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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6) EQ-10604464-1546

Subject: FW: Your report to NHTSA (ODI # 10604464); ref: 2014 Kia Soul Airbag
Date: Thursday, August 07, 2014 2:37:20 PM

Subject: FW: Your report to NHTSA (ODI # 10604464); ref: 2014 Kia Soul Airbag

Please upload. Thanks.

From: [REDACTED]
Sent: Thursday, August 07, 2014 2:10 PM
To: Chan, Steve (NHTSA)
Subject: Re: Your report to NHTSA (ODI # 10604464); ref: 2014 Kia Soul Airbag

I don't understand how a car can be deemed a total loss, due to the front end collision and the airbags not deploy. Everything all the way back to the engine harness needed to be replaced - everyone who has seen the car thinks the same thing, other than you apparently. I still believe that they are faulty - I guess it is going to take someone (or 13 ppl as in the case with GM) dying before anything is done about it.

On Thu, Aug 7, 2014 at 2:04 PM, <Steve.Chan@dot.gov> wrote:

[REDACTED],

There was / is no formal investigation. I requested pictures to assess whether the airbags should have deployed or not. There were a lot of "soft" structure (bumper, fender, hood, radiator, etc.) damages. In my assessment, the airbags may not need to be deployed.

Steve

From: [REDACTED]
Sent: Thursday, August 07, 2014 1:44 PM
To: Chan, Steve (NHTSA)
Subject: Re: Your report to NHTSA (ODI # 10604464); ref: 2014 Kia Soul Airbag

Has anything come of this investigation?

On Thu, Jun 26, 2014 at 12:34 PM, [REDACTED] <[REDACTED]> wrote:
I have forwarded you emails from this address as well as [REDACTED] with all of the information you requested.
The vehicle is located at a place in Ashland, VA - their number is [REDACTED].

On Thu, Jun 26, 2014 at 12:27 PM, [REDACTED] <[REDACTED]> wrote:
My computer is somehow not allowing me to attach everything at once, but I will get everything to you. I will forward you the emails that I sent to my attorney so that everything that they have (accident report, car pics, crash site pics, my head that smashed the windshield

because my airbag didn't deploy).

Thank you for looking into this. We are so very grateful to have walked away from this accident with minor injuries. My concern with all the airbag recalls and the extensive damage (total loss) of the vehicle in a head on collision with the tree(s), I feel they should have deployed. Everyone who has seen the car seems to think the same thing. In the emails I am including that will be forwarded from [REDACTED] and this email you will also see the name and location of where the vehicle is currently being held. This is an auto auction place and they informed me that their contract is with USAA (my insurance) and that when that is up (they wouldn't give me any specifics) that they are no longer responsible for holding the vehicle. I am scared that the vehicle will be parted out (the back end is okay obviously) or crushed before someone can investigate it. Please keep me informed as I believe that there is a defect in the airbags of my (former) vehicle despite KIA informing me "You must not have hit the airbag sensor".

Thank you again,
[REDACTED]

On Thu, Jun 26, 2014 at 10:36 AM, <Steve.Chan@dot.gov> wrote:

Dear [REDACTED],

Thank you for reporting to the National Highway Traffic Safety Administration (NHTSA) concerning:

“ANIMAL RAN IN FRONT OF VEHICLE, WE WERE FORCED TO SLAM ON THE BRAKES, CAR DID NOT STOP. HEAD ON COLLISION INTO THE TREE(S). THE CAR STOPPED DEAD CENTER IN THE LARGE TREE IT HIT, CAUSING MY BODY (PASSENGER) TO GO BETWEEN THE LAP BELT AND SHOULDER BELT. MY BODY SMACKED THE DASH AND HEAD SLAMMED INTO THE WINDSHIELD. AIRBAGS DID NOT DEPLOY. VEHICLE IS A TOTAL LOSS.”

Please email me pictures of the crashed vehicle and the crash site, as well as a copy of the police report, if available. Thanks you.

Steve Chan
Safety Defects Engineer
Office of Defects Investigation / NHTSA