



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

Deputy Administrator

1200 New Jersey Avenue SE
Washington, DC 20590

September 16, 2008

The Honorable Elizabeth Dole
United States Senator
310 New Bern Avenue, Suite 122
Raleigh, NC 27601

NVS-216 nlm
Ref. # 10237136

Dear Senator Dole:

Thank you for your correspondence dated July 22 on behalf of your constituent, [REDACTED] [REDACTED] contacted your office concerning a catastrophic engine failure in her model year (MY) 2006 Kia Sedona and complains that the dealer failed to honor the vehicle warranty.

The National Highway Traffic Safety Administration (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 safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns.

We appreciate the report you provided on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect is warranted. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to engine failure, specifically engine sludge, in MY 2006 Kia Sedona vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. In order for the Office of Defects Investigation to initiate an investigation, consumer complaints and other available data are carefully examined to determine whether a safety defect trend may exist. We will continue to review this matter and we will open an investigation if the data indicates that a safety defect may exist.

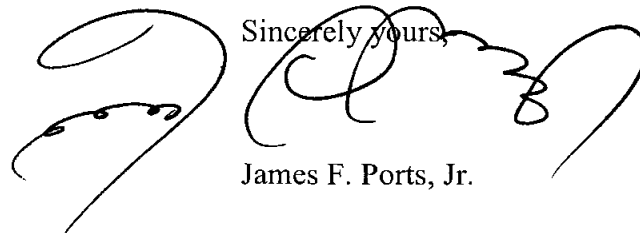
I sympathize with [REDACTED] concerning the service problems she reported having with Stevenson Mazda; however, such issues do not fall under our jurisdiction.



The Honorable Elizabeth Dole

██████████ may want to contact the Federal Trade Commission (FTC) regarding her allegation that the dealer failed to honor the vehicle warranty. The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. ██████████ 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>.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Ronald L. Medford, Senior Associate Administrator for Vehicle Safety at (202) 366-9700.

Sincerely yours,

James F. Ports, Jr.

cc: Washington Office