

3/26/19

CL-11183184-9950

To: 202-366-1767

From: 

Re: 11183184

3 pages

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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 28-FEB-2019		Repository ☐ Reference No. 11183184			
OWNER INFORMATION (Type or Print)				Daytime Telephone Number Evening Telephone Number	
Name Address City O'FALLON State MO Zip Code				E-mail Address	
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 5XYKT3A66CG		Make KIA		Model SORENTO	
		Model Year 2012			
Date Purchased 7/29/16		Dealer's Name and Telephone Number Guttenberg 618 624 2277		Engine: No. Cylinders 4	
Original Owner ☐		Dealer's City O'Fallon		Fuel Type: GAS	
Transmission Type Automatic		☐ Antilock Brakes ☒ Cruise Control		Powertrain FWD	
		Multiple Failure:		Incident Date(s) 23-NOV-2018	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE (PWS)				Failure Mileage 114276	
Failure Speed					
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).					
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. see attached sheet					
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.					

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