

**Douglas A. Ducey**, Governor  
**John S. Halikowski**, Director  
**Eric R. Jorgensen**, Division Director

November 17, 2021

In February 2021, the Arizona Department of Transportation Motor Vehicle Division (MVD) discovered that due to an error in MVD's notice mailing process, although MVD corrective action notices were available to customers through AZ MVD now, they were not **mailed** to customers for a period of time beginning in late 2020 and ending in March 2021. "Corrective action" includes suspensions, revocations, and cancellations of a person's license. After discovering this issue, MVD mailed every affected customer a follow-up notice indicating they may not have received a notice of their suspension during that time period. The follow-up notices were mailed in March 2021. Since it is understood that this notice issue may affect cases that are being pursued by prosecutors, the following information is being provided to assist in ensuring due process is provided to defendants.

Three corrective action notices are at issue, and the relevant dates for when the issue with the mailing process occurred are as follows:

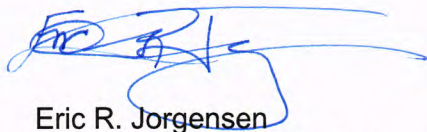
- Corrective Action Notice with Hearing Right (Notice 15-1010):
  - Date notices stopped mailing: December 9, 2020
  - Date notices resumed mailing for new notices: March 2, 2021
  - Date backlogged notices mailed: March 24, 2021
  - Number of customers affected: 2,968
- Corrective Action Notice with No Hearing Right (Notice 15-1011):
  - Date notices stopped mailing: December 9, 2020
  - Date notices resumed mailing for new notices: February 20, 2021
  - Date backlogged notices mailed: March 3, 2021
  - Number of customers affected: 29,170
- Law Enforcement Affidavit Letter for Administrative Per Se or Implied Consent Suspension (Notice 15-1030):
  - Date notices stopped mailing: August 14, 2020
  - Date notices resumed mailing for new notices: March 12, 2021
  - Date backlogged notices mailed: March 24, 2021
  - Number of customers affected: 2,221

MVD is in the process of updating each customer's motor vehicle record to reflect the proper notice dates, and MVD expects to have all updates to customer records finalized on or before November 19, 2021.

MVD has developed a list of customers impacted by this error, and that list can be made available to prosecuting agencies. The list will not be available to the public, as it contains confidential personal information protected by the federal Driver's Privacy Protection Act and Arizona Revised Statutes (A.R.S.) § 28-455.

If any prosecuting agency has a question related to a specific customer's record, please contact MVD's Driver Improvement Office at 602-712-4303.

Sincerely,



Eric R. Jorgensen  
Motor Vehicle Division Director  
Arizona Department of Transportation