

INFORMATION REDACTED PURSUANT TO THE FREEDOM  
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [ArtemisSupport](#)  
**To:** [NHTSA ODI CED](#)  
**Cc:** [EVOO \(NHTSA\)](#)  
**Subject:** Artemis HelpDesk Inbox - VOQ# 11572722, [REDACTED] - ODI-11572722 started 2nd Oil Consumption Test update Wed. June 5th 2024.  
**Date:** Friday, June 7, 2024 7:44:15 PM  
**Attachments:** [REDACTED]

Hello CRD Inbox,  
See Consumers attachments (above) and comments. (below)

Thanks,  
Cameron Olson  
**Artemis Help Desk**  
[artemis@dot.gov](mailto:artemis@dot.gov)

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**From:** [REDACTED]  
**Sent:** Wednesday, June 5, 2024 8:11 PM  
**To:** ArtemisSupport <[ArtemisSupport@dot.gov](mailto:ArtemisSupport@dot.gov)>  
**Subject:** Re: ODI-11572722 started 2nd Oil Consumption Test update Wed. June 5th 2024

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please find the attached service records continuing to show Excessive Oil Consumption while required to go through this KIA test again, (first in 2023, now this 2nd set of the same tests)

I've updated the service records showing the update to date outcome for Step 1 (3 qts low) and Step 2 (1 3/4 qts low), both showing excessive oil loss.

I have also notice quite a number of folks posting they must pay for part of their engine replacement, as the power train warranty is only for 100,000 miles. Currently my 2017 Kia Sportage is 95,717 miles.

Thank you

On Fri, Apr 19, 2024 at 6:47 PM ArtemisSupport <[ArtemisSupport@dot.gov](mailto:ArtemisSupport@dot.gov)> wrote:

**PLEASE DO NOT REPLY TO THIS "ArtemisSupport" EMAIL, IT IS NOT MONITORED.**

-----THIS MESSAGE HAS BEEN AUTO GENERATED-----

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 below in the contact form.)

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

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**From:** [REDACTED]

**Sent:** Thursday, April 18, 2024 8:21 PM

**To:** ArtemisSupport <[ArtemisSupport@dot.gov](mailto:ArtemisSupport@dot.gov)>

**Subject:** ODI-11572722 started 2nd Oil Consumption Test Feb 16 2024 - April 18 2024

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

I have the Invoice from which I paid to start the 2nd test, now that the holidays were over and our 2017 Kia Sportage seem to be consuming more oil that the 1st Oil Consumption Test last year.

No leaks have ever been discovered. I have all of the invoices for everything we have paid so far.

Paid \$100.61 to start a 2nd Oil Consumption Test.

Start Date: **Feb 16 2024**

Mileage **93375**

**RESULTS April 18th 2024**

Mileage 94,500 (slightly over 1,000 miles driven)

OIL CONSUMED at a little over 1,000 miles

**3.5 quarts of oil consumed**

CUSTOMER #:

\*INVOICE\*



5200 Campbells Run Road  
Pittsburgh, PA 15205  
(412) 788-4444  
www.cochran.com

DUPLICATE 1  
PAGE 1

MC KEES ROCKS, PA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 993751 Jeremy Ptaszkewicz

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	17	KIA SPORTAGE	KNDPRCA69H7		94507/94508		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS			WAIT 18APR24		0.00	MCV	22APR24
R.O. OPENED		READY	OPTIONS:				
09:24 18APR24		17:09 22APR24					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A OIL CONSUMPTION - 1ST 1,000 MILE CHECK

CAUSE: OIL CONSUMPTION TESTING

21000F02 VEHICLE IN (3) OIL CONSUMPTION TEST #2

NORMAL CONSUMPTI

992743 WK

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

\*\*\*this new set of tests is our 2nd time going through this entire process. First set of tests, oil was over 1 1/2 qt low, however when the 3rd check came around, we were just under 1 quart low, so Kia dismissed our oil consumption issue, in 2023. Yet we continued filling oil every 1,000 miles afterwards.

1st 1,000 mile Oil Consumption Check -> LOW 3 quarts of oil (Test #2 on June 5, 2024, see attached)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

94508 vehicle was 3 quarts low on oil, CUSTOMER IS TO RETURN IN 1,000 MILES WITH OIL CHANGE RECORDS TO LEAVE OVER NIGHT FOR CHAMBER CLEANING

\*\*\*\*\*

B NO MULTI POINT INSPECTION THIS VISIT PER CUSTOMER REQUEST

MPIN NO MULTI POINT INSPECTION THIS VISIT PER

CUSTOMER REQUEST

992743 IFOC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*

C DO NOT SEND TEXT

NOTEXT DO NOT SEND TEXT

992743 IFOC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

\*\*\*\*\*

ESTIMATE: 0.00

18APR24 09:24 SA: 993751

CONTACT:

\*\*\*\*\*

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		ACCOUNTS RECEIVABLE	0.00
		SALES TAX	0.00
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER COPY

CUSTOMER #: [REDACTED]

[REDACTED]



5200 Campbells Run Road  
Pittsburgh, PA 15205  
(412) 788-4444  
www.cochran.com

\*INVOICE\*

[REDACTED]

PAGE 1

MC KEES ROCKS, PA

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 993751 Jeremy Ptaszkiwicz

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	17	KIA SPORTAGE	KNDPRCA69H7 [REDACTED]		95716/95717	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS			17:00 05JUN24		0.00	MCV	05JUN24
01JAN17 DD							
R.O. OPENED	READY	OPTIONS:					
08:29 04JUN24	11:48 05JUN24						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A 2ND 1,000 MILE OIL CONSUMPTION CHECK WITH COMBUSTION CHAMBER CLEANING AND OIL CHANGE WITH NEW FILTER

CAUSE: C

- 21000F01 VEH IN OIL CONSUMP TEST EX CONSUMP
- +COMBUST CHMBR CLEAN
- 995676 WKIA
- 4 UM021-CH267 HK CLEANING LIQUID 1
- 1 26300-35505 FILTER ASSY-ENGINE 0
- 1 21513-23001 GASKET-OIL PLUG
- 6 881493 VALV5W20FS

STEP 2 of Excessive Oil Consumption test, our 2nd 1,000 mile check

-> This was 1,207 miles, instead of 1,000 mile designated check. (N/C)

Approx 200 miles over when we were to bring it in. (N/C)

\* I made 3 calls to Kia service over 8-10 days to set up a date/time, none of my calls were ever returned. I decided to finally just go in because our 1st check, April 22, 2024 we were 3 qts low, I can't afford to lose a vehicle that holds 5x qts of oil, I wasn't taking a chance if more was lost. (N/C)

FC:  
PART#: UM021-CH267  
COUNT: 4  
CLAIM TYPE: W  
AUTH CODE:

Note: June 5, 2024 Actually stated is 1 3/4 qts low? As our mileage is ticking upwards, I've seen a lot of posts of folks stating Kia is requiring them to pay towards engine replacement since powertrain is only 100,000 miles, period. \*\*\* same as 2023 so far, once Chamber cleaning is done, looks like we will be down below 1 quart, yet continue to need to fill oil every 1,000 miles or less.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

95716 vehicle came in after 1000 mile drive, 1 3/4 qts low, performed the overnight engine cleaning and an oil change

\*\*\*\*\*

B CS AIRBAG LIGHT ON CHECK AND ADVISE

CAUSE: found dtc b173600 in the airbag module

Z002 Technical Performance Diagnostics - Data  
Scan, TSB Search, Pin Point Component  
Testing, Road Test, Identify Root Cause of  
Failure (Waived during Warranty Event)  
995676 CPR

180.00 180.00

PARTS: 0.00 LABOR: 180.00 OTHER: 0.00 TOTAL LINE B: 180.00

95716 found dtc b173600 in the airbag module found the pretensioner on the passenger front seat to be bad, need to start by replacing that component

\*\*\*\*\*

C COMPLIMENTARY MULTI POINT INSPECTION, A \$39.95 VALUE  
MPI COMPLIMENTARY MULTI POINT INSPECTION, A

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		ACCOUNTS RECEIVABLE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #:



5200 Campbells Run Road  
Pittsburgh, PA 15205  
(412) 788-4444  
www.cochran.com

\*INVOICE\*

MC KEES ROCKS, PA

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 993751 Jeremy Ptaszkewic

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	17	KIA SPORTAGE	KNDPRCA69H7 [REDACTED]		95716/95717	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS			17:00 05JUN24		0.00	MCV	05JUN24
01JAN17 DE							

R.O. OPENED	READY	OPTIONS:
08:29 04JUN24	11:48 05JUN24	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
					\$39.95	VALUE	
					995676	CPM	
PARTS:				0.00	LABOR:	0.00	OTHER:
					0.00	TOTAL LINE C:	0.00

\*\*\*\*\*  
 ESTIMATE: 180.00 05JUN24 11:42 SA: 993751  
 CONTACT:  
 \*\*\*\*\*

\*\*\*\*\*  
 ESTIMATE: 0.00 04JUN24 08:29 SA: 993751  
 CONTACT:  
 \*\*\*\*\*

CUSTOMER PAY SVC MAT & SUPPLY FOR REPAIR ORDER 6.27

\*\*\*\*\*THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED\*\*\*\*\*  
 ,,SUMMARY SS001 passenger front seatbelt pre tensioner

11.18  
1.86

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	180.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	6.27
		TOTAL CHARGES	186.27
		ACCOUNTS RECEIVABLE	0.00
SALES TAX	13.04		
		PLEASE PAY THIS AMOUNT	199.31

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE