

CL- 11183184-4117

Please find attached the original Summary of Complaint as filed and also one that is
rewritten by me for NHTSA ID Number 11183184.



EA
3.27.19
UD

NHTSA ID NUMBER: 11183184
VIN: 5XYKT3A66CG*****

The Contact owns a 2012 Kia Sorento. While driving various speeds, a knocking noise occurred from the engine compartment. The vehicle was taken to Napleton's Mid Rivers. It was taken to Napleton's Mid Rivers Kia (Located at 4955 Veterans Memorial Pkwy, St Peters, MO 63376, (636) 206-4284) for diagnostic testing but failure could not be duplicated. The vehicle was not repaired and the failure recurred.

The vehicle was taken back to the Dealer because it started consuming oil (not leaking oil) and because the engine was smelling hot, like burnt metal. (The temperature gauge showed normal temperature) The Dealer began an oil consumption test and stated if the engine consumed oil, it needed to be replaced and that Manufacturer would replace it. The Contact returned for 2 oil consumption checks that confirmed the engine was consuming oil. (2.25 quarts oil consumed in 1768 miles.) Upon the 3rd visit to the Dealer, the Dealer stated that Manufacturer was no longer honoring oil consumption tests as reason to replace the engines but once the engine seized the Manufacturer would replace the engine. The Dealer suggested Contact call the Manufacturer Consumer Relations.

The Contact notified the Manufacturer Consumer Relations of the failure and case number [REDACTED] was opened. The Manufacturer has said when the engine seizes they will replace it. The engine is continuing to consume oil. The smell of burning metal has increased dramatically. The Manufacturer has recalls on 2012 Sorento's for a 'defect that may cause the engine to stall at higher speeds thereby increasing the risk of a crash' according to Manufacturer Recall Notices dated 5/30/17 and 9/20/17. The Manufacturer has a recall on other models for the engine catching fire. The approximate failure mileage was 114,276

Complaints

NHTSA ID Number: 11183184

Incident Date November 23, 2018

Consumer Location O'FALLON, MO

Vehicle Identification Number 5XYKT3A66CG****

Summary of Complaint

CRASH

No

FIRE

No

INJURIES

0

DEATHS

0

TL* THE CONTACT OWNS A 2012 KIA SORENTO. WHILE DRIVING VARIOUS SPEEDS, A KNOCKING NOISE OCCURRED COMING FROM THE ENGINE COMPARTMENT. THE VEHICLE WAS TAKEN TO NAPLETON'S MID RIVERS KIA (LOCATED AT 4955 VETERANS MEMORIAL PKWY, ST PETERS, MO 63376, (636) 206-4284) FOR DIAGNOSTIC TESTING, BUT THE FAILURE COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED AND THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE AN OIL CONSUMPTION TEST WAS PERFORMED. THE DEALER STATED THAT IF THE ENGINE CONSUMED OIL, IT NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND PROVIDED CASE NUMBER: [REDACTED] THE APPROXIMATE FAILURE MILEAGE WAS 114,276.

1 Affected Product ▾

☐ **Request Research** (Services fees apply)

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O Fallon, MO

SAINT LOUIS MO 630

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FOREVER / USA

US Department of Transportation
National Highway Traffic Safety Admin
Office of Defects Investigation (NHTSA-210)
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West Building
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20590--

