



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

June 13, 2007



NVS-216 nlm
Ref. # 10193168

Dear 

Thank you for your correspondence dated June 4, 2007, concerning the cooling fan recall with your model year (MY) 2002 Kia Sportage vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on June 4, 2007.

NHTSA's authorizing statute requires a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a pre-notification remedy to address the defect or a manifestation of the defect within a reasonable time, which in many instances is one year prior to the manufacturer's determination that a defect exists. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. Owners who also feel that their claim was wrongfully denied should pursue the matter with the manufacturer.

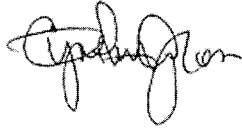
Federal regulations do not require manufacturers to reimburse owners for additional costs associated with a safety recall (e.g., lost wages, car rentals, towing, damage caused by the defect, etc.). Nor do they authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', with a stylized, cursive script.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement