

**From:** [Wolfe, Elizabeth \(NHTSA\)](#)  
**To:** ["Bob Alsip"](#)  
**Cc:** [Luis Hernandez](#)  
**Subject:** RE: Recall 19V-187 Quarterly report #8  
**Date:** Thursday, January 27, 2022 6:12:00 AM  
**Attachments:** [image003.png](#)

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Hello Bob (and Luis),

Thank you for the information and explanation. I will save this email for our reference in our system of records. No further questions at this time.

Thank you!

Beth

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**From:** Bob Alsip <Robert.Alsip@suz.com>  
**Sent:** Wednesday, January 26, 2022 7:59 PM  
**To:** Wolfe, Elizabeth (NHTSA) <elizabeth.wolfe@dot.gov>  
**Cc:** Luis Hernandez <Luis.Hernandez@suz.com>  
**Subject:** FW: Recall 19V-187 Quarterly report #8

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Hello Beth,

Luis passed your inquiry to me.

Regarding your question, the undeliverable count can change up and down based on the following:

Increment up from receipt of a returned envelope. We receive these returns for a year or more after the mailing, it is based on USPS. We track them as they come back and adjust the counts accordingly.

Increment down following repair of a vehicle that was previously flagged with an "undeliverable" returned recall notification. This can occur at any time; we have performed multiple follow-up customer reminder notifications for this campaign, each time with updated customer mail addresses. A customer that failed to receive the initial notification for any reason may receive the reminder. Or, the vehicle may be resold and the new owner acts on a reminder sent to them directly although the original recipient's mail was returned, etc.

Please let me know if you have any other questions.

Best regards,

-Bob

Robert Alsip | [robert.alsip@suz.com](mailto:robert.alsip@suz.com)  
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**From:** Wolfe, Elizabeth (NHTSA) <[elizabeth.wolfe@dot.gov](mailto:elizabeth.wolfe@dot.gov)>  
**Sent:** Wednesday, January 26, 2022 6:11 AM  
**To:** Luis Hernandez <[Luis.Hernandez@suz.com](mailto:Luis.Hernandez@suz.com)>  
**Subject:** Recall 19V-187 Quarterly report #8

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Hello Luis,

My name is Beth and I am on detail to the Recalls Management division. I am reviewing your 8<sup>th</sup> quarterly report and would like some clarification on your "Total Unreachable" numbers. I see these numbers have gone up and down substantially over the past 5 quarters and was curious if you could provide me with some information behind the flux in these numbers for our records.

Thank you!



Beth Wolfe, DHS, ATC, CPST  
Pronouns: She/Her  
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