



Air Resources Board



Matthew Rodriguez
Secretary for
Environmental Protection

Mary D. Nichols, Chairman
9480 Telstar Avenue, Suite 4
El Monte, California 91731 • www.arb.ca.gov

Edmund G. Brown Jr.
Governor

June 23, 2015

Mail-Out # ECARS 2015-7

TO: ALL MANUFACTURERS OF

- PASSENGER CARS
- LIGHT-DUTY TRUCKS
- MEDIUM-DUTY VEHICLES AND ENGINES USED IN SUCH VEHICLES
- HEAVY-DUTY VEHICLES AND ENGINES USED IN SUCH VEHICLES
- ON-ROAD MOTORCYCLES
- OFF-ROAD RECREATIONAL VEHICLES
- OFF-ROAD SMALL SPARK-IGNITED ENGINES
- OFF-ROAD SMALL SPARK-IGNITED EQUIPMENT
- OFF-ROAD LARGE SPARK-IGNITED ENGINES
- OFF-ROAD LARGE SPARK-IGNITED EQUIPMENT
- OFF-ROAD SPARK IGNITED-MARINE ENGINES
- OFF-ROAD COMPRESSION-IGNITION ENGINES

ALL INTERESTED PARTIES

SUBJECT: STREAMLINED CERTIFICATION PROCESS FOR CARRYOVER AND PARTIAL CARRYOVER CERTIFICATION APPLICATIONS

INTRODUCTION

Manufacturers of mobile source engines, equipment, and vehicles (manufacturers) have requested that Air Resources Board (ARB) certification staff develop an expedited process for those certification applications where there are limited changes made to their product from the previous model year. In response, ARB certification staff has developed a streamlined review process for “carryover” applications, with some limitations. This mail-out describes the expedited procedures that ARB will use to review and process such certification applications.

The streamlined certification process will be applicable to “carryover” and “partial carryover” certification applications as defined below. This process is an optional certification pathway available to manufacturers for speedy certification. Manufacturers

The energy challenge facing California is real. Every Californian needs to take immediate action to reduce energy consumption. For a list of simple ways you can reduce demand and cut your energy costs, see our website: <http://www.arb.ca.gov>.

California Environmental Protection Agency

may request ARB Executive Orders (EO) in an expedited manner as long as the carryover or partial carryover certification application meets the prescribed qualification criteria and is submitted using the appropriate certification procedures. The traditional certification process will remain available to all manufacturers who cannot or opt not to use this new optional streamlined certification pathway.

The streamlined certification process for carryover and partial carryover certification applications will become effective and available to manufacturers starting July 1, 2015.

BACKGROUND

The number of mobile source categories that must obtain ARB certification has increased over the past 20 years. The categories have expanded from passenger cars, heavy-duty trucks, and motorcycles, to include small spark-ignition engines and equipment, off-road recreational vehicles, and off-road compression-ignition engines. In 2002, ARB issued about 2,100 EOs to off-road and on-road mobile source manufacturers. In 2014, that number had grown to about 3,100 EOs issued. The mobile source EOs cover a wide variety of engines and equipment types, ranging from single-cylinder, 20 cc handheld leaf blowers to 16-cylinder, 78 liter generators, both exhaust and evaporative emissions requirements, and engines fueled from gasoline and diesel to alternative fuels, hybrids, and battery electric.

In order to obtain an EO through the traditional certification process, a manufacturer submits a certification application to ARB for review. The process must be repeated each year the manufacturer plans to produce and sell products into California. This process is initiated when the manufacturer creates an application workflow in ARB's electronic Document Management System (DMS). The manufacturer has the option of adding documents to the workflow in a piecemeal fashion (over a period of time), or submitting a complete application package to the workflow in one step (the preferred option). ARB staff monitors the status of the documents in DMS and notifies the manufacturer (in writing) within thirty days of the initial application workflow submittal. The notification informs the manufacturer whether the application package is "Accepted for Filing" or "Not Accepted for Filing." An application package is only "Accepted for

Filing” if it contains all of the elements needed to complete an application. This notification does not constitute issuance of an EO by ARB. Once all the necessary documents in the ARB certification application package checklist (Appendix A) have been submitted by the manufacturer, ARB staff reviews the submitted package to check whether the application contains information that demonstrates compliance with all applicable requirements, and if so, an EO will be issued. Manufacturers will be issued an EO within ninety calendar days from the time that a complete application package was “Accepted for Filing.”

ARB staff solicited and received input from a number of manufacturers and industry trade groups during the course of certification-related meetings regarding how certification applications change from year to year. ARB staff identified a number of mobile source on-road and off-road certification categories, where there are limited changes to the certification application from one model year to the next. This is due to a number of factors, including emission standards remaining the same for a number of model years and manufacturers’ product design changeover.

Recognizing that in such situations the time needed to review such applications may be reduced and the issuance of EOs may be expedited, ARB staff has developed this new optional streamlined certification process. This process is only applicable to three narrow subsets of certification applications:

- Carryover applications,
- Partial carryover applications, and
- Carryover and partial carryover applications requiring on-board diagnostics (OBD) approvals.

These three categories of applications are defined in the following sections. The applications must adhere to the specific guidelines for carryover and partial carryover definition before the application may be identified using the DMS workflow name as such. In addition to submitting a complete application package (which includes all applicable checklist documents), manufacturers must also submit a signed letter by the manufacturer’s representative (for this purpose, third party consultants are not

considered manufacturer's representatives) identifying the application as a carryover or partial carryover application. A separate signed letter is required for the carryover or partial carryover application of each engine family/test group/vehicle/evaporative family. This letter may be combined with the statement of compliance letter.

The following sections describe the applicability and the specific requirements of the streamlined certification process in detail.

CARRYOVER APPLICATION

A carryover application is identical to the previous model year's application except for the:

- Model year,
- Test Group/Engine/Vehicle/Evaporative family name (typically the first character),
- Manufacturer contact information, and
- Projected sales data.

In order to file a carryover certification application using the streamlined process, manufacturers must have all the elements required in the certification checklists (Appendix A) ready before submitting a workflow to the DMS including a signed carryover cover letter (Appendix B). If a manufacturer fails to provide a complete carryover application package (containing all of the elements in the corresponding checklist), or submits documents in a piecemeal manner to the DMS workflow (over a period of days or weeks), the application will not be considered a carryover application. Under this scenario, the manufacturer will then be required to rename the workflow and follow the traditional certification process, but the application will not need to be resubmitted.

The carryover application must also incorporate all running changes that were submitted during the previous model year and that remain applicable for the new model year certification. For example, a 2015 model year carryover application must include all of the approved running changes that were submitted for the 2014 model year family. ARB is not planning to change the existing process for approving running changes.

The manufacturer will attach a carryover cover letter (Appendix B) to the application that attests no changes were made to the application from the previous model year (except for the above specified bullet items). The cover letter may be combined with the statement of compliance letter for the referenced test group/engine/vehicle/evaporative family.

Manufacturers are responsible for submitting a complete and accurate application package, and the authorized manufacturer's representative signature signifies that the application package is correct and meets the carryover criteria. For carryover applications that are submitted correctly, ARB will strive to issue the EOs within 30 calendar days of a complete DMS workflow submission.

PARTIAL CARRYOVER APPLICATION

Partial carryover applications are similar to carryover applications, except that there are additional categories of information that may change from the previous model year's application. A partial carryover application is identical to the previous model year's application except for (the additional criteria for a partial carryover over a carryover application are in italics):

- Model year,
- Test Group/Engine/Vehicle/Evaporative family name (typically the first character),
- Manufacturer contact information,
- Projected sales data,
- *Model names (may add models if the certification emission levels are not changed),*
- *Part numbers (new parts are durable to full useful life and do not impact the certification emission levels), and*
- *Equipment types.*

In order to file a partial carryover certification application using the streamlined process, manufacturers must have all the elements required in the certification checklists (Appendix A) ready before submitting a workflow to the DMS including a signed partial

carryover cover letter (Appendix C). If a manufacturer fails to provide a complete partial carryover application package (containing all of the elements in the corresponding checklist), or submits documents in a piecemeal manner to the DMS workflow (over a period of days or weeks), the application will not be considered a partial carryover application. Under this scenario, the manufacturer will then be required to rename the workflow and follow the traditional certification process, but the application will not need to be resubmitted.

The partial carryover application must also incorporate all running changes that were submitted during the previous model year. The manufacturer will attach a partial carryover cover letter (Appendix C) to the application that attests no changes to the application from the previous model year (except for the above specified bullet items). The cover letter may be combined with the statement of compliance letter for the referenced test group/engine/vehicle/evaporative family.

Manufacturers are responsible for submitting a complete and accurate application package, and the authorized manufacturer's representative signature signifies that the application package is correct and meets the partial carryover criteria. For partial carryover applications that are submitted correctly from January through September time-period (not during ARB's peak certification season), ARB will strive to issue the EOs within 45 calendar days of the DMS workflow submission. Partial carryover applications that are submitted during ARB's peak certification season (October through December) will be processed within the traditional certification timeline (90 calendar days from the DMS workflow submission date).

CARRYOVER AND PARTIAL CARRYOVER APPLICATIONS REQUIRING OBD APPROVAL

There are several categories of certification applications that require the submittal of an OBD approval letter before an EO can be issued by ARB. These include: light-duty, medium-duty, and heavy-duty on-road engines/vehicles. A subset of applications under this category also require the submission of an EPA Greenhouse Gas (GHG) certificate of conformity (required for 50-state medium-duty engines, 50-state heavy-duty engines,

and light-duty federal cleaner vehicles). In such cases, the manufacturers may use a modified version of the streamlined certification process for carryover and partial carryover applications.

For this group of applications, manufacturers may submit all of the elements identified on the certification checklist, except for the OBD approval letter and, when required, the GHG certificate of conformity (COC), to the DMS and/or the E-CERT database, as applicable. If a manufacturer fails to provide the remaining checklist elements, or submits documents in a piecemeal manner to the DMS workflow (over a period of days or weeks), the application will not be considered a streamlined application. Under this scenario, the manufacturer will then be required to rename the workflow and follow the traditional certification process, but the application will not need to be resubmitted.

ARB staff will review the application package and notify the manufacturer within 30 calendar days whether the application is accepted for filing as a streamlined application package.

Once the manufacturer obtains and submits the OBD approval letter and the GHG COC to the DMS, ARB will strive to issue the EO within the 30/45 calendar day processing time, or within 5 business days of OBD/COC submittal if the 30/45 day period has passed.

A carryover (Appendix B) or partial carryover (Appendix C) cover letter must be included in the original DMS workflow.

DMS SUBMISSION GUIDELINES

Manufacturers who are planning to utilize the new carryover or partial carryover application process must submit a complete application package to DMS using the proper workflow naming convention. The workflows must be identified by adding the following keywords to the beginning of the workflow process name:

- “CARRYOVER_” (for carryover applications),

- “PCARRYOVER_” (for partial carryover applications),
- “OCARRYOVER_” (for carryover applications requiring OBD/COC approval), and
- “OPCARRYOVER_” (for partial carryover applications requiring OBD/COC approval).

Use of the proper naming convention is critical because the DMS uses this information to notify the certification staff that the application package should be processed under the new streamlined application guidelines and timeframes.

Upon review of the application package, if the certification staff determines that the application is not named properly and/or does not meet the criteria for carryover or partial carryover definition, ARB staff will inform the manufacturer of the reasons why the application does not qualify for the streamlined certification process. The manufacturer will then have to rename the workflow process using the traditional certification naming convention and add/modify the documents in the workflow. The application will not need to be resubmitted, but the 30 or 45 day processing time will no longer apply. Each carryover or partial carryover application must be submitted under its own unique workflow process.

CERTIFICATION CHECKLISTS

In order to assist manufacturers in submitting a complete certification application package, ARB staff has prepared certification checklists for all applicable mobile source categories (Appendix A). A complete certification application package must include all the applicable elements specified in the corresponding checklist. Carryover and partial carryover applications must include all of the documents required by the certification checklists and the signed carryover or partial carryover application request letter before submittal to a DMS workflow.

As new emission control technologies or regulations are introduced, it may become necessary to add or remove certain elements from the certification checklists. ARB staff will continue to monitor and revise the contents of the certification checklists to ensure that the checklist elements will provide sufficient information to verify compliance with

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the current regulations. The ARB certification webpages will be updated with the current checklist for each respective category.

If you have any questions regarding this mail-out, please contact Jackie Lourenco, Branch Chief, at (626) 450-6152 or by email at jackie.lourenco@arb.ca.gov.

Sincerely,

Annette Hebert, Chief
Emissions Compliance, Automotive Regulations and Science (ECARS) Division

Enclosures

cc: Jackie Lourenco
Branch Chief
Emissions Compliance, Automotive Regulations and Science (ECARS) Division

APPENDIX A

CERTIFICATION CHECKLISTS

Off-Road Compression-Ignition Engine	
√	Checklist
	Signature Letter (FYWC)
	Durability Plan/Report
	Carryacross Table *
	Maintenance Schedule
	AECD *
	Sensors Table *
	SCR Inducement Strategies *
	Description of SCR Catalyst *
	DPF Regen. Strategy *
	Tamper Resistance
	Cover Letter
	Statement of Compliance
	Warranty Statement
	Exhaust Application
	Report of Ammonia Slip Values *
	Label Picture
	Actual Label (FYMC)
	ABT Plan *
	Delegated Assembly Plan *
	NTE Deficiency Declaration *
	Approved Waivers *

See footnotes on Page 13

Off-Road Flex Engine	
√	Checklist
	Signature Letter (FYWC)
	Cover Letter
	Statement of Compliance
	Application
	Label Picture
	Actual Label (FYMC)
	ABT Plan *
On-Road Medium/Heavy-Duty Vehicle	
√	Checklist
	Signature Letter (FYWC)
	Maintenance Schedule *
	Cover Letter
	Statement of Compliance
	Warranty Statement
	Evaporative Application*
	GHG Application
	Exhaust Executive Order *
	EPA Certificate of Conformity*
	Label Picture
	Actual Label (FYMC)
	Delegated Assembly Plan *
	ABT Plan *
	Approved Waivers *

On-Road Heavy-Duty Diesel Engine	
√	Checklist
	Signature Letter (FYWC)
	Durability Plan/Report
	Carryacross Table *
	Maintenance Schedule
	AECD
	Sensors Table
	SCR Inducement Strategies *
	Description of SCR Catalyst *
	DPF Regen. Strategy *
	Tamper Resistance
	Cover Letter
	Statement of Compliance
	Warranty Statement
	Exhaust + GHG Application
	Report of Ammonia Slip Values *
	Label Picture
	Actual Label (FYMC)
	Clean Idle label Picture/Actual *
	ABT Plan *
	Delegated Assembly Plan *
	OBD or EMD Approval **
	NTE Deficiency Declaration *
	Approved Waivers *
	EPA Certificate of Conformity*

On-Road Heavy-Duty Otto Engine	
√	Checklist
	Signature Letter (FYWC)
	Durability Plan/Report
	Carryacross Table *
	Maintenance Schedule
	Tamper Resistance
	Cover Letter
	Statement of Compliance
	Warranty Statement
	Exhaust + GHG [†] Application
	Label Picture
	Actual Label (FYMC)
	ABT Plan *
	Delegated Assembly Plan *
	OBD or EMD Approval **
	Approved Waivers *
	EPA Certificate of Conformity [†]

Medium-Duty Engine (certified using the engine procedure)	
√	Checklist (certified using the engine procedure)
	Signature Letter (FYWC)
	Durability Plan/Report
	Carryacross Table *
	Maintenance Schedule
	AECD *
	Sensors Table *
	SCR Inducement Strategies *
	Description of SCR Catalyst *
	DPF Regen. Strategy *
	Tamper Resistance
	Cover Letter
	Statement of Compliance
	Warranty Statement
	Exhaust + GHG Application
	Report of Ammonia Slip Values *
	Label Picture
	Actual Label (FYMC)
	ABT Plan *
	Delegated Assembly Plan *
	OBD or EMD Approval **
	NTE Deficiency Declaration *
	Approved Waivers *
	EPA Certificate of Conformity*

Hybrid Heavy-Duty Engine/System	
√	Checklist
	Signature Letter (FYWC)
	Durability Plan/Report
	Carryacross Table *
	Maintenance Schedule
	AECD *
	Sensors Table *
	SCR Inducement Strategies *
	Description of SCR Catalyst *
	DPF Regen. Strategy *
	Tamper Resistance
	Cover Letter
	Statement of Compliance
	Warranty Statement
	Exhaust + GHG Application
	Evaporative Application *
	Report of Ammonia Slip Values *
	Label Picture
	Actual Label (FYMC)
	Clean Idle label Picture/Actual *
	ABT Plan *
	Delegated Assembly Plan *
	Battery Information
	OBD or EMD Approval **
	NTE Deficiency Declaration *
	Approved Waivers *
	EPA Certificate of Conformity*

See footnotes on Page 13

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FYWC – First year or when changed

FYMC – First year or when material/supplier changed

GHG – Greenhouse Gas

* - If applicable

** - OBD approval is not needed to accept an application for filing. However, EO issuance is contingent upon receipt of an OBD approval letter.

† - GHG regulations for heavy-duty Otto-cycle engines go into effect starting with the 2016 model year.

This checklist was updated on 3/16/2015. ARB will modify the checklist as new regulations and/or technologies are introduced.

On-Road Light Duty	
√	Checklist
	Signature Letter (FYWC)
	DMS Workflow
	E-Cert Application*
	Statement of Compliance
	Warranty Statement
	Adjustable Parameters/Tamper Resistance*
	Catalyst Information*
	VECI Label
	EP Label*
	Emission Related Parts List
	AECD*
	Sensor Table*
	NMOG/VEC Compliance Plan
	Justification for Carryover/Carryacross*
	Test Vehicle Description
	Durability/Test Log
	Durability Procedure (Approval Number)*
	DOR Approval*
	OBD or EMD Approval **
	Modified Test Procedure*
	Evap. Control System Description *
	ECS Description
	Running Loss Fuel Temperature Profile (all models)
	Confirmatory Test Results*
	EPA Certificate of Conformity*

ZEV	
√	Checklist
	Signature Letter (FYWC)
	DMS Workflow
	E-Cert Application*
	Statement of Compliance
	Warranty Statement*
	VECI Label
	EP Label*
	Test Vehicle Description
	ZEV Application
	Modified Test Procedure*
	Performance Requirements*
	NMOG Compliance Plan
	Confirmatory Test Results *

FYWC - First Year or When Changed
 * - If Applicable
 ** - OBD approval is not needed to accept an application for filing. However, it is required to issue an EO.

This checklist was prepared on 2/28/13. ARB will modify the checklist as new regulations and/or technologies are introduced.

OHRV - COMPLIANT	
√	Checklist
	Signature Letter (FYWC)
	DMS Workflow
	E-Cert Application
	Original Contractual Agreement*
	Statement of Compliance
	Adjustable Parameters/Tamper Resistance
	Catalyst Information*
	VECI Label
	Maintenance Schedule *
	Emission Related Parts List
	Justification for Carryover/Carryacross*
	Test Vehicle Description
	Durability/Test Log
	Test Reports
	CAP*
	Confirmatory Test Results *

Highway Motorcycle (Class I, II & III)	
√	Checklist
	Signature Letter (FYWC)
	DMS Workflow
	E-Cert Application
	Original Contractual Agreement*
	Statement of Compliance
	Warranty Statement
	Adjustable Parameters/Tamper Resistance
	Catalyst Information*
	VECI Label
	Maintenance Schedule
	Emission Related Parts List
	AECD*
	Justification for Carryover/Carryacross*
	Test Vehicle Description
	Durability/Test Log
	Test Reports
	CAP*
	Confirmatory Test Results *

FYWC - First Year or When Changed
 * - If Applicable

This checklist was prepared on 2/28/13. ARB will modify the checklist as new regulations and/or technologies are introduced.

SSIE Exhaust	
√	Checklist
	Certification Application
	Statement of Compliance
	Label Format
	Warranty Language Format
	New mfr documents (FYWC)
	PLT Sampling Plan* (FYWC)
	Emissions Durability/Compliance Plan*
	Tamper Resistance Method*
	ABT Plan*
	Auxiliary Cooling Questionnaire

SSIE & LSI <1L Evap	
√	Checklist
	Certification Application
	Statement of Compliance
	Label Format
	Warranty Language Format
	New mfr documents (FYWC)
	Parts list for certified components
	ABT plan (performance based)*

SIME	
√	Checklist
	Certification Application
	Statement of Compliance
	Label Format (Engine, Star, Hang Tag)
	Warranty Language Format
	New mfr documents (FYWC)
	PLT Sampling Plan (OB/PWC only)* (FYWC)
	Emissions Durability/Compliance Plan*
	Supplemental Information Sheet
	OBD-m Documentation (S/I only)*
	Corporate Averaging Plan*
	NTE Testing

FYWC - First Year or When Changed

* - If Applicable

This checklist was prepared on 2/24/15. ARB will modify the checklist as new regulations and/or technologies are introduced.

LSI <1L Exhaust	
√	Checklist
	Certification Application
	Statement of Compliance
	Label Format
	Warranty Language Format
	New mfr documents (FYWC)
	PLT Sampling Plan* (FYWC)
	Emissions Durability/Compliance Plan*
	Supplemental Information Sheet
	Tamper Resistance Method*
	Auxiliary Cooling Questionnaire

LSI >1L Exhaust	
√	Checklist
	Certification Application
	Statement of Compliance
	Label Format
	Warranty Language Format
	New mfr documents (FYWC)
	PLT Sampling Plan*
	Emissions Durability/Compliance Plan*
	Tamper Resistance Method*
	Supplemental Information Sheet
	Evaporative information
	AECD information*

FYWC - First Year or When Changed
 * - If Applicable

This checklist was prepared on 2/24/15. ARB will modify the checklist as new regulations and/or technologies are introduced

APPENDIX B

CARRYOVER COVER LETTER

Company Letterhead

Chief
Emissions Compliance, Automotive Regulations and Science Division
California Air Resources Board
9480 Telstar Ave., Suite 4
El Monte, CA 91731

Subject: 20XX Model Year Carryover Application Request

Manufacturer's Name is requesting the Air Resources Board approve the following Carryover Application for _____ (current test group/vehicle/engine family/evaporative family) based on carryover data from _____ (previous model year test group/vehicle/engine family/evaporative family) and Executive Order number _____. By signing this letter, *Manufacturer's Name* is certifying that this model year's application package:

1. Includes no change of the emission standards/FELs, regulation requirements, emission characteristics of the engine, or test procedures requirements.
2. The 20XX application package differs from the 20XX-1 application package only by: (please check applicable changes)

- | |
|---|
| <input type="checkbox"/> Model year
<input type="checkbox"/> Test Group/Engine/Vehicle/Evaporative family name (typically the first character)
<input type="checkbox"/> Manufacturer contact information
<input type="checkbox"/> Projected sales data |
|---|

3. All other information in the 20XX application package is identical to the 20XX-1 application package (incorporates all approved running changes to date).
4. The application package is complete and named correctly using the appropriate Document Management System (DMS) file and workflow naming conventions and submitted using the correct workflow process.

If you have any questions regarding this request, please contact *Manufacturer Representative Name* at *Representative's phone number* or by email at *Representative's email address*.

Sincerely,
Manufacturer Representative's Signature

APPENDIX C

PARTIAL CARRYOVER COVER LETTER

Company Letterhead

Chief
Emissions Compliance, Automotive Regulations and Science Division
California Air Resources Board
9480 Telstar Ave., Suite 4
El Monte, CA 91731

Subject: 20XX Model Year Partial Carryover Application Request

Manufacturer's Name is requesting the Air Resources Board approve the following Partial Carryover Application for _____ (current test group/vehicle/engine family/evaporative family) based on Partial Carryover data from _____ (previous model year test group/vehicle/engine family/evaporative family) and Executive Order number _____. By signing this letter, *Manufacturer's Name* is certifying that this model year's application package:

1. Includes no change of the emission standards/FELs, regulation requirements, emission characteristics of the engine, or test procedures requirements.
2. The 20XX application package differs from the 20XX-1 application package only by: (please check applicable changes)

- | |
|--|
| <ul style="list-style-type: none"><input type="checkbox"/> Model year<input type="checkbox"/> Test Group/Engine/Vehicle/Evaporative family name (typically the first character)<input type="checkbox"/> Manufacturer contact information<input type="checkbox"/> Projected sales data<input type="checkbox"/> Model information (may only add models if the certification emission levels are not changed)<input type="checkbox"/> Part numbers (durable to full useful life <u>and</u> no impact on certification emission levels)<input type="checkbox"/> Equipment types (i.e. crane, dozer, generator, etc.) |
|--|

3. All other information in the 20XX application package is identical to the 20XX-1 application package (incorporates all approved running changes to date).
4. The application package is complete and named correctly using the appropriate Document Management System (DMS) file and workflow naming conventions and submitted using the correct workflow process.

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If you have any questions regarding this request, please contact *Manufacturer Representative Name* at *Representative's phone number* or by email at *Representative's email address*.

Sincerely,

Manufacturer Representative's Signature