



CL-10836170-7286

Attorney General Of New Mexico

HECTOR H. BALDERAS
Attorney General

ELIZABETH A. GLENN
Chief Deputy Attorney General

December 10, 2015

Kia of Santa Fe
Attn: General Manager
1701 St. Michaels Drive
Santa Fe, NM 87505

DEC 15 2015

Re: Complaint of [REDACTED]

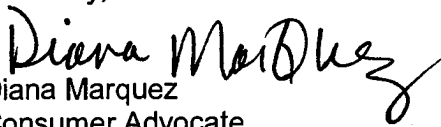
Dear General Manager:

The New Mexico Attorney General's Consumer Protection Division has received a complaint against your business. Copies of the Consumers' complaint and related documentation are enclosed.

Our role is to consider the views of both parties and attempt to resolve this matter in an amicable fashion to the satisfaction of all parties. Once you have reviewed the enclosed documents and complaint, we request that you send a written statement of your position to us within ten (10) business days from the date of this letter. Please include copies of any documents you feel are pertinent to this matter. Please be sure that all copies are legible, and clearly show all signatures and dates. After reviewing the statements by each party, we will notify you as to what further actions, if any, we may recommend.

All communication should be directed to and through this office. Please send your written response and all correspondence to the address below. Due to the volume of complaints handled by our office, we must ask that you contact us in writing. Thank you for your cooperation.

Sincerely,


Diana Marquez
Consumer Advocate
Consumer Protection Division
dmarquez@nmag.gov
505 222-9041 - direct
505 222-9033 - fax

Enclosures: a/s

ET
12/18/15
SMD

cc:

[REDACTED] (Consumers)
State Employees Credit Union (Lender/Holder)
Kia Motors Corporation (Manufacturer)
National Highway Traffic Safety Administration (Federal Government)
Consumer Financial Protection Agency (Federal Government)

AG CODE	KEY CODE	FOR OFFICIAL USE ONLY
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ATTORNEY GENERAL HECTOR BALDERAS
Procurador General del Estado Hector Balderas
 Consumer Protection Division / *División de Protección al Consumidor*
 P.O. Drawer 1508, Santa Fe, NM 87504
 1-800-678-1508 / (505) 827-6060

If you are an individual with a disability requiring assistance with this form, please see last page for options.

Si usted es un individuo con alguna incapacidad que requiere ayuda para completar esta forma, favor de referirse a la última página para mas opciones.

Please indicate how you were referred to this office to file this complaint:

Por favor indique cómo y quien lo refirió a archivar esta queja en esta oficina:

I am filing this complaint to notify the Attorney General's Consumer Protection Division of a dispute with the company referenced below and to request its assistance in resolving this matter. I understand that the Division cannot serve as a private attorney for individuals and that any legal action taken by the Division would be on behalf of the public and not to represent only my interests.

Archivo esta queja para notificarle a la División de Protección al Consumidor de la Oficina de la Procuradora del Estado de la disputa con el negocio mencionado en la información que sigue y para pedir asistencia en resolver este asunto. Entiendo que la División no puede servir como abogado privado de individuos y que cualquier acción legal que tome sería de parte del público en general y no representando solo mis intereses.

PLEASE TELL US ABOUT YOURSELF

[Información del consumidor]

Name

[Nombre del Consumidor]

Address/Dirección

[Dirección del Consumidor]

City

[Ciudad, Estado y Zona Postal]

State

NM

Zip

COMPLAINT IS AGAINST:

[Queja en contra de que negocio]

Business Name

[Nombre del Negocio]

Address/Dirección

[Dirección del Negocio]

City

[Ciudad, Estado y Zona Postal]

State

NM

Zip

87501

Contact Person

[Dueño o representante del negocio]

Telephones

[Teléfonos del negocio]

Phone

Work/Trabajo

Cell/Celular

email

Home/Casa

N/A

505 982-1957

email

1. First contact between you and the business:
[Primer contacto entre usted y el negocio]

- Person came to my home
[Representante vino a mi casa]
- I went to company's place of business
[Fui al lugar del negocio]
- I received a telephone call from business
[Recibí una llamada por teléfono del negocio]
- I telephoned the business
[Llamé por teléfono al negocio]

- I received information in the mail
[Recibí información en el correo]
- I responded to radio/television ad
[Respondí a un anuncio de radio o TV]
- I responded to printed advertisement
[Respondí a un anuncio por escrito]
- Other/otro _____

2. Where did the transaction take place?
[¿Dónde se llevó a cabo la transacción?]

- At home/en casa
- At business/en el negocio
- By mail/por correo
- Over the phone/por teléfono

- Other/otro _____

3. Date(s) of Transaction(s) on or about 8-17-2015
[Fecha (s) de transacción]

4. Did you sign a contract?
[¿Firmó usted un contrato?]

- Yes - enclose a copy
[Si-incluya una copia]
- No

5. Amount of payment [Cantidad y forma de pago]: \$ 380 ^{brussels}
[¿Se ha comunicado con la compañía de la tarjeta de crédito para pedir que le acrediten su cuenta?]

- Loan/préstamo
- Lay-a-way/apartado,
- Cash/efectivo
- Credit Card/tarjeta de crédito
- Check/cheque

Date check was cashed (from bank statement): _____
[Fecha en que cambió su cheque: (del estado de cuenta del banco)]

Have you contacted the credit card company to request credit to your account? Yes/Si No
[¿Se ha comunicado con la compañía de la tarjeta de crédito para pedir que le acrediten su cuenta?]

6. Have you complained to the business? Yes/Si No If yes, when _____
[¿Se ha quejado usted con el negocio? Si contestó que sí, cuando?]

What was the business' response? Due to the sludge buildup -
[¿Cual fue la respuesta del negocio?] caused the engine to fail

7. Have you filed a complaint with another agency? NO If so, which agency? _____
[¿Ha puesto una queja con otra agencia? Si así es, ¿con cual agencia?]

What action was taken? N/A
[¿Se tomó alguna acción?]

Please describe your complaint in detail. (Attach additional sheets if necessary)
[Por favor describa su queja en detalle. (Adjunte hojas adicionales si es necesario)]

See Attached

What would you consider a fair resolution of this complaint? [¿Que consideraría una resolución justa?]

Have you retained an attorney to represent you in this matter? Yes/Sí No
[¿Ha ocupado a un abogado para representarlo en este asunto?]

Has a lawsuit been filed? Yes/Sí No
[¿Se ha archivado alguna demanda legal y formal?]

The Honorable Hector Balderas
Attorney General of New Mexico
Post Drawer 1508
Santa Fe, NM 87504

Attachment

Dear Mr. Balderas:

Re: Consumer Complaint – KIA of Santa Fe and KIA Motors – 2013 KIA Sorento

I write this consumer complaint on behalf of myself and my husband, [REDACTED]
[REDACTED] Las Vegas, NM [REDACTED]

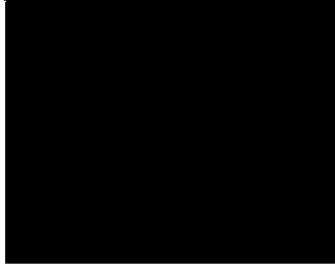
We seek the assistance of the Attorney General's Office, in order to resolve the issue relating to a 2013 KIA Sorento, purchased by us at KIA Motors of Santa Fe on November 24, 2012. We purchased the vehicle, as new.

On August 15, 2015, the vehicle left my husband stranded on the road. It died suddenly and he was unable to re-start the vehicle. We called and had the vehicle towed to our home. My son, [REDACTED], checked the vehicle and told us that it did not have oil in it at the time. We called KIA Motors and they had the vehicle towed to their dealership on August 16, 2015. We explained to them what happened. Soon thereafter, we received a pre-invoice from KIA Motors telling us that they checked the vehicle and that there was two quarts of oil and sludge build up in the engine. On August 17, 2015, my husband traveled to Santa Fe, to the dealership to discuss the matter with them, and also provided a copy of our last oil change, which was within the time-frame of oil changes. The last oil change on the Sorento was on February 14, 2015 (mileage 37,675). KIA has informed my husband that due to the sludge in the engine that it is our responsibility to pay for the repair of the engine with an estimated service charge of \$8050.

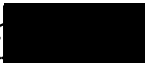
We have owned vehicles for the last forty years and own older model vehicles at this time. We have never had an incident such as this one, as we have always maintained our vehicles. We submit that our last oil change on the Sorento was on February 14, 2015, (mileage 37,675). There were also periodic checks of the oil with the normal course of travel in the vehicle. We never saw oil drippings on our drive-way, nor was there any indication that the oil needed to be changed. The night the vehicle broke, our son checked the vehicle and there was no sign of oil on the dip-stick. In addition, we also looked underneath the vehicle to see if the drain plug was missing and there was no sign of leaking of oil and the drain plug was in-tact. The new vehicle, is still under warranty, (mileage ✓ 45,379), and therefore, we were certain that the inoperable vehicle would be repaired by KIA. We were sadly surprised when we learned that KIA Motors failed to honor their warranty and that our "new" vehicle would not be repaired under that warranty. We are ✓ also aware that other consumers across the nation have experienced the same problems with the engine and filed complaints with the National Highway Traffic Safety Administration. We also learned of a class action law suit, against KIA Corporate because ✓ of their defective engines.

Due to the defective engine in the 2013 Kia Sorento, we hereby request that the dealership, manufacturer, or the lender buy back the defective vehicle. The dealership failed to inform us about the well-known problems with this engine and mis-led us to believe that it is our problem. We would like to be reimbursed for our payments to date as we never intended to purchase a defective vehicle.

We respectfully request that KIA of Santa Fe dealership and/or the manufacturer buy back this defective vehicle as we would have never purchased the vehicle had we known the defects. If you have any questions, please do not hesitate to contact us.



PLEASE FILL OUT THIS SECTION IF YOUR COMPLAINT INVOLVES A MOTOR VEHICLE
FAVOR DE LLENAR ESTA SECCION SI SU QUEJA SE TRATE DE UN VEHICULO

Date of purchase/Fecha de compra: November 24, 2012
Vehicle Identification Number/Número de Identificación de Vehículo: SXYKWDA22D5 
License Number/Número de Licencia: _____
Make of Vehicle/Fabricante KIA Model/Modelo: SORENTO
State of Registration/Registración de Cual Estado: N.M.
Model Year/Año de Modelo: 2013
 New/Nuevo Used Mileage/Usado-Kilometraje _____

If your complaint involves vehicle repairs, how many times has it been repaired for the same problem?
Si su queja se trata de reparación de vehículos, ¿cuántas veces lo ha llevado por el mismo problema? 8

What is the problem?/¿Cuál es el problema? Engine Failure

How many days has it been in the shop?/¿ Cuantos días ha estado en el taller? Approximately 100 days

I have read the preceding information and it is true to the best to my knowledge and belief. I understand that a copy of this complaint will be sent to the person or company against whom I am filing this complaint. I understand that if I have knowingly filed false or misleading information, this complaint may be closed by the Attorney General's Office. I further understand that my complaint is a public record and is subject to inspection by members of the public.

[Yo he leído la información en esta forma y toda la información es cierta según mi conocimiento y creencia. Entiendo que esta copia de esta queja será enviada a la persona o negocio de la cual me quejo. Entiendo que si archivo información falsa, esta queja será retirada y cerrada por la oficina de la Procuradora General. Entiendo que mi queja es un documento público y que está sujeta a la inspección de cualquier miembro del público.]

Signature
[Firma]

Date
[Fecha]

November 24, 2015

If you are an individual with a disability who needs a reader, amplifier, sign language interpreter, or any other form of auxiliary aid or service to complete this form, please contact the Consumer Protection Division at 1-800-678-1508 or (505) 827-6060 and/or 1-800-597-4327 TTY. This complaint form can be provided in various accessible formats.

[Si usted es un individuo con alguna incapacidad que requiere alguna forma auxiliar o servicio para completar esta forma, incluyendo lector, amplificador, intérprete de lenguaje de señas, por favor comuníquese con la División de Protección al Consumidor al número gratis de 1-800-678-1508 o al (505) 827-6060 o al 1-800-597-4327 TTY. Esta forma puede ser reproducida y disponible en varios formatos mayores accesibles.]

What type of sign language interpreter? ¿Que tipo de intérprete de lenguaje de señas requiere?
 ASL PSE English/Ingles Oral

What type of assistive listening device to you require? ¿Que tipo de aparato para ayudarle a oír requiere?
 Pocket Talker/Aparato de Bolsillo FM System/Sistema de FM
 Personal Loop/Lazo personal CART

CUSTOMER SERVICE HISTORY

Thursday 8/27/2015

Store # 0001

LAS VEGAS

Page 1

QUICK LUBE CENTER
1900 GRAND AVE
LAS VEGAS, NM 87701
425-0600

Name : [REDACTED] Email:
Street : [REDACTED] VIN:
Zip : [REDACTED] Acct # [REDACTED]
Mileage: 0 Phone Number : [REDACTED]
Vehicle: 2013 KIA SORENTO
Last Oil Used: PENNZ 5W20 Qty: 5.5 quarts Total Visits : 1

HISTORY BY INTERVAL

FULL SERVICE was performed -37,675 miles / 6 months ago.

HISTORY BY VISITS

VISIT # 1 on 02/14/2015 at 37,675 miles at Store 0001 Receipt [REDACTED]

- 1) OIL CHG AND FLUID CHECK
- 2) Extra Charge - Oil Filter
- 3) Extra oil over 5 units

-- ALL CURRENT COMMENTS --



Google

warranty 2013 kia sorento

Web Shopping Images News Videos More Search

About 535,000 results (0.45 seconds)

2013 Kia Sorento / Warranty

5 yr/60,000 mi basic, 10 yr/100,000 mi powertrain



2013 Kia Sportage 5 yr/60,000 mi basic, 10 yr/100,000 mi powertrain



2013 Kia Optima 5 yr/60,000 mi basic, 10 yr/100,000 mi powertrain



2013 Hyundai Santa Fe 5 yr/60,000 mi basic, 10 yr/100,000 mi powertrain

Feedback

Kia Car Warranty Information | Kia Owners

[Redacted] Kia Motors

WARRANTY 10 years. 100,000 miles. Cars built to last. Warranties too. We have a lot of confidence in the quality and durability in every new Kia that rolls off the ...

[PDF] 2013 Warranty Manual - Kia

[Redacted] /warranty/2013_warranty.pdf Kia Motors

Oct 18, 2011 - 2013. Warranty and Consumer. Information Manual Fuel Tank *7/70 Rio, Forte, Optima, Sportage, Sedona, Sorento. Fuel Filler Cap.

Kia FAQ - Frequently Asked Questions and General Info ...

[Redacted] Kia Motors

Find the most frequently asked questions about Kia cars and services, ... Kia currently offers a comprehensive lineup of eleven vehicles; the



SELLER: JWB ENTERPRISES, LLC
 1701 St. Michaels Drive
 Santa Fe, NM 87505

PHONE #: (505) 982-1957

RETAIL PURCHASE AGREEMENT

Deal #: 13631
 Salesperson: HERMAN GOMEZ
 Date: 11/24/12
 County: SAN MIGUEL
 Home Telephone: [REDACTED] Work Telephone: N/A
 Social Security #: XX D.L./State I.D. #: [REDACTED] Issuing State: NM Exp. Date: [REDACTED]

Purchaser's Name(s): [REDACTED]
 Address: [REDACTED] LAS VEGAS, NM [REDACTED]
 Home Telephone: [REDACTED] Work Telephone: N/A
 Social Security #: XX D.L./State I.D. #: [REDACTED] Issuing State: NM Exp. Date: [REDACTED]

The above information has been requested so that we may verify your identity in accordance with applicable law. By signing below, you represent that you are at least 18 years of age and have authority to enter into this Agreement. The Odometer Reading for the Used Vehicle you are purchasing from us is accurate unless indicated otherwise. Please refer to the Federal Mileage Statement for full disclosure.

YEAR 2013	MAKE KIA	MODEL SORENTO	COLOR SNOW WHITE PEARL	STOCK NO [REDACTED]
VIN 5YKWD422DS [REDACTED]	ODOMETER READING 102 <input type="checkbox"/> NOT ACCURATE		PRIOR USE DISCLOSURE <input type="checkbox"/> RENTAL <input type="checkbox"/> OTHER	
WARRANTY STATEMENT			CASH PRICE OF VEHICLE 44,175.00	
<p>New Mexico Law requires that this vehicle will be fit for the ordinary purposes for which the vehicle is used for fifteen (15) days or five hundred (500) miles after the delivery, whichever is earlier, except with regard to particular defects disclosed on the first page of this Agreement. You (the Consumer) will have to pay up to Twenty-Five Dollars (\$25.00) for each of the first two repairs if the warranty is violated. Please see the attached Implied Warranty of Merchantability Disclosure Statement, which is made part of this Agreement, for additional information.</p> <p>No other implied warranties, including the implied warranty of fitness for a particular purpose, are given by Dealer. No express warranties are given by Dealer unless the box beside "Used Vehicle Limited Warranty Applies" is marked. Any warranties by a manufacturer or supplier other than our Dealership are theirs, not ours, and only the manufacturer or supplier shall be liable for performance under such warranties. We neither assume nor authorize any other person to assume for us any liability in connection with the sale of the vehicle and the related goods and services. If we sell a service contract on our own behalf, any implied warranties will apply to covered items for the duration of the service contract. CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) The information you see on the window form for this vehicle is part of this Contract. Information on the window form overrides any contrary provisions in the contract of sale.</p> <p><input type="checkbox"/> Used Vehicle Limited Warranty Applies. We are providing the attached Used Vehicle Limited Warranty in connection with this transaction. Any implied warranties on Covered Items apply for the duration of the Used Vehicle Limited Warranty.</p>			OTHER GOODS/SERVICES N/A	
			N/A	
			N/A	
			N/A	
			0.00	
			N/A	
			0.00	
TRADE-IN VEHICLE INFORMATION			TOTAL SELLING PRICE 44,175.00	
Year: 2008	Make: CADILLAC	Model: DTS	Color: GRAY	
VIN: 1G6KT57V78U [REDACTED]	Odometer Reading: 79,877 <input type="checkbox"/> Not Accurate		LESS: TRADE-IN ALLOWANCE 23,003.00	
Trade-In Allowance: 27,003.00	Balance Owed & Lienholder: 23,003.00		CASH DIFFERENCE 21,172.00	
WAIVER OF THE IMPLIED WARRANTY OF MERCHANTABILITY FOR PARTICULAR DEFECTS (PLEASE SEE ATTACHED WAIVER)			N/A	
Attention Consumer: Sign here only if the dealer has told you that this vehicle has the following problem(s) and you agree to buy the vehicle on those terms:			SUBTOTAL 21,172.00	
1. _____			EXCISE TAX @ _____% 552.66	
			LICENSE FEES 75.00	
			DEALER'S TRANSFER SERVICE CHARGES* 299.00	
			BALANCE OWED ON TRADE-IN 27,003.00	
			TOTAL DUE 92,998.66	
			<input type="checkbox"/> DEPOSIT/ <input type="checkbox"/> PARTIAL PAYMENT N/A	

2. _____
 3. _____
 Purchaser's Signature(s): _____

	N/A
REBATE	2,750.00
UNPAID BALANCE DUE	42,351.66
*Dealer's Transfer Service Charges: If you are paying for the vehicle in cash and no security interest is retained, you may register the vehicle on your own without paying a Transfer Service Fee.	

Pursuant to New Mexico Regulations 12.2.13.1 et seq. (2012) you are notified of the following:
NOTICE TO BUYER

Spot Delivery: Buyer has the right to void this purchase if financing is not approved within 20 calendar days after delivery of vehicle. Buyer has the right to the return of any trade-in and all money paid by buyer, if buyer voids this contract under this paragraph. To exercise this right, buyer must return the vehicle to the dealer in the same condition as received (normal wear and tear excepted), within 48

hours after the date that financing was not approved. Dealer shall not charge any fees as long as the vehicle is returned to the dealer in the same condition as provided in this paragraph.

 Purchaser

[Signature]
 Accepted By Authorized Dealer Representative

This vehicle is being delivered to the above mentioned consumer pending and subject to credit approval by a financial institution (Third party financing). This dealer does not guarantee credit approval. Per the regulation stated above the consumer must return the vehicle within 48 hours of notification of the financing being declined for any reason. By signing below, you acknowledge that you have read the Spot Delivery Statement before you entered into the Purchase Order Agreement or Sales Transaction Document for this transaction. You further acknowledge that any questions you had regarding the above language and your rights regarding the return of the vehicle have been answered to your satisfaction.

I have read the terms and conditions of this Agreement, including those terms and conditions that appear on the reverse side, and I hereby acknowledge that this document reflects the agreements between the Dealership and myself. I further acknowledge receipt of a copy of this Agreement and I agree to be bound by its terms until accepted by an Authorized Representative of the Dealership.

 Purchaser

[Signature]
 Accepted By Authorized Dealer Representative

Terms Used in This Agreement: This Retail Purchase Agreement contains the following words and phrases that appear throughout this Agreement and have particular meanings:

- **Agreement** - Means this Retail Purchase Agreement together with any documents incorporated into this Agreement by reference, whether such reference is made in this Agreement or the document itself.
- **You, Your, Our** - Means the Purchaser identified on the front side of this Agreement.
- **We, Us, Our** - Means the Dealership that is identified on the front side of this Agreement and its Authorized Representatives.
- **Vehicle** - Means the used vehicle that you are purchasing from us as described on the front of this Agreement.
- **Trade-In Vehicle** - Means the vehicle you are delivering to us as part of this transaction as identified on the front side of this Agreement.

Our Right to Increase the Price: We may increase the price of the Vehicle after we accept this Agreement if the Trade-In Vehicle is reappraised, new equipment is required by state or federal tax changes. If the price is increased, you may cancel this Agreement with full refund of the purchase price.

Remedies Upon Cancellation for Our Failure to Deliver the Vehicle in accordance with this Agreement: This Agreement may be renegotiated to you as specified on the front side of this Agreement if we have not already sold it. If we have already sold the Vehicle to you or have already sold it, you shall be Owed on the Trade-In Vehicle to the extent it exceeds the Trade-In Allowance. If we have not already sold the Vehicle to you or have already sold it, you shall be Owed on the Trade-In Vehicle to the extent it exceeds the Trade-In Allowance. If we have not already sold the Vehicle to you or have already sold it, you shall be Owed on the Trade-In Vehicle to the extent it exceeds the Trade-In Allowance.

0.25+
 0.25-
 0.10-
 0.10-
 0.10-
 0.15-
 11.25+

ADDITIONAL AGREEMENTS BETWEEN THE DEALERSHIP AND PURCHASER(S)

State Employees Credit Union

813 St. Michael's Drive
 Santa Fe, New Mexico 87505
 (505) 983-7328

**CLOSED-END NOTE, DISCLOSURE,
 LOAN AND SECURITY AGREEMENT**

BORROWER [REDACTED] Las Vegas, NM [REDACTED]	LOAN MATURITY DATE 01/03/2019	LOAN OFFICER Christine Ludi
	DATE OF LOAN 11/28/2012	LOAN NUMBER [REDACTED]
CO-BORROWER [REDACTED] Las Vegas, NM [REDACTED]	BORROWER'S ACCOUNT NUMBER	BORROWER'S DATE OF BIRTH [REDACTED]
	CO-BORROWER'S ACCOUNT NUMBER	CO-BORROWER'S DATE OF BIRTH [REDACTED]

ANNUAL PERCENTAGE RATE: The cost of your credit as a yearly rate. 10.250 %*	FINANCE CHARGE: The dollar amount the credit will cost you. \$ 15,310.43 e	Amount Financed: The amount of credit provided to you or on your behalf. \$ 42,651.66	Total of Payments: The amount you will have paid after you have made all payments as scheduled. \$ 59,198.88 e	Total Sale Price: Total cost of your purchase on credit, including your down payment of \$
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***Automatic Payment Discounted Rate:** If checked, the ANNUAL PERCENTAGE RATE noted above reflects a discount of .25% because you have agreed to make your loan payments via automatic payment through payroll deduction. Your ANNUAL PERCENTAGE RATE will increase by .25% if you discontinue automatic payment, you close your account, or you have insufficient funds to cover the automatic payment. For example, if your discounted rate is 6% on a \$10,000 loan for 120 months and you discontinue automatic payment, your ANNUAL PERCENTAGE RATE will increase to 6.25%, resulting in additional payments of the same amount.

Your payment schedule will be:

NUMBER OF PAYMENTS	AMOUNT OF PAYMENTS	WHEN PAYMENTS ARE DUE
156	\$ 380.00	Biweekly beginning 01/24/2013

Security: You are giving a security interest in: The goods or property being purchased. Other, Describe:
 Collateral for other loans will also secure this loan. Your shares and/or deposits in this credit union

Late Charge: If you are more than 15 days late in making a payment, you will be charged equal to 20% of your payment, not to exceed \$15.00. **Required Deposit Balance:** The Annual Percentage Rate does not take into account your required deposit balance.

Property Insurance: You may obtain property insurance from anyone you want that is acceptable to the credit union. **Filing Fees:** \$ N/A
 If you do not obtain property insurance the credit union will provide it for you.

Prepayment Penalty: Accounts closed within 12 months of plan opening will be assessed a \$200.00 early closure fee. See your contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date and prepayment refunds and penalties.
 "e" means estimate.

ITEMIZATION OF AMOUNT FINANCED OF \$ 42,651.66		Amount Paid to others on your behalf (Describe)	
AMOUNT PAID TO YOU DIRECTLY	\$ 42,351.66	GAP (a portion will be retained by us)	MBP (a portion will be retained by us)
AMOUNT PAID ON YOUR ACCOUNT	\$	\$ \$ \$ 300	
PREPAID FINANCE CHARGE	\$ 0.00		

SECURITY INFORMATION					
MOTOR VEHICLES:	YEAR 2013	MAKE Kia	MODEL Sorento SX AWD	BODY TYPE	SERIAL NUMBER 5XYKWDA22DG [REDACTED]
SHARES PLEDGED:	ACCOUNT NUMBER	AMOUNT	ACCOUNT NUMBER	AMOUNT	
	\$		\$		
OTHER COLLATERAL:					

LOAN SIGNATURES

I agree that the terms and conditions in the disclosure statement and the loan and security agreements located on pages 3-5 of this document shall apply to this loan. If there is more than one borrower, we agree that all the conditions of the loan and security agreements governing this loan shall apply to both jointly and severally. I acknowledge that I have received a copy of the loan and security agreements and disclosure statement. If I have applied for voluntary credit insurance, I acknowledge receipt of the credit insurance Application and Certificate. If I purchase voluntary credit insurance or other that a portion of the premium or fee I pay will be retained by the credit union (or paid back to the credit union) for making these services available to me.
 I understand that information about my account to credit bureaus. Late payments, missed payments, or other information may be reported to credit report.

DATE 11/28/2012	WITNESS X	DATE
GUARANTOR DATE 11/28/2012	WITNESSED X	DATE

(as a lessor or renter) in the above described collateral signs here. The other owner, unless also a co-borrower, is not obligated to pay the debt, but understands that the credit union has a security interest in the collateral as explained in the Security Agreement. **GUARANTOR: Upon default, the credit union may seek immediate payment from the guarantor of any and all sums due on the loan. The guarantor waives all notice to which he or she would otherwise be entitled by law.

BORROWER'S NAME [REDACTED]	LOAN NUMBER [REDACTED]	ACCOUNT NUMBER	DATE OF LOAN 11/28/2012
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APPLICATION FOR GROUP CREDIT INSURANCE
Minnesota Life Insurance Company, 400 Robert Street North, St. Paul, MN 55101-2098

CREDIT LIFE INSURANCE		CREDIT DISABILITY INSURANCE		
GROUP POLICY NUMBER	INSURANCE MAXIMUM	GROUP POLICY NUMBER	MAXIMUM MONTHLY DISABILITY BENEFIT	MAXIMUM LOAN REPAYMENT PERIOD
[REDACTED]	\$50,000	[REDACTED]	\$850	120 Months
MAXIMUM LOAN REPAYMENT PERIOD	MAX. AGGREGATE DISABILITY BENEFIT	WAITING PERIOD	RETROACTIVE BENEFIT	
120 Months	\$50,000	14 Days	Yes	

NOTICE TO APPLICANT(S)

I (we) are applying for the credit insurance coverage(s) selected below and agree to pay the required premium. I (we) understand that fees may be paid by the insurer in connection with this coverage to the sponsor of this plan and/or its affiliates or designates. I (we) understand that the purchase of this insurance is **voluntary and not required** in order to obtain credit, and that I (we) may terminate it at any time. I (we) also agree that:

- I am eligible for life insurance if I am presently under age 72 and my loan is repayable within the maximum loan repayment period shown above.
- If joint life insurance is selected, we are eligible if the older applicant is presently under age 72 and our loan is repayable within the maximum loan repayment period shown above. We must be jointly and individually liable under the loan. Co-signers or guarantors are not eligible for insurance.
- I am eligible for disability insurance if I am presently under age 67 and my loan is repayable within the maximum loan repayment period shown above. I also must be presently working outside the home for wages or profit for 30 hours or more per week and have been so working for 30 days or more immediately prior to this date.
- A person signing this application as co-applicant is not eligible for disability insurance.

The following question must be answered to determine my (our) eligibility for insurance:

APPLICANT	CO-APPLICANT
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

During the last two years, have you been advised of or treated for: cancer, heart attack or coronary artery disease, stroke, cirrhosis, or Acquired Immune Deficiency Syndrome (AIDS), or had any test showing evidence of antibodies to the AIDS virus (a positive HIV test)?

My (our) answer to the above question is true to the best of my (our) knowledge and belief. If my co-applicant or I answer "Yes" to this question, we understand that the person answering "Yes" is not eligible for insurance and will not be insured.

The effective date of my (our) insurance will be the date of this application, the date the eligible loan is disbursed, or the date the note evidencing the loan is signed, whichever date is later.

NOTICE: Any person who, with intent to defraud or knowing that he/she is facilitating a fraud against the insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud. The commission of insurance fraud may subject such person to criminal and/or civil penalties. Any insurance company or agent of an insurance company who knowingly attempts to defraud a policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Division of Insurance.

COVERAGE REQUESTED	<input type="checkbox"/> Yes <input type="checkbox"/> No	Single Life: Total Cost	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Joint Life: Total Cost	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Credit Disability: Total Cost
[REDACTED]		\$ 1,236.79		[REDACTED]		
[REDACTED]	DATE	11/28/2012	[REDACTED]	DATE	11/28/2012	

Kia will notify owners, and dealers will replace the pinion plug with a new pinion plug which has properly applied thread-locking adhesive, free of charge. The recall is expected to begin in July 2014.

Posted in [Recalls](#) | Tagged [kia](#), [recall](#), [sonic 2014](#), [steering](#) | [1 Comment](#) |

HYUNDAI MOTOR CORP. AND KIA MOTORS SETTLED A CLASS-ACTION LAWSUIT ALLEGING GAS MILEAGE RATINGS WERE OVERSTATED FOR \$395 MILLION

Posted on [January 4, 2014](#)

After an investigation by the Environmental Protection Agency, Hyundai and Kia Motors agreed to restate expected gas mileage in November 2012 for 1.1 million vehicles in North America. The automakers admitted they overstated mileage claims on vehicle window stickers for 900,000 vehicles in the United States. The settlement impacts about 600,000 of Hyundai's 2011-13 models and about 300,000 of Kia's 2011-13 models in the U.S.

Hyundai and Kia agreed to provide a lifetime reimbursement program to cover additional fuel costs associated with the rating change — plus a 15 percent premium in acknowledgment of the inconvenience to customers. Owners and drivers leasing vehicles are compensated based on their actual mileage and the fuel costs for the region in which they live; they must go to a dealership to have their odometers read.

The 2012 restatement reduced Hyundai-Kia's fleetwide average fuel economy from 27 to 26 mpg for the 2012 model year. Individual ratings, depending on the car, will fall from 1 mpg to 6 mpg. Most vehicles saw combined city-highway efficiency drop by 1 mpg.

The global settlement will resolve more than 50 lawsuits filed across the country to address the issue.

The proposed cash amount, which varies by vehicle model and ownership type, will result in an average payment of \$353 to Hyundai owners and lessees. For Kia owners, the proposed average cash lump-sum amount will be about \$667.

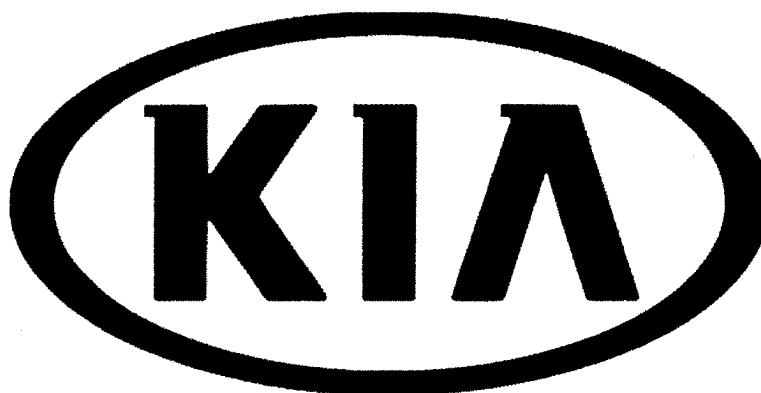
Hyundai and Kia owners can also elect other options such as a dealership credit of 150 percent of the lump sum amount, or a credit of 200 percent of the cash amount toward the purchase of a new Kia or Hyundai.

Additional information about the settlement can be found at [hyundaimpginfo.com](#) or [www.kiampginfo.com](#).

Posted in [Settled Cases](#) | Tagged [class action](#), [hyundai](#), [kia](#), [lawsuit](#), [mileage](#), [odometer](#), [settlement](#) | [2 Comments](#) |

KIA NAMED IN CLASS ACTION OVER FIRST GENERATION (2002–2009) EQUIPPED WITH A HYUNDAI-MANUFACTURED 3.5L 24-VALVE DOHC V6 ENGINE

Posted on [January 15, 2013](#)



This class action lawsuit on behalf of a class of all current and former owners and lessees of certain Kia Sorento, model year First generation (2002–2009) equipped with a Hyundai-manufactured 3.5L 24-valve DOHC V6 engine. It is alleged here that these engines were designed with a defective engine crank sprocket and balancer, in that the design of the balancer sticks out too far and weighs too much, breaking off the spring guide Pin and causing the front pulley bolt to break, which then causes catastrophic engine failure, loss of power steering, loss of the charging system, loss of the cooling system and loss of control of the vehicle, and is a hazard to owners and other individuals who may be in harms way.



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TAG ARCHIVES: KIA

KIA MOTORS AMERICA RECALLS SORENTO VEHICLES I IMPROPER INSTALLATION OF PEDAL ASSEMBLY

Posted on [March 9, 2015](#)

Kia Motors America is recalling certain model year 2015 Sorento vehicles manufactured October 27, 2014, to January 17, 2014. In the affected vehicles, an improperly soldered component in the accelerator pedal assembly, the driver may not be able to accelerate the vehicle.

If the vehicle is unable to be accelerated, there is an increased risk of a crash.

Approximately 12,361 vehicles are affected by the recall

Kia will notify owners, and dealers will replace the accelerator assembly, free of charge. The recall began on February 19, 2015.

Posted in [Recalls](#) | Tagged [kia](#), [lawsuit](#), [pedal assembly](#), [recall](#) | [Leave a comment](#)

KIA MOTORS RECALLS 2014 KIA FORTE VEHICLES OVER PROBLEMS WITH THE COOLING FAN RESISTOR

Posted on [February 4, 2015](#)

Kia Motors America is recalling certain model year 2014 Kia Forte vehicles manufactured December 5, 2012, to April 17, 2014. In the affected vehicles, the cooling fan resistor may overheat and melt.

If the cooling fan resistor -over-heats and melts, there is an increased risk of a vehicle fire.

Approximately 86,880 vehicles are affected by the recall

Kia will notify owners, and for vehicles produced from December 5, 2012 to January 27, 2014, dealers will replace the cooling fan resistor and multi-fuse unit. For vehicles produced from January 28, 2014 to April 17, 2014, dealers will replace the multi-fuse unit only. Owners of vehicles with a 1.8L engine will also have the engine control unit software updated. The recall is expected to begin February 24, 2015.

Posted in [Recalls](#) | Tagged [2014](#), [class action](#), [cooling fan](#), [fire](#), [forte](#), [kia](#), [lawsuit](#), [melt](#), [over heat](#), [recall](#) | [1 Comment](#)

KIA RECALLS 2014 KIA SOUL VEHICLES OVER POTENTIAL LOSS OF STEERING

Posted on [July 22, 2014](#)

Kia Motors Corporation is recalling certain model year 2014 Kia Soul vehicles manufactured July 21, 2013, through January 17, 2014. In the affected vehicles, the plug that secures the pinion gear to the steering gear assembly may loosen due to an improper application of thread-locking adhesive during the assembly process.

As a result, the pinion gear can separate from the steering gear assembly, causing a loss of steering, thereby increasing the risk of a crash.

51,641 vehicles are affected by the recall.

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Securitas Security Services — Securitas Security Services named in class action alleging violations of California labor laws

As alleged, through a common and uniform course of conduct, the Defendants' knowing failure, despite their longstanding knowledge of the problem, to disclose to Plaintiffs and other consumers that Kia Sorento (2002-2009) vehicles (collectively, the "Class vehicles") are predisposed to snap the front pulley bolt resulting in the ejection of the front pulley, which then sets off a chain reaction of shredding all the belts attached to it including the power steering, battery charging system, and cooling system. All resulting in severe heat buildup, loss of steering control while being driven, loss of power while being driven, hazardous accident potential and engine failure, and metal debris, resulting in serious and expensive damage to, and/or catastrophic failure of the engine within the Class vehicles (collectively, the "front pulley balancer bolt problem"). Not only did Kia actively conceal the material fact that this particular component is defectively designed (and requires costly repairs to fix), but it also did not reveal that the existence of this defect would diminish the intrinsic resale value of the vehicle. Furthermore, through a common and uniform course of conduct, Defendants have failed to honor both federally mandated and voluntarily offered warranties that would have required them to repair or correct, at no cost to the consuming public, the nonconforming and/or defective vehicle(s).

The complaint alleges that Defendants have been aware for years of the true nature and cause of the front pulley balancer bolt problem in class vehicles. Meanwhile, Defendants made numerous affirmative statements touting the high-quality and reliability of the Class vehicles.

As a result of the front pulley balancer bolt problem and defective vehicle design, Defendants have benefited from collecting funds from Kia customers for vehicle service procedures such as unnecessary front pulley balancer bolt replacements, computer reprogramming and software updates, and troubleshooting and diagnosing front pulley balancer bolt complaints, when in fact, Defendants knew the true cause of such front pulley balancer bolt problems within the Class vehicles were the defective vehicle design.

Many owners and leasees of the Class vehicles have had to repair or replace their, front pulley balancer bolts multiple times, thereby incorporating costly front pulley balancer bolt repairs and/or replacements as needed to return their vehicles to expected operating condition.

[KIA 1-1-13](#)

Posted in [Filed Cases](#) | Tagged [class action](#), [defect](#), [first generation](#), [kia](#), [lawsuit](#) | [227 Comments](#) |

KIA MOTORS AND HYUNDAI MOTORS NAMED IN CLASS ACTION OVER MISCALCULATING STANDARD MILE PER GALLON USAGE ON AUTOMOBILES

Posted on [November 16, 2012](#)

Kia Motors and Hyundai Motors ("Defendants") market and sell numerous models of vehicles in the United States, including the following 2011 through 2013 models: 2013 Hyundai Accent, Azera, Elantra, Genesis, Santa Fe, Tucson and Veloster; 2013 Kia Rio, Sorento, Soul and Sportage; 2012 Hyundai Accent, Azera, Elantra, Genesis, Sonata, Tucson and Veloster; 2012 Kia Optima hybrid, Rio, Sorento, Soul and Sportage; 2011 Hyundai Elantra and Sonata hybrid; and 2011 Kia Optima hybrid (the "Subject Vehicles").

Over the past two years, Defendants have uniformly represented in product advertising that each of the Subject Vehicles will obtain a standard mile per gallon range. However, based on a federal government investigation spawned by many consumer complaints, both Defendants have recently admitted that the calculations for these ranges were miscalculated and uniformly wrong. This is material to consumers, since as stated by Gina McCarthy of the U.S. Environmental Protection Agency ("EPA"): "Consumers rely on the window sticker to help make informed choices about the cars they buy."

According to the EPA, this is not a situation where the company complied with EPA testing procedures in accordance with regulations promulgated by the government, but rather admittedly failed to comply with such procedures and regulations. This action does not seek to alter or amend Defendants obligations for providing correct mileage calculation statements, which Defendants admittedly did not do. These representations were made in the Subject Vehicles' advertising, including brochures, billboards, and publicly disseminated commercials.

As alleged in the complaint, Defendants engaged in an extensive advertising campaign emanating from California and taking place throughout the United States and Canada. Part of the goal of this advertising campaign was to convince consumers that many Subject Vehicles achieved gas mileage in the 40 mile per gallon range, which is a very important threshold for marketing purposes. While the differences vary, in almost all the circumstances in question as a result of the downward adjustment the vehicles will not reach that level — a fact that was and is material to Plaintiff and the reasonable consumer who purchased or leased at least one of the Subject Vehicles.

Because of this deceptive advertising campaign, and the claims made therein, Defendants have charged a price premium for the Subject Vehicles and/or increased demand therefor. While Defendants have attempted to address this admitted problem by offering consumers debit cards, they either know or reasonably should know what they are offering will not reimburse consumers for their actual out of pocket losses as the debit card is only for certain mileage differences, requires them to visit their car dealer for "verification" purposes, is not in cash such that they can count on the entire amount not being used, and fails to provide compensation for the fact that many consumers, such as Plaintiff, would not have bought or leased these vehicles at the prices they did if the true facts had been timely disclosed.

This action is brought by Plaintiff on behalf of a class comprising all similarly situated consumers who purchased or leased one or more of the Subject Vehicles other than for resale or distribution and seeks to halt the use of a "refund" program that does not fully compensate consumers for their losses and does not operate as a release of claims, or at a minimum ensures it is an offset against actual losses, as well as to correct the misperception that such false and deceptive advertising has created in the minds of consumers and obtain full redress for those who purchased or leased one or more Subject Vehicles.

Posted in [Filed Cases](#) | Tagged [Azera](#), [class action](#), [Elantra](#), [Genesis](#), [hyundai](#), including the following 2011 through 2013 models: [2013 Hvundai Accent](#), [kia](#), [Kia Motors](#) and [Hyundai Motors \("Defendants"\)](#) market and sell numerous models of vehicles in the United States, lawsuit, mileage, [Rio](#), [Santa Fe](#), [Sonata](#), [Sorento](#), [Soul](#) and [Sportage](#); [2011Hvundai Elantra](#) and [Sonata hybrid](#); and [2011 Kia Optima hybrid](#), [Soul](#) and [Sportage](#); [2012 Hvundai Accent](#), [Tucson](#) and [Veloster](#); [2012 Kia Optima hybrid](#), [Tucson](#) and [Veloster](#); [2013 Kia Rio](#) | [5 Comments](#) |

* First Generation - 3.5L 24 Valve DOHC V6-Engine
 (See class action lawsuit filed on 12/31/12)

CARFAX[®] Vehicle History Report[™]

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Vehicle Information:
 2013 KIA SORENTO SX
 VIN: 5XYKWDA22DG [redacted]
 4 DOOR WAGON/SPORT UTILITY
 3.5L V6 FI DOHC 24V J*
 ALL WHEEL DRIVE
 Standard Equipment | Safety Options

CARFAX Report Provided By:
 State of New Mexico Attorney General's Office
 407 Galisteo St
 Santa Fe, NM 87501
 575-526-2280

- No accident / damage reported to CARFAX
- CARFAX 1-Owner vehicle
- At least 1 open recall
- Personal vehicle
- 102 Last reported odometer reading
- Worth \$220 more than retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 11/24/15 at 6:08:55 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Price Calculator[™]

Adjust the value of this 2013 Kia Sorento SX based on the information available in this report

1) Retail Book Value	2) CARFAX Price Adjustment [™]	3) Adjusted Retail Value
<div style="border: 1px solid gray; padding: 5px; display: flex; align-items: center; justify-content: center;"> \$ 0 </div> <p style="font-size: x-small; margin-top: 5px;">Enter retail book value here</p>	<div style="font-size: 3em; margin-bottom: 10px;">+</div> <div style="font-size: 2em; margin-bottom: 10px;">\$220</div> <p style="font-size: x-small; margin-top: 5px;">Above retail book value</p>	<div style="border: 1px solid gray; padding: 5px; display: flex; align-items: center; justify-content: center;"> = </div> <p style="font-size: x-small; margin-top: 5px;">Begin by entering the retail book value</p>
<p style="font-size: x-small; margin: 0;">Start by entering the retail book value from a pricing guide website.</p>	<p style="font-size: x-small; margin: 0;">This vehicle is worth more than average, based on information in this report.</p>	<p style="font-size: x-small; margin: 0;">Compare adjusted retail value to seller's asking price when making your decision.</p>

Ownership History	
The number of owners is estimated	Owner 1
Year purchased	2012
Type of owner	Personal
Estimated length of ownership	3 years
Owned in the following states/provinces	New Mexico
Estimated miles driven per year	---
Last reported odometer reading	102

Owner 1

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Kia Sorento Prone To Catastrophic Engine Failure, Class Says

By **Gavin Broady**

Law360, New York (January 3, 2013, 7:02 PM ET) -- A class of consumers hit [Kia Motors](#) with a suit in New Jersey on Tuesday claiming it knowingly concealed that its first generation Sorento crossover was manufactured with defective engine parts that can cause catastrophic engine failure and a potential hazard to drivers.

The suit, brought by a trio of plaintiffs on behalf of a nationwide class, asserts that Sorentos manufactured between model years 2002-09 contain a defective engine crank sprocket, which can result in a catastrophic chain reaction that causes severe heat buildup, the release of debris, loss of steering control, engine failure and hazardous accident potential, according to the complaint.

“Not only did Kia actively conceal the material fact that this particular component is defectively designed (and requires costly repairs to fix), but it also did not reveal that the existence of this defect would diminish the intrinsic resale value of the vehicle,” the complaint said.

The plaintiffs are suing on behalf of all consumers who purchased or leased the first generation Sorento, claiming violations of express and implied warranty, the Magnuson-Moss Warranty Act and, on behalf of the New Jersey class, the New Jersey Consumer Fraud Act.

Although Kia has been aware of the alleged defect for years, as evidenced by numerous online complaints, it has withheld this information from consumers while making numerous statements affirming the quality and reliability of the Sorento, according to the complaint.

The plaintiffs specifically allege a defective sprocket predisposes the front pulley bolt to snap and eject the pulley from the engine, shredding all belts attached to it (including the power steering, battery charging system and cooling system) and creating a threat to drivers, the occupants of other vehicles and the public in general.

When customers whose Sorentos are still under warranty sought repairs related to the purported defect from Kia, the company did no more than temporarily repair the damaged parts or replace them with similarly defective components, according to the complaint.

Furthermore, the class claims Kia has profited from the alleged problem by performing unnecessary replacements, computer reprogramming and software updates and troubleshooting despite knowing the true cause of the problem, according to the complaint.

The plaintiffs claim Kia's "scheme of false and misleading advertising and marketing" has caused tens of thousands of consumers to purchase the vehicles when they might have otherwise paid less or not bought Sorentos at all had they been aware of the alleged defect.

The plaintiffs also claim that any applicable statutes of limitation should be tolled as a result of the deception, as class members could not possibly have discovered the widespread defective nature of the vehicles until recently.

This is the second time in less than a month that Kia has been hit with a class action in which it is accused of misleading consumers. On Dec. 4, the automaker was targeted in a nationwide suit alleging that it defrauded consumers by overstating the fuel efficiency of five of its top car models, including the Sorento.

Representatives for the parties did not immediately respond to a request for comment Thursday.

The plaintiffs are represented by the Law Office of Schmucl Klein PC.

Counsel information for the defendants was not immediately available.

The case is [REDACTED] et al v. Kia Motors America Inc. et al, case number [REDACTED] in the U.S. district Court for the District of New Jersey.

--Editing by Chris Yates.

Related Articles

- [Kia Set to Recall 377K Sorentos Over Roll-Away Risks](#)
- [Kia Could Face Recall In Sorento Engine Failure Suit](#)
- [Kia Keys Claims It Hid Door Lock Defect In Optimas](#)

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- [Product Liability](#)

Case Information

Case Title

 et al v. KIA MOTORS AMERICA INC. et al

Case Number



Court

New Jersey

Nature of Suit

Personal Inj. Prod. Liability

Judge

[Esther Salas](#)

Date Filed

December 31, 2012

Companies

- [Kia Motors](#)

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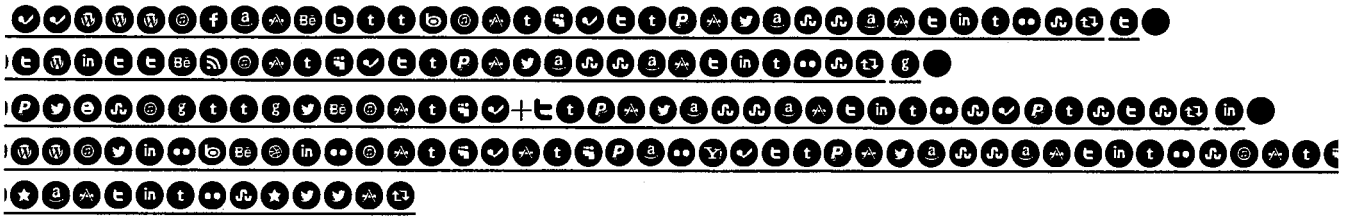
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START A CLASS ACTION

Kia Sorento Engine Defect Class Action Lawsuit (http: [redacted])

By Sarah Miranda
January 8, 2013



The Kia Sorento is prone to catastrophic engine failure, according to a class action lawsuit filed in New Jersey.

Plaintiffs allege in the Kia Sorento class action lawsuit that Kia Motors knowingly concealed that its 2002-2009 Sorento crossovers were manufactured with a defective engine part called the crank sprocket. This alleged engine defect leads to a catastrophic chain of events that starts with severe heat buildup, the release of debris, and then leads to loss of steering control, engine failure and the potential for a hazardous accident, according to the class action lawsuit.

"Not only did Kia actively conceal the material fact that this particular component is defectively designed (and requires costly repairs to fix), but it also did not reveal that the existence of this defect would diminish the intrinsic resale value of the vehicle," plaintiffs say in the Kia Sorento class action lawsuit.

The plaintiffs allege Kia has known about the Sorento engine defect for years, as evidenced by numerous online complaints, but has withheld this information from consumers while making numerous statements about the quality and reliability of the Sorento. As a result, Kia's "scheme of false and misleading advertising and marketing" has caused tens of thousands of consumers to purchase a Sorento over another vehicle without the alleged defect.

When Sorento owners with vehicles still under warranty sought repairs related to the engine defect, Kia only temporarily repaired the damaged parts or replaced them with similarly defective components, the class action lawsuit continues.

Furthermore, the class action lawsuit accuses Kia of profiting from the alleged Sorento engine defect by performing unnecessary replacements, computer reprogramming and software updates despite knowing the true cause of the problem.

The Kia Sorento class action lawsuit is brought on behalf of a nationwide class of consumers that purchased or leased the first generation Sorento. It is seeking damages, injunctive relief - including a recall to repair the alleged defect - and more for alleged breach of warranties, breach of contract, negligence and violations of the Magnuson-Moss Warranty Act and the New Jersey Consumer Fraud Act.

POPULAR SETTLEMENTS



The Kia Sorento Engine Defect Class Action Lawsuit case is [REDACTED] et al v. Kia Motors America Inc. et al., Case No [REDACTED] U.S. district Court for the District of New Jersey.

The plaintiffs are represented by the Law Office of Schmucl Klein PC.

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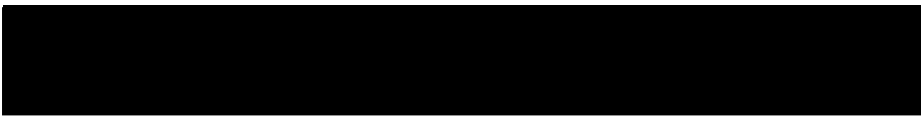
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ATTORNEY ADVERTISING



146 Comments



[REDACTED]

January 14, 2013

I had to put over 2000 dollars in engine work

[REDACTED]



[REDACTED]

December 6, 2014

I have a 2006 kia sorento The first day I brought it home it wouldn't start had ignition problems. A crank shaft sensor went wrong and many other sensors gone wrong costing us \$3,000.00. many tail globes blown. while fixing sensors broke top on radiator which cost me \$300. A compressor for airconditioning replaced because of the breakdown. Another fault with engine sensor coming on all the time. No other faults as yet but I am sure there will be many. I will never buy another KIA. Let me know what you think of all this. Regards [REDACTED]
 Eagle Point Victoria Australia.

[REDACTED]

ACTIVE INVESTIGATIONS



[Asbestos Lung Cancer Class Action Lawsuit Investigation \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/35195-asbestos-cancer-class-action-lawsuit-investigation-2/\)](#)

[Baby Powder Danger: Johnson's Baby Powder Car Shower to Shower Class Action Lawsuit Investigation \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/18721-baby-powder-da-johnsons-baby-powder-cancer-shower-shower-cl-action-lawsuit-investigation/\)](#)

[Bair Hugger Deep Joint Infection Class Action Law Investigation \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/70473-bair-hugger-dee-joint-infection-class-action-lawsuit-investigation/\)](#)



[Benicar Diarrhea & Celiac Symptoms Class Action Lawsuit Investigation \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/36043-benicar-diarrhe-celiac-symptoms-class-action-lawsuit-investigat\)](#)



[Biomet Hip Replacement Class Action Lawsuit Set Investigation \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/2626-biomet-m2a-mac-metal-hip-implant-class-action-lawsuit-settlement-investigation/\)](#)



[Birth Control Lawsuit: Pseudotumor Cerebri, Intracranial Hypertension Class Action Investigation \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/41828-birth-control-law-pseudotumor-cerebri-intracranial-hypertension-investigation/\)](#)

[California Bad Faith Insurance Claim Denial Laws Investigation \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/254516-california-bad-f-insurance-claim-denial-lawsuit-investigation/\)](#)



[California Labor Law: Unpaid Overtime, Minimum Missed Breaks Class Action Lawsuit Investigation \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/40907-california-labor-class-action-lawsuit/\)](#)



[Credit Union Overdraft Fees Class Action Lawsuit Investigation \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/62084-credit-union-overdraft-fees-class-action-lawsuit-investigation/\)](#)

[Cymbalta Withdrawal Side Effects Class Action L Investigation \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/40648-cymbalta-with-side-effects-class-action-lawsuit-investigation/\)](#)



[Debit/Credit Card Receipt Class Action Lawsuit Investigation \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/55865-facta-debitcredi-receipt-class-action-lawsuit-investigation/\)](#)



[Depakote Birth Defects Class Action Lawsuit Inve \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/51030-depakote-birth-defects-class-action-lawsuit-investigation/\)](#)



[Diabetes Medication Side Effects: Kidney Failure, Ketoacidosis, Heart Attack, Bone Fractures Class A Lawsuit Investigation \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/57436-diabetes-medic-side-effects-kidney-failure-ketoacidosis-class-acti-lawsuit-investigation/\)](#)



[Dilantin, Phenytoin Cerebral Atrophy Class Action Investigation \(http://topclassactions.com/lawsuit-settlements/lawsuit-news/214966-dilantin-phenyl-cerebellar-atrophy-class-action-lawsuit-investigat\)](#)



[Disability Insurance Claims: Unum/UnumProviden Disability Insurance Claim Denial Class Action L Investigation](#)

HIGH OIL CONSUMPTION IN SOME NEW VEHICLES

Oil burning can also occur if the cylinders in a newly rebuilt engine are not honed properly (too rough, too smooth, wrong crosshatch), or if the piston rings never fully seat. Auto makers plateau hone the cylinders so the rings will seat quickly. Plateau honing shaves the sharp peaks off the scratches in the cylinder wall after the initial honing so the finish will be similar to a broken-in cylinder. If the honing process is not done correctly, the rings may never seat. This is especially important on engines with aluminum alloy cylinders or hard coated(Nikasil) cylinders.

Also, many late model engines are factory-filled with low viscosity synthetic oil (5W-20, 0W-20, 0W-40, etc.) to reduce friction and improve fuel economy. Low viscosity oil is thinner so it can leak past rings and valve guide seals easier than heavier viscosity oils. Synthetic oil is a great lubricant for all types of driving but it is NOT a good break-in oil - especially if the cylinders were not honed properly.

Most aftermarket engine builders break-in new engines with a conventional non-detergent SAE 30W or 10W-30 motor oil or a special break-in oil. Once the piston rings have seated (a process that can take 45 minutes to an hour or more on a dyno, or several hundred miles of normal driving if the engine is broken-in in the vehicle), the break-in oil is drained and the engine is refilled with what ever oil will be used for normal driving (conventional or synthetic).

Excessive oil consumption in a new engine can also be caused by assembly mistakes. The piston rings may not seat or seal properly if the rings are installed upside down, twisted into the piston ring grooves (which will bend and distort the rings), or the installed ring end gaps are too large or are not staggered to reduce blowby.

There's no easy fix for improperly honed cylinders or incorrectly installed rings other than to rebuild or replace the engine - an expensive fix that most car manufacturers want to avoid. So if your new car dealer tells you high oil consumption is "normal," they are full of !@#\$A late model engine that has been honed and assembled correctly should use less than a half a quart of oil between normal oil changes (and that includes engines that specify oil changes every 5,000 to 7,500 miles!).

.org

> Hyundai and Kia

Consumer Fraud

Hyundai, Kia Class Action

Important Information

[REDACTED] is no longer reviewing claims for this case. The information here is for reference only.

Up-to-date information and resources can be found [here \(/list-of-lawsuits\)](#).

THIS ALERT AFFECTS:

Consumers who purchased or leased certain 2011, 2012 and 2013 model year cars manufactured by Hyundai or Kia.

Damages

Hyundai and Kia admitted that they overstated the estimated fuel economy of these vehicles in an alleged attempt to persuade consumers into buying the vehicles.

Company(ies)

Hyundai Motor America, Kia Motors Corp.

Date

The car makers claim that procedural errors led to inaccurate fuel ratings for approximately 35% of the 2011 to 2013 sold through October 2012.

Consumers who purchased or leased certain 2011, 2012 or 2013 Hyundai or Kia cars may have legal recourse. It has been alleged that the car makers overstated the fuel economy of these vehicles in an attempt to persuade consumers into buying the cars. Currently, three putative class action lawsuits have been filed against the Korean automakers over inaccurate fuel efficiency claims, including one case which seeks \$775 million in damages.

Which Models are Affected?

Hyundai and Kia have acknowledged that the following vehicles have inaccurate fuel economy rating labels:

Hyundai

2011, 2012, 2013 Elantra

2011, 2012 Sonata HEV

2012, 2013 Accent

2012, 2013 Azera

2012 Genesis

2012 Tucson

2012, 2013 Tucson 4WD

2012 Veloster

2013 Elantra Coupe

2013 Elantra GT

2013 Genesis

Kia

2011, 2012 Optima HEV

2012 Rio

2012 Sorento

2012, 2013 Soul

2012 Soul ECO

2012 Sportage

2013 Rio

2013 Sorento

2013 Soul ECO

2013 Sportage



Recalls

1 Result(s)

Investigations

2 Result(s)

Complaints

137 Result(s)

Service Bulletins

6 Result(s)

Service Bulletin No.: 047

Component(s): PARKING BRAKE

NHTSA ID Number: 10058121

All Products Associated with this Service Bulletin ▼

Details ▲

0 Associated Documents

Manufacturer: Kia Motors America

SUMMARY:

KIA 2011-2016 MY SPORTAGE - THE PROCEDURE FOR REPLACEMENT OF THE HYDRAULIC ACTUATOR ON CERTAIN ALL-WHEEL DRIVE EQUIPPED SPORTAGE VEHICLES WILL EXHIBIT AN INOPERATIVE AWD SYSTEM WITH MALFUNCTION INDICATOR LAMP *LJ

Service Bulletin No.: 077

Component(s): VISIBILITY

NHTSA ID Number: 10057239

All Products Associated with this Service Bulletin ▼

Details ▲

0 Associated Documents

Manufacturer: Kia Motors America

SUMMARY:

KIA OPTIMA /SORENTO: 2012-2014 REAR VIEW CAMERA REQUIRES REPLACEMENT ON SPECIFIC MODELS. *LJ

Service Bulletin No.: TSB-026

Component(s): FUEL SYSTEM, GASOLINE

NHTSA ID Number: 10054197

All Products Associated with this Service Bulletin ▼

Details ▲

0 Associated Documents

Manufacturer: Kia Motors America

SUMMARY:

KIA: A MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATES WITH ELECTRONIC CONTROL MODULE (ECM) SYSTEM AND TO CORRECT CONCERN, HIGH PRESSURE FUEL PUMP, FUEL DELIVERY PIPE AND MOUNTING BOLTS WOULD BE REPLACED, IF NECESSARY. MODEL 2011-2014 OPTIMA SPORTAGE, SORENTO CADENZA. *PE

TSB-133

ELECTRICAL SYSTEM, ENGINE

NHTSA ID Number: 10053737

All Products Associated with this Service Bulletin ▼

Details ▲

0 Associated Documents

 Manufacturer: Kia Motors America
SUMMARY:

KIA: INFORMATION REGARDING VEHICLES EXPERIENCING MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATING WITH ELECTRONIC CONTROL MODULE (ECM) SYSTEM WHICH NEEDS TO HAVE SOFTWARE UPGRADED TO CORRECT OR PREVENT THIS CONDITION. MODELS 2011-2013 SORENTO 2011-2012 AND 2014 SEDONA. *PE UPDATED 2/25/14 *PE

Service Bulletin No.: TSB-139

NHTSA ID Number: 10053711

Component(s): ENGINE

All Products Associated with this Service Bulletin ▼

Details ▲

0 Associated Documents

 Manufacturer: Kia Motors America
SUMMARY:

KIA: AFTER ENGINE HAS STARTED, WOULD HAVE A MALFUNCTION INDICATOR LAMP (MIL), CAUSED BY AN INOPERATIVE VCM ACTUATOR ON SOME VEHICLES, OR AN INOPERATIVE VALVE LINKAGE IN THE INTAKE MANIFOLD ASSEMBLY. MODELS 2011-2013 SORENTO *PE

Service Bulletin No.: PS-271

NHTSA ID Number: 10053707

Component(s): ENGINE

All Products Associated with this Service Bulletin ▼

Details ▲

0 Associated Documents

 Manufacturer: Kia Motors America
SUMMARY:

KIA: A REPLACEMENT PROCEDURE IS IN PLACE FOR VARIABLE CHARGE MOTION ACTUATOR (VCMA) ON SOME VEHICLES THAT ARE EXPERIENCING ILLUMINATION MALFUNCTION INDICATOR LAMP (MIL) AND CONCERNS ABOUT DRIVABILITY. MODELS 2011-2013 SORENTO *PE

Service Bulletin No.: TSB-129

NHTSA ID Number: 10052608

Component(s): ENGINE

All Products Associated with this Service Bulletin ▼

Details ▲

0 Associated Documents

 Manufacturer: Kia Motors America
SUMMARY:

KIA: SOME VEHICLES MAY EXPERIENCE AN ILLUMINATED MALFUNCTION INDICATOR LAMP. THE ETC ACTUATOR MAY NEED TO BE REPLACED. *JS

Service Bulletin No.: PS-211

NHTSA ID Number: 10044560

Component(s): ENGINE

All Products Associated with this Service Bulletin ▼

Details ▲

0 Associated Documents

 Manufacturer: Kia Motors America
SUMMARY:

KIA: DUE TO DESIGN OF DRAIN HOLES IN VALLEY OF LAMBDA V6 ENGINES A MISDIAGNOSE OF A POSSIBLE OIL LEAK SOURCE IN REAR MAIN SEAL OR OIL PAN, WHEN ACTUAL LEAKS COMING FROM ENGINE VALLEY OIL FILTER HOUSING, OIL PRESSURE SWITCH, AND/OR GASKETS *PE

Recalls

1 Result(s)

Investigations

2 Result(s)

Complaints

137 Result(s)

Service Bulletins

8 Result(s)

Date Complaint Filed: 12/04/2015
 Component(s): ELECTRICAL SYSTEM
 Consumer Location: ONA, WV

Date of Incident: 11/25/2015
 NHTSA ID Number: 10808477

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: Yes Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKTD62DG...

SUMMARY:

TL- THE CONTACT OWNS A 2013 KIA SORENTO THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS THE VEHICLE CAUGHT ON FIRE THE CONTACT STATED THAT THE VEHICLE WAS PULLED OVER AND THE VEHICLES OCCUPANTS WERE EVACUATED THE CONTACT STATED THAT A FIRE REPORT WAS FILED FOR THE INCIDENT. THE FIRE WAS EXTINGUISHED BY THE FIRE DEPARTMENT. THE CONTACT STATED THAT NO INJURIES WERE SUSTAINED AS A RESULT OF THE FIRE THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DEEMED TOTALED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE THE FAILURE MILEAGE WAS 52,307. WH

Date Complaint Filed: 11/29/2015
 Component(s): SERVICE BRAKES
 Consumer Location: LILBURN GA

Date of Incident: 10/12/2015
 NHTSA ID Number: 10807346

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKT4A1XDG...

SUMMARY:

WHEN I TOOK MY 2013 KIA SORENTO TO RICK CASE KIA (DULUTH GA) FOR SCHEDULED MAINTENANCE IN DEC 2014, I WAS ADVISED THAT THE CAR NEEDED ALIGNMENT AND BRAKE FLUID FLUSHING. I DECLINED BOTH SERVICES AND HAD ONLY THE SCHEDULED MAINTENANCE WORK DONE. WHEN I RETURNED TO THE SAME DEALER ON 10/12/15, I WAS TOLD I NO LONGER NEEDED THE PREVIOUSLY RECOMMENDED ALIGNMENT AND THAT THE BRAKE FLUID WAS OKAY. WHILE I WAS INITIALLY RELIEVED THAT I WAS LONGER HAD TO PAY HUNDREDS OF DOLLARS IN UNNECESSARY EXPENSES, I AM CURRENTLY WORRIED ABOUT THE SAFETY IMPLICATIONS OF THE ACCURACY OF YOUR CAR INSPECTION AND RECOMMENDED FIXES. I REALLY DON'T KNOW IF IT WAS THE INITIAL. OR THE LAST EVALUATION THAT WAS ACCURATE MOREOVER, I AM YET TO GET ANY REPLY TO ALL MY NUMEROUS EMAILS, MESSAGES AND LETTERS TO RICK CASE KIA AND KIA CONSUMER ASSISTANCE CENTER.

Date Complaint Filed: 11/02/2015
 Component(s): ELECTRICAL SYSTEM , EXTERIOR LIGHTING VISIBILITY/WIPER
 Consumer Location: KNOXVILLE, TN

Date of Incident: 10/30/2015
 NHTSA ID Number: 10787877

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: Yes Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKTD69DG.

SUMMARY:

I TOOK THE VEHICLE TO A NON DEALER LOCATION TO BE INSPECTED AFTER HAVING MULTIPLE ISSUES WITH THE HEADLAMP ASSEMBLY BEING FAULTY. UPON INSPECTION I WAS NOTIFIED BY THE MECHANIC ON DUTY THAT THE WIRING ASSEMBLY WAS ACTUALLY MELTING. A MANUFACTURERS DEFECT. BECAUSE THIS BEING A FIRE HAZARD HE WAS UNABLE TO REPLACE THE BULBS FOR ME AND SAID HE FELT THE VEHICLE WAS UNSAFE TO DRIVE BECAUSE IT WOULD PLACE MYSELF, MY FAMILY AND OTHERS ON THE HIGHWAY AT RISK. HE PROCEEDED TO SHOW ME THE PROBLEM THIS PROBLEM HAS RESULTED IN MY HAVING TO REPLACE THE BULBS FIVE TIMES IN THE PAST ON THE DRIVERS SIDE AND AT LEAST TWICE ON THE PASSENGER SIDE. THE DEALER HAD TO REPLACE THE WIRING ASSEMBLY ON THE PASSENGER SIDE DUE TO THE SAME PROBLEM. HAVE ALSO PROVIDED A PICTURE OF THE REPAIR NOTE OF THE PROBLEM ON THE OPPOSITE SIDE OF THE VEHICLE. ALSO PROVIDING A CLIP SHOWING THAT ACCORDING TO THEIR INSPECTION MY LIGHTS WERE IN WORKING ORDER WHEN IN ACTUALITY THEY WERE NOT. LASTLY NOTING SEVERAL ELECTRICAL ISSUES REMAIN IN ADDITION TO HAVING TO REPLACE THE BATTERY AS IT IS BEING CONTINUALLY DRAWN FROM DUE TO THESE ISSUES

Date Complaint Filed: 10/09/2015
 Component(s): STRUCTURE
 Consumer Location: Unknown

Date of Incident: 10/05/2015
 NHTSA ID Number: 10781056

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT THE REAR PASSENGER DOOR HANDLE DETACHED FROM THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS UNAVAILABLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 79,800.

Date Complaint Filed: 10/02/2015
 Component(s): POWER TRAIN
 Consumer Location: NASHUA, NH

Date of Incident: 11/01/2014
 NHTSA ID Number: 10779189

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO. WHILE DRIVING AT APPROXIMATELY 45 MPH, THE ACCELERATOR PEDAL WAS DEPRESSED AND THE ENGINE STALLED. AN UNKNOWN WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS SHIFTED INTO PARK AND THE IGNITION WAS TURNED TO THE OFF POSITION AND BACK TO THE ON POSITION IN ORDER FOR THE VEHICLE TO RESTART. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE POWER TRAIN CONTROL MODULE FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 35,000. THE VIN WAS UNAVAILABLE.

Date Complaint Filed: 10/01/2015
Component(s): SEATS
Consumer Location: MONTGOMERY, TX

Date of Incident: 08/03/2015
NHTSA ID Number: 10779158

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Kia Motors America
Vehicle Identification No. (VIN): 5XYKW4A29DG...

SUMMARY:

SECOND ROW PASSENGER SIDE LATCH TO RELEASE SEAT FROM FOLDED DOWN POSITION TO UPRIGHT POSITION STICKS AND IS IMPOSSIBLE TO REPOSITION SEAT BACK. THE SEAT IS NOW PERMANENTLY IN THE FOLDED DOWN POSITION AND I AM UNABLE TO USE THE SEAT.

Date Complaint Filed: 09/22/2015
Component(s): ENGINE
Consumer Location: DETROIT, MI

Date of Incident: 09/04/2015
NHTSA ID Number: 10767438

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

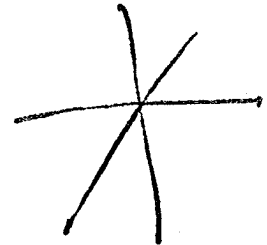
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Kia Motors America
Vehicle Identification No. (VIN): 5XYKT3A62DG...

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO. WHILE DRIVING 35 MPH THE VEHICLE STALLED AND WAS UNABLE TO BE RESTARTED. THE VEHICLE WAS TOWED TO THE DEALER TO BE DIAGNOSED THE CONTACT WAS INFORMED THAT THE ENGINE NEEDED TO BE REPLACED DUE TO SLUDGE BUILD UP THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE; HOWEVER, THE CONTACT WAS INFORMED BY THE MANUFACTURER THAT THE VEHICLE WAS NO LONGER UNDER WARRANTY. THE APPROXIMATE FAILURE MILEAGE WAS 47,000

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Date Complaint Filed: 08/28/2015
Component(s): UNKNOWN OR OTHER
Consumer Location: HAYMARKET, VA

Date of Incident: 04/05/2015
NHTSA ID Number: 10759876

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Kia Motors America
Vehicle Identification No. (VIN): 5XYKWDA28DG...

SUMMARY:

WE WERE DRIVING DOWN A PAVED ROAD AT APPROXIMATELY 30 MPH WHEN WE HEARD A LOUD NOISE THAT SOUNDED LIKE A SHOTGUN. UPON PULLING OVER AND INSPECTING THE CAR, WE FOUND THAT THE REAR SUNROOF HAD EXPLODED AND WAS IN TINY PIECES. THE COVER HAD BEEN PULLED SHUT SO ONLY A RELATIVELY SMALL AMOUNT OF GLASS FELL THROUGH INTO THE CAR, BUT HAD THE COVER BEEN OPEN THE GLASS PIECES WOULD HAVE FALLEN IN ON OUR TWO YEAR OLD SON IN THE BACK SEAT. TO OUR KNOWLEDGE NOTHING FELL ON TOP OF THE CAR, AND WE DID NOT HIT A BUMP OR ANYTHING IN THE ROAD WHEN THIS HAPPENED.

Date Complaint Filed: 08/22/2015
Component(s): ELECTRICAL SYSTEM , UNKNOWN OR OTHER
Consumer Location: KNOXVILLE, TN

Date of Incident: 08/22/2015
NHTSA ID Number: 10758568

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Kia Motors America
Vehicle Identification No. (VIN): 5XYKTDA69DG...

SUMMARY:

MY 2013 KIA SORENTO'S PARKING LIGHTS WERE ON THIS AFTERNOON ON SATURDAY AUGUST 22.

2015 AT APPROXIMATELY 2:30 PM EST. I WENT OUTSIDE TO PLACE SOMETHING IN MY VEHICLE WHEN I NOTICED THE PARKING LIGHTS WERE ON I HAD PARKED MY VEHICLE AT 1 00 AM WHEN I RETURNED FROM RUNNING AN ERRAND. I PARKED. MADE SURE ALL THE LIGHTS WERE TURNED OFF. ARMED THE SECURITY SYSTEM AND WENT INSIDE. BEFORE MY WIFE AND I WENT TO BED I WENT OUT TO MAKE SURE THAT I TURNED ALL LIGHTS OFF WHICH THEY WERE. THIS WAS AT 2 00 AM. THE VEHICLE HAD NOT BEEN TOUCHED SINCE THAT TIME. THIS IS NOT THE FIRST TIME THAT THIS HAS HAPPENED. I HAVE HAD IT IN TO THE DEALERSHIP TWICE ALREADY WHERE THEY CLAIM THEY CANNOT REPLICATE THE PROBLEM. WE HAVE HAD TO HAVE OUR VEHICLE JUMPED AT LEAST 12 TIMES DUE TO A DEAD BATTERY CAUSED BY THIS PROBLEM THE VEHICLE FALLS WELL WITHIN ITS WARRANTY SO IT WILL BE COVERED HOWEVER THE ISSUE IS SERIOUS ENOUGH THAT IT WARRANTS ATTENTION WHICH I BELIEVE WILL BE IGNORED IF NOT BROUGHT TO LIGHT AND MAY RESULT IN INJURIES OR COST TO OTHERS WHEN NO COST SHOULD BE INCURRED. I BELIEVE THAT THIS IS AN ELECTRICAL ISSUE THAT NEEDS TO BE ADDRESSED IMMEDIATELY. I FEEL THIS COULD LEAD TO PROBLEMS WITH STEERING. BRAKING SYSTEM. ENGINE MALFUNCTION AS WELL AS POSSIBLE RISKS OF FIRE DUE TO A FAULTY ELECTRICAL SYSTEM.

Date Complaint Filed: 08/14/2015

Component(s): ELECTRICAL SYSTEM , EXTERIOR LIGHTING . SEATS

Consumer Location: CORDOVA AL

Date of Incident: 07/31/2015

NHTSA ID Number: 10748707

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: Yes Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO APPROXIMATELY TWO WEEKS AFTER THE CONTACT PURCHASED THE VEHICLE, SHE BEGAN SMELLING TAR THE VEHICLE WS TAKEN TO THE DEALER BUT THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE FAILURE RECURRED AND THE HEADLIGHTS BURNED OUT. THE DEALER REPLACED THE HEADLIGHTS AND STATED THAT THERE WAS A RECALL HOWEVER THE CONTACT DID NOT RECEIVE ANY RECALL NOTICE APPROXIMATELY THREE WEEKS AGO THE FAILURE RECURRED AND THE DRIVER SEAT BEGAN TO BURN, JAMMING THE DRIVER SIDE DOOR. THE CONTACT CALLED 911 AND THE FIRE DEPARTMENT EXTINGUISHED THE FIRE THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TOWED AWAY BY THE INSURANCE COMPANY. THE VIN AND NHTSA CAMPAIGN NUMBER WERE UNAVAILABLE. THE FAILURE MILEAGE WAS 37,000.

Date Complaint Filed: 08/14/2015

Component(s): VISIBILITY

Consumer Location: AMARILLO, TX

Date of Incident: 08/08/2015

NHTSA ID Number: 10748676

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKWDA22DG

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 15 MPH THERE WAS A LOUD POP FROM THE SUN ROOF EXPLODING THE SUN ROOF HAD SHARDS OF GLASS PROTRUDING AND NEEDED TO BE SECURED THE VEHICLE WAS TAKEN TO A DEALER WHERE THE VEHICLE WAS TEMPORARILY REPAIRED WITH CARDBOARD BUT THE REPAIR FAILED. THE VEHICLE WAS THEN TAKEN TO A SECOND DEALER FOR THE SAME TEMPORARY REPAIR THE FAILURE MILEAGE WAS APPROXIMATELY 35,582

Date Complaint Filed: 08/07/2015

Component(s): UNKNOWN OR OTHER

Consumer Location: READING, PA

Date of Incident: 07/15/2015

NHTSA ID Number: 10747107

All Products Associated with this Complaint ▼

Details ▲

1 Available Document ▼ ?

Crash: No Fire: No Number of Injuries: 2 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKUDA23DG...

SUMMARY:

DRIVING ON ROUTE 55 S IN NEW JERSEY AROUND 3PM , SUNNY DAY BETWEEN EXIT 53 A AND 53 B WINDOWS UP SUN ROOF CLOSED AND AIR CONDITIONING ON WHEN ALL OF A SUDDEN OUR SUN ROOF IMPLoded ONTO MY WIFE AND I. WE WERE IN THE PASSING LANE AT THAT TIME AND HAD TO THINK QUICK AS TO WHAT JUST HAPPENED AND PROCEEDED TO REMOVE OURSELVES FROM THE HIGHWAY AND OFF TO THE SIDE . WE CALL OUR INSURANCE COMPANY LOOKING FOR ADVISE ON WHAT TO DO ,BUT THEY WERE NOT ABLE TO RECOMMEND ANY SO WE THEN CALLED 911 AND THE OPERATOR THERE CONTACTED SOMEONE FORM NJDOT WHO RESPONDED TO OUR NEEDS . MY WIFE AND I WERE COVERED IN GLASS WITH A FEWCUTS AND BRUISES BUT NOTHING TO SERIOUS COMPARED TO LOSING CONTROL OF YOUR VEHICLE AND CREATING A NIGHTMARE FOR POTENTIALLY MANY OTHERS AND OURSELVES . WE STARTED TO REMOVE THE GLASS AND WHEN HELP ARRIVED HE HAD SOME DUCT TAPE SO WE COULD TAPE THE SUN VISOR WHICH IS ONLY CLOTH CLOSED WE JUST STARTED OUR VACATION AND WHAT A RIDE SO FAR !AFTER THE NJDOT MAN HELPED TO GET US SECURED AS GOOD AS HE COULD WE TRAVELED TO OUR DESTINATION AND STOPPED BY A HOME DEPOT TO PURCHASE A MOVERS CARDBOARD BOX . HEAVY CONTRACTOR DEBRIS BAGS AND MORE DUCT TAPE TO BUTTON EVERYTHING UP WE THEN CONTACTED KIA CUSTOMER SERVICE TO ADVISE OF THE OCCURRENCE. UPDATED 09/17/15 *LJ .UPDATED 10/27/15 *BF

Date Complaint Filed: 07/29/2015

Component(s): ENGINE

Consumer Location: LONGMONT, CO

Date of Incident: 07/26/2015

NHTSA ID Number: 10744777

All Products Associated with this Complaint ▼

Details ▲

1 Available Document ▼ ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

ON 3 SEPARATE OCCASIONS OVER THE PAST 2.5 YEARS THE ENGINE HAS COMPLETELY STOPPED WHILE I WAS DRIVING ON THE FREEWAY. I HAVE NARROWED DOWN HOW TO REPRODUCE THE PROBLEM: 1) SET CRUISE CONTROL 2) SHIFT INTO NEUTRAL 3) TURN OFF CRUISE CONTROL QUICKLY AFTER SHIFTING INTO NEUTRAL THE PROBLEM DOESN'T HAPPEN EVERY TIME. BUT WHEN IT DOES. 1) THE ENGINE STOPS IMMEDIATELY 2) A BUNCH OF DASHBOARD LIGHTS COME ON: CHECK ENGINE, OIL PRESSURE AND OTHERS I CAN'T REMEMBER 3) THE POWER STEERING STOPS WORKING (PROBABLY BECAUSE THE ENGINE IS OFF) THIS IS VERY ALARMING! I GENERALLY WORK AROUND THE PROBLEM, BUT ON 7/26 WHILE TRAVELING IN WYOMING (80 MPH SPEED LIMIT ON I-25), THE ENGINE QUIT WHILE I WAS GOING 80 MPH! LUCKILY THE BRAKES STILL WORKED AND I WAS ABLE TO GET THE CAR THE SIDE AND RESTART. I COULD HAVE EASILY WRECKED. TO RESTART THE ENGINE, I: 1) SHIFT INTO PARK 2) TURN OFF IGNITION 3) TURN ON IGNITION I MAILED KIA THE ABOVE INFORMATION TWO DAYS AGO AND HAVE NOT HEARD BACK. UPDATED 9/15/15 *LN.... UPDATED 09/30/15*BF

Date Complaint Filed: 07/28/2015

Component(s): AIR BAGS . ENGINE

Consumer Location: OAK HILLS, CA

Date of Incident: 06/01/2015

NHTSA ID Number: 10744436

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKTD69DG...

SUMMARY:

AT 60 800 MILE MY KIA SORENTOS ENGINE BLEW. I TOOK IT TO THE SERVICE DEPARTMENT BELIEVING IT WOULD BE UNDER WARRANTY ONLY TO FIND OUT THEY VOIDED MY WARRANTY STATING I HAD EXCESSIVE SLUDGE IN THE ENGINE FOR MORE THAN A MONTH PRIOR TO THAT INCIDENT WE ALSO HAD A AIRBAG LIGHT ILLUMINATE AND STAY ON AT THE TIME OF ENGINE FAILURE WE THOUGHT THAT WE COULD FIX THAT ISSUE AS WELL ONLY TO FIND THAT MY ELECTRICAL WARRANTY WENT OUT AT 60,000 MILES. I HAVE BEEN RESEARCHING THESE ITEMS ONLINE ONLY TO FIND THAT THERE IS MULTIPLE COMPLAINTS OF BOTH ENGINE FAILURE AND THE AIRBAG LIGHT ILLUMINATING WHICH IS SAID TO BE A CONTROL MODULE. WITH THE AMOUNT OF COMPLAINTS OUT THERE WHY IS THERE NO RECALL.

Date Complaint Filed: 06/01/2015
 Component(s): ELECTRICAL SYSTEM , VEHICLE SPEED CONTROL
 Consumer Location: YONKERS, NY

Date of Incident: 05/10/2015
 NHTSA ID Number: 10722697

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: Yes Fire: No Number of Injuries: 1 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKWDA26DG...

SUMMARY:

TL* THE CONTACT OWNED A 2013 KIA SORENTO. WHILE DRIVING AT 35 MPH, THE INSTRUMENT PANEL LIGHTING ILLUMINATED AND THE VEHICLE STALLED. WHILE DEPRESSING THE BRAKE PEDAL, THE VEHICLE ACCELERATED, CRASHED INTO A CONCRETE WALL, AND FLIPPED OVER. AS A RESULT, THE CONTACT SUSTAINED LACERATIONS AND CONTUSIONS THAT REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE VEHICLE WAS DESTROYED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 30,000

Date Complaint Filed: 05/21/2015
 Component(s): UNKNOWN OR OTHER , VISIBILITY/WIPER
 Consumer Location: WAUKESHA, WI

Date of Incident: 05/21/2015
 NHTSA ID Number: 10717804

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKTD2XDG...

SUMMARY:

THE DASHBOARD REFLECTS ONTO THE WINDSHIELD REDUCING VISIBILITY AS THE REFLECTIONS CAUSE DISTORTED VISION THRU THE WINDSHIELD. THIS IS EXTREMELY HAZARDOUS ON SUNNY DAYS AS THE REFLECTIONS INCREASE DEPENDING ON THE ANGLE OF THE SUN REFLECTING OFF THE SHINY DASHBOARD ONTO THE WINDSHIELD. MAYBE THE DASHBOARD SHOULD NOT BE COATED WITH SUCH A REFLECTIVE AND SHINY MATERIAL TO AVOID THIS ISSUE. IN ADDITION THE SPEED PANEL HAS DETAILED METALLIC PAINT AROUND THE SPEEDOMETER AND PANEL INFO WHICH REFLECTS BEAMS OF BLINDING LIGHT FROM THE SUN AND BRIGHT LIGHTS INTO THE DRIVERS FACE WHILE DRIVING. AGAIN MAYBE THE METALLIC PAINT AND SHINY REFLECTIVE DESIGN SHOULD BE CHANGED TO NON-REFLECTIVE OPTIONS TO AVOID BLINDING THE DRIVER. ANNOYING FEATURES WHICH CAUSE THE DRIVER TO ADJUST POSITION WHILE DRIVING OR TRY TO BLOCK THE BLINDING LIGHTS AND VISUAL DISTRACTIONS WHILE IN MOTION ARE DANGEROUS AND COULD LEAD TO ACCIDENTS. KIA PLEASE CONSIDER REDESIGNING THESE DANGEROUS DESIGN DETAILS AND INCREASE THE SAFETY FOR EVERYONE IF CHANGES ARE NOT MADE ON NEWER MODELS. I WILL NEVER AGAIN PURCHASE ANY KIA PRODUCTS AND WILL WARN OTHERS OF THESE DANGERS ON THIS VEHICLE BRAND. SAFETY IS MORE IMPORTANT THAN DESIGN SO PLEASE REMOVE THE METALLIC PAINT FROM THE SPEEDOMETER PANEL AND FIND A NON-REFLECTIVE MATERIAL TO COVER THE DASHBOARD. THANK YOU.

Date Complaint Filed: 05/21/2015
 Component(s): AIR BAGS
 Consumer Location: HERMITAGE, TN

Date of Incident: 05/07/2015
 NHTSA ID Number: 10717664

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: Yes Fire: No Number of Injuries: 1 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKT3A6XD

SUMMARY:

DRIVER AIR BAG DID NOT DEPLOY RIGHT SOMETHING TORE THRU RIGHT SIDE CAUSING 2ED BURNS ON RIGHT REST AND CUT ON RIGHT FOREARM

Date Complaint Filed: 03/10/2015

Date of Incident: 02/26/2015

Component(s): AIR BAGS , SEAT BELTS
Consumer Location: WESTLAND, MI

NHTSA ID Number: 10693352

All Products Associated with this Complaint ▼

Details ▲

2 Available Documents ▼

Crash: Yes Fire: No Number of Injuries: 6 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT3A60DG...

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO WHILE TURNING INTO A PARKING LOT DURING INCLEMENT WEATHER CONDITIONS. THE CONTACT LOST CONTROL OF THE VEHICLE AND CRASHED INTO A METAL POLE. THE CONTACT STATED THAT THE DRIVER SIDE SEAT BELT FAILED TO RETRACT. THE CONTACT SUSTAINED A CRACKED STERNUM, NECK AND BACK PAINS THAT REQUIRED MEDICAL ATTENTION. THE PASSENGER SUSTAINED A BACK INJURY THAT REQUIRED MEDICAL ATTENTION. THE CONTACT ALSO STATED THAT FOUR ADDITIONAL PASSENGERS SUSTAINED MINOR ABRASIONS THAT DID NOT REQUIRE MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO AN IMPOUND LOT. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS UNAVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 48,000. UPDATED 09/01/2015*LJ MA 09/03/15 UPDATED 12/7/2015 *JS

Date Complaint Filed: 02/11/2015

Date of Incident: 02/02/2015

Component(s): WHEELS

NHTSA ID Number: 10682711

Consumer Location: LEXINGTON, KY

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

ALL 4 TIRES (KUMHO SOLUS KL21 P235/65R17 103T M+S) ON MY 2103 KIA SORENTO ARE SHOWING SIGNS OF CRACKING IN THE SIDEWALL. THE TREAD DEPTH ON THE TIRES IS STILL GOOD. THE CRACKING IS VERY CONCERNING.

Date Complaint Filed: 01/09/2015

Date of Incident: 01/16/2013

Component(s): ENGINE EXTERIOR LIGHTING

NHTSA ID Number: 10671285

Consumer Location: LOGANVILLE, GA

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 55XYKU4A27D...

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT THE INTERIOR LIGHTS FAILED TO TURN OFF. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN STATED THAT THE VEHICLE WAS OPERATING AS DESIGNED. THE FAILURE RECURRED AND THE DEALER DIAGNOSED THAT THE SOFTWARE NEEDED TO BE UPDATED. ADDITIONALLY, THE VEHICLE FAILED TO START WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER. THE BATTERY WAS REPLACED HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 12,000.

Date Complaint Filed: 12/31/2014

Date of Incident: 12/15/2014

Component(s): EQUIPMENT ADAPTIVE

NHTSA ID Number: 10669382

Consumer Location: FAIR LAWN, NJ

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKUDA24DG...

SUMMARY:

SUN ROOF IS ACTUALLY BUCKLING. WITH THE INFORMATION LISTED ABOUT THE SUNROOF RECALL WE ARE NERVOUS THIS MIGHT IMPACT THIS. I AM 7 MONTHS PREGNANT AND AFRAID TO DRIVE MY CAR.

Date Complaint Filed: 12/27/2014

Date of Incident: 12/23/2014

Component(s): ELECTRICAL SYSTEM , ELECTRONIC STABILITY CONTROL , POWER TRAIN

NHTSA ID Number: 10668431

Consumer Location: CHARLES TOWN, WV

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKWDA22DG...

SUMMARY:

WHILE DRIVING AT HIGHWAY SPEED MY WIFE WITH 1 YEAR OLD DAUGHTER IN CAR HAD ALL THE DASH LIGHTS AND INTERIOR LIGHTS ILLUMINATE AND THE CAR BECAME SLUGGISH AND WAS HARD TO DRIVE. I ADVISED HE VIA MOBILE PHONE TO IMMEDIATELY PULL OVER AND TURN THE CAR OFF. I TOLD HE TO WAIT A MINUTE AND TRY TO RESTART IT AND SEE WHAT HAPPENS. ALL DASH LIGHTS LIT UP AGAIN AND THE CAR MADE A CLICK, CLICK, CLICK SOUND OVER AND OVER AGAIN. SHE TRIED THIS 5 TIMES AND SHE HAD THE CAR TOWED TO THE DEALER. THE DEALER REPLACED THE ALTERNATOR FOR \$946.14 ON 12/23/2014 AT DULLES KIA IN LEESBURG, VA.

Date Complaint Filed: 12/24/2014

Date of Incident: 12/22/2014

Component(s): ENGINE

NHTSA ID Number: 10668209

Consumer Location: BROCKTON, MA

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT3A66...

SUMMARY:

PURCHASED 2013 KIA SORENTO BRAND NEW ON 6/11/12. CAR WAS SHAKY AND IDLED ROUGHLY ON & OFF DURING THE FIRST YEAR. SEEMS TO HAVE RESOLVED ITSELF. ON 12/22/14 WHILE DRIVING 35 MPH ON SECONDARY ROAD ENGINE BEGAN TO MAKE A TICKING SOUND. PARKED VEHICLE AND HAD IT TOWED THE FOLLOWING DAY ON 12/23/14 TO KIA DEALERSHIP. THEY CALLED ME THAT AFTERNOON AND TOLD ME IT WAS THE OIL CONTROL VALVE AND IT WAS ORDERED AND REQUESTED FOR OVERNIGHT AND CAR WOULD BE DONE ON 12/24/14. I CALLED DEALER ON 12/24/14 @ 11:03AM AND PART WASN'T IN YET WAS TOLD THAT I'D BE CALLED WHEN PART ARRIVED. RECEIVED CALL FROM DEALER AT 2PM THAT PART HAD ARRIVED AND BEEN INSTALLED BY TECH BUT THAT ENGINE WAS STILL MAKING TICKING NOISE, SO NOT FIXED. WAS TOLD THAT THEY WOULD HAVE TO START OVER AGAIN ON FRIDAY 12/26/14 WITH REQUEST TO KIA WARRANTY SERVICE FOR APPROVAL FOR "ENGINE TEAR DOWN", WHICH I WILL ALSO HAVE TO AUTHORIZED AND AGREE TO PAY \$400.00 FOR (WAIVED IF ALL REPAIRS ARE COVERED BY WARRANTY). THIS VEHICLE ONLY HAS 53000 MILES ON IT AND HAS BEEN DRIVEN FOR 30 MONTHS, ALL REGULAR MAINTENANCE SCHEDULES FOLLOWED AND THERE SHOULD NO WAY BE AN INTERNAL ENGINE PROBLEM ON A PROPERLY BUILT ENGINE. KIA HAS SOME SERIOUS ISSUES WITH THE ENGINE IN THIS CAR AND SHOULD HAVE RECALLED THE ENTIRE LINE OF 2013 SORENTO'S AND CORRECTED THE PROBLEM. I WAS TOLD BY THE SERVICE DEPARTMENT AT THE DEALER THAT "WE MAY BE LOOKING AT A NEW ENGINE". I HOPE NOT, EVEN THOUGH I COULD HAVE A ALMOST 3 YEAR OLD CAR WITH NO MILEAGE I DON'T WANT ONE. IF THE FIRST ENGINE HAS THIS SERIOUS PROBLEM WHAT WOULD THE SECOND ENGINE HAVE. I AM GOING TO DO EVERYTHING IN MY POWER TO HOLD KIA RESPONSIBLE AND MAKE THEM COVER UNDER WARRANTY.

Date Complaint Filed: 12/09/2014

Date of Incident: 12/01/2013

Component(s): POWER TRAIN

NHTSA ID Number: 10663030

Consumer Location: MILPITAS, CA

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT4A27DG...

SUMMARY:

I BOUGHT THIS CAR BRAND NEW 2.5 YEARS AGO AND FOR ABOUT A YEAR OR MORE NOW I HAVE HAD AT LEAST 50 INCIDENCES OF MY CAR STALLING MOSTLY WHEN AT A STOP (EITHER STOP LIGHT OR STOP SIGN) BUT NOW IT'S EVEN STALLING WHEN I DECELERATE TO MAKE TURNS. THIS IS SO DANGEROUS AND I'M LUCKY I HAVEN'T BEEN IN AN ACCIDENT YET BECAUSE OF THE CAR STALLING OUT WHILE DRIVING. THE CAR FLIPS INTO "LIMP MODE" AND I'M UNABLE TO ACCELERATE. IVE HAD MY CAR CHECKED OUT AT THE KIA DEALERSHIP/SERVICE CENTER MANY, MANY TIMES AND THEY SAY THEY DID SOME TYPE OF SYSTEMS LOGIC UPDATE AND THE CAR SHOULD BE OK, BUT SOMETIMES THE DAY OF OR DAY AFTER GETTING THE UPDATE, MY CAR WILL STALL AGAIN. THE SERVICE GUYS ALSO SAY THEY DON'T SEE ANY MESSAGE ON MY CAR COMPUTER SYSTEM THAT ANY STALLING HAS OCCURED. WHEN THIS HAPPENS THE CHECK ENGINE LIGHT INTERMITTENTLY COMES ON.

Date Complaint Filed: 11/17/2014

Component(s): POWER TRAIN

Consumer Location: SPANAWAY, WA

Date of Incident: 10/11/2011

NHTSA ID Number: 10658621

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKU4A29DG...

SUMMARY:

WHEN LEAVING A STOP SIGN VEHICLE WENT TO IDLE AND WOULD NOT RESPOND TO GAS PEDDLE AFTER SHUTTING OFF AND RESTARTING ENGINE LIGHT WAS ON AND CAR DROVE OK. TOOK CAR FOR SERVICE AND WAS TOLD THIS IS A COMMON PROBL FM THEY DID A SOFTWARE UPDATE AND CLEANED MOTOR THAT CONTROLS THE THROTTLE (THIS IS A "FLY BY WIRE" SYSTEM.) *TR



Recalls

1 Result(s)

Investigations

2 Result(s)

Complaints

137 Result(s)

Service Bulletins

8 Result(s)

Date Complaint Filed: 11/03/2014
 Component(s): ELECTRICAL SYSTEM
 Consumer Location: DORAL, FL

Date of Incident: 10/29/2014
 NHTSA ID Number: 10652000

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKT4A80DG...

SUMMARY:

THIS "GLITCH" HAPPENED TWICE IN ONE WEEK. FIRST, DRIVING OFF FROM A STOP LIGHT AT ABOUT 15-20 MPH THE CAR SEEMED TO BRAKE ITSELF FOR ABOUT A SECOND, I LUNGED ME FORWARD AND 30 SECONDS LATER DIED NO CHECK ENGINE LIGHT CAR RESTARTED FINE AFTER 3RD TRY THEN AGAIN I HAD LET GO OF THE ACCELERATOR AND WAS CRUISING BEFORE BRAKING AT A LIGHT, THE CAR DID THE SAME THING AT ABOUT 25-30 MPH BUT HARDER AND A LOUD CLUNK CAME FROM IT. EVEN THE TIRES SCREECHED WHEN IT "BRAKED" ITSELF FOR A SECOND. THIS SECOND TIME THE CAR DIED 2 SECONDS LATER WHEN I APPLIED THE BRAKES TOOK IT STRAIGHT TO THE DEALER. THE CAR DIED AGAIN IN FRONT OF THEM WHEN THEY SWITCHED ON THE A/C TO CHECK IF IT WAS WORKING (COULD BE COINCIDENCE SINCE I WASN'T FOOLING AROUND WITH THE A/C THE FIRST TWO TIMES). THEY CALLED ME BACK ON SECOND DAY AND ASKED ME TO TAKE MY CAR BACK SINCE THEY COULD NOT REPLICATE THE PROBLEM AND THE COMPUTER HADN'T REGISTERED IT I'VE USED IT EXCLUSIVELY ON HIGHWAYS FOR 2 DAYS NOW AND NO PROBLEM. I'VE DONE LESS THAN 10 MILES OF CITY DRIVING SINCE I GOT MY CAR BACK. I'VE HEARD OF OTHER PEOPLE GETTING AN UPGRADE FOR THE ECU AND SOLVING THE ISSUE, BUT THAT UPGRADE WAS ALREADY APPLIED OVER A YEAR AGO TO MINE AND ACCORDING TO THE DEALER. THERE IS NO NEWER VERSION. *TR

Date Complaint Filed: 10/30/2014
 Component(s): VISIBILITY
 Consumer Location: VICKSBURG MS

Date of Incident: 10/28/2014
 NHTSA ID Number: 10651462

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKW4A28DG...

SUMMARY:

I WAS TRAVELING ON I-20 AT ABOUT 70 MPH WHEN I HEARD AN EXPLOSION (FOR LACK OF A BETTER WORD) AND GLASS STARTED FLYING OFF THE ROOF OF MY SORENTO. I WAS ABLE TO SAFELY NAVIGATE TO THE RIGHT LANE AND THEN TO THE SHOULDER OF THE INTERSTATE AND REALIZED

THAT MY SUNROOF HAD SHATTERED. I WAS LUCKY THAT THE INNER PANEL WAS CLOSED AND ONLY A SMALL AMOUNT OF GLASS CAME THROUGH. UNTIL THEN (AND I HAVE BEEN DRIVING FOR 40 YEARS), I HAD NEVER HEARD OF A SUNROOF SHATTERING UNLESS THE VEHICLE WAS IN SOME KIND OF ACCIDENT. *TR

Date Complaint Filed: 10/29/2014
 Component(s): VISIBILITY
 Consumer Location: MICKLETON, NJ

Date of Incident: 08/11/2014
 NHTSA ID Number: 10649161

All Products Associated with this Complaint ▼

Details ▲

1 Available Document ▼ ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

2013 KIA SORENTO. CONSUMER WRITES IN REGARDS TO SUNROOF SHATTERED INTO A MILLION LITTLE PIECES. *SMD

Date Complaint Filed: 10/19/2014
 Component(s): POWER TRAIN
 Consumer Location: SEWICKLEY, PA

Date of Incident: 10/19/2014
 NHTSA ID Number: 10648644

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKU4A2XDG

SUMMARY:

THIS HAS NOW HAPPENED ABOUT TEN TIMES AND SEEMS TO BE A VERY SERIOUS FLAW IN THE TRANSMISSION AND/OR POWERTRAIN. I'LL BE IN PARK AND SHIFT THE CAR INTO REVERSE OR DRIVE AND WHEN I LET UP ON THE BRAKE TO IDLE AND PROCEED SLOWLY THERE IS A LOUD BANG/CLUNK (ALMOST AS IF SOMETHING INTERNAL OR EXTERNAL IS SLAMMING THE CAR WITH A RAMMING ROD) AND THE CAR LURCHES UNTIL I BRAKE. THIS IS VERY WORRISOME AS I FEEL THAT IT CAN INJURY PEDESTRIANS NEARBY OR EVEN THE OCCUPANTS OF THE VEHICLE IF THE CAR LOSES CONTROL. ALSO, I DON'T THINK THIS CAN BE GOOD FOR THE AUTOMATIC TRANSMISSION OR POWERTRAIN. SINCE THIS HAPPENS SPORADICALLY. THE DEALERS SAY THEY CANNOT REPRODUCE IT AND DENY A PROBLEM. PLEASE ADVISE AS TO WHAT RECOURSE I MIGHT HAVE THANK YOU *TR

Date Complaint Filed: 10/17/2014
 Component(s): ELECTRICAL SYSTEM, ENGINE
 Consumer Location: MERRIMACK, NH

Date of Incident: 10/01/2013
 NHTSA ID Number: 10648336

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKT4A22DG.

SUMMARY:

TL' THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT THE VEHICLE STALLED AND THE CHECK ENGINE SENSOR ILLUMINATED INTERMITTENTLY. THE CONTACT MENTIONED THAT THE FAILURE OCCURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER. THE TECHNICIAN DIAGNOSED THAT THE COMPUTER SOFTWARE NEEDED TO BE UPDATED. THE SOFTWARE WAS UPDATED BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 15,000.

Date Complaint Filed: 10/17/2014
 Component(s): ENGINE SERVICE BRAKES STEERING

Date of Incident: 10/09/2014
 NHTSA ID Number: 10648337

Consumer Location: FOLSOM, CA

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKW4A28DG..

SUMMARY:

ENGINE SIMPLY STOPPED WHILE DRIVING RESULTING IN LOSS OF BRAKING AND STEERING CONTROL. ALL INDICATOR LIGHTS ON DASHBOARD CAME ON WHEN THE ENGINE SHUT OFF. COASTED TO A STOP, PUT TRANSMISSION IN PARK AND WAS ABLE TO RESTART THE ENGINE. TOOK THE CAR TO KIA DEALER WHO SAID IT NEEDED A SOFTWARE UPDATE WHICH WAS PERFORMED THE SAME PROBLEM OF THE ENGINE SHUTTING OFF HAPPENED THE VERY NEXT DAY. TAKING THE CAR BACK TO THE DEALER TODAY. *TR

Date Complaint Filed: 10/16/2014

Date of Incident: 10/16/2014

Component(s): ENGINE

NHTSA ID Number: 10648278

Consumer Location: GREENSBORO, NC

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT4A23DG..

SUMMARY:

2013 KIA SORENTO LX LOSS OF ACCELERATOR CONTROL. I HAD JUST EXITED A 55MPH BOULEVARD ONTO A 35MPH RESIDENTIAL STREET. AS I ACCELERATED TO THE POSTED SPEED THERE WAS A ? POP?, THE CAR LURCHED, AND THE ENGINE LIGHT CAME ON. THE ENGINE WAS STILL RUNNING BUT THERE WAS NO RESPONSE FROM PRESSING THE ACCELERATOR PEDAL. I CUT OFF THE ENGINE, WAITED A MINUTE AND RESTARTED IT. THE ENGINE, TRANSMISSION AND ELECTRICAL ALL SEEMED TO BE FINE BUT THE ACCELERATOR WAS NON-RESPONSIVE. SURPRISINGLY THE ENGINE IDLE SPEED WAS SUFFICIENT TO PUSH THE CAR ALONG ON MODERATELY HILLY ROADS. I MANAGED TO GET THE CAR TO THE KIA DEALER WHERE I PURCHASED IT AND LEFT IT WITH THE SERVICE DEPARTMENT. AFTER I GOT HOME I DID A GOOGLE SEARCH FOR ?KIA SORENTO ACCELERATION? AND FOUND MULTIPLE REPORTS OF ACCELERATOR PROBLEMS WITH 2012 THROUGH 2014 KIA SORENTOS

AFTER REVIEWING THE VARIOUS POSTS I BELIEVE THAT THE COMPUTER SOFTWARE UPGRADE THAT THE SERVICE DEPARTMENTS ARE LOADING ARE NOT GOING TO RESOLVE THE ISSUE. OTHERWISE KIA WOULD NOT HAVE BEEN HAVING THIS ISSUE FOR SEVERAL YEARS. I BELIEVE THE ACTUAL ISSUE IS A FAULTY PART THAT HAS NOT BEEN REPLACED OR REDESIGNED. IF THAT IS THE CASE THEN I WILL HAVE THIS ISSUE AGAIN SOMETIME IN THE FUTURE. THE TECH REPORTED THAT THEY FOUND 3 SERVICE CODES. THEY CLEARED THE CODES, CHECKED THE COMPUTER SOFTWARE AND "FOUND OLD VERSION" THEY REPORTED THAT THEY UPDATED THE SOFTWARE AND PERFORMED A THROTTLE CLEANING. THEY TEST DROVE THE CAR TWICE AND THE ENGINE LIGHT DID NOT TURN BACK ON (NO CODES). *TR

Date Complaint Filed: 09/26/2014

Date of Incident: 09/19/2014

Component(s): ENGINE AND ENGINE COOLING FUEL PROPULSION SYSTEM

NHTSA ID Number: 10639198

Consumer Location: SPANAWAY, WA

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKU4A29DG..

SUMMARY:

ENGINE WENT TO IDLE AT A TRAFFIC LIGHT AND WOULD NOT RESPOND WHEN LIGHT CHANGED TO GREEN. CHECK ENGINE LIGHT CAME ON. I IDLED TO THE SIDE OF THE ROAD, SHUT OFF ENGINE AND RESTARTED IT. IT SEEMED TO BE OK BUT CHECK ENGINE LIGHT WAS STILL ON. CHECK ENGINE LIGHT WENT OUT THE NEXT DAY. I TOOK IT TO DEALER FOR REPAIRS (A WEEK LATER WAS THE SOONEST THEY COULD GET ME IN) THEY DID AN SOFTWARE UPDATE AND CLEANED THE ETC MOTOR PER "TECHNICAL SERVICE BULLETIN #133 REV. 11/27/2013" I'M KEEPING MY FINGERS

CROSSED THAT THIS FIXED THE PROBLEM. *TR

Date Complaint Filed: 09/19/2014
 Component(s): ENGINE , STEERING , STRUCTURE
 Consumer Location: OCOEE, FL

Date of Incident: 09/09/2014
 NHTSA ID Number: 10637536

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: Yes Fire: No Number of Injuries: 1 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKT3A17DG...

SUMMARY:

MY AIRBAGS DIDN'T DEPLOY WHEN I HIT A PERSON IN THE REAR AFTER SEVERELY DAMAGED FRONT END OF MY VEHICLE AND PARTS BEING SHOVED INTO THE MOTOR AND THE MOTOR RECEIVED A CRACK IN THE BLOCK. *TR

Date Complaint Filed: 09/18/2014
 Component(s): ELECTRICAL SYSTEM , ENGINE
 Consumer Location: HAMILTON, NJ

Date of Incident: 10/02/2013
 NHTSA ID Number: 10637357

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKTDA28DG...

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO WHILE DRIVING AT AN UNKNOWN SPEED THE VEHICLE DECELERATED AND WENT INTO IDLE MODE. THE VEHICLE RESUMED NORMAL OPERATION ONCE IT WAS TURNED OFF AND RESTARTED. THE DEALER CLEANED THE THROTTLE BODY AND UPDATED THE SOFTWARE. HOWEVER, THE FAILURE RECURRED TWICE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 11,804.

Date Complaint Filed: 09/15/2014
 Component(s): ELECTRICAL SYSTEM , ENGINE , VEHICLE SPEED CONTROL
 Consumer Location: CHICAGO, IL

Date of Incident: 08/08/2014
 NHTSA ID Number: 10633447

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKT4A26DG...

SUMMARY:

ON TWO OCCASIONS ONE MONTH A PART, WHILE DRIVING MY 2013 KIA SORENTO LX3 THE ENGINE LIGHT WENT ON AND THE CAR WAS UNABLE TO SHIFT RPM'S AND COULD NOT ACCELERATE OVER 15/20 MPH THE CAR WENT INTO "LIMP HOME" OR SAFETY MODE WHEN TRYING TO ACCELERATE AND MERGE ONTO A 40MPH AND 50 MPH HIGHWAY. THE CAR COULD NOT SPEED UP TO FLOW OF TRAFFIC AND WAS NEARLY REAR ENDED BY RUSH HOUR COMMUTER BUS WITH TWO SMALL CHILDREN IN THE BACK SEAT IN CHICAGO, IL. KIA SERVICE SAID CAR "FIXED" TWICE. CONCERNED ABOUT REPEAT PROBLEMS AND POTENTIAL FATAL ACCIDENTS AS RESULT OF SOME MALFUNCTION *TR

Date Complaint Filed: 09/12/2014
 Component(s): ENGINE AND ENGINE COOLING
 Consumer Location: FOLSOM, CA

Date of Incident: 08/30/2013
 NHTSA ID Number: 10632817

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT4A23DG..

SUMMARY:

CAR STALLS INTERMITTENTLY. I GOT THE KIA SORENTO 7/6/12. I STALLS THREE TIMES WITHOUT WARNING BUT WILL RESTART AFTER PLACING TO NEUTRAL AND RESTARTING THE ENGINE. TWICE WHILE GOING DOWNHILL. CARMD CODE READER INDICATES NO PROBLEM FOUND. JUST WANTED TO ADD INTO THE NUMEROUS SAME ISSUE COMPLAINTS. 08/30/13 9682 MILES 05/06/14 16717 MILES 09/12/14 20052 MILES. *TR

Date Complaint Filed: 09/12/2014

Component(s): AIR BAGS

Consumer Location: KNOXVILLE, TN

Date of Incident: 09/12/2014

NHTSA ID Number: 10632641

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKTD69DG..

SUMMARY:

UPON STARTUP OF VEHICLE OR SHORTLY THEREAFTER THE S IRISH WARNING LIGHT CAME ON AND HAS REMAINED ON SINCE. *TR

Date Complaint Filed: 08/16/2014

Component(s): ELECTRICAL SYSTEM , ENGINE , FUEL/PROPULSION SYSTEM

Consumer Location: SAN CLEMENTE, CA

Date of Incident: 05/15/2014

NHTSA ID Number: 10625732

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT4A14DG...

SUMMARY:

CAR STALLS AT LOW SPEEDS. REFUSES TO GO OVER 60 MPG AND CHECK ENGINE LIGHT COMES ON LOSE POWER AT SPEED (ON FREEWAY) AND TACHOMETER GOES TO ZERO. THIS HAS HAPPENED MANY TIMES AND IS GETTING TO BECOME A SAFETY CONCERN. HAVE TAKEN IT INTO DEALER WHO CANNOT FIND A PROBLEM WITH IT. BUT I HAVE TWO TEENAGE DAUGHTERS AND I DON'T FEEL SAFE WITH THEM DRIVING IT. TWICE WHILE DRIVING ON FREEWAY THE VEHICLE HAD A BRAKING RESPONSE WHEN THE ACCELERATOR WAS PRESSED. MY DAUGHTER ONCE HAD TO HUSSLE OVER TO THE SHOULDER IN HEAVY TRAFFIC TO TURN THE CAR ALL THE WAY OFF AND BACK ON TO RESET IT. MANY TIMES IT STALLS WHILE SITTING AT TRAFFIC LIGHTS.

Date Complaint Filed: 08/08/2014

Component(s): ENGINE POWER TRAIN

Consumer Location: ATHENS, GA

Date of Incident: 08/08/2014

NHTSA ID Number: 10620902

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT4A20DG

SUMMARY:

WHILE ACCELERATING ON AN INCLINE THE ENGINE LOST POWER ALL TOGETHER AND THE ENGINE LIGHT CAME ON. KIA NEEDS TO INVESTIGATE IMMEDIATELY! *TR

Date Complaint Filed: 08/02/2014

Component(s): ENGINE

Consumer Location: PORTLAND, IN

Date of Incident: 08/07/2013

NHTSA ID Number: 10618409

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: Yes Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKTD23DG..

SUMMARY:

I WAS GOING DOWN THE HIGHWAY AT 55 MPH AND IT JUST CUTS OFF, THE ENGINE STOPS IT HAS DOWN THIS SEVERAL TIMES ON THE HIGHWAY JUST CUTS OFF. WONT GO, AND ENGINE LIGHT COMES ON. I PULL OFF THE ROAD AND LET IT SIT FOR AWHILE AND THEN START THE CAR AND IT DOES FINE FOR AWHILE UNTIL THE NEXT TIME IT DOES IT AGAIN. I HAVE HAD IT TO THE KIA DEALER THREE TIMES THE FIRST TIME I HAD IT TOWED THERE, IT IS STILL UNDER WARRANTY. THEY CANT SEEM TO FIGURE IT OUT. I HAVE RECEIVED A LETTER FROM KIA TELLING ME THAT OTHER KIA OWNERS ARE HAVING THIS PROBLEM AND I SHOULD TAKE IT IN TO HAVE IT CHECKED. I HAVE DONE SO BUT STILL NOT FIXED. I GOT REAR ENDED BECAUSE THE ENGINE JUST STOPPED. THIS IS VERY DANGEROUS PROBLEM!!! *TR

Date Complaint Filed: 07/16/2014

Date of Incident: 07/16/2014

Component(s): VISIBILITY

NHTSA ID Number: 10610901

Consumer Location: ROCKWALL, TX

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

I WENT TO MY VEHICLE AND FOUND THE REAR WINDOW SHATTERED THERE WERE NO POINTS OF ENTRY AND THE ENTIRE WINDOW WAS IN TACK, BUT SHATTERED. THERE WERE NO STRIKE MARKS OR BULLET HOLES. AS I WAS LOOKING AT IT, ALL OF THE GLASS STARTED FALLING OUT. THE VEHICLE WAS LEFT OUTSIDE OVERNIGHT IN FRONT OF MY HOUSE *TR

Date Complaint Filed: 07/03/2014

Date of Incident: 06/16/2014

Component(s): STRUCTURE VISIBILITY

NHTSA ID Number: 10608047

Consumer Location: GROVE CITY, OH

All Products Associated with this Complaint ▼

Details ▲

1 Available Document ▼ ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKWDA20DG...

SUMMARY:

WHILE DRIVING ON HIGHWAY #20 EAST IN QUEBEC CANADA THE FRONT PART OF THE PANORAMIC ROOF SHATTERED IN MILLIONS OF PIECES . UPDATED 08-20-14 *BF UPDATED 09/3/2014 *JS *TR

Date Complaint Filed: 06/24/2014

Date of Incident: 06/18/2014

Component(s): POWER TRAIN , STEERING , SUSPENSION

NHTSA ID Number: 10605721

Consumer Location: BRONX, NY

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: Yes Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

THE TRAFFIC LIGHT FOR MY DAUGHTER'S VEHICLE TURNED GREEN. SHE PROCEEDED INTO THE INTERSECTION. AND ENDED UP CRASHING INTO THE PASSENGER SIDE OF ANOTHER VEHICLE THAT RAN THR RED LIGHT. MY DAUGHTER'S VEHICLE SUSTAINED HEAVY DAMAGE TO THE ENTIRE FRONT END . HOWEVER THERE WAS NO AIRBAG DEPLOYMENT. WE ARE VERY CONCERNED DUE TO THE AMOUNT OF DAMAGE DONE TO THE VEHICLE . AND WE WISH TO PUT IT ON REPORT SO THAT

SOMEONE CAN INVESTIGATE IF THERE MAY BE A DEFECT IN THE AIRBAG SYSTEM. *TR

Date Complaint Filed: 06/24/2014
 Component(s): ENGINE, POWER TRAIN
 Consumer Location: DOWNERS GROVE, IL

Date of Incident: 06/20/2014
 NHTSA ID Number: 10605591

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKWDA2XDG...

SUMMARY:

WE BOUGHT THE VEHICLE NEW FROM KIA DEALER WITH 8000 MILE IN MARCH 2013 AND WE DID ALL THE MAINTENANCE AS PRESCRIBED. V6 3.6L 4X4 AFTER 14 MONTHS WHILE DRIVING APPROXIMATELY AT 20 - 25 MPH, THE VEHICLE SUDDENLY WOULD NOT ACCELERATE AFTER TURNING THE VEHICLE OFF AND RESTARTING THE ENGINE THE VEHICLE OPERATED AS NORMAL THIS HAPPENED 2 TIMES IN 4 DAYS IN SAME CIRCUMSTANCES THE MIL CAME ON FRIDAY 20 JUNE AND STAY ON UNTIL SATURDAY 21 JUNE. IT HAPPENED AGAIN ON SUNDAY 22 JUNE AT ALMOST THE SAME SPEED. WE TAKE IT AT ONE CLOSE SHOP AND THEY READ THE CODES P2110; P2106; P0638 WHICH ARE POWER TRAIN RELATED AND THROTTLE ACTUATOR CONTROL RANGE /PERFORMANCE THEY DIDNT ERASE THE CODES I DONT KNOW THE REASON BUT ON MONDAY 23 JUNE THE MIL WENT OFF AGAIN. THE CAR IS FUNCTIONING NORMAL NOW BUT I DONT KNOW WHAT TO DO I WONDER IF THE CODES ARE STORED IN THE ECM. THIS SEEM TO BE VERRY DANGEROUS IT CAN HAPPEN ANYWHERE AND ANYTIME AND I WONDER WHY KIA DIDNT MAKE A RECALL CAUSE I SEE A LOT A COMPLAINTS AS MINE. I WILL TAKE IT TO THE DEALER AND KEEP YOU INFORMED, I HOPE THEY WILL FIX IT UNDER WARRANTY ANYWAY THIS WILL BE MY LAST KIA!!! *TR

Date Complaint Filed: 06/17/2014
 Component(s): VISIBILITY
 Consumer Location: MERIDIAN, ID

Date of Incident: 06/17/2014
 NHTSA ID Number: 10599023

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKWDA23DG...

SUMMARY:

SUN ROOF GLASS AT REAR EXPLODED AT A STOP LIGHT THE GLASS IS PUSHED UP AND SHATTERED AND THERE ARE NO OBJECTS FOUND THAT CAUSED THE GLASS TO BREAK. IT APPEARS TO BE A DEFECTIVE DESIGN. *TR

Date Complaint Filed: 06/13/2014
 Component(s): POWER TRAIN
 Consumer Location: SALEM, IN

Date of Incident: 06/13/2014
 NHTSA ID Number: 10598031

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKUDA2XDG

SUMMARY:

TL: THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 35 MPH, THE VEHICLE SUDDENLY FAILED TO ACCELERATE. THE CONTACT INDICATED THAT AFTER TURNING THE VEHICLE OFF AND RESTARTING THE ENGINE, THE VEHICLE OPERATED NORMALLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 34,000.

Date Complaint Filed: 06/04/2014

Component(s): ENGINE, VEHICLE SPEED CONTROL

Consumer Location: STRASBURG VA

Date of Incident: 10/01/2013

NHTSA ID Number: 10596070

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: Yes Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKTD21DG...

SUMMARY:

WE HAVE OWNED OUR KIA FOR 9 MONTHS. IT HAS BEEN IN THE SHOP AT LEAST 4 TIMES AND NOW ITS IN THE SHOP AGAIN. THE VEHICLE WILL COME TO A COMPLETE STOP WHEN GOING FULL SPEED, WE WERE GOING 45MPH FOR THE LAST INCIDENT AND THE KIA CAME TO A COMPLETE STOP OUT OF NO WHERE AND THE ENGINE SHUT WAS STILL ON BUT IDLE HIGH AND WOULD NOT GO ANYWHERE UNTIL YOU TURNED THE KIA OFF, WAITED FOR 15-20MINS FOR IT TO "REPROGRAM" AND THEN IT HAD ENOUGH POWER TO MOVE SLOWLY OUT OF THE ROAD. AFTER GETTING IT HOME MY HUSBAND CALLED THE DEALERSHIP THE FIRST TIME AND THEY HAD NO IDEA WHAT WAS WRONG SO THEY SENT US TO ANOTHER DEALERSHIP WHO SAID THEY COULDN'T FIND ANYTHING WRONG AT THE TIME BUT IF IT HAPPENS AGAIN TO BRING IT BACK. WELL 9 MONTHS LATER WE ARE STILL HAVING ISSUES AND ARE NOT ABLE TO DRIVE IT WITHOUT FEAR THAT IT WILL JUST RANDOMLY SHUT DOWN IN THE ROADWAY. THE ONE TIME IT DID IT WE WERE ON THE INTERSTATE, AS A PARENT MY KIDS CAN NOT RIDE IN A VEHICLE THAT KEEPS DOING THIS AND KIA WILL NOT FIX THE ISSUE. *TR

Date Complaint Filed: 06/02/2014

Component(s): ENGINE, VEHICLE SPEED CONTROL

Consumer Location: FINLEYVILLE PA

Date of Incident: 05/29/2014

NHTSA ID Number: 10595594

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKTD23DG

SUMMARY:

TL * THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 35 MPH, THE VEHICLE BECAME RESISTANT TO ACCELERATION. THE CONTACT INDICATED THAT AFTER TURNING THE VEHICLE OFF AND RESTARTING THE ENGINE, THE VEHICLE OPERATED NORMALLY. THE FAILURE WAS RECURRING AND ON ONE OCCASION, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 25,000.

Date Complaint Filed: 05/31/2014

Component(s): ENGINE, POWER TRAIN, SERVICE BRAKES, STEERING

Consumer Location: SAN DIEGO CA

Date of Incident: 04/01/2013

NHTSA ID Number: 10595348

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKTD24DG.

SUMMARY:

I HAVE A 2013 KIA SORENTO V-6. APPROX. 6 MTHS INTO OWNING THE VEHICLE, WHILE ACCELERATING TO TURN RIGHT AFTER STOPPING AT A STOP SIGN, THE ENGINE DIED AND CAR LOST ALL POWER. THE CAR WAS STUCK AT A 45 DEGREE ANGLE 1/2 WAY INTO THE LANE OF TRAFFIC. I WAS LUCKY THAT NO-ONE WAS COMING OR I WOULD HAVE BEEN T-BONED. THE CAR DASH WAS COMPLETELY DARK WITH NO LIGHTS WHATSOEVER, NO BRAKES AND NO STEERING (SINCE BOTH ARE POWER). I HAD NO IDEA WHAT HAPPENED AND HAD A LOT OF TROUBLE GETTING THE CAR INTO NEUTRAL TO ATTEMPT RE-START. AFTER SEVERAL ATTEMPTS, IT FINALLY DID RE-START. TOOK IT TO KIA WHO WAS UNABLE TO DUPLICATE THE PROBLEM. SECOND TIME (11 MTHS), I WAS ACCELERATING FROM STOPPING AT A STOP LIGHT - ENGINE DIED AND CAR LOST ALL POWER NO STEERING OR BRAKES - NO DASH LIGHTS. CARS HAD TO GO AROUND ME AND I WAS PRAYING I DIDN'T GET REAR-ENDED. AGAIN, CAR STARTED AFTER SEVERAL ATTEMPTS. THIRD TIME (12 MTHS), WAS AT THE BOTTOM OF A FREEWAY OFF-RAMP. ATTEMPTED TO GO AFTER LIGHT TURNED GREEN AND ENGINE DIED - AGAIN LOST ALL POWER - NO DASH LIGHTS, STEERING OR BRAKES - CARS HAD TO GO AROUND ME. FOURTH TIME (17 MTHS) STALLED IN PARKING LOT WHEN I STOPPED AT

**Recalls**

1 Result(s)

Investigations

2 Result(s)

Complaints

137 Result(s)

Service Bulletins

8 Result(s)

Date Complaint Filed: 05/29/2014
Component(s): ENGINE
Consumer Location: STONEHAM, MA

Date of Incident: 09/09/2012
NHTSA ID Number: 10594881

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Kia Motors America
Vehicle Identification No. (VIN): Not Available

SUMMARY:

TL * THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT WHEN AT A STOP SIGN THE VEHICLE WOULD STALL WITHOUT WARNING THE FAILURE OCCURRED ON SEVERAL OCCASIONS THE VEHICLE WAS TAKEN TO THE DEALER WHERE A TECHNICIAN WAS UNABLE TO REPLICATE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE THE FAILURE MILEAGE WAS 1 000 AND THE CURRENT MILEAGE WAS 21,000. THE VIN WAS NOT AVAILABLE

Date Complaint Filed: 05/29/2014
Component(s): ENGINE
Consumer Location: LOS ANGELES, CA

Date of Incident: 10/18/2013
NHTSA ID Number: 10594722

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Kia Motors America
Vehicle Identification No. (VIN): 5XYKW4A23DG...

SUMMARY:

VEHICLE SHUT DOWN WHILE IN MOTION OR MAKING A LEFT TURN OR A RIGHT TURN AT 25-35 MPH IT IS UNSAFE TO DRIVE.. I HAVE TAKEN THE CAR TO THE DEALER NUMEROUS OF TIME AND THEY STILL HAVEN'T FIXED THE PROBLEM AND MY WIFE AND KIDS ARE THE ONE THAT ARE ALWAYS IN THERE.. *TR

Date Complaint Filed: 05/06/2014
Component(s): ELECTRICAL SYSTEM , ENGINE VEHICLE SPEED CONTROL
Consumer Location: ALBUQUERQUE, NM

Date of Incident: 05/06/2014
NHTSA ID Number: 10586755

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKTA23DG..

SUMMARY:

AS I WAS DRIVING AT ABOUT 15-20MPH THE CAR SHUT OFF COMPLETELY AS I WAS MAKING A LEFT HAND TURN WITHOUT WARNING THIS IS THE THIRD TIME AT DIFFERENT SPEEDS SINCE WE PURCHASED THE VEHICLE IN JANUARY 2014. WE HAVE TAKEN IT TO KIA DEALERSHIP FOR REPAIR, REGULAR OIL CHANGES AND MAINTENANCE. THEY WERE UNABLE TO FIND ANYTHING WRONG, READ ANY CODES WITH COMPUTER OR DUPLICATE THE PROBLEM I AM VERY CONCERNED AS THIS IS OUR FAMILY CAR AND IT IS A DRIVING HAZARD NOT KNOWING WHEN IT WILL SHUT OFF WITH NO WARNING, NEXT TIME IT COULD BE IN THE MIDDLE OF THE INTERSECTION OR FREEWAY! WE PLAN ON TAKING BACK TODAY TO DEALERSHIP. *TR

Date Complaint Filed: 04/30/2014

Date of Incident: 04/28/2014

Component(s): ELECTRICAL SYSTEM , ENGINE

NHTSA ID Number: 10585612

Consumer Location: DALY CITY, CA

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKWDA29DG .

SUMMARY:

I WAS DRIVING IN TRAFFIC AND ALL OF A SUDDEN THE CAR DIES. THE LIGHTS ON THE DASHBOARD ILLUMINATE I HAD TO PUT THE CAR IN PARK. THEN TRIED STARTING THE CAR AGAIN AFTER 2. TIMES THE CAR TURNED BACK ON FINE. I BROUGHT THE CAR TO THE DEALER AND THERE COULDN'T REPLICATE THE PROBLEM AND DIDN'T FIND ANY COMPUTER CODES STORED. THIS IS QUITE A SAFETY HAZARD AND NOW I DON'T FEEL SAFE DRIVING THE CAR ESPECIALLY WITH MY KIDS IN THE CAR. *JS

Date Complaint Filed: 04/29/2014

Date of Incident: 08/06/2012

Component(s): ENGINE

NHTSA ID Number: 10585555

Consumer Location: PEABODY, MA

All Products Associated with this Complaint ▼

Details ▲

1 Available Document ▼ ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKWDA22DG..

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT WHILE DRIVING 50 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE A TECHNICIAN WAS UNABLE TO LOCATE A FAILURE NO REPAIRS WERE MADE TO THE VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE THE FAILURE MILEAGE WAS 1,000 AND THE CURRENT MILEAGE WAS 16 000 UPDATED 7/25/14*CN

Date Complaint Filed: 04/26/2014

Date of Incident: 02/10/2014

Component(s): ELECTRICAL SYSTEM , ENGINE , POWER TRAIN

NHTSA ID Number: 10585106

Consumer Location: EDISON, NJ

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKUDA21DG..

SUMMARY:

FIRST INCIDENT AFTER A FULL STOP AT RED LIGHT. AS CAR TOOK OFF, ENGINE STALLED OUT. HAD TO TRY SEVERAL TIMES TO RESTART ENGINE. AFTER RESTARTED, THE CAR DROVE FINE. SECOND INCIDENT AFTER SLOWING DOWN THE CAR TO ABOUT 3MPH AND REACCELERATING, ENGINE STALLED OUT. AFTER A FEW TRIES TO RESTART THE ENGINE, IT RESTARTED AND DROVE FINE. *TR

Date Complaint Filed: 04/24/2014
 Component(s): VISIBILITY
 Consumer Location: WALTON, NY

Date of Incident: 04/21/2014
 NHTSA ID Number: 10584650

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 3 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKWDA26DG...

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO THE CONTACT STATED THAT WHILE HE DROVE AT 65 MPH, THE SUNROOF EXPLODED. THE CONTACT SUFFERED CUTS TO HIS HANDS. THE FRONT PASSENGER SUFFERED CUTS ON THE BACK AND HANDS THE PASSENGER IN THE REAR SUFFERED CUTS TO THE HANDS THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FAILURE WAS NOT DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 26,700.

Date Complaint Filed: 04/23/2014
 Component(s): ELECTRICAL SYSTEM
 Consumer Location: COALINGA, CA

Date of Incident: 04/21/2014
 NHTSA ID Number: 10584445

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

04-21-2014 @ 5:30 AM CAR WILL NOT START NO ELECTRICAL PRESENT ON ANY SYSTEM-NOTHING CALLED KIA ROADSIDE SERVICE AND THEY SUGGESTED A JUMPSTARTED WHICH WE DID AND THE CAR STARTED. I RAN THE CAR FOR AN HOUR OR SO WITH NO PROBLEMS. I TOOK IT TO A LOCAL GARAGE AND HAD THE BATTERY AND ALTERNATOR TESTED AND NO PROBLEMS WERE FOUND. I CALLED KIA DEALERSHIP AND DESCRIBED THE EVENTS TO THEM AND THEY STATED THAT IT WAS SIMPLY A DEAD BATTERY. NEXT MORNING (YESTERDAY) THE CAR WAS TOTALLY DEAD ONCE MORE CALLED KIA ROADSIDE ASSISTANCE AND THEY WANTED TO JUMPSTARTED IT AGAIN. I REFUSED AND TOLD THEM TO SEND ME A TOW. THEY DID AND THE CAR WAS TAKEN TO THE CLOSEST KIA DEALERSHIP, 65 MILES AWAY. SEVERAL HOURS LATER I CALLED THE DEALERSHIP AND THEY STATED THAT IT WAS A DEAD BATTERY THEY CHARGED THE BATTERY FOR 3-4 HOURS TESTED THE CHARGING SYSTEM AND PRONOUNCED IT "FIXED". I LEFT IT AT THE DEALERSHIP AND PICKED IT UP THIS MORNING (TODAY). IT STARTED AND MY WIFE IS NOW DRIVING IT. I DO NOT BELIEVE IT WAS THE BATTERY AND I EXPECT IT TO HAPPEN AGAIN BUT THE DEALERSHIP'S SHOP WILL DO NO FURTHER INVESTIGATION I'LL KEEP YOU INFORMED. *TR

Date Complaint Filed: 04/03/2014
 Component(s): FUEL SYSTEM, GASOLINE , VEHICLE SPEED CONTROL
 Consumer Location: SIMI VALLEY, CA

Date of Incident: 03/29/2014
 NHTSA ID Number: 10577185

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKU3A2XDG...

SUMMARY:

WHILE DRIVING ON THE FREEWAY IN LIGHT TRAFFIC AT SPEEDS AROUND 40MPH THE VEHICLE SHUT OFF COMPLETELY I HAD TO COAST TO THE SHOULDER. PUT THE VEHICLE IN PARK AND RESTART. THE VEHICLE RESTARTED COMPLETELY FINE. THIS INCIDENT HAS HAPPENED 3 TIMES IN THE LAST 6 MONTHS. THE VEHICLE IS CURRENTLY AT A KIA DEALERSHIP AND THEY ARE NOT FINDING ANYTHING WRONG WITH THE VEHICLE. *TR

Date Complaint Filed: 04/01/2014

Date of Incident: 04/01/2014

Component(s): ENGINE

NHTSA ID Number: 10576160

Consumer Location: BUFORD, GA**All Products Associated with this Complaint** ▼**Details** ▲

0 Available Documents ?

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0**Manufacturer:** Kia Motors America**Vehicle Identification No. (VIN):** 5XYKT4A23DG...**SUMMARY:**

I HAVE A 2013 KIA SORENTO THAT HAS LOST POWER NUMEROUS (10-15) TIMES IT HAS OCCURRED IN MULTIPLE SETTINGS. AT LIGHTS DRIVING DOWN THE STREET, BUT MOSTLY WHILE DRIVING DOWN A VERY BUSY INTERSTATE AT 65-70 MILES AN HOUR THIS CAR IS GOING TO GET ME, ONE OF MY GRANDBABIES OR SOMEONE ELSE KILLED! ONCE I TURN ON MY HAZZARDS AND GET THE CAR OVER TO THE SIDE OF THE ROAD/MEDIAN, TURN IT OFF AND BACK ON IT STARTS AND CONTINUES ON DOWN THE ROAD WITH THE ENGINE LIGHT ON. THE FIRST TIME I TOOK IT IN THEY TOLD ME THE SEAL ON THE GAS TANK WAS BAD AND THEY REPLACED IT THE SECOND TIME I TOOK IT IN THEY TOLD ME THE COMPUTER COULDN'T FIND ANYTHING WRONG. I'M TAKING IT IN FIRST THING TOMORROW MORNING AS IT HAPPENED ON THE INTERSTATE AGAIN THIS MORNING, WONDER WHAT THEY'LL TELL ME THIS TIME?! I SHOULD HAVE STUCK WITH MY 9 YEAR OLD CHEVROLET. NEVER HAD A SINGLE PROBLEM. PLEASE, PLEASE INVESTIGATE THIS PROBLEM AND FORCE AND FIND A FIX" BEFORE" PEOPLE ARE KILLED! *TR

Date Complaint Filed: 03/29/2014**Date of Incident:** 03/29/2014**Component(s):** VISIBILITY

NHTSA ID Number: 10575487

Consumer Location: MEDON, TN**All Products Associated with this Complaint** ▼**Details** ▲

0 Available Documents ?

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0**Manufacturer:** Kia Motors America**Vehicle Identification No. (VIN):** 5XYKW4A27DG.**SUMMARY:**

DRIVING DOWN THE ROAD AND A LOUD POP OCCURRED AND THE REAR SUNROOF HAD SHATTERED. NO OTHER CARS OR PEOPLE WERE AROUND STOPPED AND CHECKED THE GROUND WHERE IT HAPPENED AND FOUND NO OBJECTS THAT WOULD HAVE CAUSED SUNROOF TO SHATTER. SUNROOF APPEARS TO HAVE SHATTERED WITHOUT EXTERNAL CONTACT OF ANY KIND *TR

Date Complaint Filed: 03/27/2014**Date of Incident:** 07/05/2013**Component(s):** ENGINE

NHTSA ID Number: 10575062

Consumer Location: Unknown**All Products Associated with this Complaint** ▼**Details** ▲

0 Available Documents ?

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0**Manufacturer:** Kia Motors America**Vehicle Identification No. (VIN):** 5XYKT4A25DG...**SUMMARY:**

ENGINE STALLED A TOTAL OF 8 TIMES WHILE IN MOTION SINCE 6/13/12 THE DATE OF PURCHASE OF THIS NEW CAR. THIS CAR HAD BEEN TAKEN INTO THE DEALER MULTIPLE TIMES KIA HAS SAID IT CANNOT DIAGNOSE THE PROBLEM. *TR

Date Complaint Filed: 03/24/2014**Date of Incident:** 03/22/2014**Component(s):** ENGINE

NHTSA ID Number: 10574445

Consumer Location: JACKSON, MO**All Products Associated with this Complaint** ▼**Details** ▲

0 Available Documents ?

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0**Manufacturer:** Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

I HAVE OWNED THIS CAR FOR 1 WEEK AND WHILE DRIVING IN THE MIDDLE OF TRAFFIC AT ABOUT 35 MPH IT COMPLETELY SHUT OFF! I ALMOST CAUSED A MAJOR ACCIDENT! *TR

Date Complaint Filed: 03/23/2014

Component(s): ENGINE

Consumer Location: Unknown

Date of Incident: 03/17/2014

NHTSA ID Number: 10574221

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT4A27DG..

SUMMARY:

WE HAVE 2013 KIA SORENTO. IT IS BEEN FEW MONTHS WE HAVE THIS PROBLEM OF SHUTTING ENGINE DOWN WHEN DRIVING IN SLOW SPEED AROUND 35 TO 40 MILES SOMETIME LESS AND SOMETIME STOPPING AT TRAFFIC LIGHT OR STOP SIGN. ALSO WE NOTICED IF WE GO OVER THE STREET BUMPS OR DOWN HILL LIKE ENTERING UNDERGROUND PARKING. BEEN IN DEALER TOO MANY TIMES, BEEN CONTACT BY CORPORATE OFFICE, EVERY TIME WE TOOK THE CAR TO THE DEALER THEIR ANSWER WAS, WE DROVE WE COULD NOT FIND ANY PROBLEM AND WE HAVE TO TAKE THE CAR BACK, BECAUSE THEY ARE DRIVING IN HWY WITH 70 OR HIGHER SPEED. FEW MONTHS BACK DEALER CALLED AND INFORMED US WE HAVE RECALL BY KIA AND IT IS RELATED TO YOUR PROBLEM, THEY FLUSH THE SOFTWARE AND LOAD NEW. CAR WAS RUNNING FINE UNTIL FEW DAYS AGO SHUTS DOWN TWO TIMES IN THREE DAYS IN MALLS PUBLIC PARKING PLACE AND ONCE AT STOP SIGN AND BOTH TIMES CAUSE PROBLEM FOR OTHER CARS. WE TOOK THE CAR BACK TO KIA DEALER AND THEY CALLED US BACK AGAIN WITH NO RESULT. I LEFT THE CAR AT DEALER AND NOT GOING TO GET IT BACK UNTIL THEY RESOLVE THIS ISSUE OR GIVE US OUR DOWN PAYMENT BACK THIS IS NOT SAFE FOR MY SELF AND MY FAMILY AND OTHER DRIVERS AND THEIR FAMILY BUT I GUESS KIA CORP DOESN'T CARE AND JUST WANTS TO MAKE MONEY *TR

Date Complaint Filed: 03/17/2014

Component(s): STRUCTURE, VISIBILITY

Consumer Location: BELOIT, OH

Date of Incident: 03/17/2014

NHTSA ID Number: 10572959

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKWDA29DG..

SUMMARY:

DRIVING DOWN ROUTE 62 IN ALLIANCE OHIO 44601 ONLY GOING ABOUT 30 35 MPH IT SOUNDED LIKE A GUN SHOT AND LOOK BACK AND SEEN THE PANORAMIC WINDOW WAS SHATTERED NO SIGNS OF ANYTHING HITTING IT LIGHT TRAFFIC. *TR

Date Complaint Filed: 03/14/2014

Component(s): ENGINE

Consumer Location: SCHAUMBURG, IL

Date of Incident: 03/11/2014

NHTSA ID Number: 10572499

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

ENGINE DIES OUT UNEXPECTEDLY. DRIVING AT LOW SPEEDS THE CAR WILL SHUT OFF. THIS HAS HAPPENED AT LEAST 3 TIMES. ONCE WAS IN A PARKING LOT. I WAS DRIVING SLOWLY AND ALLOWING PEDESTRIANS TO CROSS IN FRONT OF ME. AS I STOPPED FOR A PERSON THE ENGINE COMPLETELY SHUT OFF. I HAD TO PUT IT INTO NEUTRAL AND RESTART IN ORDER TO MOVE. SEEMED FINE AFTER THAT. SECOND TIME WAS IN STOP AND GO TRAFFIC. CRAWLING ALONG AND

STOPPING. AS I SLOWLY MOVED FORWARD CAR DIED. AGAIN HAD TO THROW IT INTO NEUTRAL AND RESTART IT. THIRD TIME WAS STOPPED AT A STOP SIGN. STARTED TO TURN RIGHT FROM STOP SIGN AND CAR DIED. AGAIN HAD TO RESTART. THIS IS A DANGEROUS PROBLEM. IF I WAS STOPPED THEN PULLED INTO FAST ONCOMING TRAFFIC AND IT DIED I COULD BE HIT. THE DEALERSHIP CANNOT DUPLICATE THE PROBLEM THEREFORE CANNOT FIX IT. I HAVE SEEN MULTIPLE COMPLAINTS ONLINE ABOUT THIS. KIA NEEDS TO DETERMINE THE CAUSE OF THE ISSUE BEFORE SOMEONE IS KILLED. *TR

Date Complaint Filed: 03/11/2014
 Component(s): VEHICLE SPEED CONTROL
 Consumer Location: MARLBOROUGH, MA

Date of Incident: 01/07/2013
 NHTSA ID Number: 10568520

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYK7DA28DG..

SUMMARY:

WHILE DECELERATING TO A STOP, THE VEHICLE SUDDENLY STALLED THE CONTACT RESTARTED THE ENGINE AND THE VEHICLE OPERATED NORMALLY THE FAILURE WAS RECURRING THE VEHICLE WAS TAKEN TO THE DEALER BUT THE DEFECT COULD NOT BE DUPLICATED. THEY REPLACED THE THROTTLE BODY, BUT THE PROBLEMS TILL HAPPENING SO MANY TIMES, THEY ALSO DID A UPDATE ON THE COMPUTER AND AGAIN THE PROBLEM STILL THERE.... I AM SO SCARED TO DRIVE THIS CAR. I KNOW AM NOT THE ONLY ONE WITH THE SAME ISSUE AND SEEMS THAT KIA DOESN'T CARE SINCE THEY KEEP SAYING WE NEED DUPLICATED.. THIS HAPPEN IN DIFFERENT SITUATIONS WITCH I COULD BE INVOLVED INA SERIOUS ACCIDENT WITH MY KIDS... *TR

Date Complaint Filed: 03/04/2014
 Component(s): VISIBILITY
 Consumer Location: KENT, WA

Date of Incident: 11/04/2013
 NHTSA ID Number: 10567351

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKUDA27DG..

SUMMARY:

CLEAR DAY. FOUR LANE HIGHWAY (97-WASHINGTON STATE) MINIMAL TRAFFIC. THE SUNROOF SUDDENLY EXPLODED WITHOUT ANY EXTERNAL CAUSE FLYING GLASS. NO INJURIES, BUT FRAYED NERVES. SUNROOF NOT ON THE FAILED COMPONENT LIST. ACTUALLY A POTENTIALLY VERY DANGEROUS SITUATION

Date Complaint Filed: 03/03/2014
 Component(s): ENGINE
 Consumer Location: AZUSA, CA

Date of Incident: 05/01/2013
 NHTSA ID Number: 10566793

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYK7DA2XDG..

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT WHILE DECELERATING TO A STOP THE VEHICLE SUDDENLY STALLED THE CONTACT RESTARTED THE ENGINE AND THE VEHICLE OPERATED NORMALLY. THE FAILURE WAS RECURRING THE VEHICLE WAS TAKEN TO THE DEALER BUT THE DEFECT COULD NOT BE DUPLICATED. NO REPAIRS WERE PERFORMED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 7,903. *TR

Date Complaint Filed: 02/17/2014

Date of Incident: 02/15/2014

Component(s): ENGINE VEHICLE SPEED CONTROL

NHTSA ID Number: 10564663

Consumer Location: LAKESIDE, CA

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKU4A27DG..

SUMMARY:

WHILE DRIVING ON THE FREEWAY AT ABOUT 70 MPH THE CAR'S ACCELERATOR STOPPED WORKING AND THE ENGINE LIGHT CAME ON I WAS IN THE LANE NEXT TO THE FAST LANE IN LOS ANGELES I QUICKLY TURNED ON MY HAZARD LIGHTS AND PULLED OVER ABOUT 5 LANES TO THE SHOULDER THANK GOODNESS IT WAS LATE AT NIGHT AND I WAS ABLE TO PULL OVER SAFELY I HAD FOUR KIDS IN THE CAR DRIVING HOME FROM MAGIC MOUNTAIN! I TURNED OFF THE CAR AND TURNED IT BACK ON AND IT WORKED FINE THE REST OF THE WAY HOME ALTHOUGH I DID STAY IN THE SLOW LANES IN CASE IT HAPPENED AGAIN. THIS HAPPENED ON A SATURDAY ON SUNDAY MY HUSBAND DROVE THE CAR A FEW MILES TO HAVE LUNCH. THE ENGINE LIGHT WAS ON WHEN HE LEFT BUT THEN TURNED OFF WHEN HE WAS ON HIS WAY HOME. TOOK THE CAR TO THE DEALERSHIP ON MONDAY AND THEY SAID I NEEDED A COMPUTER UPDATE AND THAT WOULD FIX THE PROBLEM. THEY LET ME KNOW THIS HAS HAPPENED TO OTHER CARS AND THE COMPUTER UPDATE HAS WORKED. VERY DISAPPOINTED IN KIA KNOWING THIS HAS HAPPENED AND NOT SENDING A LETTER OR LETTING US KNOW ABOUT THE PROBLEM TO HAVE US COME IN AND GET THE UPDATE DONE WE COULD HAVE BEEN IN A SERIOUS ACCIDENT RESULTING IN DEATH I HOPE THIS FIXES THE PROBLEM THIS IS THE FIRST KIA I HAVE OWNED AND HAVE LOVED THE CAR UP UNTIL THIS POINT. *TR

Date Complaint Filed: 02/16/2014

Date of Incident: 02/15/2014

Component(s): VISIBILITY

NHTSA ID Number: 10564555

Consumer Location: SPRING CREEK, NV

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKUDA25DG...

SUMMARY:

ON 2/15/2014 MY WIFE AND I WERE DRIVING FROM ELKO, NV TO SPRING CREEK, NV AT APPROXIMATELY 50 MPH WHEN THE SUNROOF IMPLoded. IT WAS A CLEAR DAY WITH NO RAIN OR HAIL THE SUNROOF DID NOT HAVE PRIOR DAMAGE AND THERE WAS NO INDICATION OF IT GETTING HIT BY AN EXTERNAL OBJECT; THERE WAS NO IMPACT SOUND AND NO FOREIGN OBJECTS IN THE CAR THE GLASS SIMPLY IMPLoded AND FELL NOT THE VEHICLE ON TOP OF MY WIFE AND I. ALONG WITH THE FRONT AND REAR BARS OF THE SUNROOF. KIA ROADSIDE ASSISTANCE TOWED THE VEHICLE TO A KIA DEALERSHIP IN SALT LAKE CITY, UT *TR

Date Complaint Filed: 02/07/2014

Date of Incident: 01/29/2014

Component(s): ELECTRICAL SYSTEM , ENGINE

NHTSA ID Number: 10563372

Consumer Location: APPLE VALLEY, CA

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

I HAVE A 2013 KIA SORENTO THAT I BOUGHT BRAND NEW WITH ONLY 8 MILES ON IT. I WAS AT A STOP LIGHT AND MY CAR LUNGED FORWARD AS IF SOMEONE HIT US FROM BEHIND BUT THERE WAS NO ONE THERE. SO WHEN THE LIGHT TURNED GREEN WE STARTED TO GO AND NOTICED WE HAD NO POWER AND THE CHECK ENGINE LIGHT WAS ON. WE WERE ABLE TO GET TO THE SIDE OF THE ROAD AND TURN OFF THE CAR AND CALLED AAA AND THE DEALERSHIP TELLING THEM WHAT HAPPENED. SO ONCE IT GOT THERE THE SERVICE TECH AND IT PROBABLY WAS THE COMPUTER AND IT NEEDED TO BE UPDATED . I STAYED THERE FOR ABOUT 1 HOUR WHILE THEY DID THE UPDATE AND THEN THEY TEST DROVE IT AND THE CHECK ENGINE LIGHT CAME BACK ON. SO THEN THEY SAID IT WAS THE THROTTLE BODY SO THEY REPLACED IT AND TEST DROVE IT AGAIN AND THE

CHECK ENGINE LIGHT CAME ON AGAIN SO THEY FOUND THAT IT WAS THE PCM NOT TOTALLY SURE WHAT THAT IS HE SAYS IT WAS 1500\$ PART IN THE COMPUTER THAT WAS MALFUNCTIONING BUT THEY HAD MY CAR FOR A WEEK DOING THE REPAIRS AND NOW IS RUNNING GOOD. THEY ALSO HAVE ME A RENTAL CAR. SO IN ALL THE DEALERSHIP DID A GOOD JOB FIXING MY CAR AND WOULDN'T STOP UNTIL IT WAS FIXED RIGHT. *TR

Date Complaint Filed: 02/01/2014
 Component(s): VISIBILITY
 Consumer Location: MONROE, CT

Date of Incident: 01/31/2014
 NHTSA ID Number: 10562460

All Products Associated with this Complaint ▼

Details ▲

1 Available Document ▼ ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKWDA27DG

SUMMARY:

DRIVING AT @ 70 MPH ON SMOOTH INTERSTATE HIGHWAY WITH VERY LIGHT TRAFFIC HEARD A VERY LOUD BANG AND THEN THE CRACKLING OF GLASS. REACHED BACK TO FEEL THE PANORAMIC SUNROOF AND IT MOVED. PULLED OFF AT NEXT EXIT TO SEE THAT THE ENTIRE ROOF HAD SHATTERED WITH SEVERE CRACKING AROUND THE SIDES AND BACK BUT NO VISIBLE SIGN OF DAMAGE FROM A FOREIGN OBJECT. WEATHER WAS CLEAR AND 34F WITH CLIMATE CONTROL SET AT 72F. AT THE TIME OF THE INCIDENT THERE WERE NO VEHICLES WITHIN .25 MILES IN FRONT OF ME AND NO OVERPASSES AT THE LOCATION. ..UPDATED 04-29-14 *BF

Date Complaint Filed: 01/17/2014
 Component(s): ENGINE SERVICE BKAKES VEHICLE SPEED CONTROL
 Consumer Location: SALEM, OR

Date of Incident: 01/16/2014
 NHTSA ID Number: 10560329

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKTDZ5DQ

SUMMARY:

DRIVING THROUGH NEIGHBORHOOD APPROXIMATELY 25 TO 30 MPH, VEHICLE SUDDENLY SCREECHED TO HALT (I DID NOT DEPRESS THE BRAKES). ENGINE LIGHT CAME ON. ALL PARTS OF VEHICLE WERE DISABLED (UNABLE TO STEER, START, ETC) I WAS THROWN FORWARD DESPITE SEAT BELT ON DUE TO SUDDEN AND COMPLETE STOP. THANKFULLY I WAS THE ONLY VEHICLE IN THE ROADWAY AT THE MOMENT AFTER SEVERAL MINUTES OF NO RESPONSE FROM VEHICLE WITH IGNITION ISSUES, I WAS FINALLY ABLE TO RESTART AND CONTINUE MY DRIVE. AS WELL AS CONTACT DEALER FOR APPOINTMENT TO 'REPAIR' THIS RAMPANTLY UNSAFE 2013 KIA SORENTO ENGINE ISSUE. I PURCHASED THIS VEHICLE NEW IN FEBRUARY 2013 WITH THE NOTION THAT KIA HAS A 5 STAR SAFETY RATING. AFTER THIS INCIDENT AND AFTER REVIEWING OTHER EERILY SIMILAR COMPLAINTS. I VEHEMENTLY DISAGREE WITH THE RATING. THIS IS AN EXTREME SAFETY HAZARD I DRIVE TO AND FROM PATIENT'S HOMES FOR A LIVING, OFTEN TRAVELING FREEWAYS AND IN REMOTE AREAS I DID NOT NOTICE ANY ISSUES WITH MOTOR PRIOR TO 'COMPUTER UPGRADE' REQUESTED AT LAST VISIT TO DEALER. I AM HOPING THAT KIA RESOLVES THIS OBVIOUSLY RAMPANT ISSUE BEFORE SERIOUS INJURY OR DEATH RESULTS FROM THIS PROBLEM I WILL NO LONGER TRANSPORT MY CHILDREN IN THIS VEHICLE UNTIL KIA CAN REMEDY THIS SITUATION. I AM TAKING IN TO THE SAME DEALER WHO DID 'UPGRADE' TODAY TO 'REPAIR' IF POSSIBLE I WILL ALSO BE CONTACTING KIA VIA PHONE AND EMAIL CONTACT AS WELL AS THE DEALER FROM WHOM I PURCHASED MY VEHICLE ALL NEED TO KNOW THAT THIS ENGINE FAILURE ISSUE IS SERIOUS AND COULD BE FATAL IF NOT DEALT WITH SOON *TR

Date Complaint Filed: 12/17/2013
 Component(s): ELECTRICAL SYSTEM . ENGINE
 Consumer Location: LAWEEN, AZ

Date of Incident: 11/27/2013
 NHTSA ID Number: 10556294

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT4A20DG...

SUMMARY:

I WAS STOPPED IN THE LEFT TURN LANE WAITING FOR TRAFFIC TO PASS SO THAT I COULD PULL INTO A SHOPPING CENTER PARKING LOT WHEN SUDDENLY EVERYTHING SHUT OFF. I HAD FIRST NOTICED THE RADIO HAD SHUT OFF AND THEN I REALIZED THAT THE ENTIRE ENGINE HAD SHUT DOWN AS I COULD NOT MOVE THE VEHICLE. AFTER PUTTING THE VEHICLE IN PARK AND TURNING THE IGNITION OFF AND THE RESTARTING IT, I WAS ABLE TO RESUME DRIVING. AS THIS WAS THE DAY BEFORE THANKSGIVING, I WAS NOT ABLE TO TAKE THE CAR TO THE DEALERSHIP UNTIL THE SATURDAY AFTER THANKSGIVING. SIMILAR TO OTHERS HERE WHO HAVE MADE COMPLAINTS, THE AUTOMOTIVE TECHNICIANS AT THE DEALERSHIP WERE NOT ABLE TO FIND ANYTHING WRONG WITH THE CAR EVEN AFTER TEST DRIVING IT AND HAVING IT CONNECTED TO THE COMPUTER THE PROBLEM HAS NOT OCCURRED SINCE TAKING IT TO THE DEALERSHIP. I THOUGHT THAT MAYBE THIS WAS JUST A FLUKE THING UNTIL I READ ALL OF THE COMPLAINTS HERE. KIA REALLY NEEDS TO FIND OUT WHAT THE ISSUE IS WITH THESE VEHICLES BEFORE SOMEONE GETS SERIOUSLY INJURED OR KILLED. *TR

1200 New Jersey Avenue SE West Building Washington DC 20590 USA T 888 327 4236 TTY 1 800 424 9153
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Recalls

1 Result(s)

Investigations

2 Result(s)

Complaints

137 Result(s)

Service Bulletins

8 Result(s)

Date Complaint Filed: 12/12/2013
 Component(s): ELECTRICAL SYSTEM , ENGINE
 Consumer Location: MURRIETA, CA

Date of Incident: 12/05/2013
 NHTSA ID Number: 10555776

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYK4A29DG...

SUMMARY:

ABOUT 6 MONTHS AGO WHEN MY RADIO TURNED OFF AND WOULDN'T TURN BACK ON. I TOOK IT INTO THE DEALERSHIP AND THEY SAID THAT IT MUST HAVE BEEN A ONE TIME THING BECAUSE THEY WE NOT ABLE TO DUPLICATE THE PROBLEM AGAIN. I WENT WITH IT AS THIS IS THE 3RD KIA I HAVE OWNED. ON 12/5/13 I WENT TO TURN MY CAR ON AND IT DIDN'T START. I WAITED A FEW SECONDS TRIED AGAIN AND SHE STARTED. THE VERY NEXT DAY 12/6/13 I DROVE TO LA WITH MY SON AND ON MY WAY BACK DOWN (90 MILES AWAY FROM HOME) THE RADIO WENT OUT AGAIN AND MY CAR FELT VERY SLUGGISH. I COULDN'T CALL MY HUSBAND AS MY BLUETOOTH IS CONNECTED TO MY RADIO AND I WAS ALREADY ON THE ROAD WHEN THE RADIO WENT OUT AGAIN. NOW TODAY 12/11/13 I WAS DRIVING ON THE FREEWAY TO A DOCTORS APPOINTMENT. AS SOON AS I GET OFF THE FREEWAY I AM AT A STOP SIGN, I STOP. WHEN IT IS MY TURN TO GO IS WHEN MY CAR DECIDES TO COMPLETELY SHUT DOWN! ALL THE LIGHTS FLICKERED THE RADIO WENT OUT AND MY CAR WAS STILL STUCK IN DRIVE ON A SLIGHT HILL. I IMMEDIATELY PUT MY HAZARD LIGHTS ON, PUT THE EMERGENCY BREAK ON AS I DIDN'T WANT MY CAR TO ROLL BACKWARDS AFTER TRYING TO RESTART MY CAR ABOUT 4 TIMES I WAS FINALLY ABLE TO PUT THE CAR IN PARK AND RESTART THE CAR. BUT SHE WAS SHAKING THE ENTIRE TIME UNTIL I FINALLY PARKED THE CAR AND WENT TO MY APPT. I PURCHASED THIS CAR FOR SAFETY AS I HAVE NEVER HAD A PROBLEM WITH ANY OF MY OTHER KIA'S. I WILL BE TAKING IT IN TO THE DEALERSHIP TOMORROW AND SEE WHAT THEY SAY. AFTER READING ALL OF THESE COMPLAINTS FROM PEOPLE WITH THE SAME EXACT ISSUE I AM LOOKING AT KIA TO RECALL THIS CAR. THEY SHOULDN'T WAIT UNTIL A FATALITY OCCURS I AM RECTIFY THIS ISSUE. I LIVE THE CALIFORNIA SO AFTER 3 TIMES FOR THE SAME REASON IT WILL FALL UNDER THE LEMON LAW BUT MY CONCERN IS THE SAFETY OF EVERYONE ELSE ESPECIALLY MY 3 CHILDREN THAT I AM CONSTANTLY TRANSPORTING. AND MYSELF ON MY 140 MILE DRIVE DAILY. PLEASE RECALL THIS VEHICLE! *TR

Date Complaint Filed: 11/22/2013
 Component(s): STRUCTURE VISIBILITY
 Consumer Location: APACHE JUNCTION, AZ

Date of Incident: 11/21/2013
 NHTSA ID Number: 10553341

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKUDA23DG..

SUMMARY:

WE WERE WESTBOUND ON US 60 IN TEMPE AZ WHEN THE SUNROOF IMPLoded SCATTERING GLASS ON VEHICLES BEHIND US. LUCKY FOR US THE INSIDE SHADE WAS CLOSED PREVENTING THE GLASS FROM COMING INSIDE. THE OUTSIDE TEMP. WAS 73 THE A/C WAS SET AT 70 SPEED WAS 65 MPH. I CONTACTED THE KIA DEALER WHO SAID THEY WERE UNAWARE OF ANY PROBLEMS THAT KIA WAS HAVING WITH THE SUNROOFS. *TR

Date Complaint Filed: 11/21/2013

Component(s): ENGINE , LATCHES,LOCKS,LINKAGES , POWER TRAIN

Consumer Location: VANCOUVER, WA

Date of Incident: 11/20/2013

NHTSA ID Number: 10553282

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

WHILE DRIVING IN PARKING LOT AND BREAKING THE ENGINE STOPPED ENGINE LIGHT CAME ON CAR WOULD NOT RESTART TOOK MULTIPLE TRIES TO GET GEAR SHIFT INTO PARK. ENGINE FINALLY RESTARTED. TOOK IN TO DICK HANNAH DEALER TO CHECK CODES, AFTER 2 HOURS THEY COULD FIND NOTHING AND HAD NOT HEARD OF THE PROBLEM. APPARENTLY THEY DON'T HAVE INTERNET ACCESS WHERE THIS NHTSA SITE REPORTS 14 NOW 15. OF THE SAME INSTANCES THIS IS A VERY UNSAFE SITUATION & THE DEALERS DON'T KNOW ABOUT IT.....REALLY. THIS IS OUR FIRST AND PROBABLY LAST KIA. THIS VEHICLE HAS HAD THE ELECTRONIC THROTTLE FAILURE WHILE DRIVING, FAULTY BACK SEAT LATCH, LEAKY POWER STEERING FITTING DRAINING MOST OF THE FLUID OUT. *TR

Date Complaint Filed: 10/31/2013

Component(s): ENGINE POWER TRAIN

Consumer Location: MONTVILLE NJ

Date of Incident: 10/19/2013

NHTSA ID Number: 10550425

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKTD29DG...

SUMMARY:

2013 KIA SORENTO LX - V6 AWD PURCHASED 3/2013 ON 10/19 AT 11.5K MILES ON VEHICLE THE TRANSMISSION SLIPPED AND THEN LOST MOST FUNCTION AT 45 MPH . CAR LIMPED HOME WITH CHECK ENGINE LIGHT ON AND SPEWING FLUID.HE NEXT MORNING (SAT)CALLED KIA ROADSIDE SERVICE AND HAD CAR TOWED TO NEAREST DEALER. THE DEALER TOOK VEHICLE AND NOTIFIED ME LATER IN THE DAY TRANSMISSION WOULD BE AND ORDERED ON MONDAY. I WAS NOTIFIED THAT CAR WOULD BE REPAIRED WITH NEW TRANS AND CAR WOULD BE READY ON WED THE DEALER CALLED ME A SAID THE WATER PUMP WAS CORRODED AND WAS OUT OF COOLANT. A WATER PUMP WAS REPLACED AND TRANS. I PICKED UP THE CAR ON THURS AND NOTICED FLUID UNDER THE CAR THE NEXT MORNING. TOOK THE CAR BACK TO THE DEALER THE NEXT MORNING. HE STATED THEY OVERFILLED AND NOW THE PROBLEM SOLVED (FRI) Y CONFIDENCE SHAKEN AND NOT FEELING SAFE. I TRADED IN THE VEHICLE (GOT FAIR MARKET VALUE) .FOR A LEASED NEWER MODEL. I HAVE LOST \$7,000 FOR OWNING THE VEHICLE 7.5 MONTHS, WITH 11.5K MILES. I AM ARGUING WITH KIA MOTORS FOURSOME COMPENSATION. BUT THEIR ATTITUDE IS THEY WILL NOT DO ANYTHING, SUGGESTED DEALER DISCUSSION. I AM CONTINUING A DIALOGUE WITH KIA, THEY NEED TO BE RESPONSIBLE. *TR

Date Complaint Filed: 10/30/2013

Component(s): ENGINE

Consumer Location: LEXINGTON, KY

Date of Incident: 10/30/2013

NHTSA ID Number: 10550302

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

THE VEHICLE LOST POWER WHEN DRIVING ON THE HIGHWAY AND CHECK ENGINE LIGHT CAME ON . I WAS LUCKY TO STOP THE CAR ON THE ROAD SIDE . TURNED THE VEHICLE OFF AND RESTARTED THE CAR BUT THE CHECK ENGINE LINE SAID NOT GO OFF.DROVE THE CAR FOR ABOUT A MILE AND LOST POWER AGAIN. REPEATED THE SAME STEP AND RESTARTED. REACHED HOME . THIS VEHICLE HAS HAD SEVERAL PROBLEMS, PURCHASED THE VEHICLE NEW WITH 10 MILES. LAST MONTH THE FAN WAS NOT TURNING OFF EVEN AFTER TURNING OFF THE VEHICLE . TODAY'S INCIDENT COULD RESULT IN AN ACCIDENT IF I WAS ON THE LEFT LAN. *TR

Date Complaint Filed: 10/20/2013

Component(s): ELECTRICAL SYSTEM , ENGINE

Consumer Location: HENDERSON, NV

Date of Incident: 04/25/2013

NHTSA ID Number: 10548594

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

WE PURCHASED THE 2013 KIA SORENTO AWD 2/2013 W/300 MILES ON IT . AT THE END OF APRIL WE WENT TO DEATH VALLEY (ROUND TRIP WAS APPROX 350 MILES). WHEN WE RETURNED TO TOWN, WE STOPPED AT THE GROCERY STORE TO PICK UP SUPPER SUPPLIES . AFTER SHUTTING THE VEHICLE OFF. BEING IN THE STORE FOR APPROX 30 MINUTES, & THEN CAME BACK OUT . WHEN WE TURNED THE VEHICLE ON IT SOUNDED AS THOUGH IT WAS ONLY HITTING ON HALF THE CYLINDERS. WE IMMEDIATELY CUT THE VEHICLE OFF, WAITED A COUPLE OF MINUTES, AND THEN TURNED IT BACK ON. IT SEEMED FINE. WE FIGURED IT WAS PROBABLY A FLUKE . RIGHT AFTER THIS HAPPENED THOUGH, I NOTICE A HUGE DECREASE IN MY FUEL MILEAGE . BEFORE THIS HAPPENED I WAS GETTING 18-19 MPG/CITY AND 24-34 MPG/HWY (DEPENDING ON HOW FAR I WENT, OUT TO DEATH VALLEY W/NO STOPS, WE GOT 34). NOW I WAS LUCKY TO GET 13/14 MPG/CITY AND 16-18 MPG/HWY. WE TOOK IT TO THE KIA GARAGE, BUT THERE WASN'T MUCH THEY COULD DO BECAUSE IT WASN'T THROWING ANY CODES . WE SUFFERED WITH PAYING MORE FOR GAS FOR 6 MONTHS UNTIL WE WENT FOR AN OIL CHANGE IN OCT AND THE DEALERSHIP TOLD US THERE WAS AN "ECM" UPDATE . AFTER THEY SHARED WITH US THAT IT COULD POTENTIALLY HELP W/THE FUEL MILEAGE, I WAS ECSTATIC! IT WENT RIGHT BACK UP TO WHERE IT HAD BEEN PREVIOUSLY! THEN THE THING WITH THE IGNITION HAPPENED AGAIN! ONLY WORSE THIS TIME, JUST A FEW DAYS AGO! MY FUEL MILEAGE WENT BACK DOWN TO WHAT I SHARED ABOVE. WE TOOK IT BACK TO THE DEALERSHIP AND AFTER THEM TRYING ALL DAY TO REPLICATE WHAT HAPPENED (WHICH TOOK MONTHS FOR IT TO HAPPEN W/US) THEY FINALLY DID THE UPDATE. AGAIN MY FUEL MILEAGE IS BACK UP TO WHERE IT SHOULD BE. I WANT TO BE HAPPY BUT I AM CONCERNED THIS WILL HAPPEN YET AGAIN THERE HAVE BEEN TO OTHER NOTICEABLE ISSUES THAT I HAVE SHARED IN OTHER SECTIONS . ONE ABOUT VIBRATION WHILE IN NEUTRAL/PARK & ONE ABOUT THE VEHICLE NOT STARTING AFTER PRESSING THE IGNITION BUTTON . *TR

Date Complaint Filed: 10/16/2013

Component(s): ENGINE . FUEL/PROPULSION SYSTEM

Consumer Location: ONSET, MA

Date of Incident: 09/23/2013

NHTSA ID Number: 10548176

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XKYWDA26DG...

SUMMARY:

DRIVING VEHICLE ON HIGHWAY, SUDDENLY LOST POWER. WOULD NOT ACCELERATE. STOPPED IN BREAKDOWN LANE . SHUT VEHICLE OFF AND RESTARTED. VEHICLE RAN OK BUT CHECK ENGINE LIGHT WAS ON. DUE TO VACATION TOOK VEHICLE TO DEALER ON 10/8. SERVICE MANAGER SAID THERE WAS A RECALL FOR ECM AND BASED ON CODE FROM VEHICLE THAT WAS PROBABLY THE PROBLEM. WHEN I ASKED WHY I WAS NOT NOTIFIED HE SAID BECAUSE IT WAS NOT A SAFETY ISSUE????? TO ME LOSS OF POWER ON THE HIGHWAY IS A SAFETY ISSUE. NOW, 10/16 MY WIFE CONFRONTED THE SAME PROBLEM AND ON THE HIGHWAY WHICH SHE SAID CAUSED A REAL SAFETY PROBLEM, SHE WAS IN THE MIDDLE LANE AND CARS WERE BEARING DOWN ON HER UNTIL

SHE COULD FINALLY MOVE OVER INTO THE BREAKDOWN LANE AGAIN. SHE WAS ABLE TO RESTART THE VEHICLE AND VERY ANXIOUSLY ABLE TO GET OFF THE HIGHWAY. AFTER STOPPING AND RESTARTING TWO MORE TIMES SHE WAS ABLE TO MAKE IT HOME WITH THE CHECK ENGINE LIGHT ON AGAIN. UPON SEEING OTHER SIMILAR COMPLAINTS ON THE WEB, I AM GOING BACK TO THE KIA DEALER TO TRY AND GET THIS FIXED, HOWEVER, I THINK THAT THE NHTSA NEEDS TO FORCE KIA TO DO A RECALL TO FIX THE PROBLEM BEFORE SOMEONE GETS SERIOUSLY HURT ON THE HIGHWAY THE SERVICE MANAGER AT THE DEALER IS AT A LOSS AS TO WHAT MAY BE CAUSING THIS CONDITION BUT IT IS OBVIOUSLY A PROBLEM OTHERS HAVE ENCOUNTERED *TR

Date Complaint Filed: 09/30/2013

Component(s): ENGINE , VEHICLE SPEED CONTROL

Consumer Location: CARSON CITY, NV

Date of Incident: 04/30/2013

NHTSA ID Number: 10546268

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

IN APRIL 2013, WE WERE DRIVING NORMALLY AT APPROXIMATELY 30 MILES AN HOUR WHEN THE ACCELERATOR WENT OUT AND ALL OF THE ENGINE LIGHTS CAME ON. THE STEERING WHEEL LOCKED AND WE JUST HAD TO WAIT FOR THE CAR TO STOP. BROUGHT IT IN AND THEY WORKED ON THE THROTTLE. LAST WEEK IT HAPPENED AGAIN. KIA DEALERSHIP WAS NOT HELPFUL AT ALL. THEY SCREENED THE CAR AND SAID THEY COULDN'T FIND A PROBLEM. THEY DID NO REPAIRS, BUT REPORTED THAT THEY HAD TO DO AN ECM UPGRADE. CONTACTED THE KIA HEADQUARTERS REGARDING THIS MATTER AND INDICATED THAT THERE HAS TO BE A PROBLEM IF THE SAME ISSUE HAS OCCURRED TWICE IN A SPAN OF SEVERAL MONTHS. WE ALSO INFORMED THEM THAT WE FELT THE CAR WAS UNSAFE AND THEY OPENED A CASE TO NOTE THE ISSUE. WE HAVE CHILDREN, AND THIS IS A SERIOUS RISK WE JUST GOT THE CAR IN APRIL OF 2013. *TR

Date Complaint Filed: 09/16/2013

Component(s): ENGINE AND ENGINE COOLING , STRUCTURE

Consumer Location: STONE MOUNTAIN, GA

Date of Incident: 03/04/2013

NHTSA ID Number: 10543825

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

WHEN I BOUGHT THIS VEHICLE I DID NOT REALIZE THAT IT WOULD HAVE SO MANY ISSUES I THINK IT STARTED IN MARCH OF 2013. I STARTED SMELLING A BAD ODOR WHEN I START MY TRUCK UP AND REALIZED IT WAS COMING FROM THE AC UNIT. HAD IT CHECKED OUT AND WAS INFORMED THAT IT WAS THE CABIN FILTER AND I WOULD HAVE TO PAY TO HAVE IT FIXED. LATER WENT BACK FOR ANOTHER MATER AND WAS TOLD AT FIRST THAT IT WAS UNDER WARRANTY. BUT ONCE I GOT TO THE DEALERSHIP I WAS TOLD IT COULD NOT BE FIXED. EVERY SINCE I HAD THIS TRUCK MY DRIVERS SEAT GOES DOWN BY IT SELF AND I JUST DON'T SEE WHAT THE POINT IN TAKING IT TO THE DEALERSHIP BECAUSE THEY NEVER FIX ANYTHING. I FEEL THAT PURCHASING A KIA FROM RICK CAS KIA WAS A VERY BIG MISTAKE. I WILL NEVER RECOMMEND THIS DEALERSHIP TO ANYONE..... *TR

Date Complaint Filed: 09/16/2013

Component(s): ELECTRICAL SYSTEM , SUSPENSION

Consumer Location: UTUADO, PR

Date of Incident: 06/01/2013

NHTSA ID Number: 10543793

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT4A65DG..

SUMMARY:

RADIO AND CAMERA SYSTEM SUDDENLY STOPS WORKING. WHEN YOU TURN ON THE AIR CONDITIONER COMES A STRONG ODOR AS "SILICONE" THIS HAPPENS THE FIRST TIME THAT I TURN ON THE AIR CONDITIONER IN THE DAY. THE VEHICLE IS VERY UNSTABLE AND VERY SENSITIVE TO UNEVEN ROADS SHAKES A LOT AND MOVES A LOT I WORRY ABOUT YOUNG CHILDREN AND THEIR HEADS MOVE TOO MUCH IN THE CAR SEAT FOR THESE SUDDEN MOVEMENTS. *TR

Date Complaint Filed: 09/13/2013
 Component(s): SUSPENSION , TIRES
 Consumer Location: NIXA, MO

Date of Incident: 09/02/2013
 NHTSA ID Number: 10543490

All Products Associated with this Complaint ▼

Details ▲

1 Available Document ▼ ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: KUMHO TIRE CO , INC Kia Motors America
 Vehicle Identification No. (VIN): 5XYKUCA64DG

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO EQUIPPED WITH KUMHO SOLUS KL21 TIRES. SIZE 235/60/18. THE CONTACT STATED THAT WHILE DRIVING 30 MPH THE FRONT END OF THE VEHICLE AND THE STEERING WHEEL STARTED SHAKING ERRATICALLY. THE VEHICLE WAS TAKEN TO THE DEALER THE MECHANIC STATED THAT THE VEHICLE NEEDED AN ALIGNMENT AND A WHEEL BALANCE. THE MANUFACTURER WAS NOT NOTIFIED. THE DOT NUMBER WAS NOT AVAILABLE. UPDATED 10/29/13 *CN

Date Complaint Filed: 09/13/2013
 Component(s): ENGINE , VEHICLE SPEED CONTROL
 Consumer Location: ALPHARETTA, GA

Date of Incident: 09/11/2013
 NHTSA ID Number: 10543442

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKT4A24DG...

SUMMARY:

HAVE A 2013 KIA SORENTO. PURCHASED USED END OF MAY 2013 WIFE NOTICED AT TIMES THE VEHICLE WOULD STALL OR SHUTDOWN WITH THE ENGINE LIGHT ON HAPPENED AGAIN 09/11/2013 TOOK IT THE KIA PLACE AND THEY DID THE FOLLOWING CAUSE. SA153 XMA VQ ECM UPGRADE CAUSE. FOUND P2111 THROTTLE ACTUATOR FAILURE 28325R1A VCM MOTOR ASSY (THETA ENG), R&R 1 - 35100-3C700 ETC-ACTUATOR 1 - UM040-CH010 THROTTLE PL & IND CL THEY CLAIM THIS RESOLVED IT...WE WILL SEE! *TR

Date Complaint Filed: 09/10/2013
 Component(s): ENGINE , VEHICLE SPEED CONTROL
 Consumer Location: ALISO VIEJO, CA

Date of Incident: 09/08/2013
 NHTSA ID Number: 10542899

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKT4A24DG.

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT WHILE TRAVELING AT VARIOUS SPEEDS, THE VEHICLE SUDDENLY STALLED. THE CONTACT ALSO MENTIONED THAT THE VEHICLE FAILED TO RESPOND TO ACCELERATION ATTEMPTS. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FAILURES COULD NOT BE REPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT CONTACTED ABOUT THE FAILURES. THE FAILURE MILEAGE WAS 5,880.

Date Complaint Filed: 08/31/2013

Date of Incident: 07/17/2013

Component(s): ELECTRICAL SYSTEM , ENGINE

NHTSA ID Number: 10538251

Consumer Location: RIDGEWOOD, NY**All Products Associated with this Complaint** ▼**Details** ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America**Vehicle Identification No. (VIN):** Not Available**SUMMARY:**

I WAS APPROACHING A RED LIGHT AND APPLIED THE BRAKES QUICKLY AS I WAS GOING TOO QUICKLY TO STOP AT THE STOP LINE IF I HAD NOT. I WAS ONLY GOING ABOUT 20-25 MPH AS I APPLIED THE BRAKES THE CAR SHUT OFF I WAS UNABLE TO PLACE THE CAR IN PARK FOR A COUPLE OF MINUTES AND THE CAR DID NOT RESPOND AT ALL AFTER I BLOCKED TRAFFIC FOR A COUPLE OF LIGHT CHANGES AND CARS WERE HONKING. I WAS ABLE TO PLACE CAR ON PARK AND RESTART IT. IT HAS NOT HAPPENED SINCE. I RECENTLY NOTICED A HIGH PITCHED BUT VERY LOW SOUND WHILE DRIVING AT FIRST I WASN'T SURE WHERE IT WAS COMING FROM I AM DUE FOR AN OIL CHANGE SO I WILL LET THE DEALERSHIP KNOW WHEN I TAKE IT IN SOON *JS

Date Complaint Filed: 08/27/2013**Date of Incident:** 08/21/2013**Component(s):** FUEL/PROPULSION SYSTEM

NHTSA ID Number: 10537582

Consumer Location: PARKER CO**All Products Associated with this Complaint** ▼**Details** ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America**Vehicle Identification No. (VIN):** 5XYKTD69DG...**SUMMARY:**

VEHICLE SUFFERS CATASTROPHIC HIGH PRESSURE FUEL PUMP FAILURE ON HIGHWAY RESULTING IN LOSS OF POWER. DEALERSHIP REPLACED PART. THIS IS A HIGH PRESSURE DIRECT INJECTION ENGINE ENGINE HAS SUFFERED EXTREME NOISE, VIBRATION, AND HARSHNESS ISSUES SINCE NEW SUDDEN LOSS OF POWER AT HIGHWAY SPEEDS IS POTENTIALLY LIFE THREATENING. THE RELIABILITY OF THIS DIRECT INJECTION FUEL SYSTEM APPEARS POOR. OUR 2013 ONLY HAD 24K MILES AT FAILURE *TR

Date Complaint Filed: 08/27/2013**Date of Incident:** 01/01/2013**Component(s):** SUSPENSION

NHTSA ID Number: 10537580

Consumer Location: PARKER CO**All Products Associated with this Complaint** ▼**Details** ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America**Vehicle Identification No. (VIN):** 5XYKTD69DG...**SUMMARY:**

VEHICLE ARRIVED FROM FACTORY WITH IMPROPER CAMBER SETTING ON FRONT SUSPENSION CAMBER IS NOT ADJUSTABLE. PER ALIGNMENT SPECIALIST, STRUTS WILL HAVE TO BE NOTCHED TO SET CAMBER PROPERLY. KIA OF AMERICA REFUSES TO FIX THE ISSUE. RESULTING IN ABNORMAL TIRE WEAR AND POOR VEHICLE HANDLING CHARACTERISTICS AT SPEED. *TR

Date Complaint Filed: 08/19/2013**Date of Incident:** 12/12/2012**Component(s):** FUEL SYSTEM, GASOLINE

NHTSA ID Number: 10535606

Consumer Location: WESTVILLE, NJ**All Products Associated with this Complaint** ▼**Details** ▲

2 Available Documents ▼

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America**Vehicle Identification No. (VIN):** 5XYKT4A69DG...**SUMMARY:**

2013 KIA SORENTO CONSUMER WRITES IN REGARDS TO VEHICLE FUEL ECONOMY ISSUES *SMD THE CONSUMER STATED SHE PURCHASED THE VEHICLE BASED UPON CLAIMS OF FUEL ECONOMY THERE WERE ADVERTISEMENTS ON THE RADIO CLAIMING 30 MPG. THE CONSUMER SOON DISCOVERED, SHE WAS NOT GETTING ANYWHERE NEAR WHAT THE ADS OR THE WINDOW STICKER STATED THE VEHICLE WAS TAKEN TO THE DEALER. HOWEVER. THEY FOUND NO ISSUES. THE SERVICE MANAGER INFORMED THE CONSUMER THERE WAS 5,000 MILE BREAK IN PERIOD BEFORE SHE ACHIEVE THE STATED GAS MILEAGE. AT 5,005, THERE WAS STILL NO CHANGE.

Date Complaint Filed: 08/12/2013
 Component(s): VISIBILITY
 Consumer Location: CHARLOTTE, TN

Date of Incident: 08/08/2013
 NHTSA ID Number: 10534883

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKW4A21DG...

SUMMARY:

WHILE DRIVING 70 MPH DOWN THE INTERSTATE MY FRONT SUNROOF EXPLODED/SHATTERED. I WAS NOT AND HAD NOT BEEN UNDER AN OVERPASS AND THE CLOSEST VEHICLE TO ME AT THE TIME WAS A CAR ABOUT FOUR CAR LENGTHS AHEAD OF ME. MY SCREEN WAS OPEN SO WITH A LOUD BOOM GLASS WAS ALL OVER ME AND MY CAR. I WAS SCARED, BUT WITHIN 10 MINUTES ALSO EXPERIENCED A NOSE BLEED AND HAVE NEVER HAD ONE BEFORE. I FELT THIS MIGHT HAVE BEEN CAUSED BECAUSE OF A PRESSURE ISSUE WITHIN THE CABIN OF THE VEHICLE BUT UNSURE IF THAT IS THE REASON AFTER READING ABOUT OTHER KIA'S WITH SIMILAR ISSUES. NOTHING HIT THE VEHICLE OR SUNROOF. I PURCHASED NEW 8 MONTHS AGO AND ALL THE MILES HAVE BEEN PLACED BY ME. IT'S BEEN GARAGE KEPT AND THE TEMPERATURE WAS 77 DEGREES OUTSIDE (HAD JUST LOOKED AT IT A LITTLE BEFORE THIS EVENT) I AM IN THE PROCESS OF HAVING IT LOOKED AT BY THE SERVICE DEPARTMENT OF THE DEALERSHIP WHERE IT WAS PURCHASED. I AM TERRIFIED TO PUT MY KIDS IN THE BACK SEAT AND IT HAPPENING AGAIN SINCE MOST OF THE GLASS AND THE METAL BAR ATTACHED TO THE GLASS FEEL IN THEIR CARSEATS *TR

Date Complaint Filed: 08/07/2013
 Component(s): ELECTRICAL SYSTEM STEERING
 Consumer Location: GRAND LEDGE MI

Date of Incident: 07/01/2013
 NHTSA ID Number: 10533999

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKT4A63DG...

SUMMARY:

HAD A PROBLEM WITH MY IGNITION SWITCH, STEERING COLUMN NOT UNLOCKING ON MY 2013 KIA SORENTO. PUT THE KEY IN. WOULD NOT TURN. FINALLY, I JERKED ON THE STEERING WHEEL BACK AND FORTH, IT FINALLY TURNED THEN, MY SISTERS 2013 KIA-OPTIMA DID THE SAME THING ABOUT A WEEK AGO! I CALLED THE DEALER AND WAS TOLD THAT BECAUSE THE WHEELS WERE TURN THAT THIS WOULD CAUSE THIS TO HAPPEN. I INFORMED HIM THAT IN BOTH CASES, THE VEHICLES WERE IN THE GARAGE. ON FLAT SERVICE. WHEELS POINTING STRAIGHT. WAS TOLD IF IT HAPPENS AGAIN, BRING IT IN. *TR

Date Complaint Filed: 08/06/2013
 Component(s): ENGINE
 Consumer Location: ANAHEIM, CA

Date of Incident: 08/05/2013
 NHTSA ID Number: 10533846

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

I BOUGHT 2 BRAND NEW KIA'S AND ONE BEING A 2013 SORENTO IN NOVEMBER 2012. YESTERDAY,

ON THE FWY DURING RUSH HOUR I WAS IN THE FAST LANE WHEN MY EMISSION LIGHT WENT ON AND I WAS LOSING SPEED (GOING UP HILL) LUCKILY I WAS ABLE TO MAKE IT TO THE SHOULDER I TURNED THE CAR OFF, SAT FOR A FEW AND STARTED THE CAR. I WAS ABLE TO DRIVE OFF THE FWY AND PULL OVER. I WAS ABLE TO USE THE NAVIGATION SYSTEM TO FIND A LOCAL KIA DEALER THAT WAS 2 MILES AWAY IT WAS DISCOVERED THAT THEY NEEDED TO REPLACE MY THROTTLE AND WAS TOLD THAT THIS SHOULDN'T HAPPEN TILL AFTER THE CAR IS OVER 100K. I'M VERY GRATEFUL THAT THE MECHANIC STAYED TO FIX MY CAR AS IT WAS 4:45P AND THEY LEAVE AT 5P AND I WAS STILL 40 MILES FROM HOME. THIS IS THE ONLY ISSUE I'VE HAD WITH MY CAR OTHER THAN EITHER MY KEY FOB NOT WORKING PROPERLY OR THE REAR TRUNK DOOR HAS A MALFUNCTION; I'M UNABLE TO USE THE KEY FOB TO ELECTRONICALLY OPEN THE REAR DOOR. IT HAS NEVER WORKED SINCE PURCHASING THE VEHICLE I JUST HAVEN'T HAD THE TIME TO DROP THE CAR OFF AND BE WITHOUT A VEHICLE FOR THE DAY ON SOMETHING THAT IS MINOR *TR

Date Complaint Filed: 08/04/2013
 Component(s): SEATS
 Consumer Location: RED OAK, TX

Date of Incident: 03/18/2013
 NHTSA ID Number: 10533545

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKT4A29DG...

SUMMARY:

THE SECOND ROW PASSENGER SIDE SEAT IS EXTREMELY DIFFICULT TO FOLD DOWN I HAVE BEEN TO THE DEALERSHIP 5 TIMES ALREADY AND IT IS STILL NOT FIXED I'M ABOUT TO HAVE TO MAKE A 6TH TRIP THIS CAN BE A VERY DANGEROUS SITUATION AS MY SON SITS IN THE THIRD ROW AND IF THERE'S AN EMERGENCY IT'S LIKELY HE WILL NOT BE ABLE TO FOLD THE SEAT DOWN TO ESCAPE THE VEHICLE *TR

Date Complaint Filed: 07/27/2013
 Component(s): ENGINE
 Consumer Location: ALISO VIEJO, CA

Date of Incident: 07/17/2013
 NHTSA ID Number: 10532174

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

MY 2013 KIA SORENTO ENGINE SHUT OFF WHILE DRIVING ABOUT 20 MPH I WAS ABLE TO PULL OVER TO THE SIDE SAFELY. I WAS ABLE TO START THE CAR AND DRIVE OFF MY HUSBAND DROVE THE CAR ABOUT A WEEK AGO TO PICK ME UP FROM WORK AND THE ENGINE SHUT OFF AGAIN HE WAS ON THE FREEWAY BUT HE WAS ONLY DRIVING ABOUT 30 MPH IN TRAFFIC. HE PULLED OVER SHUT THE CAR OFF HE TURNED THE CAR BACK ON PUT IT IN GEAR, BUT THE CAR WOULD NOT GO. YESTERDAY AND TODAY IT HAPPEN TWICE. *TR

Date Complaint Filed: 07/05/2013
 Component(s): STRUCTURE
 Consumer Location: ORMOND BEACH, FL

Date of Incident: 06/15/2013
 NHTSA ID Number: 10523287

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 1 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKU3A21DG..

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT THE DRIVER'S DOOR WOULD STRIKE HIM IN THE FOREHEAD WHENEVER ENTERING THE VEHICLE. THE CONTACT ALSO STATED THAT THE EDGES AROUND THE DOOR WERE SHARP THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS BUT THEY WERE UNABLE TO DUPLICATE THE PROBLEM. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE APPROXIMATE

FAILURE MILEAGE WAS 16,000. *TR

Date Complaint Filed: 07/01/2013
 Component(s): SERVICE BRAKES
 Consumer Location: CIRCLEVILLE, OH

Date of Incident: 12/20/2012
 NHTSA ID Number: 10522540

All Products Associated with this Complaint ▾

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT3A17DG

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT THERE WAS AN EXPLOSIVE SOUND FROM THE BRAKES. THE CONTACT TOOK THE VEHICLE TO THE DEALER WHERE THEY REPLACED THE BRAKES AND ROTORS. THE REPAIR LASTED FOR FOUR MONTHS BEFORE THE FAILURE RECURRED. THE CONTACT HAD THE VEHICLE TAKEN BACK TO THE DEALER, BUT THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN. THE CURRENT MILEAGE WAS 12,600 *TR

Date Complaint Filed: 06/25/2013
 Component(s): ENGINE
 Consumer Location: SAN JOSE, CA

Date of Incident: 06/12/2013
 NHTSA ID Number: 10521604

All Products Associated with this Complaint ▾

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

I HAD JUST PURCHASED THE VEHICLE ABOUT 2 WEEKS AGO. IT WAS USED BUT ONLY HAD 29875 MILES. AS I WAS DRIVING ON THE ROAD PREPARING TO STOP AT A LIGHT THE ENGINE SHUT OFF AND THE CHECK ENGINE LIGHTS TURNED ON. I LOST POWER STEERING. LUCKILY I WAS NEXT TO A BURGER KING AND WAS ABLE TO COAST INTO THE PARKING LOT. AS SOON AS I STOPPED I PUT THE VEHICLE INTO PARK AND WAS ABLE TO START IT UP AGAIN. I HAD BROUGHT IT INTO THE DEALERSHIP AND THEY KEPT IT FOR THE DAY BUT TOLD ME THAT THEY COULD NOT DUPLICATE THE PROBLEM AND THE DIAGNOSTIC REVEALED THERE WAS NO ISSUE. I THOUGHT THAT IT MIGHT HAVE BEEN JUST A RARE OCCURRENCE, BUT A WEEK LATER THE SAME THING HAPPENED AGAIN. BOTH TIMES MY 4 MONTH OLD SON WAS IN THE VEHICLE. I HAVE BROUGHT IT BACK TO THE DEALERSHIP AND TOLD THEM TO KEEP IT AS LONG AS THEY NEED TO FIX THE PROBLEM. I DON'T WANT IT BACK UNTIL IT IS FIXED. I HOPE KIA DOES THE RIGHT THING AND RECALLS THE VEHICLE BEFORE SOMEONE GETS SERIOUSLY INJURED. *TR

**Recalls**

1 Result(s)

Investigations

2 Result(s)

Complaints

137 Result(s)

Service Bulletins

8 Result(s)

Date Complaint Filed: 06/20/2013
 Component(s): ENGINE
 Consumer Location: SACRAMENTO CA

Date of Incident: 06/03/2013
 NHTSA ID Number: 10520952

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

ON 6/3/2013, PULLING INTO A GAS STATION THE CAR ENGINE JUST SHUT OFF. COULDN'T STEER THE CAR OR BREAK PUT IT IN PARK AND RESTARTED. ON 6/18/2013 SLOWING DOWN FOR A PEDESTRIAN AND COMING TO A STOP THE ENGINE SHUT OFF PUT IT IN PARK AND RESTARTED WHEN I RESTARTED IT MY SEAT COOLER TURNED ON AUTOMATICALLY CAR IS AT THE DEALER RIGHT NOW, OVER NIGHT BECAUSE THEY CANNOT DIAGNOSE IT WITHOUT IT HAPPENING TO THEM. I PURCHASED A BRAND NEW CAR SO I WOULDN'T HAVE TO GO TO THE MECHANIC, NOW I DONT EVEN WANT THE CAR IF I HAVE TO WORRY ABOUT MY SAFETY AND THE SAFETY OF OTHERS EVERY TIME I DRIVE IT. I HOPE KIA MAKES THIS RIGHT AND FINDS THE PROBLEM OR RECALLS THE CAR. *TR

Date Complaint Filed: 06/16/2013
 Component(s): ENGINE
 Consumer Location: MONTGOMERY, IL

Date of Incident: 06/16/2013
 NHTSA ID Number: 10520041

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

WHILE DRIVING HOME FROM A WEEKEND VACATION WITH ROUGHLY 130 MILES REMAINING OF THE TRIP, RUNNING AT 70-80 MPH ON EXPRESSWAY, THE CAR LOST RPM STALLED, AND WOULD NOT ACCELERATE THIS HAPPENED AT ROUGHLY 2 15PM. I HAD TO PULL OVER TO THE SIDE OF THE ROAD. CROSSING OVER 2 LANES OF EXPRESSWAY TRAFFIC, WHILE COASTING WITH MY WIFE A 1YR OLD CHILD IN HIS CAR SEAT. I TURNED THE CAR OFF AND RESTARTED THE CAR IN WHICH RPM'S WERE BACK AND CAR WAS RUNNING WE STOPPED AT MY WIFE'S PARENTS AND LOOKED UP ENGINE STALLING ISSUES ON THE 2013 KIA SORENTO. I WAS SHOCKED AT WHAT I SAW. THERE ARE MULTIPLE ENTRIES, WITH INDIVIDUALS WITH THE EXACT SAME ISSUE. IN REVIEWING THEIR CLAIMS IT APPEARS THAT MECHANICS ARE HAVING ISSUES IDENTIFYING AND FIXING THE PROBLEM. ARE OUR WAY BACK FROM PARENTS, THIS HAPPENED AGAIN AT 4:45PM, AND A THIRD TIME AT 5:06PM. WE STAYED IN THE FURTHEST RIGHT LANE AND SAFELY PULLED OFF. THE CHECK ENGINE LIGHT IS

ON SINCE IT IS SUNDAY, AND THE DEALER ISN'T OPEN, THE CAR WILL BE BROUGHT TO THE DEALERSHIP FIRST THING IN THE MORNING TOMORROW. THIS CAR WAS JUST BROUGHT TO THE KIA DEALERSHIP LAST WEEK TO HAVE FRONT SUSPENSION WORK DONE. DUE TO JERKING AND CLICKING EFFECTS. FOR NO ACCIDENT REASON NOR ANY REASON AT ALL, AS WELL AS A FAULTY VOLUME CONTROL ON THE STEERING WHEEL. VERY DISAPPOINTED IN KIA AND THIS VEHICLE, AND WE WILL BE TAKING ACTION TO HAVE THIS SITUATION RECTIFIED. *TR

Date Complaint Filed: 06/14/2013

Date of Incident: 02/01/2013

Component(s): ENGINE

NHTSA ID Number: 10519803

Consumer Location: SKOKIE, IL

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKWDA21DG...

SUMMARY:

WHILE DRIVING MY VEHICLE AT ABOUT 10 MPH ON THE EXPRESSWAY/STREET, MY CAR JUST SHUT OFF FOR NO REASON AND THE ENGINE LIGHT WENT ON. I HAD TO RESTART MY VEHICLE SOMETIMES. WHEN AT A STANCE, THE VEHICLE SHAKES A LITTLE AS IF IT WANTS TO SHUT OFF. I'LL RESTART IT AND IT SEEMS TO HELP A LITTLE BIT. I AM EXTREMELY CONCERNED AS THE CAR HAS SHUT OFF ON ME AT LEAST 5 SEPARATE TIMES. I FEEL THIS IS A HAZARD FOR MY [REDACTED] YEAR OLD SON AND I. PLEASE LOOK INTO THIS SERIOUS MATTER. THANK YOU! *TR

Date Complaint Filed: 06/10/2013

Date of Incident: 06/08/2013

Component(s): UNKNOWN OR OTHER

NHTSA ID Number: 10516016

Consumer Location: GASTONIA, NC

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT3A63DG...

SUMMARY:

THE VEHICLE IS A FEW MONTHS OLD. TODAY 6/9/13 TOOK THE VEHICLE TO THE DEALER BECAUSE IT IS SPUTTERING AND SHUTTING OFF. KIA IN CHARLOTTE, NC PUT IT ON THE COMPUTER AND SAID THEY CAN NOT FIND ANYTHING WRONG? A VEHICLE A FEW MONTHS OLD THAT SPITTERS AND SHUTS OFF HAS A PROBLEM! I DO NOT CARE WHAT THE COMPUTER SAYS! *TR

Date Complaint Filed: 06/01/2013

Date of Incident: 03/09/2013

Component(s): ELECTRICAL SYSTEM , ENGINE , FUEL/PROPULSION SYSTEM

NHTSA ID Number: 10514629

Consumer Location: GLENDALE, CA

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT4A27DG...

SUMMARY:

WE LEASED 2013 KIA SORENTO IN AUG 2012 AFTER DRIVING FEW MONTHS ENGINE STARTS TO SHUT DOWN BY IT SELF, THE FIRST TIME SHUTS DOWN ON MY DRIVEWAY. I DIDN'T CONTACT DEALER AT THAT TIME AFTER FEW MONTHS I WAS DRIVING ON STREET AND ENGINE SHUTS DOWN AGAIN AND I COULDN'T PUT THE CAR IN PARK TO START THE ENGINE AGAIN. CALLED AAA TOW TRUCK TO TOW THE CAR TO DEALER, AFTER FEW DAYS THE COULDN'T FIND ANY PROBLEM BUT DEALER CONTACTED KIA CENTER FOR HELP AND THEY CHANGED PARTS AND HOPING EVERYTHING IS FIXED BUT AFTER FEW MONTHS THE PROBLEM START AGAIN AND ENGINE SHUTS DOWN AGAIN AND AGAIN AND AGAIN ALMOST FIVE TIMES IN ONE MONTH, THE LAST TIME ENGINE SHUTS DOWN WHEN MY WIFE WAS GOING TO DROP OFF OUR KIDS AT SCHOOL AND ALL THE CARS STOPPED IN THE MORNING RUSH HOUR, THEY WERE PANICKED AND WE CONTACTED DEALER AGAIN FOR SECOND TIME AND TOOK THE CAR IN FOR REPAIR. AFTER FEW DAYS TEST DRIVE AND TEST EVERYTHING THEY COULDN'T FIND ANYTHING AND THEY DID CONNECT A RECORDING

DEVICE TO OUR CAR TO RECORD THE FAULT OR CODE WHEN ENGINE IS SHUTTING DOWN, THIS IS INCONVENIENT ALL THE WIRES ARE HANGING FROM THAT DEVICE WE EXPLAINED THIS ISSUE TO DEALER SERVICE MANAGER, SALES MANAGER AND IT IS HIGH SAFETY ISSUE. I AM WONDERING IF THOSE MANAGERS WILL DRIVE THIS CAR OR THEIR FAMILY WILL DRIVE THIS CAR AROUND. IT IS VERY EASY TO TELL US WE COULDN'T FIND ANYTHING, THANK GOD WE DIDN'T INVOLVE IN ANY ACCIDENT BUT IF HAPPENS I AM WONDERING WHAT KIND OF ANSWER WILL GET FROM DEALER. SO WE ARE GOING TO DRIVE AROUND AND NEXT TIME WILL BE THIRD TIME AND BY CALIFORNIA LEMON LAW THEY HAVE TO TAKE THIS CAR AWAY AND RETURN OUR MONEY OR GIVE US A NEW CAR. *TR

Date Complaint Filed: 05/30/2013

Component(s): VISIBILITY

Consumer Location: CAPE CANAVERAL, FL

Date of Incident: 02/17/2013

NHTSA ID Number: 10514388

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKU4A24DG...

SUMMARY:

WHILE DRIVING ON A TOLL ROAD AT 65 MPH, THE SUNROOF VIOLENTLY EXPLODED OFF THE ROOF OF THE CAR. SUNROOF WAS CLOSED AND FORTUNATELY, THE SUNROOF SHADE WAS ALSO CLOSED WHICH PREVENTED MOST OF THE SHATTERED GLASS FROM CUTTING MY WIFE AND I. STOPPED THE CAR AND FOUND THE SUNROOF SHATTERED WITH MOST OF THE SUNROOF MISSING. A CAR BEHIND US WAS DAMAGED BY THE GLASS FLYING OFF OUR ROOF. ONLY THE METAL SUNROOF FRAME REMAINED ON OUR ROOF. DID NOT SEE ANY FLYING ROCKS AND FOUND NO EVIDENCE SUGGESTING ANYTHING HAD HIT THE SUNROOF WHICH WAS CLOSED FLUSH WITH OUR ROOF. SOUNDED AND FELT LIKE A RAPID DECOMPRESSION IN AN AIRCRAFT HAD OWNED CAR FOR ONLY 4 MONTHS SO STILL UNDER WARRANTY WE'VE BEEN WAITING FOR ALMOST 4 MONTHS FOR KIA TO REIMBURSE US FOR THE COST OF REPAIR. *TR

Date Complaint Filed: 05/29/2013

Component(s): STRUCTURE

Consumer Location: FORT WORTH, TX

Date of Incident: 05/29/2013

NHTSA ID Number: 10514168

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT3A60DG...

SUMMARY:

REAR RIGHT DOOR HANDLE ASSEMBLY FELL APART WHEN MY WIFE WAS OPENING THE DOOR TO PLACE GROCERIES ON REAR SEAT. THIS INCIDENT HAS NEVER HAPPENED TO ME ON THE DIFFERENT CARS I HAVE OWNED. *TR

Date Complaint Filed: 05/26/2013

Component(s): ENGINE, POWER TRAIN

Consumer Location: SPALDING, NE

Date of Incident: 05/25/2013

NHTSA ID Number: 10513573

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

MY HUSBAND AND I PURCHASED THIS VEHICLE ON 5/25/13 WE HAD THE CAR FOR 2 HOURS AND WERE DRIVING HOME WHEN THE VEHICLE STALLED AND WHEN HOLDING THE GAS PEDAL TO THE FLOOR, THE CAR WOULD NOT GO THE RPM'S DIDN'T MOVE EITHER. THE ENGINE CHECK LIGHT CAME ON AS WELL. I GOT THE VEHICLE TO THE SIDE OF THE ROAD AND TURNED IT OFF AND WHEN I TURNED IT BACK ON AND PUSHED THE GAS PEDAL DOWN, THE RPM'S MOVED AND WHEN I PUT IT IN GEAR THE CAR MOVED DOWN THE ROAD AGAIN MY HUSBAND THEN TOOK OVER DRIVING AND THIS HAPPENED TO HIM FOUR TIMES. THE LAST TIME THAT IT DID THIS, IT TOOK TURNING THE CAR

OFF AND RESTARTING IT THREE TIMES BEFORE IT WOULD EVEN GO DOWN THE ROAD. WE ARE HOPING TO RETURN THIS CAR TO THE DEALERSHIP AND GET OUR TRADE IN BACK AND WILL NOT GET A KIA EVER AGAIN. *TR

Date Complaint Filed: 05/15/2013
 Component(s): POWER TRAIN , SEATS
 Consumer Location: UPPER MARLBORO MD

Date of Incident: 07/21/2012
 NHTSA ID Number: 10512117

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKUDA23DG..

SUMMARY:

I PURCHASED MY CAR ON MAY 8, 2012. APPROXIMATELY 2 MONTHS LATER, I BEGAN HAVING TROUBLE WITH A LOUD THUMPING NOISE IN THE FRONT END WHEN ACCELERATING THIS THUMPING WAS MOST NOTICEABLE AT LOWER SPEEDS. I TOOK THE CAR BACK TO THE DEALER ON SATURDAY, JULY 21, 2012. I CALLED ON TUESDAY, JULY 24, 2012 AND WAS TOLD THAT THEY ARE STILL TESTING MY VEHICLE TO DETERMINE WHAT WAS WRONG. I FINALLY HEARD FROM THE DEALER ON THURSDAY, JULY 26, 2012, AND WAS TOLD THAT MY NEW CAR REQUIRED A NEW TRANSMISSION, THAT IT WAS ON ORDER AND MY CAR WOULD BE READY BY WEDNESDAY, AUGUST 1, 2012. MY VEHICLE WAS READY FOR PICK UP ON SATURDAY, AUGUST 4, 2012. THE CAR WAS RUNNING FINE. I HAD A REGULAR MAINTENANCE CHECK AT 5,477 MILES, OIL AND FILTER CHANGE, ETC., ON SATURDAY, SEPTEMBER 29, 2012. ON MONDAY MARCH 4 2013, I AGAIN BEGAN TO HEAR THE THUMPING NOISE. NOT LOUD, BUT IT BECAME LOUDER AS THE WEEK PROGRESSED. I TOOK MY CAR BACK TO THE DEALER ON SATURDAY, MARCH 9, 2013, INFORMED MY SERVICE ADVISOR THAT THE THUMPING NOISE WAS BACK, AND THAT THE LUMBAR WAS NOT WORKING ON THE DRIVER'S SEAT. I WAS INFORMED THAT I HAD TO LEAVE MY CAR, SO THAT THE TECHNICIAN CAN LOOK AT IT ON THE FOLLOWING MONDAY. I RECEIVED A CALL ON TUESDAY, MARCH 12, 2013 AND WAS TOLD THAT MY CAR WOULD NEED A TRANSFER CASE, WHICH HAD TO BE ORDERED AND THAT MY CAR WOULD BE READY IN ONE WEEK. I RECEIVED A FROM THE DEALER ON WEDNESDAY, MARCH 20, 2013 INFORMING ME THAT MY CAR WAS READY TO BE PICKED UP, AND THAT THEY COULD FIND NOTHING WRONG WITH THE LUMBAR SUPPORT, AS THE TECHNICIAN TESTED IT AND COULD FIND NOTHING WRONG, AND THAT THE ROUTINE MAINTENANCE DUE AT THE TIME WAS ALSO PERFORMED HOWEVER. THERE IS STILL AN ISSUE WITH THE LUMBAR IN THE DRIVER'S SEAT, THE MOTOR WORKS, BUT THE LUMBAR BAR DOES NOT EXPAND OR CONTRACT FOR SUPPORT. *TR

Date Complaint Filed: 05/14/2013
 Component(s): POWER TRAIN
 Consumer Location: MULINO, OR

Date of Incident: 03/18/2013
 NHTSA ID Number: 10511910

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKTDA24DG...

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT WHILE DRIVING 35 MPH, THE VEHICLE BEGAN TO STALL WITHOUT WARNING. THE CONTACT WAS ABLE TO DRIVE THE VEHICLE TO THE DEALER FOR DIAGNOSIS WHERE IT WAS ADVISED THAT THE TRANSMISSION AND TRANSFER CASE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 480. *TR

Date Complaint Filed: 05/13/2013
 Component(s): TIRES , WHEELS
 Consumer Location: BOLINGBROOK, IL

Date of Incident: 11/07/2012
 NHTSA ID Number: 10511802

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT3A17DG...

SUMMARY:

WHILE DRIVE AT SLOW SPEEDS OF ABOUT 5 TO 10 MPH THERE IS A TICKING/SQUEAKING FROM THE RIGHT FRONT. IT GOES AWAY AT HIGHER SPEEDS. I HAVE BEEN IN TO THE DEALER 4 TIME, REPORTED IT TO KIA CORP. AND THE REGIONAL OFFICE CALLED TO TELL ME THEY ARE AWARE OF THE NOISE IT IS A PART ISSUE, THAT OVER 30% OF THIS MODEL MADE IN 2013 HAVE THE PROBLEM AND THEY ARE WORKING ON A SOLUTION. THAT WAS SEVERAL DAYS AGO. IF THEY KNOW THERE IS A PROBLEM THEN THEY SHOULD BE MADE TO RECALL THE CARS AND REPLACE THE PARTS IN QUESTION. *TR

Date Complaint Filed: 05/07/2013
Component(s): POWER TRAIN
Consumer Location: MULINO, OR

Date of Incident: 03/20/2013
NHTSA ID Number: 10511022

All Products Associated with this Complaint ▾

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Kia Motors America
Vehicle Identification No. (VIN): Not Available

SUMMARY:

AFTER 10 DAYS AND 500 MILES OF USE THIS NEW VEHICLE WAS EXHIBITING SIGNS OF TRANSMISSION PROBLEMS. WE NOTICED LOSS OF POWER, SHAKING ON TAKEOFF AND SIGNIFICANT NOISE COMING FROM THE POWER TRAIN WHILE DRIVING. THIS AFFECTED THE DRIVABILITY AND SAFETY OF THE VEHICLE. WE TOOK IT IN TO THE DEALERSHIP AND THEY INFORMED ME OF THE FACT THEY HAD TO REPLACE THE TRANSMISSION AND TRANSFER CASE BECAUSE IT WAS FAULTY. FOR SOME REASON THEY DID NOT PUT A NEW ONE IN THE CAR BUT RATHER A RE-MANUFACTURED ONE. (A REAL MYSTERY IF YOU ASK ME) THEY SAID IT WAS INDUSTRY STANDARD BUT IT SOUNDS TO ME LIKE THEY ARE HIDING SOMETHING. I HOPE SOMEONE LOOKS INTO THIS BECAUSE WHILE WE ARE GLAD NOTHING SERIOUS HAPPENED IT WAS SCARY FOR US SINCE WE HAVE 4 CHILDREN AT ALL TIMES IN THE CAR *TR

Date Complaint Filed: 04/27/2013
Component(s): ENGINE
Consumer Location: SCIOTOVILLE, OH

Date of Incident: 04/25/2013
NHTSA ID Number: 10509779

All Products Associated with this Complaint ▾

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Kia Motors America
Vehicle Identification No. (VIN): 5XYKT4A65DG...

SUMMARY:

THIS CONTACT IS REPORTING ABOUT 2013 KIA SORENTO. I WAS DRIVING SLOWLY AND I HEARD A NOISE. IT SOUNDED LIKE A RUBBING OR POPPING NOSE. I CALLED AND MADE AN APPOINTMENT. I ALSO COMPLAINED ABOUT THE STALLING I FELT WHEN I WAS DRIVING 20-30 MILES AN HOUR. THE MECHANIC STATED YES I NOTICED THAT BUT I THINK IT IS THE ECO SYSTEM WHICH SAVES GAS. I SAID CANT WE TURN IT OFF? HE STATED HE DID NOT KNOW HE ORDERED THE PART (STRUT TOP BEARING) FOR THE POPPING SOUND. GAVE ME THE NOTE HE WROTE. AND IT DID NOT SAY A WORD ABOUT THE STALL. HOWEVER, WHEN I DROVE OFF THE LOT AND FIGURED OUT HOW TO TURN OFF THE ECO SYSTEM THE CAR STALLED WORSE, IT FEEL T AS IF THE CAR WAS HAVING ISSUES SHIFTING IN TO GEAR. THIS IS SO AWFUL, I AM PAYING 26,000 DOLLARS FOR THIS CAR AND IT IS MY FIRST CAR AND HERE I AM HAVING ISSUES ALREADY... IT ALSO FEELS LIKE IT IS VEERING TO SIDE TO SIDE WHEN I DRIVE IT BUT THE MECHANIC STATED HE WAS NOT ABLE TO DUPLICATE THE PROBLEM. *TR

Date Complaint Filed: 04/17/2013
Component(s): VISIBILITY/WIPER
Consumer Location: RENTON, WA

Date of Incident: 04/11/2013
NHTSA ID Number: 10508535

All Products Associated with this Complaint ▾

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America
Vehicle Identification No. (VIN): 5XYKT3A68DG..

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT WHILE DRIVING 60 MPH, THE CONTACT WAS UNABLE TO CORRECTLY DETERMINE HOW FAR AWAY THE VEHICLE BEHIND HIM WAS. AS A RESULT, THE CONTACT ALMOST CRASHED INTO ANOTHER VEHICLE. THE CONTACT MENTIONED THAT THE VEHICLE APPEARED FURTHER AWAY THAN IT ACTUALLY WAS. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS AND CONTACT WAS INFORMED THAT THE MIRROR WOULD NOT BE REPLACED, AS IT WAS OPERATING AS DESIGNED. THE FAILURE AND CURRENT MILEAGE WAS 4,000.

Date Complaint Filed: 04/04/2013
Component(s): ENGINE
Consumer Location: NEW BEDFORD, MA

Date of Incident: 01/16/2013
NHTSA ID Number: 10507186

All Products Associated with this Complaint ▾

Details ▲

0 Available Documents ?

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Kia Motors America
Vehicle Identification No. (VIN): Not Available

SUMMARY:

WE BOUGHT THE 2013 KIA SORENTO IN SEPTEMBER 2012 WITH 140MILES ON IT WE'VE HAD NO ISSUES TILL THIS YEAR MY WIFE HAD HER 1ST STALL IN MID JANUARY WHILE AT A STOP SIGN SHE NEVER MENTIONED IT TO ME UNTIL IT HAPPENED A SECOND TIME IN FEBRUARY. IT FINALLY HAPPENED TO ME DURING THE SECOND WEEK IN MARCH ON A SATURDAY I WAS BRINGING MY SON TO BASEBALL PRACTICE I PULLED OUT OF MY DRIVEWAY DROVE TO THE END OF THE STREET AND STOPPED AT THE CORNER BUT WHEN I PRESSED ON THE GAS THE CAR DIDN'T MOVE. IT TOOK ME A FEW SECONDS TILL I NOTICED IT HAD STALLED IT WAS SO QUICK AND SILENT I DIDN'T HEAR OR FEEL IT STALL. I PUT IT IN PARK THEN STARTED IT AND IT'S BEEN FINE TILL TODAY WHEN MY WIFE WENT TO PICK UP OUR KIDS FROM SCHOOL SHE WAS DRIVING SLOWLY ON THE SIDE STREETS NEXT TO THE SCHOOL LOOKING FOR A PARKING SPACE WHEN IT JUST DIED THIS IS EXTREMELY DANGEROUS IF THIS HAPPENS AND CAUSES AN ACCIDENT OR EVEN A FATALITY KIA WILL HAVE A SERIOUS LAW SUIT ON THEIR HANDS I'M BRINGING MY KIA TO THE DEALER ON APRIL 18, 2013 BUT WHEN I SPOKE TO THE SERVICE GUY ON THE PHONE TODAY HE MENTIONED IF THERE ARE NO CODES THERE'S NOT MUCH TO GO ON TO DETERMINE A PROBLEM *TR

Date Complaint Filed: 04/04/2013
Component(s): ELECTRICAL SYSTEM , ENGINE , POWER TRAIN
Consumer Location: REHOBOTH, MA

Date of Incident: 11/29/2012
NHTSA ID Number: 10507184

All Products Associated with this Complaint ▾

Details ▲

0 Available Documents ?

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Kia Motors America
Vehicle Identification No. (VIN): Not Available

SUMMARY:

AT AN IDLE, THIS VEHICLE RUNS ROUGH AND SHAKES. IT FEELS AS THOUGH IT WILL STALL. I DO NOT BELIEVE THIS SHOULD BE HAPPENING WITH A NEW CAR. I TOLD THE MECHANIC AT MY FIRST MAINTENANCE CHECK, AND HE ACTED AS IF IT WOULD GET BETTER WITH AN OIL CHANGE. IT SEEMS TO BE GETTING WORSE. I COMMUTE 120 MILES A DAY FOR WORK, AND I HAVE HAD THE CAR FOR 5 MONTHS, IT HAS 9000 MILES NOW. NOW THE RADIO WILL NOT TURN ON? THIS CONCERNS ME THAT MAYBE SOMETHING ELECTRICAL IS MALFUNCTIONING. *TR

Date Complaint Filed: 04/03/2013
Component(s): ENGINE
Consumer Location: GLOUCESTER, VA

Date of Incident: 03/24/2013
NHTSA ID Number: 10505487

All Products Associated with this Complaint ▾

Details ▲

0 Available Documents ?

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKU4A29DG...

SUMMARY:

ENGINE STARTED MAKING A LOUD NOISE, CHECKED OIL TURNED ENGINE OFF AND ON AGAIN AND NOISE CONTINUED. DROVE HOME APPROX 150 MILES FROM VISITING OUR SON AT COLLEGE. AFTER ARRIVING AT HOME ENGINE STILL MADE NOISE. TOOK INTO DEALER THE FOLLOWING DAY AND TODAY WAS INFORMED WE ARE NEEDING A NEW SHORT BLOCK ENGINE AND IT'S ON BACKORDER FOR A WEEK AND A HALF. NOT A HAPPY CUSTOMER, SINCE I AM MAKING CAR PAYMENTS AND DON'T HAVE THE VEHICLE IT WORRIES ME WHAT IS YET TO COME WITH THIS VEHICLE THE REASON WE PURCHASED IT TO BEGIN WITH WAS THE WARRANTY, BUT HAD WE KNOWN WE'D BE USING IT 7 MONTHS INTO OWNING THIS KIA I WOULD HAVE NEVER PURCHASED IT TO BEGIN WITH. I DO WANT TO SAY THE DEALERSHIP WE ARE DEALING WITH ARE EXTREMELY HELPFUL WITH A LOANER CAR ALTHOUGH IT'S A SEDAN AND NOT WHAT I PURCHASED. SO THEY ARE DOING THEIR PART AND I APPRECIATE THAT FACT *TR

Date Complaint Filed: 03/17/2013
 Component(s): ENGINE , POWER TRAIN
 Consumer Location: LAKE ZURICH, IL

Date of Incident: 09/03/2012
 NHTSA ID Number: 10503364

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKT3A16DG...

SUMMARY:

ON 9-3-12 BOUGHT A NEW 2013 KIA SORENTO WITH THE BASE 4 ENGINE. NEXT DAY NOTICED A VIBRATION WHEN IDLING IN DRIVE. THE CAR SHAKES NOTIFIED DEALER IMMEDIATELY DEALER NOTICED CONCERN BUT COULD NOT ADDRESS. NO APPLICABLE SERVICE BULLETIN. IN DECEMBER DEALER NOTIFIED ME OF A POSSIBLE SOLUTION. DEALER INSTALLED A NEW TENSIONER AND ALTERNATOR PULLEY. CHANGES DID LESSON THE VIBRATIONS. BUT AN UNACCEPTABLE VIBRATION STILL EXISTS WHEN IDLING IN DRIVE. THE VIBRATION DISAPPEARS WHEN THE TRANSMISSION IS PUT IN N WHEN IDLING IN DRIVE. *TR

Date Complaint Filed: 03/09/2013
 Component(s): VISIBILITY
 Consumer Location: HILLSBORO, OR

Date of Incident: 03/09/2013
 NHTSA ID Number: 10502219

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKWDA20DG...

SUMMARY:

MY HUSBAND AND I WERE DRIVING DOWN THE FREEWAY WHEN WE HEARD A LOUD BANG AND FELT THE GLASS FROM THE SUNROOF OF OUR 2013 KIA SORENTO SX FALL ON US AND INTO THE VEHICLE. IT WAS A SUNNY DAY AND ABOUT 50 DEGREES OUTSIDE AT THE TIME WHILE THE SUN SHADE HAD BEEN PULLED BACK SLIGHTLY TO LET IN SOME SUNSHINE, THE SUN ROOF ITSELF WAS CLOSED *TR

Date Complaint Filed: 02/17/2013
 Component(s): SERVICE BRAKES
 Consumer Location: STATEN ISLAND, NY

Date of Incident: 02/17/2013
 NHTSA ID Number: 10498431

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: Yes Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

I WAS BACKING OUT OF MY DRIVEWAY AND TURNING SLIGHTLY TO THE LEFT. I ATTEMPTED TO STOP MY 2013 KIA SORENTO BY PRESSING THE BRAKES BUT IT WOULD NOT STOP. IT CONTINUED TO

COAST BACKWARDS WITHOUT STOPPING EVEN THOUGH I CONTINUED TO PRESS BRAKES
 NUMEROUS TIMES THE BRAKE PEDAL ITSELF WOULD NOT GO ALL THE WAY DOWN WHILE I
 PRESSED DOWN THE CAR DID NOT SLOW DOWN AND THE BACKUP SENSOR DID NOT SOUND AS IT
 CONTINUED TO BACK INTO MY NEIGHBORS FENCE. NOTE THAT I COULD SEE THE BACKUP CAMERA
 WAS WORKING BUT HAD NO CONTROL OF CAR STOPPING. ALSO THE CAR WAS PURCHASED ONLY 5
 MONTHS AGO *TR

Date Complaint Filed: 01/14/2013
 Component(s): ENGINE
 Consumer Location: ORANGE, TX

Date of Incident: 12/08/2012
 NHTSA ID Number: 10492844

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKCA6XDG...

SUMMARY:

WE PURCHASED 2 KIA VEHICLES ON 12-8-2013, ONE BEING THE 2013 KIA SORENTO AWD 4-CYL-GDI.
 WE TOOK DELIVERY OF THE VEHICLE AND HAD TO RETURN ON MONDAY TO TURN IN THE OTHER
 TRADE. WE QUESTIONED THE SALESMAN ABOUT THE ROUGH IDLE AND LOUD NOISE THAT IT MADE
 AT STOPS BUT HE SAID IT WAS NORMAL AND IT WOULD WORK ITSELF OUT AFTER A BREAK-IN
 PERIOD THE NEXT DAY WHEN WE WERE STOPPED AT A RED LIGHT THE VEHICLE BEGAN TO SHAKE
 AND THE LIGHTS STATED TO FLICKER, I TOLD MY WIFE TO GIVE IT GAS AND THEN IT STOPPED..UNTIL
 SHE LET OFF THE PEDAL. WE SUBMITTED AN INQUIRY TO KIA THROUGH THE WEBSITE AND BY THE
 NEXT DAY WE WERE CONTACTED BY A REGIONAL REP. WE SCHEDULED AN APPOINTMENT TO
 BRING IT IN AND THEN I BEGAN RESEARCHING THIS ISSUE...TO WHICH I QUICKLY LOST THAT WARM
 FUZZY FEELING OF A NEW KIA OWNER! WE LEFT OUR VEHICLE AT THE DEALERSHIP FOR DAYS
 UNTIL WE HAD ENOUGH. WE WERE FIXING TO HAVE TO PAY A NOTE ON A VEHICLE WE DIDNT HAVE!
 WE CALLED AND PICKED OUR VEHICLE BACK UP. WE ARE BEING TOLD THAT THE PARTS ARE ON
 BACK-ORDER FROM KOREA. WE HAVE BEEN CONTACTED FROM A REP OUT OF GEORGIA NOW AND
 WE JUST KEEP BEING TOLD TO BE PATIENT. I AM NOT HAPPY AT ALL AS WE PURCHASED TWO NEW
 VEHICLES AND WE SHOULD NOT BE HAVING TO DEAL WITH THIS. HAD WE LEFT OUR VEHICLE AT
 THE DEALERSHIP (WHICH IS WHAT THEY WANTED WHILE WE DROVE A NASTY RENTAL) WE BE OUT
 FOR AT LEAST A MONTH AS THE PARTS ARENT SCHEDULED TO BE SHIPPED UNTIL THE 21ST OF
 JANUARY! WE HAVE NO IDEA OF OUR LEGAL RIGHTS IF ANY, AND I DO NOT FEEL COMFORTABLE
 WITH MY WIFE AND CHILDREN IN THIS VEHICLE. KIA OFFERS NOTHING MORE THAN A STINKY
 RENTAL CAR AND PLEASE BE PATIENT...THE SERVICE MANAGER HOWEVER AT THE DEALERSHIP
 HAS BEEN WONDERFUL..UNLIKE THE SALES MANAGER! *TR

Date Complaint Filed: 12/19/2012
 Component(s): ELECTRICAL SYSTEM EXTERIOR LIGHTING
 Consumer Location: SUTTER, IL

Date of Incident: 12/15/2012
 NHTSA ID Number: 10489239

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKU4A65DG...

SUMMARY:

DRIVING ON INTERSTATE AT NIGHT AT 65 MPH LIGHTS FLICKER INSIDE AND HEADLIGHTS BATTERY
 WARNING LIGHT COMES ON AND OFF SEVERAL TIMES THE VEHICLE HAS ALSO HAD HARD SHIFTING
 AROUND 20 TO 30 MPH. ALMOST LIKE APPLYING BRAKES ON SLOW DOWN AND AN ENGINE REV
 WHEN SPEEDING UP. NEXT NIGHT (SUNDAY) VEHICLE LOST ALL POWER WITH NO WARNING WHILE
 DRIVING ON TWO LANE HIGHWAY AT NIGHT. MADE IT OFF TO A SIDE ROAD. BUT ENGINE STILL
 RUNNING ROUGH, NO RESPONSE TO GAS PEDAL. COULD NOT SHIFT VEHICLE TO PARK HAD TO
 HOLD STOP BUTTON FOR LONG TIME TO FINALLY STOP ENGINE. LIGHTS CAME BACK ON. BUT
 WOULD NOT START, FINALLY COULD PUT IN PARK HAULED BACK TO DEALER SERVICE REPLIES
 WASNT ON SCHEDULE WILL MAYBE GET TO IT TODAY. DEFECTIVE ALTERNATOR ON "E" ORDER WILL
 FIX ALL THE PROBLEMS. WIFE REFUSES TO DRIVE UNSAFE DEATH TRAP AND THAT SHE WOULD
 NOT HAD BEEN ABLE TO MANAGE SAFELY IF SHE WOULD OF BEEN DRIVING WHEN PROBLEMS SHUT
 DOWN THE VEHICLE. *TR

Date Complaint Filed: 12/19/2012
 Component(s): ENGINE POWER TRAIN
 Consumer Location: SUTTER, IL

Date of Incident: 12/14/2012
 NHTSA ID Number: 10489234

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKU4A65DG...

SUMMARY:

2013 KIA SORENTO 4 CYLINDER. WHILE AT STOP LIGHT ENGINE REVVED UP AND LUNGED FORWARD. APPLIED HARDER BRAKE UNTIL STOP LIGHT TURNED GREEN VEHICLE AT DEALERSHIP FOR TWO DAYS SO FAR WAITING ALTERNATOR REPLACEMENT. SERVICE DEPARTMENT STATES NEVER HAD TO REPLACE AN ALTERNATOR BEFORE AND NOT IN STOCK, WAITING FOR OVERNIGHT SHIPPING FOR TWO DAYS DEALER STATES THEY HAVE NO CONTROL OVER DEFECTIVE PARTS BUT WILL FIX AND SERVICE VEHICLE WHEN PARTS ARRIVE. *TR

Date Complaint Filed: 11/26/2012
 Component(s): VEHICLE SPEED CONTROL
 Consumer Location: VALLEY STREAM, NY

Date of Incident: 11/23/2012
 NHTSA ID Number: 10486068

All Products Associated with this Complaint ▼

Details ▲

1 Available Document ▼ ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKUDA21DG...

SUMMARY:

TL * THE CONTACT OWNS A 2013 KIA SORENTO THE CONTACT STATED THAT WHILE PARKING THE VEHICLE LUNGE FORWARD AND ACCELERATED INDEPENDENTLY THE VEHICLE WAS TAKEN TO THE DEALER BUT WAS UNABLE TO DIAGNOSE THE FAILURE THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE THE VEHICLE WAS NOT REPAIRED THE FAILURE MILEAGE WAS 200 AND THE CURRENT MILEAGE WAS 500.... UPDATED 12/26/12 *BF

Date Complaint Filed: 11/18/2012
 Component(s): SEATS
 Consumer Location: KATY, TX

Date of Incident: 05/30/2012
 NHTSA ID Number: 10485078

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKU4A63DG

SUMMARY:

THE LEVER TO FOLD DOWN THE SECOND ROW SEAT GETS STUCK IT IS SO HARD TO OPERATE SOMETIMES THAT NO MATTER HOW MUCH FORCE YOU USE THE SEAT BACK LEVER WILL NOT RELEASE. AFTER SERVICING IT 3 TIMES THE DEALER HAS TOLD ME THEY FIXED IT EACH TIME BUT THE INTERMITTENT PROBLEM IS STILL PRESENT. THEY SAY THE GEAR THAT HOLDS THE SEAT IN PLACE HAS VERY SHARP TEETH AND WAS NOT MANUFACTURED PROPERLY. THEY SAY MANY KIA SORRENTOS HAVE THE SAME PROBLEM. THEY SAY YOU HAVE TO WIGGLE THE SEAT BACK AS YOU TRY THE RELEASE LEVER THE SAFETY CONCERN IS IF YOU HAVE TO EXIT THE VEHICLE IN AN EMERGENCY THE SECOND ROW SEAT IN THE UP POSITION WOULD PROHIBIT THE BACK SEAT PASSENGERS FROM ESCAPE. THE SEAT IN THE DOWN POSITION WOULD IMPEED THE TWO SECOND ROW PASSENGERS FROM EXITING THROUGH THE PASSENGER DOOR. *TR



Recalls

1 Result(s)

Investigations

2 Result(s)

Complaints

137 Result(s)

Service Bulletins

8 Result(s)

Date Complaint Filed: 11/15/2012
Component(s): ELECTRICAL SYSTEM , ENGINE
Consumer Location: VALENCIA, CA

Date of Incident: 09/25/2012
NHTSA ID Number: 10484812

All Products Associated with this Complaint ▾

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKU3A68DG..

SUMMARY:

A DAY AFTER I PURCHASED A NEW KIA SORENTO EX GDI 2013 (9/25/2012), I NOTICED THAT IT HAD ROUGH IDLE AT STOP. I TOOK MY CAR TO DEALERSHIP TO FIX THE ROUGH IDLE ISSUE NEXT DAY HOWEVER AFTER 4 DAYS OF TROUBLESHOOTING BY MECHANIC WITH KIA SUPPORT ENGINEER, THEY WERE NOT ABLE TO RESOLVE IT. TSB#122 (ECM SOFTWARE UPGRADE) WAS ALREADY APPLIED PRIOR TO MY PURCHASE. EVEN TODAY, I STILL HAVE THE SAME ISSUE. MY CURRENT MILEAGE IS 2800 MILES. *TR

Date Complaint Filed: 11/12/2012
Component(s): ENGINE
Consumer Location: GROVE CITY, OH

Date of Incident: 11/12/2012
NHTSA ID Number: 10484010

All Products Associated with this Complaint ▾

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKUCA61DG...

SUMMARY:

ENGINE IDLES ROUGHLY. *TR

Date Complaint Filed: 10/23/2012
Component(s): POWER TRAIN
Consumer Location: LEESBURG VA

Date of Incident: 09/10/2012
NHTSA ID Number: 10481516

All Products Associated with this Complaint ▾

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKT3A66DG...

SUMMARY:

I PURCHASED 2013 KIA SORENTO 2.4 GDI LAST MONTH. IT VIBRATES AND SHAKES AT IDLE SPEED FROM DAY ONE I WAS TOLD BY SALES PERSON THAT IT WILL STOP AFTER DRIVING FOR FEW MILES NOW I HAVE 1500 MILES ON IT BUT IT CONTINUES TO VIBRATE AT IDLE SPEED WHETHER IN GEAR OR IN PARK POSITION. I CALLED THE DEALERSHIP THEY SAY THERE WAS SOFTWARE UPGRADE FOR CERTAIN MANUFACTURE DATES BUT IT DOESN'T LOOK LIKE IT APPLIES TO ME BASED ON MY PURCHASE DATE. BUT THEY SAY BRING IT IN AND WE WILL CHECK IT. I AM PLANNING TO GO THIS WEEK. SEARCHING THE WEB, IT LOOKS LIKE LOT OF PEOPLE HAVE THIS ISSUE. I HOPE IT BRINGS ATTENTION TO KIA MOTORS AND THEY PROVIDE SOME FIX. *TR

Date Complaint Filed: 10/19/2012

Component(s): ENGINE, POWER TRAIN

Consumer Location: FORT PLAIN, NY

Date of Incident: 09/03/2012

NHTSA ID Number: 10481159

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): Not Available

SUMMARY:

THE VEHICLE SHAKES WHENEVER IT'S IDLING IN DRIVE AND WHILE YOUR BRAKED. I TOOK TO MY KIA DEALERSHIP WHO SAID THEY ARE AWARE OF THE PROBLEM TO BRING IT IN. I BROUGHT IT IN THEY HAD IT FOR 20 MINUTES AND SAID ITS ALL SET. WELL LET ME TELL YOU IT'S NOT FIXED! I CALLED AND OLD HE DEALERSHIP AND NOW I HAVE TO BRING IT IN AGAIN. THE VIBRATION ONLY GOES AWAY IF WHEN YOU COME TO A STOP AND PUT THE SHIFTER IN NEUTRAL. *TR

Date Complaint Filed: 10/05/2012

Component(s): VISIBILITY

Consumer Location: FAIRFAX VA

Date of Incident: 09/06/2012

NHTSA ID Number: 10478778

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 1 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKW4A28DG...

SUMMARY:

THE FRONT PORTION OF THE PANORAMIC SUNROOF ON MY KIA SORENTO 2013 EXPLODED WHILE I WAS DRIVING THE CAR. I DID NOT SEE ANYTHING COMING TOWARDS THE CAR THAT COULD HAVE HIT THE SUNROOF. THE DAYS WAS APPROX 90 DEGREES AND THE CAR HAD BEEN HOUSED IN AN INTERIOR GARAGE ALL DAY. I HAD BEEN DRIVING FOR ABOUT 15 MINUTES, I DID NOT GO THROUGH AN UNDERPASS BEFORE THE INCIDENT. MY SPEED WAS APPROX 50 MPH. THE SUNROOF WAS PARTIALLY OPEN AT THE TIME. THERE WAS A VERY LOUD SOUND THEN SHARDS OF GLASS EVERYWHERE. I PULLED OVER IMMEDIATELY AND DID NOT SEE ANYTHING ON TOP OF THE CAR THAT WOULD INDICATE IT WAS HIT BY SOMETHING. I HAD MINOR CUTS AND AFTER CLEARING THE GLASS DROVE IT RIGHT BACK TO THE DEALER. IT'S REPAIRED NOW BUT THOUGHT I WOULD POST SINCE THERE IS AN INVESTIGATION INTO A HYUNDAI MODEL WITH A SIMILAR PROBLEM. *TR

Date Complaint Filed: 09/28/2012

Component(s): ENGINE AND ENGINE COOLING, STEERING

Consumer Location: NIAGARA FALLS, NY

Date of Incident: 06/15/2012

NHTSA ID Number: 10477374

All Products Associated with this Complaint ▼

Details ▲

1 Available Document ▼ ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKTC64DG...

SUMMARY:

TL* THE CONTACT OWNS A 2013 KIA SORENTO. THE CONTACT STATED THAT WHEN THE VEHICLE WAS IDLING, HE FELT A SHIMMY THROUGH THE STEERING WHEEL. THE VEHICLE WAS TAKEN TO

THE DEALER AND THE VEHICLE WAS REPAIRED BUT THE CONTACT WAS UNSURE OF WHAT EXACT REPAIRS WERE COMPLETED. THE MANUFACTURER WAS CONTACTED. THE FAILURE MILEAGE WAS 600 AND THE CURRENT MILEAGE WAS 2,400. ...UPDATED 10/19/12 *BF THE CONSUMER STATED THE VEHICLE WOULD IDLE IN A ROUGH MANNER. WHEN AT A STOP. UPDATED 10/25/12

Date Complaint Filed: 09/04/2012
 Component(s): POWER TRAIN , VEHICLE SPEED CONTROL
 Consumer Location: SOLON, OH

Date of Incident: 08/26/2012
 NHTSA ID Number: 10473891

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKT3A60DG..

SUMMARY:

WE LEASED A 2013 KIA SORENTO ON 8/11/2012 VEHICLE HAD 4 MILES WHEN PAPERWORK WAS DONE. ON 8/25/2012 THE CHECK ENGINE LIGHT CAME ON. ON 8/26/2012 THE ENGINE REVVED TO 6,500 RPM WHEN WE WERE GOING 20 MPH. THERE WAS A LARGE BANG. I TOOK IN TO THE DEALER ON 8/27/2012. I WAS TOLD A NEW TRANSMISSION NEEDED TO BE INSTALLED AFTER 2 DAYS OF "DIAGNOSTICS". WE NOW HAVE BEEN WITHOUT THE VEHICLE FOR ALMOST AS LONG AS WE HAVE HAD THE VEHICLE. I AM TOLD IT WILL NOT BE READY UNTIL AT LEAST THIS WEDNESDAY. I FRANKLY FEEL UNCOMFORTABLE IN TAKING THE VEHICLE BACK IN THIS CONDITION. I HAVE BEEN TOLD SEVERAL TIMES THAT I WOULD BE RECEIVING A CALL FROM THE NATIONAL CUSTOMER SERVICE DESK AT KIA. NO CALL HAS EVER COME. WE HAVE RECEIVED NO CALLS FROM KIA'S CONSUMER AFFAIRS GROUP THOUGH TOLD REPEATEDLY THAT SUCH WOULD OCCUR. *TR

Date Complaint Filed: 08/19/2012
 Component(s): ENGINE
 Consumer Location: APOPKA, FL

Date of Incident: 05/17/2012
 NHTSA ID Number: 10471452

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKU3A63DG..

SUMMARY:

4 CYL ROUGH IDLE AT STOP LIGHT AND EXCESSIVE VIBRATION. NOTICE WHEN DROVE NEW CAR OFF LOT. ASSUMED IT WAS NORMAL. HAD TO MAKE A LONG TRIP. AFTER RETURNING FROM TRIP HAD CAR SERVICE. I WAS TOLD UPON IT WAS A COMPUTER PROBLEM AND WOULD BE FIXED --NO DEFINITE TIME. SERVICE REP WAS CORNERED AND SAID COULD BE 30-60 DAYS. AFTER MANY ATTEMPTS TO CALL DEALER AND WRITE AN EXTENSIVE NOTE--SEEMED TO GET STONEWALLED BYG BEING TOLD--WORKING ON IT AND WILL LET YOU KNOW. FINALLY ON AUG 16 TOOK CAR IN AND HAD A "COMPUTER ADJUSTMENT FOR ROUGH IDLE". MUCH BETTER. BUT ONLY A FEW MILES SINCE RECALL NOTICE AND FIX. I HAVE NOT YET RECEIVED AN OFFICIAL RECALL NOTICE-- I FEEL THAT KIA CORPORATE INTENTIONALLY DID NOT DIVULGE THIS PROBLEM TO AUTOMOBILE SAFETY OFFICIALS FOR THE PURPOSE OF CONTINUING TO SELL THE 4 CYLINDER SORENTO--POOR DECISION. *TR

Date Complaint Filed: 08/13/2012
 Component(s): ENGINE
 Consumer Location: HARRISBURG, NC

Date of Incident: 06/15/2012
 NHTSA ID Number: 10470486

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKT3A63DG..

SUMMARY:

WHILE ON VACATION (JUNE 15) WE WERE TO STOP BY THE DEALER AND GET OUR NEW TAGS. ON 177 AT MILEAGE MARKER 33 IN VERY HEAVY TRAFFIC, THE ENGINE QUIT RUNNING. I IMMEDIATELY TURNED ON THE EMERGENCY FLASHERS. WE WERE IN THE MIDDLE LANE AND WASN'T ABLE TO GET OVER TO THE RIGHT (NOBODY WOULD LET US GET OUT OF THE LANE WE WERE IN) TO GET TO

A SAFE PLACE .WE ALMOST CAUSED MULTIPLE ACCIDENTS MY WIFE WAS SCREAMING. I THOUGHT THAT WE WERE GOING TO CREATE A MAJOR ACCIDENT. NO MATTER WHAT I DID I WAS NOT ABLE TO GET THE CAR STARTED AND IT CAME TO A COMPLETE STOP. PEOPLE WERE GOING AROUND US ON BOTH SIDES BEEPING THEIR HORNS AND OTHER GESTURES. AFTER FOOLING WITH THE GEAR SHIFTER, I PUT THE VEHICLE IN PARK IT STARTED BUT WHEN I PUT IT IN DRIVE IT STARTED TO MISS AND WAS IN THE PROCESS OF STALLING WHEN I PUT IT IN NEUTRAL THE ENGINE STARTED TO RUN FINE. I THEN PUT IT IN LOW GEAR AND IT STARTED TO MOVE FORWARD. ONCE I GOT SOME SPEED (DID NOT LOOK AT THE SPEEDOMETER TO SEE HOW FAST I WAS GOING) I PUT IT IN DRIVE AND EVERYTHING WAS FINE AFTER THAT. ALSO, THE VEHICLE RUNS ROUGH WHEN IN NEUTRAL AND WHILE IDLING WHEN IN GEAR (VARIES WITH NO RHYME OR REASON). THE SERVICE ADVISOR INFORMED ME THAT KIA KNEW OF THE PROBLEM AND WERE WORKING ON IT. THEY SHOULD HAVE AN ANSWER WITHIN TWO WEEKS. IT IS AUGUST 13 AND THAT WAS JUNE 15. ON AUGUST 7 IT HAPPENED AGAIN ..HAVING OTHER PROBLEMS AT TIMES. VEHICLE MISSING. STARTING TO STALL. . I HAVE CALLED THE DEALERSHIP EACH TIME A PROBLEM HAPPENED. SO FAR ALL I GOT IS LIP SERVICE. CALLED SEVERAL HOURS AGO (TALKED TO THE SALESMAN) SAID HE WAS WITH A CUSTOMER AND WILL GET BACK TO ME. NO RESPONSE FROM HIM SO FAR. I AM AT A LOSS AS TO WHAT TO DO MY WIFE IS SCARED AND WILL NOT DRIVE THE VEHICLE. I AM WORRIED THAT I MAY CAUSE AN ACCIDENT. PLEASE HELP ME GET THIS PROBLEM SOLVED BEFORE SOMEONE GETS HURT OR EVEN WORST. *TR

Date Complaint Filed: 08/03/2012
 Component(s): ENGINE
 Consumer Location: SEAL BEACH, CA

Date of Incident: 07/26/2012
 NHTSA ID Number: 10469054

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): 5XYKW4A28DG...

SUMMARY:

DRIVING ON THE FREEWAY IN SLOW TRAFFIC. SUDDENLY THE ENGINE DIED WITH NO WARNING. I HAD TO STOP IN THE MIDDLE OF THE FREEWAY TO ATTEMPT TO RESTART THE CAR. IT DID NOT IMMEDIATELY START BUT AFTER A FEW MOMENTS THE ENGINE KICKED OVER. I DROVE IT OFF THE FREEWAY AND HAD IT TOWED THE NEXT DAY TO THE DEALER. AFTER HAVING THE CAR FOR A WEEK THE DEALER SAYS THAT THEY "CAN'T DUPLICATE THE PROBLEM" SO THEY WON'T FIX IT. THEY SAY THERE IS NO "CODE" FOR THE PROBLEM. THIS IS NOT A SAFE CAR TO DRIVE IF THE ENGINE DIES ON THE FREEWAY. IF KIA CAN'T DETERMINE THE PROBLEM THEY NEED TO RECALL THIS CAR. *TR

Date Complaint Filed: 07/23/2012
 Component(s): VISIBILITY/WIPER
 Consumer Location: FRIENDLY, WV

Date of Incident: 07/21/2012
 NHTSA ID Number: 10466897

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Kia Motors America
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

WHILE RETURNING FROM VACATION AND ABOUT 35 MILES FROM HOME ON THE INTERSTATE THE GLASS ROOF ON MY 2013 SORENTO SX MOON ROOF (GLASS TOP) SHATTERED. WINDOWS WERE UP AND A/C WAS ON -80 DEGREES AND SUNNY OUTSIDE. HAD CROSSOVER 21 DAYS AND 1640 MILES ON CAR. *TR

Date Complaint Filed: 06/24/2012
 Component(s): ELECTRICAL SYSTEM, ENGINE
 Consumer Location: ANCHORAGE, AK

Date of Incident: 06/20/2012
 NHTSA ID Number: 10462895

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Kia Motors America

Vehicle Identification No. (VIN): 5XYKTD66DG...

SUMMARY:

I TEST DROVE THE VEHICLE WHICH HAD ONLY 5 MILES ON IT AND HAD NOT BEEN TEST DRIVEN PRIOR TO ME. I NOTICED A VERY SLIGHT VIBRATION FROM 0MPG TO 10MPG. AND ASKED THE SALES ASSOCIATE IF THAT WAS NORMAL. HE SAID IT WAS FINE AND WAS NOTHING TO BE CONCERNED ABOUT. I DID NOT NOTICE ANY FURTHER ISSUES WHILE IDLING AT STOP LIGHTS AND DID NOT NOTICE THE VIBRATION AGAIN DURING THE TEST DRIVE. AFTER I SIGNED THE FINANCIAL PAPERS AT 11PM AFTER THE DEALERSHIP HAD OFFICIALLY CLOSED FOR THE DAY AND GOT INTO THE CAR TO DRIVE HOME, I WAS SITTING IN THE CAR WHILE IT IDLED AND I WAS SPEAKING TO THE SALES ASSOCIATE WHEN THE CAR BEGAN TO SHAKE AND THE VIBRATION WAS VERY NOTICEABLE. I IMMEDIATELY TOLD THE ASSOCIATE AND HE SAID TO BRING THE CAR IN TO THE SERVICE DEPARTMENT THE FOLLOWING DAY TO HAVE IT INSPECTED AND SAID IT WAS NOTHING TO WORRY ABOUT. HE SAID IT'S UNDER WARRANTY SO IT WOULD BE TAKEN CARE OF ONE WAY OR ANOTHER. WE BROUGHT THE CAR IN THE NEXT DAY AND THE SERVICE MAN TOLD MY HUSBAND IT WAS LIKELY JUST THAT IT NEEDED TO BREAK-IN SINCE IT ONLY HAD A FEW MILES ON IT. THEY RAN TESTS ON THE CAR AND EVERYTHING CHECKED OUT FINE. THE MAN SUGGESTED WE TAKE IT FOR A LONG DRIVE AND PUT A COUPLE HUNDRED MILES ON IT AND SEE HOW IT WAS RUNNING AFTERWARD. WE DID SO AND THE PROBLEM DID NOT GET BETTER. WE BROUGHT IT IN THE NEXT DAY TO BE INSPECTED AGAIN AND THE SERVICE MEN TOOK IT FOR A SHORT DRIVE TO SEE IF THEY COULD REPLICATE THE PROBLEM AND THEY NOTED THEY DID. OUR SALES ASSOCIATE TOLD US HE LOOKED INTO THIS VIBRATION PROBLEM AND FOUND THAT KIA WAS AWARE OF THE PROBLEM AND WERE WORKING ON A FIX FOR A COMPUTER CHIP THAT WAS AFFECTING THE 4 CYLINDER 2013 SORENTOS. HE TOLD US KIA DID NOT HAVE A TIMEFRAME FOR FIXING THE PROBLEM BUT IT SHOULD BE SOON. BUT THIS WAS A PROBLEM WITH ALL 4 CYLINDERS THAT THEY ARE MAKING. *TR

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