



August 4, 2023

VIA EMAIL

Dr. Cem Hatipoglu
NHTSA Acting Associate Director of Enforcement
1200 New Jersey Avenue SE
Washington, DC 20590
cem.hatipoglu@dot.gov

Re: 5th Set of New Cases for DP22-003; defect investigation of Hyundai/Kia oil drain pan assemblies

Dear Dr. Hatipoglu:

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.

This fifth submission contains seventeen new cases, which are highlighted in yellow in the comprehensive case submission chart below. Sixteen of those new cases are consumer complaints to NHTSA. As explained in our fourth submission, cases from automotive aftermarket professionals have begun to decline in direct relationship to operators using extraction equipment for Hyundai/Kia vehicle oil changes as opposed to the classic drain method via oil drain pan assemblies. The defective Hyundai/Kia oil drain pan assemblies, however, drop drain plugs mid- and post-service intervals nonetheless, leaving those consumers to now negotiate exclusively with Hyundai/Kia and their authorized dealers and mandatory arbitrators.

To date, the only safe interval known is from new Hyundai/Kia vehicle sale to the first time the factory-paint is cracked in the process of removing the oil drain plug. For that reason, as well as the variety of

vehicle models and oil drain pan assemblies involved, we respectfully suggest that one potential remedy for this defect is to require extraction-only for Hyundai/Kia oil changes after factory rollout.

Overall, two Hyundai/Kia oil drain pan assemblies show up in 73% of reported cases: 21510-2E023 (36%) and 21510-2G500 (37%). They also comprise 77% of oil drain pan assemblies on the models in the consolidation of multiple product liability class actions now known as *In re: Hyundai and Kia Engine Litigation* (Case 8:18-cv-02223-JLS-JDE)ⁱ at 37% and 40%, respectively. The next most common part in our case submissions is 21510-2E022 at 6%. Three parts represent 3% each: 21510-2J001, 21510-2B700, and 21510-2B040. Three parts represent 2% each: 21510-3C201, 21510-2M800, and 21510-2S100. Three parts represent 1.3% each: 21510-3LFB0, 21510-25001, and 21510-3C153. Parts that occurred once in our case submissions include 21510-2J600, 21510-3CKB0/3F521, 21510-2E040, 21510-3C150, 21520-3LFA0, and 21520-23604.

The Two Most Common Oil Drain Pan Assemblies in DP22-003 Cases & *In re: Hyundai and Kia Engine Litigation*

H/K factory oil drain pan 21510-2G500 is listed by the manufacturers as fitting 83 vehicles: 2006-2019 Hyundai Sonata, 2011-2015 Hyundai Sonata Hybrid, 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, 2011-2016 Kia Optima Hybrid, 2011-2020 Kia Sorento, 2010-2013 Kia Forte, 2010-2013 Kia Forte Coup, & 2007-2010 Kia Rondo.



H/K factory oil drain pan 21510-2E023 is listed by the manufacturers as fitting 53 vehicles: 2014-2020 Hyundai Elantra, 2015-2020 Hyundai Elantra GT, 2018-2021 Hyundai Kona, 2016-2019 Hyundai Sonata, 2016-2021 Hyundai Tucson, 2019-2021 Hyundai Veloster, 2014-2021 Kia Forte, 2015-2018 Kia Forte 5, 2015-2016 Kia Forte Koup, 2017-2020 Kia Optima, 2017-2020 Kia Optima Hybrid/Plug-in, 2021-2022 Kia Seltos, and 2015-2021 Kia Soul.



Of the vehicle models represented, those with the most cases reported are Hyundai Sonata (20%), Hyundai Elantra (14%), Hyundai Tucson (13%), Kia Soul (8%), and Hyundai Kona and Kia Optima (6% each). Of the engine types represented, those with the most cases reported are the Nu engine (43%), Theta/Theta II/Theta III engine (38%), Gamma/Gamma II/Turbo Gamma/GDI Gamma (9%), and Lambda II engine (5%).

All Cases Submitted to NHTSA with Mid-Interval Plug-Outs and/or Oil Pan Deficiencies
(In alphabetical order by manufacturer and model)

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
1	2021 Hyundai Elantra 2.0L MPI Nu PE 5NPLS4AG5MH*** Oil Drain Pan Assembly Part 21510-2J001	Consumer complaint to NHTSA 11518666 on April 24, 2023, regarding incident on February 24, 2023: I completed an oil change at Greggs oil express in Porterville California on 02-11-2023. I have the invoice. On 02-24-2023, I went out of town. At approximately, 5:00 pm, I heard a loud bang, large amount of oil pouring out of the bottom of the car, the car became disabled and I pulled over to the side of the road. I had it towed to the closest Hyundai dealership in Victorville Ca. They provided me with a report that stated when receiving my oil change stating due to the drain plug issue is a direct result of a third party and was not covered under warranty. I then made contact with my insurance, an investigator also reported the same. I have both reports. I have made contact with Greggs Express where I received the oil change and it was suggested to report the incident as they have come across situations like this with the particular vehicle. Therefore, I am now stuck. It is not covered under warranty, not covered under insurance, and the cost is 10,000. Besides the fact that I could have been injured. IVOQ	156
2	2019 Hyundai Elantra GT 2.0L GDI Nu KMHH35LE4KU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said dealer said drain plug fell out after 1,699 miles at 33,265.	64
3	2019 Hyundai Elantra 2.0L MPI Nu engine 5NPD74LF3KH***** Oil Drain Pan Assembly Part 21510-2E040	Customer reported dealer said dealer said drain plug fell out after 907 miles at 7,752.	65
4	2019 Hyundai Elantra	According to consumer Mariya Sisco Cate, who owns a 2019 Hyundai Elantra and drove approximately 6,000 miles post-service before the engine seized, after first telling her in March that “the motor seized up because a piston had been expelled from the underside of the engine,” Brian at Crain Hyundai changed the diagnosis. “He stated that the service needed for my vehicle was not under warranty. He stated that no piston came	Mariya Sisco Cate submission to ACA

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		<p>out of the engine block and that the damage was caused by a missing oil plug. On inquiry he further stated that this could have been the result of the oil plug not being properly tightened at the last oil change. When I explained that the oil change was months ago and I have not had any fluid leaks or warning lights that would indicate an issue with the engine oil he stated that I had been the victim of a rash of vandalism that had been occurring frequently in AR, OK, MO, and LA. He stated that teenagers were loosening oil plugs as a prank to cause the engines to seize up. I explained this was not likely in my scenario as, again, I had no fluid loss at the residence where I stayed during my uncle's funeral for the 3 days preceding the breakdown. Brian became argumentative and asked me to recount the events of the day prior to the breakdown. I explained again that I had been driving from Rogers, AR and only stopped once in Van Buren, AR for a 10 minute fuel up prior to breaking down in Morilton, approximately 100 miles down the road. Brian said that my car had been vandalized while I was fueling up. I argued back that I was with the car almost the entire time and no one approached the vehicle. He stated 'it only takes 30 seconds to reach up and loosen an oil plug.' I stated that the vehicle sits very close to the ground and you could not crawl underneath it without it being jacked up, but he stated that the plug could be reached without jacking up the car. He could not explain how a person could do this without being seen at a busy gas station in broad daylight, nor could he explain how it could be done without injury while the engine was hot from running on the interstate. He concluded that their inspection determined that the cause of the breakdown was vandalism and that I must file a claim with my insurance company."</p> <p>Correspondence with Auto Care Association.</p>	
5	<p>2018 Hyundai Elantra 2.0L MPI Nu engine 5NPD84LFXJH***** Oil Drain Pan Assembly Part 21510-2E023</p>	Customer reported dealer said dealer said drain plug fell out after 366 miles at 37,858.	66
6	<p>2018 Hyundai Elantra GT Oil Drain Pan Assembly Part 21510-2E023</p>	<p>I am experiencing the worse possible things ever to go wrong with a brand new vehicle. I purchased a 2018 Hyundai Elantra GT, only had 300 miles on it when I drove off the dealership lot. I had a little over 10,000 miles on the car, when the oil plug fell out and locked the engine up. Strange thing is had little over 2,000 miles on since last oil change. Dealership said it's not a warranty issue and place that changed oil wouldn't stand behind the issue.</p>	Online Forum

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		Now I have new vehicle with huge payments and nobody helping me out with this issue. It's been almost a year now. So I worked on freeing up engine and got it running, then the next crazy thing happens. The piston in cylinder 3 breaks and connecting rod knocked hole in my block. Been reading about the piston problems in the Hyundai Elantra GT and other Kia models. Dealership still won't admit that there an issue with my car . I owe huge amount and have a 2018 Hyundai Elantra GT with under 11,000 miles and stuck walking with disabilities. Anyone else experience these issues?? https://www.hyundai-forums.com/threads/one-huge-nightmare-of-a-car.670432/	
7	2018 Hyundai Elantra 2.0L MPI Nu engine 5NPD84LF4JH***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said dealer said drain plug fell out 38 days after service.	67
8	2018 Hyundai Elantra 2.0L MPI Nu engine 5NPD84LF4JH***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said dealer said drain plug fell out 27 days after service.	68
9	2018 Hyundai Elantra 2.0L MPI Nu engine 5NPD84LF1JH2***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said dealer said drain plug fell out after 1,533 miles at 81,000.	69
10	2018 Hyundai Elantra 2.0L MPI Nu KMHD84LFXJU**** Oil Drain Pan Assembly Part 21510-2E023	Customer reports oil drain plug fell out while driving 2,800 miles after service.	170
11	2017 Hyundai Elantra 2.0L Nu engine KMHD74LF6HU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said dealer said drain plug fell out after 4439 miles at 30,001.	71
12	2017 Hyundai Elantra 2.0L Nu engine 5NPD74LF8HH***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said dealer said drain plug fell out after 3,237 miles at 42,848.	72
13	2017 Hyundai Elantra 2.0L Nu engine KMHD84LF7HU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said dealer said drain plug fell out after 6,500 miles.	73
14	2017 Hyundai Elantra 2.0L Nu engine 5NPD74LF0HH***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said dealer said drain plug fell out after 1,386 miles at 81,728.	75
15	2017 Hyundai Elantra 2.0 L KMHD74LF4HU**** Oil Drain Pan Assembly Part 21510-2E023	Consumer complaint to NHTSA 11097819 on March 22, 2018: This complaint is involving USA Auto Care and ABC Hyundai I went to have an oil change done at USA Auto Care and a week later my oil plug fell out of my car and I lost all my oil had my car towed to Hyundai. Hyundai put a new plug in there refilled with oil show me everything was okay so I proceeded to go to USA Auto Care number for and try and get the money that I paid to ABC Hyundai for the oil in the plugs on my way my engine locked up car came to a stop and shut off I then have the car towed back to Hyundai and was notified by Hyundai that my engine was pretty	NT

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		much done for call progressive insurance my insurance at the time notified them of the claim they sent someone down to take pictures they got back with me after a few days and my case was transferred to about three different people because the original agent had to leave for maternity leave and I was notified by one of the other agents that was on my case that it would not be covered by progressive insurance because it was a non comprehensive accident and that it wasn't in a physical accident causing body damage I also called my warranty because my car is brand new and they told me it was [void] because I did not have the oil change done at Hyundai after a couple of weeks I was notified by ABC Hyundai that my car was fixed thought it was through the warranty and they change their mind but my insurance went ahead and completed the claim they never notified me of them taking the claim no emails or correspondence what I was notified by ABC Hyundai to come get my car I was told that I had to pay a \$1,000 deductible and that my insurance went ahead and completed the claim I am on social security I do not have \$1,000 sitting around and I was also told that progressive could not cover it now I'm stuck because I can't afford the deductible and I can't use my car to do uber and make the money I need some guidance in this.	
16	2016 Hyundai Elantra 1.8L Nu engine 5NPDH4AE8GH***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said dealer said drain plug fell out after 838 miles at 33,205.	78
17	2015 Hyundai Elantra 2.0L GDI Nu engine KMHDH4AHXFU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said dealer said drain plug fell out after 3,064 miles at 48,362.	79
18	2015 Hyundai Elantra 1.8L Nu engine 5NPDH4AE0FH***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said dealer said drain plug fell out after 213 miles at 87,200.	80
19	2015 Hyundai Elantra 1.8L Nu engine KMHDH4AE8FU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said dealer said drain plug fell out after 144 miles at 45,585.	81
20	2014 Hyundai Elantra 2.0L GDI Nu engine KMHDH4AH3EU***** Oil Drain Pan Assembly Part 21510-2E022	Customer reported dealer said dealer said drain plug fell out after 607 miles at 34150.	83
21	2014 Hyundai Elantra 1.8L Nu engine 5NPDH4AE6EH***** Oil Drain Pan Assembly Part 21510-2E022	Customer reported dealer said dealer said drain plug fell out after 1,685 miles at 123,560.	85
22	2013 Hyundai Elantra 1.8L DOHC MPI Nu KMHDH4AE7DU***** Oil Drain Pan Assembly Part 21510-2E022	Customer reported dealer said drain plug fell out after 1,168 miles at 69,677.	89
23	2012 Hyundai Elantra 1.8L DOHC MPI Nu 5NPDH4AE6CH*****	Customer reported dealer said drain plug fell out after 604 miles at 98,017.	90

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
	Oil Drain Pan Assembly Part 21510-2E022		
24	2012 Hyundai Elantra	<p>Can it take 2 months for the oil pan plug to blow if loose? ncbarnes1106 Dec '13</p> <p>We have a 2012 Hyundai Elantra touring bought brand new off the lot 20 months ago with 35K miles. Regular scheduled maintenance and this last week the engine blew on the interstate within about 2 miles of starting to rattle. Dealer at first said it was a rod that pierced the block and oil pan, but then changed that theory and said that the oil pan plug was not secured and is trying to blame the engine on either the last service which was two months ago or “vandalism”. So my question is, if the last service provider didn’t secure the oil pan plug all the way, could it take two months to dislodge enough to blow the engine? Also, we checked the oil three days before the incident and it was fine, and there is no evidence of oil leak in our driveway. And if it is not possible for it to go two months with a problem, then how do we get the manufacturer to take care of this? the car is still under manufacturer warranty PLUS we purchased additional bumper to bumper up to 100K miles. https://community.cartalk.com/t/can-it-take-2-months-for-the-oil-pan-plug-to-blow-if-loose/82772</p>	Online Forum
25	2016 Hyundai Genesis Oil Drain Pan Assembly Part 21520-3CKB0 (3.8) or 21520-3F521 (5.0)	Customer reports Dealer or repair facility said oil plug fell out 852 miles after oil change service done by extraction (oil drain plug wasn’t touched).	127
26	2022 Hyundai Kona 2.0L MPI Nu PE KM8K6CAB3NU**** Oil Drain Pan Assembly Part 21510-2J001	Customer reported dealer said drain plug fell out 2,000 miles post-service. Customer did not report any prior oil leakage or MILs coming on.	150
27	2022 Hyundai Kona 2.0L MPI Nu PE KM8K62AB8NU**** Oil Drain Pan Assembly Part 21510-2J001	<p>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</p>	123

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		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)	
28	2022 Hyundai Kona 2.0L MPI Nu PE KM8K62AB8NU***** Oil Drain Pan Assembly 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
29	2020 Hyundai Kona 2.0L MPI Nu engine KM8K22AA2LU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out at 183 miles at 17998.	101
30	2020 Hyundai Kona 2.0L MPI Nu KM8K22AA6LU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reports Dealer or repair facility said oil plug fell out 1,271 miles after oil change service.	128
31	2020 Hyundai Kona 2.0L MPI Nu KM8K62AA2LU**** Oil Drain Pan Assembly Part 21510-2E023	Consumer submitted complaint to NHTSA 11487041 on September 29, 2022 regarding incident on September 25, 2022: The contact owns a 2020 Hyundai Kona. The contact stated while starting the vehicle, she heard an abnormal sound coming from the vehicle. The contact then noticed that the checking engine warning light was	138

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		illuminated. The contact stated while driving 45 MPH, the vehicle lost motive power and the oil warning light flashed twice on the instrument panel. The contact was able to pull into a service station and had the vehicle towed to the dealer to be diagnosed. The contact was informed that whenever the last oil change was performed, the drain cap was not replaced, causing severe damage to the engine. The contact was informed that the engine needed to be replaced. The contact was informed that the failure was not similar to the failure listed in NHTSA Campaign Number: 21V301000 (Engine). The vehicle was not repaired. The manufacturer was not contacted. The failure mileage was 18,000.	
32	2019 Hyundai Kona 2.0L MPI Nu KM8K12AA5KU**** Oil Drain Pan Assembly Part 21510-2E023	Consumer complaint to NHTSA 11431200 on August 31, 2021: The contact owns a 2019 Hyundai Kona. The contact stated she was informed at the service inspection that her vehicle was low on engine oil however, the oil had recently been refilled. There were no warning lights illuminated. The vehicle was taken to the dealer who diagnosed that the oil plug was loose. The dealer refilled the engine oil. The contact stated that the failure had been reoccurring and the vehicle was using a third of the engine oil every 1,000 miles. The vehicle was taken to a second dealer (Texoma Hyundai 2500 Texoma Pkwy, Sherman, TX 75090) who test drove the vehicle and diagnosed that no issues were found. The manufacturer was not made aware of the failure. The vehicle was not repaired. The approximate failure mileage was 58,200. Bob Howard Hyundai Oklahoma City OK 73139	NT
33	2019 Hyundai Kona 2.0L MPI Nu KM8K1CAA4KU**** Oil Drain Pan Assembly Part 21510-2E023	Consumer complaint to NHTSA 11530668 on July 6, 2023: Driving at highway speed 65MPH, the car stalled and slowed down, not moving forward when pressing the gas. No dash indicators were present. I pulled to the side of the highway, turned the car off, and turned it back on. The check engine and oil indicator came on, and the engine began to smoke. The engine temperature was normal. I immediately turned the car back off and called a tow truck. I waited for about two hours for the tow truck, and multiple times, my car was almost struck by traffic coming from behind. I was pulled off the road as far as I could go without going into the ditch. When the tow truck driver came, I got the tow tools from the back. There was sticky dark residue all over the back hitch, getting on my hands and clothes. When the tow truck	179

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		driver got to the mechanic, oil was *pouring* out of the bottom. The bed of tow truck was covered in oil. Mechanic stated that oil drain plug was missing, but it had been 3000 miles since my oil change was performed by them, and there were zero signs of it not being tightened enough. No oil leaking at any time in the last 3000 miles. Car was at mechanic 200 miles prior for nail in tire, and no oil leaking at that time either. They are denying responsibility, and have paperwork to show they did oil change correctly. At no point in the last 3000 miles did a dash indicator come on for check engine or oil. IVOQ	
34	2018 Hyundai Kona 2.0L MPI Nu KM8K12AA8JU**** Oil Drain Pan Assembly Part 21510-2E023	Consumer complaint to NHTSA 11511771 made on March 14, 2023 regarding incident on February 25, 2023: Oil change was on 1/13/2023 at 33,505 miles. On 2/25/2023 at 35,366 miles after driving on the highway for about 30 mins at 65 mph, the oil light came on and car was making a loud noise as I pulled in to park. My car was parked for about 1.5hrs at my destination. I attempted to drive home and get back on the highway when my engine stalled at about 40 mph and my engine and battery light came on. I had to pull over to the shoulder as my car would not drive anymore. My car was then towed to my house and later to the Hyundai dealer where they determined that my engine stalled due to lack of oil because my drain plug was missing. Hyundai refuses to fix this under warranty because the drain plug is missing and they are insisting this is because of the oil change place I went to nearly 2 months ago. When I went to the oil change place, they insist that they didn't do anything wrong, and if they did incorrectly put the drain plug on, my oil would've leaked much sooner than it did. There is currently an investigation with NHTSA with my exact issue where the oil drain plug still falls out, even if the person performing the oil change puts the drain plug on exactly how it should be. Directly from the NHTSA site: "Apparently, the thin metal, along with engine vibrations and expansion/contraction tend to loosen the drain plug without any other intervention. NHTSA is investigating this as a factory defect issue." My safety was deeply put at risk as I was driving on the highway when this happened and I could've easily gotten into an accident and faced injuries. I'm stuck in the middle as the oil change place denies it is their fault and Hyundai refuses to fix under warranty strictly because the oil drain plug is missing. When I	147

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		explained to them that I would've have this issue with my engine if the drain plug was present, they agreed. They are stating that it is \$10,000 to repair my car and that I have to pay upfront and cannot do multiple payments. (1,861 miles after service; Katy, Texas)	
35	2018 Hyundai Kona 2.0L MPI Nu KM8K2CAA4JU***** Oil Drain Pan Assembly Part 21510-2E023	Consumer had oil changed at 29,248 miles. While driving on the highway 1,372 miles later, the oil MIL came on and customer stopped, saw that the oil drain plug was gone. Had vehicle towed to repair shop. (Aurora, CO)	148
36	2020 Hyundai Santa Fe 2.0L T-GDI Theta II 5NMS5CAA1LH**** Oil Drain Pan Assembly Part 21510-2G500	Customer complaint to NHTSA 11513911 on March 27, 2023 regarding incident on March 20, 2023: Driving down the road I heard a loud noise when I stopped I noticed oil under my car. When I was 0.1 mile from my house the oil light came on. I arrived home called Hyundai and they towed the vehicle and reported that the oil plug had was missing and I need to contact the place that changed my oil last.	149
37	2020 Hyundai Santa Fe 2.4L GDI Theta II 5NMS2CAD1LH**** Oil Drain Pan Assembly Part 21510-2G500	Customer complaint to NHTSA 11510047 on March 3, 2023: Vehicle not moving transmisión fail after u turn off the engine it will work again Oil leak by bolt in the oil pan IVOQ	159
38	2020 Hyundai Santa Fe 2.4L GDI Theta II 5NMS23AD0LH**** Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11527765 on June 19, 2023: The vehicles oil was changed on 3/22/23 at 22,395 miles. Almost 3 months and 1500 miles later when driving the engine seized. No lights came on. Vehicle was towed to Hyundai dealership who said it is the fault of whoever did the last oil change as the drain plug came loose. After doing research it appears that this is a known issue with Hyundai. Also, fresh oil was all over the driveway which was not noticed when car was leaving the driveway. IVOQ	171
39	2020 Hyundai Santa Fe (2.0L or 2.4L) No VIN provided Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11528155 on June 21, 2023: The contact owns a 2020 Hyundai Santa Fe. The contact state that while driving into the driveway, the engine seized without warning. The vehicle was towed to the dealer where it was diagnosed that the oil drain plug had failed, and the engine needed to be replaced. The vehicle was repaired. The manufacturer was notified of the failure, but no assistance was provided. The failure mileage was approximately 43,000. The VIN was unavailable EVOQ Balise Hyundai Springfield MA 01105	172
40	2019 Hyundai Santa Fe 2.4L GDI Theta II 5NMS53AD8KH**** Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11506143 on February 7, 2023, incident Date October 25, 2021: I purchased a pre-owned certified 2019 Hyundai Santa Fe from a Hyundai dealership on 10/13/2020	139

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		<p>and the vehicle had 21,770 miles. Then on 10/25/2021 (vehicle mileage was 31,950), I was driving my vehicle on the onramp to I-10 West lanes at Gessner Road. As I was accelerating at 40 mph to enter the freeway, my car engine seized and immediately I lost the ability to accelerate since the engine died. I immediately pulled over and had my car towed to the local Hyundai Dealership, HUB Hyundai Mitsubishi West. The Hyundai Dealership Service Manager, Daniel Castillo (832-739-6353), inspected my vehicle and after an inspection of the engine/underside of the vehicle, Hyundai found no damage or impact on the vehicle or the underside of the vehicle besides a missing drain plug. Their analysis concluded that the full result of the mechanical issue with the engine was a result of the missing drain plug which caused the oil to leak from the engine. Hyundai denied the warranty on the engine citing due to the drain plug issue is a direct result of a third party, Brake Check, that recently changed the oil (See attachment). The Brake Check Store #545 (11564 Westheimer Road, Houston TX 77077) had conducted recent oil changes performed on the vehicle on 12/8/2020 when the vehicle had 24,300 miles and on 5/5/2021 when the vehicle had 27,681 miles. I filed a claim (#3419328-1) with Brake Check for the damages however after 5 months of correspondences I was denied since I could not prove they did anything and the drain plug was missing. I also tried to file a claim with my personal auto insurance carrier, Progressive, however I was denied since the claim did not involve an accident. There was no warning lights that ever appeared on my dash prior to the incident. However, when I did go home that evening, I noticed a fresh large oil stain on my driveway where my car had previously be parked. The oil stain just occurred that day (See attached photo) [4,269 miles post-service]</p>	
41	<p>2017 Hyundai Santa Fe 3.3L GDI Lambda II KM8SN4HF6HU**** Oil Drain Pan Assembly Part 21510-3C201</p>	<p>Consumer complaintn to NHTSA 11530667 on July 6, 2023: Hello. I don't know if this is even something you look into, but I wanted to see. Yesterday when I came home from work my oil light came on and all of my oil suddenly dumped in the driveway. I am thankful I was at home because this could have been a nightmare somewhere else. I had my car towed and was advised that the rear main seal needs replaced as well as the oil pan gasket. I don't know if this is a safety issue, but if my engine would have seized</p>	178

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		on the highway that could have been a nightmare. Oil maintenance has been at regular intervals. There was no warning until my light came on in the driveway and then the immediate dump of oil. I'm happy to answer any other questions. Thank you. Brooke IVOQ	
42	2016 Hyundai Santa Fe 3.3L GDI Lambda II KM8SMDHF3GU***** Oil Drain Pan Assembly Part 21520-3C153	Customer reports Dealer or repair facility said oil plug fell out 1,772 miles after oil change service.	129
43	2015 Hyundai Santa Fe 3.3L DOHC GDI Lambda II KM8SN4HFXFU**** Oil Drain Pan Assembly Part 21520-3C153	Consumer complaint to NHTSA 11510572 on March 7, 2023 regarding incident on March 4, 2023: While driving on the interstate at approximately 70 miles per hour, the engine powered down and would not restart. A mechanic advised me the engine seized and would need to be replaced, due to lack of oil in the engine. The oil had been changed at regular intervals, and there was no indication of an oil leak or low pressure. I have reviewed investigation DP 22-003 and believe I have experienced a similar defect. (Leeds, Alabama)	146
44	2014 Hyundai Santa Fe 2.0L T-GDI Theta 5XYZUDLA6EG**** Oil Drain Pan Assembly Part 21510-3C201	Customer complaint to NHTSA 11518305 on April 21, 2023 regarding incident on April 18, 2023: Loss of motive power.. Oil leakage failure occurred at highway speed, without malfunction, indicator lights, or the leakage associated with under-tightening an oil drain plug, or a plug or pan with a damaged thread. The alleged defects are causing engines to seize and loss of motive power	155
45	2018 Hyundai Santa Fe Sport 2.4L Theta II 5NMZU3LB7JH***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 535 miles at 41,002.	31
46	2018 Hyundai Santa Fe Sport 2.4L GDI Theta II 5NMZU3LB7JH**** Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11515314 on April 3, 2023: I have encountered 2 issues that can lead to engine failure: 1- Crack in the Oil Pan, 2- High oil consumption leading to engine failure. 1 - I took my vehicle in for the 5,000 mile oil change Jan 11, 2023. I also told them that my engine was idling rough when I was sitting still. After an hour wait, I was told the oil level was very low and the technician had found a crack in the oil pan near the oil drain plug. I was showed the crack in the pan and allowed to take pictures. They had a pan in stock and replaced the pan. My odometer reading for the service was 87,476. 2 - On March 25, 2023 I checked my oil level and the dip stick showed I was 2 quarts low. The odometer reading at that time was 90,826. I added 2 qts of oil. In retrospect my engine had starting idling rough about 2 weeks before I had to add the 2 qts of oil. The engine ran smoother after the oil was added.	151

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		I have pictures of the odometer reading and the dip stick. I went into the dealership on March 27, 2023 and told service advisor about the problem. They couldn't get me in until Mon. April 3, 2023. Odometer was reading 91,146. The 90,000 mile service was done and I was told my engine was consuming a lot of oil. I am now in the process of getting Hyundai to approve an Oil Usage Test. If it fails, the dealership told me Hyundai would replace the engine.	
47	2017 Hyundai Santa Fe Sport	Decarmine says, "I have a 2017 Santa Fe Sport, 2.4L engine. Noticed oil leak after changing oil and thought drain plug not properly sealing. Went through a series of new crush washers without stopping leak. Further inspection seems to show origin of leak is not at the drain plug, but about 3/8" below drain plug, through the oil pan itself! Looks like the oil pan has developed a pinhole leak." Hnajeer replies, "Have the same problem. Please update me if you have a solution." https://www.santafeforums.com/threads/oil-pan-leak.17093/	Online Forum
48	2016 Hyundai Santa Fe Sport 2.4L Theta II GDI 5XYZUDLB7GG***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported oil drain plug fell out 19 days after oil change service done by extraction (oil drain plug wasn't touched).	113
49	2014 Hyundai Santa Fe Sport 2.0L Theta GDI 5XYZU3LA8EG***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported oil drain plug fell out 8,025 miles after service.	115
50	2013 Hyundai Santa Fe Sport 2.4L Theta 5XYZU3LB9DG***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 1,948 miles at 92,579.	32
51	2013 Hyundai Santa Fe Sport 2.4L Theta 5XYZU3LB1DG***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 1,459 miles at 118,870.	33
52	2017 Hyundai Sonata Hybrid 2.0 L GDI Nu KMHE24L15HA***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out approx. 2 months after service in Sept. 2018.	2
53	2017 Hyundai Sonata Hybrid 2.0 L GDI Nu KMHE24L34HA**** Oil Drain Pan Assembly Part 21510-2E023	Consumer complaint to NHTSA 11366918 on October 26, 2020: The oil plug fell out and seized the engine. I bought the car and drove it lightly for 2 days through city streets and highways. Right before the engine seized. The check hybrid systems light came on, followed by the oil light, then the check engine light (within the span of around 45 seconds). After the lights the car became unresponsive to the gas pedal and slowed to a halt. After getting it towed to a Hyundai dealership the next day, they called and said that	NT

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		the oil plug is missing and it caused the whole engine to seize and need a complete replacement. After researching I've found many owners of 2017 Hyundai Sonata hybrids to have had similar issues with the plug falling out. I believe it should be looked into getting recalled.	
54	2021 Hyundai Sonata 2.0L GDI NU PE + HEV KMHL24JJ1MA**** Oil Pan Assembly Part 21510-2J600	Consumer complaint to NHTSA 11509128 on March 2, 2023 regarding incident on March 1, 2023: Engine oil plug backed out while driving causing loss of all engine oil in the mountains. Drive time was one hour when oil lamp turned on as we reached our destination. Oil check stick had no oil on it and the whole undercarriage and rear of the car was covered in engine oil. Made an attempt to refill oil and plug fell all the way out and poured the new oil onto the ground. The oil plug is not visible or accessible due to a plastic cover on the underside of the car. The vehicle was towed to Elk Grove Hyundai dealership for service since they were the last hands on the car for regular maintenance. It was confirmed by the dealership the oil plug backed out on it's own. My family's safety was compromised as we were driving at night in steep mountains during high traffic time. There would be nowhere to go if the engine ceased and would cause an accident on HWY 50 in California. Also a full six quarts of oil was leaking on the back roads, highway, and residential roads, and eventually in a high school parking lot was were the bulk of the oil was spilled. The is an environmental hazard at public school Eldorado High School. (Galt, CA)	145
55	2020 Hyundai Sonata 2.5L GDI Theta III 5NPEG4JA6LH**** Oil Drain Pan Assembly Part 21510-2S001	Consumer complaint to NHTSA 11532836 on July 17, 2023: Engine leaks oil. I went to the dealer and they blamed the other Hyundai dealer saying they stripped out the drain bolt. After all the back and forth they told me they will replace the drain pan. I scheduled to have the car dropped off and wasn't given a loaner. When I went to pick up the car they told me the ac bolt and bracket are broken and to come on Monday but the drain pan has been replaced. I went home and the car continued to leak oil and when I went back to the dealer and called them out they came up with every excuse in the books. Bolt is stripped, impact to pan, and so on. Long story short I went to fix the oil pan and they damaged the ac bolt so instead of telling me to come back to do everything they said they did the drain pan but the bolt would have to be done another day. I am waiting on a loaner car as I waisted a whole day without a car and the issue	183

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		wasn't fixed. I have a receipt showing the work was done but it never was. The dealer is dishonest and unprofessional. Not sure how they get away with this. They need to be held accountable. IVOQ	
56	2019 Hyundai Sonata 2.4L GDI Theta-II 5NPE34AF9KH**** Oil Drain Pan Assembly Part 21510-2G500	Customer complaint to NHTSA 11518820 on April 25, 2023, regarding incident on April 2, 2023: A hairline crack from the engine oil drain plug causing leaking oil. This is a very common issue for this engine. Mine was present when the car was new. My local dealer claimed my car has run over something, which never happened. No dent or damages on the oil pan, just crack on the side of pan. This is very common issue for this engine. Low engine oil level will cause engine failure. IVOQ	157
57	2019 Hyundai Sonata 2.4L GDI Theta II 5NPE34AF3KH**** Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11524921 on June 1, 2023, regarding incident on May 24, 2023: The contact owns a 2019 Hyundai Sonata. The contact stated that oil was leaking onto the ground from underneath the vehicle. The vehicle was taken to an independent mechanic and stated that the drain plug needed to be replaced. The drain plug was replaced but the failure recurred almost immediately. The vehicle was taken to the dealer and the contact was informed that the oil pan was fractured and needed to be replaced. The vehicle was not repaired. The manufacturer was contacted, and a case was filed. No additional assistance was provided. The failure mileage was 49,000. Annapolis Hyundai	169
58	2018 Hyundai Sonata 1.6L T-GDI Gamma 5NPE24AAXJH***** Oil Drain Pan Assembly Part 21510-2B700	Painted together factory oil drain plug and gasket.	1
59	2018 Hyundai Sonata 2.4L Theta II GDI 5NPE24AF8JH***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said oil was leaking and the pan cracked.	164
60	2018 Hyundai Sonata 2.4L GDI Theta II 5NPE34AF2JH**** Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11433038 regarding incident on October 15, 2020: The contact owns a 2018 Hyundai Sonata. The contact stated that while driving, the oil warning light illuminated. The contact stated that he checked the engine oil level and discovered that there was no oil in the engine. The vehicle was taken to the dealer where the failure was diagnosed as an oil plug needing replacement. The vehicle was repaired however, the failure continued. The vehicle was taken back to the dealer several times and the failure cause could not be determined. The contact stated that recently an oil consumption test was completed, and the dealer determined that to	NT

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		be the failure cause. The dealer contacted the manufacturer who stated that the failure cause was due to the owner's negligence and no solution was offered. The approx. failure mileage was 40,000. McGrath City Hyundai Chicago IL 60707	
61	2018 Hyundai Sonata 2.4L GDI Theta-II 5NPE24AF0JH**** Oil Drain Pan Assembly Part 21510-2G500	Customer complaint to NHTSA 11508753 on February 22, 2023: "Hairline crack in engine oil pan possibly resulting in engine failure."	142
62	2018 Hyundai Sonata 2.4L GDI Theta II 5NPE34AF1JH**** Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11496158 on December 5, 2022 regarding incident on July 5, 2022: My car started leaking oil from the oil drain bolt area. I took it to the dealer and they said the oil pan had a defect, they called it a "weld crack". A quick internet search shows that this is a very widespread issue. IVOQ	177
63	2017 Hyundai Sonata 2.4L Theta II 5NPE24AF9HH***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said oil drain plug fell out after 2540 miles at 45,850.	3
64	2017 Hyundai Sonata 2.4L Theta II 5NPE24AF6HH***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 1,041 miles at 96,880.	4
65	2017 Hyundai Sonata 2.4L Theta II 5NPE24AF9HH***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 1,236 miles at 89,478.	5
66	2017 Hyundai Sonata 2.4L GDI Theta II 5NPE34AF0HH**** Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11530957 on July 7, 2023: 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 the oil drain plug fell out causing severe damage to my 2017 Hyundai Sonata 2.4 liter engine VIN 5NPE34AF0HH539403. 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. with below is my itinerary. I have all bills and receipts. 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. 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	180

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		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 Folly Road. 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 newer 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 IVOQ	
67	2016 Hyundai Sonata Hybrid 2.0L GDI Nu KMHE24L18GA***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out after 437 miles at 35,267.	7
68	2016 Hyundai Sonata 2.4L Theta II 5NPE24AF4GH***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 744 miles at 129,424.	8
69	2016 Hyundai Sonata 2.4L Theta II GDI 5NPE24AF9GH***** Oil Drain Pan Assembly 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
70	2016 Hyundai Sonata 2.4L DOHC GDI Theta-II 5NPE24AF8GH**** Oil Drain Pan Assembly Part 21510-2G500	Customer complaint to NHTSA 11521277 on May 10, 2023 regarding incident February 15, 2023: Brought car at 49k...notices Car started burning oil around 80k.. I went to dealership where I brought the car from and they did a oil consumption.. I was told I passed it around 88k... oil getting worse was told it was my oil pan...120k car started jerking and hesitating on interstate while I was going 70 mph tune up cylinder 3 coil.. changed it... no oil pan leak... 130k jerking and hesitating again while getting off interstate.. same code this time I need a new motor IVOQ	161
71	2016 Hyundai Sonata 2.4L GDI Theta II 5NPE24AF8GH**** Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11515713 on April 6, 2023: Hello, I have reached out to Modesto Hyundai and consumer affairs since May of 2022. I have been shunned and told nothing is wrong. The message below was sent last year in May. I was turned away because I could not afford the diagnostic even though it was covered under a past warranty recall. I had to complain. A few months later I came up with the money and was told I was given the wrong information the first time. They kept the car for a week,, drove only 30	173

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		miles and said it was the battery. I recently had a oil change done at Hyundai in February 2023. They failed to mention the oil everywhere and said everything was fine. The engine stalls on a daily bases. The 2 prior oil changes one said they thought oil was leaking but didn't know from where the other said something was wrong with the oil pan. Also you can smell gas in the cab and the head and tail lights have been replaced 3x each in the last few months. "I have gotten no where with the Hyundai dealership here in my town. I was told I'd have to pay for a diagnostic to see if something is wrong before the vehicle could be checked to see if the engine is failing. I believe this car is a lemon and has stalled on several occasions. I recently had an oil change and was told their diagnostic came out clear yet the engine still acts up and will stall while driving. Will it take for my car to stall on railroad tracks and be hit by a train and killed before Hyundai fixes the issue? Women and children die in in faulty cars because no one would listen. A mechanic told me his friend had the same exact car down to the year and had the same issues and Hyundai said it was in fact a recall and they replaced the vehicle. Did Hyundai make it right because he was a man? Is this something I should just look for an attorney for? Please help as I know something is seriously wrong with this car. I was told that Hyundais are safe cars yet I have never felt more unsafe in a vehicle." Thank you for your time. Hoping for the best. IVOQ	
72	2015 Hyundai Sonata 2.4L Theta II 5NPE24AF4FH***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 1,324 miles at 70,562.	10
73	2015 Hyundai Sonata 2.4L Theta II 5NPE24AF8FH***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 613 miles at 96,524.	11
74	2014 Hyundai Sonata 1.6L Gamma 5NPEB4AC1EH***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 602 miles at 35,732.	12
75	2014 Hyundai Sonata 1.6L Gamma 5NPEB4ACXE***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 720 miles at 86,004.	13
76	2013 Hyundai Sonata 2.4L Theta II 5NPEC4AC0DH***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 3,683 miles at 55,931.	14
77	2013 Hyundai Sonata 2.4L Theta II 5NPEC4ACXDH***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 202 miles at 146,505.	15

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
78	2013 Hyundai Sonata 2.4L DOHC GDI 5NPEC4AC4DH**** Oil Drain Pan Assembly Part 21510-2G500	Customer complaint to NHTSA 11516516 on April 11, 2023 regarding incident April 9, 2023: We were driving down the road when the engine just seized without warning. When we got out of the car we noticed that there was a line of oil running down the road. The car was towed to a repair facility where it was noted that the oil plug was missing. At that time we were told that there are multiple reports of this happening with this vehicle and that it is being investigated by the NHTSA. IVOQ	162
79	2012 Hyundai Sonata 2.4L DOHC GDI 5NPEB4AC7CH**** Oil Drain Pan Assembly 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
80	2012 Hyundai Sonata 2.4L HEV MPI DOHC KMHEC4A41CA**** Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11507474 submitted February 15, 2023 regarding February 7, 2023 incident: 3 months post oil change June 2022, oil plug fell out on highway and motor seized. Dealership advised motor no longer manufactured and recommended used motor supplier. Purchased a used motor with 80K on engine, had it installed in June of 2022. Dealership did oil change in December 2022, in February 2023 noticed oil smell and oil on the ground in driveway. Added 4.25 quarts of oil and started motor, attempted to locate the leak when noticed leak below motor. Turned off motor and found oil dripping from under car near the oil drain plug. Reached under car and touched oil drain plug with finger and plug fell out draining all oil to the ground. Had vehicle towed to the dealership, new oil change completed. Demanded the dealership install new oil drain plug, torque to manufacture specifications and apply lock tight to plug. Dealership stated they no longer remove the oil drain plug due to customer complaints and stated they only pump out the oil. When I asked them if that was a manufacture recommendation or their own they stated they started doing it due to	141

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		multiple complaints from customers. Two engines 8 months apart, oil drain plug coming lose and falling out not a coincidence.	
81	2011 Hyundai Sonata 2.4L Theta II 5NPEB4AC9BH***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 7,321 miles at 117,962.	17
82	2011 Hyundai Sonata 2.4L Theta II 5NPEB4AC4BH***** Oil Drain Pan Assembly Part 21510-2G500	Repair shop reported dealer said vehicle towed with no drain plug. Customer had driven over 400 miles post-service on 1/20/17.	18
83	2011 Hyundai Sonata 2.4L Theta II 5NPEC4AC7BH***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 942 miles at 139,768.	20
84	2011 Hyundai Sonata	Nov 30, 2015 #1 I own a 2011 Hyundai Sonata with ~40,000 miles. I was driving on a highway and suddenly there was no response from the engine (i could feel the car decelerating). Then the engine started responding again. A couple minutes later, again there was reduced response but this time I got a bunch of lights (oil pressure, abs and a few others). I pulled over and tuned off the car. by this time only the oil pressure light was on. I checked the oil which was near empty. I walked to a nearby gas station and bought oil and tried filled 2 quarts. Then I noticed that all oil drained right through. I had the car towed to a nearby Hyundai dealer. The dealer diagnosis was that there is no drain plug which is probably because the last place the oil was changed (around 2-3 months back) did not install the plug properly. He also said that the engine is ruined and will have to be replace and asked me to contact my insurance company. The last oil change was also done at a Hyundai dealer (a different one than the one that provided diagnosis). What are my options. I don't have the the thousands required for a new engine. https://forums.anandtech.com/threads/car-engine-damaged-oil-drain-plug-missing.2456153/	Online Forum
85	2011 Hyundai Sonata 2.4L 5NPEB4AC9BH**** Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11532593 on July 16, 2023: On June 28th 2023, while driving on Route80-West near Parsippany, NJ my 2011 Hyundai Sonata GLS seized on the highway. I was forced to veer to the shoulder as the oil light flashed on, followed by multiple lights flashing on with immediate engine failure. I waited almost 3 hours for a tow to arrive late night, where many vehicles continued to speed past dangerously close to my seized car. Even with my hazard lights on, this is not a safe situation a driver should be in. Having an engine stall is especially dangerous	181

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		when traveling highway speeds. I assumed my engine stalled due to the widely known recall issue that Hyundai Theta-2 are susceptible to. After having my Sonata towed to Towne Hyundai at Denville, NJ- they informed me that it was not a valid engine recall but that my oil completely drained, destroying my engine in the process. They said quote "the oil pan cap was not properly torqued, resulting in it falling off mid-drive. Your last mechanic probably did not tighten it, and after months of vehicle vibrations, it fell off". After speaking to my regular mechanic and gathering opinions of many others, nobody has seen an oil drain plug fall off on its own. My last oil change had been almost 2 months prior to the incident, only 1,400 miles driven since then. I also had my same mechanic fix a check engine light issue 2 weeks before the incident, where they again saw no oil leakage or notifiable issues. I did not hit any potholes or damage the underside, my dash cam footage can confirm this. Towne Hyundai quoted me nearly \$13,000 for a new rebuilt engine, and refused to front any cost. They denied it to be apart of their engine recall program. They returned back saying they can install a junkyard find engine and fix the car for around \$6,400 that I have to pay out of pocket. After escalating my issue with Hyundai Corporate and building a case, they said they would speak to Towne Hyundai-Denville to confirm the incident. IVOQ	
86	2022 Hyundai Tucson 1.6L T-GDI Gamma II KM8JFCA19NU***** Oil Drain Pan Assembly Part 21510-2M800	Customer reports Dealer or repair facility said oil plug fell out 4,896 miles after oil change service.	132
87	2022 Hyundai Tucson 1.6L T-GDI Gamma II KM8JFCA16NU**** Oil Drain Pan Assembly Part 21510-2M800	Consumer complaint to NHTSA 11532158 on July 13, 2023: My car broke down on the highway, found oil leaked out. Oil Plug fell off during drive making immediate oil loss which in result caused catastrophic engine failure. Vehicle needs new engine. The car received service maintenance in authorized Hyundai City of Bay Ridge Dealership. Car is less then one years old with only 4500 miles on it and oil plugs are not supposed to fall off the car without any apparent reason. IVOQ	182
88	2019 Hyundai Tucson 2.0L GDI Nu KM8J3CA4XKU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported oil drain plug fell out 3,392 miles after service.	125
89	2019 Hyundai Tucson 2.0L GDI Nu KM8J23A47KU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reports Dealer or repair facility said oil plug fell out 523 miles after oil change service.	136
90	2018 Hyundai Tucson 2.0L GDI Nu engine KM8J3CA44JU*****	Customer reported dealer said drain plug fell out after 4,137 miles.	42

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
	Oil Drain Pan Assembly Part 21510-2E023		
91	2018 Hyundai Tucson 2.0L GDI Nu engine KM8J3CA45JU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out after 2,400 miles.	45
92	2018 Hyundai Tucson 2.0L GDI Nu engine KM8J33A49JU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out 2,790 miles after service.	46
93	2018 Hyundai Tucson 2.0L GDI Nu engine KM8J33A41JU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out after 68 miles at 62042.	47
94	2018 Hyundai Tucson Oil Drain Pan Assembly Part 21510-2E023	Customer reports Dealer or repair facility said oil plug fell out 1,910 miles after oil change service.	135
95	2018 Hyundai Tucson 1.6L T-GDI Gamma KM8J3CA22JU**** Oil Drain Pan Assembly Part 21510-2E023	Customer complaint to NHTSA 11507486 on February 15, 2023 regarding incident February 12, 2023: My wife was driving home. She had taken the highway home when she had suddenly lost power with no warning or indication from the cars dashboard there was no warning lamps or messages explaining why the car lost power and that the car would not turn back on. The vehicle was towed to an independent mechanic where it was determined that the engine was seized up and that the motor needed to be replaced and that the car had no oil in the engine. Which is not possible since the cars maintenance intervals were maintained. It was also later determined that the oil pan bolt was under tighten due to bad threading on the oil pan and bad oil pan seals. The car will be towed to a dealership for further inspection. This issue presents a possible fire hazard or risk of accident while at high speeds. My wife did suffer a small injury to her forehead after rapid loss of speed from the steering wheel.	143
96	2018 Hyundai Tucson 2.0L GDI Nu KM8J3CA47JU**** Oil Drain Pan Assembly Part 21510-2E023	Consumer complaint to NHTSA 11509840 on March 3, 2023 regarding incident March 2, 2023: The contact owns a 2018 Hyundai Tucson. The contact stated while driving approximately 55 MPH, the vehicle began to lose forward momentum. The contact depressed the accelerator pedal to gain speed and the vehicle continued to lose forward momentum. The contact stated that the engine revved and there was no warning light illuminated. The contact pulled off the roadway and turned the vehicle off. The contact attempted to restart the vehicle and the vehicle failed to restart. The contact had her father inspect her vehicle, he then replaced the battery and was able to restart the vehicle and drove it to her residence at a slow speed. The contact stated that her father told her that the vehicle was making abnormal sounds in the engine. The contact stated that she	144

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		<p>later saw that oil had puddled under her vehicle. The contact had the vehicle towed to a local dealer, where it was diagnosed and determined that the drain plug had fallen after a previous oil change. The contact stated that the oil change had been performed nearly 4 months prior. The vehicle had not been repaired.</p> <p>The manufacturer had not been informed of the failure. The contact researched online and related the failure to NHTSA Action Number: DP22003 (Engine). The failure mileage was approximately 46,000. Glenbrook Hyundai 8779652263 Fort Wayne, IN</p>	
97	<p>2017 Hyundai Tucson 2.0L GDI Nu KM8J3CA41HU**** Oil Drain Pan Assembly Part 21510-2E023</p>	<p>Consumer complaint to NHTSA 11320689 on February 21, 2020: The contact owns a 2017 Hyundai Tucson. The contact stated that while attempting to accelerate after a stop, the vehicle stalled without warning. Due to the failure, the contact had the vehicle towed to McCarthy Olathe Hyundai (681 n Rawhide, Olathe, KS 66061) where the vehicle was diagnosed with a loose drain plug. Due to the damage caused by the loose drain plug, the contact was informed that the engine needed to be replaced. The contact then notified the manufacturer of the failure. After an extensive investigation, the manufacturer deemed the failure to have been caused by the negligence of the independent mechanic who serviced the vehicle for oil changes. The manufacturer denied to honor the warranty. The vehicle had not been repaired. The failure mileage was 47,110.</p>	NT
98	2017 Hyundai Tucson 2.0L	<p>Yes I put \$13,000 to replace my motor because that is the estimate I got from the Hyundai dealer in Modesto, CA. I never had an issue with my car. Did my oil changes and checked it regularly. On New Years Eve my motor seized up and I was told my drain plug fell out. Not once did any check engine lights or oil pressure lights come on the dash.</p> <p>- jluzinski1967jl, Ceres, US</p>	CarComplaints.com
99	2017 Hyundai Tucson	<p>3 Engine Oil Leaking problem Failure Date: 02/13/2019</p> <p>While driving on the 5n freeway in the fast lane, my car seized. I had enough momentum to get on the right shoulder. Warning light said nothing of oil leak and gave me the tpms warning (tire pressure). Diagnosis: oil plug fell out of oil pan, all oil leaked and engine was ruined. Weeks later, I recieve a "new" engine and they do not know why the plug fell out. If it was loose, it would have fell out quicker than 600 miles after the oil was</p>	CarProblem Zoo.com

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		serviced. Perhaps it was the wrong size oil plug, we wont know because it fell out. Recall is for 2011-2013 models. . . . Perhaps the 2017 has same issues!!! NHTSA's campaign number: 19v063. 120,000 Hyundai Tucson suvs from the 2011 to 2013 model years. The oil pan may have been improperly sealed during engine production. As a result, an oil leak could develop and lead to engine damage, the engine stalling, or even a fire, NHTSA says.	
100	2017 Hyundai Tucson 2.0L GDI Nu KM8J33A46HU***** Oil Drain Pan Assembly 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
101	2016 Hyundai Tucson 2.0L GDI Nu engine KM8J33A49GU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out after 3,106 miles at 37,066.	48
102	2016 Hyundai Tucson 2.0L GDI Nu engine KM8J33A42GU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out after 149 miles at 86,359.	50
103	2016 Hyundai Tucson 2.0L GDI Nu engine KM8J33A44GU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out after 822 miles at 48,237.	51
104	2016 Hyundai Tucson 2.0L KM8J3CA46GU**** Oil Drain Pan Assembly Part 21510-2E023	Consumer complaint to NHTSA 11114946 on July 31, 2018: Engine oil pressure warning light turned on without any auguries while driving on a highway. We pulled over the car as soon as possible, but the car could not be started again after we turned off the engine. We had the car towed to a Hyundai dealership, and then we were told the engine was seized and needed to be replaced. When we asked how it happened, they told us that our engine oil plug was missing, so all the engine oil was drained out. They checked our maintenance record, and found that we had an oil change three months back at another Hyundai dealership. We were told that it could be possible that the engine oil plug was not properly installed during last maintenance service, but they were not sure about it, after all it had been 3 months not 30 minutes since then. We were never given a sure reason for what happened to the car, but the engine replacement was taken care of by Hyundai warranty. Personally I don't think the 'maintenance mistake' hypothesis make sense. We did not drive this car daily, maximum average usage was about weekly, but long distance most times. If the plug was loose due to the maintenance, we should have a problem sooner unless the oil doesn't drain when a car is parked. In addition, it could not be someone loose the plug at a parking lot on purpose	NT

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		either. Because when we drove the car out, we did not notice any oil trace on the ground, and we had been continuously driving this car for about 2 hours before the engine failure happened. The most possible reason that I could think of is the engine was defective. I am hoping this issue can be brought into a formal investigation, because it could lead to very serious consequences.	
105	2015 Hyundai Tucson 2.4L Theta II KM8JU3AG2FU***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 1,651 miles at 51,677.	52
106	2014 Hyundai Tucson 2.4L Theta II KM8JU3AG9EU***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 585 miles at 35,657.	53
107	2012 Hyundai Tucson	Customer reported dealer said drain plug fell out after 4046 miles.	54
108	2020 Hyundai Veloster 1.6L T-GDI Gamma KMHTH6AB5LU***** Oil Drain Pan Assembly Part 21510-2B700	Painted together factory oil drain plug and gasket.	37
109	2019 Hyundai Veloster 2.0L Nu MPI KMHTG6AF0KU***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out after 2,203 miles at 6,610.	38
110	2019 Hyundai Veloster	“Very first oil change I did at 1500 miles it felt like the crush washer was welded onto the plug. So I went ahead and left it. Just did another change at 6000 and got after it with a flathead screwdriver and eventually felt like I was messing up some of the threads.” https://www.velostern.com/threads/why-is-hyundais-oil-drain-plug-so-bad.2845/	Online forum
111	2019 Hyundai Veloster 1.6L T-GDI Gamma KMHTH6AB3KU***** Oil Drain Pan Assembly Part 21510-2B700	Customer reports Dealer or repair facility said oil plug fell out 2,817miles after oil change service.	134
112	2017 Hyundai Veloster Turbo 1.6L GDI Gamma KMHTC6AD3HU***** Oil Drain Pan Assembly Part 21510-2B700	Painted together factory oil drain plug and gasket.	39
113	2016 Hyundai Veloster 1.6L GDI Gamma KMHTC6AD8GU***** Oil Drain Pan Assembly Part 21510-2B040	Customer reports Dealer or repair facility said oil plug fell out 3,370 miles after oil change service.	133
114	2017 Kia Forte 2.0L MPI Nu engine 3KPFL4A78HE***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out after 8,000 miles; 123 days.	55
115	2015 Kia Forte Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out 9,500 kilometers after service.	58
116	2015 Kia Forte 1.8L Nu engine KNAFX4A62F5***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out after 723 miles at 40,097.	59
117	2015 Kia Forte 2.0L GDI Nu KNAFX4A84F5***** Oil Drain Pan Assembly Part 21510-2E022	Customer reported oil drain plug fell out 1,624 miles after service.	117

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
118	2015 Kia Forte 2.0L GDI Nu KNAFX5A80F5**** Oil Drain Pan Assembly 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 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.	118
119	2015 Kia Forte 1.8L DOHC MPI NU KNAFX4A69F5**** Oil Drain Pan Assembly Part 21510-2E023	Customer reported plug-out while driving 139 miles after service. No leakage or MILs reported.	154
120	2014 Kia Forte 2.0L GDI Nu engine KNAFX4A8XE5***** Oil Drain Pan Assembly Part 21510-2E022	Customer reported dealer said drain plug fell out after 172 miles at 137,025.	60
121	2012 Kia Forte 2.0L Theta II KNAFU4A22C5***** Oil Drain Pan Assembly Part 21510-25001	Customer reported dealer said drain plug fell out after 694 miles at 165,937.	62
122	2010 Kia Forte 2.0L Theta II KNAFU4A24A5***** Oil Drain Pan Assembly Part 21510-25001	Customer reported dealer said drain plug fell out after 117 miles at 100,527.	63
123	2021 Kia K5 1.6L T-GDI Gamma II 5XXG24J2XMG**** Oil Drain Pan Assembly Part 21510-2M800	Customer reported tow truck driver and dealer said the drain plug fell out 4,700 miles after service.	158
124	2021 Kia K5	DIYers can't locate factory gasket during first oil change because it's painted on. https://www.youtube.com/watch?v=N4SYgllqBnY	YouTube
125	2019 Kia Optima 2.4L	Customer reported dealer said oil drain plug out 14 days after service.	114
126	2019 Kia Optima LX 2.4L GDI Theta II 5XXGT4L3XKG**** Oil Drain Pan Assembly Part 21510-2G500	Customer reports dealer said plug-out after going 3,180 miles post-service. No prior oil leaks or MILs.	152
127	2017 Kia Optima 2.4L In-Line GDI KNAGT4L3XH5***** Oil Drain Pan Assembly Part 21510-2G500	Customer reports oil leaking and a crack in the pan. Inspected by dealership March 1, 2021. Inspected oil drain pan; front crack; large crack on the pan belly from slight pressure applied.	121
128	2017 Kia Optima LX 2.4L DOHC GDI 5XXGT4L32HG***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported oil drain pan leaking and cracked 34 days after service.	120
129	2017 Kia Optima 2.0L HEV KNAGU4LE4H5****	Complaint to NHTSA 11500505; Incident date November 11, 2022: I am a service provider. On	121

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
	Oil Drain Pan Assembly Part 21510-2E023	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.	
130	2016 Kia Optima 2.4L Theta II 5XXGT4L32GG***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell off 39 days after service.	21
131	2016 Kia Optima 2.4L Theta II 5XXGT4L34GG***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug missing 2,833 miles after service.	22
132	2016 Kia Optima 2.4L Theta II T-GDI 5XXGU4L37GG***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported oil drain plug fell out 3,089 miles after service.	119
133	2015 Kia Optima 2.4L Theta II 5XXGN4A70FG***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 1,786 miles at 53,149.	24
134	2014 Kia Optima 2.4L GDI Theta II 5XXGN4A74EG***** Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11495806 on December 2, 2022: The contact owns a 2014 Kia Optima. The contact stated while driving 70 MPH, the vehicle was shaking with unknown warning lights illuminated. The contact was able to pull over safely and smoke started coming from the vehicle with a smell of burning oil coming from the vehicle. While the vehicle was being towed, the contact saw that oil was leaking from underneath the vehicle. The vehicle was taken to an independent mechanic who stated that the engine needed to be replaced. The vehicle was not repaired. The vehicle was towed to the dealer and the contact was informed that the stated that the oil drain plug was missing. The vehicle was not repaired because the vehicle had open recalls and the recalls could not be repaired because the oil drain plug needed to be replaced first. The manufacturer was contacted and stated that the	176

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		dealer reported the issue. The failure mileage was 101,000. EVOQ Kia Matt Blatt NJ	
135	2014 Kia Rio 1.6L DOHC Gamma KNADM4A35E***** Oil Drain Pan Assembly Part 21510-2B040	Customer reported dealer said drain plug fell out after 1,799 miles at 95,004.	102
136	2021 Kia Seltos 2.0L MPI Nu engine KNDEPCAAXM7***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out 3,188 miles after vehicle's first oil change at 6,885.	100
137	2021 Kia Sorento 2.5L GDI Theta III 5XYRL4LC4MG***** Oil Drain Pan Assembly Part 21510-2S100	Customer reports Dealer or repair facility said oil plug fell out 2,024 miles after oil change service.	130
138	2021 Kia Sorento 2.5L T-GDI Theta-III 5XYRH4LFXMG**** Oil Drain Pan Assembly 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 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.	109
139	2019 Kia Sorento 3.3L GDI Lambda-II 5XYPHDA5XKG**** Oil Drain Pan Assembly Part 21510-3LFB0	Consumer complaint to NHTSA 11524426 regarding incident May 21, 2023: I was told by the dealer, that we had to have it dropped off at {400 miles from home}, that the oil drain plug fell out and the engine seized. there are no previous warning lights no temperature rise the car just stalls, then the warning lights for engine and oil come and by this time your engine is dead. Thank God we where stuck in traffic. Otherwise at cruising speed this could have been a very catastrophic event with the possibility of lose of life. IVOQ	168
140	2017 Kia Sorento 3.3L V6 Lambda II 5XYPHDA58HG***** Oil Drain Pan Assembly Part 21510-3C201	Customer reported dealer said oil drain plug fell out over 3,000 miles and 3 months after service.	106
141	2017 Kia Sorento 2.4L GDI Theta II 5XYPGDA36HG**** Oil Drain Pan Assembly Part 21510-2G500	Consumer submitted complaint to NHTSA 11529357 on June 28, 2023 regarding incident on April 19, 2023: The contact owns a 2017 Kia	174

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		Sorento. The contact stated while driving 75 MPH, the vehicle started to decelerate independently. The contact stated that the low oil pressure, the check engine, and the battery warning lights were illuminated. The contact was able to roll to a stop on the side of the roadway. The vehicle was not drivable. The contact towed the vehicle to the local dealer to be diagnosed. The contact was informed that the drain plug was missing, and that the engine needed to be replaced. The vehicle was not repaired. The manufacturer had not been informed of the failure. The failure mileage was approximately 92,000. EVOQ Arapahoe Kia Centennial CO 80112	
142	2016 Kia Sorento 2.4L Theta II 5XYPG4A3XGG***** Oil Drain Pan Assembly Part 21510-2G500	Customer reported dealer said drain plug fell out after 2,086 miles at 37,769.	28
143	2016 Kia Sorento 2.4L DOHC GDI Theta II 5XYPGDA3XGG***** Oil Drain Pan Assembly Part 21510-2G500	Customer reports oil pan leaking. Inspection shows oil pan is cracked under drain plug.	166
144	2012 Kia Sorento 2.4L DOHC T-GDI Theta II 5XYKT3A60CG**** Oil Drain Pan Assembly Part 21510-2G500	Customer complaint to NHTSA 11516191 on April 9, 2023 regarding incident April 4, 2023: What component or system failed or malfunctioned, and is it available for inspection upon request? The engine seized due to a missing oil plug How was your safety or the safety of others put at risk? The car shut down on the highway with no indication/dash warning lights that there was an issue prior Has the problem been reproduced or confirmed by a dealer or independent service center? Dealership informed me that the oil plug was missing and could not explain why the oil indicator light never illuminated Has the vehicle or component been inspected by the manufacturer, police, insurance representatives or others? Yes, dealership denies fault Were there any warning lamps, messages or other symptoms of the problem prior to the failure, and when did they first appear? NONE IVOQ	153
145	2011 Kia Sorento 2.4L Theta 5XYKT3A17BG***** Oil Drain Pan Assembly Part 21510-3C150	Customer reported dealer said drain plug fell out after 1,084 miles at 14,701.	29
146	2022 Kia Soul 2.0L MPI Nu KNDJ23AU9N7**** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out after approximately one month and 1,000 miles. Customer saw no MILs or oil leaks prior to that event.	160
147	2020 Kia Soul 1.6L T-GDI KNDJ53AF8L7**** Oil Drain Pan Assembly Part Not Listed	Consumer complaint to NHTSA 11515358 on April 4, 2023 regarding incident April 1, 2023: While at a red light the vehicle stalled out and would not restart. The vehicle was pushed into a parking lot and the battery life and oil were	163

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		assessed. It was then determined that there was no oil in the engine by checking the dip stick. Oil was then added and spilled out simultaneously because the oil plug was missing from the vehicle. It was determined that it fell out while driving. The vehicle has 114k miles and had received an oil change 15 days prior. IVOQ	
148	2019 Kia Soul 2.0L GDI Nu KNDJP3A5XK7**** Oil Drain Pan Assembly Part 21510-2E023	Consumer complaint to NHTSA 11245086 on August 19, 2019: Drain plug missing which caused a leak in vehicle, which caused engine to break while driving car stopped working, was towed then found the drain plug was missing please help I have been reading and found other cases like mine on the Kia Soul. My car was stationary on the highway. I had to get it towed to a gas station where I slept in the car overnight then call a tow company to take me to the closest Kia dealership. There they told me their findings. I had an oil change on 05/20/19, at a Kia dealership in MD. Where I believe that my car was not handled professionally hence the cause of my problem.	NT
149	2018 Kia Soul Oil Drain Pan Assembly Part 21510-2B040	2018 Kia Soul owner reports vehicle going approximately 3,500 miles before oil drain plug came out. https://www.kia-forums.com/threads/oil-plug-blow-out-going-down-the-highway.344535/	122
150	2017 Kia Soul	Oil drain plug fell off while driving new-ish car, engine now completely destroyed (\$8500 to replace) [WY] I bought a new 2017 Kia Soul in July 2017 in the state of Washington and moved to my current residence in Wyoming the following month. Since then I have put 16,500 miles on the car and have maintained it in good condition. This past weekend, I was driving on the highway going about 70 mph when the vehicle shut down- the battery and oil warning lights both turned on at the same time, I was no longer able to accelerate, and I was forced to coast onto the shoulder to a safe location. I tried starting the car back up, unsuccessfully. I then called a tow truck provided by my roadside assistance insurance. When the tow truck arrived and pulled the car onto the bed, we noticed a large puddle of oil formed under the car and leaking onto the truck bed. That is when we noticed that the car was completely missing the oil drain plug. We followed the spotted trail of oil back onto the road and concluded that the oil drain plug somehow fell off while driving, drained the oil, and forced the car to disable itself. The tow truck driver suggested I tow the car back to the last place I had an oil change, because usually if this happens, it is because the mechanics did not properly tighten the oil drain plug. The last oil change I had, however, was over 3 months ago after having driven over 5000 miles. According to other forums I have read online about oil drain plugs falling out while driving, their oil had just been changed the same day; is it wrong to think that 3 months and 5000 miles is too long to hold the oil change facility responsible for this? I still had the car towed back to the oil change place and they replaced the oil drain plug and changed the oil. Initially, the mechanics and the	Online Forum

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		<p>manager of the shop said it is highly unlikely that they would be responsible, since it had been over three months since the last time they touched my car. They then tried starting the car back up, but it would not start. The mechanics suggested this might have been due to a “computer issue that only licensed Kia mechanics could fix” at a dealership service center. Since the service center was closed over the weekend, I waited until this morning to have my car towed there and have them try to “hot start” the car. After trying this, however, the Kia mechanics said that the engine was completely seized, or locked up. After turning the engine with a crankshaft, they concluded that the engine is pretty much completely finished, and needs to be fully replaced in order for the car to run again. They estimate the cost to total \$8500, plus labor. This is nearly half the value of my car when I bought it brand new only 8 months ago.</p> <p>Per my request, the manager at the dealership set up an inquiry/claim for Kia’s corporate department, to see if this malfunction with the oil drain plug was possibly due to faulty equipment on the vehicle (perhaps a product that has or will be recalled, or due to heat expansion or some other random effect that caused the drain plug to fall off while driving.). He submitted photos and detailed my version of what happened when the oil drain plug fell off. A few hours later, the manager informed me that Kia corporate had denied liability/responsibility for the damage, also saying that this would not be covered under warranty, and suggested that I go back to the oil change place and pursue them to regain my losses. I should also mention that nearly every person I talked to over the past few days, from the oil change shop, to the Kia dealership, half-jokingly asked me if I had “any enemies”, pretty much implying that somebody deliberately took a wrench to the oil drain plug under my (1ft of ground clearance) Kia Soul, while it was parked in my apartment parking lot. I have comprehensive auto insurance; I contacted them as well, and they said that they do not cover any mechanical issues. When I asked about the possibility of criminal vandalism leading to the mechanical failure, I was transferred to another department, which was closed for the day (I will call them back tomorrow).</p> <p>So here I am, with an 8 month old, \$18,000 car in the shop with a dead engine that will cost over \$8500 to repair, and neither the oil change shop nor Kia will accept any liability. I am not sure what other options I have at the moment, and I am now considering hiring an attorney to regain my losses. For this catastrophic failure to happen to my relatively new car from an issue with a cheap oil drain plug is mindboggling and extremely frustrating. If anyone has any suggestions that can help me in this situation I would really appreciate it. Thanks</p> <p>** [TL;DR]** Oil drain plug fell out of my 2017 Kia Soul w/ 16,500 miles on it. Last oil change was 3 months and 5000 miles ago. Oil change shop denies responsibility from faulty service. Kia Motors denies responsibility due to malfunctioned part. Engine is destroyed, over \$8500 to replace. Considering hiring an attorney. What do I do?</p>	
151	2016 Kia Soul 2.0L DOHC GDI Nu Engine KNDJP3A55G7***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out after 349 miles at 17921.	92

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
152	2016 Kia Soul 2.0L DOHC GDI Nu engine KNDJP3A5XG7***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer said drain plug fell out 2,508 miles after service. Odometer was 106,476 at service.	93
153	2016 Kia Soul 2.0L DOHC GDI Nu KNDJP3A58G7***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported dealer (Kia of Fredericksburg) said oil drain plug fell out 4,067 miles after service.	112
154	2015 Kia Soul 2.0L DOHC GDI Nu KNDJP3A52F7***** Oil Drain Pan Assembly Part 21510-2E023	Customer reported oil drain plug fell out 2,297 miles after oil change service done by extraction (oil drain plug wasn't touched).	125
155	2014 Kia Soul 2.0L DOHC GDI Nu engine KNDJP3A51E7***** Oil Drain Pan Assembly Part 21510-2E022	Customer reported dealer said drain plug fell out after 500 miles at 102,208	95
156	2012 Kia Soul 1.6L DOHC GDI Gamma (without turbo) KNDJT2A55C7***** Oil Drain Pan Assembly Part 21510-2B040	Customer reported dealer said drain plug fell out after 1,820 miles at 95,895.	97
157	2012 Kia Soul	GlassSoul Discussion Starter Jul 5, 2014 So I was driving my 2012 Soul it made an awful noise and I pulled over, turned off, got out and opened hood then looked under car. Huge puddle of oil. It is 26 months old and has 14260 miles, next oil change due at 15500 miles. Had towed to dealer who is only one that has serviced my car. They determined that the oil drain plug fell out. When I asked how that happened the response was "sometimes that just happens". Err no that is not true. Any thoughts? They are saying that the engine is undamaged. https://www.kiasoulforums.com/threads/oil-drain-plug.39177/	Online Forum
158	2012 Kia Soul 2.0L DOHC MPI Nu KNDJT2A67C7**** Oil Drain Pan Assembly Part 21510-2E022	Consumer complaint to NHTSA 11495295 on November 29, 2022 regarding incident on November 11, 2022: Oil plug loosened and fell out resulting in engine failure. IVOQ	175
159	2011 Kia Soul 2.0L Beta KNDJT2A23B7***** Oil Drain Pan Assembly Part 21520-23604	Customer reported dealer said drain plug fell out after 1,469 miles at 90,325.	98
160	2020 Kia Sportage LX 2.4L GDI Theta II KNDPM3ACXL7**** Oil Drain Pan Assembly 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	107

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		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.	
161	2020 Kia Sportage 2.4L GDI Theta II KNDPM3ACXL7**** Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11497988 reported December 19, 2022 (Incident date August 25, 2022): My engine seized while driving. I had it immediately towed to the local Kia dealership for inspection. The technician found that the oil drain plug was missing and the engine seized needing a complete engine repair for about \$14,000. There was no indication from my vehicle that oil pressure was low or that maintenance was required. My vehicle only had 23,027 miles on it when it seized and I take my vehicle to be serviced as required. Warranty said that they will not cover the repair for my vehicle for (outside influence) because I did not get my oil change at a Kia Dealership. I have been denied by Kia customer care with every attempt to get my car repaired under warranty and I continue to be denied. I had my oil changed three months prior to the drain plug falling out and I did not need an oil change for another 2000 miles. This is a brand new vehicle with very low mileage and as a Kia customer I am not protected and with the oil drain plug just mysteriously falling out months after oil change. KIA Warranty continues to deny this and I am suffering greatly with no resolution. The oil company assured that a serious check and cross check, in addition to other procedures, are performed on every oil change that they perform. And their certified lube technicians will never use a pneumatic/power tool to tighten oil drain plugs, and it is done manually using a torque wrench to the manufacturer's specified torque. Even with this information Kia Warranty has continued to deny fixing my vehicle for outside influence. I am desperately seeking a resolution	140
162	2018 Kia Sportage 2.4L Theta II GDI VIN not provided Oil Drain Pan Assembly Part 21510-2G500	Consumer complaint to NHTSA 11196311 on April 22, 2019: Consumer writes in regards to engine failure. *LD consumer sent additional correspondence. *LD the consumer stated the dealer denied assistance with the failure due to an aftermarket oil plug being installed in the vehicle. The dealer advised that the 3rd party who changed the oil should be held responsible for the failure. The engine failed and needed to be replaced. Metal shavings were found in the oil. Consumer's	NT

#	Year/Make/Model/Eng/Oil Drain Pan	Description of Problem	Submitter
		complaint letter to Kia states: “January 29, 2019 the engine in the vehicle failed while I was driving. January 29, 2019 the vehicle was towed to Four Star Automotive where the mechanic found a catastrophically failed engine. January 30, 2019 the vehicle was towed to your service department in West Nyack. Your service department denied to have the vehicle repaired because ‘someone installed an aftermarket oil plug in the vehicle’.... I insisted that the cause of the failure was not the oil plug and I have a mechanic’s opinion to refute these findings.”	
163	2017 Kia Sportage 2.4L In-Line GDI Theta II KNDPMCAC2H7***** Oil Drain Pan Assembly Part 21510-2G500	Customer took vehicle to Auto Repair shop on May 20, 2022; replaced leaking oil pan; odometer was 76,489. Inspection shows oil pan was cracked. PHOTOS show oil pan is cracked with the original factory-painted drain plug.	165
164	2020 Kia Telluride 3.8L V-Shaped GDI Lambda-II 5XYP34HC5LG***** Oil Drain Pan Assembly Part 21510-3LFB0	Painted together factory oil drain plug and gasket.	103
165	2020 Kia Telluride 3.8L GDI Lambda II 5XYP54HC4LG***** Oil Drain Pan Assembly Part 21520-3LFA0	Customer reports Dealer or repair facility said oil plug fell out 4,378 miles after oil change service.	131
166	Hyundai/Kia model not specified	Consumer complaint to NHTSA 11513644 dated March 24, 2023: Hyundai Kia. Constituent writes regarding oil drain pan assemblies. EVOQ	167

Conclusion

Taking all five of our case submissions into account, NHTSA now has evidence of at least 166 complaints including consumer complaints made directly to NHTSA, complaints from aftermarket automotive maintenance experts, and consumer forums. As mentioned in our third submission, we have also been made aware of a significant number of complaints for alleged Hyundai/Kia plug-outs managed by various insurance companies, at least one of which has obtained clearance to make their complaint data available to NHTSA and is now in the laborious process of extracting information from a system not designed for digital searching by vehicle part type.

We thank you in advance for your ongoing consideration of this consumer safety issue and urge you to keep in mind that most of these plug-outs occur while consumers are driving, often at highway speeds, because no warning leakage or MILs precede the event and proper, recommended service does not prevent it. Except for publicly posted complaints, we have once again not provided any identifying information about individual consumers impacted by the H/K oil drain pan assembly defects. We made this decision out of respect for 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.

Dr. Cem Hatipoglu
Acting Associate Director of Enforcement
August 4, 2023
Page 36 of 37

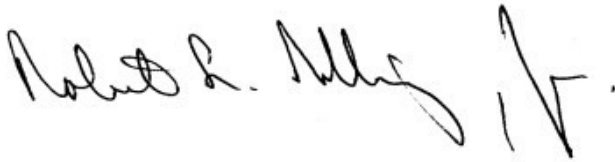
Respectfully,



Joanna L. Johnson, Policy Advisor
Johnson Policy Associates, Inc. for
Christina Bauders, Executive Director
Automotive Oil Change Association
2443 Fair Oaks Blvd. #1177
Sacramento, CA 95825



Roy Littlefield IV
Tire Industry Association, Service Station
Dealers Association & Allied Trades
1532 Pointer Ridge Place, Suite G
Bowie, MD 20716-1883
(800) 876-8372



Robert L. Redding, Jr.
Washington, D.C. Representative
Automotive Service Association
313 Massachusetts Avenue, N.E.
Washington, D.C. 20002
Ph. 202-543-1440
rlredding@reddingfirm.com

cc: Jack Danielson, NHTSA Executive Director

i

2023 In re: Hyundai Kia Engine Litigation II Models	H/K Oil Drain Pan Assembly Part
2010-2012 Hyundai Santa Fe 2.4L Theta II MPI	21510-2G500
2011-2015 Hyundai Sonata Hybrid 2.4L Theta II MPI	21510-2G500

2016-2019 Hyundai Sonata Hybrid/Plug-In 2.0L GDI Nu	21510-2E023
2010-2013 Hyundai Tucson 2.4L Theta II MPI	21510-2G500
2014-2021 Hyundai Tucson 2.0L GDI Nu	21510-2E023
2014 Hyundai Elantra Coupe 2.0L GDI Nu	21510-2E022
2014-2016 Hyundai Elantra 2.0L GDI Nu	21510-2E023 & 2E022
2014-2020 Hyundai Elantra GT 2.0L GDI Nu	21510-2E023
2012-2017 Hyundai Veloster 1.6L GDI Gamma	21510-2B700 & 2B040
2010-2013 Kia Forte 2.4L Theta II MPI	21510-2G500
2010-2013 Kia Forte Koup 2.4L Theta II MPI	21510-2G500
2014-2018 Kia Forte 2.0L GDI Nu	21510-2E022
2011-2016 Kia Optima Hybrid 2.4L Theta II MPI	21510-2G500
2017-2020 Kia Optima Hybrid/Plug-In 2.0L Nu GDI	21510-2E023
2011-2013 Kia Sorento 2.4L Theta II MPI	21510-2G500
2012-2016 Kia Soul 1.6L GDI Gamma	21510-2B040
2014-2019 Kia Soul 2.0L GDI Nu	21510-2E023 & 21510-2E022
2011-2013 Kia Sportage Theta II 2.4L MPI	21510-2G500