

Kia Motors America

Consumer Affairs Department

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]				7	1,322
[REDACTED]				Kemper KIA	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Audio System

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Audio Controller/Display Opera

Case History

Techline case (T2354623) created on 2012-09-12 18:40:10 by Kemper Kia.

Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

Problem Description :

Radio will not turn on.

Customer stated that smoke came from dash when radio cut out.

Diagnostics Performed :**Writer:**

1 - Apologized; understand concern

2 - if you have any further issues in the next year, please contact this office

3 - there are restrictions on outbound email; wtr will send you a letter which reads as if we did not talk

4 - ignore the body of the letter; case no. and wtr information are in heading and closing

Customer:

1 - Thank you

*** NOTES 09/18/2012 07:01 AM US Mountain Standard Time KJohnson Action Type:E-mail sent

"Call me" email sent to customer

*** EMAIL OUT KJohnson Action Type:External email

Send to:[GKaras@kiausa.com]

Kia Motors America
Consumer Affairs Department

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					1,322
					per KIA

Karen @ 46041

George,

Veh has been in twice so far: once for an oil leak, the other time for an audio unit.

I'll dispatch for possible early intervention at regional office.

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it

Because

- 1 - 2012 Soul, 1300 miles, 2 mos. old, orig owner LLC
- 2 - veh has been to dlr for two repairs: oil leak and audio unit
- 3 - cst unhappy
- 4 - dpsm notified

*** NOTES 09/29/2012 12:00 PM Eastern Daylight Time LKahn Action Type:Manager review

RCAA to customer

Dear Mr. Rufa,

Please accept my apologies regarding the inconvenience you have had with your Soul and the radio concern and the oil leak.

If you have any concerns in the future, please do not hesitate to contact me at the number listed below, that is my direct line.

Again, please accept my sincerest apologies, you are a valued Kia customer.

RCAA closing case

*** CASE CLOSE 09/29/2012 12:01 PM Eastern Daylight Time LKahn

Kia Motors America

Consumer Affairs Department

Page 1 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
------------------	-------------------	---------------	------------------	--------------------	----------------

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.

*** PHONE LOG 08/01/2013 06:10 AM US Mountain Standard 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.
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.

Kia Motors America
Consumer Affairs Department

Page 2 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					24,879
					inger KIA

1. Gave name, extension and case number.

*** PHONE LOG 08/02/2013 11:23 AM US Mountain Standard 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 sates.

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 PM US Mountain Standard 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 PM US Mountain Standard 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.I was not on this time and it is bad gas.

Writer thanked dlr for information

Kia Motors America

Consumer Affairs Department

Page 3 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				536350	24,879
				60	Grossinger KIA
					uel Sy

*** PHONE LOG 08/08/2013 01:09 PM US Mountain Standard 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 PM US Mountain Standard 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 AM US Mountain Standard 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 AM US Mountain Standard Time SLarez

*** PHONE LOG 08/09/2013 01:27 PM US Mountain Standard Time SLarez Action Type:Web Contact
Customer called back
Customer states.

1. The case is closed.

Writer states.

Kia Motors America
Consumer Affairs Department

Page 4 of 7

Last name	First name	VIN of	2012 SOUL	Case Number	<u>Mileage</u>
					24,879
					ssinger KIA

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 AM US Mountain Standard 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

Writer states.

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

*** NOTES 08/12/2013 09:46 AM US Mountain Standard 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 AM US Mountain Standard 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

Kia Motors America
Consumer Affairs Department

Page 5 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				K2536350	24,879
				IL060	Grossinger KIA
				y/Fuel Sy	

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.

*** EMAIL OUT SLarez Action Type:External email

Send to:[MHoukal@kiausa.com]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment:

\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K2536350_SLarez_08-12-2013104334.doc>>

*** NOTES 08/12/2013 09:56 AM US Mountain Standard Time SLarez Action Type:Manager review

Forwarding to regional office since this is the third time for the same symptoms

1. Third time for the same repair
2. Same codes coming up on this third visit however dlr is stating it is bad gas.
3. DPSM deferring decision to Regional office
4. Please communicate with customer

*** NOTES 08/12/2013 11:22 AM Pacific Daylight Time MHoukal Action Type:Manager review

DPSM reviewed concern with SM @IL060:

- 1) dealer confirmed that fuel sample was analyzed and found to have water contamination
- 2) Service manager stated that customer was present whan fuel sample was taken - sample subsequently provided to customer
- 3) SM advises there was som miscommunication in re: customer complaint as stated to SA re: warning lamp illumination
- 4) customer provided OK to SM to complete repair

*** PHONE LOG 08/14/2013 09:47 AM Central Daylight Time RMerel Action Type:Outgoing call

Wtr called customer @ 7735479255 on this date, wtr left vm with contact information.

*** PHONE LOG 08/14/2013 09:49 AM Central Daylight Time RMerel Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Page 6 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2012 SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					24,879
					r KIA

1. Wtr asked for clarification of conversation with DPSM
2. Chris stated that the customers vehicle had bad fuel, bought at Sam's Club, The tests showed that the fuel had 80% water, 10% Fuel, and 10% misc compounds.
3. Chris advised repairs have been completed, cust picking up veh on thursday \$800.00 repairs
4. DPSM declined warranty assistance, cust has fuel sample and results of test and will resolve with Sam's club.

4. Wtr asked cust if there is anything further that we can do for him?
5. Cust statted nothing, thanked the wtr for the follow up

*** CASE CLOSE 08/19/2013 02:14 PM Central Daylight Time RMerel
No GW, No hard file

*** PHONE LOG 08/26/2013 09:55 AM US Mountain Standard Time SLarez Action Type:Incoming call
Customer states.

1. I waned to let you know about a situation that happened.
2. The vehicle started to die this weekend when I was on a busy street.
3. The vehicle was loosing gas very quickly
4. Mechanic did not properly secure the hose for the fuel line and that is why the fluid leaked
5. It was by the grace of God that I did not get hurt or the vehicle did not explode.
6. I feel Kia should put gas in car regarding this concern because the dlr did not fix the vehicle correctly.
7. I already felt skeptical because I did not believe I had bad gas, this just puts the icing on the cake.
8. They did not really pay much attention to it either
9. I am not happy with the dlr nor will I speak to them.
10. I would like something about this.
11. The vehicle is fixed and it is in my possession

Writer states.

1. I am sorry this is the case.
2. I can speak to the dlr on your behalf and see what they would like to do so they car accountable for this .
3. I am sorry this is the case. Allow me at least three working days.

*** PRIORITY CHANGE 08/26/2013 09:56:22 AM SLarez

*** PHONE LOG 08/28/2013 12:20 PM US Mountain Standard Time SLarez Action Type:Outgoing call
Customer called back
Customer states.

1. Did you speak to the Kia dlr.

Kia Motors America
Consumer Affairs Department

Page 7 of 7

Mileage

24,879

er KIA

Writer called dlr and spoke to Chris
Chris states.

1. he did come in on a Friday.
2. We did acknowledge the line came loose and we filled up his tank, cleaned the concern and sent him on his way.
3. I am not sure what else can be done with regards to this
4. We have been accountable for this.

Writer got back to customer and advised of comments.

customer states.

1. I am going to handle this on my own, thank you
- 4.

*** CASE CLOSE 08/28/2013 12:21 PM US Mountain Standard Time SLarez

Kia Motors America

Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of	2012 SOUL	Case Number	Mileage
					38,000
					re

Customer alleges vehicle caught fire

*** PHONE LOG 08/16/2016 03:36 PM US Mountain Daylight Time DRustin

Customer states

- 1.anytime wife hit a bump her headlights would shut off
- 2.emergency lights would randomly turn on
- 3.kia in Aniston Al siad they couldnt find anything wrong
- 3.about 2-3 days ago it started doing it again
4. she had taken it to ford and they said you need to take it to kia
5. car caught fire today, total loss

Writer States

- 1.Apologized
- 2.***ran accident script**
- 3.escalated to NCA
4. Advixsd: someone will contact you 2-3 business days

*** PHONE LOG 08/22/2016 10:18 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with Brett Praytor on 8/19

Writer states:

1. Calling in regards to your 2012 Kia Soul

Customer states:

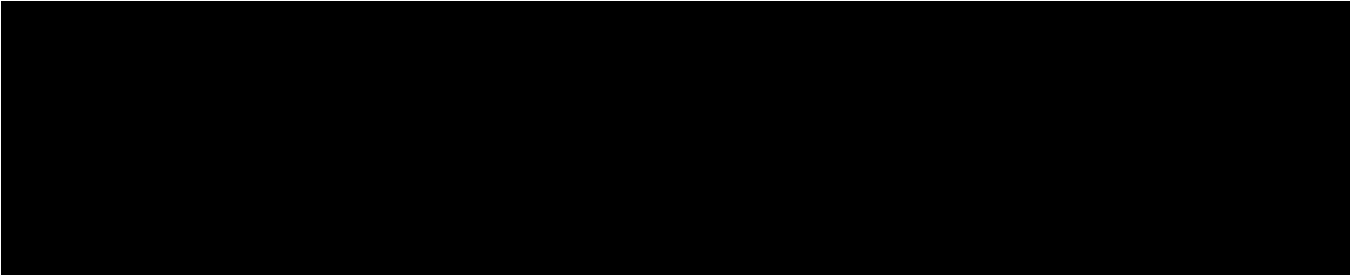
1. There is nothing that can be repaired, everything is burnt
2. This happened Tuesday I believe
3. Right after we got the vehicle from the dealership, it was good for about a week
4. Then about a month, 2 months ago
5. As my wife was driving it, I noticed the headlight would completely shutoff and then turn back on after a few seconds when she hits a bump
6. So we took it up to Kia, that and the steering felt real tight like it had no steering assist, it was intermittent
7. When we went back to pick it up, the mechanic told us he test drove it, there is nothing wrong with it
8. The only thing they found was an update for the radio and they told us it has the electric steering assist
9. Then the problem went away by itself
10. So Monday, my wife drove her vehicle to work
11. She got home and she opens the back of her vehicle and it smells like something was smoking
12. She calls me outside, but we couldn't find anything
13. But inside the back hatch to the right near the taillight, it looks like an access plate, it's a little piece of metal, it was pretty warm
14. So she took it to Pell City Ford where we bought the car from, they said we can't touch anything because it's a Kia
15. Ford told her nothing was wrong and it was safe to drive
16. So we called Kia and they said we can't do nothing until the next day
17. So about a mile from the house, she smelled the burning smell again as she was pulling into the parking spot, she smelled the smoke
18. She went around the back and looked through the back glass and she could see some flames
19. I work for one of the fire departments

Kia Motors America
Consumer Affairs Department

Page 2 of 2

age

000

- 
2. Have you have any other concerns with the vehicle?
 3. Did you have any aftermarket components installed on the vehicle?
 4. What are you requesting from Kia?
 5. I would be more than happy to have your case reviewed if you are able to provide us photos and a copy of the fire report
 6. Sure

Customer states:

1. She is, she's perfectly fine
 2. No, we've only had it for 2 months
 3. No hitch, the vehicle did have an alarm system on it
 4. Mainly I wanted it documented because I did some research and found a recall on the 2011 and 2010 vehicles
 5. That and I don't know what insurance is going to do
 6. I just want to make sure I can get the vehicle completely paid off
- 