



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

July 17, 2013

[REDACTED]

St. Charles, MO [REDACTED]

NVS-216 nlm
Ref. No. 10521326

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2006 Kia Sedona. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or 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. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the air bag warning light came on in your MY 2006 Kia Sedona. You took your vehicle to a Kia dealership to have the problem diagnosed. The dealership said it would cost \$1000 to repair your vehicle. You discussed this problem with other Kia owners that are experiencing the same condition. You decided not to repair the vehicle knowing that the air bags may not deploy in a crash. You purchased an extended warranty, but it does not cover safety features. You believe this problem is a safety issue and request that Kia repair your vehicle under a recall or under the extended warranty.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to air bag problems in MY 2006 Kia Sedona vehicles. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation or to initiate a recall. However, the information you provided has been entered into our database. will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our web site at www.odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

We sympathize with you concerning the cost of the repair. However, your request for Kia to repair your vehicle free of charge, or under the extended warranty does not fall under our jurisdiction. If you have not done so you may consider contacting your local Consumer Protection Agency or the Missouri Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Kia district manager regarding your problem.

In addition, the Federal Trade Commission (FTC) has jurisdiction over 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 www.ftccomplaintassistant.gov.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,



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