



Kia Motors America
Technical Assistance Center

Case Number: T1813596

Vehicle Data

Model/Year: 2010 SOUL PLUS AUTO Engine: Model Code: B2522
VIN: [REDACTED]
Prod [REDACTED]

Dealer/Contact Data:

Dealer: FL116 Sunset KIA of Bradenton
Phone: 9417521000 FAX: 9417520228
Contact: Contact Title: Service District: SO16

Case Details:

Case Title: Brakes - Locking up #
Symptom: Binding DTC:
System: Brakes
Component:

[REDACTED]

would only go 30 mph with the esc light on and a bucking and grinding sound. she finally pulled over when smoke and flames were seen at the front of the vehicle.

vehicle was towed in with soot stains visible on both front wheels. front rotors are severely scored and have turned a reddish color. front pads are blistered and blackened. rear pads look ok and rear rotors have light scoring.

codes c1513 (brake switch error) and c1237 (primary pressure sensor signal) are both present. current data showed the pressure sensor is operating normally at this time, as is the brake switch. suggest that the brake switch is intermittantly shorting, causing a brake apply input to the abs, howver it was not seeing a brake pressure rise in the hecu- resulting in the c1237 code. when the module saw a brake input with no decrease in vehicle speed it assumed a skid condition was taking place resulting in an abs event. this, combined with the customers "flooring it" resulted in the brake damage.

[REDACTED]

[!<For Internal Use Only
customer states brakes caught fire, >!]

*** PHONE LOG 11/11/2010 09:53 AM Pacific Daylight Time ARomo Action Type:Outgoing call
WRITER REVIEWED CASE WITH MWIRZ WHO ADVISES TO HAVE TECHLINE RECOMMEND REPAIRS, MAKE DPSM AWARE, AND ESCALATE CASE TO THE REGION.

1. Called and spoke to RHicks
2. Reviewed case in detail
3. RHicks to request pictures to add to case and share with NCA
4. Techline to contact dealership and recommend repairs to the dealership directly
5. Brake switch to be replaced, front pads, rotors, machine rear rotors as well as a wheel detail and assessment of damage
6. Advised that once tech case is escalated to KCC for customer contact, writer will request that case be escalated to the regional level for further review for goodwill consideration.
7. Requested that DPSM be made aware of concern

*** PHONE LOG 11/11/2010 09:54 AM Pacific Daylight Time RHicks Action Type:Incoming call
rhicks@kiausa.com

- talked to Ted
- requested pictures of outside wheel, brake pads, rotors, and caliper (inspect caliper seals closely)
- replace brake switch, front brake rotors & pads
- Inspect runout and thickness and machine rear rotors (replace if found out of spec)
- clean wheels
- contact DPSM
- Attach pictures to case and e-mail to above address with case # on subject line

*** NOTES 11/12/2010 05:46 AM clarify Action Type: Manager review
*** Performed by contact: Theodore Schnetker, 9417521000

[REDACTED] exposure...) you would recommend replacing the calipers and hoses. although blackened there is no actual melting of the piston seals or slider boots, or visual damage to the exterior of the caliper hoses.

*** PHONE LOG 11/12/2010 09:32 AM Pacific Daylight Time MKeiser Action Type:Incoming call
to be safe for sure replace them.

[REDACTED] uid and test drove, all ok at this time.



Kia Motors America Technical Assistance Center

Case Number: T2057046

Vehicle Data

Model/Year: 2010 SOUL EXCLAIM AUTO

Engine:

Model Code: B2542

Mileage: 14,232

Warranty Start Date: 06/29/2010

Dealer/Contact Data:

Dealer: FL039 Lokey KIA

Phone: 7277994499

FAX: 7273731136

Contact:

Contact Title:

Service District: SO14

Case Details:

Case Title: Engine - No Start - Engine mechanical #

Symptom: No Crank

DTC:

System: Engine Mechanical

Component:

Resolution:

Problem Description :

customer vehicle arrived on a hook. cust states loud noise, flame from under hood. now no start.
found valve cover blown off in pieces. found remains of hydrogen kit (electrolysis box/hoses/cut wires) kit was not hooked up at time of arrival.

Diagnostics Performed :

I spoke with the installer of hydrogen kit - it was removed from duty 6 weeks ago. removed spark plugs and tried to turn engine with a wrench - would not rotate forward. rotated backward - freed engine. it now turns freely. Have not attempted to run engine (has no cover, spark plug wires broken)
I have pictures that I can send to e-mail from my personal e-mail account (virus free).

customer stated he was having trouble with his battery. had it on charger for a couple hours prior to the startup that made the fireball explosion.

Additional Comments: customer stated he was having trouble with his battery. had it on charger for a couple hours prior to the startup that made the fireball explosion.

*** PHONE LOG 09/07/2011 07:49 AM Pacific Daylight Time RHicks Action Type: Incoming call

Advice 1: Send pictures for now

we can talk on the phone

direct phone number ?

Rhicks@kiausa.com

*** PHONE LOG 09/07/2011 01:04 PM Pacific Daylight Time RHicks Action Type:Incoming call

Advice 1: NOTE: THIS IS NOT A WARRANTABLE REPAIR

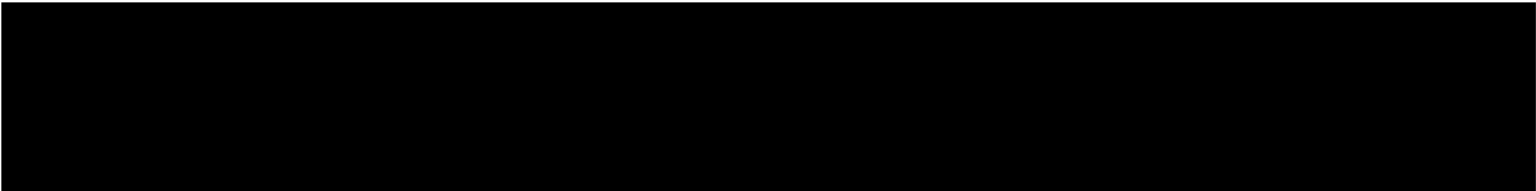
Visual damage from an explosion from an added Hydrogen kit.

- Advised technician to see if there is any mechanical damage to engine.
- Provide customer with detailed estimate to repair

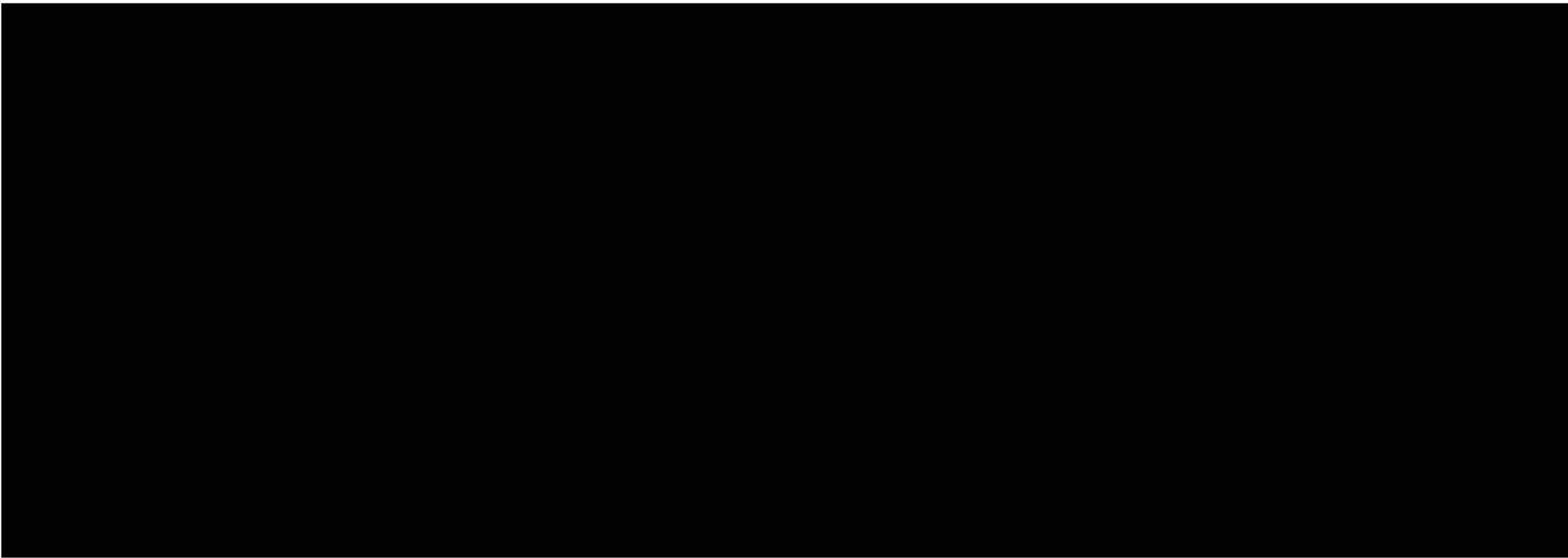
Advice 2: t



Here is one that I thought you might want a heads up about. Looks like customer added a hydrogen kit to get more performance and something went wrong.



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Kia Motors America Technical Assistance Center

Case Number: T2343424

Vehicle Data

Model/Year: 2010 SOUL SPORT AUTO

Engine:

Model Code: B2582

VIN [REDACTED]

Mileage: 48,435

Prod Date: 09/15/2009

Warranty Start Date: 04/09/2010

Dealer/Contact Data:

Dealer: GA033 KIA Autosport

Phone: 7063414444

FAX: 7063414498

Contact:

Contact Title:

Service District: SO06

Case Details:

Case Title: Engine - No Start #

Symptom: No Start

DTC:

System: Engine Electrical

Component:

Resolution: replaced starter

Case History

[REDACTED]

Problem Description :

the vehicle came in in january with a no start . we found that the ignition switch was blowing the 40 amp fuse. she just came back today , 8 months later , with the the 40amp fuse blown . could this be another bad ignition switch or have you seen this alot on a 2010 soul ? everything checks out normal now and i have started the vehicle about 30 time with no problem .

Diagnostics Performed :

checked circuts and replaced fuse

[REDACTED]

I couldn't find any known cases.

Advice 2: Any after market accessories installed in the vehicle?

[REDACTED]

Advice 1: Paul, please replace the switch and retest. Thanks.

*** PHONE LOG 10/22/2012 08:12 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact

Advice 1: Paul, it returned with a blown fuse again?

*** PHONE LOG 10/22/2012 08:51 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact

Advice 1: Paul, does the customer say the starter is hanging up and still engaging after the engine has started?

es . it did

*** PHONE LOG 10/22/2012 10:12 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact

Advice 1: Paul, was the battery possibly jumped backwards? Positive on negative/ negative on positive posts?

Result of Advice 1:there were no burn marks and the vehicle left here and was driven for a week before this problem with the fuse occurred again . also the vehicle's battery was just cranking slow , it had not died completely .

Additional Comments:n/a

*** PHONE LOG 10/22/2012 10:44 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact

Advice 1: Paul, the difficult part is, we need it to happen more often so we can properly diagnose it.

Additional Comments:n/a

*** PHONE LOG 10/22/2012 12:47 PM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact

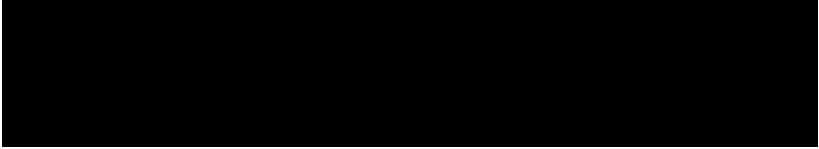
Advice 1: With out this vehicle acting up, I am unsure in which direction to lead this diagnosis. Kind of like finding a needle in a hay stack. I don't want to waste your time.

Advice 2: Is the start 10a fuse not blowing?

Advice 3: My gut feeling is this vehicle may have a bad starter or a connection issue from the starter to the ER junction box.

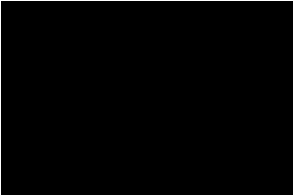


*** PHONE LOG 10/23/2012 07:23 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Paul, contact your DPSM and see if they want you to move forward with diagnosing this vehicle.



*** CASE CLOSE 11/01/2012 08:03 AM Pacific Daylight Tim

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced starter





Kia Motors America Technical Assistance Center

Case Number: T2542918

Vehicle Data

Model/Year: 2010 SOUL PLUS AUTO

Engine:

Model Code: B2522

VIN:

Mileage: 35,964

Prod Date: 09/23/2009

Warranty Start Date: 04/09/2010

Dealer/Contact Data:

Dealer:

Phone:

Contact:

Contact Title:

Service District: CE05

Case Details:

Case Title: Lighting - External - Head lights inop #

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component:

Resolution:

Case History

Problem Description :

VEHICLE HAS NO BRIGHTS. NORMAL HEADLIGHTS OPERATE JUST FINE BUT BRIGHTS WILL NOT ILLUMINATE AND INDICATOR DOES NOT COME ON THE DASH.

Diagnostics Performed :

I RULED OUT THE BULBS SO WE HAVE TWO KNOWN GOOD BULBS THEN I FOUND BOTH 10 AMP HEADLAMP FUSES MELTED. REPLACED THOSE AND STILL NO OPERATION. I RULED OUT ANY RELAY MALFUCTION USING KNOWN GOOD RELAYS WITH NO CHANGE. I HAVE NO POWER TO HEADLAMPS UNDER BRIGHTS. SO FROM THERE I HAVE 12V AT MY 20AMP HEADLAMP HIGH AND LOW FUSE. I HAVE 12V GOING INTO THE COIL ON THE RELAY FOR LOW HEADLAMPS AND 0V GOING INTO COIL OF HIGH RELAY. THIS LEADS ME TO BELIEVE MY BREAK IN THE CIRCUIT IS IN THE JUCTION BOX. ALSO WITH FUSE BEING MELTED AND BLOW CONCERNS ME ABOUT THE OPERATION OF THAT UNIT. MY THOUGHT IS TO REPLACE THE ER JUNCTION BOX WICH IS AN ENTIRE HARNESS THAT REQUIRES SOME APPROVAL. DOES THIS SOUND RIGHT OR ANYTHING ELSE I SHOULD LOOK AT? ANY ADVICE WILL BE APPRECIATED THANKS

Result of Advice 1:yes my mistake. i looked at my diagram wrong. ok but yes still no power to relay but i do have power on both sides of acon fuse and fuse is in good working order.

Additional Comments:is there a connector not shown in the diagram to inspect a pin fit issue? there has to be some really

high resistance to melt the fuses like they where

*** PHONE LOG 08/07/2013 06:54 AM Pacific Daylight Time SOkimura Action Type:Web Contact

Advice 1: Tim, I do not know of any connectors not listed. So you have confirmed an open between pin 5 of the high relay and the A/CON fuse. Take a peek under E/R box lower cover? Sounds like you need to replace the E/R box.