

JUSTIFICATION FOR NON-SUBSTANTIVE CHANGE
“National Consumer Complaint Database (NCCDB)” ICR, OMB Control No. 2126-0067

FMCSA is submitting this non-substantive change request to update the name of the system referenced in this ICR from the National Consumer Complaint Database (NCCDB) to the FMCSA Complaint Center.

This non-substantive change reflects the rebranding of FMCSA’s consumer complaint intake and analysis system as part of a broader modernization effort. The change has already been reflected in the associated System of Records Notice (SORN), Privacy Threshold Assessment (PTA), and Privacy Impact Assessment (PIA).

Changes to the “National Consumer Complaint Database (NCCDB)” ICR, OMB Control No. 2126-0067

There are no changes to the scope, content, burden, or methodology of the collection. This request solely updates the system name in the ICR title, Supporting Statement A, and related documentation to reflect the system’s current public-facing identity and ensure consistency across FMCSA compliance and outreach materials. The current instances of “National Consumer Complaint Database” or “NCCDB” should be replaced with “FMCSA Complaint Center.”