

From: [4ME](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)
Subject: ODI-11530957
Date: Wednesday, July 12, 2023 8:39:08 AM

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From: [REDACTED] >
Sent: Monday, July 10, 2023 12:38 PM
To: nhtsa.webmaster@dot.gov <nhtsa.webmaster@dot.gov>
Subject: ODI # 11530957

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Could you please update my incident with the corrected English, and added information.

This is in regards to NHTSA Opens Investigation of Hyundai and Kia Oil Drain Pan Assemblies Had my oil changed at BC AUTO REPAIR 700 US HIGHWAY 41 Schererville, Indiana. On 5/3/2023. they feel they tongued the oil drain plug correctly and their insurance Auto Owners insurance has denied the claim my oil drain plug fell out due to BC auto repairs not tighten it correctly. I left on vacation 6/8/2023 and 2 miles from my destination of Folly Beach SC the oil drain plug fell out causing severe damage to my 2017 Hyundai Sonata 2.4 liter engine VIN 5NPE34AFOHH [REDACTED]. I had the car towed to Hyundai of North Charleston where the engine needed to be replaced because of missing oil drain plug. \$9,342 later I was able to return home on 6/17/2023 new engine installed. Below is my itinerary. I have all bills and receipts, and a screen shot of the oil drain plug missing from Hyundai of North Charleston SC.

6/8/2023 521 miles from home to sleep in Farragut TN no trouble. 6/9 146 miles form sleep in Farragut TN to friends no trouble. 6/10 256 miles to Charleston Ocean front villas Folly Beach SC. 2 miles from destination

stopped in traffic engine stopped restarted oil light and check engine light came on. Made u turn to get out of traffic and maybe get some oil. Made approximately 1 mile engine stopped again and would not restart. Called CAP towing they came and with the help of a motorist pushed me on to a drive way to get me off 1558 Folly Road Charleston SC. Car sat there with permission of owner until Monday 6/12. Towed to Dinkins auto service Monday Evening 6/12. Tuesday 6/13 in the morning Dinkins called to state the engine was locked with no oil and to tow it to Hyundai of north Charleston. Dinkins never put car on lift checked in lot. Tuesday 6/13 was towed to Hyundai of north Charleston. Was looked at Wednesday 6/14 and I was informed the oil drain Plug was missing and engine would need to be replaced at my expense. Friday evening 6/16 9,342 dollars later I picked up my car at Hyundai of north Charleston with new engine installed. Drove all the way home 892 miles with no problems.

Thank You In Advance

