



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



www.nhtsa.gov

SUMMARY/DESCRIPTION:

I slammed on the brakes. Suddenly the pedal went "soft" all the way to the floor for 2 or 3 seconds, while a flat sheet came up to block the front windshield completely. I could not see, so I could not find a safe direction to go in, because of the sheet (which may have been an uninflated air bag that never opened up). I don't know—that's just my guess. But it prevented me from going in a safer direction, so I crashed.

#1
THE CAR WAS DECLARED "TOTALED" AND "INOPERABLE", SO I HAD IT HAULED TO THE JUNK YARD. (I FOUND OUT LATER THAT "TOTALED" DIDN'T MEANT INOPERABLE, BUT ONLY THAT IT COST MORE TO FIX THAN THE BOOK VALUE OF THE CAR.)
VIN = [REDACTED]

KNAGE 124375 [REDACTED]

TITLE # = [REDACTED]

9/21/20

KIA OPTIMA 4.0 SDN 2007
BLK purchased 1/29/19

[REDACTED]

DMV-V.A.

Rec'd, 1/14/23

(Dept. Motor Vehicles)

Richmond, VA

DMVVD167



VIRGINIA MOTOR VEHICLE REGISTRATION

VSA-D (REV. 07/12)

Title		Veh. Ident		Model		Year	Color	Fuel	Vehicle Use	Axles
[REDACTED]		KNAGE12437		OPTIMA		2007	BLK	GAS	PRIVATE	2
KIA		4D SDN		GVWR		GCWR	Unit #			
Purchase Date	Odometer at Titling	Lien at Reg	EW	GW						
10/25/19	75520 ACTUAL	N	3287							

2007 car

CAR WAS "TOTALLED"
AND TAKEN TO JUNK YARD.
HOPE THIS INFO SUPPLIES
WHAT YOU WANT.

HENRICO COUNTY

CMA 201
DMV223



This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.



VSA-0 (7/12)

Virginia law requires you to notify DMV if you sell, trade or dispose of your vehicle or if you change your address.

Vehicle Sold, Traded or Disposed?

Sold/Traded/Disposed Date: _____

Sold/Traded to Virginia Resident/Business: ☐ Yes; if not, Virginia, which state _____

Mail this entire registration card to DMV, Attention: Data Integrity, P.O. Box 27412, Richmond, Virginia 23269-0001

Choose one of the following methods to notify DMV:

- Visit our web site at www.dmvNOV.com and select Address Change online transaction.
- Submit DMV form ISD-01, Address Change Request, which can be found on our web site at www.dmvNOV.com under Forms and Public Information to DMV, P.O. Box 27412, Richmond, Virginia 23269-0001, or
- Call us at 804-497-7100 and a customer service representative will assist you.

When your address change request is processed, all DMV correspondence addressed to you, including vehicle registration renewal notices, will be sent to the new address.

If you change your residence/home address or your driver's license or your photo ID card mailing address to a non-Virginia address, your license and ID card will be cancelled.

DMV verifies insurance coverage of all registered vehicles. If you cancel your insurance, notify DMV and return the license plates. If you do not notify DMV, your driver's license will be suspended and all of your vehicle's license plates will be cancelled.

[REDACTED]
RICHMOND VA
[REDACTED]

RICHMOND VA 230

17 JAN 2023 PM 2 2



NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

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