



Kia Motors America Technical Assistance Center

Case Number: T2211693

Vehicle Data

Model/Year: 2011 SOUL +

Engine:

Model Code: B2522

VIN:

Prod

Dealer/Contact Data:

Dealer: VA006 Southern KIA Greenbrier

Phone: 7574246380

FAX: 7574242116

Contact:

Contact Title:

Service District: SO12

Case Details:

Case Title: Engine - No start - Engine mechanical #

Symptom: No Start

DTC: P0011

System: Engine Mechanical

Component:

Resolution:

Case History

Problem Description :

VEHICLE RAN LOW ON OIL NO EVIDENCE OF LEAKS. HEATED CAMSHAFT AND MELTED VALVE COVER/HEAD/CAMSHAFT/SPROCKET...

Diagnostics Performed :

REMOVED VALVE COVER TO CHECK FOR SLUDGE BUILD UP. ENGINE SEEMS TOO CLEAN. CYLINDER HEAD LOOKS NEW (CORNERS OF METAL AREN'T ROUND BUT HAVE RIGID EDGES STILL-LIKE NEW OUT OF THE BOX) LOOKS AS IF OIL WAS UNABLE TO GET TO CAMSHAFT AND CAUSED COMPONENTS TO HEAT AND MELT. ENGINE HAS NO COMPRESSION. ENGINE NOW HAS PROPER LEVEL OF OIL AND IS VERY CLEAN. IS THIS GOING TO BE COVERED UNDER WARRANTY- WE HAVE NO HISTORY ON THIS VEHICLE AFTER THE PDI WAS PERFORMED ON LOT.

*** PHONE LOG 12/19/2011 05:58 AM Pacific Daylight Time RHicks Action Type:Web Contact

Advice 1: Keith,

We have seen some camshaft failures, reason unsure.

- Get all remaining repair approval from your DPSM



Kia Motors America Technical Assistance Center

Case Number: T2257532

Vehicle Data

Model 2011 SOUL + B2522

VIN:

Pro

Dealer/Contact Data:

Dealer

Phone

Conta

Case Details

Case Title: Engine - Overheats #

Symptom: Overheating

DTC:

System: Engine Mechanical

Component:

Resolution:

I was looking at the throttle body and found that it was not closing all the way, it was getting stuck and you had to force it shut and it would idle properly. But once you hit the gas again it would get stuck at 2000rpm. I can not see anything blocking it or anything that it is getting hung up on. The only thing that I can think of is that from it getting so hot it could possibly have warped the throttle plate or relaxed the spring that closes the throttle.

[REDACTED]

[REDACTED]



Kia Motors America Technical Assistance Center

Case Number: T2476228

Vehicle Data

Mod

VIN:

Pro

Dealer/Contact Data:

Dealer: OH054 Vandevere KIA

Phone: 3302538800

FAX: 3302535553

Contact:

Contact Title:

Service District: CE02

Case Details:

Case Title: Engine - No Start - Electrical system #

Symptom: No Crank

DTC:

System: Engine Electrical

Component:

Resolution:

Case History

customer states vehicle would not shut off and smoke was coming from the front engine area, vehicle will not start now and there is no power to windows or the sunroof

Diagnostics Performed :

verified concern performed visual inspection found the wires to the starte have caught fire, checked fuses,all check ok found the two fuses to window fuses to hav e no power but vissual see no breaks in the fuses,there is power on both sides to th connector on backside of junction box inside vehicle, headlamps are inop tail lamp are inop door locks work window inop sunroof is inop, could this b e an internal junction box failure that could have over ran the starter feed causin starter to short and catch the wires on fire from to much heat? voltages are ok vehicle will not crank

*** PHONE LOG 04/29/2013 07:02 AM Pacific Daylight Time RHicks Action Type:Web Contact

Advice 1: Can several Pictures of damage be taken and added to case or e-mailed directly to rhicks@kiausa.com

Is it possible to tell where it started to establish cause?

Result of Advice 1:well the only damage i have found is the melting of the starter wires, i can take pictures and send them

Bob

You have been sent a Techline 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 Techline Assistance Center at 949.470.7142 AND delete this email.

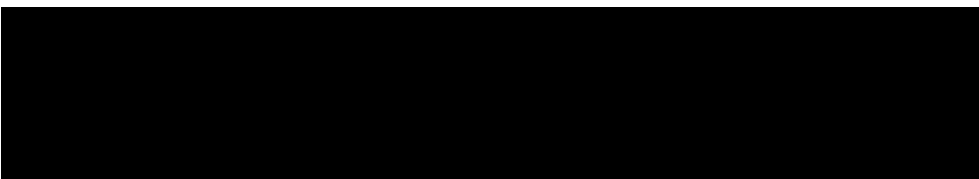
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*** PHONE LOG 04/29/2013 07:27 AM Pacific Daylight Time RHicks Action Type:Web Contact

Advice 1: Scott,

Do you think repair or replacement of that harness is best

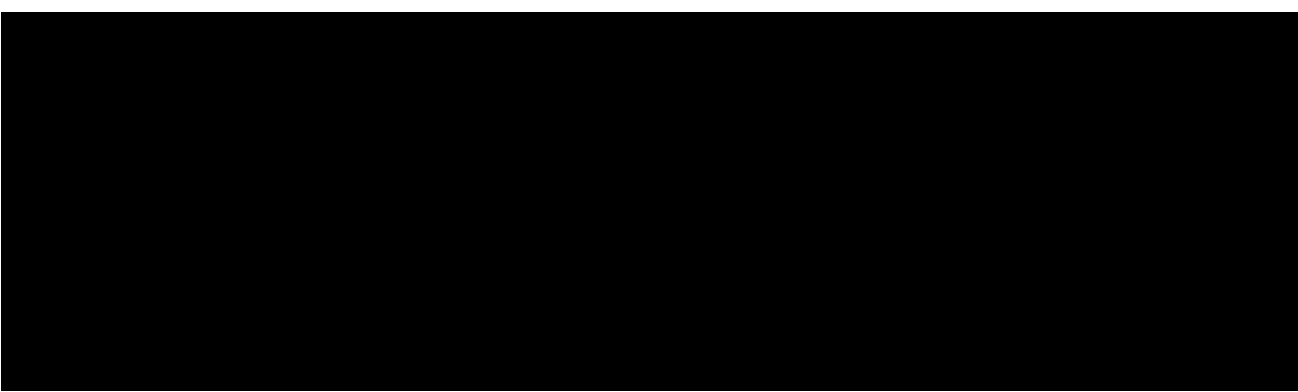


*** PHONE LOG 05/05/2013 01:33 PM Pacific Daylight Time RHicks Action Type:Web Contact

Advice 1: PLease update and or close the case as necessary

Thank You

Techline





Kia Motors America Technical Assistance Center

Case Number: T2781740

Vehicle Data

Model/Year: 2011 SOUL SPORT

Engine:

Model Code: B2582

VIN

Pro

Dealer/Contact Data:

Deale

Phon

Conta

Case Details:

Case Title: MIL - No communication -

Symptom: Warning Light On

DTC:

System: Brakes

Component:

Resolution:

Case History

B) CUSTOMER STATES WAS DRIVING AND SAY SMOKE COMING FROM UNDER THE HOOD AND PULLED OVER AND RAISED HOOD AND WAS SMOKING AND USED A FIRE EXTINGUISHER TO GET IT TO STOP THE SMOKING. ALL WARNING LIGHTS ON DASH ARE ON. ENGINE ABS BRAKE AIR BAG TPMS ESC

Diagnostics Performed :

CAR WAS DRIVEN TO SHOP. SCANNED FOR CODES BUT COULD NOT COMMUNICATE WITH ANY OF THE MODULES. COMMUNICATION FAILURE TRIED MULTIPLE TIMES. INSPECT AND FOUND THAT THE HECU MODULE COVER CAME OFF AND FELL AGAINST THE FIREWALL INSULATION AND MELTED THE INSULATION AND PART OF THE WIRING HARNESS THAT RUNS ALONG FIRE WALL. REMOVED HECU CONNECTOR AND FOUND PIN 1 WAS MELTED IN THE HARNESS CONNECTOR. DID CHECK FUSES IN ENGINE COMPARTMENT FUSE BOX ALL FUSES GOOD. NO LEAKS ARE EVIDENT OR ANY AFTERMARKET DEVICES.

*** PHONE LOG 08/28/2014 05:41 AM Pacific Daylight Time SOkimura Action Type:Outgoing call

Advice 1: Kevin, please have your manager notify your DPSM, park the vehicle and wait for someone from Kia Consumer

approval.

I am starting replacement of harness and hecu, i noticed on the new harness the power lead coming out of the fuse box is at the opposite end of the one that came out of the vehicle, it is attached to the post that according to the wiring diagram the positive battery cable should go

Additional Comments:I am starting replacement of harness and hecu, i noticed on the new harness the power lead coming out of the fuse box is at the opposite end of the one that came out of the vehicle, it is attached to the post that according to the wiring diagram the positive battery cable should go

nt,

Result of Advice 1:Installed harness and hecu, using gds was unable to communicate with hecu, was able to talk to all other modules, disconnected hecu connector and tested for power and ground, found had no power to pin 25 at connector, test circuit and wiring multiple times for continuity and ability to carry current, checked can lines and found proper resistance, reseated connectors inside vehicle, tested maxi fuse again and at terminal abs2 fuse had poor solder joint inside and could wiggle fuse and create an open.

Additional Comments:Waiting on new maxi fuse



Kia Motors America Technical Assistance Center

Case Number: T2850372

Vehicle Data

Model/Year: 2011 SOUL +

Engine:

Model Code: B2522

VIN:

Prod

Dealer/Contact Data:

Dealer: TX125 Southwest KIA Rr

Phone: 8882260114

FAX: 5126175001

Contact:

Contact Title:

Service District: SW05

Case Details:

Case Title: Engine Mechanical - Coolant in the cylinders

Symptom: Warning Light On

DTC: P0117, P0125

System: Engine Mechanical

Component:

Resolution:

Case History

*** NOTES 12/10/2014 12:17 PM clarify Action Type: Dealer contact

*** Performed by contact: Tyler Truss,

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

Problem Description :

check engine light on

c/s light came on when smoke came out of engine compartment.

Diagnostics Performed :

Vehicle towed into shop. Upon inspection of vehicle, found no coolant in cooling system. Also, found that it was cranking but not firing up like it had no compression. Started adding coolant and WITHOUT using a compression tester there was coolant coming up from the spark plug tubes.

*** PHONE LOG 12/10/2014 01:17 PM Pacific Daylight Time MGoldwasser Action Type: Outgoing call

Advice 1: Tyler,

Please report your findings to your DPSM and get authorization to remove the cylinder head for inspection. The head and the block deck will need to be straight edge to check for warpage.

*** NOTES 12/12/2014 06:38 AM clarify Action Type: Dealer contact

*** Performed by contact: Tyler Truss,

Result of Advice 1: head is cracked in two places on top. also the cam sensor (hall effect) is completely melted to the inside and outside of the head. there is .008 in warpage in head and block. there is also a piece of the cylinder 1 piston that is missing.

*** PHONE LOG 12/12/2014 07:46 AM Pacific Daylight Time MGoldwasser Action Type: Outgoing call

Advice 1: Tyler,

[REDACTED]

[REDACTED]