



Field Product Quality Report

Printed By: Neem Van der Reest

Case Number - F2923429

10/25/2018 03:35:30 PM

Distributor: KMAReport No.: SO2015MP00043

Region/District: SWIssue Date: 03/15/2015 12:00:00 AM

Dealer Code: AR019Dealer Name: Crain KIA of Conway

Dealer City: ConwayDealer State: AR

Name: KFORS KFORS

Component Group: Please Specify

Component Code: Please Specify

TREAD: 06. Eng + Eng Cooling System 23. Fire

Subject/Title: Customer states vehicle caught on fire while driving

Vehicle Data

Mod: [REDACTED]Model Desc: SOULYear: 2015

VIN: [REDACTED]Mileage: 9

Engine No:Trans No: NAEUE2240949Trans Type: TR

Prod Date: 08/29/2014Deliver Date: 01/24/2015Repair Date: 03/15/2015

Part Information

Part Number: 28768 B2300Part Name: HANGER-EXHAUST PIPE

Condition: Q51Cause:

Part ID/Lot:Other Part No.: 28600 B2310Other Part No.:

Case History

CUSTOMER COMPLAINT

Customer states the vehicle caught on fire while driving

ACTUAL CONDITION

The front rubber muffler hanger for the center muffler is burnt in appearance.

INVESTIGATION RESULTS

The rubber muffler hanger was not on the vehicle when the vehicle was inspectedThe customer states that the rubber muffler hanger was burning and he tried to extinguish the flame by splashing Dr. Pepper on itCustomer states he removed the burning muffler hanger and burnt himselfUnable to determine original mounting position of the rubber hanger since it was removedUnable to determine if the burnt portion of the rubber hanger was facing the muffler or facing away from the muffler since it was removed by the customerThe exhaust system shows no signs of overheatingThe exhaust hanger mounts on three mounting studs; one on the body and two on the mufflerThe rubber muffler hanger showed no signs of burning or melting where it attaches to the three mounting studs which would indicate that the exhaust system did not overheatThe exhaust system shows no sign of foreign material having been on it or melted to it which could ignite and cause the rubber muffler hanger to catch on fireThe engine control module has not fault codes stored in memory as active or historyThe interior carpeting shows no sign damage The engine started and ran normally at the time of inspection

POSSIBLE CAUSE

Unknown

CORRECTIVE ACTION

Replace rubber exhaust hanger

RECOMMENDATIONS

*** CASE CLOSE 04/20/2015 11:03 AM Pacific Daylight Time NVanderreest-FS

*** CASE CLOSE 04/20/2015 11:10 AM Pacific Daylight Time NVanderreest-FS

Attachments

FR_Case_F2923429.doc

***** End Case Report F2923429 *****