



Consumer Assistance Center Case Report

Printed By: SLarez

Case Number - K2536350

08/12/2013 09:51:31 AM

Case Details

Title: Service Alert Escalation dlr states ABS light on and CEL
VIN: [REDACTED] **Mileage:** 24879 **Status:** Working
Year: 2012 **Model:** SOUL
Priority: Priority **Severity:** High **Call Source:** Service Alert – TL
Owner: Steve Larez **Owner Email:** SLarez@crosscountry-auto.com
Case Type Level1: Complaint
Case Type Level2: Quality
Case Type Level3: Engine/Exhaust/Battery/Fuel System
Case Type Level4: Engine Warning Light

Contact Details

Name: [REDACTED]
Phone: [REDACTED]
Address: [REDACTED]
City: [REDACTED]

Dealer Details

Code: IL060
Name: Grossinger Kia

Case History

*** PHONE LOG 07/26/2013 07:01:11 PM (Local Time) sa Action Type:
Dealer :Grossinger Kia
T
S
D
D
V
[REDACTED]

*** This is a Request for Assistance ***

Problem Description :
HISTORY CODES C1623,C1687. SECOND TIME BACK, REPLACED CLOCK SPRING 7/12 24221 MILES.

Diagnostics Performed :
INSPECTED CONNECTORS AND TERMINALS AT EPS AND HECU DIDN'T FIND ANY PROBLEMS. ADDED STAB 22 TO TERNMINALS. OHMED CAN HIGH AND LOW BOTH 0 OHMS AND ARE NOT SHORTED TO GROUND. I DID FIND THAT THE HECU MODULE SMELLS LIKE A BURNT TOASTER, I THINK THE MODULE IS MELTING DOWN INTERNALLY AND THATS WHERE MY CAN LINE IS FAILING. I CAN'T FIND ANY OTHER CAUSES SO I PRETTY SURE THE HECU NEEDS TO BE REPLACED. IDEAS?

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** CASE ACCEPTED 07/29/2013 07:31:00 AM (Local Time) DFerrick
from Queue Service_Alert_TL2CA_CE to WIP West/Central.

*** PHONE LOG 08/01/2013 06:10:21 AM (Local Time) SLarez Action Type: Outgoing call
Customer states.
1. The ESC and ESP lights keep coming on.
2. The dlr replaced the clock spring and also some pump.

Case History

3. The lights are back on
4. The dlr has said it is not a new car anymore and that is so frustrating to hear.
5. The car is doing the same thing now and it is back at the dlr but they are saying I used bad gas
6. I am frustrated because the vehicle is having issue and it is new still.
7. I was told to call here and vent my frustration.
8. I am not sure if they are going to charge me, I had to go to work so the vehicle is there.
9. I am frustrated.

Writer states.

1. I am sorry this is the case.
2. The warranty will cover defects in the material and workmanship and it is up to us to find the issue.
3. I am sorry this is the case.
4. What I can do is communicate with the dlr and if they are going to charge you for it then we can call our DPSM. It is possible those lights do come on because of the bad gas.
5. We can also call them about the repair and recommend they involve tech line.

Customer states.

1. They have called tech line but the lights have come on again.
2. I will call you back if they do charge me for the repairs.

Writer states.

1. Gave name, extension and case number.

*** CASE YANKED 08/01/2013 06:10:30 AM (Local Time) SLarez
Yanked by SLarez into WIPbin default.

*** PHONE LOG 08/02/2013 11:23:58 AM (Local Time) SLarez Action Type: Incoming call
Customer called back

1. I spoke to Sams club about the situation
2. They have not had any reports of bad gas in the last week or so however they are going to do tests.
3. The dlr is sure that it is bad gas and I do not know how they can think that since the same symptom is going on as before and the dlr has replaced parts. Now they say it is bad gas.
4. I am just frustrated.
5. Why do I have to wait two weeks before anything is considered.
6. I am just very frustrated.

Writer states.

1. I understand I am going to wait until I speak to the dlr then I can call you back
2. Let me try now.

Writer called Chris in service and left message for a return call.

Writer states.

1. I left a message for Chris and when I reach him I will call you back

Customer thanked writer for information

*** PHONE LOG 08/02/2013 12:22:41 PM (Local Time) RChacon Action Type: Incoming call
Chris from IL060 stated:
1. I am returning a call

Writer warm transferred to FCM SLarez

*** PHONE LOG 08/02/2013 12:48:01 PM (Local Time) SLarez Action Type: Incoming call
Chris called back
Chris states.

1. customer Bought gas at a sams club.
2. we took a fuel sample and showed him a fuel sample.
3. We told him to go to the gas station.
4. he is very upset about this situation
5. we cannot really offer any type of assistance under warranty
6. The PCM threw codes before.
7. The c.e.l was not on this time and it is bad gas.

Writer thanked dlr for information

Case History

*** PHONE LOG 08/08/2013 01:09:36 PM (Local Time) SLarez Action Type: Outgoing call
Writer called sanford to get a better number for customer

Dlr states.773 547 9255

*** PHONE LOG 08/08/2013 01:12:50 PM (Local Time) SLarez Action Type: Outgoing call
Writer called customer Customer back
writer states.

1. I spoke to service about the situation
2. They advised the vehicle does have bad gas and they indicated they are waiting for an answer.
3. I wanted to find out if that was the case or what the situation

*** PHONE LOG 08/09/2013 07:01:47 AM (Local Time) SLarez Action Type: Incoming call
Customer called back
Writer states.

1. Dlr indicated they showed you the gas and indicated it was contaminated and also stated the concerns did not happen until after the vehicle was filled with gas.
2. I am not a mechanic and we trust the dlrs diagnosed
2. Did you get the test results from Sams Club.

Customer states.

1. I did not.
2. I know I am not a mechanic either, however, I have a hard time accepting the diagnoses.
3. I hope Sams club just tells me it is their gas and takes care of it.
4. The dlr did show me the gas however that could have been any gas.

Writer states.

1. I will update the file and if you need to call me back you can
2. As of now we trust the dlrs diagnoses and are backing the dlr.

Customer thanked writer for information

*** CASE CLOSE 08/09/2013 07:02:10 AM (Local Time) SLarez Resolution Code = Information Given.

*** CASE REOPENED 08/09/2013 01:19:52 PM (Local Time) SLarez
with Condition of Open and Status of Working.

*** PHONE LOG 08/09/2013 01:27:41 PM (Local Time) SLarez Action Type: Web Contact
Customer called back
Customer states.

1. The case is closed.

Writer states.

1. Yes we closed it because the vehicle has bad gas according to our dlrs.
2. We back the dlrs and I am not a mechanic so I cannot say they are incorrect.
3. I documented you are waiting for an answer from sams club.

Customer states.

1. I would still like some help with regards to the situation
2. I will get the vehicle fixed there, I do not have a choice.
3. I was told I have to pay for storage when they called me to day and were very rude.
4. I will get the car fixed there and this is the last time I repair anything there.
5. Please communicate with them to make sure I do not get charged for the storage.
6. I want Kia involved with it.

Writer states.

1. We can do that. Let me call them and I can get back to you.
- 2

*** PHONE LOG 08/12/2013 09:42:22 AM (Local Time) SLarez Action Type: Outgoing call
customer called back
Customer states.

1. Did you hear from the DPSM about the situation

Writer states.

1. No, not yet.
2. I will send him your information now. I did speak to him Friday (no notes saved in case)
3. I do remember him saying he would review it.

Customer states.

1. I hope to hear something today

Case History

Writer states.

1. I will communicate with him to find out what can be considered. If anything
- t

*** NOTES 08/12/2013 09:46:45 AM (Local Time) SLarez Action Type: Manager review

DPSM indicated to customer on Friday.

1. Bad gas is not part of the warranty and the regional office would make a call on reimbursing him if he does get the repair done.
2. I can review the case notes and then get back to you by Monday (today) if i can.
3. Send me the case notes and we can go from here.

Writer thanked DPSM for information

*** PHONE LOG 08/12/2013 09:49:53 AM (Local Time) SLarez Action Type: Outgoing call

Writer called customer back and advised.

1. I am sending him the case notes now.
2. I was told by him on Friday the vehicle would not be covered for the repairs since it is bad gas however he did say to send this case to another office for review.
3. I am going to send him the case notes now.
4. I would expect a call with in two working days if not by the end of the day today. That is if he calls me directly

Customer states.

1. All I know is the same codes have been coming up all along.
2. They replaced parts under warranty the first two times and now they say it is bad gas even though it is doing the same thing.

Writer states.

1. I understand your frustration
2. I will send the case today to the dept. who will review it.

*******End Case Report K2536350*******