

U.S. Department of Transportation National Highway Traffic Safety Administration		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 16-DEC-2020 MAR 03 2021		Repository ☐ Reference No. 11383642	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number		E-mail Address	
Name				Evening Telephone Number			
Address							
City WEST GREENWICH		State RI		Zip Code			
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 KNDPB3A28C7				Make KIA		Model SPORTAGE	
Model Year 2012							
Date Purchased 1-2016		Dealer's Name and Telephone Number Flood Ford 401-884-4000		Engine: No: Cylinders 4		Fuel Type:	
Original Owner ☐		Dealer's City East Greenwich		State RI Zip Code 02818			
Transmission Type Automatic		☒ Antilock Brakes		☒ Cruise Control		Incident Date(s) 01-JUN-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 060000 ENGINE (PWS)						Failure Mileage 70000	
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 SPORTAGE. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE HESITATED UPON DEPRESSION OF THE ACCELERATOR WITH AN UNKNOWN WARNING LIGHT ILLUMINATED. THE CONTACT INITIALLY TOOK THE VEHICLE TO FLOOD FORD OF EAST GREENWICH (2545 S COUNTY TRAIL, EAST GREENWICH, RI 02818) WHERE THEY REPAIRED THE CAMSHAFT AND OTHER CYLINDERS WITHIN THE ENGINE. FOUR YEARS LATER, THE CONTACT STATED THAT WHILE HIS SON WAS DRIVING AT HIGHWAY SPEEDS, HE BEGAN TO HEAR AN ABNORMAL TICKING SOUND COMING FROM THE ENGINE. THE CONTACT ALSO STATED THAT THE CHECK ENGINE WARNING LIGHT ILLUMINATED INTERMITTENTLY ON THE INSTRUMENT PANEL. THE VEHICLE THEN BEGAN TO STALL AS THE CONTACT'S SON PULLED THE VEHICLE OFF TO THE SHOULDER OF THE HIGHWAY. DUE TO THE FAILURE, THE CONTACT HAD THE VEHICLE TOWED TO AN INDEPENDENT MECHANIC WHERE THEY DIAGNOSED THE VEHICLE WITH ENGINE FAILURE. UPON INVESTIGATION, THE CONTACT LINKED THE FAILURE TO NHTSA CAMPAIGN NUMBER: 17V224000 (ENGINE AND ENGINE COOLING) HOWEVER, THE VIN WAS NOT INCLUDED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND CONFIRMED THAT THE VIN WAS NOT UNDER RECALL. THE CONTACT WAS PROVIDED A CASE NUMBER. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 70,000.							
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.							



Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA



IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 20V750)
This notice applies to your vehicle: (KNDPB3A28C7 [REDACTED])

January 27, 2021

Dear Kia Sportage Owner:

Kia has identified a defect in your vehicle which relates to motor vehicle safety

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2012 MY Sportage vehicles. The defect can result in an engine compartment fire while driving, thus increasing the risk of injury. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is The Problem?

Kia has identified some vehicles that have experienced an engine compartment fire. To date, a cause of such fires due to a manufacturing or design defect has not been identified. Since an engine compartment fire while driving can occur for many different reasons, Kia is conducting this recall to mitigate any unreasonable fire risk due to potential fuel leaking, oil leaking and/or engine damage.

NOTE: Depending on the condition of your vehicle's engine, engine noise, illumination of Malfunction Indicator

Light (MIL)  that may be related to an engine mechanical issue, illumination of Engine Oil Pressure Warning

Light , fuel smell, burning smell, oil leaking, and/or smoke from the engine compartment can occur. An engine compartment fire increases the risk of injury.

Kia Will Inspect, Test, And If Necessary, Repair or Replace The Engine, At No Cost To You.

Kia has advised its authorized Kia dealers to conduct an inspection of the engine compartment for any fuel and/or engine oil leaks. Dealers will also perform an engine test, and make any repairs, including engine replacement, if necessary.

In addition, dealers will also perform a Knock Sensor Detection System (KSDS) software update to the engine control unit (ECU) in your vehicle to prevent engine damage due to potential excessive connecting rod bearing wear. Upon completion of the KSDS software update, Kia will warrant any engine long block assembly repairs needed due to connecting rod bearing damage for 15 years/150,000 miles starting from the first date of service, whichever occurs first, for both new and used vehicle owners.

The estimated time required to complete the repair will be 2 to 4 hours, depending on your dealer's schedule. We recommend that you contact your local Kia dealer to schedule a service appointment by phone or online to minimize inconvenience.

What Should You Do?

- If your vehicle displays any of the warning lights listed above, and/or if you notice a fuel smell, a burning/melting odor or smoke coming from the engine compartment, please contact Kia Roadside Assistance at 1-800-333-4542 (4Kia) to request to have your vehicle towed to the closest authorized Kia dealership.
- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealership to arrange for the recall repair to be conducted.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (see the bottom of this letter for more information about QR code use):