


INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p align="center"><b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p align="right">FOR AGENCY USE ONLY 100148</p>	
		<p>Date Received <b>SEP 16 2011</b></p>		<p>Repository <input type="checkbox"/></p>	
		<p>23-JUN-2011</p>		<p>Reference No. 10408646</p>	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
DELRAY BEACH		FL		SAME	
Zip Code		E-mail Address			
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
KNDJA7231XS		KIA		SPORTAGE	
Model Year		Engine:		Fuel Type:	
1999		No: Cylinders			
Date Purchased		Dealer's Name and Telephone Number		State	
Original Owner		Dealer's City		Zip Code	
Transmission Type		Powertrain		Multiple Failure:	
<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control				Incident Date(s) 07-JUN-2011	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Codes: 022000 SUSPENSION: REAR, 161000 STRUCTURE: FRAME AND MEMBERS				Failure Mileage	
				88000	
				Failure Speed	
				50	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b>					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash		Fire		Number of Persons Injured	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		NONE	
				Number of Deaths	
				NONE	
				Reported to Police	
				N	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>					
<p>TL* THE CONTACT OWNS A 1999 KIA SPORTAGE. WHILE DRIVING 50 MPH, THE CONTACT STATED THAT THE VEHICLE BEGAN TO SWAY BACK AND FORTH. THE VEHICLE WAS TOWED TO A MECHANIC WHERE THEY ADVISED THAT THE VEHICLE HAD RUSTED FROM THE CHASSIS ON THE REAR PASSENGER SIDE. THE MECHANIC ALSO ADVISED THAT THE FAILURE WAS NON-REPAIRABLE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED BUT WAS UNABLE TO ASSIST. THE FAILURE AND CURRENT MILEAGE WAS 88,000.</p>					
<b>PLEASE SEE ATTACHED</b>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float:right">ATTACH ADDITIONAL SHEETS IF NECESSARY</span></p>					
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					

8/16/11

To: U.S. Dept. of Transportation  
Office of Defect Investigation NVS-210  
Washington, D.C. 20074-9382

Re: Case No. 363-063

Your Letter (NVS-216 RR)  
Attention: Mr. Randy Reich, Chief  
Enforcement

Dear Mr. Reich,

On June 23, 2011 I called and reported  
that my car, a KIA SPORTAGE, fell  
apart while my son was driving it  
on a Highway almost killing him.

I want you to know that I contacted  
the U.S. KIA Corporate Office Head-  
quarters located in Irvine, Ca.

Phone no. 1-949-468-4800.

I asked to speak to someone in charge  
I was transferred to the Customer  
Consumer Dept - I spoke to ANDRIANNE,  
who was in charge, I told her how  
very dangerous the KIA was and  
how the whole right side of the  
frame and arm fell off the car  
and caused the car to sway

from side to side almost  
killing my son.

Andriana checked it out and  
said there was nothing they  
could do because I had no warranty  
on the car and that there was  
no re-call on it.

I thought that any car  
company would be interested in  
how someone was almost killed  
due to their negligence in not  
presenting the chassis to rot out  
while the thin sheet metal of  
the body was rust free.

How could the KIA Company  
advertise on TV that their cars  
are the safest on the road?

I do hope that something can be  
done about this problem, because  
I feel if they get away with  
this someone could be hurt  
or killed.

I am enclosing copies of  
all the calls I hope to show  
you how hapless this car  
was made.

-3-

In the two (2) years I had  
the car it cost me over  
\$4,000.00 and the car still  
was not safe.

Anything you can do about  
this will be greatly appreciated,  
If you need further information  
you can call me at - [REDACTED]  
Thank you

Sincerely,

[REDACTED]  
Delray Beach, Fl [REDACTED]

A. G. [REDACTED]  
[REDACTED]

# OVERSEAS AUTO BODY, INC.

595 Warburton Ave  
Hastings-on-Hudson, NY 10706

COPIES

# INVOICE

Invoice Number: 3348  
Invoice Date: Jun 14, 2011  
Page: 1

Voice: 914-478-0939  
Fax: 914-478-1419

<b>Bill To:</b>
[REDACTED]

<b>Description</b>
[REDACTED]
KIA

<b>Customer ID</b>	<b>RO #</b>	<b>Payment Terms</b>	
[REDACTED]		Net Due	
<b>Sales Rep ID</b>	<b>Shipping Method</b>	<b>Ship Date</b>	<b>Due Date</b>
	Delivery		6/14/11

Quantity	Item	Description	Unit Price	Amount
		TOWING CHARGES / DIAGNOSIS ON THE VEHICLE		242.14
		<p><b>OVERSEAS AUTO BODY INC.</b>            595 WARBURTON AVENUE            HASTINGS-ON-HUDSON, N.Y. 10706</p> <p><i>Pa. 260 6/14/11</i></p>		

Subtotal	242.14
Sales Tax	17.86
Total Invoice Amount	260.00
Payment/Credit Applied	260.00
<b>TOTAL</b>	<b>0.00</b>

Check/Credit Memo No: 3560

**Dosina Towing**  
 12 Southside Ave  
 Hastings on Hudson, NY 10706  
 914 497 9447  
 914 478 3524

288085

CUSTOMER'S ORDER NO. POW00100		DEPARTMENT			DATE 5-31-11		
NAME Overseas Auto Corp							
ADDRESS Wardwinton Ave							
CITY, STATE, ZIP Hastings on Hudson							
SOLD BY		CASH	C.O.D.	CHARGE	ON ACCT.	MDSE RETD	PAID OUT
QUANTITY	DESCRIPTION	PRICE	AMOUNT				
1	Air Sport Page						
2							
3							
4							
5	Flattop Tow Truck						
6	Meinkeke Truck						
7							
8							
9	to Hastings Shop					110.00	
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
RECEIVED BY							

*Pd 5/31/11*

5805

KEEP THIS SLIP FOR REFERENCE

TA-6862 (6/95)

New York State Thruway Authority  
**AUTHORIZED THRUWAY TOWING SERVICES**

INVOICE NUMBER

**No 16907**



**Doms Towing**

2 Yatto Lane • Spring Valley, New York 10977

845-356-8697 • 845-356-2999

Rep. Shop #7093523



DATE

7-8-10

EVENT NUMBER

326

TIME RECEIVED

12:30

TIME ARRIVED

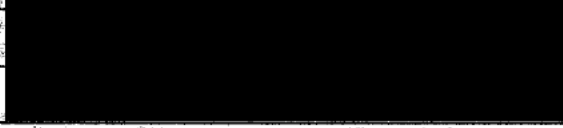
12:30

TIME COMPLETED

12:46

IMPOUND NUMBER

CUSTOMER



STREET

CITY

Del Ray Beach

STATE

FL

PHONE NUMBER



TOWING TO GARAGE / INTERCHANGE

3 HOURS/MILES

73 50

VEHICLE YEAR, MAKE & MODEL

99 Kia Sporage

OTHER TOWING

MILES TO

LICENSE



WINCHING

BEGINNING TIME

ENDING TIME

AAA CARD NUMBER

LABOR

HOURS AT \$

PER HOUR

EXPIRATION DATE

PLUS

BASIC

WAITING TIME

HOURS AT \$

PER HOUR

EXPLANATIONS

DV on 73 Minus

STORAGE

DAYS AT \$

PER DAY

SERVICE CHARGE

(SEE REVERSE SIDE FOR RATES)

TAXI / OTHER

SUB-TOTAL

73 50

TAX EXEMPT NUMBER

SALES TAX

6 16

GAS / FUEL

GALS. AT \$

PER GAL.

THRUWAY TOLLS

DISPOSITION

TOTAL CHARGE

79 66

TOW OPERATOR'S SIGNATURE

104 98

THRUWAY TRUCK NUMBER

504

CUSTOMER'S SIGNATURE

[Signature]

ORIGINAL - CUSTOMER

2nd COPY - GARAGE

3rd COPY - THRUWAY AUTHORITY

75.66  
7/8/10



ADDENDUM A

NEW YORK STATE THRUWAY AUTHORITY  
 AUTHORIZED TOWING & WINCHING RATES  
 MAXIMUM ALLOWABLE RATES - EFFECTIVE 6/08

*TOWING MILEAGE	PRICE	TOWING MILEAGE	PRICE
1	\$64.50	9	\$100.50
2	\$69.00	10	\$105.00
3	\$73.50	11	\$109.50
4	\$78.00	12	\$114.00
5	\$82.50	13	\$118.50
6	\$87.00	14	\$123.00
7	\$91.50	15	\$127.50
8	\$96.00	MAXIMUM CHARGES BACK TO GARAGE	\$127.50 + LOCAL SALES TAX

\*TOWING MILEAGE INCLUDES \$60.00 ROADSIDE SERVICE CHARGES AND / OR HOOK UP FEE PLUS \$4.50 PER-MILE

ROADSIDE RATE	\$60.00 Plus Fee for Items	TIRE CHANGE, BATTERY BOOST OR LOCK OUT SERVICE \$10.00 ADDITIONAL CHARGE. OUT OF GAS - MINIMUM OF 3 GALLONS OF "MID-GRADE" FUEL (89 OCTANE) WHICH SHALL BE BILLED TO THE CUSTOMER AT POSTED RETAIL PRICE

WINCHING RATES	0 - 30 MIN.	\$50.00
	EACH ADDITIONAL 15-MINUTE PERIOD	\$25.00

1. Passenger car/light truck rates apply to any motor vehicle up to 10,000 lbs. gross vehicle weight rating (GVWR), loaded or unloaded. Dual wheel vehicles will be handled at medium duty rate.
2. When a trailer is towed behind a passenger car or light truck, a charge of one-half the tow rate for the first vehicle may be added. If the trailer is separated or requires splitting of the units for towing, separate tow charges will be incurred for each unit.
3. When towing a vehicle 10,000 lbs. or under, beyond 15 miles and to a location other than your garage, the prevailing rate established for your area and approved by the Authority, may be levied.
4. The winching charge for vehicles 10,000 lbs. or under will be the 30 minute rate for the first 30 minutes or for any part thereof. After 30 minutes winching will be charged in 15 minute intervals for any part thereof.
5. Taxi fare as stated in **ARTICLE C (subsection 8)** will be \$2.50 per mile.
6. A service charge of \$60.00 may be levied if the vehicle does not require towing after being restored to the pavement.
7. Charges not covered by accepted Auto Club memberships may require immediate payment by cash, VISA, Mastercard or American Express.

NOTE: Patrons having any questions concerning the above AUTHORIZED TOWING AND WINCHING RATES should write to:

DEPUTY DIRECTOR OF MAINTENANCE AND OPERATIONS  
 P.O. BOX 189  
 ALBANY, NEW YORK 12201-0189

ADDENDUM B

NEW YORK STATE THRUWAY AUTHORITY  
 AUTHORIZED  
 MEDIUM DUTY / HEAVY DUTY / TRUCK CRANE  
 HOURLY RATES  
 FOR VEHICLES 10,001 LBS. OR MORE

MINUTES	MEDIUM DUTY 10,001 - 25,999 lbs.	HEAVY DUTY 26,000 lbs. and up	TRUCK CRANE* or 50 TON HYDRAULIC WRECKER or MORE
0 - 30	\$ 75.00	\$137.50	\$175.50
31 - 60	\$150.00	\$275.00	\$350.00

1. For vehicles 10,001 lbs. and over the charges will be determined by the type of truck providing the service. This includes light wreckers employed in the recovery of tractor trailers, the appropriate charge will be the light rate for vehicles under 10,000 lbs. Dual wheel vehicles will be handled at the medium duty rate.
2. A service charge of \$100.00 may be levied if the vehicle does not require towing after being restored to pavement. Service charges for vehicles 10,001 lbs. and over will be the commercial rate regardless of the size of the vehicle providing the service.
3. When a vehicle 10,001 lbs. and over is towed to a location other than their shop, and is 15 or more miles from their shop, a service charge may be levied with the hourly rate. Return fee \$100.00

NOTE: Patrons having any questions concerning the above AUTHORIZED TOWING AND WINCHING RATES should write to:

DEPUTY DIRECTOR OF MAINTENANCE AND OPERATIONS  
 P.O. BOX 189  
 ALBANY, NEW YORK 12201-0189

Truck crane as defined by New York State Vehicle and Traffic Law approved by the Authority



"Each Shop Individually Owned and Operated" www.meineke.com

SOLD TO

Yonker's, NY  
Phone #:

Payment Method Card # Ref # Auth # Amt  
VISA 569.63

<b>Year - Make - Model</b> 1999 KIA SPORTAGE	<b>State - License No.</b> NY-	<b>Odometer</b>	<b>VIN/P.O. Number</b> Veh#24651	<b>Date</b> 12/08/2009
<b>Salesman</b> OWNER	<b>Mechanic</b>	<b>Source</b> TELEVISION	<b>Tax Exempt No.</b>	<b>Remarks</b>

Qty	Part Number	Posn	Description	Salmn	Mech	Parts	Labor	Total
1	ATD774C (RAY)	Front	Disc Brake Pads {Warranty=Lifetime-s}			71.65	0.00	71.65
2	96737 (RAY)	Front	Rotor {Warranty=90-days}			68.00	0.00	136.00
1	LABOR		BRAKES {Warranty=90-days}			0.00	120.00	120.00
1	FRC11195 (RAY)	Front	Reman. Caliper {Warranty=90-days}			98.98	0.00	98.98
1	FRC11196 (RAY)	Front	Reman. Caliper {Warranty=90-days}			98.98	0.00	98.98

*Pd. 569.63  
12/8/09*

8.375 Tax: \$44.02

Thank You For Choosing Meineke-Discount Muffler.

We appreciate your

**PARTS TOTAL :** 405.61  
**LABOR TOTAL :** 120.00  
**SUBTOTAL :** 525.61  
**TAX :** 44.02  
**TOTAL DUE :** 569.63

PO #: Estimate #: 41496 Invoice #: 356051

356051



**Meineke Car Care Center**  
 597 Central Park Avenue  
 Yonkers, NY 10704  
 (914) 968-7269

"Each Shop Individually Owned and Operated"  
 www.meineke.com

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PO #:

Estimate #: 43901

Invoice #: 82777

Cash Customer  
 0  
 Ossining, NY [REDACTED]  
 Phone # [REDACTED]

Payment Method Card # Ref # Auth #  
 VISA

Amt  
 351.83

Year - Make - Model	State - License No.	Odometer	VIN	Date
1999 KIA SPORTAGE	NY -		Default Vehicle for CASH	07/03/2010
Salesman	Mechanic	Source	Tax Exempt No.	Remarks
MEINEKE		REPEAT		

Qty	Part Number	Posn	Description	Slsmn	Mech	Parts	Labor	Total
1	BLOWER MOTOR ()		HTG&COOLNG {Warranty=6 Months}			129.99	0.00	129.99
1	RESTER ()		HTG&COOLNG			54.65	0.00	54.65
1	LABOR		HTG&COOLNG			0.00	140.00	140.00

*pp  
 351.83  
 on 7/3/10*

8.375 Tax: \$27.19

Thank You For Choosing Meineke Discount Muffler.

We appreciate your

**PARTS TOTAL :** 184.64  
**LABOR TOTAL :** 140.00  
**SUBTOTAL :** 324.64  
**TAX :** 27.19  
**OTHER FEE/TAX :** 0.00  
**TOTAL DUE :** 351.83

82777



199 New Clarkstown Road, Nanuet, NY 10954  
**845-623-9000**  
 NYSI# 7060345 Fax 845-425-3031

Inv. # 0001209

Customer: [REDACTED]  
 Address: [REDACTED]  
 City: BRONX, NY  
 Phone 1: [REDACTED] Ext: HOME  
 Phone 2: [REDACTED] Ext: CELL  
 Vehicle: 1999 KIA SPORTAGE 4 DOOR  
 License: [REDACTED] Date: 7/17/10  
 VIN: KNDJA7231X5 [REDACTED] Page: Page 1 of 1  
 Engine: 2.0 DOHC Trans: AUTO  
 Mileage: 89503 PO #:

Tech	Labor Description	Part Description	Labor	Part	Subt
	Qty	Part Number			
SN	DIAGNOSE A NO START CONDITION, VEHICLE WAS TOWED TO THE SHOP. FOUND A BROKEN TIMING BELT AND BENT VALVES. REMOVE CYLINDER HEAD FOR MACHINING AND REPAIR. INSTALL HEAD WITH ALL NEW GASKETS, TIMING BELT AND WATER PUMP.		1500.00	1990.21	3490
	1.00	MACHINE SHOP LABOR		1050.00	
	1.00	HEAD GASKET SET		368.97	
	1.00	TIMING BELT		142.98	
	1.00	WATER PUMP		237.87	
	1.00	SEALER		26.86	
	2.00	PARTS CLEANER		24.76	
	4.00	SPARK PLUGS		51.92	
	1.00	PCV VALVE		36.85	
	2.00	ENGINE COOLANT		50.00	
SN	ENGINE OIL SERVICE. CHECK ALL FLUIDS, BELTS, HOSES AND TIRES.		20.00	22.00	4
	4.00	ENGINE OIL		10.00	
	1.00	OIL FILTER		10.00	
	1.00	WASTE DISP FEE		2.00	

OK	Bad	Recommendation	OK	Bad	Recommendation

*pd 3,828.21 7/17/10*

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control.

**WARRANTY IS 24 MONTHS OR 24,000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!**

Labor: \$ 1,520  
 Part: \$ 2,010  
 Sublet: \$  
 Other Fees: \$  
 Supply Charge: \$  
 Subtotal: \$ 3,530  
 Sales Tax: \$ 290

Total: \$ 3,820  
 Paid: \$

By: \_\_\_\_\_  
 Total Due: \$ 3,820

*3,828.21*



199 New Clarkstown Road, Nanuet, NY 10954

845-623-9000

NYS# 7060345 Fax 845-425-3031

Inv. # 0001495

Customer: [REDACTED]

Address: [REDACTED]

City: BRONX, NY

Phone 1: [REDACTED] Ext: HOME

Phone 2: [REDACTED] Ext: CELL

Vehicle: 1999 KIA SPORTAGE 4 DOOR

License: [REDACTED] Date: 8/27/10

VIN: KNDJA7231X5 [REDACTED] Page: Page 1 of 1

Engine: 2.0 DOHC Trans: AUTO

Mileage: 89747 PO #:

Tech	Labor Description	Qty	Part Number	Part Description	Labor	Part	Subtotal
SN	DIAGNOSE ENGINE LIGHT IS ON, FOUND CODE P0326 KNOCK SENSOR CIRCUIT FAULT. INSPECT AND TEST KNOCK SENSOR CIRCUIT AND REPLACE A FAULTY KNOCK SENSOR.	1.00		KNOCK SENSOR	100.00	128.98	228.98
						128.98	

*Pd. 248.17  
8/27/10*

OK	Bad	Recommendation	OK	Bad	Recommendation

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control.

**WARRANTY IS 24 MONTHS OR 24,000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!**

Labor:	\$	100.00
Part:	\$	128.98
Sublet:	\$	0.00
Other Fees:	\$	0.00
Supply Chrg:	\$	0.00
Subtotal:	\$	228.98
Sales Tax:	\$	19.19
Total:	\$	248.17
Paid:	\$	0.00
By:		
Total Due:	\$	248.17



Del #



"Each Shop Individually Owned and Operated" www.meineke.com

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Yonker's, NY  
Phone #: [Redacted]

Payment Method Card # Ref # Auth # Amt  
MASTERCARD 167.97

<b>Year - Make - Model</b> 1998 KIA SPORTAGE	<b>State - License No.</b> NY-	<b>Odometer</b>	<b>VIN/P.O. Number</b> Veh#25060	<b>Date</b> 01/25/2010
<b>Salesman</b> OWNER	<b>Mechanic</b>	<b>Source</b> REFERRAL	<b>Tax Exempt No.</b>	<b>Remarks</b>

Qty	Part Number	Posn	Description	Salmn	Mech	Parts	Labor	Total
1	BATTERY ()		TUNE&FUEL			109.99	45.00	154.99

Pd. 167.97  
1/25/10

8.375 Tax: \$12.98

Thank You For Choosing Meineke Discount Muffler.

We appreciate your

**PARTS TOTAL :** 109.99  
**LABOR TOTAL :** 45.00  
**SUBTOTAL :** 154.99  
**TAX :** 12.98  
**TOTAL DUE :** 167.97

PO #:

Estimate #: 42002

Invoice #: 356659

356659

DELRAY BEACH, FL



# 0000060753  
U.S. OFFICIAL MAIL  
U.S. POSTAGE  
0128  
PENALTY FOR  
PRIVATE USE \$300  
POSTALIA 460257

To: U.S. Dept. of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NYS-210  
1200 New Jersey Avenue SE,  
Washington, D.C. 20577-9382

Attention: Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

