

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

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received: 28-OCT-2015		Repository ☐ Reference No. 10786603	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
WEST ROXBURY		MA			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
5XYKTCAGXCG		KIA		SORENTO	
Date Purchased		Dealer's Name and Telephone Number		Model Year	
		CENTRAL KIA - 1-781-762-8100		2012	
Original Owner		Dealer's City		Engine:	
☒		NORWOOD		No: Cylinders	
		State		4	
		Zip Code		UNLEADED	
		MA		02062	
Transmission Type		☒ Antilock Brakes		Incident Date(s)	
Auto		☒ Cruise Control		11-OCT-2015	
Powertrain		Multiple Failure:			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)				Failure Mileage	
				129000	
				Failure Speed	
				65	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☒ Yes ☐ No		Number of Deaths	
				Reported to Police	
				N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2012 KIA SORENTO. WHILE DRIVING AT APPROXIMATELY 65 MPH, A LOUD BANGING NOISE EMITTED FROM THE ENGINE. AFTER STOPPING THE VEHICLE AND LIFTING UP THE HOOD, THE CONTACT DISCOVERED SMOKE, OIL AND A SMALL FLAME COMING FROM THE ENGINE. THE FLAME SELF EXTINGUISHED. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE VEHICLE HAD EXPERIENCED A CATASTROPHIC ENGINE FAILURE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURED WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 129,000. THE VIN WAS NOT AVAILABLE.					
There have been over 50+ Complaints filed for Engine Issues - w- numerous as CATASTROPHIC ENGINE FAILURES.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Brought to dealership. For \$150.00 diagnostic test. Just for them to "QUOTE" word for word, what I told them. Nothing they could do for me. Except for replacing my engine -w- A NEW ONE. ~~See~~ Nothing written about how it happened. What it was, that happened. How it happened. "No check engine lights came on." "No warnings." See Attached pictures of Giant Holes in engine. "OVER 50 ENGINE COMPLAINTS FILED ALREADY." Engine being replaced @ HANNIBALS AUTO REPAIR IN DORCHESTER. BIG INVESTIGATION NEEDED. FIRST MPG FALSIFIED & NOW BAD ENGINES

ATTACH ADDITIONAL SHEETS IF NECESSARY

Thank you

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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WASHINGTON, DC

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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, HEF-100**
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safercar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

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or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



KIA SORENTO Problems - 2012 KIA SORENTO Engine Problems

G+1

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Engine Problem on the 2012 KIA SORENTO

Car problem(s) with the **2012 KIA SORENTO**. This database includes information received by NHTSA from consumers either directly or as recorded by the Vehicle Safety Hotline. This information may be used by NHTSA during the investigation process. You may file your own complaint by calling the NHTSA Monday-Friday 8am to 8pm at (888) 327-4236, TTY: (800) 424-9153. You can also [file your complaint online](#).

View other component problems for this vehicle or [view all problems](#)

Air Bags (7)	Equipment Adaptive (2)	Power Train (26)	Steering (12)	Vehicle Speed Control (12)
Electrical System (27)	Exterior Lighting (4)	Seat Belts (2)	Structure (9)	Visibility (10)
Electronic Stability Control (3)	Fuel Propulsion System (1)	Seats (4)	Suspension (2)	Visibility Wiper (7)
Engine (53)	Fuel System Gasoline (2)	Service Brakes (9)	Tires (1)	Wheels (2)
Engine And Engine Cooling (6)	Latches Locks Linkages (1)	Service Brakes Hydraulic (6)	Unknown Or Other (10)	

Problem with Engine

- **Sep 26, 2015 - Atlanta, GA - Engine**

FRIDAY 9/18/15 10:40 AM, BACKING OUT OF PARKING SPOT SLOWLY INTO A ROAD. ENGINE SUDDENLY FAILED, ENGINE LIGHT CAME ON, AND THE BRAKES COMPLETELY FAILED. WAS ABLE TO RESTART THE CAR AND PARK IT AGAIN, BUT BRAKES STILL FAILED AND HAD TO USE THE EMERGENCY BRAKE AND THE CURB AND TREE AT CURB TO STOP VEHICLE. TOWED TO ED VOYLES KIA ON PEACHTREE INDUSTRIAL BLVD IN ATLANTA WHO FOUND NO RECORD OF THE INCIDENT IN COMPUTER AND THAT ALL DIAGNOSTICS WERE NORMAL AND THEY COULDN'T REPRODUCE THE PROBLEM, SO THERE WAS NOTHING THEY COULD DO. I SENT THEM THIS LINK WITH OTHERS EXPERIENCING SIMILAR ISSUES AND TOLD REP ABOUT OTHERS' EXPERIENCES [KIA/SORENTO/2012/ENGINE/ENGINE.SHTML](#). THEN HAD IT TOWED TO COBB COUNTY KIA IN KENNESAW, GA. THEY MAINTAINED NEGLECT ON OUR PART B/C OIL LEVEL WAS AT 0 (PREVIOUS DEALERSHIP SAW NO PROBLEM HERE), ENGINE HAD MAJOR SLUDGE AND PARTICLES OF METAL IN IT, NEEDED FULL ENGINE REPLACEMENT FOR \$6500 DIDN'T MAKE SENSE WITH OUR REGULAR OIL CHANGES AND DIDN'T EXPLAIN THE BRAKE FAILURE, THOUGH REP SAID IT DID. HAD IT TOWED TO AAA CAR CARE PLUS IN MARIETTA. COULD NOT REPRODUCE THE ISSUE AND SAID THE CAR, INCLUDING THE ENGINE, WAS IN GREAT SHAPE, WAS FULL OF ALL FLUIDS. MECHANIC ALSO SAID THAT THERE WERE 0 RECORDS ON COMPUTER AND THAT ONE OF DEALERSHIPS LIKELY Wiped IT COMPLETELY CLEAN. HAVE RENTED A CAR IN MEANTIME BECAUSE MY, MY HUSBAND'S, MY TWO KIDS' AND OTHER DRIVERS AND PEDESTRIANS SAFETY WOULD BE COMPROMISED. OTHER COMMENTS ONLINE MENTION PROBLEM MORE THAN ONCE. SOME ON THE HIGHWAY. ALSO REMEMBERED THAT MY HUSBAND HAD HAD TROUBLE STARTING THE CAR A COUPLE OF MONTHS BACK, WITH NO LIGHTS COMING ON AT ALL. HE GOT THE BATTERY CHECKED OUT, AND HE WAS TOLD IT WAS FINE. WE RELAYED THIS TO THE MECHANICS TOO, BUT THEY SEEMED NOT TO ACKNOWLEDGE THE INFO. WE CANNOT AND WILL NOT DRIVE THE CAR UNTIL IT'S RESOLVED.

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- **Sep 25, 2015 - Atlanta, GA - Engine**

TL* THE CONTACT OWNS A [2012 KIA SORENTO](#). WHILE DRIVING APPROXIMATELY 15 MPH, THE VEHICLE STALLED. THE CONTACT WAS ABLE TO RESTART THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE ENGINE NEEDED TO BE REPLACED. THE ENGINE WAS REPLACED, BUT THE FAILURE RECURRED AFTER 10,000 MILES OF BEING DRIVEN. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS INFORMED THAT THE ENGINE NEEDED TO BE REPLACED FOR A SECOND TIME. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 60,000.

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- **Sep 09, 2015 - Gorham, ME - Engine**

WHILE DRIVING ON I95 WE BEGAN HEARING A NOISE FROM THE ENGINE. IT WAS FAINT AT FIRST, JUST A PINGING THAT WOULD HAPPEN WHEN WE PUSHED THE ACCELERATOR DOWN. WE JUST HAD AN OIL CHANGE AT 94,000 MILES SO KNEW OUR OIL LEVEL WAS GOOD. THE FAINT NOISE GREW STEADILY LOUDER OVER THE NEXT 30 MINUTES AND WE PULLED OFF THE HIGHWAY AND INTO A SERVICE/GAS STATION. THE MECHANICS CAME OUT WHEN THEY HEARD US PULL UP. THEY KNEW ALMOST IMMEDIATELY THAT IT WAS CATASTROPHIC ENGINE FAILURE AND WOULD NEED MAJOR REPAIRS IF NOT A REBUILD. THE KIA DEALER IS GOING TO CONFIRM TODAY, BUT I BELIEVE THAT IT IS AN ENGINE CONNECTION PIN THAT BROKE. WE WERE TOLD WE WERE LUCKY IT DID NOT BREAK AND PUNCTURE THE ENGINE BLOCK WHILE WE WERE DRIVING.

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• **Jul 17, 2015 - Powder Springs, GA - Engine**

UPON ARRIVAL AT MY DESTINATION THE CAR WOULD NOT TURN OFF. I HAD TO PRESS THE IGNITION OFF BUTTON SEVERAL TIME BEFORE THE CAR WOULD SHUT OFF. THERE WERE TIMES WOULD HAVE TO SIT IN THE CAR ABOUT 5-7 MINUTES TRYING TO GET THE CAR TO TURN OFF.

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• **Jul 07, 2015 - Townsend, MA - Engine**

MY 2012 KIA SORENTO WAS RUNNING FINE, NO WARNING WHATSOEVER. I WAS ON THE HIGHWAY WHEN I HEARD A FLUTTER NOISE THAT TURNED INTO A KNOCKING SOUND. HAD THE CAR TOWED TO DEALER. TOW TRUCK DRIVER STARTED THE CAR AND DROVE IT APPROXIMATELY 60 FT TO A PARKING SPOT. I WAS TOLD BY THE DEALER I HAD CATASTROPHIC ENGINE FAILURE AND THAT THE ENGINE WAS SEIZED TIGHT (WHICH WAS NOT TRUE AT ALL) DUE TO NEGLIGENCE. I HAVE PROVIDED KIA CORP. AND THE DEALER WITH ALL OF THE SERVICE RECORDS AS WELL AS THE OIL PURCHASE RECEIPTS, OIL FILTER RECEIPTS AND OIL CHANGE RECORDS. OIL CHANGES WERE PERFORMED TO WHAT KIA'S MANUAL SUGGESTS. I HAVE DONE RESEARCH AND HAVE FOUND NUMEROUS KIA OWNERS WITH THE EXACT SAME ISSUE I HAD. THEIR COMPLAINTS ARE ALMOST EXACTLY WORD FOR WORD WHAT HAPPENED TO MY KIA. SOMETHING NEEDS TO BE DONE ABOUT THIS...MOST KIA OWNERS HAD THIS CATASTROPHIC ENGINE FAILURE HAPPEN ON THE HIGHWAY OR WHEN THEIR TEENAGERS WERE DRIVING. KIA HAS A CLASS ACTION LAW SUIT AGAINST THEM FOR THIS VERY REASON. PLEASE DO SOMETHING BEFORE SOMEONE REALLY GETS HURT. I WAS VERY LUCKY THERE WAS NOT A LOT OF TRAFFIC AND WAS ABLE TO GET OFF OF THE HIGHWAY. IF THERE WERE TRAFFIC AND I WAS NOT ABLE TO GET OFF OF THE HIGHWAY... IT COULD HAVE RESULTED IN MUCH WORSE. PLEASE I AM BEGGING YOU TO DO SOMETHING ABOUT THIS. I HAVE COME ACROSS SO MANY PEOPLE IN STORES, RESTAURANTS, AND DEALERS WHILE LOOKING FOR ANOTHER CAR TO BE ABLE TO GET MY CHILD TO AND FROM SCHOOL, FOOTBALL, ETC. I STILL HAVE A LOAN ON MY KIA AND NOW HAVE ANOTHER LOAN BECAUSE THIS ISSUE. KIA HAS BASED MY WARRANTY REPAIR ON PICTURES THE DEALER TOOK. THEY ABSOLUTELY REFUSE TO LISTEN TO ME NOR HELP ME. I BEGGED AND PLEADED WITH THEM TO LOOK FURTHER INTO IT AND THEY WANTED NOTHING TO DO WITH IT. THEN I WAS TOLD THERE WAS NOTHING ELSE THEY COULD DO AND I NEEDED TO GET MY CAR OFF OF THEIR LOT.

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• **Apr 24, 2015 - Bellingham, WA - Engine**

THIS IS THE THIRD TIME THAT THE 2012 KIA SORENTO HAS SURGED ON ITS OWN WHEN STOPPED WITH THE ENGINE RUNNING. IF YOU DONT HAVE YOUR FOOT ON THE BRAKE THE CAR WILL RUN AWAY.

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• **Apr 23, 2015 - Grandvalley, PA - Engine**

WHILE DRIVING DOWN HIGHWAY AT 55 MILES PER HOUR WITH A SEMI TRACTOR TRAILER BEHIND ME, MY KIA SORENTO JUST SHUT OFF. I JUST PULLED OVER ON THE SIDE OF THE HIGHWAY IN TIME SO I WOULDN'T GET HIT BY THE SEMI. IT TOOK ME ABOUT 6 HOURS TO GET MY CAR HOME. I WAS OUT IN WHERE THERE WASN'T A GARAGE OR NOTHING AROUND. AFTER GETTING IT HOME AND JUMP START THE BATTERY IT STARTED. THEN ON 4/22/15 I WAS TAKING MY WIFE TO A APPOINTMENT AND IT DID THE SAME THING AND THE ENGINE IS KNOCKING BEFORE IT SHUT OFF GOING DOWN HIGHWAY. I BOUGHT THIS KIA USED WITH 52,000 MILES ON IT IN JULY 2014. HAVE EXTENDED WARRANTY FOR 6 MONTHS OR 36000. WELL 6 MONTHS IS PASSED AND NOW I AM STRUCK WITH THIS PROBLEM. CALLED DEALER WHERE I GOT IT. THEY WONT HELP. I HOPE THAT YOU CAN HELP ME WITH THIS PROBLEM BECAUSE IT IS A DANGEROUS THING THAT THE CAR JUST SHUT OFF DRIVING DOWN HIGHWAY. I AM PAYING FOR A CAR THAT IS FAULTY AND THEY MISLEAD YOU ON THE MILEAGE TO. ONLY GET 20-23 AT 55 MILES PER HOUR. NOT NOW 30 OR SO LIKE THEY SAY. I HOPE YOU CAN HELP ME. I STILL HAVE TO GET MY CAR YET. IT IS GETTING PRICY TO KEEP A CAR THAT SUPPOSE TO BE GOOD CAR. THANK YOU

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• **Apr 22, 2015 - Phoenix, AZ - Engine**

TL* THE CONTACT OWNS A 2012 KIA SORENTO. WHILE DRIVING AT 70 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE FAILURE ONLY OCCURRED ONCE. THE VEHICLE WAS TAKEN TO THE DEALER. THE VEHICLE WAS DIAGNOSED, BUT THERE WAS NO FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 36,000.

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• **Apr 10, 2015 - Midland, GA - Engine**

TL* THE CONTACT OWNS A 2012 KIA SORENTO. WHILE DRIVING APPROXIMATELY 70 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE RESTARTED, BUT THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE THROTTLE ENGINE SENSOR FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER FOR UNKNOWN REPAIRS; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 63,381.

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• **Mar 29, 2015 - Sarasota, FL - Engine**

THE FIRST INCIDENT OCCURRED AT A TRAFFIC LIGHT. I WENT TO ACCELERATE AND REALIZED THAT THE CAR HAD SHUT ITSELF OFF. I PUT IT IN PARK, AND RESTARTED IT WITHOUT INCIDENT. WHEN I BROUGHT IT INTO THE DEALERSHIP, THEY SAID THERE WAS NOTHING THEY COULD DO AND THAT I SHOULD BRING IT IN AS SOON AS IT HAPPENS NEXT TIME. THE SECOND TIME, MARCH 28, 2015, I WAS TRYING TO PULL INTO A PARKING SPOT WHEN I WAS UNABLE TO TURN THE WHEEL. AGAIN, I REALIZED THAT THE CAR HAD STALLED, SO I PUT IT INTO PARK, AND RESTARTED IT. WHILE THERE WAS NO HARM DONE, MY MAIN CONCERN IS THAT SOMETHING LIKE THIS WILL HAPPEN WHILE DRIVING AT A HIGHER SPEED, AND CAUSE AN ACCIDENT. I HAVE SEEN THIS SAME OCCURRENCE IN OTHER REVIEWS AND WONDER WHY THIS IS NOT MORE OF A CONCERN FOR THE MANUFACTURERS. WHAT WILL IT TAKE FOR A RECALL?

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• **Nov 18, 2014 - Salisbury, VT - Engine**

VEHICLE BEGAN LEAKING OIL, OIL LIGHT CAME ON. REFILLED WITH OIL TO TRY AND FIND THE LEAK WITHOUT SUCCESS. MECHANIC FOUND A BAD OIL PRESSURE SWITCH. THE OIL POOLED UP IN A VALLEY IN THE ENGINE. THIS VALLEY HAD A MANUFACTURED HOLE IN THE TOP OF IT AND THAT'S WHERE THE OIL WAS DUMPING OUT ONTO THE GROUND. MADE IT APPEAR THAT IT WAS A REAR MAIN SEAL LEAK.

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• **Nov 05, 2014 - Gaylord, MN - Engine**

I WAS DRIVING TO WORK AT 55 MPH AND ALL THE LIGHTS ON THE DASH CAME ON AND MY HEAD LIGHTS SHUT OFF. MY CAR RESTARTED RIGHT AFTER THAT AND NOW IT HAS DONE IT THREE TIMES SINCE THEN. I AM NERVOUS WHEN I DRIVE BECAUSE, I FEAR I WILL BE STALLED SOMEWHERE AND IT WILL BE WINTER. I DRIVE 47 MILES ONE WAY TO WORK. I AM SERIOUSLY THINKING OF TRADING THE CAR OFF. I KNOW I WON'T GET ANYTHING FOR IT BUT, AT LEAST I WILL BE SAFE. WE WERE TOLD BY KIA THAT IF THE CAR SHUTS OFF IT IS RESETTNG THE COMPUTER AND THEY WILL BE UNABLE TO DIAGNOSE IF A DUMMY LIGHT DOESN'T STAY ON. I SEE THERE ARE MORE COMPLAINTS ABOUT THE SAME ISSUE I AM HAVING WITH MY KIA AND I THINK KIA SHOULD DO A RECALL ON THEM. THIS IS A SERIOUS ISSUE AND I THINK IT NEEDS TO BE RESOLVED ASAP.

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• **Aug 04, 2014 - Harker Heights, TX - Engine**

WHILE IN REGULAR TRAFFIC WHEN GAS IS APPLIED, CAR WILL START TO MOVE FORWARD THEN ACT AS THOUGH THE MOTOR HAD BEEN TURNED OFF. IF YOU ADD MORE PRESSURE TO GAS PEDAL NOTHING HAPPENS, THAN ALL OF A SUDDEN THE CAR WILL LURCH FORWARD AT A HIGH RATE OF SPEED AS IF YOU HAD PUSHED THE GAS PEDAL TO THE FLOOR. THIS CONDITION HAS HAPPENED AS LEAST 40 OR MORE TIMES IN 14K MILES. THIS CONDITION HAPPENED AT LEAST 6 TIMES WHILE ON VACATION IN NV. WHILE MAKING A RIGHT TURN FROM A DEAD STOP, THE CAR LURCHED FORWARD, ALMOST CAUSING ME TO HAVE A HEAD-ON COLLISION WITH ANOTHER DRIVER. I REPORTED THIS CONDITION TO KIA WHEN IT FIRST HAPPENED DURING SERVICE, AND THEY SAID THEY COULD FIND NOTHING WRONG. THE LAST TIME I REPORTED IT WHEN CAR WAS IN FOR SERVICE, KIA, KEPT MY CAR. THAT WAS ABOUT THREE WEEKS AGO AND SINCE THEN I HAVE HAD TWO CALLS FROM THE KIA FACTORY, TELLING ME THEY WERE LOOKING INTO THIS ISSUE AND IF I HAVE ANY QUESTIONS I WAS TO GIVE THEM A CALL. THE PHONE NUMBER I WAS GIVEN WAS 1-800-333-4542 EXT. [XXX] AND MY CASE # IS [XXX]. AS TODAY AUG 4, 2014, KIA STILL HAS MY SORENTO AND I'M DRIVING THEIR LOANER CAR. "ALSO" MY WIFE WILL NOT DRIVE OUR CAR UNTIL THIS PROBLEM IS CORRECTED IN FEAR IT MIGHT HAPPEN TO HER. SHE WAS A PASSENGER IN A BAD ROLLOVER ACCIDENT AND HAS BECOME FEARFUL OF ANY CONDITION THAT'S OUT OF THE ORDINARY WITH A CAR. INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).

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• **Jun 24, 2014 - Capitola, CA - Engine**

CAR WOULD DROP ITS SPEED TO ABOUT 1 MILE AN HOUR, BROUGHT CAR TO DEALER, TOLD NEEDED SOFTWARE RE-SET, OCCURRED AGAIN IN ABOUT JULY 2012, TOLD AGAIN A SOFTWARE PROBLEM, BUT COULD NOT TELL ME WHY OR THAT IT WOULD NOT HAPPEN AGAIN. REAR CAMERA AND ENTIRE RADIO-COUNCIL GOES OUT ON OCCASION. SUN ROOF JAMS AND WON'T CLOSE. IN SHOP TO REPAIR SUN ROOF OVER ONE WEEK.

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• **Jun 21, 2014 - Nashville, TN - Engine**

I WAS DRIVING MY CAR IN A PARKING GARAGE AND WITHOUT WARNING AS I WAS MAKING A LEFT TURN THE CAR SHUT DOWN COMPLETELY, NO LIGHTS, NO ENGINE, NO POWER STEERING, STIFF BRAKES. I WAS UNABLE TO EVEN TURN ON MY HAZARD LIGHTS. SOMEONE WAS KIND ENOUGH TO HELP PUSH MY VEHICLE TO THE SIDE AND EVENTUALLY I WAS ABLE TO RESTART THE CAR. WHEN I TOOK IT TO THE DEALER, THEY FOUND NOTHING AND WERE UNABLE TO RECREATE THE PROBLEM. THIS COULD BE A REAL DANGER ON THE ROAD AND NOW MY TRUST IN THE CAR IS SHAKEN! SCARY TO SEE OTHER PEOPLE REPORTING THE EXACT SAME PROBLEM.

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• **Jun 19, 2014 - Atlanta, GA - Engine**

IT HAS BEEN 3 TIMES ON THE ROAD. THE FIRST TIME WAS WHEN I DROVE IN HIGHWAY ABOUT 35 MPH (HAD TRAFFIC) MY ENGINE WAS TURNED OFF SO I DID NOT KNOW WHAT I TO DO SO I PUT MY GEAR TO PARK AND RESTARTED IT AND IT WAS TURNED ON. AND COUPLE WEEKS LATER I WAS DROVE IN ROLAD ROAD IT HAPPENED AGAIN SO I CALLED KIA DEALER THEY ASKED ME TO BRING MY CAR TO DEALER AND I LEFT IN THE MORNING AND PICKED IT UP AT AFTERNOON AND THEY SAID IT SHOULD BE OK. THEN WAS BEEN OK BUT IT HAPPENED AGAIN JUNE 2ND AND I BROUGHT TO KIA DEALER AGAIN THEY SAID "WE CAN NOT FIX IT BECAUSE THIS PROBLEM IS NOT RECALL" I WAS SO MAD IF MY WIFE OR DAUGHTER DRIVE THIS CAR AND TURN OFF THE ENGINE WHILE IN DRIVING IT CAN MAKE BIG ACCIDENT ON THE ROAD OR ON HIGHWAY. PLEASE CAN YOU FIND OUT WHAT'S THE PROBLEM IS IN THIS CAR AND MAKE KIA TO FIX THIS PROBLEM. THANK YOU.

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• **Jun 17, 2014 - Bowie, MD - Engine**

I WAS DRIVING MY 2012 KIA SORENTO ON A FLAT RESIDENTIAL ROAD IN FAIR WEATHER AND CAME TO STOP AT A STOP SIGN. AFTER GOING FORWARD ABOUT 20FT AFTER THE STOP SIGN MY CAR JUST DIED. IT COMPLETELY TURNED OFF, ALL ELECTRICAL, THE ENGINE, EVERYTHING AND I HAD TO PUT IT IN PARK TO RESTART THE ENGINE. THIS HAS HAPPENED ON 4 SEPARATE OCCASIONS, 1 TIME ON A HILL, 1 TIME IN RUSH HOUR TRAFFIC WITH A TRACTOR TRAILER BEHIND ME, AND AGAIN ON MY WAY HOME IN A RESIDENTIAL AREA. I TOOK THE VEHICLE TO THE KIA DEALERSHIP AND WAS TOLD THAT THEY COULD NOT RE-CREATE THE PROBLEM AND NO ERROR CODES CAME UP. I DO NOT KNOW WHAT TO DO. I AM SCARED FOR MY LIFE DRIVING THIS CAR.

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• **Jun 05, 2014 - Brookfield, CT - Engine**

TL* THE CONTACT OWNS A 2012 KIA SORENTO. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 10 MPH, THE VEHICLE STALLED AS THE ENGINE WARNING LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE FAILURE RECURRED TWICE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING HOWEVER, THE FAILURE COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 17,000.

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• **Jun 05, 2014 - San Francisco, CA - Engine**

MY KIA SORENTO STALLED IN THE MIDDLE OF ROAD WHILE CROSSING A STOP SIGN. THE ENGINE SHUTOFF AND ALL THE LIGHTS ON THE PANEL LIGHTED ON. THIS HAS NOW HAPPENED THREE TIMES. LAST TWO TIMES WE WENT TO THE DEALER AND THEY SAID THEY COULD NOT FIND ANYTHING WRONG. THERE ARE NOT ERROR CODES SAVED IN KIA SO THEY DON'T HAVE A PROOF THAT THIS CONDITION HAPPENED. THIS IS VERY SERIOUS. WE WERE LUCKY THAT THIS HAPPENED ON THE NEIGHBORHOOD STREETS WITH NO TRAFFIC. I WAS ABLE TO START THE CAR BACK BY PUTTING IT IN PARKING BRAKE AND PRESSING THE START BUTTON AGAIN. I HAVE SEEN SEVERAL OTHER POSTS WITH THE SIMILAR PROBLEM. I HOPE THIS IS THOROUGHLY INVESTIGATED AS DEALERSHIP IS NOT READY TO ACKNOWLEDGE OR TRY TO EVEN RE-CREATE THE PROBLEM.

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• **Jun 04, 2014 - Santee, CA - Engine**

I WAS IN TRAFFIC AND THE ENGINE STOPPED RUNNING. I NOTICED THAT ENGINE STOPPED WITH ALL THE INDICATORS ON INCLUDING THE CHECK ENGINE LIGHT ON BUT MY CAR WAS NOT RUNNING ANYMORE AND WILL NOT DRIVE EVEN WHEN I PRESSED THE GAS PEDAL. I PUT IT ON PARK AND TURNED IT OFF AND RESTARTED. IT STARTED. THIS HAPPENED TWICE WITHIN 10 MINUTES OF EACH OTHER.

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• **Jun 01, 2014 - Ridgecrest, CA - Engine**

WE HAVE HAD TWO INCIDENTS WHERE THE ENGINE JUST STOPS. THE FIRST TIME WAS LAST SUMMER, AND THE SECOND THIS PAST WEEKEND. IT STALLED WHILE MY WIFE WAS MAKING A RIGHT TURN ONTO A STREET. SHE IS THANKFUL THAT THE TRAFFIC WAS LIGHT. THE THOUGHT OF STALLING WHILE MAKING A LEFT TURN IN FRONT OF TRAFFIC OR WHILE ON THE FREEWAY COULD CAUSE A SERIOUS ACCIDENT.

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• **May 29, 2014 - Denton, TX - Engine**

FOR THE THIRD TIME IN A 2 MONTH SPAN, MY 2012 KIA SORENTO HAS COMPLETELY SHUT DOWN AS WE HAVE BEEN DRIVING IT. WE ARE AT THE 60K MILES MARK. THIS IS VERY DANGEROUS. TWO OF THE THREE TIMES WE HAVE BEEN DOING AROUND 40 MPH ON VERY BUSY STREETS AND THANK GOD, WE DID NOT HIT ANOTHER CAR OR GET HIT. THE VEHICLE WITH ZERO WARNING, WILL JUST DIE AND WE WILL LOSE ALL POWER STEERING, WE CAN'T SHIFT GEARS, AND THE BRAKES DO NOT WORK LIKE THEY NORMALLY DO. THE FIRST TIME I THOUGHT IT WAS JUST A BATTERY, SO I REPLACED IT. BUT SINCE THEN WE HAVE HAD IT AT THE DEALERSHIP TWICE AND THEY DO NOT KNOW WHAT IS WRONG WITH IT. THEY WILL GET IT

RUNNING AGAIN AND THEN A COUPLE OF WEEKS LATER, IT WILL DIE AGAIN. I HAVE TWO BABIES THAT RIDE IN THIS VEHICLE AND I AM LOOKING AT MY OPTIONS TO GETTING RID OF IT. THIS VEHICLE IS VERY DANGEROUS!!

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- May 26, 2014 - Miller Place, NY - Engine**
 WIFE DRIVING FROM NY TO CONN, VEHICLE LOSING POWER, EXTREME SHAKING, GRINDING/RATTLE NOISE, ENGINE LIGHT CAME ON, STAYED ON, THEN BLINKING ON AND OFF, VEHICLE REALLY RUNNING BAD AT THIS TIME. FOLLOWING DAY, ENGINE LIGHT STILL ON, NEED TO PUMP GAS PEDDLE TO GET STARTED. IDLE VERY ROUGH. 2012 KIA SORENTO WITH 38,000 MILES. VERY CONCERNED THAT VEHICLE WILL SHUT OFF COMPLETELY, AS IS COMMON PER NUMEROUS COMPLAINTS, AT SPEED ON THE HIGHWAY. WILL BRING TO DEALERSHIP TOMORROW, HOWEVER, HAVE BEEN RESEARCHING KIA SORENTO ENGINE PROBLEMS THIS AFTERNOON AND IT DOES NOT LOOK GOOD. 1) DEALERSHIP TECHS UNABLE TO DUPLICATE PROBLEMS. (COMMON) 2) RECALL TO REPLACE ECM BUT CUSTOMERS NOT NOTIFIED AS DEEMED NOT A SAFETY ISSUE BY KIA. REALLY???? 3) THROTTLE ACTUATOR FAILURE PART OF PROBLEM BUT NOT WIDELY KNOWN BY CONSUMERS.(COMMON) IMPORTANT FOR 2012-TO 2014 OWNERS. NEW YORK HAS LEMON LAWS. IF YOUR VEHICLE IS LESS THAN 2 YEARS OLD OR HAS LESS THAN 18,000 MILES AND YOU HAVE HAD TO TAKE IT BACK FOR REPAIRS SEVERAL TIMES, THERE ARE ATTORNEYS WHO LIVE FOR THIS TYPE OF THING. I AM IN THIS GROUP AND SENT E-MAIL TODAY TO JUST THOSE TYPE OF SHARKS. BE PRO-ACTIVE, NOT RE-ACTIVE. I PLAN ON HAVING PLAN B IN PLACE IF I FIND MYSELF GOING DOWN THE PATH OF "WE DON'T KNOW WHAT IS WRONG, THE COMPUTER SAYS YOUR CAR IS FINE, JUST BECAUSE YOU NEED TO RENT A ROOM AT THE DEALERSHIP BECAUSE YOU ARE THERE SO MUCH DOES NOT MEAN WE DON'T CARE". WHAT WE REALLY MEAN IS WE REALLY DON'T CARE!! REALITY CHECK.. FYI CHECK THIS OUT..... [COMPLAINTS/2013/KIA/SORENTO/ENGINE/PROBLEM.ASPX](#) PS IN NY DON'T FORGET CLASS ACTION LAW-SUIT THAT IS CURRENTLY GOING ON, DOES NOT COST ANYTHING TO ADD YOUR NAME TO THE LIST OF PLAINTIFFS.

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- May 22, 2014 - Moorpark, CA - Engine**
 A FEW MONTHS AGO I WAS DRIVING MY DAUGHTER TO HER VOLLEYBALL PRACTICE AND UPON LEAVING THE PARKING LOT AND DRIVING INTO THE STREET I LOST ALL POWER AND CONTROL OF MY CAR INCLUDING MY POWER STEERING ETC. I ALMOST CRASHED THE CAR INTO THE SIDE OF A HOUSE BUT LUCKY I WAS ABLE TO PRESS THE BRAKES HARD ENOUGH TO FINALLY GET THE CAR TO STOP. I THEN PUSHED THE POWER BUTTON AND ALL OF THE LIGHTS CAME ON THE DISPLAY BUT NO POWER TO THE CAR. I PRESSED THE POWER AGAIN AND THE CAR STARTED. THEN THREE DAYS AGO I WAS IN THE CAR PICK UP LINE PICKING UP ANOTHER DAUGHTER FROM SCHOOL. I HAD THE POWER OF THE CAR OFF AND WHEN I WENT TO START THE CAR IT WOULD NOT START. I PUSHED THE POWER BUTTON AND AGAIN ALL OF THE LIGHT ON THE DISPLAY CAME ON. THEN I PUSHED IT AGAIN AND IT STARTED. I BELIEVE THIS IS A VERY SERIOUS ISSUE. IF MYSELF OR MY HUSBAND ARE DRIVING ANY OF OUR 4 CHILDREN ON THE FREEWAY AT 65-70 MILES AND HOUR AND THE CAR DECIDES TO POWER ITSELF OFF IT COULD BECOME A CATASTROPHE ONE OF WHICH I AM NOT WILLING TO RISK. I HAVE DONE MY RESEARCH AND FOUND SEVERAL OTHER COMPLAINTS ABOUT THESE EXACT ISSUES HOWEVER NOTHING IS EVER DONE ABOUT IT. IT'S THE SAME OLD STORY YOU TAKE IT INTO YOUR DEALER AND THEY RUN THE DIAGNOSTIC AND IT DOESN'T SHOW ANYTHING WRONG. WHICH IS WHAT HAPPENED TO ME BOTH TIMES I TOOK MY KIA IN. THIS AUTOMOBILE HAS A DEFECT, WHICH IS TERRIBLY DANGEROUS TO DRIVERS AND PASSENGERS, AND WHICH THE AUTOMOBILE MANUFACTURER APPEARS TO BE IGNORING. MUCH IN THE MANNER THAT GM IGNORED SERIOUS, DANGEROUS, AND SOMETIMES FATAL DEFECTS IN ONE OR MORE OF ITS MODELS. I TRULY DON'T UNDERSTAND HOW THIS SAME EXACT PROBLEM CAN KEEP HAPPENING AND KIA IS CHOOSING NOT TO IGNORE IT RATHER THAN ISSUE A RECALL ON THE CAR.

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- May 21, 2014 - West New York, NJ - Engine**
 ON 3/25/14, MY 2012 SORENTO JUST SHUT OFF WHILE DRIVING. THE CAR WAS PUT IN PARK AND IT STARTED FINE. TOOK IT TO THE DEALER AND IT SPENT 2 DAYS AT THE DEALER. THE PROBLEM COULD NOT BE RECREATED, NO FIX, NO ISSUE THEY KEPT STATING & THERE WAS NOTHING TO FIX. NOW WE'RE IN MAY 2014 AND THE CAR SHUT OFF AGAIN. I WAS AT A LIGHT AND THE CAR JUST SHUT OFF. I PUT THE CAR IN PARK AND IT STARTED AGAIN. THE IS A HUGE SAFETY ISSUE AND KIA IS TAKING NO ACTION FOR THIS AND THERE SEEMS TO BE ALOT OF COMPLAINTS ABOUT THIS ON YOUR WEBSITE. I THINK AN INVESTIGATION SHOULD BE OPENED AND SOMETHING SHOULD BE DONE FOR KIA SORENTO OWNERS. WE ARE PAYING FOR CARS WITH A HUGE SAFETY ISSUE AND OBVIOUSLY NEED THE CARS WE ARE PAYING FOR.

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- May 15, 2014 - Spring, TX - Engine**
 WHILE DRIVING ON THE FREEWAY, THROUGH TRAFFIC, MY VEHICLE SEIZED UP ON ME. I WAS GOING ABOUT 30-35MPH AND THE VEHICLE WOULDN'T ACCELERATE. THE MUSIC WAS PLAYING, BUT WHEN I LOOKED DOWN AT THE DASHBOARD ALL THE DASHBOARD LIGHTS WERE ON. I LOST CONTROL OF MY POWERSTEERING AND BRAKES. I HAD TO PUT THE VEHICLE IN PARK AND PRESS THE START BUTTON AGAIN. THIS IS THE 3RD TIME ON THE FREEWAY IT HAS DONE IT, IN ADDITIONAL TO THE 4-7 TIMES IN THE NEIGHBORHOOD. ALL WHILE GOING ABOUT 35MPH AND UNDER. I HAVE TAKEN IT TO THE DEALERSHIP REPETITIVELY AND THEY HAVE BEEN UNSUCCESSFUL IN LOCATING THE PROBLEM. THE 2ND TIME I TOOK IT TO THE DEALERSHIP, THEY REPLACED THE FULL THROTTLE BODY, BUT EXACTLY ONE WEEK OF HAVING IT BACK IN MY POSSESSION THE VEHICLE LOST POWER WHILE DRIVING AGAIN. I HAVE BEEN TOLD THERE IS NOTHING WRONG WITH THE VEHICLE, SEVERAL TIMES, BUT FROM THE LOOK OF THIS WEBSITE, I AM NOT THE ONLY ONE WITH THAT PROBLEM.

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- Apr 15, 2014 - Kansas City, MO - Engine**
 AT THE TIME OF THE INCIDENT THE VEHICLE WAS BEING DRIVEN ABOUT 15 MPH MAKING A RIGHT TURN. AT THE TIME OF TURNING THE VEHICLE'S STEERING WHEEL THE CAR SHUT OFF UNEXPECTEDLY SHUTTING THE ENGINE OFF. LOSS OF CONTROL THEN OCCURRED OF THE STEERING WHEEL (TO STIFF TO TURN) ALONG WITH A DIFFICULT BREAKING PROCESS CAUSING THE CAR TO VEER OFF THE ROADWAY. FORTUNATELY, THE VEHICLE WAS BROUGHT TO A STOP BY PLACING AN EXTREME AND INCREASED FORCE ONTO THE BREAK PEDAL BEFORE A BRICK PILLAR WAS STRUCK HEAD ON.

[View Details](#)

- Apr 08, 2014 - Stoughton, WI - Engine**
 ON MARCH 14, 2014 WHILE DRIVING APPROXIMATELY 60 MPH ON A HIGHWAY I HEARD A NOISE IN MY ENGINE. I WAS ATTEMPTING TO MANEUVER OFF THE HIGHWAY SO I COULD HAVE MY VEHICLE TOWED TO THE LOCAL KIA DEALERSHIP. I WAS IN THE MIDDLE LANE OF A THREE LANE HIGHWAY DURING RUSH HOUR WHEN MY ENGINE SHOT ONE OF THE ENGINE RODS THROUGH THE BOTTOM OF MY ENGINE BLOCK. THIS CAUSED A LARGER THAN A SILVER DOLLAR SIZED HOLE IN THE BOTTOM OF THE ENGINE BLOCK AND SEPARATED THE ENGINE FROM WHERE IT IS SECURED TO THE VEHICLE. KIA AND THE DEALERSHIP HAVE YET TO BE ABLE TO FIX MY VEHICLE WHICH IS COMPLETELY COVERED UNDER THE MANUFACTURES WARRANTY AS I HAVE HAD ALL OF MY ROUTINE MAINTENANCE AND SERVICE PERFORMED AT A LOCAL KIA DEALERSHIP. THEY REPLACED A REMANUFACTURED SHORT BLOCK ASSEMBLY IN MY VEHICLE ON 3/28/14 I WAS TOLD TO PICK UP MY VEHICLE LATER THAT AFTERNOON. I RECEIVED A CALL BACK THAT THE MECHANIC WAS ON THE PHONE WITH ONE OF KIA'S ENGINEERS BECAUSE OF A NOISE COMING FROM MY ENGINE. THEY ARE NOW RE-REPLACING A REMANUFACTURED SHORT BLOCK ASSEMBLY IN MY VEHICLE WHICH IS UNACCEPTABLE TO ME BECAUSE OF ALL OF THE ISSUES KIA IS HAVING WITH THEIR ENGINES. I STILL DO NOT HAVE AN ETA AS OF 4/9/14 OF WHEN I WILL HAVE MY VEHICLE REPAIRED AS I AM UNSURE THEY HAVE EVEN DIAGNOSED THE PROBLEM CORRECTLY BECAUSE OF ALL OF THE FORCE BEHIND THE ENGINE FAILURE AND THEY ARE UNSURE WHEN ANOTHER REMANUFACTURED ENGINE WILL BE AVAILABLE.

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- Mar 27, 2014 - Mobile, AL - Engine**
 I HAVE A 2012 SORENTO THAT HAS BEEN NOTHING BUT A CONSTANT HEADACHE. JUST SOME MINOR ISSUES HAVE BEEN A HEADLIGHT THAT CONTINUOUSLY HAS TO BE REPLACED BECAUSE OF A SHORT THAT THEY SERVICE DEPARTMENT CAN'T GET TO THE BOTTOM OF. I MEDIUM ISSUE THAT IS BECOMING A HEALTH HAZARD IS THAT THE CAR IS LEAKING WATER INTO THE FLOORBOARD AND CAUSING MOLD TO GROW. AN EVEN

BIGGER ISSUE IS THAT WHEN WITH SPEEDING UP FAST LIKE WHEN ENTERING AN INTERSTATE OR SLOWING DOWN THE VEHICLE WILL COMPLETELY STALL AND I HAVE TO MAKE MY WAY OFF THE ROAD TO RESTART THE VEHICLE. THIS IS EXTREMELY DANGEROUS FOR MYSELF AND MY KIDS. I LIVE IN A CITY AND I HAVE BEEN LUCKY TO HAVE NOT HAD BEEN IN A SERIOUS ACCIDENT YET. I HAVE HAD SEVERAL CLOSE CALLS. I HAVE CONTACTED CONSUMER AFFAIRS AND BEEN TOLD TO GO TO A DEALERSHIP. I GO TO A DEALERSHIP AND THEY BASICALLY TELL ME I'M CRAZY AND NOTHING IS WRONG. I GUESS IT WILL TAKE SOMEONE GETTING KILLED BY BEING IN A ACCIDENT BEFORE SOME ACTION IS TAKEN. HATE TO BE SO BLUNT BIT BEING NICE ABOUT THE ISSUE HAS YET TO WORK!!!!

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• **Mar 26, 2014 - West New York, NJ - Engine**

MY 2012 KIA SORENTO COMPLETELY STALLED IN A PARKING LOT. I HAD JUST GOTTEN OFF THE HIGHWAY(SPEEDS OF 55-60) PULLED INTO MY JOBS PARKING LOT AND ALL THE LIGHTS ELECTRONICS STAYED ON BUT THE BRAKES LOCKED UP. THE STEERING WHEEL LOCKED UP AND THE CAR WOULD NOT DRIVE. PUT THE CAR IN PARK AFTER A FEW MINUTES AND IT TURNED ON FINE. NOW ITS AT THE DEALER AND THEY CAN NOT DUPLICATE THE PROBLEM AND THE CAR IS DRIVING FINE. THEY CLAIM NO CODES ON DIAGNOSTICS AND SEE NOTHING WRONG WITH THE CAR AFTER TEST DRIVING IT. THERE WERE NO REPAIRS DONE ON THE CAR BECAUSE NOTHING COULD BE FOUND. THIS IS A MAJOR ISSUE AND A WORRISOME ONE. LETS GET ON KIA ABOUT THIS TO SOLVE THE ISSUE.

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• **Mar 26, 2014 - Hermosa Beach, CA - Engine**

THIS HAS HAPPENED FOUR TIMES! WHILE COMING TO A STOP SIGN, ENGINE DIES, POWER STEERING OUT, POWER BRAKES OUT. AFTER SHIFTING INTO PARK OR NEUTRAL, CAR WILL IMMEDIATELY RESTART, AND FUNCTION WITHOUT THIS PROBLEM FOR WEEKS. KIA DEALERSHIP FINDS NOTHING WRONG AND NO "CODES" TO INDICATE THE CAR HAS HAD PROBLEMS.

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• **Mar 25, 2014 - Tucson, AZ - Engine**

THE FIRST TIME I WAS DRIVING AT 35-45 MPH AND SLOWED TO TURN AND MY ENGINE SPONTANEOUSLY STALLED AND STEERING WHEEL LOCKED UP. LUCKILY, NO ONE WAS AROUND ME SO I BRAKED, AND RESTARTED THE ENGINE AND CAR SEEMED TO REBOOT FINE. TODAY, IT HAPPENED AGAIN EXCEPT I WAS DRIVING AT A MUCH SLOWER SPEED, 15 MPH. I WAS READY TO TAKE A TURN AND THE WHEEL LOCKED UP IN THE TURNED POSITION (BUT NOT FULLY TURNED) AND THE ENGINE STALLED. I BRAKED THE CAR AGAIN AND RESTARTED THE ENGINE IN THE MIDDLE OF AN INTERSECTION. THIS IS COMPLETELY DANGEROUS FOR ALL PASSENGERS OF THE CAR AND EVERYONE WHO'S DRIVING AROUND ME!

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• **Mar 20, 2014 - Laguna Beach, CA - Engine**

MY 2012 KIA SORENTO AT LOW SPEED, STALLED AND COMPLETELY SHUT OFF, NO POWER STEERING. I HAD TO PUT MY CAR INTO PARK AND THEN RESTART. SO GLAD I WAS NOT HIT FROM BEHIND AS MY CAR JUST SHUT OFF SO SUDDENLY. MY CAR IS ONLY TWO YEARS OLD AND LOW MILEAGE. IT HAS HAPPENED TWICE SINCE THEN. THANK GOD NO ACCIDENTS, YET. BUT IM WORRIED TO DRIVE IT ANTICIPATING FOR IT TO HAPPEN AGAIN. IT HAS BEEN IN THE KIA SERVICE SHOP TWICE AND THEY ARE CLAIMING TO FIX IT. ALSO TWO WEEKS AGO THE RIGHT SHOCK NEEDED TO BE REPLACED. I DRIVE TO WORK AND THE STORE ON A WEEKLY BASIS, NO REASON A TWO YEAR OLD, BOUGHT BRAND NEW VEHICLE IN 2012 SHOULD ALREADY NEED A SHOCK REPLACEMENT. I FEEL LIKE I WAS SOLD A LEMON.

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• **Jan 07, 2014 - Upland, CA - Engine**

ON 12-25-2013, NOTICED THAT THE SIDE MARKET LIGHTS REMAINED ON FOR SEVERAL HOURS AFTER THE ENGINE WAS SHUT OFF. COUPLE OF DAYS LATER, CAR WOULDN'T START AFTER PUSHING ON THE KEY-LESS ENTRY PUSH BUTTON START. CAR FINALLY STARTED AFTER SEVERAL PUSH BUTTON ATTEMPTS. NEXT DAY THE CAR WOULDN'T STOP AFTER PUSHING ON THE KEY-LESS ENTRY STOP BUTTON. ENGINE FINALLY TURNED OFF AFTER SEVERAL ATTEMPTS BY PLAYING WITH THE GEAR SHIFT KNOB AND DRIVING AROUND THE NEIGHBORHOOD. "UNABLE TO STOP THE ENGINE BY PUSHING ON THE KEY-LESS ENTRY PUSH BUTTON STOP" PROBLEM CONTINUED, SO IT WAS TAKEN TO THE DEALERSHIP. THE DEALERSHIP COULDN'T DUPLICATE THE PROBLEM, SO THE CAR WAS RETURNED TO US W/O A FIX. TOMORROW I WILL BE CONTACTING KIA MAIN OFFICES REGARDING THIS PROBLEM.

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• **Dec 26, 2013 - Antioch, CA - Engine**

TL* THE CONTACT OWNS A 2012 KIA SORENTO. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 25 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE FAILURE WAS RECURRING. THE VEHICLE WAS TAKEN TO A DEALER BUT WAS UNABLE TO BE DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 13,000. UPDATED 03/12/14

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• **Dec 19, 2013 - San Diego, CA - Engine**

I WAS DRIVING ON THE FREEWAY, THERE WAS A LOT OF TRAFFIC SO WE WEREN'T DRIVING VERY FAST, AND THE CAR JUST SHUT OFF, THE ENGINE LIGHT WENT ON AND THE STEERING WHEEL LOCKED. I WAS ABLE TO PUT ON MY HAZARD LIGHTS AND THEN I TURNED THE CAR OFF AND TRIED RESTARTING IT. THE CAR STARTED WITHOUT ANY PROBLEMS AND DROVE NORMAL AFTER THAT.

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• **Dec 13, 2013 - Glendale, NY - Engine**

WHILE DRIVING HOME FROM WORK TRAFFIC WAS HEAVY AND FOR NO REASON MY CAR JUST STALLED I MANAGED TO COAST TO THE SHOULDER PUT IT IN PARK AND RESTART IT.

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• **Nov 21, 2013 - North Las Vegas, NV - Engine**

TL* THE CONTACT OWNS A 2012 KIA SORENTO. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 20 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE FAILURE WAS RECURRING WHEN TRAVELING AT LOW SPEEDS. THE CONTACT WAS ABLE TO RESTART THE VEHICLE AND THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS. THE TECHNICIAN STATED THAT THE BATTERY WOULD NEED TO BE REPLACED. THE BATTERY WAS REPLACED HOWEVER, THE FAILURE CONTINUED BUT THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT FURTHER REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 30,000.

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• **Oct 25, 2013 - San Francisco, CA - Engine**

KIA SORENTO STALLED WHEN APPROACHING A STOP SIGN AT LOW SPEEDS OF 10-15 MILES PER HR. THERE WAS NO SOUND OR DAMAGE. DEALER NOT ABLE TO RECREATE SITUATION SO NO REPAIRS. THIS HAS HAPPENED COUPLE OF TIMES IN LAST TWO YEARS. SYMPTOMS ARE YELLOW ENGINE LIGHT TURNS ON AND CAR ENGINE STALLS. AFTER PUTTING CAR IN PARKING AND PRESSING IGNITION BUTTON ON WOULD RE-START THE ENGINE. PLEASE FOLLOW UP AS THIS IS A SAFETY HAZARD AS CAR CAN STALL IN MOVING TRAFFIC.

[View Details](#)• **Sep 09, 2013 - Piatte City, MO - Engine**

DRIVING ON HIGHWAY AND HEARD A LOUD KNOCKING NOISE LIKE SOMETHING WAS LOOSE IN ENGINE. NO ACCELERATION AND LUCKILY HAD AN EXIT CLOSE TO PULL OFF SIDE OF THE ROAD. CAR WOULD TURN ON, BUT WOULD NOT DRIVE AT ALL. CAR WAS TOWED TO NEARBY DEALERSHIP. WE WERE 8 HOURS AWAY FROM HOME WHEN THIS HAPPENED. KIA WAS NOT HELPFUL AT ALL WITH DEALING WITH THIS. CUSTOMER SERVICE WAS TERRIBLE. WE HAD ALL PAPERWORK FOR OIL CHANGES IN CAR AND THEY MADE THE DEALERSHIP FAX THEM OVER BEFORE STARTING ANY WORK - WHICH HAPPENED TO BE 4 DAYS LATER BECAUSE THEY STILL DIDN'T WANT TO AUTHORIZE KIA TO WORK ON THE CAR. KIA MADE IT SEEM LIKE WE HAD DONE SOMETHING WRONG EVEN THOUGH THE CAR ONLY HAD 19,000 MILES ON IT. WE FINALLY GOT THE CAR AUTHORIZED TO WORK ON AND WERE AUTHORIZED TO GET A RENTAL CAR (ON DAY 5). WE WENT BACK HOME, THE CAR WAS STUCK IN TOWN 8 HOURS AWAY GETTING WORKED ON. WHEN CAR WAS DONE, KIA WANTED MY HUSBAND TO DRIVE 8 HOURS TO PICK UP THE CAR! THEY ARGUED AND ARGUED WITH US UNTIL THEY FINALLY AGREED TO PUT IT ON A TRUCK AND HAVE IT TRANSPORTED. SERVICE PAPERWORK SHOWED THAT THERE WAS A LOT OF METAL DEBRIS IN BOTTOM OF OIL PAN. THEY REPLACED THE LONG BLOCK ASSEMBLY. WHEN THEY REPLACED THAT, THEY FOUND THE OIL FILTER TO BE DAMAGED AND REPLACED THAT AS WELL.

[View Details](#)• **Aug 27, 2013 - Mobile, AL - Engine**

I AM BEYOND DISAPPOINTED IN MY 2012 KIA SORENTO. IT ALL STARTED WHEN MY SORENTO BEGAN TO VIBRATE WHEN TRAVELING AT INTERSTATE SPEED, THEN IT JUST LED TO MORE COMPLEX PROBLEMS. I CAN BE DRIVING DOWN THE INTERSTATE AT NORMAL INTERSTATE SPEED OF 70 OR GOING 50 AND IT WILL GO CRAZY MAKING UNUSUAL SOUNDS AND ALL THE LIGHTS START GOING CRAZY. THEN THE WHOLE VEHICLE SHUTS OFF. THIS IS VERY CONCERNING SINCE I HAVE A 2 YEAR OLD AND 1 YEAR OLD IN MY BACK SEAT AND IT ALWAYS SEEMS TO HAPPEN WHEN I AM IN A HIGH TRAFFIC AREA. I PURCHASED THE SORENTO BECAUSE IT IS SUPPOSE TO BE CONSIDERED A FAMILY VEHICLE. THAT'S ISN'T IT. I CAN BE TRAVELING IN TOWN OR WHERE EVER AND WHEN AT A YIELD ENTRANCE WAY I CAN PULL INTO THE MAIN ROAD AND WHAT DO YOU KNOW. THE SORENTO STALLS OUT. IT DOESN'T WANT TO INCREASE SPEED. THIS SAME THING ALSO HAPPENS WHILE I AM SPEEDING UP AS WELL. IT GETS UP TO 5RPM BEFORE CHANGING GEARS. I CAN'T LET OFF OR I WILL GET REAR ENDED. MY SORENTO ALSO HAS A HORRIBLE PULL TO THE RIGHT. I HAVE PUT NEW TIRES, HAD NUMEROUS ALIGNMENTS AND ALL. NOTHING HELPS IT. IT HAS NEVER BEEN IN ANY ACCIDENT WHATSOEVER, BUT IF THESE PROBLEMS KEEP UP THERE SEEMS TO BE ONE IN THE NEAR FUTURE. I HAVE ALSO TOOK IT TO SEVERAL DEALERSHIPS TO GET THE OTHER ISSUES CHECKED OUT BUT I GET THE SAME RESPONSE. "THEY NEVER CAN FIGURE ANYTHING OUT" I HAVE GOT SEVERAL OTHER PEOPLE TO DRIVE IT AS WELL JUST TO BE SURE IT WASN'T THE WAY I DROVE. I AM TO THE POINT WHERE I AM TERRIFIED TO DRIVE IT AND ESPECIALLY ALLOW MY CHILDREN TO RIDE IN IT. I'M SURE ALL OF US WITH THE SIMILAR ISSUES ARE NOT IMAGINE THINGS. I AM SO FRUSTRATED AND TO THE POINT I WANT TO CONSIDER A LAWSUIT BECAUSE I REALLY DON'T WANT A FATAL WRECK RESULTED FROM THESE MALFUNCTIONS TO FINALLY MAKE SOMEONE DO SOMETHING ABOUT THESE ISSUES. NOT MY FAMILY, YOUR FAMILY, OR ANYONE ELSE'S. PLEASE HELP US! OUR LIVES AND OUR CHILDREN'S LIVES ARE AT RISK!

[View Details](#)• **Aug 20, 2013 - Glendale, CA - Engine**

I LEASED MY KIA SORENTO 2012 LX V6 AWD NEW, AFTER ABOUT 5 OR 6 MONTHS I NOTICED WHEN BREAKING TO SLOW DOWN THE CAR THE ENGINE SOMETIMES STALLS COMPLETELY, ONCE I SHIFT BACK IN N I CAN RESTART THE ENGINE. THIS HAPPENS COMPLETELY RANDOMLY, THERE IS NO RHYME OR REASON, THERE IS ABSOLUTELY NOTHING PRECEDING THIS INCIDENT, IT HAPPENS ON ITS OWN, ONCE ACTUALLY IT HAPPENED WHILE THE CAR WAS COMPLETELY STOPPED AT RED LIGHT. I HAVE BEEN TO THE DEALERSHIP MANY MANY TIMES, THEY EVEN WENT SO FAR AS TO CALLING A KIA FIELD TECH TO COME INSPECT THE CAR. LASTLY THEY INSTALLED AN ELECTRONIC DEVICE WHICH WAS APPARENTLY RECORDING ANYTHING HAPPENING TO YOUR ENGINE, AND SURE ENOUGH ABOUT A WEEK AFTER INSTALLATION I HAD THE SAME ISSUE, I PRESSED THE BUTTON BUT UPON RETURNING TO KIA DEALERSHIP I WAS TOLD THE DEVICE HAD NOT RECORDED ANYTHING, APPARENTLY NO CODES ARE GENERATED WHEN THE ENGINE STALLS THIS WAY. I HAVE NO IDEA HOW THIS CAN BE RESOLVED SINCE NO ONE KNOWS HOW EXACTLY THIS OCCURS AND THE ISSUE CANNOT EVEN BE REPLICATED.

[View Details](#)• **Jul 31, 2013 - Monterey Park, CA - Engine**

WHEN I AM SLOWING DOWN TO AROUND 20 MPH, THE CAR COMPLETELY SHUTS DOWN. NO POWER, AT ALL.

[View Details](#)• **Jul 25, 2013 - San Diego, CA - Engine**

WHILE DRIVING AT FREEWAY SPEEDS (55-65 MPH) OUR VEHICLE SPONTANEOUSLY SHUT DOWN; ALL ELECTRICAL POWERED OFF, ENGINE SHUT DOWN, LOSS OF ABS, LOSS OF POWER STEERING. THE VEHICLE WOULD NOT RESTART UNTIL SHIFTING INTO 'PARK' POSITION. THIS WAS THE THIRD TIME THIS HAS HAPPENED, ALL UNDER THE SAME CIRCUMSTANCES.

[View Details](#)• **Jul 19, 2013 - Woodbridge, VA - Engine**

TL* THE CONTACT OWNS A 2012 KIA SORENTO. THE CONTACT STATED THAT WHILE DRIVING 25 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT WAS ABLE TO SAFELY PULL OVER AND RESTART THE VEHICLE. THE VEHICLE WAS TOWED TO THE DEALER BUT WAS NEITHER DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 24,000.

[View Details](#)• **Jul 09, 2013 - Arlington, MA - Engine**

TL* THE CONTACT OWNS A 2012 KIA SORENTO. THE CONTACT STATED THAT THE VEHICLE STALLED THREE TIMES WITHOUT WARNING. THE DEALER INSPECTED THE VEHICLE ALL THREE TIMES BUT WAS UNABLE TO DETERMINE THE CAUSE OF THE FAILURE. THE MANUFACTURER SENT A TECHNICIAN TO FURTHER INSPECT THE VEHICLE BUT TO NO AVAIL. THE FAILURE MILEAGE WAS UNKNOWN, BUT THE CURRENT MILEAGE WAS 20,000.

[View Details](#)• **Apr 19, 2013 - Newberg, OR - Engine**

TL* THE CONTACT OWNS A 2012 KIA SORENTO. THE CONTACT STATED THAT THE VEHICLE STALLED TWICE WITH THE ILLUMINATION OF ALL OF THE WARNING LIGHTS ON THE INSTRUMENT PANEL. THE CONTACT SPOKE TO THE DEALER AND WAS TOLD THAT THE VEHICLE HAD ENGAGED INTO LIMP MODE. THE DEALER INSTRUCTED THE CONTACT TO WAIT 15 MINUTES AND THE VEHICLE WOULD RESTART AND RESUME NORMAL OPERATION. THE DEALER SUGGESTED CHANGING THE ECT ACTUATOR. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 13,671 AND THE CURRENT MILEAGE WAS 30,000.

[View Details](#)• **Apr 13, 2013 - Eastvale, CA - Engine**

MY FAMILY AND I (WIFE, 4 YEAR OLD DAUGHTER AND 9 MONTH OLD DAUGHTER) HAD JUST EXITED THE FREEWAY AND ENTERED OUR HOUSING COMPLEX. WHILE DRIVING THROUGH THE NEIGHBORHOOD OUR VEHICLE'S ENGINE AS WELL AS ALL ELECTRICAL COMPONENTS TURNED OFF. WE WERE IN MOTION AT THE TIME IT TURNED OFF. WE HAD ANOTHER VEHICLE BEHIND US, BUT LUCKILY THEY SAW OUR VEHICLE SLOWING DOWN AND DROVE AROUND US. MY WIFE WAS DRIVING AND STATED EVERYTHING LOCKED UP AND, AS EXPECTED, SHE HAD TO MUSCLE THE STEERING TO PULL TO THE SIDE AND OUT OF THE WAY OF TRAFFIC. THE BRAKE PEDAL WAS ALSO DEPRESSED ALL THE WAY TO THE FLOOR, AND HAD NO ABS. WE HAD

TO WAIT FOR THE VEHICLE TO COME TO A COMPLETE STOP THEN PUT THE VEHICLE IN PARK AND START THE ENGINE BACK UP. I INITIALLY TOLD MY WIFE TO PUT IT IN NEUTRAL BUT AFTER TRYING THAT, IT DID NOT WORK. AFTER WE GOT THE VEHICLE BACK ON WE DROVE STRAIGHT HOME. I CONTACTED CITRUS KIA THAT DAY AND TOLD THEM WHAT HAD HAPPENED. I WAS TOLD THAT THEY HAVE NOT HEARD OF THAT ISSUE AND WOULD HAVE NO WAY CONFIRMING WHAT HAPPENED UNLESS IT DID IT WHILE THEY WERE INSPECTING IT. MY VEHICLE WAS BEING SERVICED FROM 4/10/13-4/13/13. THE END RESULT IS THAT THEY COULD NOT LOCATE THE PROBLEM BUT DID DO A NUMBER OF INSPECTIONS TO "HOPEFULLY" PREVENT THE PROBLEM FROM RE-OCCURRING. THEY TOLD ME THERE IS NOTHING MORE THEY COULD DO AS THEY HAVE NO WAY OF ACTUALLY VERIFYING WHY THE VEHICLE SHUT OFF WHILE IN MOTION. AS OF THIS WRITING I WAS ADVISED I COULD COME DOWN AND PICK UP MY VEHICLE, BUT WILL REFUSE UNTIL THE PROBLEM IS FOUND AND RESOLVED, AS THIS IS MY WIFE'S VEHICLE AND I DO NOT WANT THIS SAME PROBLEM HAPPENING AND IT RESULTING IN A INJURY OR FATAL COLLISION. I HAVE READ EDMUNDS.COM (HTTP://TOWNHALL-TALK.EDMUNDS.COM/DIRECT/VIEW.F13B7CA/40) AND SEE SIMILAR COMPLAINTS WITH NO RESOLUTION. PLEASE PLEASE HELP.

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• **Jan 09, 2013 - Gibsonia, PA - Engine**

I WAS STOPPED AT RED LIGHT WHEN ALL WARNING LIGHTS CAME ON. STARTED THROUGH INTERSECTION WHEN CAR DIED IN MIDDLE OF BUSY INTERSECTION. HAD TO HAVE CAR TOWED. WAS TOLD THEY FOUND CODE P2110 LIMP HOME MODE. THIS COULD BE POTENTIALLY VERY DANGEROUS IF IT OCCURED ON INTERSTATE.

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• **Jan 08, 2013 - South Charleston, WV - Engine**

I OWN A 2012 4 CYLINDER KIA SORENTO. I BOUGHT IT NEW IN NOV 2011. HAD IT ABOUT 8 MONTHS AND WAS DRIVING UP A HILL WITH TRAFFIC BEHIND ME AND IT JUST STOPPED...HAD TO LET TRAFFIC AROUND ME AND THEN LET OFF BRAKE TO COAST BACK DOWN HILL UNTIL I GOT TO A PLACE I COULD PULL IN. TOOK IT TO LOCAL DEALERSHIP...TRANSMISSION ISSUES-HAD TO GET NEW ONE...DEALERSHIP KEPT IT OVER A WEEK. LESS THAN 2 WEEKS LATER MY HUSBAND WAS DRIVING UP A HILL AND AGAIN SAME TYPE OF PROBLEMS AND WAS TOLD BY DEALERSHIP I NEEDED ANOTHER TRANSMISSION....IT'S BEEN AT DEALERSHIP 1/2 A WEEK AND NOT SURE WHEN I'LL GET IT BACK.

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• **Nov 26, 2012 - Auburn, AL - Engine**

TL* THE CONTACT OWNS A 2012 KIA SORENTO. THE CONTACT STATED THAT WHILE DRIVING 60 MPH THE VEHICLE STALLED. THE VEHICLE WAS MERGED TO THE SIDE OF THE ROAD AND THEN TOWED TO A DEALER FOR DIAGNOSIS. THE TECHNICIAN STATED THAT THE ENGINE LOCKED UP AND AS A RESULT, IT WOULD NEED TO BE REPLACED. THE VEHICLE WAS IN THE PROCESS OF BEING REPAIRED. THE MANUFACTURER WAS NOTIFIED BUT OFFERED NO ASSISTANCE. THE FAILURE AND CURRENT MILEAGE WAS 22,000... UPDATED 01/04/13 THE DEALER REPLACED THE ENGINE BLOCK UNDER WARRANTY. UPDATED 01/09/13

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• **Sep 04, 2012 - Clinton Township, MI - Engine**

ON 08/12/12 WHILE DRIVING IN CRUISE CONTROL AT APPROXIMATELY 72-74 MPH, I EASED OUT INTO THE PASSING LANE TO PUT MYSELF BEHIND SOMEONE GOING FASTER. THE CAR SUDDENLY DOWNSHIFTED AND ACCELERATED WITH MAXIMUM THROTTLE. I TOUCHED THE BRAKE PEDAL MODERATELY TO DISCONNECT THE CRUISE CONTROL. THE CAR CONTINUED AT MAXIMUM ACCELERATION AND IN THE PASSING GEAR. I THEN APPLIED THE BRAKES WITH GREAT VIGOR AND THE CRUISE CONTROL DISCONNECTED AND THE VEHICLE SLOWED DOWN. AFTER A SHORT WHILE I REACTIVATED THE CRUISE CONTROL AND DROVE ABOUT 60 MILES WITHOUT ANY FURTHER MALFUNCTION. I PRESENTED THE CAR TO THE KIA DEALER SERVICE ADVISOR. THE CAR WAS CHECKED AND I WAS TOLD THEY COULD FIND NOTHING WRONG WITH THE CRUISE CONTROL. I ASKED THEM IF THEY REPORTED THESE VERY DANGEROUS OBSERVATIONS TO KIA OR NHTSA. THEY SAID NO THEY NEVER DO. INCIDENTAL TO THIS EVENT, I HAD AN ENGINE MALFUNCTION LIGHT ON 7/25/12. I TOOK IT IN FOR SERVICE THE NEXT DAY AND TOLD IT WAS A TRANSMISSION HEAT SENSOR. A PART WAS ORDERED AND I WAS TOLD TO DRIVE THE CAR NORMALLY. WITHIN SEVERAL DAYS, I BECAME AWARE THE CRUISE CONTROL WAS NOT ACTIVATING WHEN DRIVING THE FIRST TIME IN A DAY. BUT IF THE ENGINE WAS STOPPED AND RESTARTED, THE CRUISE CONTROL WORKED NORMALLY. I DUPLICATED THIS 3 OISTINCT TIMES EXACTLY AS WRITTEN. THE SERVICE DEPARTMENT WAS NOT ABLE TO LINK THE DIFFICULTY TO ANYTHING THEY HAD SEEN OR READ, THEY SUMMERIZED IT MAY HAVE BEEN A BRAKE LIGHT SENSOR THAT FAILED BUT THE COMPUTER DISPELLED THAT NOTION.

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• **Aug 09, 2012 - Wells, ME - Engine**

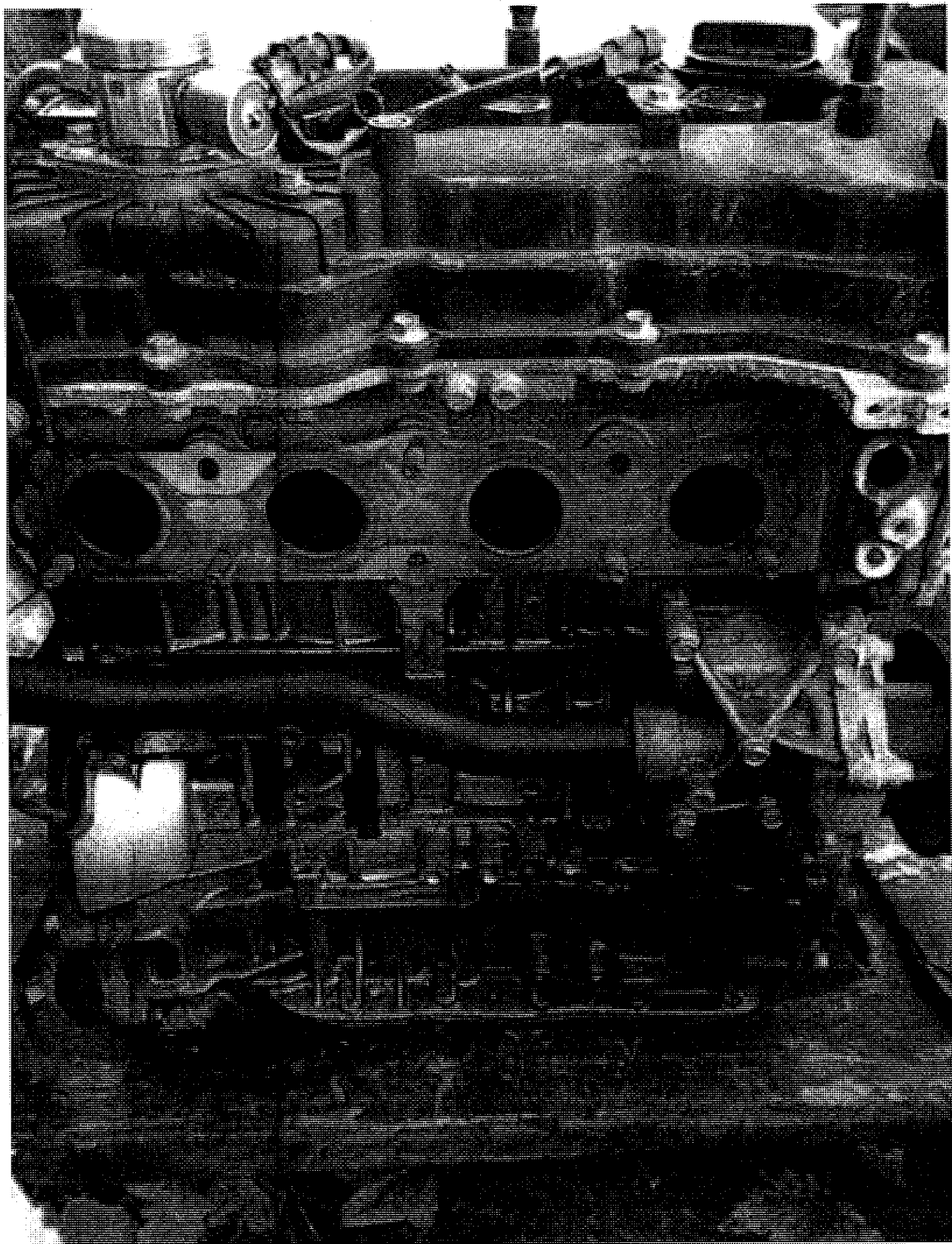
TL* THE CONTACT OWNS A 2012 KIA SORENTO. THE CONTACT WAS DRIVING 20 MPH WHEN THE VEHICLE STALLED WITHOUT WARNING. THERE WERE NO WARNING LIGHTS ILLUMINATING. THE ENGINE WAS TURNED OFF AND THEN RESTARTED WITHIN TEN MINUTES. THE DEALER WAS NOTIFIED AND THE CONTACT WAS WAITING ON A RETURN CALL. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 17,000.

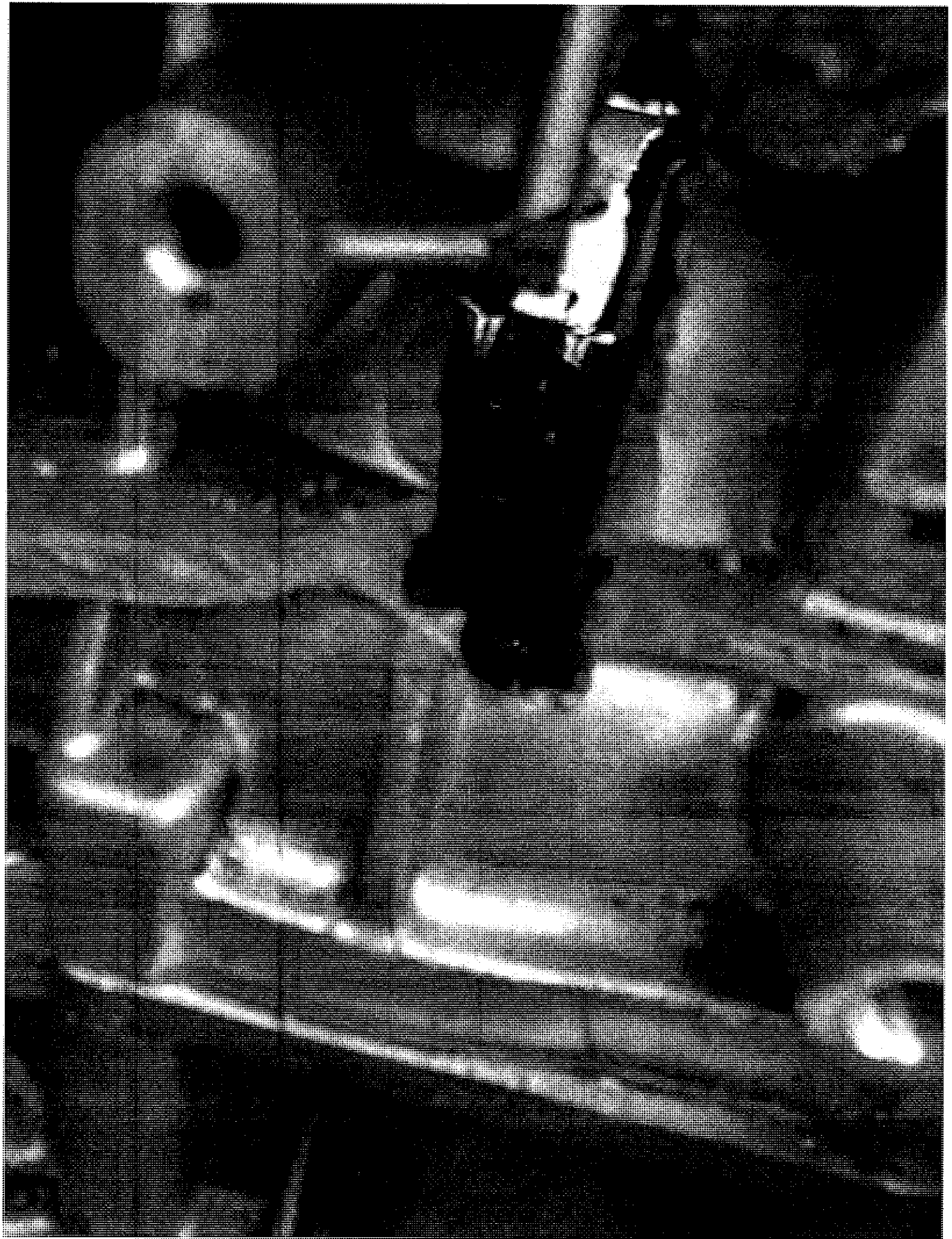
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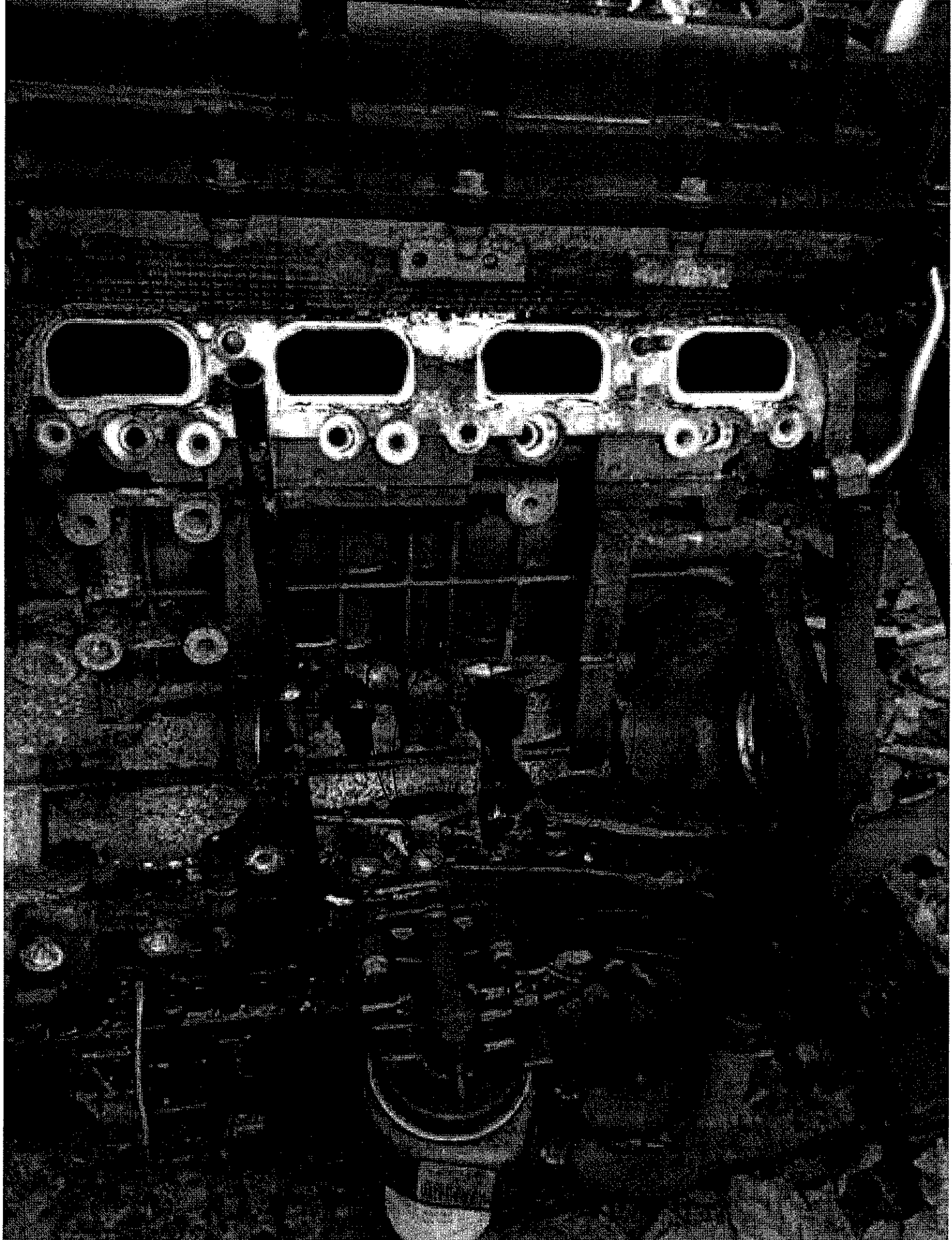
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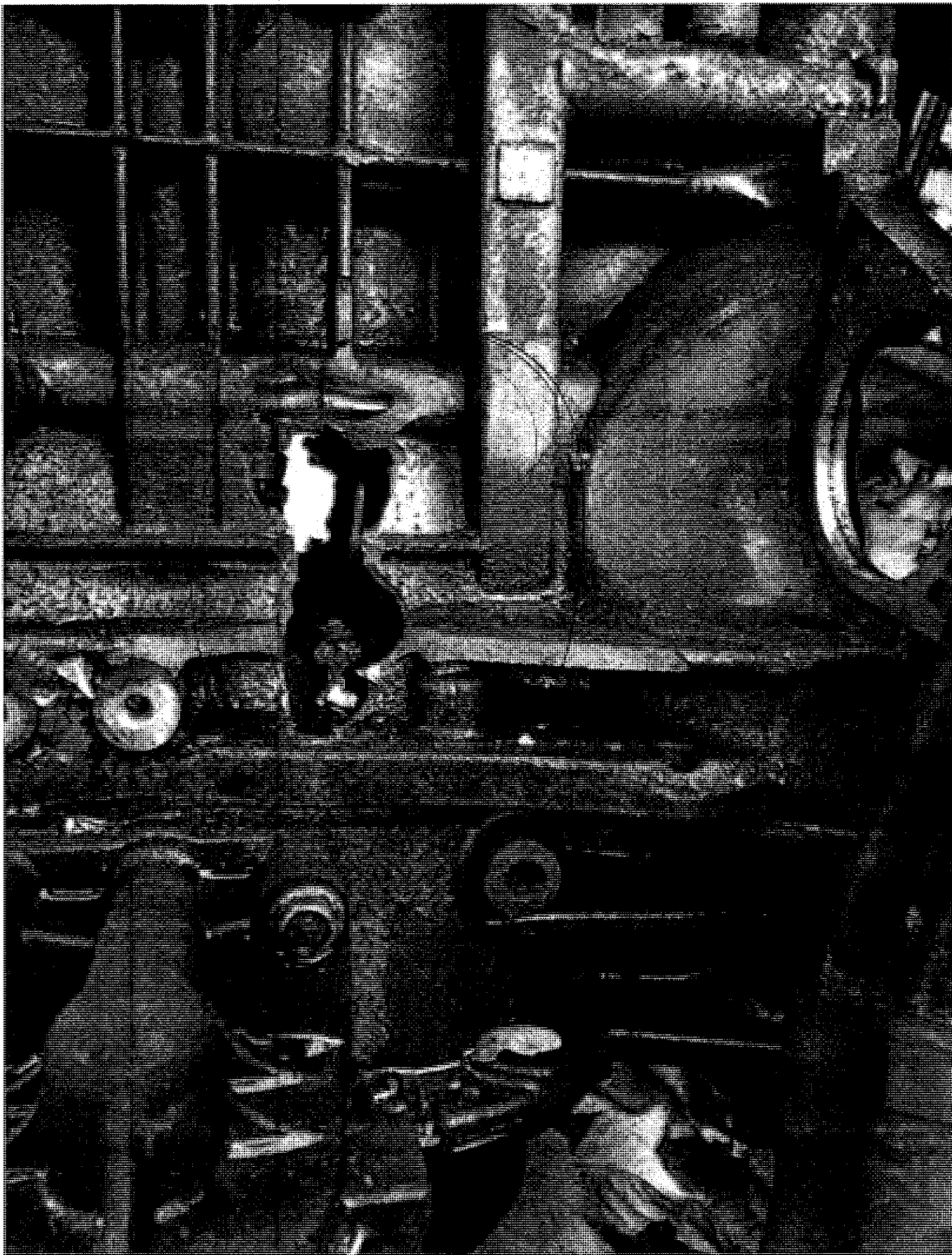
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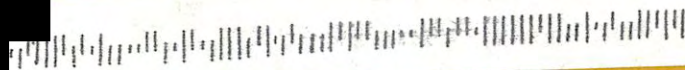








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