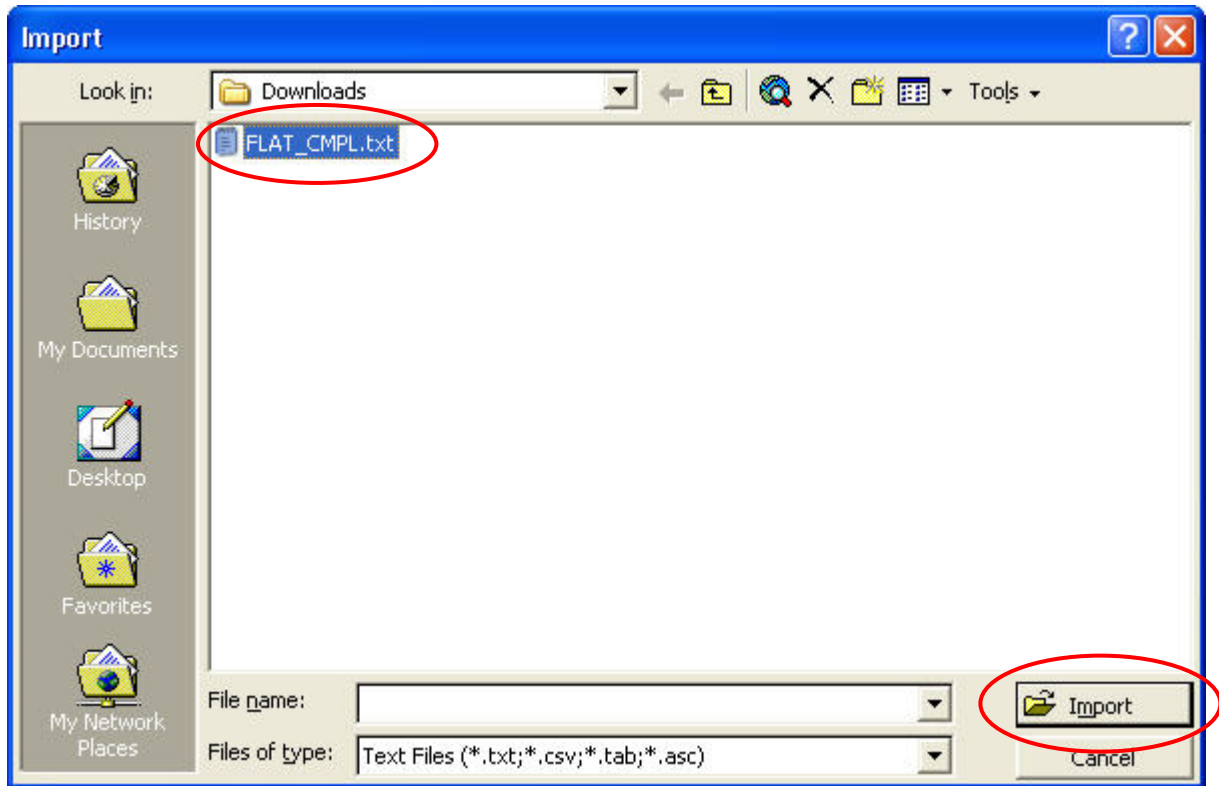
14.   Select **Delimited**, then select **Next.**
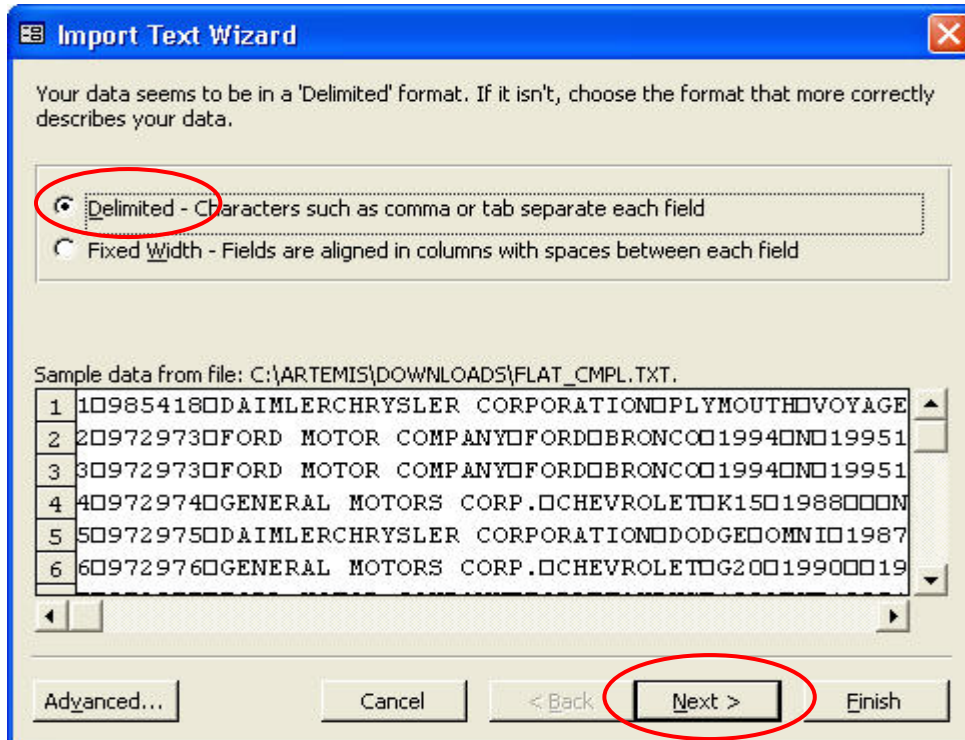
15. Select **Tab** as the delimiter as our data are stored as tab delimited quoted text, then select **Next**.
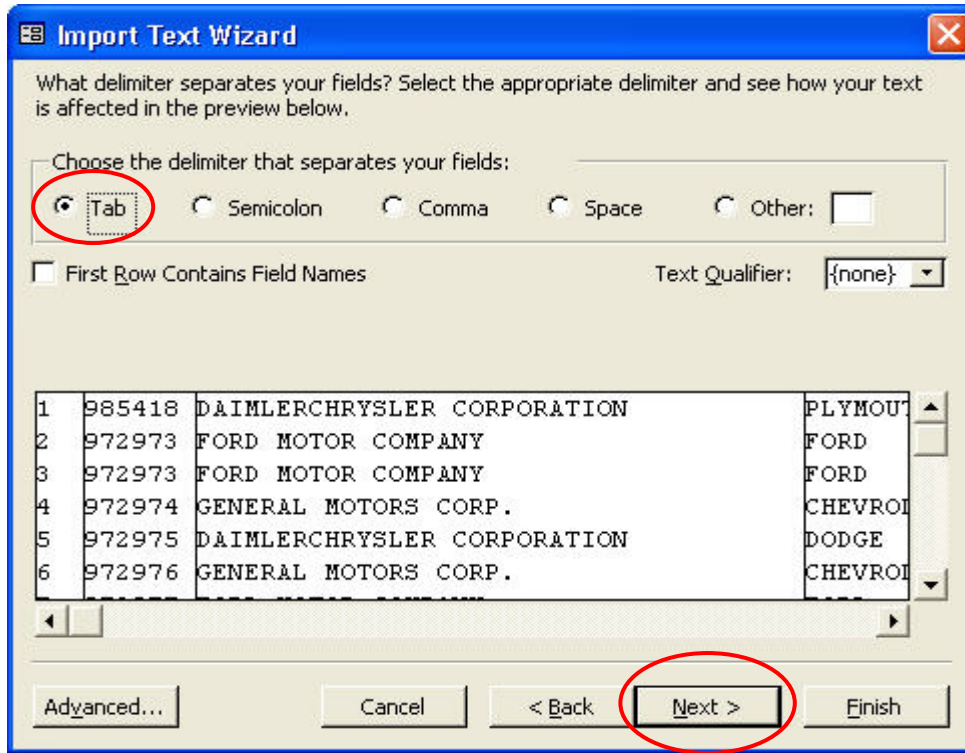
16. Select '**In a New Table**', then select **Next**.
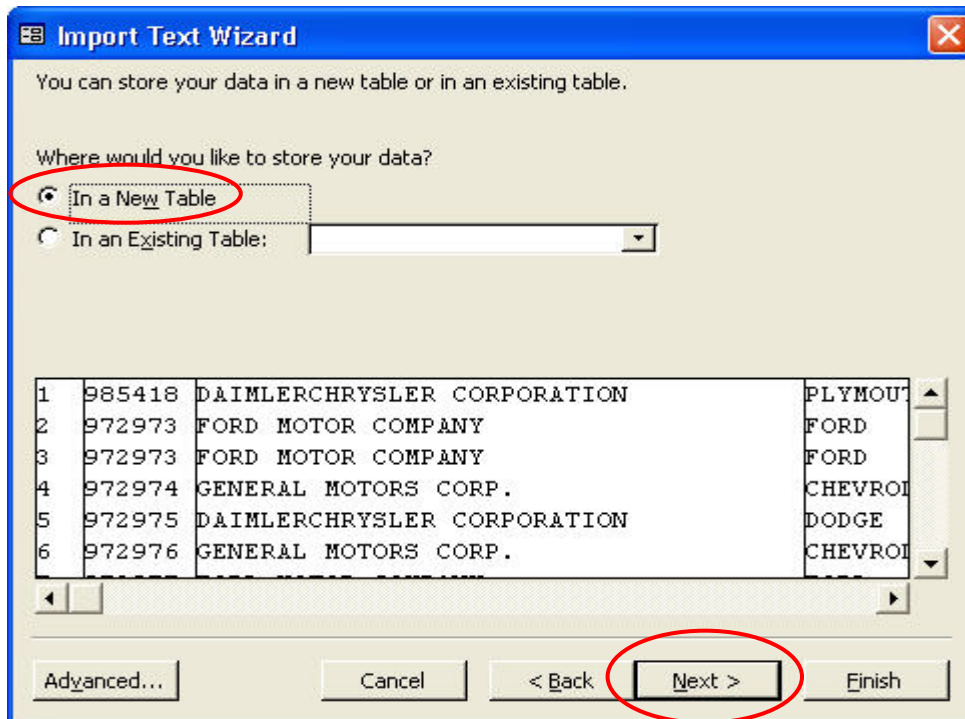
17. **1** - Using the scroll arrow or slider, scroll right to **Field20**.
     2 - Select **Field20**.
     3 - Change **Data Type** to **Memo** using the dropdown arrow.
     4 - Select **Next**.
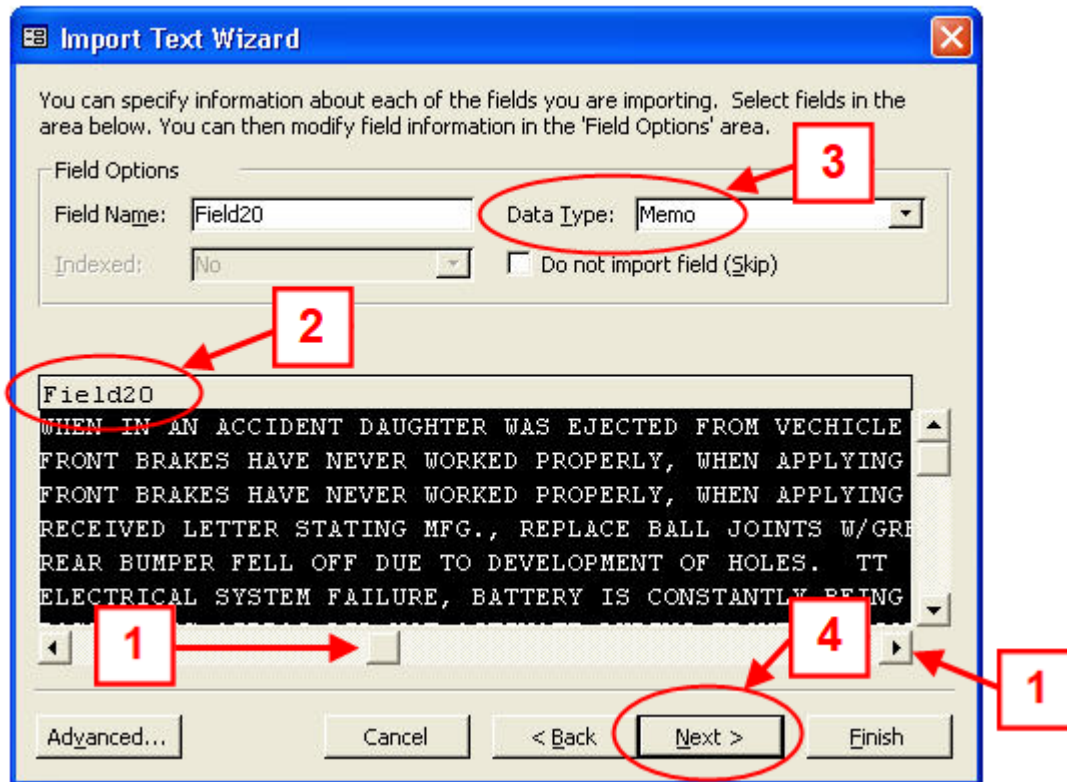
18. Select '**Let Access add primary key**', then select **Next**.
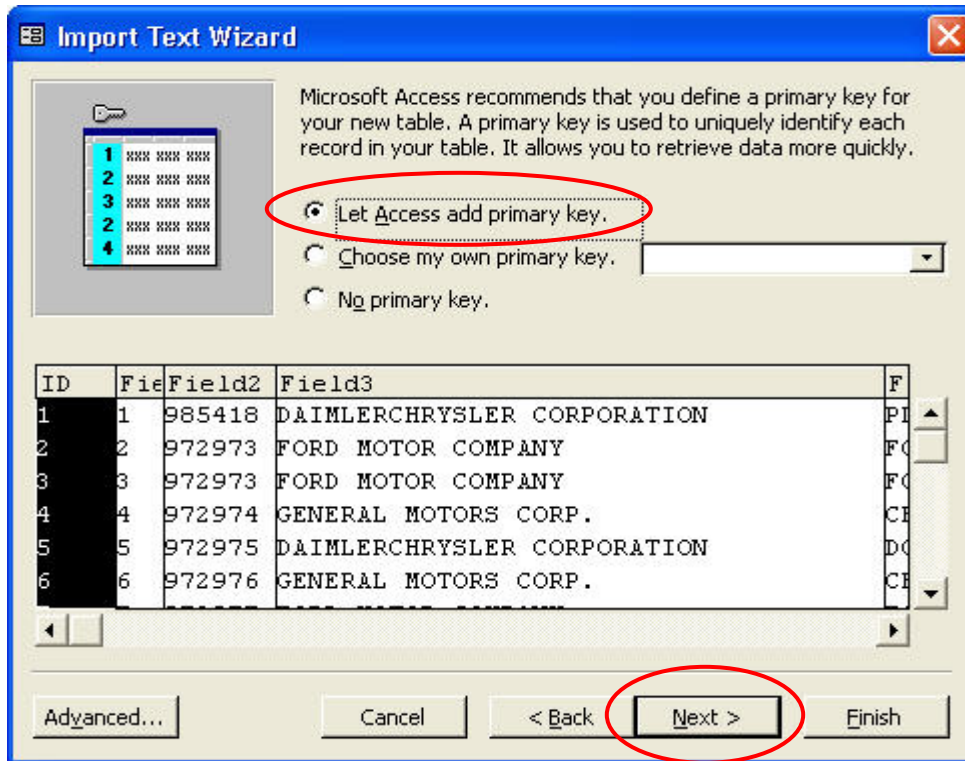
19. Select **Finish** (Import may take 5 minutes or longer, depending on system characteristics.).
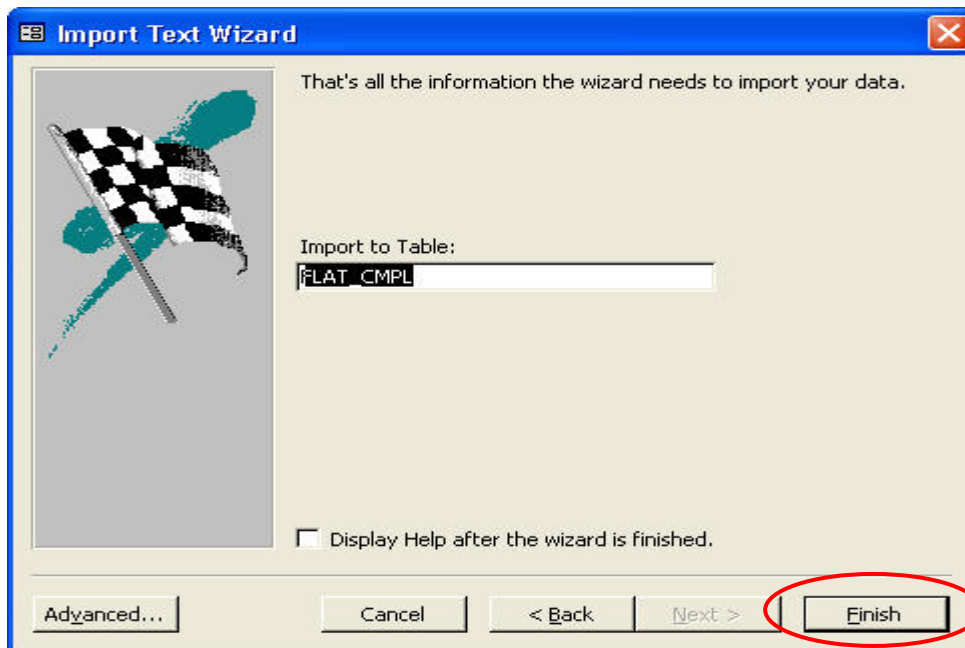
20. Select **OK**.
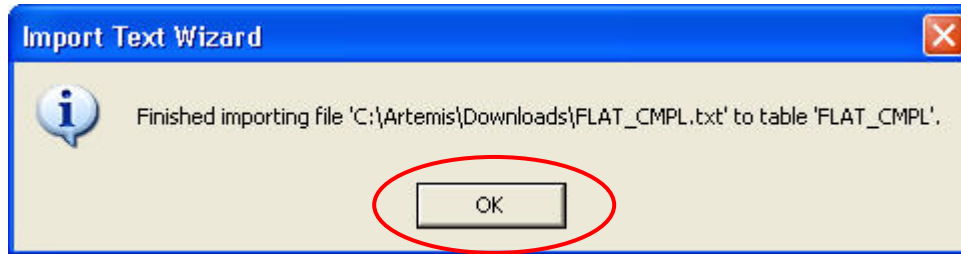
This concludes the import process. You can now view the data in Access.

Appendix A.   Complaints File Characteristics

```
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:
                                       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
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'
```