

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, February 13, 2019 10:56 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: FW: Follow up to ODI Complaint ----- 11164204-----

I have provided additional vehicle information on the form.

[REDACTED]



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U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

31-DEC-2018

Repository ☐

Reference No.
11164204

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City PARAMUS

State NJ

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5XYKTD26DG [REDACTED]

Make

KIA

Model

SORENTO

Model Year

2013

Date Purchased
12/24/2012

Dealer's Name and Telephone Number
Tenafly KIA

Engine:
No: Cylinders 6

Fuel Type:
Gasoline

Original Owner
☒

Dealer's City
Tenafly

State
NJ

Zip Code
07670

Transmission Type
Auto

☒ Antilock Brakes
☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
30-DEC-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage
22457

Failure Speed
65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

MY VEHICLE HAS GONE INTO "LIMP" MODE TWICE ON THE INTERSTATE AND TWICE IN LOCAL TRAFFIC WITHOUT WARNING. THE LAST TIME WAS YESTERDAY, DECEMBER 30, 2018. THAT MEANS THAT I LOSE ALL POWER TO ACCELERATE BEYOND A LOW LIMIT. IF I PULL OVER AND RESTART THE MOTOR, IT RUNS NORMALLY FOR SEVERAL HUNDRED MILES AND THE MIL LIGHT GOES OFF. ACCORDING TO THE DTC CODES, I HAVE A FAULTY THROTTLE BODY AND THROTTLE ACTUATOR SENSOR, HOWEVER THEY WERE CHECKED AND SHOWN TO BE WORKING NORMALLY.

I SEARCHED FOR VEHICLES WITH SIMILAR PROBLEMS ON THE INTERNET AND FOUND THAT THE PROBLEM LIES WITHIN THE COMPUTER. THERE WAS EVEN A KIA ECU UPGRADE PART NUMBER SUPPLIED AS THE FIX. WHEN I CONTACTED SEVERAL KIA SERVICE DEPARTMENTS, I WAS TOLD THAT THEY NEVER HEARD OF SUCH A PART NUMBER. I ALSO CONTACTED CUSTOMER SERVICE AT KIA HEADQUARTERS. THEIR RESPONSE WAS TO TAKE MY VEHICLE TO A DEALERSHIP FOR DIAGNOSIS.

THIS IS A VERY SERIOUS PROBLEM - TO SUDDENLY LOSE POWER WHILE TRAVELING ON A CONGESTED HIGHWAY.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.