For Immediate Release

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AOCA Submits New Cases for NHTSA Defect Investigation of Hyundai/Kia Oil Drain Pan Assemblies

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The Automotive Oil Change Association (AOCA) has augmented its petition to the National Highway Traffic Safety Administration (NHTSA) for defect investigation of Hyundai/Kia oil drain pan assemblies to include three sets of case submissions (July 2022, January 2023, and March 2023) totaling 137 complaints from consumers to NHTSA, consumer forums online, and aftermarket automotive maintenance experts. The cases submitted cover the following models:

2010, 2012, 2014-2015, 2017 Kia Forte
2015-2017, 2019 Kia Optima
2014 Kia Rio
2021 Kia Seltos
2011, 2016-2017, 2021 Kia Sorento
2011-2012, 2014, 2016, 2018-2019 Kia Soul
2017-2018, 2020 Kia Sportage
2020 Kia Telluride

2012-2019 Hyundai Elantra
2018-2019 Hyundai Elantra GT
2016 Hyundai Genesis
2018-2020, 2022 Hyundai Kona
2015-16, 2019 Hyundai Santa Fe
2013-2014, 2016, 2018 Hyundai Santa Fe Sport
2011-2018, 2021 Hyundai Sonata
2016-2017 Hyundai Sonata Hybrid
2012, 2014-2018 Hyundai Tucson
2016-2017, 2019-2020 Hyundai Veloster

It should be noted that the NHTSA Office of Defect Investigation's opening "Resume" for this investigation (#DP 22-003) does not reference all models submitted while including a few models for which complaints have not yet been made. This is likely a reflection of the two most common Hyundai/Kia oil drain pan assembly parts associated with complaints thus far:

- **Part 21510-2G500** for the 2006-2019 Hyundai Sonata, 2013-2018 Hyundai Santa Fe Sport, 2010-2012 & 2019-2020 Hyundai Santa Fe, 2010-2015 & 2018-2019 Hyundai Tucson, 2011-2021 Kia Sportage, 2005-2020 Kia Optima, 2011-2020 Kia Sorento, 2010-2013 Kia Forte, 2010-2013 Kia Forte Coup, and 2007-2010 Kia Rondo; and

- **Part 21510-2E023** for the 2015-2020 Hyundai Elantra, 2014 Hyundai Elantra Coupe, 2015-2020 Hyundai Elantra GT, 2014 Hyundai Elantra Sport, 2018-2021 Hyundai Kona, 2016-2019 Hyundai Sonata Hybrid Limited, 2016-2021 Hyundai Tucson, 2019-2021 Hyundai Veloster, 2014-2021 Kia Forte, 2015-2018 Kia Forte5, 2015-2016 Kia Forte Coup, 2017-2020 Kia Optima Hybrid Ex, 2021-2022 Kia Seltos, and 2015-2021 Kia Soul.

AOCA initiated the petition for defect investigation after unprecedented reports of inexplicable mid-interval plug-out allegations exclusively from Hyundai/Kia vehicle customers revealed a set

of oil drain pan failures most often occurring while driving thousands of miles after service and without prior leakage or malfunction indicator lights. The cause appears to be (1) double-gasketing due to a paint-camouflaged factory gasket fused to either the plug or pan; and/or (2) flimsy pan material that expands and contracts under pressure such as the kind of intense pressure and vibration associated with Hyundai/Kia's pervasive engine defects (connecting rod bearing wear, improperly heat treated piston rings, excessive oil consumption, etc.). Verified, correct maintenance does not prevent these plug-outs, which is prompting professional service providers to switch to oil changes via extraction-only, leaving the oil drain plug untouched.

Hyundai/Kia share engines and other parts, which accounts for the overlapping mid-interval plug-out allegations involving so many vehicle models. Auto Care Association, Tire Industry of America, Service Station Dealers of America and Allied Trades, and the Automotive Services Association all joined the original petition for defect investigation submitted to NHTSA.

AOCA urges consumers to continue reporting Hyundai/Kia oil drain pan assembly problems and other engine malfunctions to NHTSA at https://www.nhtsa.gov/report-a-safety-problem#index. To maximize your impact, include important technical details such as the following:

- Miles and time between your last oil change service and the plug-out;
- Whether or not you saw oil leaking *well before* the engine problem (ex. stalling at highway speed) later diagnosed as a plug-out;
- Whether or not any malfunction indicator lights went on *well before* the engine problem (ex. stalling at highway speed) later diagnosed as a plug-out;
- Diagnostic trouble codes (like P0524 "engine oil pressure too low" or P1326 "engine knock") reported by your Hyundai/Kia dealer or other repair shop after the plug-out;
- Any engine problems and/or recalls experienced in the past; and
- Whether or not any Hyundai/Kia dealer has previously checked your engine pursuant to **Hyundai TSB 21-EM-003H *Engine Oil Consumption Inspection and Repair Guidelines*** (March 2021 / 316 models); **Hyundai TSB 21-EM-004H *Bearing Clearance Test Service Procedure*** (March 2021 / 297 models), or **Kia TSB 222 *Excessive Oil Consumption Nu/Gamma/Theta/Kappa Engines*** (December 2020; Rev 5, January 6, 2022 / 68 models). If so, include those results. To determine the applicability of TSBs to your model, go to https://www.nhtsa.gov/recalls.

If a mid-interval plug-out situation also includes a Magnuson Moss Warranty Act prohibited tie-in brand sale/service (i.e., an automaker claims that a customer's warranty doesn't cover an engine repair just because a non-dealer serviced the vehicle or used a non-automaker brand part), AOCA urges consumers to also submit their complaints with those additional details to the Federal Trade Commission at https://reportfraud.ftc.gov/#/assistant.

About AOCA

Founded in 1987, AOCA is a non-profit trade organization representing 5,000+ automotive maintenance centers throughout North America and around the world. The association is dedicated to enhancing the competency of fast lube owners, educating the public about the benefits of preventive automotive maintenance, and maintaining a healthy, competitive environment for the industry. AOCA members adhere to a Code of Ethics and a standard of service excellence. When it comes to changing oil, AOCA members have more collective experience than any other segment of the automotive maintenance and repair industry. For more information, visit www.AOCA.org.