

May 4, 2017

Kelly Schuler
Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
Attention: Recall Management Division
1200 New Jersey Avenue S.E.
Washington D.C. 20590

**Re: Missing CY2016 Recall Information
16V-634 (FL-718)
Owner Notification Letters Issued Late**

Ms. Schuler,

DTNA has reviewed the records regarding the Owner Notification Letter for 16V-634. After review, DTNA believes that the Owner Notice was mailed to the owners 61 days after filing the Part 573 Report with NHTSA. The 573 report was filed on 8/29/2016 and the owner notification letter was mailed 61 days later on 10/28/2016. The mailing date was not entered into the Recall Portal. DTNA will provide training to all individuals entering information into the Recall Portal to ensure that it is correctly entered. DTNA has identified 2 issues that contributed to the letters being mailed 1 day past the deadline. First, DTNA believed that it was correct in that the 60 day count began on the day after filing the 573 Report. NHTSA has clarified that the 60 count begins on the day that the 573 Report is filed. Second, DTNA uses a 3rd party mailing service to send out the Owner Notice Letters. The time required by the mailing service varies based on the size of the mailing and the number of other mailings being processed. Going forward, based on NHTSA's clarification, DTNA will begin the 60 day count on the day the 573 report is filed and allow more time for the mailing service to process the mailing to ensure that the Owner Notice is sent within the required 60 days.

Please contact me if you have any questions.

Sincerely yours,



Andrew Jones