

# Baker Hostetler

October 29, 2008

**VIA E-MAIL:** [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov)

Ms. Kelly Schuler  
Recall Management Division  
NHTSA/Enforcement/ODI, NVS-215  
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Re: Quarterly Report pursuant to 49 C.F.R. § 537.7

Dear Ms. Schuler:

In accordance with the requirements of 49 C.F.R. Part 573.7, Quarterly Reports, please find the following as Safelite Fulfillment, Inc.'s quarterly report for the quarter ending September 30, 2008.

(1) **Notification Campaign Number:** 07E-104.

(2) **Timing of Notification to Retail Customers:**

**2.1 Date Notification Began:**

2.1.1 First notification letters to retail customers sent on January 22, 2008.

2.1.2 First notification letters to retail customers regarding the additional glass products identified in Safelite's Second Amended Part 573 Report sent on April 18, 2008.

**2.2 Date Notification Completed:**

2.2.1 Second notification letters to retail customers sent on February 15, 2008.

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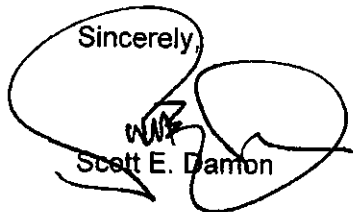
2.2.2 Second notification letters to retail customers regarding the additional glass products identified in Safelite's Second Amended Part 573 Report sent on June 5, 2008.

2.2.3 Additionally, phone calls were placed to certain retail customers who had not responded to prior notification letters.

- (3) **Number of glass products involved in the notification campaign: 1,944.**
- (4) **Number of glass products inspected and repaired: 317.**
- (5) **Number of glass products determined to be unreachable for inspection due to:**
  - 5.1 **Cannot locate good/current address: 218.**
  - 5.2 **Customer no longer owns the vehicle in which the glass product was installed: 210.**
- (6) **Number of glass products repaired and/or returned to Safelite Fulfillment, Inc. by dealers, retailers, and distributors prior to sale to the public: 32.**

Please feel free to contact me with any questions.

Sincerely,



Scott E. Damon