



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

CONSUMER ENGAGEMENT DIV
OFFICE OF DEFECTS INVESTIGATION ENFORCEMENT
U.S. DEPT. OF TRANSPORTATION HIGHWAY SAFETY
1200 New Jersey Ave SE
DC 20590



answered
mar 16, 2023

March 3, 2023

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

NEF-109 ela
Ref. No. 11504643

Richmond, VA

Dear [REDACTED]:

Thank you for the follow up letter about your model year (MY) 2007 Kia Optima vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate your providing additional information about the problem you are experiencing with your vehicle. We reviewed our database to identify whether a safety defect trend exists with the brakes or air bags in MY 2007 Kia Optima vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We encourage you to contact Kia or your local dealer if you require further assistance with this matter.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

MARCH 16, 2023

MR. REID,

Sincerely,

Randy Reid

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

PLEASE EXCUSE MY
REPLY ON YOUR LETTER
BUT WITHOUT A CAR
I CAN NO LONGER
EARN A LIVING.
THANKS FOR UNDERSTANDING

MY CAR WAS "TOTALLED"
BECAUSE OF THIS DEFECT.
I NO LONGER HAVE IT (OR
ANY VEHICLE) I GUESS I
WILL BE WALKING WHEREVER
THE REST OF MY LIFE! I
WAS NOT GOING FAST WHEN
THE COLLISION HAPPENED.

SO PERHAPS I WAS MORE AWARE THAN MOST OF THE SHORT BUT IMPORTANT
DELAY IN RESPONSE BY THE VEHICLE OVER-RIDING MY BRAKING ACTION.
I AM CONVINCED THOSE FEW SECONDS MADE ALL THE DIFFERENCE
AND NOT FOR THE BEST. SURELY YOU MUST BE ABLE TO SIMULATE THE
BRAKING OVER-RIDE ACTION BY THE AIRBAGS SIMPLY BE READING THE
PROGRAMMING INSTRUCTIONS IN THE CAR'S COMPUTER SYSTEM!! YOU DON'T NEED

I PERSONALLY THINK THAT BRAKING WAS AN MY CASE) MORE IMPORTANT THAN AIRBAGS! I WAS NOT
GOING FAST I RESPONDED IMMEDIATELY TO THE SITUATION WITHOUT ANY FEAR, CONFUSION OR DELAY
AND I COULD FEEL THE BRAKE PEDAL UNDER MY FOOT GIVE WAY / GO SOFT / LET GO / SUSPEND ACTION
FOR SEVERAL CRUCIAL SECONDS THAT DELAYED THE STOPPING ACTION AND CAUSED THE CAR TO GO INTO COLLISION!

MORE REPORTS OR CLAIMS—JUST SOMEONE WHO CAN FOLLOW PROGRAMMING INSTRUCTIONS FOR THE CAR'S COMPUTER

RICHMOND VA 228
23 MAR 2023 PM 1 L



OFFICE OF DEFECTS INVESTIGATION
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