
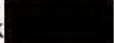


Ms. Erin Johnson
Safety Defects Engineer
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

CL-11278855-9241


Glen Oaks, New York 
August 2, 2020

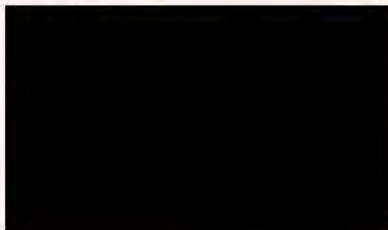
Dear Ms. Johnson,

Enclosed are all documents and supporting information regarding the issue with my 2019 Kia Sorrento. I've organized the papers into five categories in order to make the work you might be doing easier.

1. Accident Information
2. Kia
3. Research
4. Hancock Village Court
5. Additional Information

I will e-mail you photos taken at the scene. I will contact you letting you know when this packet is mailed. If you need any additional information, please let me know. I am grateful knowing that this unfortunate incident is being investigated. Hopefully, we can prevent future incidents like this from happening and therefore prevent possible heartache and injuries.

Sincerely,



From: erin.johnson@dot.gov,
To: [REDACTED]
Subject: FW: 2019 Kia Sorento - VOQ 11278855
Date: Mon, Jul 27, 2020 3:40 pm

Attachments:

Please see below.

From: Johnson, Erin (NHTSA)
Sent: Thursday, July 23, 2020 4:58 PM
To: [REDACTED]
Subject: 2019 Kia Sorento - VOQ 11278855

Hello,

Please allow me to introduce myself, I am a Safety Defects Investigator with the National Highway Traffic Safety Administration (NHTSA) at the Department of Transportation in Washington, DC. As such it is my job to follow up with vehicle owners when they have motor vehicle issues that are submitted on the NHTSA (<http://www.nhtsa.gov/>) or safercar.gov websites.

I'm contacting you because you have experienced an issue with your 2019 Kia Sorento. Part of my analysis involves getting as much information as possible surrounding the events experienced by drivers to allow me to fully understand the technical issues. I'm very interested in any further information you could send me regarding the details surrounding this issue as well as any scanned (if possible pdf format) vehicle reports, maintenance documents, pictures, and invoices for repairs made to your vehicle for this or similar issues.

Thank you in advance and please don't hesitate to call me at 202-366-6082 if you would like further discussion.



Erin Johnson

Safety Defects Engineer

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE, Washington, DC
20590

202-366-6082



From: U.S. DOT National Highway Traffic Safety Administration <donotreplyodi@dot.gov>
To: [REDACTED]
Subject: Thanks for Letting Us Know About Your Vehicle
Date: Fri, Nov 8, 2019 12:01 pm

Erin Johnson
Ann 202-366-6082

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is **11278855**. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.nhtsa.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. Sign up to receive recall email alerts from NHTSA if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit www.nhtsa.gov, and follow us on Facebook and Twitter.

Review our Privacy Policy.

From: U.S. DOT National Highway Traffic Safety Administration <donotreplyodi@dot.gov>

To: [REDACTED]

Subject: Confirm your Recall Subscription

Date: Fri, Nov 8, 2019 12:02 pm

Thank you for subscribing to the United States Department of Transportation, National Highway Traffic Safety Administration's (NHTSA) Recall notifications. Your safety is important to us.

The following email has been submitted to our database [REDACTED]

Please click on this Confirmation link to confirm your email address.

Thank you.

National Highway Traffic Safety Administration

United States Department of Transportation

To file a safety-related complaint on your vehicle, click on this link. [File a Complaint](#)

To find out more about United States Department of Transportation, National Highway Traffic Safety Administration (NHTSA), go to [Safercar.gov](#), and follow us on Facebook and Twitter.

[Our Privacy Policy.](#)

If you have questions about these emails, please go to NHTSA's [Contact web page](#).

If you want to UNSUBSCRIBE, please click [Cancel Subscription](#) to remove yourself from our list.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.



Complaint Number: 11278855

Vehicle Identification Number: 5XYPKDA59K [REDACTED]

Your Vehicle's Make Model and Model Year: KIA SORENTO 2019

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Speed Control

What happened?

On August 25, 2019, while driving home to New York, my wife sat in the front passenger seat and my daughter sat in the second row seat behind my wife, I stopped at a rest stop for gasoline at about 12:15 PM As I pulled into the area with my foot on the break to slow down, the car surged forward and I pressed hard to stop the car. It stopped. On the same day, at 4:17 PM, I pulled into a Sunoco gas station. With my foot on the break as I pulled into the station, the car surged, I pressed hard and the car slowed down. I slowly pulled around the two occupied pumps and pulled behind the other pumps. (time-4:19PM) A car was at the first pump and a man was standing at his gas tank pumping gas. With my foot on the break, I slowly moved behind his car at about 2 mph and the car accelerated, I pushed hard on the break. The car continued to accelerate and hit the protective barrier surrounding the gas pump. Both front air bags deployed. Fortunately, no one was injured. The car was towed. My insurance company, Allstate declared the car "totaled." Included in a service was a recall for a computer mechanism C/S: SA387 UM TCU LOGIC IMPROVEMENT DTC P0741. Kia told me it was related to the transmission, Did this recall replacement contribute to the accident? I told Kia central also that the FCA (Forward Collision Avoidance Assist) did not engage on August 16. Did this malfunction contribute to the accident? These concerns were never addressed or investigated by Kia Motors. Numerous calls to Kia Central and to Kia Consumer Assistance Center were attempted without resolution and most times ignored. On September 24, Kia from central called me to inform me that the case was closed. Kia did not evaluate the car or ameliorate the situation. Kia needs to investigate the 2019 Kia Sorento for malfunctioning performance. People could get seriously injured or die!

Files you uploaded.

IMG_0616.jpg

IMG_0604.jpg

IMG_0603.jpg

When did this happen? 08/25/2019

Was there a Crash? Yes

Was there a Police Report? Yes

Were Vehicles Towed? Yes

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 2

About how many miles were on your vehicle at the time of the incident? 7500

First Name [REDACTED]

Last Name [REDACTED]

Email [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Glen Oaks

State : NEW YORK

ZIP Code [REDACTED]

Phone [REDACTED]

Alt. Phone [REDACTED]

Selections made -

NHTSA may share my complaint with the vehicle manufacturer prior to the start of an investigation or recall, and in the interest of safety.: Yes (box unchecked)

I wish to receive safety recall alerts from NHTSA.: Yes (box unchecked)

2019 Kia Sorrento Accident

On August 16, 2018, I procured a lease for a 2019 Kia Sorrento from Karp Kia in Valley Stream, New York. (VIN#5XYPKDA59KG [REDACTED]) I previously leased a 2016 Kia Sorrento from the same dealer for three years.

On August 25, 2019, while driving home to New York, my wife sat in the front passenger seat and my daughter sat in the second row seat behind my wife, I stopped at a rest stop for gasoline at about 12:15 PM As I pulled into the area with my foot on the break to slow down, the car surged forward and I pressed hard to stop the car. It stopped. On the same day, at 4:17 PM, I pulled into a Sunoco gas station, (676 W Main Street, Hancock, NY 13783, telephone (607) 637-3277). With my foot on the break as I pulled into the station, the car surged, I pressed hard and the car slowed down. I slowly pulled around the two occupied pumps and pulled behind the other pumps. (time-4:19PM) A car was at the first pump and a man was standing at his gas tank pumping gas. With my foot on the break, I slowly moved behind his car at about 2 mph and the car accelerated. I pushed hard on the break. The car continued to accelerate and hit the protective barrier surrounding the gas pump. Both front air bags deployed. Fortunately, no one was injured. The car was towed to Oralls Garage. We had to stay overnight at the Hancock Inn and then rent a car in Monticello, NY in order to get home. My insurance company, Allstate declared the car "totaled." (Claim # [REDACTED]) (Policy [REDACTED])

I contacted Kia and requested that they inspect the car to determine the cause of the accident. I pointed out that on July 24, 2019, the car was serviced at Karp Kia in Valley Stream, New York, in preparation for the August trip. I contacted Kia Central and was assigned claim # [REDACTED] Included in the service was a recall for a computer mechanism C/S: SA387 UM TCU LOGIC IMPROVEMENT DTC P0741. Karp Kia told me it was related to the transmission. Did this recall replacement contribute to the accident? I told Kia central also that the FCA (Forward Collision Avoidance Assist) did not engage on August 16, 2019. Did this malfunction contribute to the accident? In addition, there are numerous reports of sudden acceleration in cars. These concerns were never addressed or investigated by Kia Motors. Numerous calls to Kia Central and to Kia Consumer Assistance Center were attempted without resolution and most times ignored. (All calls are logged.) On September 24, 2019, Ryan from central called me to

inform me that the case was closed. Kia did not evaluate the car or ameliorate the situation. I feel that Kia needs to investigate the 2019 Kia Sorrento for malfunctioning performance. People could get seriously injured or die!

① Accident Information

ACCIDENT INFORMATION EXCHANGE FORM

NY State Law requires that any accident resulting in a fatality, injury or damage to property of any person (including damage to your vehicle) or entity over \$1000 be reported by YOU to the Department of Motor Vehicles (DMV) within 10 days after an accident. Failure to report an accident or failure to give correct information is a misdemeanor and may result in the suspension/relocation of your driver's license (or operating privilege in NYS) and all vehicle certifications or registrations.

Report your Accident to DMV on DMV form MV-104 (Report of Motor Vehicle Accident). Police Accident Reports (DMV form MV-104A) DO NOT satisfy YOUR civilian reporting requirement.

Accident Report #	Local Codes	Date	Time	# of Veh.	Town, City, Road Name
[REDACTED]	[REDACTED]	08/26/2019	4:19 PM	2	HANCOCK VILLAGE OF - 1324 WEST MAIN STREET
Police Agency			Officer's Name/Badge ID#		
DELAWARE CO SHERIFF #01300			KARCHER KYLE 2601		

VEHICLE # 001

Operator's Name		Date of Birth	Address	
PARKED				
City/State/Zip		Motorist I.D.#	Vehicle Year and Make	License Plate # and State
			2014 CHEV	[REDACTED] NJ
Vehicle Type	Insurance Code and Company	Vehicle Owner		
SUBV	#26 - NEW JERSEY MFRS NS/CO	SPC TRANSPORTATION		
Vehicle Towed By		Vehicle Towed To		

Miscellaneous Notes

VEHICLE # 002

Operator's Name		Date of Birth	Address	
[REDACTED]		[REDACTED]	[REDACTED]	
City/State/Zip		Motorist I.D.#	Vehicle Year and Make	License Plate # and State
GLENS OAKS NY [REDACTED]			2011 KIA	[REDACTED] NY
Vehicle Type	Insurance Code and Company	Vehicle Owner		
SUBV	#76 - ALLSTATE PROP CAS INS CO	[REDACTED]		
Vehicle Towed By		Vehicle Towed To		
GRALLS GARAGE		GRALLS GARAGE		

Miscellaneous Notes

Please wait 14 days before contacting DMV to request a copy of your accident report.

If you purchase a copy of the police accident report, form MV-104A, complete DMV's "LET FOR COPY OF ACCIDENT REPORT" form MV-198C and send it to DMV. The form and instructions are available at www.dmv.ny.gov or at your local DMV office.

THE FORM MV-104A MAY ALSO BE PURCHASED BY CONTACTING THE INVESTIGATING POLICE AGENCY
 DELAWARE COUNTY SHERIFF'S DEPT 208 PHOEBE LN, SUITE 1, DELHI, NY 13753
 To obtain a Civilian Accident Report (Form MV-104), visit the DMV office nearest you.

NY State Department of Motor Vehicles
UNIFORM TRAFFIC TICKET

POLICE AGENCY

DELAWARE COUNTY SHERIFFS OFFICE

Local Police Code

Vehicle stopped by police officer
on 08/25/2019 at

City: HANCOCK
State: NY
County: DELAWARE
Municipality: VILLAGE OF - 1924

Plate No: 1
Year: 2019
Make: KIA
Class: BK
Reg. State: NY

THE PERSON DESCRIBED ABOVE IS CHARGED AS FOLLOWS

Time: 1:19 PM
Date of Offense: 08/25/2019
VIOLATION OF NYS V AND T LAW
Description: SPEED NOT REASONABLE & PRUDENT
Code: 2601

City: HANCOCK, VILLAGE OF - 1924
County: DELAWARE
Municipality: VILLAGE OF - 1924

Date of Offense: 08/25/2019
Code: 2601

Offense Code: 2601
Description: 5 - PROPERTY DAMAGE

Officer's Signature: [Redacted]
Patrol No: K

Reporting Officer's Signature: [Redacted]

THIS MATTER IS SCHEDULED TO BE HANDLED ON THE APPEARANCE DATE BELOW

HANCOCK VILLAGE COURT

City: HANCOCK
State: NY

RETURN BY MAIL BEFORE OR TO PERSON ON: 09/18/2019 5:00 PM
MUST APPEAR IN PERSON ON:

A PLEA OF GUILTY TO THIS CHARGE IS EQUIVALENT TO A CONVICTION AFTER TRIAL. IF YOU ARE CONVICTED, NOT ONLY WILL YOU BE LIABLE TO A PENALTY, BUT IN ADDITION YOUR LICENSE TO DRIVE A MOTOR VEHICLE OR MOTORCYCLE, AND YOUR CERTIFICATE OF REGISTRATION IF ANY, ARE SUBJECT TO

**TO PLEAD BY MAIL
(NOT TO BE USED FOR MISDEMEANORS OR FELONIES)**

If you are pleading GUILTY by mail, make an 'X' through SECTION B, then make and sign SECTION A.
If you are pleading NOT GUILTY by mail, make an 'X' through SECTION A, or complete and sign SECTION B.

Mail this X and the Court listed on the ticket by Registered, Certified, or First Class Mail. (In Return Receipt Requested)

DO NOT use this form for 25 misdemeanors or felonies or for a third or subsequent offense in a 12-month period. Instead, you must appear in the Court listed on the ticket in person.

If the Court denies your plea, you will be notified by mail to appear in the Court cited on the front of the ticket.

SECTION A - PLEA OF GUILTY

the Court listed on the other side of this ticket

pleading at:
I am pleading guilty to the violation specified on the other side of this ticket. I acknowledge receipt of the hearing printed in bold type on the other side of this ticket. I have arranged to pay the amount and the job of an attorney. I plead GUILTY to the offense as charged and request that this charge be dismissed and a fine or penalty fixed by the court.

Subsequent to make the following payment of expense later (optional)

All statements are made under penalty of perjury.

Date: _____ Signed: _____

SECTION B - PLEA OF NOT GUILTY

The following notice applies to you if the officer or not issue you a supporting deposition into your ticket.

NOTICE: YOU ARE ENTITLED TO RECEIVE A SUPPORTING DEPOSITION FURTHER EXPLAINING THE CHARGES PROVIDED YOU REQUEST SUCH SUPPORTING DEPOSITION WITHIN THIRTY (30) DAYS FROM THE DATE YOU ARE DIRECTED TO RESPOND TO THE COURT NOTED ON THE OTHER SIDE OF THIS APPEARANCE TICKET. DO YOU REQUEST A SUPPORTING DEPOSITION?

Yes No

SUPPORTING DEPOSITION PROVIDED WHEN THIS TICKET WAS ISSUED?

NO SPEEDING (Gen 101)
GENERAL (Gen 101A)

Signature: _____

Address: _____

City: _____ State: _____ Zip Code: _____

NOTE: If you plead NOT GUILTY, Plea within 48 hours. The court will notify you by First Class Mail of your appearance date.

APPLICANTS UNDER 18 YEARS OF AGE MUST SUBMIT NAME AND ADDRESS OF PARENT OR GUARDIAN BELOW.

Name of Director/Outsider



Allstate

You're in good hands.

Express Office
PO BOX 650506
DALLAS TX 752650506

[REDACTED]
[REDACTED]
GLEN OAKS NY [REDACTED]

August 25, 2019

INSURED: [REDACTED]
DATE OF LOSS: August 25, 2019
CLAIM NUMBER: [REDACTED]

PHONE NUMBER: 800-255-7828
FAX NUMBER: 866-447-4293
OFFICE HOURS:
Open 24 hours a day, 7 days a week

Re: Department of Motor Vehicles Accident Report

Dear [REDACTED]

We are sorry to hear about your accident on August 25, 2019. We want to let you know that New York law requires that a vehicle operator or owner involved in an accident provide a written report to the State Department of Motor Vehicles when 1) the property damage exceeds \$1,000, or 2) causes any fatality or personal injury. Please keep in mind that failure to provide this report within 10 days after the date of the accident is a misdemeanor and will result in the suspension or revocation of your operator's license and certificates of registration.

If you need to file this report, we have enclosed a copy of the required accident report form (the MV104 form) for your convenience. You can also obtain additional forms or secure more information from your local Department of Motor Vehicles office or online at www.dmv.ny.gov/forms/mv104.pdf. Be sure to follow the instructions on the front of the form. Please send the original report to the Department of Motor Vehicles at the address shown on the form. To help with your claim investigation, please send us a copy of the MV104 at P.O. Box 660636 Dallas, TX 75266-0636. Please be sure to put your claim number [REDACTED] on the form.

If you have already sent a report to the Department of Motor Vehicles, you do not have to send it again. Please feel free to call any Allstate Property and Casualty Insurance Company office if you have any questions or require assistance completing this form.

Be sure to forward us any communications you may receive regarding the accident to ensure that we have all the information we need to fully protect your interests. Please place our claim number [REDACTED] on all correspondence. Our mailing address is listed above.

If you want to discuss any aspect of this claim, including this letter, please feel free to call or email me at [FF-Contact] and be sure to include your claim number.

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.

[REDACTED] [REDACTED]

FOLD → ← HERE

New York State Department of Motor Vehicles
REPORT OF MOTOR VEHICLE ACCIDENT
www.dmv.ny.gov

Use only for accidents that happen in New York State

BEFORE COMPLETING THIS FORM, READ THE INSTRUCTIONS IN SECTION A ON PAGE 2

DO NOT FORGET ACCIDENT DATE ↓ Page 1 of 1 RUSH - DRIVER OF VEHICLE 1 - LICENSE SUSPENDED FOR FAILURE TO REPORT

Accident Date: 2/23/19 Day of Week: SUN Time: 4:14 AM PM Number of Vehicles: 2 Number Injured: 0 Number Killed: 0 Did police investigate accident at scene? Yes No If "Yes", Name of Police Agency or Precinct & Accident Number: Delaware City

DRIVER OF VEHICLE 1: Driver License ID Number: [Redacted] State of License: NY Driver License ID Number: [Redacted] State of License: [Redacted] Name: Glen Oaks Apt. Number: [Redacted] Address: Glen Oaks NY City or Town: Glen Oaks State: NY Zip Code: [Redacted] Date of Birth: [Redacted] Sex: [Redacted] Number of People in Vehicle: 3 Public Property Damaged:

DRIVER OF VEHICLE 2: Driver License ID Number: [Redacted] State of License: [Redacted] Name: Parked Apt. Number: [Redacted] Address: [Redacted] City or Town: [Redacted] State: [Redacted] Zip Code: [Redacted] Date of Birth: [Redacted] Sex: [Redacted] Number of People in Vehicle: [Redacted] Public Property Damaged:

REGISTRAR OF VEHICLE 1: Name: [Redacted] Date of Birth: [Redacted] Sex: [Redacted] Address: [Redacted] City or Town: Glen Oaks State: NY Zip Code: [Redacted] State of Reg.: NY Vehicle Year & Make: 2019 KIA SUBN Plate Number: [Redacted]

REGISTRAR OF VEHICLE 2: Name: [Redacted] Date of Birth: [Redacted] Sex: [Redacted] Address: [Redacted] City or Town: [Redacted] State: [Redacted] Zip Code: [Redacted] State of Reg.: NJ Vehicle Year & Make: 2014 Chev SUBN Plate Number: 426

Estimated Cost of Property Damage - Vehicle 1: \$1,001-\$1,500 \$1,501-\$2,500 Over \$2,500 Estimated Cost of Property Damage - Vehicle 2: \$1,001-\$1,500 \$1,501-\$2,500 Over \$2,500

Describe damage to vehicle 1: Car totaled Describe damage to vehicle 2: Rear bumper

ACCIDENT DIAGRAM: Circle one of the 9 diagrams (numbered 0-8) if it describes the accident, or draw your own diagram below in space #9. Number the vehicles. Your vehicle is #1.

Place Where Accident Occurred in New York State: County: Delaware City: Village: Town: Hancock Permanent Landmark: Sunoco Gas Road on which accident occurred: 676 W Plain St Hancock NY 13783 at 1) intersecting street or 2) 1 N S E W of 1 (Milepost, Nearest intersecting Route Number or Street Name) How did the accident happen? Car exhibited sudden acceleration on its own.

Names of All Persons Involved	8. Which Veh Occupied	9. Position in/on Vehicle	10. Safety Equip Used	12. Age	13. Sex	16. Injury			Describe Injuries	If Deceased, Enter Date of Death
						A	B	C		
[Redacted]	1	1	9	[Redacted]	[Redacted]	-	-	-		
[Redacted]	1	3	9	[Redacted]	[Redacted]	-	-	-		
[Redacted]	1	6	9	[Redacted]	[Redacted]	-	-	-		

Identify Damaged Property Other Than Vehicle(s): VIN 5XYPKDA59KG

Name of Insurance Company That Issued Policy For Vehicle 1: Allstate Policy Number: [Redacted]

Name and Address of Policy Holder: Glen Oaks NY Policy From: [Redacted]

If Vehicle was Operated Under Permit (ICC, USDOT or NYSDOT), give No. and State: [Redacted]

If Self-Insured, give Certificate No. and State: [Redacted]

Date: 2/19 Print Name of Driver (or Representative) of Vehicle 1: [Redacted] Signature of Driver (or Representative) of Vehicle 1: [Redacted]

DRIVER REGISTRATION VEHICLE DAMAGE ACCIDENT LOCATION INVOLVED INSURANCE

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An accident report is not considered complete and filed unless it is signed, and if not signed may result in the suspension of your driver's license.

VIN #5XYPKDA59KG

SECTION A

You must report within 10 days any accident occurring in New York State causing a fatality, personal injury or damage over \$1,000 to the property of any one person. Failure to do so within 10 days is a misdemeanor. Your license and/or registration may be suspended until a report is filed. Check the "RUSH" box at the top of page 1 if your license is suspended for failure to report this accident on time. You must fill in all information requested on the report.

Then fill in the boxes numbered 1-7 and 23-30 in the right margin on page 1 by entering the number of the item from Section B that best describes the circumstances of the accident. If a question does not apply, enter a dash ("-"). If you do not know an answer, enter an "X".

INSTRUCTIONS - PLEASE PRINT OR TYPE ALL INFORMATION - USE BLACK INK
 * First - fold along this shaded, dotted line.

* Don't fold internet form. Instead, place page 2 over page 1, with the arrows on page 2 pointing to the boxes on the right edge of page 1.

VEHICLE INVOLVEMENT - If you were in an accident involving:

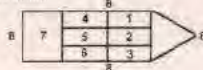
- **two-cars**, enter your information in the VEHICLE 1 section and the other driver's information in the VEHICLE 2 section.
- **a pedestrian, bicyclist or other pedestrian** (a person using a non-motorized conveyance such as in-line skates, skateboard, sled, etc.), enter the information in the "Driver" spaces provided for Vehicle 2, and check the PEDESTRIAN, BICYCLIST or OTHER PEDESTRIAN box.
- **a vehicle other than a motor vehicle** (such as a snowmobile, mini-bike, aircycle, all-terrain vehicle, trail bike, or other non-motor vehicle), enter the driver, registrant and vehicle information in the space provided for VEHICLE 2.
- **an unoccupied vehicle**, enter all available information. Be sure to enter the correct vehicle Plate Number and Vehicle Type in the VEHICLE 2 block.
- **more than two vehicles**, fill out additional accident reports. On these reports, place the information for the third vehicle in the space marked VEHICLE 1 and mark it # 3. Use the space marked VEHICLE 2 for the fourth vehicle, and mark it # 4 and so on. Additional forms are available at any Motor Vehicles office or from the DMV website: www.dmv.ny.gov.

- DRIVER** - Enter the information for each driver EXACTLY as it appears on his/her driver license.
- REGISTRANT** - Enter registrant information EXACTLY as it appears on the registration of each vehicle involved in the accident.
- VEHICLE DAMAGE** - Indicate if the accident exceeds the \$1,000 threshold for property damage to any one vehicle or property caused by the accident, and describe the vehicle damage.
- ACCIDENT LOCATION** - Enter the county, locality and street(s) where the accident occurred. Check the box if there is an intersecting street. If available, identify a permanent landmark nearby, such as a business, school, shopping mall, parking lot, water tower, railroad, mountain or cell tower.
- ALL INVOLVED** - List the names of all persons involved in the accident, and provide the date of death if anyone was killed in, or as a result of, the accident. If more than four people are involved, complete another report. In the ALL INVOLVED section of that report, provide the required information for everyone else involved in the accident. Enter the following codes in the appropriate columns:

WHICH VEHICLE OCCUPIED (Column 8) - Enter the appropriate number or letter.
 1. Vehicle 1 2. Vehicle 2 B. Bicyclist P. Pedestrian O. Other Pedestrian

POSITION IN/ON VEHICLE (Column 9) - Enter the number from this diagram which corresponds to each person's position.

1. Driver 2-7. Passengers 8. Riding/Hanging on Outside



SAFETY EQUIPMENT USED (Column 10)

- | | | |
|-----------------------------|---|------------------|
| 1. None | 7. Air Bag Deployed | C. Helmet Only |
| 2. Lap Belt | 8. Air Bag Deployed/Lap Belt | |
| 3. Shoulder Restraint | 9. Air Bag Deployed/Shoulder Restraint | D. Helmet/Other |
| 4. Lap Belt Restraint | A. Air Bag Deployed/ Lap Belt/Restraint | E. Pads Only |
| 5. Child Restraint Only | B. Air Bag Deployed/Child Restraint | F. Stoppers Only |
| 6. Helmet (Motorcycle Only) | O. Other | |

INJURY (Columns 16A-C) - Check all column(s) that apply and DESCRIBE INJURIES:

- A - Severe lacerations, broken or distorted limbs, skull fracture, crushed chest, internal injuries, unconscious when taken from the accident scene, unable to leave accident scene without assistance.
- B - Lump on head, abrasions, minor lacerations.
- C - Momentary unconsciousness, limping, nausea, hysteria, complaint of pain (no visible injury), whiplash (complaint of neck and head pain).

INSURANCE - Enter damage to private property, if any, insurance policy information and VIN. Attach additional reports to page one. Each page of the report must be numbered in the upper left corner. Mark additional sheets #2, #3, etc. **Date and sign on the bottom line of each attached report. THE REPORT MUST BE SIGNED BY THE DRIVER OF VEHICLE 1, UNLESS HE OR SHE IS UNABLE TO SIGN BECAUSE HE/SHE IS INJURED OR DECEASED.**

Send original to: CRASH RECORDS CENTER
 6 EMPIRE STATE PLAZA
 PO BOX 2925
 ALBANY NY 12220-0925

SECTION B

USE TO COMPLETE
 BOXES 1-7 and 23-30 ON PAGE 1

Be sure your answers are marked INSIDE THE BOXES ON PAGE 1

PEDESTRIAN/BICYCLIST/OTHER PEDESTRIAN LOCATION

1. Pedestrian/Bicyclist/Other Pedestrian at Intersection
2. Pedestrian/Bicyclist/Other Pedestrian Not at Intersection

PEDESTRIAN/BICYCLIST/OTHER PEDESTRIAN ACTION

1. Crossing, With Signal
2. Crossing, Against Signal
3. Crossing, No Signal, Marked Crosswalk
4. Crossing, No Signal or Crosswalk
5. Riding/Walking/Skating Along Highway With Traffic
6. Riding/Walking/Skating Along Highway Against Traffic
7. Emerging from in Front of/Behind Parked Vehicle
8. Going to/From Stopped School Bus
9. Getting On/Off Vehicle Other Than School Bus
11. Working in Roadway
12. Playing in Roadway
13. Other Actions in Roadway
14. Not in Roadway

TRAFFIC CONTROL

- | | |
|-------------------------------|--|
| 1. None | 10. RR Crossing Gates |
| 2. Traffic Signal | 11. Stopped School Bus-Red Lights Flashing |
| 3. Stop Sign | 12. Construction Work Area |
| 4. Flashing Light | 13. Maintenance Work Area |
| 5. Yield Sign | 14. Utility Work Area |
| 6. Officer/Guard | 15. Police/Fire Emergency |
| 7. No Passing Zone | 16. School Zone |
| 8. RR Crossing Sign | 20. Other |
| 9. RR Crossing Flashing Light | |

LIGHT CONDITIONS

- | | | |
|-------------|----------------------|------------------------|
| 1. Daylight | 3. Dusk | 5. Dark-Road Unlighted |
| 2. Dawn | 4. Dark-Road Lighted | |

ROADWAY CHARACTER

- | | |
|--------------------------|-----------------------|
| 1. Straight and Level | 4. Curve and Level |
| 2. Straight and Grade | 5. Curve and Grade |
| 3. Straight at Hillcrest | 6. Curve at Hillcrest |

ROADWAY SURFACE CONDITION

- | | | | |
|--------|-------------|------------|----------|
| 1. Dry | 3. Muddy | 5. Slush | 0. Other |
| 2. Wet | 4. Snow/Ice | 6. Flooded | |

WEATHER

- | | | |
|----------|-----------|-----------------------------|
| 1. Clear | 2. Cloudy | 5. Sleet/Hail/Freezing Rain |
| 3. Rain | 4. Snow | 6. Fog/Smog/Smoke |
| | | 0. Other |

DIRECTION OF TRAVEL



- | | |
|--------------|--------------|
| 1. North | 5. South |
| 2. Northeast | 6. Southwest |
| 3. East | 7. West |
| 4. Southeast | 8. Northwest |

PRE-ACCIDENT VEHICLE ACTION

- | | |
|-----------------------------|--------------------------------|
| 1. Going Straight Ahead | 11. Avoiding Object in Roadway |
| 2. Making Right Turn | 12. Changing Lanes |
| 3. Making Left Turn | 13. Passing |
| 4. Making U Turn | 14. Merging |
| 5. Starting from Parking | 15. Backing |
| 6. Starting in Traffic | 16. Making Right Turn on Red |
| 7. Slowing or Stopping | 17. Making Left Turn on Red |
| 8. Stopped in Traffic | 18. Police Pursuit |
| 9. Entering Parked Position | 20. Other |
| 10. Parked | |

LOCATION OF FIRST EVENT

1. On Roadway
2. Off Roadway

TYPE OF ACCIDENT

- COLLISION WITH**
- | | |
|------------------------|------------------------------|
| 1. Other Motor Vehicle | 6. In-Line Skater |
| 2. Pedestrian | 7. Deer |
| 3. Bicyclist | 8. Other Pedestrian |
| 4. Animal | 10. Other Object (Not Fixed) |
| 5. Railroad Train | |

COLLISION WITH FIXED OBJECT

- | | |
|--------------------------------|-------------------------------------|
| 11. Light Support/Utility Pole | 21. Median - Not At End |
| 12. Guide Rail - Not At End | 22. Snow Embankment |
| 13. Crash Cushion | 23. Earth Embankment/Rock Cut/Ditch |
| 14. Sign Post | 24. Fire hydrant |
| 15. Tree | 25. Guide Rail - End |
| 16. Building/Wall | 26. Median - End |
| 17. Curbing | 27. Barrier |
| 18. Fence | 30. Other Fixed Object |
| 19. Bridge Structure | |
| 20. Culvert/Head Wall | |

NO COLLISION

- | | |
|--------------------|--------------------------|
| 31. Overturned | 33. Submersion |
| 32. Fire/Explosion | 34. Ran Off Roadway Only |
| | 40. Other |

PAGE 1
 1
 2
 3
 4
 5
 6
 7
 Veh. 1, 23
 Veh. 2, 24
 Veh. 1, 25
 Veh. 2, 26
 27
 First Event 28
 Veh. 1, 29
 Second Event
 Veh. 2, 30



Allstate

You're in good hands.

New York Auto MCO
PO BOX 660636
DALLAS TX 75266-0636



████████████████████
GLEN OAKS NY ██████████

September 09, 2019

INSURED: ██████████
DATE OF LOSS: August 25, 2019
CLAIM NUMBER: ██████████

PHONE NUMBER: 866-225-1670
FAX NUMBER: 866-447-4293
OFFICE HOURS: Mon - Fri 8:00 am - 5:30 pm,
Sat 8:00 am - 2:00 pm

Dear ██████████

Payment has been made to your leasing company on 9/9/19. The amount of this check issued was \$39199.00. This amount represents the actual cash value less deductible for your vehicle. Allstate is currently waiting for the title from the leasing company.

If you should have any questions or concerns please contact me at the number below.

Sincerely,

CHERYL BENEDETTI

CHERYL BENEDETTI
866-225-1670
Allstate Property and Casualty Insurance Company

From: Benedetti, Cheryl <Cheryl.Benedetti@Allstate.com>
To: [REDACTED]
Subject: Allstate Claim [REDACTED]
Date: Mon, Sep 9, 2019 11:07 am

Payment has been made to your leasing company on 9/9/19. The amount of this check issued was \$39199.00. This amount represents the actual cash value less deductible for your vehicle. Allstate is currently waiting for the title from the leasing company.

If you should have any questions or concerns please contact me at the number below.

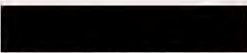
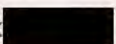
Cheryl Benedetti
Sr. Claim Processing Specialist
Salvage/Total Loss
Allstate Insurance Company
1983 Montauk Hwy Ste 1
Brookhaven, New York 11719
Toll Free 866-225-1670
✓ Phone 631-866-4484
Fax 631-776-9125
Cheryl.Benedetti@allstate.com

9/16/19 1041
Serrano TH 4490
9/17/19 1st message
9/18/19 440 message
9/19/19 Tues 1stth

Kia Finance
Gap NISSAN
~~1-800-777-7525~~

② Kia

Kia Headquarters
111 Peters Canyon Rd.
Irvine, CA 92606


Glen Oaks, New York 

December 2, 2019

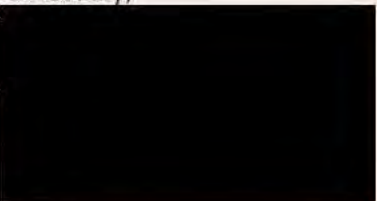
Dear Kia,

Enclosed is a description of an accident with a Kia Sorrento that I was leasing at the time. The lack of response, support and understanding from Kia is disappointing. I previously leased a Sorrento for three years prior to this accident. That makes it four years as a loyal customer. I loved the car and thought that Kia would care about their customers. The only Kia employee that reached out and provided support was Michael, the salesman at Karp Kia in Valley Stream.

I'm alerting you in order to prevent future accidents by your product. Similar incidents have been reported. A complaint has been filed with U.S. DOT National Highway Traffic Safety Administration.

I expect a response from you and an acknowledgement of the seriousness of this incident. My family and I are grateful for our lives since we did not perish or get injured.

Sincerely,


Copy:
Better Business Bureau
Karp Kia

KARP AUTO

THE AUTO AUTHORITY, ESTABLISHED IN 1957
BUICK KIA SAAB VOLVO
 372-400 SUNRISE HIGHWAY
 ROCKVILLE CENTRE, N.Y. 11570
 (516) 763-8429 - FAX (516) 763-8499
 www.karpauto.com

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m. Mon - Thur
 7:00 a.m. to 7:00 p.m. Friday
 7:30 a.m. to 5:00 p.m. Saturday
 DEALER REG# R 7083219
 R 7083221

R/O Open Date	7/24/19	R/O Mileage	
R/O Close Date	7/24/19	Status	Pre-Invoice
Mileage In	7389	Mileage Out	7390
Service Advisor / Tag #			
Torey Gilley/106			
Vehicle Identification Number			
5XYPKDA59KG			
Delivery Date	8/16/18	In-Service Date	8/16/18
Color		License Number	
BK			

[REDACTED]
 GLEN OAKS, NY [REDACTED]
 Work Phone [REDACTED]
 Home Phone [REDACTED]

Year	Make	Model	Body
2019	KIA	SORENTO	SUBN

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - RECALL: RECALL C/S: SA387 -SA387 UM TCU LOGIC IMPROVEMENT DTC P07 41 Tech: Dom Scolaro (549) PERFORMED ECU UPDATE	Warranty
#2 - OIL49KCP2: SECOND KIA LUBE,OIL AND FILTER CHANGE PARTS \$39.95DEXOS - SORENTO SEDONA CADENZA K900 KIA 2ND SERVICE (49) Tech: ALEX RODRIGUEZ (326) Installed 26320 3CKB0 :SERVICE KIT-OIL FILT Installed 19293000 :N-OIL (08800-BOPCKT) PERFORMED ENGINE OIL SERVICE	Kia LOF Kia LOF Kia LOF
#3 - 100: C/S PERFROM MAINTANENCE TO THEIR VEHICLE C/S IS THE DRIVER SIDE FRONT HEADREST ADJUSTABLE T O MOVE FORWARDS AND BACKWARDS - C/S PUSHES HEAD TO O FAR FORWARD VEHICLE HEADREST ONLY MOVES UP AND DOWN NOT FORWAR D OR BACKWARD	
#4 - NYS: NEW CAR OR SAFETY INSP. Tech: ALEX RODRIGUEZ (326) PERFORMED NYS INSPECTION - 10058575	Kia LOF

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 ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, KARP AUTOMOTIVE EAST, LLC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OF IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND KARP AUTOMOTIVE EAST LLC NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.
 I HEREBY AUTHORIZE THE ABOVE REPAIR ORDER WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.
 I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN SET FORTH ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF TESTING OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.
 KARP AUTOMOTIVE EAST LLC IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.
 YOU MUST PICK UP YOUR CAR WITHIN 24 HOURS AFTER NOTIFICATION OR A \$35.00 PER DAY STORAGE FEE WILL BE IMPOSED.
ALL PARTS ARE NEW UNLESS DESIGNATED OTHERWISE.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

KARPAUTO

THE AUTO AUTHORITY, ESTABLISHED IN 1987

BUICK KIA SAAB VOLVO

372-400 SUNRISE HIGHWAY

ROCKVILLE CENTRE, N.Y. 11570

(516) 763-8429 - FAX (516) 763-8499

www.karpauto.com

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m. Mon - Thur
 7:00 a.m. to 7:00 p.m. Friday
 7:30 a.m. to 5:00 p.m. Saturday
 DEALER REG# R 7083219
 R 7083221

R/O Open Date	R/O Number
7/24/19	
R/O Close Date	Status
7/24/19	Pre-Invoice
Mileage In	Mileage Out
7389	7390
Service Advisor / Tag #	
Torey Gilley/106	

GLEN OAKS, NY		Work Phone	Vehicle Identification Number
			5XYPKDA59K0
		Home Phone	Delivery Date
			8/16/18
			In-Service Date
			8/16/18
Year	Make	Model	Body
2019	KIA	SORENTO	SUBN
			Color
			BK
			License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#5 - 100: C/S PERFORM MAINTANENCE TO THEIR VEHICLE C/S TO PERFORM HVAC DEODORIZER Tech: ALEX RODRIGUEZ (326) Installed 16301 :HVAC ODOR ELIMINATOR PERFORMED HVAC DRODORIZER Sub Total: 124.95	1@65.00 65.00
#6 - KMULTI: TECH PERFORMED MULTI-POINT INSPECTION OF FLUIDS, BRAKE SYSTEM, BATTERY CAPACITY, DRIVE BELTSHOSES, FRONT AND REAR SUSPENSION, EXHAUST SYSTEM, HORN-LIGHTS AND WIPERS, (\$50.00 VALUE AT N/C) PERFORMED MULTIPPOINT INSPECTION	
#7 * WAIT: CUSTOMER IS WAITING ADDED OPERATION	
#8 * KM2SS: THE FOLLOWING PARTS AND MATERIALS WERE USED DURINGTHE REPAIR OF YOUR VEHICLE MULTI-PURPOSE CLEANER(0.76) RUST OFF (0.61) RAZOR BLADES (0.53) FLOORMAT (0.37) GLASS CLEANER (0.95) WHITE GREASE (0.49 ADDED OPERATION Tech: HOUSE TECH (999) Sub Total: 3.71	3.71
#9 * KM2: PERFORM MAINTANENCE 1, ROTATE & BALANCE FT	

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I HEREBY AUTHORIZE THE ABOVE REPAIR ORDER WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN SET FORTH ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF TESTING OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

X

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7/24/19	
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Torey Gilley/106	
Vehicle Identification Number	
5XYPKDA59K	
Delivery Date	In-Service Date
8/16/18	8/16/18
Color	License Number
BK	

GLEN OAKS, NY		Work Phone	
		Home Phone	
Year	Make	Model	Body
2019	KIA	SORENTO	SUBN

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
TIRESTORQUE THROTTLE BODY BOLTS, TORQUE FT & REAR SUSPFULL BODY LUBE-INSPECT FUEL LINES, HOSES &BELTSWIPERS - RESET SERVICE LIGHT -ADD FUEL ADDITIVE ADDED OPERATION Tech: ALEX RODRIGUEZ (326) PERFORMED THE PREVENTION SERVICE Sub Total: 169.95	169.95

Please Note: PERFORMED OIL AND FILTER CHANGE USING KARP KIA ADV
 ANTAGE // PERFORMED THE PREVENTION SERVICE // PERF
 ORMED HVAC DEODORIZER // PERFORMED RECALL SA387 //
 DRIVER SIDE FRONT HEAD REST IS ONLY ADJUSTABLE UP
 & DOWN - NOT BACK AND FORTH // PERFORMED NYSI# 10
 058575 // VG
 ** NEXT SERVICE DUE - 01/2020 OR 10,889 MILES **

DISCLAIMER OF WARRANTIES
 ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE
 MANUFACTURER. THE SELLER, KARP AUTOMOTIVE EAST, LLC. HEREBY EXPRESSLY
 DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OF IMPLIED, INCLUDING ANY IMPLIED
 WARRANTY OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND
 KARP AUTOMOTIVE EAST LLC NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON
 TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.
 I HEREBY AUTHORIZE THE ABOVE REPAIR ORDER WORK HEREIN SET FORTH TO BE DONE ALONG
 WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR DELAYS
 CAUSED BY UNAVAILABILITY OF PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.
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 ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.
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 LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.
 YOU MUST PICK UP YOUR CAR WITHIN 24 HOURS AFTER NOTIFICATION OR A \$35.00 PER
 DAY STORAGE FEE WILL BE IMPOSED.

LABOR	233.61
PARTS	65.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	25.76
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	324.37

ALL PARTS ARE NEW UNLESS DESIGNATED OTHERWISE.
 NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



X

③ Research

Kia Sorento P0741 OBDII Transmission Code Diagnosis

December 11, 2018 by Jason

P0741 is a very common OBDII trouble code. It's know to affect the **Kia Sorento** quite often. Here's what it means:

“ *P0741: Torque Converter Clutch Circuit → Performance or Stuck Off* ”

The Sorento uses a clutch in the torque converter to lock the engine and transmission together at highway speed. P0741 can register whenever this connection is not happening at all or happening properly.



P0741 will not affect the way that your Kia Sorentos engine performs at all. It is purely a transmission related code. Although, the engine response may “feel” different without the torque converter locking. It'll be at a higher RPM, which means that it'll feel “peppier” for lack of a better term.

See Also: P0700 Kia Sorento

Kia Sorento P0741 Defined



The vehicle's PCM (Powertrain Control Module) will throw the P0741 trouble code in the Sorento if there is a difference that is **greater than 200 rpm** between the transmission input shaft and the torque converter speed. This is standard for any vehicle made in or after the 1996 model year.

With P0741, the code gives you two reasons as to why the code has registered. They are:

- **Performance**– The clutch, like all clutches, is failing.
- **Stuck Off**– Somewhere in the Sorento's wiring, there is an error that is keeping the TCC from engaging. More often than not, this is going to be the issue.

With this knowledge, there can only be so many things that are causing the P0741. We'll discuss them directly below.

Kia Sorento P0741 Diagnosis



These are the most common problems that can cause the P0741 in the Sorento:

- **Bad Torque Converter Lock up Solenoid**– The solenoid that allows the torque converter to lock up is often the culprit. Here's a good video on how to diagnose and repair the TCC Solenoid. This can be a tough problem for the shade tree mechanic to deal with. It involves a lot of checking for circuit resistance and testing

the wiring. That being said, it sure doesn't hurt to follow the wiring and see if you can find any noticeable issues. Here's how to use a scanner to diagnose it:

P0741 Torque Converter Clutch Solenoid "Quick Test"



- **Bad Torque Converter Clutch**– The clutch itself can go bad, just like a manual transmission. The good news is that when this clutch goes out the transmission will still take you to where you need to go. Even if it does so at a slightly higher RPM.
- **Short in the TCC**– A short in the wiring going from the TCC to the TCM can cause the P0741.
- **Bad TCM**– The transmission control module itself can be the cause of P0741 in your Sorento. Although, it's probably not going to be the first place that you should check. The wiring should be the first place that you should check, as it will most likely be the problem.

P0741 Symptoms- Kia Sorento

Here are the three main symptoms of P0741 in the Kia Sorento:

- **Decrease in MPG**– Since the converter cannot lock properly, fuel efficiency will decrease as highway RPM increases.
- **Slightly Higher RPM at Speed**– Increased RPM at higher speed is usually the most noticeable sign that there is something wrong with the TCC. It'll feel like driving an older car. Locking torque converters only caught on in the late 70's.
- **Service Engine Soon**– Even if there are no other symptoms of the P0741 OBDII code in your Kia Sorento, the service engine soon light can cause it to fail inspection.

Good luck with the P0741 and your Kia Sorento. If there is anything that you would like to add, please feel free to leave a comment below.

■ Kia Sorento

- < [Kia Borrego P0741 OBDII Transmission Code Diagnosis](#)
- > [Kia Sportage P0741 OBDII Transmission Code Diagnosis](#)

Recent Comments

Edgardo on [Kia Sportage Troubleshooting: Squeaky Brakes](#)

marzen papagayo on [Nissan Serena P0740: Torque Converter Clutch Circuit Malfunction](#)

joshuajuneau9@gmail.com on [Contact](#)

Fran on [Contact](#)

Jason on [Contact](#)

NHTSA — Vehicle Speed Control Problems

2019 KIA SORENTO

Crashes / Fires:

0 / 0

Injuries / Deaths:

0 / 0

Average Mileage:

22 miles

About These NHTSA Complaints:

This data is from the NHTSA — the US gov't agency tasked with vehicle safety. Complaints are spread across multiple & redundant categories, & are not organized by problem.

So how do you find out what problems are occurring? For this NHTSA complaint data, the only way is to read through the comments below. Any duplicates or errors? It's not us.

2019 KIA SORENTO OWNER COMMENTS

2 **Sorento**
45 miles

MAY 08
2019

We purchased a 2019 Kia Sorento sxl on May 4, 2019, and took delivery on May 6, 2019. The first day that I drove the car it stumbled when I tried to pull out from a stop. I thought it might be a fluke or a computer learning event but it continues to happen occasionally. We have had two close calls trying to merge into traffic when the car starts to pull-out then it stumbles with no accelerator response for a few seconds, then it takes off like a shot. I joined the Kia forum to see if anyone else reported this happening and found that several owners had the same complaint. They all say that the dealership claims that there is nothing wrong and that the vehicle is operating as designed. We now own a car that we are afraid to drive because it happens sporadically and you cannot predict when it will happen again. I called jim shorkey Kia and explained the problem and was told that people have to learn how electric throttle controls (fly-by-wire) operate. That is garbage because our 2011 equinox and my 2014 Cadillac cts sportwagon are both fly by wire and neither of them has ever exhibited this phenomenon. When jim shorkey checked for codes and drove the car for 11 miles they told me that the new 8-speed transmission might be the problem but there no programming updates for it yet. I know a little bit about cars having worked as a mechanic for over 50 years and am positive that this is not acceptable. I believe it to be in the redundant app sensor to the throttle motor and computer control system. I am afraid that this will result in accidents with severe injuries and damage. I feel that Kia should recall these cars and find a proper fix.

- Pittsburgh, PA, USA

1 **Sorento**
miles

JAN 28
2019

When cruise control is set the vehicle will without warning surge, jerk and jump. The RPM needle will show acceleration. This happens without notice and not on any incline or declines, on straight aways. This happens at any speed when the cruise control is set.

- St. Clair, MN, USA

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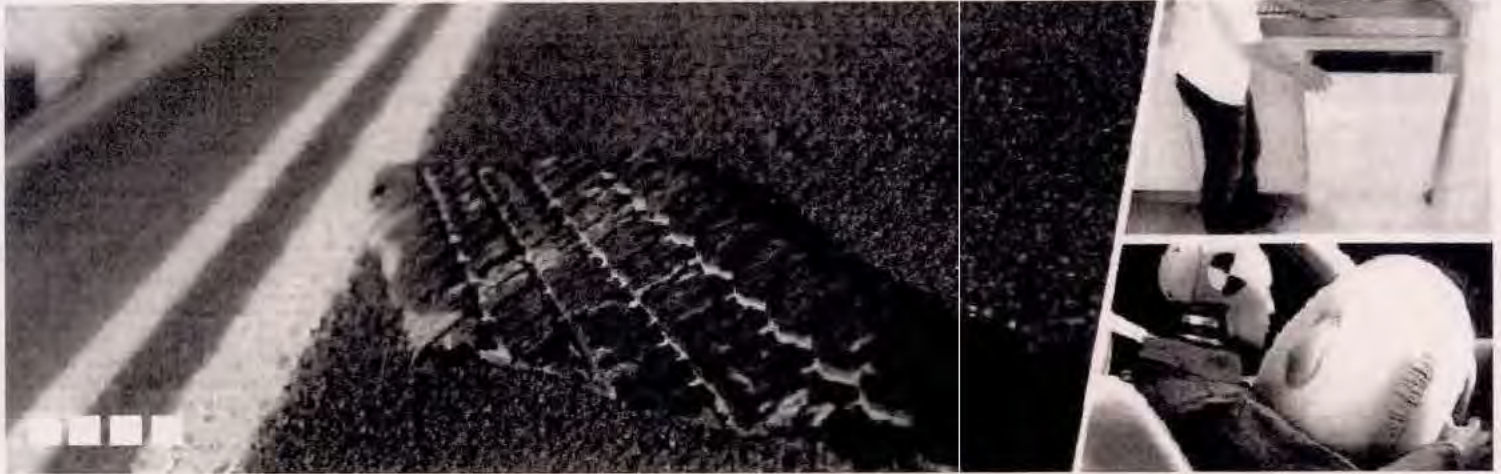
CarComplaints.com ® is an online automotive complaint resource that uses graphs to show automotive defect patterns, based on complaint data submitted by visitors to the site. The complaints are organized into groups with data published by vehicle, vehicle component, and specific problem.

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Kia and the Breaking Brake Switch that's Been Broken

Posted on Thursday, Apr 4th, 2013

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Remember Lauri Ulvestad? She was the unfortunate owner of a 2011 KIA Sorrento, which took her on a wild 60-mile ride, at speeds topping out at 115 mph, around sedans and 18-wheelers along the north-bound corridor Interstate 35 in Harrison County, Missouri.

At the time, the automaker said that it could not duplicate the event, and that it was "an isolated incident." But, it bought Ulvestad's Kia double-quick.

Well, today it turned out that the Ulvestad incident wasn't so isolated after all. Kia and Hyundai announced that they were recalling 1.9 million vehicles from the 2006-2011 model years for a brake switch failure. The long list of vehicles includes: Hyundai Accent, Elantra, Genesis Coupe, Santa Fe, Sonata, Tucson and Veracruz vehicles and Kias Optima, Rondo, Sedona, Sorento, Soul and Sportage.

According to KIA's Part 573 Defect and Noncompliance Report:

"The stop lamp switch" (also known as a brake switch) "on vehicles in the subject recall population may experience intermittent switch point contact. This condition could potentially result in intermittent operation of the push-button start feature, intermittent ability to remove the vehicle's shifter from the Park position, illumination of the 'ESC' (Electronic Stability Control) indicator lamp in the instrument cluster, intermittent interference with operation of the cruise control feature, or intermittent operation of the stop lamps. Intermittent operation of the stop lamps increases the risk of a crash."

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- Toyota Has the Most Keyless Ignition Related Deaths, But Takes no Action
Who Does the CPSC Protect?



All Cars > Kia Motor > Sorento > Vehicle Speed Control > Car Accelerates On Its Own

Car Accelerates On Its Own Problems of Kia Motor Sorento

Kia Motor Sorento owners have reported 8 problems related to *car accelerates on its own* (under the vehicle speed control category). The most recently reported issues are listed below. Also please check out the statistics and reliability analysis of Kia Motor Sorento based on all problems reported for the Sorento.



Car Accelerates On Its Own problem of the 2016 Kia Motor Sorento 1

Failure Date: 02/09/2017

The contact owns a 2016 Kia Sorento. While the vehicle was idling with the brake pedal depressed, the engine revved up and the vehicle experienced unintended acceleration. The contact stated that the failure was intermittent and occurred without warning. The contact stated that the failure occurred four times. The vehicle was taken to the dealer where it was determined that an engineer from Kia would have to investigate the failure. The manufacturer was notified of the failure. The failure mileage was approximately 29,200.

See all problems of the 2016 Kia Motor Sorento [1](#).



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2 Watch Video (Free)

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Car Accelerates On Its Own problem of the 2016 Kia Motor Sorento 2

Failure Date: 11/15/2016

Vehicle fails to accelerate properly, especially when accelerating rapidly. Vehicle exhibits exact same problems as in NHTSA recall # 15v-089 and manufacturer recall #sc115. The manufacture date for the automobile on the door sticker is February 16, 2015 -- which is not in the original recall dates for the above mentioned recalls.



Car Accelerates On Its Own problem of the 2012 Kia Motor Sorento 3

Failure Date: 02/27/2014

The contact owns a 2012 Kia Sorento. The contact stated that while reversing from a driveway, the vehicle suddenly accelerated and continued to accelerate with the brake pedal depressed. The contact was able to avoid crashing into a tree. The vehicle was not taken to the dealer to have a diagnostic performed. The manufacturer was not made aware of the failure. The failure and current mileage was 21,000.

See all problems of the 2012 Kia Motor Sorento [3](#).



Car Accelerates On Its Own problem of the 2011 Kia Motor Sorento 4

Failure Date: 11/05/2012

The contact owns a 2011 Kia Sorento. The contact stated that while depressing the brakes and reversing from a residential driveway at approximately 5 mph, the vehicle suddenly accelerated into a busy street without warning. The vehicle abnormally accelerated to approximately 70 mph and came to a stop after crashing into another vehicle. The police were contacted and a report was filed. The driver sustained minor injuries to various parts of her body and later was transported to the hospital. The driver of the second vehicle was transported to the hospital via ambulance for treatment of unknown injuries. The vehicle was later towed to an independent mechanic and was pending an investigation. The manufacturer was contacted and advised the contact that once the vehicle was repaired, they would perform a warranty check. The failure and current mileages were approximately 25,000. The VIN was unavailable. Updated 12/21/lj.

See all problems of the 2011 Kia Motor Sorento [7](#).



Car Accelerates On Its Own problem of the 2011 Kia Motor Sorento 5

Failure Date: 07/22/2012

2011 Kia Sorento. Consumer states unintended acceleration the consumer stated as he was driving down his driveway, he began to slow down, as he approached the road. There was a slight shifting motion and the vehicle suddenly accelerated to the max of 8000 rpm's. He depressed the brake, but the vehicle continued to move, so he placed the transmission in neutral and turned off the engine. He then re-started the engine and everything seemed normal. The vehicle was taken to the dealer. However, they were unable to duplicate the incident.



Car Accelerates On Its Own problem of the 2012 Kia Motor Sorento 6

Failure Date: 09/01/2011

The contact owns a 2012 Kia Sorento SX. The contact stated that the vehicle would accelerate suddenly at any given time without warning. The engine would exhibit an abnormal increase in rpms and the contact would then have to depress the brakes to control the vehicle. The dealer was unable to diagnose a failure. The manufacturer was not contacted and the vehicle was not repaired. The failure mileage was 450 and the current mileage was 600.



Car Accelerates On Its Own problem of the 2006 Kia Motor Sorento 7

Failure Date: 07/29/2011

The contact owns a 1996 Kia Sorento (N/A). While driving in reverse at approximately 5 mph the vehicle suddenly accelerated backwards on its own. The contact placed the vehicle in park and turned the vehicle off in order for it to stop moving. The vehicle was not taken to the dealer for diagnostic testing. The vehicle was not repaired. The VIN was not available. The approximate failure mileage was 88,000.

See all problems of the 2006 Kia Motor Sorento [7](#).



Car Accelerates On Its Own problem of the 2007 Kia Motor Sorento 8

Failure Date: 02/21/2011

The contact owns a 2007 Kia Sorento. The contact stated that while parking the vehicle with her foot on the brake, the vehicle suddenly accelerated and crashed into another vehicle in the driveway. There were no injuries. The vehicle was towed to an authorized dealer who would inspect the failure. The contact called the manufacturer who stated that a representative would return his call. The failure mileage was 60,456.

See all problems of the 2007 Kia Motor Sorento [7](#).

Other Common Vehicle Speed Control related problems of Kia Motor Sorento

How does this description square with Lauri Ulvestad's experience? Let's see:

Tags:

brake-switch-2
fail-safe
hyundai
kia
nhltsa
safety-research-strategies
sudden-unintended-acceleration
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- What does the Mueller Report have to do with auto safety?
- GAO Concludes Underride is Underreported, Duh

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Automakers Blame Drivers, But Settle Unintended Acceleration Cases

Posted on Wednesday, Feb 29th, 2012

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7

Two recent settlements in Unintended Acceleration (UA) cases remind us that while Toyota has sucked all the oxygen in the room over this defect, other automakers' products equipped with electronic throttle controls are also getting their share of complaints, causing their share of injury and property damage and winding up in civil court.

In the last month, Thomas J. Murray & Associates, a law firm based in Sandusky, Ohio, reached confidential settlements against Kia Motors America and Subaru for seriously injured plaintiffs who claimed that their vehicles suffered an unintended acceleration event.

The first case involved ██████████ a visiting nurse from Norton, Ohio, who was returning to the office after seeing a patient, when the throttle of her 2006 KIA Amanti suddenly opened, as she crept along in stop-and-go traffic. With vehicles in front of her and oncoming traffic directly to her left, ██████████ chose to steer her rapidly accelerating sedan off the road.



Attorney Molly O'Neill says that ██████████ testified that her first reaction was: "What is happening to me?" When ██████████ looked down to affirm the position of her foot, she saw that it was on the brake. The Amanti hit a ditch, became airborne, skidded and collided with a tree. ██████████ leg was fractured in several places. She is unable to walk without assistance as a result of the Dec. 26, 2007 crash and had to give up her job.

██████████ v Kia Motors America went to trial in October. Over two weeks of testimony, the Murray legal team was able to show that Kia's "American engineers were aware of unintended acceleration or surging events not ascribed to driver error," O'Neill says. "They surmised it could be electronic. ██████████ Kia was bought as "new" with a full warranty, even though it had 6,900 miles on it at the time of purchase and had been used by Kia as an in-house vehicle.

[Read more](#)

④ Hancock Village Court

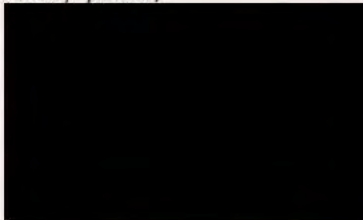
Hancock Village Court
85 E. Front Street Rear
Hancock, NY 13783


Glen Oaks, NY 
September 22, 2019

Dear Hancock Village Court:

Enclosed is a money order for the fine. Also enclosed is a self-addressed envelope for a receipt.
Thank you for your assistance.

Truly yours,



Hancock Village Court

85 E. Front St. Rear
Hancock, NY 13783

Herbert Buckley
Village Justice

Phone: (607) 637-5789
Fax: (607) 637-3698

September 16, 2019

[REDACTED]
Glen Oaks, NY [REDACTED]

Case Number: [REDACTED]
Viol. Date: 08/25/2019

Ticket Number	Statute/Section	Charge Text	Disposition	Fine	SurChg
[REDACTED]	MTL 1180 0A	IMPRUDENT SPEED	Fine/SC	150.00	93.00

Total Due: \$ 243.00

Payment Due Date: 10/21/2019 Time: 09:00AM

This Court has accepted your guilty plea for the charges listed above. The listing also shows the fine(s) and mandatory surcharge imposed by New York State. Your payment of fines and surcharge must arrive in this Court before the due date shown above.

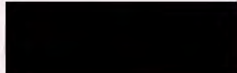
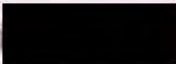
NO PERSONAL CHECKS, ONLY MONEY ORDERS AND CERTIFIED CHECKS ACCEPTED! CANADIANS MUST PAY IN US FUNDS! All payments are to be made to Hancock Village Court. No PARTIAL PAYMENTS.

Should a receipt be desired, send self addressed stamped envelope.

If your money is not received by the due date of this letter, the Department of Motor Vehicles in Albany will be ordered to suspend your driver's license.

Very truly yours,
Herbert W. Buckley
Herbert Buckley
Village Justice

11111111

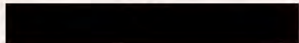


Gen101a (2/01)

**SUPPORTING DEPOSITION [REDACTED] NOTICE TO
SUPPORT SIMPLIFIED TRAFFIC INFORMATION**

COUNTY OF DELAWARE

**LOCAL CRIMINAL COURT
STATE OF NEW YORK
THE PEOPLE OF THE STATE OF NEW YORK
VS**



UTT NUMBER [REDACTED]

Officer K KARCHER of the DELAWARE COUNTY SHERIFFS OFF
a Police Officer and the Complainant alleges that the Defendant committed a violation of

- 1. (Law/Section/Subsection) 1160A
- 2. Description of Violation SPEED NOT REASONABLE & PRUDENT
- 3. Date 08/25/2019 Time 4:19 PM C/T/V of HANCOCK, VILLAGE OF - 1324
- 4. Vehicle Year 2019 Make KIA Color BK - BLACK
- License Plate No [REDACTED] State NY
- 5. General Direction of Travel by Defendant EAST
- 6. Highway (Type/Name) 2 - STATE WEST MAIN STREET
- 7. Charge based on Officer's INFORMATION AND BELIEF
- 8. Additional Information:

VEHICLE ENTERED A PARKING LOT TO FUEL, AND WHEN DOING SO WAS UNABLE TO STOP, STRIKING THE REAR OF ANOTHER VEHICLE PARKED AT THE FUEL PUMPS AND THE SAFETY BARRICADE LOCATED DIRECTLY BESIDE THE PUMP

TO THE ABOVE NAMED DEFENDANT:

PLEASE TAKE NOTICE THAT PURSUANT TO SECTION 710.30 OF THE CRIMINAL PROCEDURE LAW, THE PEOPLE INTEND TO OFFER AT A TRIAL OF THE ABOVE ENTITLED ACTION EVIDENCE OF A STATEMENT MADE BY YOU

on at at WEST MAIN STREET To
K [REDACTED] a public servant,

IN WHICH YOU SUBSTANTIALLY STATED AS FOLLOWS

FALSE STATEMENTS MADE HEREIN ARE PUNISHABLE AS A CLASS A MISDEMEANOR PURSUANT TO SECTION 210.45 OF THE PENAL LAW OF THE STATE OF NEW YORK

Affirmed Under Penalty of Perjury

08/25/2019



Additional Information

Kia was towed by
Oralls Garage

Karp Kia - Service
400 Sunrise Hwy
ROCKVILLE CTR, NY 11570
516-665-1737
CID: 000115498164
07/24/2019 10:18

Sale

Trans #: 7 Batch # [REDACTED]

AMEX [REDACTED] CHIP
***** [REDACTED] **/**

AMOUNT: \$324.37

Resp: CAPTURE
Code: 842614
Ref #: 00471148
CID Rsp: P-No1 Processed

App Name: AMERICAN EXPRESS
CID: 000000025010801
VER: 0000008800
TSL: E800

PT Thank you
case comes with
CUSTOMER COPY

Karp
Kia
Service

Don ORALLS GARAGE
24 Hr 607-637-3326
Fax 607-637-2368

205 Park St • Hancock, NY 13783
24 Hr Light & Heavy Towing & Flatbed Service • Roadside Service

officer at scene

Delaware County Sheriff's Office
Thomas E. Mills, Sheriff



Kyle D. Karcher
Deputy Sheriff

280 Phoebe Lane
Suite One
Delhi, New York 13753

Phone: (607) 746-2336
Fax: (607) 746-2632
Email: kyle.karcher@co.delaware.ny.us

Had accident with
Peter Markey

Peter G. Markey Chief Financial Officer



SUPERIOR POWDER COATING INC.

600 Progress St. Elizabeth, NJ 07201
Ph:908-351-8707 F:908-351-0870
peter@superiorpowder.com

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Kia Headquarters
311 Peters Canyon Rd.
Irvine, CA 92606



9590 9402 5

2. Article Description:



COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

B. Received by (Printed Name)

Eckhi Reyes

C. Date of Delivery

Agent

Addressee

D. Is delivery address different from item 1? Yes
If YES, enter delivery address below: No

3. Service Type

- Adult Signature
- Adult Signature Restricted Delivery
- Certified Mail®
- Certified Mail Restricted Delivery
- Collect on Delivery
- Collect on Delivery Restricted Delivery
- Registered Mail™
- Registered Mail Restricted Delivery
- Return Receipt for Merchandise
- Signature Confirmation™
- Signature Confirmation Restricted Delivery
- Priority Mail Express®
- Registered Mail™
- Registered Mail Restricted Delivery
- Return Receipt for Merchandise
- Signature Confirmation™
- Signature Confirmation Restricted Delivery

PS Form 3811, July 2015 PSN 7530-02-000-9053

Domestic Return Receipt

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Better Business Bureau
30 East 33 Street
12th Floor
New York, NY 10016



PS Form 3811, July 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

Agent

Addressee

C. Date of Delivery

12/8

D. Is delivery address different from item 1? Yes

If YES, enter delivery address below: No

3. Service Type

- Adult Signature
- Adult Signature Restricted Delivery
- Certified Mail®
- Certified Mail Restricted Delivery
- Collect on Delivery
- Collect on Delivery Restricted Delivery
- Registered Mail™
- Registered Mail Restricted Delivery
- Return Receipt for Merchandise
- Signature Confirmation™
- Signature Confirmation Restricted Delivery
- Priority Mail Express®
- Registered Mail™
- Registered Mail Restricted Delivery
- Return Receipt for Merchandise
- Signature Confirmation™
- Signature Confirmation Restricted Delivery

Domestic Return Receipt



Better Business Bureau Serving the Pacific Southwest

Maricopa County Campus: 1010 E. Missouri Avenue., Phoenix, AZ 85014
Mohave County Campus: 60 S. Acoma Blvd., Unit #B102, Lake Havasu City, AZ 86403
Orange County Campus: 120 Newport Center Drive, Newport Beach, CA 92660
San Diego County Campus: 4747 Viewridge Ave #200, San Diego, CA 92123
Yavapai County Campus: 213 Grove Avenue, Prescott, AZ 86301
Yuma County Campus: 350 W. 16th St #205, Yuma, AZ 85364

A Community of Trustworthy Businesses

Monday, January 6, 2020

[REDACTED]
Glen Oaks NY [REDACTED]

01/06/2020

RE: **Complaint ID #** [REDACTED]

Dear [REDACTED]

Thank you for the information you provided to the Better Business Bureau of the Pacific Southwest about your experience with Kia Motors of America Inc. A copy will be forwarded to the company and retained in our files for 3 years. Since you are not seeking assistance from BBB, a response from the company will not be requested.

If you would like to share your experience publicly, you may click [here](#) to submit a Customer Review from the company's online BBB Business Review.

We appreciate that you took the time to contact us to report your experience.

Ana Amador
Your Better Business Bureau

BBB Complaint ID: [REDACTED]



MS. Erin Johnson W48-226
 Safety Defects Engineer
 U.S. Department of Transportation
 National Highway Traffic Safety Administration
 1200 New Jersey Avenue, SE
 Washington, DC 20590

Company Name
 To: W48- 226
 Mailstop: 4 West
 Department: NVS-200,210,300,010
 Phone:
 Purchase Order (ItemVarName4) **PRIORITY**
 Route 
 70200090000149088521

