

February 3, 2025

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defect Investigation  
(NVS-210)  
1200 New Jersey Ave SE  
West BLDG G  
Washington DC 20590

Dear Office of Defect Investigation,

I am writing to bring to your immediate attention a serious safety issue with a new Kia Carnival I recently rented from Budget Car Rental. On January 25, 2025 I picked up a Kia Carnival from Budget's Orlando Airport branch for [REDACTED] (Rental agreement [REDACTED])

During my family's use of the Kia Carnival, we discovered a dangerous and potentially lethal flaw that severely injured my father and resulted in a [REDACTED]. Luckily after 4 hours in [REDACTED] we confirmed there was [REDACTED] but the outcome could easily have been much worse.

The flaw in the car is the second row of seats in the minivan. The seat is prone to shoot forward with incredible power and force when touched to enter the car. When my father attempted to move the seat back to enter the second row, the seat forcefully flung forward and the hard plastic casing on the outside of the edge of the top of the seat hit him on his head, sustaining [REDACTED] a developed on the top of [REDACTED] on him or another passenger - I feel it could kill someone. We own and rent mini vans all the time. The force and behavior of this Kia Carnival seat is NOT NORMAL.

Additionally, the second row failed to lock into place and slid during driving with passengers in all seats.

I urge you to investigate this matter urgently to ensure no other passengers are put at risk. Please advise me if you need any additional information.

We hope to hopefully prevent help others from severe injury, or possible death. I am also contacted Budget Car Rental.

Thank you for your help.

Sincerely,

[REDACTED]  
Studio City, CA [REDACTED]

SANTA CLARITA CA 913

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STUDIO CITY, CA

U.S. DEPT OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.  
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(NVS-210)  
1200 NEW JERSEY AVE SE  
WASHINGTON DC, 20590

