



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 20-008
Date Opened: 06/01/2020
Investigator: Erin Johnson **Reviewer:** Paul Simmons
Approver: Stephen Ridella
Subject: HEADLIGHT FAILURE

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Kia Motors America
Products: MY 2011-2013 KIA SORENTO
Population: 392,000 (Estimated)

Problem Description: Allegations of headlight failure

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	74	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: A Preliminary Evaluation has been opened.

Summary:

The Office of Defects Investigation (ODI) has received 74 reports of sudden, unexpected loss of headlights in model year 2011-2013 Kia Sorento vehicles. The cause of the problem may be related to thermal overload of the connectors. Complainants allege both headlights fail while making a turn or traveling on the highway at any speed.

Reports allege the headlights can turn off for some time until it corrects itself or the driver turns the vehicle off and on again. Some vehicle owners complain they have taken the vehicle in to dealerships for service several times, but the problem has reoccurred.

A Preliminary Evaluation has been opened to assess the scope, frequency, and safety-related consequence of the alleged defect.

The VOQs associated with the opening of this investigation are:

11280364	11223092	11192695	11161372	11104031	11081038
11278638	11222411	11190100	11153975	11103471	11034221
11235137	11222387	11182904	11153197	11100660	11290637
11233135	11196096	11171010	11144252	11089968	11290192
11232785	11193573	11161461	11138970	11083536	11280699
11270480	11235088	11181044	11145097	11140185	11088569
11265579	11234114	11162343	11143553	11113415	11083758
11265577	11221984	11161355	11141382	11112123	11074434
11265575	11185635	11154238	11140725	11093638	11065542
11287945	11246672	11222535	11181005	11122259	11040118
11256440	11242632	11222295	11131126	11098911	11032087

11255535
11014162

11232949
11010794

11190953

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11030432