Defect/Recall Report System User Acceptance Test Phase Summary



Defect/Recall Report System User Acceptance Test Phase Summary

Compliance and Innovative Strategies Division Office of Transportation and Air Quality U.S. Environmental Protection Agency

Overview

Purpose and Goals of User Acceptance Test Phase

As a user of the new emission defect information and voluntary emission recall report (DR/VERR) system, it is important that you understand the process and functions of the system. Therefore, we are conducting "user acceptance testing." This will be the final testing phase before we implement the new DR/VERR system.

The purpose of the User Acceptance Test Phase is to allow users to evaluate portions of the new Defect and Recall Report System affecting you in a real-time dynamic environment including the ability to:

Download the forms to your desktop, input emission defect information, voluntary emission recall and quarterly recall update report (DR/VERR/QR) data into the EPA templates/forms, and save these forms on your desktop;

Submit completed DR/VERR/QR forms and attachments to the Verify Document Module;

Check the status of DR/VERR System forms/attachments submitted to the Verify Document Module in your Verify CDX inbox.

This document provides information on how to obtain testing materials, how to access the test environment and a step-by-step testing guide to assist you during the testing period.

Timing for User Acceptance Test Phase and Deployment/Implementation

The timing for EPA and manufacturer testing and Deployment/Implementation of the New Defect/Recall Report System is as follows:

Manufacturer User Acceptance Testing: July 12 - July 30, 2010

EPA User Acceptance Testing: July 26 - August 6, 2010

New DR/VERR System Deployment and Manufacturer Guidance Letter Announcing New DR/VERR System Implementation: *August 9, 2010*

New DR/VERR System Implementation: September 1, 2010

Contacts

If you have questions or concerns regarding test user accounts and access to the test environment, please direct questions to one of the following individuals:

Michael Heese Sandra Somoza 202.343.9332 734.214.4704

heese.michael@epa.gov somoza.sandra@epa.gov

For all other questions or concerns, please contact the DR/VERR System Team Leader, Arvon L. Mitcham (734.214.4522, mitcham.arvon@epa.gov).

User Acceptance Testing

Manufacturer Input Forms

The latest version of the manufacturer input forms for user acceptance testing can be downloaded at:

Manufacturer Input Forms

http://www.epa.gov/otag/verify/publications.htm

We recommend that manufacturers use this version of the forms for user acceptance testing since the emissions defect information (DR) and the voluntary emissions recall report (VERR) forms have been slightly revised since the last distribution (the Quarterly Emission Recall Progress Report (QR) remains unchanged). Text from previous versions can be "cut and paste" in the latest versions but you will have to reselect the choices for fields with radio buttons and pull-down menus. If you are unsure of the correct version, check in the lower, left hand corner of each form for the date and version number as follows:

EDIR: 5/2010, Version 1.0, Beta 5 VERR: 5/2010, Version 1.0, Beta 5 QR: 4/2010, Version 1.0, Beta 4

Testers should submit at least one of each form to the Verify Document Module test environment, as well as mock attachments for applicable documents. *This information is for testing purposes only and will not be used in the production version of the DR/VERR System nor made available to the public.*

Form Submittal to the Verify Document Module in the Test Environment

To access the test environment and submit the test forms, the following web address should be used:

<u>Verify Document Module Test Environment</u> https://test.epacdx.net

This test environment mimics the appearance and functionality of the actual production environment, including a mock version of the Verify Document Module. This allows us to simulate how the system functions once the new DR/VERR System is implemented.

There is a guidance document for using the Verify Document Module to submit the DR/VERR System forms available at the link above for the "Manufacturer Input Forms."

Tracking and Submittal of Testing Issues

An excel spreadsheet for tracking of issues you discover during user acceptance testing is available the link above for the "Manufacturer Input Forms." Testers should input any issues that they encounter in this spreadsheet and submit it to the DR/VERR System Team Leader, Arvon L. Mitcham (734.214.4522, mitcham.arvon@epa.gov). You may submit this spreadsheet on a real-time basis or you may wait until the end of the testing period to send the full list of identified issues.

User Acceptance Testing:

A Step-By-Step Guide for Manufacturer Testers Evaluating the New DR/VERR Process

This part of the document provides step-by-step instructions on evaluating on the evaluation the proposed, new DR/VERR System process. It is important to note that this is the same process you will use once the new DR/VERR System is implemented. Therefore, testing the system and providing feedback on your experience is valuable in making implementation of the new DR/VERR System successful.

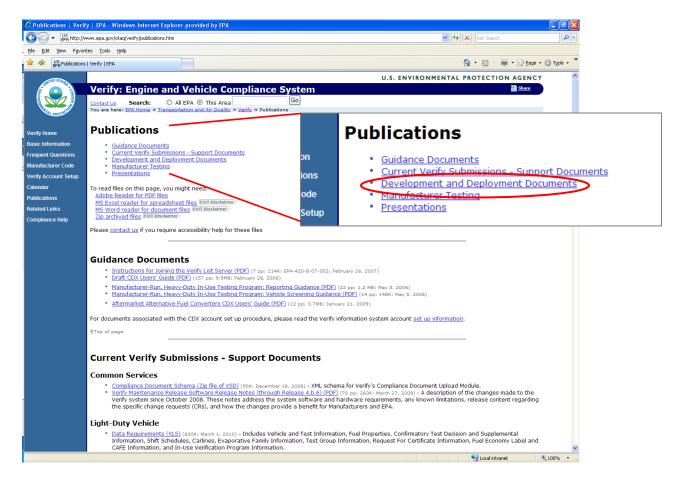
This step-by-step guide covers three steps at a high level:

Form download, access and data entry; Verify Document Module form submittal; Interaction with the user mailbox for form submittal status.

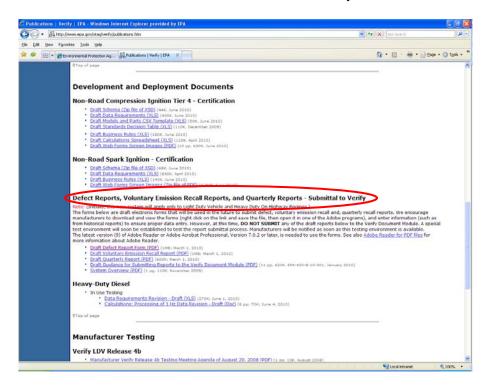
For more detail on data entry in the forms or the Verify Document Module, you can refer to the help text for each form or to the Verify Document Module Guidance document, respectively.

Step 1: Downloading DR/VERR System Forms

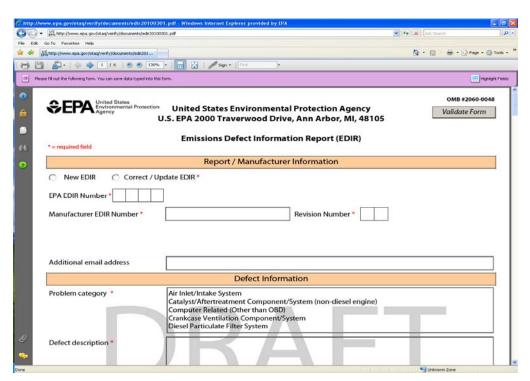
The forms can be downloaded from our website at http://www.epa.gov/otaq/verify/publications.htm. Once on the webpage, you can scroll down or click the link to "Development and Deployment Documents."



In this section of the webpage, you will see a subsection entitled "Defect Reports, Voluntary Emission Recall Reports, and Quarterly Reports - Submittal to Verify" which encompasses this document, the User Acceptance Test Phase Summary, the DR/VERR/QR forms, the Verify Document Module Guidance, and an overview of the DR/VERR System architecture.



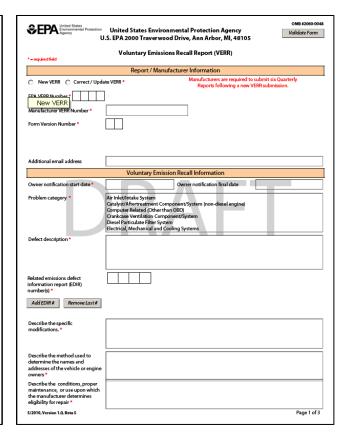
Simply click on the link for the forms and it will open the document in your web browser. Once the document is open in your web browser, you can select the save button and it will open up a window where you can select a location to save the forms.



Step 2: Entering Data the into DR/VERR System Forms

Below are screenshots of the first page from blank versions of the DR/VERR System forms. The forms are writable, Adobe Acrobat PDFs that allow data entry and can be saved to your desktop. The forms allow you to partially fill in a form, stop work and save it so that you can continue work later. However, a partially filled in form will not be accepted by the DR/VERR System. Each form has a help text section that describes each field. For your convenience, there are screenshots of the DR/VERR System forms with sample data in the appendix of this document.

United States Environmental Protection Agency U.S.	United States Environmental Protecti S. EPA 2000 Traverwood Drive, Ann Ar Emissions Defect Information Repo	bor, MI, 48105	OMB #2060-0048 Validate Form
* = required field	·		
	Report / Manufacturer Informat		
New EDIR Correct / Upd EPA EDIR Number		urers must submit EDIRs with fter an emission-related defe	
Manufacturer EDIR Number •			
Form Version Number *			
Additional email address			
	Defect Information		
Problem category * Defect description *	Air IntellyIntake System Catalyst/Affortreatment Component/System (in Computer Related (Other than OBD) Crankcase Venillation Component/System Diesel Particulate Filter System	on-diesel engine)	
Defect identification source / method * (CTRL + Click to select multiple value(s))	Investigation based on warranty claims In-Use Testing (According to CAP 2000) Investigation based on customer feedback Manufacturer Internal Testing Manufacturer Technical/Data Analysis		
Address(es) of plants *			
Evaluation of the emissions impact when the vehicle / engine exhibits the defect * Are there any available emissions date.	s that relates to the defect? * Yes No		
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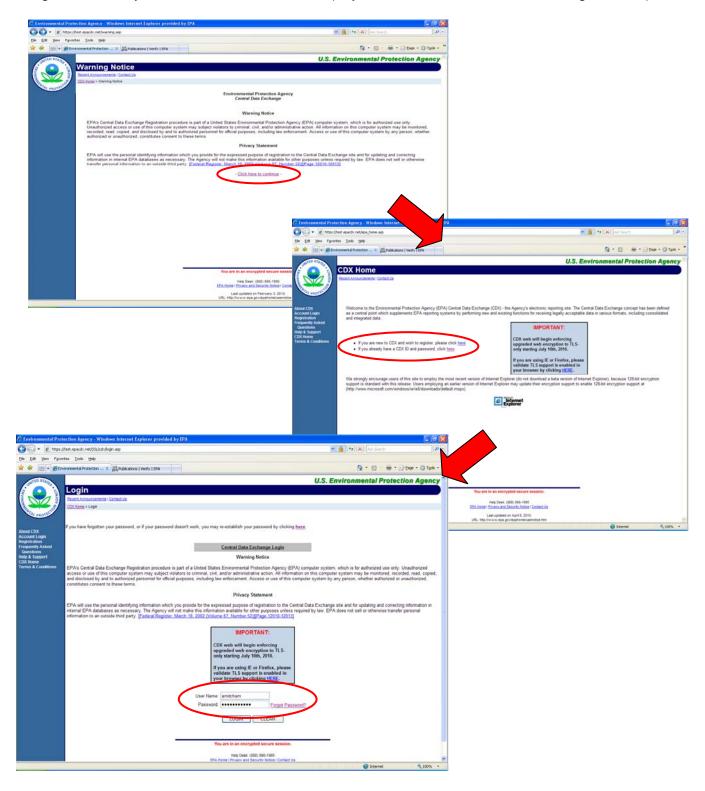


dd Quarterly U	Ipdate				Quarter	ly Emission	Recall Pro	gress Repo	ort (QR)	Quarter * M	arch	· Y	ear • 2010
					Number of V	ehicles / Engine	es Completed		Number	of Vehicles/Eng Inspection	jines Unavaili /Repair	ible for	
New or Correct / Update	Quarter Report Number	EPA VERR Number	Additional Owner Notification this Quarter?	Number of Vehicles/ Engines Involved in the Recall *	Number Inspected *	Number Found to be Affected *	Number Receiving Repair	Number of Vehicles/ Engines Ineligible Due to Improper Maintenance	Due to Exportation	Due to Theft	Due to Scrapping	Due to Other Reasons (Specify In Notes)	Notes
							A						
10	-			1	Enter	the number of	vehicles/engi	nes inspected					
			٠.			-	All .			1			
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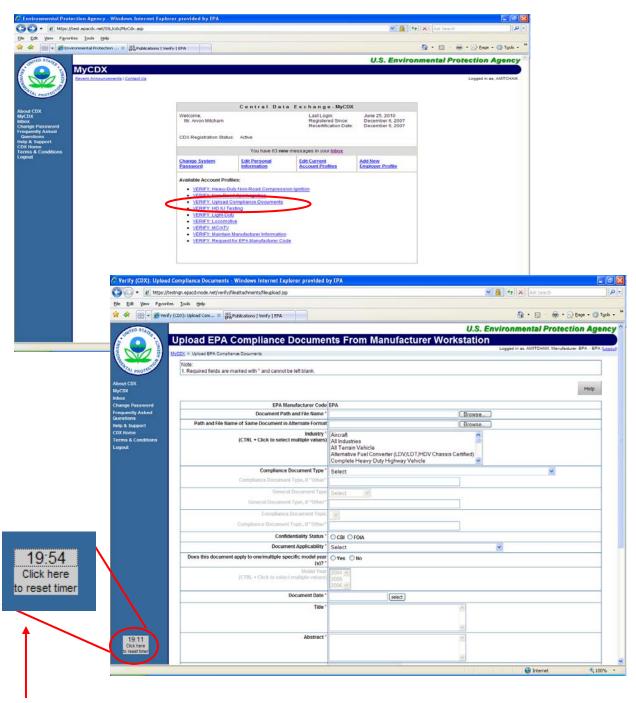
Blank versions (first page only) of the forms for the new DR/VERR System (shown clockwise, from top left): the emission defect information report (EDIR or DR), voluntary emission recall report (VERR) and the quarterly emission recall progress report (QR).

Step 3: Submitting the Completed DR/VERR System Forms and Related Attachments to the Verify Document Module

When you proceed to the web address, https://test.epacdx.net, you first be directed to a warning notice for U.S. EPA's Central Data Exchange (CDX) where the Verify Document Module is housed. You should select "Click here to continue." This will take you to the CDX welcome page. Since you have already registered, you should select that "you already have a CDX ID and Password." This will take you to the CDX log-in page where you enter your user name and password. If you are not a registered user, you should select the first link ("If you are new to CDX and wish to register,").



Once you have correctly entered your log in and password, the CDX account page will be displayed where you can manage the details of your CDX account. From here, you should select the link "VERIFY: Upload Compliance Documents" to proceed to the Verify Document Module. To properly enter data into the Verify Document Module, we recommend that you refer to the "Verify Document Module Guidance" document. For your convenience, there are screenshots of the Verify Document Module interface with sample data in the appendix of this document.



Note: In the lower left hand corner of the screen, there is 20-minute timer. This is a security measure to ensure unintended or unauthorized use of your CDX account and will automatically log you out of CDX after 20 minutes of inactivity. Certain screen selections will refresh the screen and reset the time automatically but you should periodically check and press this timer to ensure that you remain logged in.

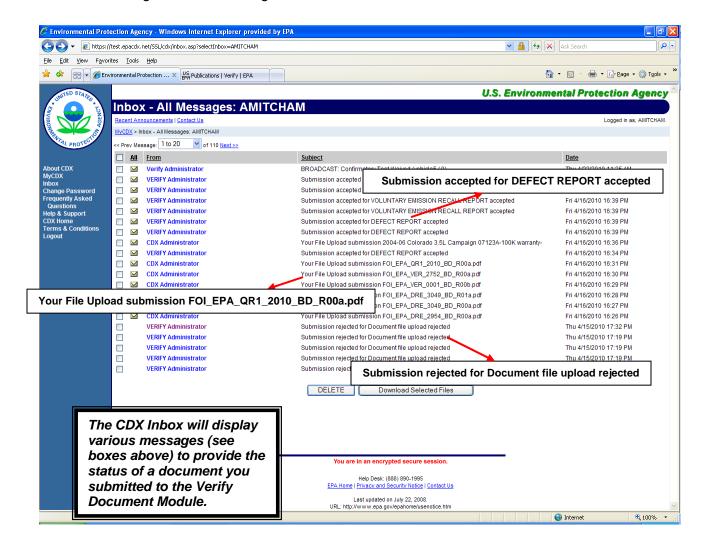
Step 4: Interaction with Your User Mailbox to Check for Form Submittal Status

Once you have submitted a document to the Verify Document Module, you can use your CDX Inbox to track the progress/status of the document. Below is a screen shot of how the CDX Inbox appears on the screen.

Following submission of a document to the Verify Document Module via CDX, you will receive messages indicating:

Confirmation that the system has or has not received the information you transmitted or attempted to transmit, respectively; and

Acceptance or rejection of the transmitted document based on system validation checks according to data/formatting rules for the document.



To open the message, simply click on the link in the "From" column. On the next page are some examples of the message content depending on the outcome of your submission.

If you need to submit additional documents or other actions, click on the "My CDX" link to return to your CDX account page. If not, be sure to log out of the system using the "Logout" link in the blue navigation bar.

Your File Upload submission FOI_EPA_QR1_2010_BD_R00a.pdf

☑ Your File Upload submission FOI_EPA_QR1_2010_BD_R00a.pdf - Message

From: CDX Administrator

Subject: Your File Upload submission FOI_EPA_QR1_2010_BD_R00a.pdf

Date: Fri 4/16/2010 4:31 PM

CDX has received your File Upload submission:

Document Name: FOI_EPA_QR1_2010_BD_R00a.pdf

The following transaction identifier has been assigned to this request:

_b85ab77a-13a1-43e6-aab7-2d06eec82c76

Please check your MyCDX InBox for the status of your request.

Thank you for submitting your request to Verify via CDX.

Submission accepted for DEFECT REPORT accepted

Submission accepted for DEFECT REPORT accepted - Message

From: VERIFY Administrator

Subject: Submission accepted for DEFECT REPORT accepted

Date: Fri 4/16/2010 4:39 PM

Your recent submission has been received by the EPA and you will be notified if any additional actions on your part are

equirea.

Manufacturer Code: EPA

Document Name: FOI_EPA_DRE_3049_BD_R01a.pdf

Transaction Identifier: _9a649d0b-6876-4c0d-b23b-8773d040fddd

Click here to view the status history.

Thank you for submitting your request to Verify via CDX.

Submission rejected for Document file upload rejected

■ Submission rejected for Document file upload rejected - Message

From: VERIFY Administrator

Subject: Submission rejected for Document file upload rejected

Date: Thu 4/15/2010 5:32 PM

The document file name FOI_EPA_QR1_2010_BD_R00.pdf is not unique in the Verify system. The rejection occurred at Thu Apr 15 18:09:05 EDT 2010 while processing document_617b551c-7497-4009-bca6-2148d1e0c3f1.

Manufacturer Code: EPA

Document Name: FOI_EPA_QR1_2010_BD_R00.pdf

Transaction Identifier: _f241115e-ea81-4859-b9c5-02e909602dcc

Click $\underline{\text{here}}$ to view the status history.

Thank you for submitting your request to Verify via CDX.

DEFECT/RECALL REPORT SYSTEM USER ACCEPTANCE TEST PHASE SUMMARY

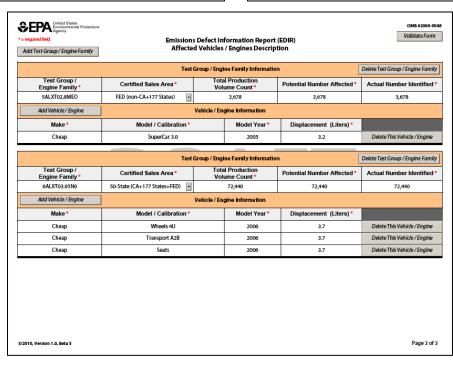
APPENDIX

APPENDIX I EXAMPLES OF DR/VERR SYSTEM FORMS WITH SAMPLE DATA

Example A: Emission Defect Information Report (EDIR or DR) with Sample Data

Emissions Defect Information Report (EDIR) *= required field					
	Report / Manufacturer Information				
New EDIR	ate EDIR * Manufacturers must submit EDIRs within 15 working days after an emission-related defect is found.				
EPA EDIR Number • 2 8 1 3					
Manufacturer EDIR Number *	2006-29a				
Form Version Number *	0 0				
Additional email address	alm@annarbor.com				
	Defect Information				
Problem category * Defect description *	Monitoring/Measuring Sensor/System NOx Absorber System NOx Sensor On-Board Diagnostic (OBD) System On-Board Effueling and Vapor Recovery (ORVR) System Vehicle On-Board Diagnostics (OBD) system will not indicate readiness for I/M emissions testing.				
Defect identification source / method* (CTRL + Click to select multiple value(s))	Investigation based on warranty claims In-Use Testing (According to CAP 2000 Investigation based on customer feedback Manufacturer Internal Testing Manufacturer Technica/Data Analysis				
Address(es) of plants •	Mitcham Assembly Plant Sterling Heights, ML 48198				
Evaluation of the emissions impact when the vehicle / engine exhibits the defect *	None.				

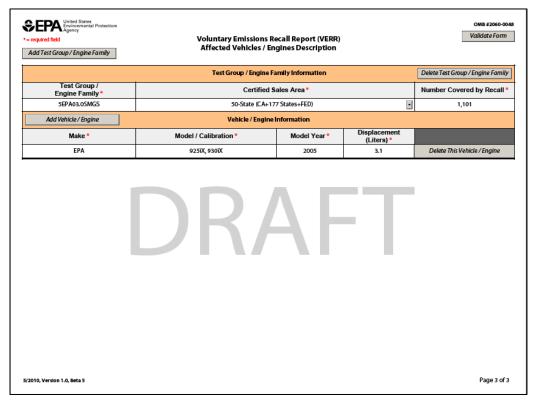
SEPA United States Environmental Protection Agency U.	United States Environmental Pro S. EPA 2000 Traverwood Drive, An	
*= required field	Emissions Defect Information F	Report (EDIR)
•	n-Board Diagnostic Malfunction Indicator Lan	np illumination? * • Yes No
Describe any drivability problems which a defective vehicle/engine would exhibit *	No impact.	
Description of anticipated manufacturer follow up •	TSB #25-001-07 has been issues to instruc	ct dealers to reprogram the affected vehicles.
Type of related documents to be sul (CTRL + Click to select multiple value	bmitted to the Verify Document Module • e(s))	No Related Documents to Submit Available Emissions Data Repair Instructions Technical Service Bulletin Other (Specify In Notes' Reld)
Number of related documents to be	submitted to Verify Document Module •	1
Notes		
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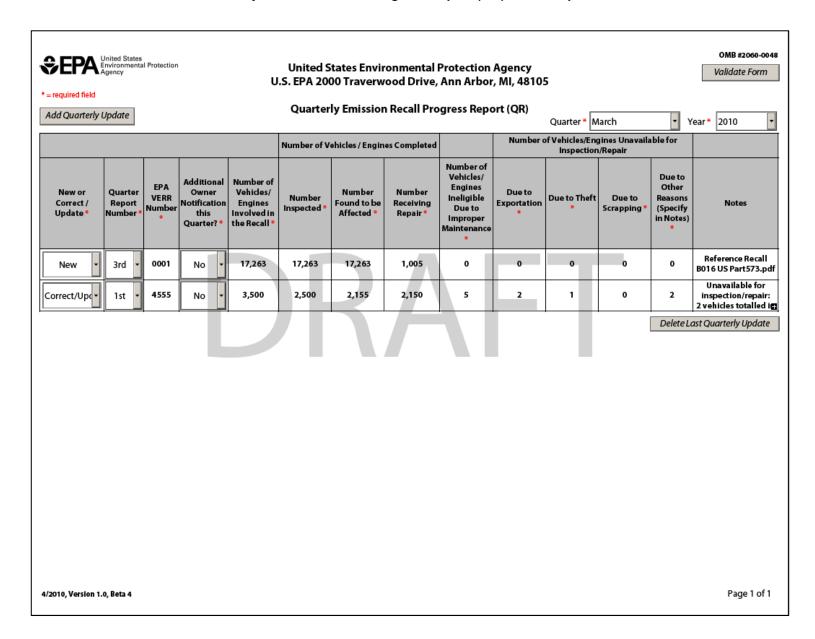
Example B: Voluntary Emission Recall Report (VERR) with Sample Data

SEPA United States Environmental Protection Agency U		ental Protection Agency Drive, Ann Arbor, MI, 48105	Validate Form
*= required field	Voluntary Emissions	Recall Report (VERR)	
	Report / Manufa	cturer Information	
New VERR	te VERR *	Manufacturers are required to: Reports following a new VI	
EPA VERR Number • 2 7 5 2			
Manufacturer VERR Number *	06E-A03		
Form Version Number *	0 0		
Additional email address	gkim4@bmwv.com		
	Voluntary Emission	n Recall Information	
Owner notification start date *	Feb 23, 2010	Owner notification final date	Feb 24, 2010
Problem categor <mark>Enter the owr</mark>	eer notification start date Monitoring/Measuring Sensor/ NOx Absorber System NOx Sensor On-Board Diagnostic (OBD) Sys On-Board Refueling and Vapor	tem	-
Defect description *		ransmission Control Module and certa nay not be able to pass OBD I/M emiss	
Related emissions defect information report (EDIR) number(s) •	2 9 5 4		
Add EDIR # Remove Last #			
Describe the specific modifications. *	Vehicles will have there ECU ref	lashed/reprogrammed to correct this	issue.
Describe the method used to determine the names and addresses of the vehicle or engine owners.*	We will use an internal custome plate numbers from DMV recor Notifications were sent via First		names, addresses, and license
Describe the conditions, proper maintenance, or use upon which the manufacturer determines eligibility for repair •	The vehicle must be within the	applicable warranty period (5 years/50	0,000 miles).
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SEPA United States Environmental Protection Agency	United States Environmental Pro S. EPA 2000 Traverwood Drive, Ar		Validate Form
= required field	Voluntary Emissions Recall Re	eport (VERR)	
Describe the procedure for the vehicle or engine owners to correct the nonconformity *	A consumer can call any of our dealerships free repair.	and setup a repair appointment d	ate, and a time, for a
Describe any authorized warranty agents or persons other than dealers who will remedy the defect *	Not applicable.		
Describe the system used to assure an adequate supply of parts will be available to perform the repair *	A service CD will be supplied to all dealers	to ensure reprogramming.	
Describe the impact of the proposed changes on fuel economy*	There is no impact on fuel consumption.		
Describe the impact of the proposed changes on drivability •	There is no impact on driveability other that the repair.	n remedying any drivability issue	on the vehicle prior to
Describe the impact of the proposed changes on safety *	There is no impact on safety other than ren the repair that is the subject of this recall.	nedying the potential safety issue	on the vehicle prior to
Type of related documents to be sul (CTRL + Click to select multiple value	omitted to the Verify Document Module * (s)	No Related Documents to Subr Owner Notification Dealer Notification/Bulletin Repair Instructions Technical Service Bulletin Sample Repair Label Other (Specify in 'Notes' field)	nit
Number of related documents to be	submitted to Verify Document Module *	4	
Notes			
5/2010, Version 1.0, Beta 5			Page 2 of 3

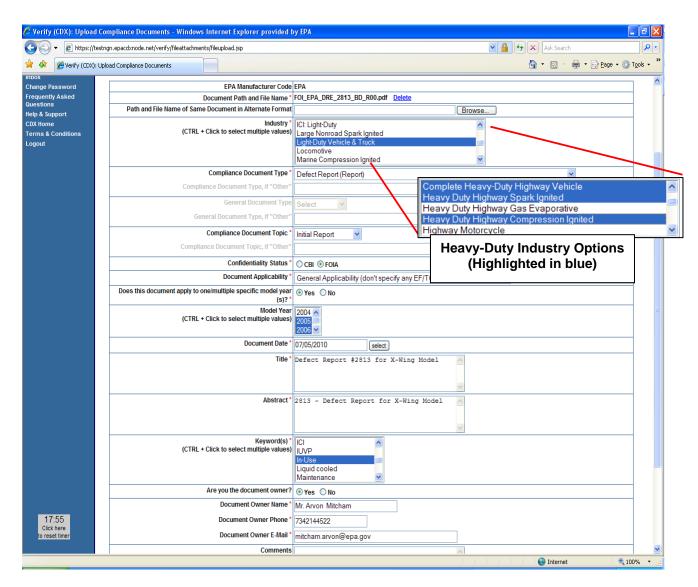


Example C: Quarterly Emission Recall Progress Report (QR) with Sample Data



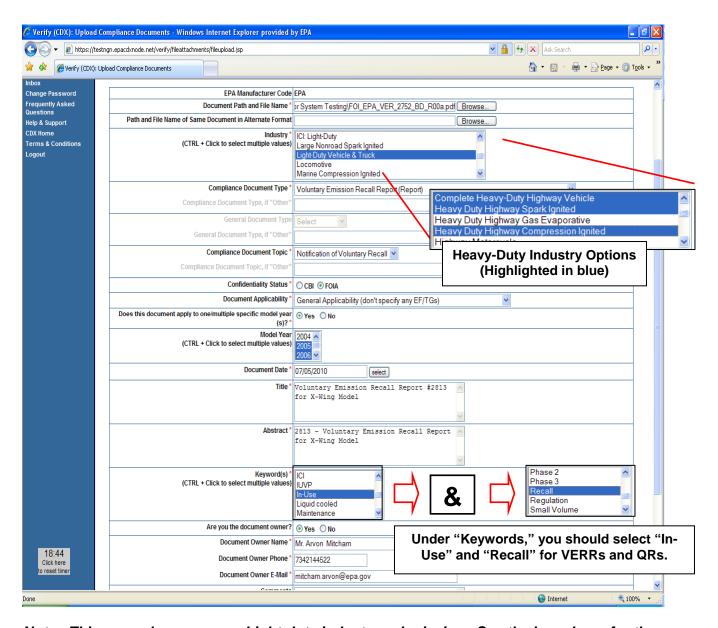
APPENDIX II EXAMPLES OF THE VERIFY DOCUMENT MODULE INTERFACE WITH SAMPLE DATA

Example A:
Verify Document Module interface with entries for an
Emission Defect Information Report (EDIR or DR)



Note: This example assumes a Light-duty industry submission. See the box above for the applicable Heavy-Duty industry submission options (highlighted in blue) and select the most appropriate one or more for your industry.

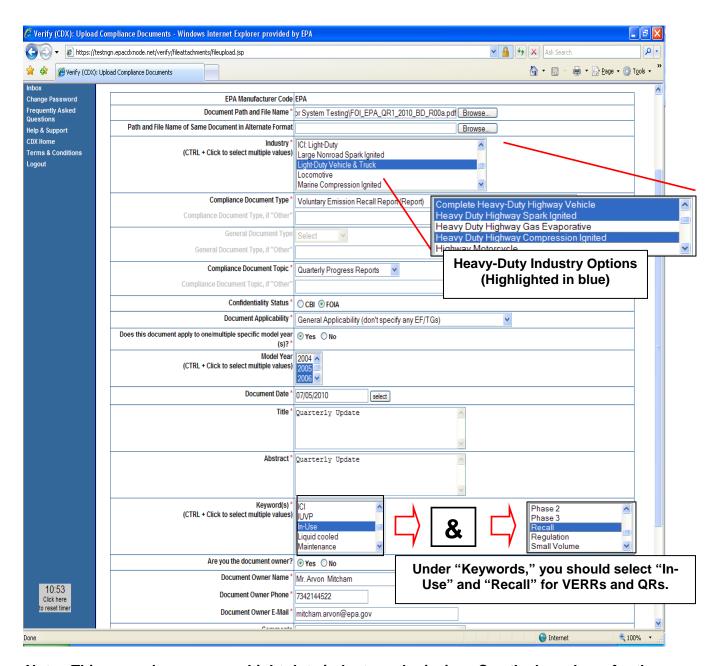
Example B: Verify Document Module interface with entries for a Voluntary Emission Recall Report (VERR)



Note: This example assumes a Light-duty industry submission. See the box above for the applicable Heavy-Duty industry submission options (highlighted in blue) and select the most appropriate one or more for your industry.

In addition, for VERRs and QRs, you should make two selections under "Keywords": "In-Use" and "Recall."

Example C: Verify Document Module interface with entries for a Quarterly Emission Recall Progress Report (QR)



Note: This example assumes a Light-duty industry submission. See the box above for the applicable Heavy-Duty industry submission options (highlighted in blue) and select the most appropriate one or more for your industry.

In addition, for VERRs and QRs, you should make two selections under "Keywords": "In-Use" and "Recall."