



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 22, 2008

[REDACTED]
Putnam Valley, NY [REDACTED]

NVS-216 nlm
Ref. # 10236059

Dear [REDACTED]:

Thank you for your correspondence dated July 16, 2008, concerning a fuel tank leakage you encountered in your model year (MY) 1997 Kia Sportage. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on July 22, 2008.

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. Please be advised that customer satisfaction campaigns are not safety-related recalls and do not fall under our jurisdiction. Safety recalls are campaigns regulated with authority given by Congress to NHTSA under the Safety Act [Title 49 USC 301]. Customer satisfaction campaigns are covered under corporate policy and are not regulated. We recommend that you continue to work with Kia Motors to resolve your request for reimbursement. We regret that we are unable to assist you further with this matter.

★★★★★
NHTSA
www.nhtsa.gov

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink that reads "Frank S. Borris II". The signature is written in a cursive style with a large, prominent "F" and "S".

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement