



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

2007 NOV 28 AM 7:19

1200 New Jersey Avenue SE
Washington, DC 20590



Little Rock, AR [REDACTED]

NVS-216 nlm
Ref. # 10208385

Dear Ms. [REDACTED]:

Thank you for your correspondence dated October 19, 2007, concerning the suspected removal of the driver's side air bag in your model year (MY) 2001 Kia Sportage. The Arkansas Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Your correspondence was received on November 8, 2007.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We sympathize with you concerning the problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or Better Business Bureau.

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 "Ronald B. Fields". The signature is written in a cursive style with a large, looping initial "R".

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement