



January 31, 2023

VIA EMAIL

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Re: New Cases for DP22-003; Petition for defect investigation of Hyundai/Kia oil drain pan assemblies

Dear Dr. Ridella:

This letter comes on behalf of the undersigned organizations which represent the majority of the nation's automotive repair and preventative maintenance professionals. We are updating our petition for a safety-related vehicle defect investigation pursuant to 49 CFR 554, now designated DP22-003, which also provided notice of manufacturer failure to provide necessary maintenance and repair information to consumers as well as required information to NHTSA pursuant to 49 CFR §579.5. New cases involving Hyundai Motor Company and Kia Motor Company ("H/K") defective oil drain pan assemblies continue to be discovered and are presented below.

It should be noted that the average miles travelled post-service in this new case set is 3,109, which is longer than a common Kia recommended oil change service interval and close to Hyundai's as well.<sup>1</sup> The shortest post-service alleged plug-out interval was 523 miles; the longest interval was 8,025 miles. It should also be noted that some automotive aftermarket professionals have begun using oil extraction equipment for H/K vehicles rather than touch the oil drain pan assemblies, and yet mid-interval plug-out allegations have been made under those circumstances as well. This new case set also includes examples of that phenomenon.

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<sup>1</sup> See Kia TSB 219 (Rev 1, 09/16/2022) "KUS' evaluations are that many and maybe most owners are using their vehicles under such SEVERE conditions, and they should therefore have their oil and oil filter changed as follows: (Service Interval will be set accordingly based off the VIN) ... 2014-2020MY: ✓ Every 3,000 or 3,750 miles (depending on model)." A review of Hyundai's owners' manuals indicates 3,750 miles is their common "severe" interval.

Year/Make/Model/Eng/Oil Drain Pan Part	Time or Distance to Plug-Out / Narrative	#
2016 Hyundai Genesis Part 21520-3CKB0 (3.8) or 21520-3F521 (5.0)	Customer reports Dealer or repair facility said oil plug fell out 852 miles after <b>oil change service done by extraction</b> (oil drain plug wasn't touched).	127
2022 Hyundai Kona 2.0L MPI Nu PE KM8K62AB8NU**** Part 21510-2J001	Customer complaint to NHTSA 11502925; Incident Date January 13, 2023: My daughter left our house in our 2022 Hyundai Kona on Friday, 1/13/23, to head back to college which is 5 hours from home. A little more than an hour down the road after leaving our house, she said that the car started sounding strange...with no safe options or areas to pull over... As she continued onwards, she came to a stop sign in the countryside and the car died on her. She restarted it and was able to continue her trip. Several miles later a light came on, but she was still not to a safe area. By the time she got to a safe place, other lights had come on, and the car died in the parking lot....we called a tow truck to take the Kona to the nearest Hyundai dealership which is where it sits today. Upon inspection, the Hyundai dealership discovered that the drain plug was missing from the oil pan which caused the oil to drain and ultimately led to catastrophic engine failure. The engine needs to be replaced at a quote of \$9753.08. The Kona's last oil change was on 10/19/22 at 8,630 miles and was done a third party oil change facility. The mileage on the Kona when delivered to the repairing Hyundai dealership is 13,775. No engine lights or oil change needed indicators were on before our daughter began her trip on 1/13/23. I contend that this is a known issue with Hyundai engines based off of internet research that indicates that the NHTSA is actively investigating this exact issue of the drain plug falling out and causing catastrophic engine failure. This situation is a safety issue because the engine could have seized while in motion on a two-lane country road causing a wreck. (5,145 miles post-service)	123
2022 Hyundai Kona 2.0L MPI Nu PE KM8K62AB8NU***** Part 21510-2J001	Consumer filed complaint on AOCA's online form January 22, 2023: "Drain plug fell out, draining oil and causing catastrophic engine failure. Service was performed by: Midas Auto Service Experts .... 2919 West Loop 306 San Angelo, TX 76904 325-944-4524 (serviced 10/19/22). College Station Hyundai - College Station, TX - purchasing dealer Killeen Hyundai - Killeen, TX - service dealer (where the car was towed). Quote to replace engine \$9753. Dealer denied warranty coverage for repair or maintenance because customer did not use: Dealership service department for maintenance and repairs. Hyundai America is denying the warranty claim and blaming Midas for the drain plug falling out 5,000 miles after the oil change. I am contending that the drain plug issue is a known issue on Hyundai engines as evidenced by the AOCA petition to the NHTSA and the active NHTSA investigation."	124

<b>Year/Make/Model/Eng/Oil Drain Pan Part</b>	<b>Time or Distance to Plug-Out / Narrative</b>	<b>#</b>
2020 Hyundai Kona 2.0L MPI Nu KM8K22AA6LU***** Part 21510-2E023	Customer reports Dealer or repair facility said oil plug fell out 1,271 miles after oil change service.	128
2016 Hyundai Santa Fe Sport 2.4L Theta II GDI 5XYZUDLB7GG***** Part 21510-2G500	Customer reported oil drain plug fell out 19 days after <b>oil change service done by extraction</b> (oil drain plug wasn't touched).	113
2014 Hyundai Santa Fe Sport 2.0L Theta GDI 5XYZU3LA8EG***** Part 21510-2G500	Customer reported oil drain plug fell out 8,025 miles after service.	115
2016 Hyundai Santa Fe 3.3L GDI Lambda II KM8SMDHF3GU***** Part 21520-3C153	Customer reports Dealer or repair facility said oil plug fell out 1,772 miles after oil change service.	129
2016 Hyundai Sonata 2.4L Theta II GDI 5NPE24AF9GH***** Part 21510-2G500	Customer reported oil drain plug fell out 4,755 miles after service. This customer did see a leak and took it to Big O Tire to be checked where they reported the oil pan was cracked around the drain plug.	116
2012 Hyundai Sonata 2.4L DOHC GDI 5NPEB4AC7CH**** Part 21510-2G500	Consumer complaint to NHTSA 11466240 submitted on May 26, 2022, incident date April 28, 2022: The contact owns a 2012 Hyundai Sonata. The contact stated while driving approximately 35 MPH, the vehicle lost motive power and stalled. There were no warning lights illuminated. The vehicle was towed to an independent mechanic however, the contact was referred to an authorized dealer for assistance. The vehicle was towed to the dealer and diagnosed with a seized engine seize and oil drain plug failure. The vehicle was not repaired. The manufacturer was notified of the failure. The approximate failure mileage was 71,000. Hyundai of Fort Myers in Fort Myers, FL 33966.	111
2022 Hyundai Tucson 1.6L T-GDI Gamma II KM8JFCA19NU***** Part 21510-2M800	Customer reports Dealer or repair facility said oil plug fell out 4,896 miles after oil change service.	132
2019 Hyundai Tucson 2.0L GDI Nu KM8J3CA4XKU***** Part 21510-2E023	Customer reported oil drain plug fell out 3,392 miles after service.	125
2019 Hyundai Tucson KM8J23A47KU***** Part 21510-2E023	Customer reports Dealer or repair facility said oil plug fell out 523 miles after oil change service.	136
2018 Hyundai Tucson Part 21510-2E023	Customer reports Dealer or repair facility said oil plug fell out 1,910 miles after oil change service.	135
2017 Hyundai Tucson 2.0L GDI Nu KM8J33A46HU***** Part 21510-2E023	Customer reports Dealer or repair facility said oil plug fell out 728 miles after oil change service. (Unrepaired engine recall 21V727000 connecting rod bearing wear.)	137
2019 Hyundai Veloster 1.6L T-GDI Gamma KMHTH6AB3KU***** Part 21510-2B700	Customer reports Dealer or repair facility said oil plug fell out 2,817miles after oil change service.	134
2016 Hyundai Veloster 1.6L GDI Gamma KMHTC6AD8GU***** Part 21510-2B040	Customer reports Dealer or repair facility said oil plug fell out 3,370 miles after oil change service.	133
2015 Kia Forte 2.0L Nu GDI KNAFX4A84F5***** Part 21510-2E022	Customer reported oil drain plug fell out 1,624 miles after service.	117
2015 Kia Forte 2.0L Nu GDI KNAFX5A80F5**** Part 21510-2E022	Consumer complaint to NHTSA 11487399; Incident date September 14, 2022: The oil plug in my vehicle came out on its own after parking. The oil fell out of my vehicle. An oil change was then done and too much oil was put back in. Another oil change was done a few days later to fix the excessive amount of oil the Kia service department put in and when they were prepping for it, they noticed	118

Year/Make/Model/Eng/Oil Drain Pan Part	Time or Distance to Plug-Out / Narrative	#
	that the oil plug was finger tight and on the verge of falling out again. The engine is ruined according to the Kia dealership. No warning lamps came on during this process until the oil plug actually came out of the vehicle. The vehicle has been inspected by the dealership and a third party mechanic. Within two weeks, my oil plug came out completely once and almost fell off another time. The dealership is refusing warranty coverage and recommending I do NOT file a complaint on the vehicle malfunction.	
2019 Kia Optima 2.4L	Customer reported dealer said oil drain plug out 14 days after service.	114
2017 Kia Optima LX 2.4L DOHC GDI 5XXGT4L32HG***** Part 21510-2G500	Customer reported oil drain pan leaking and cracked 34 days after service.	120
2017 Kia Optima 2.0L HEV KNAGU4LE4H5**** Part 21510-2E023	Complaint to NHTSA 11500505; Incident date November 11, 2022: I am a service provider. On 9/15/2022, a customer, who owns the vehicle with attached VIN, came for an oil change in his 2017 Kia Optima. On 11/11/2022, after nearly 2 months and 2,964 miles, the customer and vehicle owner called to tell us his car was broken down on the side of the road. Upon inspection, it was found that the oil drain plug had fallen out of the vehicle after nearly 3,000 miles. As a result, there is engine failure on the vehicle. Due to the mileage, we went to Kia West Broad in Richmond, VA to ask for their opinion. They were unwilling to assist the customer. I believe this falls in line with the current investigation from the NHTSA into Kia drain pan assemblies and drain plug issues. I have repeatedly been hung up on by Kia when asking them questions surrounding their willingness to assist this customer who is without transportation. Each time that I ask about the investigation, I am put on hold and then hung up on.	121
2016 Kia Optima 2.4L Theta II T-GDI 5XXGU4L37GG***** Part 21510-2G500	Customer reported oil drain plug fell out 3,089 miles after service.	119
2021 Kia Sorento 2.5L GDI Theta III 5XYRL4LC4MG***** Part 21510-2S100	Customer reports Dealer or repair facility said oil plug fell out 2,024 miles after oil change service.	130
2021 Kia Sorento 2.5L T-GDI Theta-III 5XYRH4LFXMG**** Part 21510 2S100	Customer complaint to NHTSA 11459692 submitted April 5, 2022, incident date March 31, 2022: The contact owns a 2021 Kia Sorento. The contact stated while reversing, she noticed a trail of oil on the ground. The contact parked the vehicle. There were no warning lights illuminated. The vehicle was taken to a local Pep Boys who informed the contact that oil had leaked onto the skid plate. The engine oil was refilled and the contact drove back to her residence. The manufacturer was notified of the failure and assisted the contact with towing the vehicle to the dealer. The dealer diagnosed that the oil drain plug had fallen out causing the oil leak. Additionally, the dealer diagnosed that the lack of engine	109

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	oil had caused the engine to fail, and the engine needed to be replaced. The vehicle was not repaired. The manufacturer was notified of the failure but informed the contact that the vehicle would be repaired at her own expense. The failure mileage was approximately 10,394. Jeff Smith Kia in Perry, GA 31069.	
2017 Kia Sorento 3.3L V6 Lambda II 5XYPHDA58HG***** Part 21510-3C201	Customer reported dealer said oil drain plug fell out over 3,000 miles and 3 months after service.	106
2018 Kia Soul Part 21510-2B040	<a href="https://www.kia-forums.com/threads/oil-plug-blow-out-going-down-the-highway.344535/">https://www.kia-forums.com/threads/oil-plug-blow-out-going-down-the-highway.344535/</a> “2018 kia soul 45,000 miles only had it for four months have not had to do oil change yet and have put about 3500 miles on it. Driving down the highway after 8-hour road trip and lose oil plug out of the blue. Dealer says has to be vandalism somebody had to have loosened it. Not possible I live down a private road out of town no one even around. Any on heard of anything like this before?”	122
2016 Kia Soul 2.0L DOHC GDI Nu KNDJP3A58G7***** Part 21510-2E023	Customer reported dealer (Kia of Fredericksburg) said oil drain plug fell out 4,067 miles after service.	112
2015 Kia Soul 2.0L DOHC GDI Nu KNDJP3A52F7***** Part 21510-2E023	Customer reported oil drain plug fell out 2,297 miles after <b>oil change service done by extraction</b> (oil drain plug wasn't touched).	125
2020 Kia Sportage LX 2.4L GDI Theta II KNDPM3ACXL7**** Part 21510-2G500	Customer complaint to NHTSA 11489593 submitted October 17, 2022: Incident date August 26, 2022 (approximately 3 months after service): while driving at 35 MPH, the check engine and the oil pressure warning lights were illuminated, and the engine seized. The contact veered to the side of the road. The contact opened the hood and noticed that there was no engine oil in the vehicle though he had completed the oil change on June 4, 2022. The vehicle was towed to the dealer where it was diagnosed that the engine oil had leaked due the oil drain plugs missing. The dealer informed the contact that the oil drain plugs may not have been properly tightened during the last oil change. The vehicle was not repaired. The manufacturer was notified of the failure but provided no assistance. The failure mileage was approx 23,027. OEM dealer was Healey Kia in Newburgh, NY 12550.	107
2020 Kia Telluride 3.8L GDI Lambda II 5XYP54HC4LG***** Part 21520-3LFA0	Customer reports Dealer or repair facility said oil plug fell out 4,378 miles after oil change service.	131

## Conclusion

We thank you in advance for your ongoing consideration of this consumer safety issue. With the exception of publicly posted complaints, we have not provided identifying information about individual consumers impacted by the H/K oil drain pan assembly defects. We made this decision out of respect for

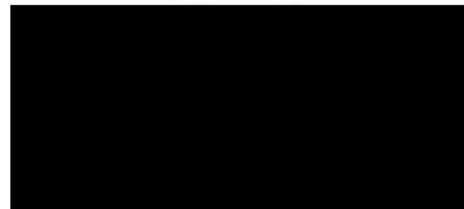
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them as well as state privacy laws. If you need additional information from us and we can provide it in a way that protects the confidentiality of our customers, we will do so.

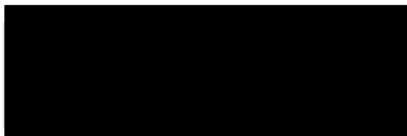
Respectfully,



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cc: Anne L. Collins, NHTSA Associate Administrator for Enforcement