



**Kia Motors America
Technical Assistance Center**

Case Number: 12729696

Vehicle Data

Model/Year: 2012 SOUL

Engine:

Model Code: B1512

Dealer/Contact Data:

Dealer: TX097 Southwest KIA-Nw

Phone: 8882260114

FAX: 2146942880

Contact:

Contact Title:

Service District: SW06

Case Details:

Case Title: Engine Mechanical # Case for warranty authorization

Symptom: Damage (General)

DTC:

System: Engine Mechanical

Component:

Resolution:

*** Web - Advice created on 05/18/2018 13:43:42 and created by Michael Goldwasser ***

1: Mark,

Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly. Please reference Pitstop article PS539 (ENGINE COMPONENT RE-USE GUIDELINES) for specifics on which engine parts can be cleaned and reused and which ones should be replaced.

*** 05/18/2018 13:44:06 ***





Kia Motors America Technical Assistance Center

Case Number: T2229372

Vehicle Data

Model/Year: 2012 SOUL +

Engine:

Model Code: B2522

Dealer/Contact Data:

Dealer: MD042 Bayside KIA of Waldorf

Phone: 3016451711

FAX: 3018435916

Contact:

Contact Title:

Service District: SO11

Case Details:

Case Title: Brakes - Improper Engagement # C1513 C1237 possible locking up

Symptom: Binding

DTC: C1237, C1513

System: Brakes

Component:

Resolution:

Case History

Problem Description :

Customer states the vehicle lost power while driving uphill. cust. stated it would not travel any faster than 40 mph. Traction control light did come on while customer was driving and is still on. customer stated that they saw smoke coming from engine compartment , and smelled an electrical type of smell.

Diagnostics Performed :

Checked for codes , found C1237-Primary Prssure Sensor-Signal . and C1513-Brake switch Error. Visual inspection underhood , no evidence of anything burning or melting.

Are this are special allegation ? We have received two calls this morning requesting permission to order master cylinders ?

Thanks

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.

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.





**Kia Motors America
Technical Assistance Center**

Case Number: T2246190

Vehicle Data

Model/Year: 2012 SOUL !

Engine:

Model Code: B2542

VIN:

Pro

Dealer/Contact Data:

Dealer: FL117 Fuccillo KIA of Cape Coral

Phone: 2392427000

FAX: 2392427001

Contact:

Contact Title:

Service District: SO16

Case Details:

Case Title: Lighting - External - Head lights inop #

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component:

Resolution: REPALCED THE RF HEADLAM

Case History

FOUND RF HEADLAMP BULB NOT WORKING

Diagnostics Performed :

FOUND BULB BLOWN. REPALCED BULB, STILL DID NOT WORK. CHECKED 12V POWER AT PIN #3 CONNECTOR ENG15- 12V POWER OK, CHECKED PIN#7 TO GROUND FOR CONTINUITY- OK (.3 OHMS RESISTANCE). CHECKED CONTINUITY FROM PIN#3 ON HEADLAMP TO BULB CONNECTION- OK CHECKED CONTINUITY FROM PIN#7 ON HEADLAMP TO BULB CONNECTION-OPEN. REMOVED HEADLAMP AND FOUND NEGATIVE TERMINAL PUSHED OUT OF CONNECTOR AND CONNECTOR MELT AND NEGATIVE TERMINAL MELTED TO CONNECTOR.

*** RESEARCH LOG 03/03/2012 08:54 AM Pacific Daylight Time DRichmond Action Type:Administrative task

Thanks for opening case and good job.

*** CASE CLOSE 03/03/2012 08:55 AM Pacific Daylight Time DRichmond

Resolution Code: Elec Short to Ground

CLOSING COMMENTS

REPALCED THE RF HEADLAMP ASSY.



Kia Motors America Technical Assistance Center

Case Number: T2404297

Vehicle Data

Model/Year: 2012 SOUL

Engine:

Model Code: B1511

Dealer/Contact Data:

Dealer: MA045 KIA of Dartmouth

Phone: 5089992542

FAX: 7742027828

Contact:

Contact Title:

Service District: EA03

Case Details:

Case Title: Engine Mechanical -

Symptom: No Crank

DTC:

System: Manual Transmission

Component:

Resolution:

Case History

Problem Description :

cs when she pulled over see had a cloud of smoke coming out of the hood. check all fuses and nothing wrong with fuses. battery was very low and when i try to jump start the vehicle only clicks no crank.

Diagnostics Performed :

try cranking the engine by hand but motor would not spin at all, feels like motor is seized. removed spark plugs and checked all plugs are good, check depth of piston all cly. are level the same. raised vehicle and found dust along the trans and engine. removed the transmission bolt cover and looks like pieces of the clutch pads when i pulled it out. would the trans have to be split to check if either the trans is bad or the engine?

*** PHONE LOG 12/14/2012 07:40 AM Pacific Daylight Time RHicks Action Type: Web Contact

Advice 1: Sounds like the clutch is bad, this shouldn't have had an effect on the engine
remove transmission and see if engine then rotates

Result of Advice 1: split trans apart from engine, yes the clutch was very bad. the engine spun freely and trans splin was spinning. manager spoke with dpsm about concern due to techline was closed friday afternoon. clutch was ordered and replaced today. the vehicle still won't start. check power at eng96 of starter, when turning ignition and i do have power everytime the key is cycle.

Result of Advice 1:i placed a jump wire to to the starter and starter did not engaged at all. how do we test the starter on GR8 and [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



Kia Motors America Technical Assistance Center

Case Number: T2464399

Vehicle Data

Model: 2012 SOUL + B2522
VIN: [REDACTED]
Prod: [REDACTED]

Dealer/Contact Data:

Dealer: IN019 Gurley Leep KIA

Phone: 5742565427

FAX: 5742596338

Contact:

Contact Title:

Service District: CE13

Case Details:

Case Title: MIL - PCM - P0303

Symptom: Warning Light On

DTC: P0303

System: Engine Electrical

Component:

Resolution:

Case History

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Problem Description :

Vehicle was in last week with a P0302 and I found the ignition coil melted down between the rubber plug boot and metal sleeve above that. Replaced that coil and released.

Diagnostics Performed :

Vehicle returned today with same issue but a P0303. inspection revealed that #3 coil was melted just like #2 last week, Inspected #1 and #4 coils and found they are also just beginning to melt in the same area. Looking at the spark plugs they look really good. All connectors look good and there is no signs of water or anything else in the plug holes.

I'm replacing the rest of the coils today (#s 1,3,4). Would like to know if this is an issue anyone has seen?

*** PHONE LOG 04/08/2013 10:53 AM Pacific Daylight Time RHicks Action Type:Web Contact

Advice 1: Dan,

Nothing really common, sounds like a PCM coil driver fault or a short in the coil control circuit ?

we have had a few reported engine harnesses reported shorted for other faults - under back side of engine, I don't have the



**Kia Motors America
Technical Assistance Center**

Case Number: T2528865

Vehicle Data

Model/Year: 2012 SOUL +

Engine:

Model Code: B2522

VI

Pr

Dealer/Contact Data:

Dealer: FL109 Deland KIA

Phone: 3867347800

FAX: 3867340618

Contact:

Contact Title:

Service District: SO03

Case Details:

Case Title: HVAC - Blower inop #

Symptom: Blower Motor Inop

DTC:

System: Heating Ventilation & Air Cond

Component:

Resolution:

Case History

Problem Description :

HVAC SYSTEM INOP. WILL NOT BLOW ON ANY SPEEDS.

Diagnostics Performed :

INSPECTED BLOWER MOTOR CONNECTION NO POWER GOING TO BLOWER MOTOR. INSPECTED ALL FUSES, FUSES ARE GOOD WITH GOOD POWER. INSPECTED BLOWER MOTOR RHEOSTAT ITS FUNCTIONING PROPERLY

*** PHONE LOG 07/17/2013 11:11 AM Pacific Daylight Time SOKimura Action Type:Web Contact

Advice 1: Alejandro, remove blower relay from E/R box, check for B+ at pins 1 & 5, ground on pin 3. If yes jump pins 1 & 2 with blower switch on any speed and check operation.

Result of Advice 1:Had relay in stock, replaced relay, HVAC system working properly now.





Kia Motors America Technical Assistance Center

Case Number: T2793193

Vehicle Data

Model: 2012 SOUL + B2522

VIN:

Prod

Dealer/Contact Data:

Dealer: MA039 Pride KIA

Phone: 7815961010

FAX: 7815933482

Contact:

Contact Title:

Service District: EA02

Case Details:

Case Title: HVAC - Blower inop #

Symptom: Blower Motor Inop

DTC:

System: Body Electrical

Component:

Resolution:

Case History

[REDACTED]



Kia Motors America Technical Assistance Center

Case Number: T3018224

Vehicle Data

Model/Year: 2012 SOUL

Engine:

Model Code: B1512

VI

Pr

Dealer/Contact Data:

Dealer: WA008 KIA of Puyallup

Phone: 2532868000

FAX: 2532866061

Contact:

Contact Title:

Service District: WE08

Case Details:

Case Title: Unusual Noise - Engine # Knocking

Symptom: Unusual Noise

DTC:

System: Engine Mechanical

Component:

Resolution:

Case History

Problem Description :

The eng light is flashing and on the freeway the eng started knocking and then smoke came out of the hood.

Diagnostics Performed :

Lifted the car to find that there is three holes in the block and the plastic on the lower part of the eng are melted and some wires are also melted on the eng harness.

*** PHONE LOG 08/27/2015 01:00 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact

Advice 1: Ray,

Based off of your information you will need to open a pwa engine case and request authorization to replace the long block as this is what will be needed to correctly repair this vehicle. Make sure to fill out the core data form completely and to have your service manager sign it as well as yourself. Next attach the core data form to the case per pitstop 410. To retrieve the form look under fixed ops and scroll down to WRTY143 eng form. Make sure to list the Tech line case number in the pwa case. Thank you,



Kia Motors America Technical Assistance Center

Case Number: T3037645

Vehicle Data

Model/Year: 2012 SOUL +

Engine:

Model Code: B2522

VIN:

Prod

Deale

Dealer: CT029 KIA of Stamford

Phone: 2038838888

FAX: 2038838889

Contact:

Contact Title:

Service District: EA04

Case Details:

Case Title: HVAC - Blower inop # stuck on high melted relay connector

Symptom: Damage (General)

DTC:

System: Heating Ventilation & Air Cond

Component:

Resolution:

Case History

Problem Description :

the ac relay connector its melt. so now it makes the relay not work so its stuck on 4th spedd.

Diagnostics Performed :

replace the relay. try to clean the connector was much as possible but its doesn't connect correcty

*** PHONE LOG 09/25/2015 05:51 AM Pacific Daylight Time SCamarillo-TL Action Type:Outgoing call

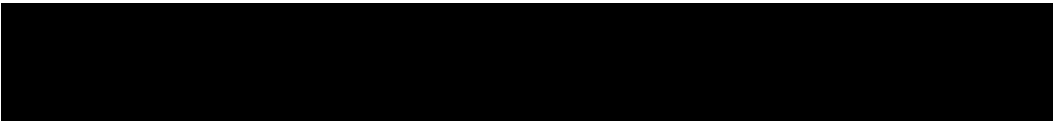
Advice 1: Get DPSM approval to replace the harness if the connector cannot be replaced separately.

Additional Comments:I checked with the parts department and the connector is not available by itself. I checked in the re box where we keep the spare pig tells and not there neither. I guess we would replace the harness

*** PHONE LOG 09/25/2015 06:07 AM Pacific Daylight Time SCamarillo-TL Action Type:Outgoing call

Advice 1: Thanks for checking, get DPSM approval to replace the harness.

** Admin Note ***

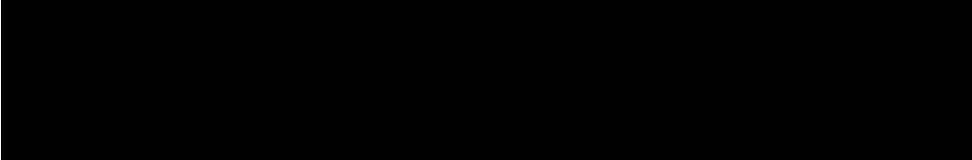


Result of Advice 1:working on it.

Additional Comments:part got the ac harness and now im waiting for the car to come back.

*** PHONE LOG 10/08/2015 12:23 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact

Advice 1: Close this case and complete the Technician Satisfaction Survey. If you require further assistance after the parts are replaced, please contact Techline at (800) 494-4542 and put in the case number. Thank you.





Kia Motors America Technical Assistance Center

Case Number: T3067852

Vehicle Data

Model/Year: 2012 SOUL

Engine:

Model Code: B1512

Dealer/Contact Data:

Case Details:

Case Title: Unusual Noise - Engine #

Symptom: Damage (General)

DTC:

System: Engine Mechanical

Component:

Resolution:

Case History

customer was driving up hill and there was smoke out the back and lost all power. vehicle was towed

Diagnostics Performed :

found that there was a hole in the block from internal engine failure. dropped the oil pan and found metal pieces in the bottom, removed valve cover and no slug, was clean.

*** PHONE LOG 11/09/2015 11:57 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call

Advice 1: Charles,

The engine will need to be replaced, since you are a DSA dealer a Techline PWA case is not needed , if goodwill assistance is needed you will need to contact your DPSM. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required.