



Kia Motors America Technical Assistance Center

Case Number: 12465728

Vehicle Data

Model/Year: 2013 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 59,440

Prod Date: 07/05/2013

Warranty Start Date: 08/21/2013

Dealer/Contact Data:

Dealer: IL080 McGrath KIA of Palatine

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: CE01

Case Details:

Case Title: Engine Mechanical # Case for warranty authorization

Symptom: Damage (General)

DTC:

System: Engine Mechanical

Component:

Resolution:

Case History

*** [REDACTED] ***

Contact = Collin Mihevc, Priority = Standard, Sub Status = Dispatched

*** [REDACTED] ***

Web - Problem Description created on [REDACTED] and created by Collin Mihevc
Customer starts vehicle stalled while driving and "caught fire"

*** [REDACTED] ***

Web - Diagnostics created on [REDACTED] and created by [REDACTED]
Verified engine is seized at arrival, found no evidence of thermal event, found exhaust covered in oil and darkening of exhaust pipe, advised customer that oil most likely was burning on exhaust causing smoke. Inspection of the engine found multiple holes in the lower block, apparent cylinder 2 failure, piston and connecting rod appear to be missing from the block. One of the holes is through the bottom of the block and as such vehicle has no oil at arrival.

*** [REDACTED] ***

6005369 eng143.jpeg added by Collin Mihevc on [REDACTED]

*** [REDACTED] ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro to WIPBin default

*** Web - Advice created on [REDACTED] and created by [REDACTED]

1: Collin,

PIPlease remove the valve cover for inspection.

Can you please attach pictures of the engine top end per Pitstop article PS410 to the case attachment section so I can review them. Please make sure to add a note to the case once you have attached the pictures so I know it's ready for review. Thanks!

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by [REDACTED]
I have attached the pictures of the valve train, there does not appear to be any sludge.

*** [REDACTED] ***

6005369 valve train.jpg added by Collin Mihevc on [REDACTED]

*** Web - Advice created on [REDACTED] and created by [REDACTED]

1: Colin,

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
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.
- Make sure all of the ladder frame bolts are installed in the replacement short engine.

*** [REDACTED] ***

PWA has been authorized by [REDACTED]

*** [REDACTED] ***

Case closed by [REDACTED] with Resolution Code : Faulty Component
[Resolution Su [REDACTED]



**Kia Motors America
Technical Assistance Center**

Case Number: 12784227

Vehicle Data

Model/Year: 2013 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 64,296

Prod Date: 03/21/2013

Warranty Start Date: 04/28/2013

Dealer/Contact Data:

Dealer: OH029 [REDACTED]

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: CE12

Case Details:

Case Title: Engine Mechanical #

Symptom: Damage (General)

DTC:

System: Engine Mechanical

Component:

Resolution: orded eng

Case History

*** [REDACTED] ***

Contact = [REDACTED] Priority = Standard, Sub Status = Dispatched

*** [REDACTED] ***

Web - Problem Description created on [REDACTED]
Eng has hole in the block. C/S the car

*** [REDACTED] ***

Web - Diagnostics created on [REDACTED]
Open tech line case

*** [REDACTED] ***

1531168964642521630164.jpg added

*** [REDACTED] ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on [REDACTED] and created by [REDACTED]

1: Bernard,

Please remove the valve cover for inspection.

Can you please attach pictures of the engine top end to the case attachment section so I can review them. Thanks!

2: Please contact your DPSM and get authorization to sublet the vehicle to a body shop for repairs.

*** Service Alert Escalated to CA as: 12784688 on [REDACTED] (PST)

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by [REDACTED]
Removed valve cover added pictures. Looked at cam journals found no scratches on cam or head

*** [REDACTED] ***

15312227085551892887801.jpg added [REDACTED]

*** [REDACTED] ***

15312227918001870376047.jpg added [REDACTED]

*** Web - Advice created on [REDACTED] and created by [REDACTED]

1: Bernard,

I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** [REDACTED] ***

PWA Case 12785027 created by [REDACTED]

*** [REDACTED] ***

Case Closed with Resolution Code: Faulty Component
Resolution Summary: orded eng



**Kia Motors America
Technical Assistance Center**

Case Number: 12841678

Vehicle Data

Model/Year: 2013 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 86,245

Prod Date: 02/18/2013

Warranty Start Date: 05/26/2013

Dealer/Contact Data:

Dealer: CA259 Rally KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: WE02

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Stuck or Seized

DTC:

System: Engine Mechanical

Component:

Resolution: engine

Case History

*** [REDACTED] ***

Contact = Gerardo Aguilar, Priority = Standard, Sub Status = Dispatched

*** [REDACTED] ***

Web - Problem Description created on [REDACTED] and created by [REDACTED]
CUSTOMER STATES VEHICLE STALLED WHILE DRIVING. CUSTOMER STATES VEHICLE BEGAN TO SMOKE FROM
ENGINE BAY. SHORTLY AFTER VEHICLE BEGAN TO MAKE KNOCKING NOISE.

*** [REDACTED] ***

Web - Diagnostics created on [REDACTED] and created by [REDACTED]
TECH INSPECTED VEHICLE FOR CONCERN. STARTED VEHICLE AND VERIFIED KNOCKING NOISE IS PRESENT.
RAISED VEHICLE AND FOUND OIL ALL OVER UNDERCARRIAGE. UPON FURTHER INSPECTION, FOUND SOURCE
OF OIL TO BE HOLE IN ENGINE BLOCK NEAR CYLINDER 3. CHECKED ENGINE OIL LEVEL AND FOUND ENGINE OIL
STILL PRESENT ON DIPSTICK. CHECKED OIL FILTER AND DRAIN PLUG AND VERIFIED INSTALLED CORRECTLY.

*** [REDACTED] ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Amanti_Cadenza to WIPBin New

*** Web - Advice created on [REDACTED] and created b [REDACTED]

1: Please attach the following:

- a video following the guidelines below
- A photo of the valve train
- A copy of the RO
- A completed WRTY 143 form

Video requirement examples below are for illustration purposes, individual requirements will vary based upon the condition reported:

- Video should be continuous and show the VIN (most convenient VIN plate) and pan to show the engine condition
- For engine seizures, attempt to turn over engine with breaker bar in video
- For hole in engine block, show hole in video

- For engine smoking condition (piston ring sealing), show smoke in video.
- For engine knocking, video the engine running with the audible knocking.

*** [REDACTED] ***

20180822_145304.jpg added by [REDACTED]

*** [REDACTED] ***

20180822_145220.jpg added by [REDACTED]

*** [REDACTED] ***

20180822_145216.jpg added by [REDACTED]

*** [REDACTED] ***

20180822_145225.jpg added by [REDACTED]

*** [REDACTED] ***

20180822_150604.mp4 added by [REDACTED]

*** Web - Advice created on [REDACTED] and created by [REDACTED]

1: Thanks. All I need now is the PWA form and the maintenance records.

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by [REDACTED]

WRTY143 ATTACHED

*** [REDACTED] ***

WRTY143 BLACKLOCK.pdf added by Christie Flores on [REDACTED]

*** Web - Advice created on [REDACTED] and created by [REDACTED]

1: Thanks for the PWA form. All I need now is the maintenance rec

*** Web - Advice created on [REDACTED] and created by [REDACTED]

1: After valve train image review by my manager and I, it appears the vehicle was sufficiently maintained.

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. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** [REDACTED] ***

PWA has been authorized by [REDACTED]

*** [REDACTED] ***

Case closed by [REDACTED] with Resolution Code : Faulty Component

[Resolution Su
engine



Kia Motors America Technical Assistance Center

Case Number: 12853060

Vehicle Data

Model/Year: 2013 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 70,849

Prod Date: 01/18/2013

Warranty Start Date: 08/17/2013

Dealer/Contact Data:

Dealer: NC027 Sale KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: SO15

Case Details:

Case Title: Engine [REDACTED] # Low compression

Symptom: Damage (General)

DTC:

System: Engine Mechanical

Component:

Resolution: engine replacement

Case History

*** [REDACTED] ***

Contact = [REDACTED] y = Standard, Sub Status = Dispatched

*** [REDACTED] ***

Web - Problem Description created on [REDACTED] and created by [REDACTED]
CUSTOMER STATES CAR CUT OFF WHILE DRIVING AND SAW SMOKE COMING FROM UNDER HOOD

*** [REDACTED] ***

Web - Diagnostics created on [REDACTED] and created by [REDACTED]
CHECK AND FOUND NO COOLANT LEAKS OR OIL LEAKS. PERFORMED CYLINDER COMPRESSION TEST AND
FOUND CYLINDER #1 AT 10PSI, #2 AT 0PSI, #3 AT 0PSI, #4 AT 45 PSI. PERFORMED WET COMPRESSION
TEST AND FOUND CYLINDER #1 AT 25PSI, #2 AT 0PSI, #3 AT 0PSI, #4 AT 60 PSI.
HAS PENDING DTC'S

P0116

P0117

P0300

P0303

P0326

*** [REDACTED] ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Amanti_Cadenza to WIPBin default

*** Web - Advice created on [REDACTED] and created by [REDACTED]

Thank you for the information.

Thoroughly inspect the vehicle for any indication of damage (Accident).

Next actuate the cooling fan on high & low speeds to ensure the cooling fan is functioning correctly.

Check to see if the coolant or oil levels are low.

Please have the service advisor check to see if the vehicle is still under drive train warranty.

Thank you

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by [REDACTED]
No signs of accident damage. Cooling fan is operating corre [REDACTED] levels are correct.
Vehicle has powertrain coverage until Aug. 17, 2023.
Thanks

*** Web - Advice created on [REDACTED] and created by [REDACTED]
1: Rusty,
Thank you for the information.

Please take a clear picture of the valve train with the valve cover removed. Next attach the picture to the case and once this has been completed please update the case indicating the [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] ***

20180831_122938[1].jpg added b [REDACTED]

*** [REDACTED] ***

20180831_122946[1].jpg added b [REDACTED]

*** [REDACTED] ***

20180831_123018[1].jpg added b [REDACTED]

*** Web - Advice created on [REDACTED] and created [REDACTED]
1: Rusty,
Thank you for the information.

NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the following information WRTY 143 PWA core [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
PWA Core Data Form has been uploaded.
Thanks.

*** [REDACTED] ***

20180831_143056[1].jpg added by [REDACTED]

*** [REDACTED] ***

PWA Case 12853852 created by [REDACTED]

*** Web - Advice created on [REDACTED] and created by [REDACTED]
1: I have generated a PWA case for you; please validate the vehicle [REDACTED] can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** [REDACTED] ***

Web - Note created on [REDACTED] and created b [REDACTED]
I have validated warranty for PWA. Will replace engine.
Thanks

*** Web - Advice created on [REDACTED] and created b [REDACTED]

██████████
Thank you for the information.

*** Service Alert Escalated to CA as: 12857705 on ██████████ (PST)

*** Web - Advice created on ██████████ and created by ██████████
1: Please provide the repair status of this vehicle. If you require further assistance, please add a case note with all pertinent information or call (██████████). Or if the repair is complete please close the case. Thank you

*** Web - Advice created on ██████████ and created by ██████████
1: Please provide the repair status of this vehicle. If you require further assistance, please add a case note with all pertinent information or call (██████████). Or if the repair is complete please close the case. Thank you

*** ██████████ ***
Web - Note created on ██████████ and created by ██████████
Engine replacement solved issue. Vehicle has left and has not returned.

*** ██████████ ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: engine replacement



**Kia Motors America
Technical Assistance Center**

Case Number: 12853852

Vehicle Data

Model/Year: 2013 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 70,849

Prod Date: 01/18/2013

Warranty Start Date: 08/17/2013

Dealer/Contact Data:

Dealer: NC027 Sale KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: SO15

Case Details:

Case Title: Engine Mechanical # Low compression - Case for Warranty Authorization

Symptom: Damage (General)

DTC:

System: Engine Mechanical

Component:

Resolution: PWA Authorized

Case History

*** [REDACTED] ***

Contact = [REDACTED] dard, Sub Status = Dispatched

*** [REDACTED] ***

Web - Problem Description created on [REDACTED] and created by [REDACTED]
CUSTOMER STATES CAR CUT OFF WHILE DRIVING AND SAW SMOKE COMING FROM UNDER HOOD

*** [REDACTED] ***

Web - Diagnostics created on [REDACTED] and created by [REDACTED]
CHECK AND FOUND NO COOLANT LEAKS OR OIL LEAKS. PERFORMED CYLINDER COMPRESSION TEST AND
FOUND CYLINDER #1 AT 10PSI, #2 AT 0PSI, #3 AT 0PSI, #4 AT 45 PSI. PERFORMED WET COMPRESSION
TEST AND FOUND CYLINDER #1 AT 25PSI, #2 AT 0PSI, #3 AT 0PSI, #4 AT 60 PSI.
HAS PENDING DTC'S

P0116

P0117

P0300

P0303

P0326

*** [REDACTED] ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Amanti_Cadenza to WIPBin default

*** Web - Advice created on [REDACTED] and created by [REDACTED]

1: Rusty,

Thank you for the information.

Thoroughly inspect the vehicle for any indication of damage (Accident).

Next actuate the cooling fan on high & low speeds to ensure the cooling fan is functioning correctly.

Check to see if the coolant or oil levels are low.

Please have the service advisor check to see if the vehicle is still under drive train warranty.

Thank you

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by [REDACTED]
No signs of accident damage. Cooling fan is operating correctly. Oil and coolant levels are correct.
Vehicle has powertrain coverage until Aug. 17, 2023.
Thanks

*** Web - Advice created on [REDACTED] and created by [REDACTED]
1: Rusty,
Thank you for the information.

Please take a clear picture of the valve train with the valve cover removed. Next attach the picture to the case and once this has been completed please update the case indicating the picture is available for review. Thank you

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by [REDACTED]
Pictures of valvetrain have been added.
Thanks

*** [REDACTED] ***

20180831_122938[1].jpg added by [REDACTED]

*** [REDACTED] ***

20180831_122946[1].jpg added by [REDACTED]

*** [REDACTED] ***

20180831_123018[1].jpg added by [REDACTED]

*** Web - Advice created on [REDACTED] and created by [REDACTED]
1: Rusty,
Thank you for the information.

NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the following information WRTY 143 PWA core data form. Thank you

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by [REDACTED]
PWA Core Data Form has been uploaded.
Thanks.

*** [REDACTED] ***

20180831_143056[1].jpg added by Rusty Wooten on [REDACTED]

*** [REDACTED] ***

PWA Case created for RA Case 12853060 by [REDACTED]

*** Web - Advice created on [REDACTED] and created by [REDACTED]
1: I have generated a PWA case for you; please validate the vehicle [REDACTED] can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** [REDACTED] ***

You have validated the warranty and the 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 refer to Pitstop PS539 for Engine Component Re-use Guidelines.



Kia Motors America Technical Assistance Center

Case Number: 12896824

Vehicle Data

Model/Year: 2013 SOUL !

Engine:

Model Code: B2542

VIN: [REDACTED]

Mileage: 55,618

Prod Date: 11/08/2012

Warranty Start Date: 12/21/2012

Dealer/Contact Data:

Dealer: OR016 Warrenton KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: WE09

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Stuck or Seized

DTC:

System: Engine Mechanical

Component:

Resolution: engine

Case History

*** [REDACTED] ***

Contact = [REDACTED] Priority = Standard, Sub Status = Dispatched

*** [REDACTED] ***

Web - Problem Description created on [REDACTED] and created by [REDACTED]
Customer states towed in would not start customer put in new battery still wont start and can see smoke underneath car when trying to start it

*** [REDACTED] ***

Web - Diagnostics created on [REDACTED] and created [REDACTED]
VERIFIED MOTOR SIEZED

*** [REDACTED] ***

15390406763411442350103.jpg added by [REDACTED]

*** [REDACTED] ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Amanti_Cadenza to WIPBin Repair Assistance

*** Web - Advice created on [REDACTED] and created by [REDACTED]

1: TL PWA required for all dealers – Video of condition required*

Video requirement examples below are for illustration purposes, individual requirements will vary based upon the condition reported:

- Video should be continuous and show the VIN (most convenient VIN plate) and pan to show the engine condition
- For engine seizures, attempt to turn over engine with breaker bar in video
- For hole in engine block, show hole in video
- For engine smoking condition (piston ring sealing), show smoke in video.

*** [REDACTED] ***

20181008_162026.mp4 added by [REDACTED] on [REDACTED]

*** Web - Advice created on [REDACTED] and created by [REDACTED]

1: Thanks for the video. Based on your information, recommend engine replacement at this time. Please attach a completed WRTY 143 form for engine authorization.

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by [REDACTED]
143 added

*** [REDACTED] ***

Hansen 143_0.jpg added by [REDACTED]

*** Web - Advice created on [REDACTED] and created by [REDACTED]

1: 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. Replace the engine with a long block, if available. If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines. If the vehicle falls under the PI1802 campaign, please be sure the update has been performed before releasing the vehicle back to the customer.

*** [REDACTED] ***

PWA has been authorized by [REDACTED]

*** [REDACTED] ***

Case closed by [REDACTED] Resolution Code : Faulty Component
[Resolution Sur [REDACTED]
engine



Kia Motors America Technical Assistance Center

Case Number: T2434250

Vehicle Data

Model/Year: 2013 SOUL I

Engine:

Model Code: B2542

VIN: [REDACTED]

Mileage: 2,254

Prod Date: 10/18/2012

Warranty Start Date: 12/07/2012

Dealer/Contact Data:

Dealer: FL019 Galeana KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: SO16

Case Details:

Case Title: Engine - No Start - Electrical system #

Symptom: No Crank

DTC:

System: Engine Electrical

Component:

Resolution:

Case History

*** NOTES 02/14/2013 01:09 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

*** This is a Request for A [REDACTED]

Problem Description :

car was towed in for a no start, confirmed the no start. With just the key turned to the on position heavy smoke is coming from fuse box, its burning internally i believe it needs replaced

Diagnostics Performed :

removed engine fuse box confirmed smoke coming from fuse box internally

*** PHONE LOG 02/14/2013 01:58 PM Pacific Daylight Time RHicks Action Type:Web Contact

Advice 1: Requested inspection of connections with in the fuse box

pictures sent to [REDACTED]

*** NOTES 02/15/2013 07:53 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

Result of Advice 1:i inspected the fuse box and found the red power wire loose in both connections , i repaired and gave it a better fit, checked all fuses but car wont start. i have power coming into to the fuse box but not sure if i have power going to pcm, at first the car would start and cut off, but now it only cranks and it doesnt smoke anymore. I cant locate the actually wire burning but i the red power wire was definitley loose

*** PHONE LOG 02/15/2013 10:18 AM Pacific Daylight Time CSicairos Action Type:Incoming call

Advice 1: Tech called, stated found loose pins for the power wires going to the E/R junction box, still no start, advised to see if has power and ground going to the PCM and see if the PCM is grounding the relays for the engine control and fuel pump.

*** PHONE LOG 02/15/2013 11:58 AM Pacific Daylight Time CSicairos Action Type:Web Contact

Advice 1: Tech called, has power at pin 53 and pin 75, advised to check ground signal when cranking and see if PCM grounding relay. Also, see if has another vehicle and swap customer PCM to known good vehicle to see if PCM is good.

*** PHONE LOG 02/15/2013 01:48 PM Pacific Daylight Time RHicks Action Type:Web Contact

Advice 1: PCM is good- does start another vehicle

= Tech is going to see what is actually missing

Fuel, spark

he is going to see if the vehicle will run on carb cleaner

*** NOTES 02/18/2013 05:35 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

Result of Advice 1: vehicle ran on carb cleaner, the fuel pump is powering up and i have fuel at the rail, but no fuel in the cylinders when i pulled the spark plugs they were dry. im pretty sure im not getting a injector pulse from the pcm.

*** PHONE LOG 02/18/2013 05:49 AM Pacific Daylight Time RHicks Action Type:Web Contact

Advice 1 [REDACTED]

Can you install a "NOID" light or use the VMI to graph the "CONTROL" side of the circuit (Ground side from the PCM)

Crank over and see if you get a pulse ?

a low impedance test light would work too

*** PHONE LOG 02/18/2013 08:16 AM Pacific Daylight Time RHicks Action Type:Web Contact

Advice 1: Tech is going to double check if vehicle will continue to run when a alternative fuel supply is used

*** NOTES 02/19/2013 07:57 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

Result of Advice 1: car is running. this is terry garner, shop foreman. we now have voltage drops to ipm, instrument cluster, and radio, all instrumentation erratic. voltages ranging below 6 volts. i examined fuse box several contacts showing signs of melting. i felt only way to properly repair is replace fuse box. under great pressure to resolve customers concern. and feel need to do so properly. awaiting your advice. thank you.

*** PHONE LOG 02/19/2013 11:01 AM Pacific Daylight Time RHicks Action Type:Web Contact

Advice 1: Talked to Terry (Shop Foreman)

Terry located excessive melted wires and a 6v voltage drop through the fuse box ...

Advised to replace the fuse box and related damaged wire harness

*** CASE CLOSE 04/15/2013 06:20 AM clarify

*** Performed by contact: [REDACTED]

Replaced fuse box and ha [REDACTED]



Kia Motors America Technical Assistance Center

Case Number: T2577108

Vehicle Data

Model:	[REDACTED]	Engine:		Model Code:	B1512
VIN:	[REDACTED]	Mileage:	19,579		
Prod Date:	07/09/2012	Warranty Start Date:	08/23/2012		

Dealer/Contact Data:

Dealer:	NE003 KIA of Lincoln		
Phone:	[REDACTED]	FAX:	[REDACTED]
Contact:		Contact Title:	
		Service District:	CE10

Case Details:

Case Title: Engine - No Start - Electrical system #

Symptom: No Start

DTC:

System: Fuel System

Component:

Resolution:

Case History

*** NOTES 09/27/2013 11:50 AM clarify Action Type: Manager review
*** Performed by contact: John Frohner, *05102011153017
*** This is a Request for Assistance ***

Problem Description :
CAR WONT START NOT GETTING FUEL CKECKED CODES PO191,POO87

Diagnostics Performed :
DID SOME CKECKING FOUND FUEL PUMP FUSE 15A IN BOX MELTED PUT NEW FUSE IN STILL WOULD NOT START
BUT IF YOU PUT PRESSURE ON IT IT STARTED NOW IT WILL RUN EVEN IF THE 15AMP FUSE IS PULLED OUT I
THNINK IT WILL NEED A NEW FUSE BOX CAR WAS IN HERE ON 18 JUL 13 FOR BURING SMELL NO PROBLEM
FOUND AT THAT TIME

*** PHONE LOG 09/27/2013 11:56 AM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Replace damage fuse box
- inspect connection and grounds related to fuse

*** PHONE LOG 09/30/2013 12:33 PM Pacific Daylight Time dbrisky Action Type:Incoming call
Advice 1: Tech called in. States that the fuse box has not been replaced yet. Tech states that the fuel pump relay has voltage
to it with the wire removed between the F/Pump fuse and the fuel pump relay. Advised tech to remove the fuel pump relay
and report voltage at all 4 pins.

*** NOTES 10/02/2013 0 [REDACTED]
*** Performed by contact [REDACTED]
Result of Advice 1:found out car will run for along time with wire off,so we fixed wire connection in fuse box it had slide down
in box and i think that is why it would not start then on road test did not run well found code p0191 came back so i replaced
the fuel rail pressure sensor now car runs fine wire in fuse box did not look bad i think it just came loose and heated fuse to

melt it

Additional Comments:we will road test more but it seems to be fixed

*** PHONE LOG 10/02/2013 06:53 AM Pacific Daylight Time RHicks Action Type:Web Contact

Advice 1: Thanks for the feedback

- Close case if confirmed resolved

*** CASE CLOSE 10/02/

*** Performed by contact:

spent alot of time fixing car because it had tow issues cant even find the time in labor book kia sucks when you have a problem like this



Kia Motors America Technical Assistance Center

Case Number: T2608662

Vehicle Data

Model/Year: 2013 SOUL +

Engine:

Model Code: B2522

Mileage: 17,073

Prod Date: 08/13/2012

Warranty Start Date: 10/02/2012

Dealer/Contact Data:

Dealer: TX013 Crown KIA

Phone:

FAX:

Contact:

Contact Title:

Service District: SW02

Case Details:

Case Title: Electrical System - Blown fuse - Multi P0625

Symptom: Blown Fuse

DTC:

System: Please Specify

Component:

Resolution:

Case History

*** NOTES 11/20/2013 01:24 PM clarify Action Type: Manager review

*** Performed by contact

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

Problem Description :

SEVERAL LIGHTS ILUMINATED ON CLUSTER AND NO POWER STEERING.

Diagnostics Performed :

HAS P0625 AND SEVERAL LOW VOLTAGE CODES. FOUND THAT THE 125A FUSE IN THE MULTIFUSE IS MELTING AND BURN THE HOLE FUSE. THE VEHICLE IS STARTING RIGHT NOW BUT THE CUSTOMER SAYS IT WOULD NOT START BEFORE.

*** PHONE LOG 11/20/2013 01:42 PM Pacific Daylight Time SOKimura Action Type:Web Contact

Advice 1: Neir, inspect for signs of a jumpstart/backwards jumpstart, ask customer if vehicle has been jump started recently. Inspect B+ cable from alternator to E/R box for signs of shorting to ground, check 10mm nuts in E/R box for tightness.

*** CASE CLOSE 12/03/2013 09:13 AM clarify

*** Performed by contact
replaced multifuse



Kia Motors America Technical Assistance Center

Case Number: T2713356

Vehicle Data

Model/Year: 2013 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 18,572

Prod Date: 12/13/2012

Warranty Start Date: 04/12/2013

Dealer/Contact Data:

Dealer: SC003 Stokes KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: SO04

Case Details:

Case Title: Engine - Overheats # Found crack in Radiator

Symptom: Overheating

DTC:

System: Engine Mechanical

Component:

Resolution:

Case History

*** NOTES 05/15/2014 08:06 AM clarify Action Type: Dealer contact

*** Performed by contact: [REDACTED]

*** This is a Request for A [REDACTED]

Problem Description :

customer states heard loud ticking noise while driving...vehicle began to stumble and not accelerate..then shut off with smoke coming from under hood..Towed to dealership.

Diagnostics Performed :

found vehicle had no coolant and a milky substance coming out of a crack in the radiator. Vehicle starts and runs without misfires with no coolant in the car, but exhaust fumes coming out very strong from open radiator crack. Customer did notice that temp gauge never came up when this event happened. verified coolant pouring out of the crack in the radiator and exhaust fumes coming out of radiator.

*** PHONE LOG 05/15/2014 08:29 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact

Advice 1: Timothy, this engine sounds to be severely overheated, I advise to contact your dpsm for approval to replace the long block and the crack radiator. (As long as the radiator is not damaged from an accident or debris). Thank you.

*** CASE CLOSE 06/11/2014 09:13 AM clarify

*** Performed by contact: [REDACTED]

replaced radiator and lon [REDACTED]



Kia Motors America Technical Assistance Center

Case Number: T3138395

Vehicle Data

Model/Year: 2013 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 73,662

Prod Date: 06/22/2012

Warranty Start Date: 08/25/2012

Dealer/Contact Data:

Dealer: NJ009 Mahwah KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: EA12

Case Details:

Case Title: Engine - Overheats # no compression

Symptom: Overheating

DTC:

System: Engine Mechanical

Component:

Resolution:

Case History

*** NOTES 03/04/2016 10:22 AM clarify Action Type: Dealer contact

*** Performed by contact: [REDACTED]

*** This is a Request for A [REDACTED]

Problem Description :

vehicle does not start. has no compression. it over heated and smoked. there is no coolant cap on and coolant everywhere. inside neck where coolant cap should have been is all sludged. I do not see damage to the neck where the cap could have blown off. oil is clean and no sludge or lack of maintenance there.

Diagnostics Performed :

above

*** PHONE LOG 03/04/2016 10:45 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact

Advice 1: If the engine is clean, use a bore scope to inspect cylinders for damage. If okay, get approval to remove the head for further inspection.

*** NOTES 03/04/2016 11:23 AM clarify Action Type: Dealer contact

*** Performed by contact: [REDACTED]

Result of Advice 1: I had checked one and did not see anything obvious. I didn't go to all of them. I'll get customer authorization to pull head to inspect and determine what failed. I have no idea where this coolant cap went. We told him it was missing and he didn't say he took it off or anything. I have not seen one blow off a kia. Any reports of that? I am worried with the missing cap this may not be warranty.

*** PHONE LOG 03/04/2016 12:37 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact

Advice 1: Get approval for tear down and inspection to determine the cause of the failure. The customer must authorize the dealer to perform any engine tear down or required mechanical inspections. Should the diagnosis find no manufacturer defects, the customer would be responsible for tear down fees and subsequent repairs. Should the diagnosis find a defect,

KMA will stand by the product under the original terms of the warranty, should it apply.

*** PHONE LOG 03/09/2016 02:30 PM Pacific Daylight Time [REDACTED] Type:Web Contact

Advice 1: Please provide detailed feedback in the case notes, close this case and complete the Technician Satisfaction Survey if the vehicle is repaired.

*** CASE CLOSE 03/10/2016 09:02 AM Pacific Daylight Time [REDACTED]

Resolution Code: Information Given

CLOSING COMMENTS

No response

*** RESEARCH LOG 03/31/2016 06:17 AM Pacific Daylight Time [REDACTED]

Administrative task

*** Performed by contact: George Hill, [REDACTED]

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

Problem Description :

customer overheated engine and it stopped running. had previous case open but its closed?

towed in no start. no coolant. no leaks. radiator cap missing from vehicle. no compression.

As advised tore apart engine. before doing so I added water and air pressure tested engine. water poured right out exhaust pipe. removed engine and tore down. cylinder 4 melted an exhaust valve and the head is melted. engine was full of coolant. cat is full of burned coolant. probably needs a cat on top of engine assembly.

dpsm came down for other reasons and I showed him he checked that a radiator cap fits tight and did not blow off.

*** PHONE LOG 03/31/2016 06:23 AM Pacific Daylight Time [REDACTED] Type:Web Contact

Advice 1: George. The case was closed on 03/10/2016 for no response in the case. You were advised to get approval for tear down to determine the cause of the failure. With the missing cap, this appears to be caused by neglect and the warranty would be invalid.

*** NOTES 03/31/2016 06:57 AM clarify Action Type: Dealer contact

*** Performed by contact: George Hill, [REDACTED]

Result of Advice 1:I did get tear down. took a bit. but yes the soul got extremely hot and engine is ruined.

*** PHONE LOG 03/31/2016 07:58 AM Pacific Daylight Time [REDACTED]

Action Type:Ltr/email/fax sent

Advice 1: Speer, Robert [KMA] <[REDACTED]>
Robert,

Did you inspect this vehicle and have any input to the cause of the failure?

Thank you.

Tony Thomas

Kia Technical Operations

*** PHONE LOG 03/31/2016 08:40 AM Pacific Daylight Time [REDACTED]

Action Type:Ltr/email/fax rec'd

Advice 1: Speer, Robert [KMA] <[REDACTED]>

Yes, no radiator cap was off. Look like recent log at independent shop when they checked the coolant they left the cap loose? Do know. But the tabs on the radiator are not damaged so the cap should have held.

Advice 2: Thomas, Tony [KMA] <[REDACTED]>

I am considering this is neglect and advising customer approval for repairs. The customer will likely request a warranty

review. Do you agree this is caused by neglect and should be customer pay?

*** NOTES 04/07/2016 09:11 AM clarify Action Type: Dealer contact

*** Performed by contact: George Hill, [REDACTED]

Result of Advice 1: As stated Bob and I checked to make sure this cap did not break off. I cannot find a single other reason for failure. fan spins. when turned on. I cannot load test the fan while running to see if it keeps working all the time, but I cannot find an issue with it. temp sensor ohms out.

Result of Advice 2: I believe this was neglect or at fault of who ever took radiator cap off. He also did not stop when the car started pouring smoke out the back of vehicle and over heating

*** PHONE LOG 04/07/2016 09:17 AM Pacific Daylight Time [REDACTED] Action Type: Web Contact

Advice 1: Based on the information provided, a warranty at [REDACTED] would be denied due to evidence of neglect. The customer may authorize dealer to perform engine tear down or required mechanical inspections. Should the diagnosis find no manufacturer defects, the customer would be responsible for tear down fees and any subsequent repairs. Should the diagnosis find a defect, KMA will stand by the product under the original terms of the warranty. This damage must be documented for warranty coverage.

*** NOTES 04/07/2016 09:36 AM clarify Action Type: Dealer contact

*** Performed by contact: George Hill, [REDACTED]

Result of Advice 1: Engine is torn down. cylinder wall three is melted in to cylinder cooling jacket. cylinder three is melted into cylinder 2. head gasket is melted in multiple locations. cylinder head on number is melted around exhaust valve. exhaust valve is melted. water pump spins freely. no play. no clogged coolant passages that I can see. no external leaks besides missing rad cap and now leaking out exhaust.

I have emailed bob spear pictures. Is there an email I can send them to you for reference.

*** PHONE LOG 04/07/2016 09:43 AM Pacific Daylight Time [REDACTED] Action Type: Web Contact

Advice 1: See pit stop PS410 for attaching files to the case. Large files can be uploaded to www.dropbox.com copy the link to the file and paste it into the Techline case. Files less than 10MB can be sent to [REDACTED] Include the case number in the subject line. Thank you.

*** NOTES 04/11/2016 10:34 AM clarify Action Type: Dealer contact

*** Performed by contact: George Hill, [REDACTED]

Result of Advice 1: Sorry for delay I tried to upload but we had connection issues. Uploaded today. 3 files

*** PHONE LOG 04/11/2016 11:59 AM Pacific Daylight Time [REDACTED] Action Type: Web Contact

Advice 1: Thanks for the pictures. At this point the consensus is that this is neglect.

*** CASE CLOSE 04/27/2016 09:03 AM clarify

*** Performed by contact: [REDACTED]

Customer declined repair [REDACTED]



**Kia Motors America
Technical Assistance Center**

Case Number: T3188926

Vehicle Data

Model/Year: 2013 SOUL +

Engine:

Model Code: B2522

VIN: [REDACTED]

Mileage: 97,663

Prod Date: 11/14/2012

Warranty Start Date: 02/28/2013

Dealer/Contact Data:

Dealer: MO028 KIA of Jefferson City

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: CE05

Case Details:

Case Title: Engine - Smokes #

Symptom: Engine Smokes

DTC:

System: Engine Mechanical

Component:

Resolution:

Case History

*** NOTES 05/23/2016 09:58 AM clarify Action Type: Dealer contact

*** Performed by contact [REDACTED]

*** This is a Request for [REDACTED]

Problem Description :

cust states they were driving and the vehicle lost power and puffed a huge cloud of blue/[REDACTED] smoke from their exhaust system. popped hood and there was smoke coming from drive belt side of the motor

Diagnostics Performed :

removed pcv to check for operation, seems like there might be an issue with operation. removed ocv's to check screens for any sign of debris build up, none, pulled all spark plugs, only saw a little oil on the end of cyl 2 spark plug, no heavy saturation though. compression test, dry cyl 1,2,4 had 155 cyl 3 was 150. wet compression cyl 1,2,4 had 170 and cyl 3 was 165. can see oil in the intake manifold behind the throttle body. cant see anything physical wrong with vehicle nor am i finding anything tremendous with the information i have provided. anything i should consider doing before sending cust on their way?

*** PHONE LOG 05/23/2016 10:05 AM Pacific Daylight Time [REDACTED] Type:Outgoing call

Advice 1: Tyler,

Did the vehicle recently have the oil changed? Is there any oil build up in the PCV or PCV hose?

*** NOTES 05/24/2016 [REDACTED] Action Type: Dealer contact

*** Performed by contact [REDACTED]

Result of Advice 1:uh no infact they are pretty over on their oil changes unless they are going somewhere else which doesnt look like it, the pcv does look like it has build up, the hose is wet on the inside of it

*** PHONE LOG 05/24/2016 06:23 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call

Advice 1: Tyler,

Please inspect the top end and see if they is any sludge build up?

*** NOTES 05/24/2016 [REDACTED] tion Type: Dealer contact

*** Performed by conta [REDACTED]

Result of Advice 1: cust is going to take vehicle, werent good to their car

*** CASE CLOSE 05/2 [REDACTED] larify

*** Performed by conta [REDACTED]

checked for why there was a puff of blue/ [REDACTED] smoke



Kia Motors America Technical Assistance Center

Case Number: T3333089

Vehicle Data

Model/Year: 2013 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 82,148

Prod Date: 06/10/2013

Warranty Start Date: 07/30/2013

Dealer/Contact Data:

Dealer: TX050 Gene Messer KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: SW06

Case Details:

Case Title: Engine Mechanical # seized

Symptom: No Crank

DTC:

System: Engine Mechanical

Component:

Resolution:

Case History

*** NOTES 11/28/2016 02:38 PM clarify Action Type: Dealer contact

*** Performed by contact [REDACTED]

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

Problem Description :

While Driving on Highway, vehicle died, smoke coming from hood.

Diagnostics Performed :

Inspected engine and found hole in upper oil pan and engine block behind starter.

Original Owner is verified, service records verified, all oil changes performed at our Dealership.

No Sludge Present.

#4 Connecting rod Broken, possibly pulled/broken out of piston. Can see an I-beam impression on the RH inside of engine block, in addition to the hole in the LH side behind the starter.

Photos will be attached after case creation.

*** NOTES 11/28/2016 [REDACTED] Action Type: Dealer contact

*** Performed by contact [REDACTED]

Photos attached.

Advise when it's ok to start a PWA Case

Additional Comments: Photos attached.

Advise when it's ok to start a PWA Case

*** NOTES 11/28/2016 [REDACTED] Action Type: Dealer contact

*** Performed by contact [REDACTED]

I just realized that I put the wrong VIN, can you correct it or do I need to make a new case?

Correct VIN is KNDJT2A59D7618013

Additional Comments: I just realized that I put the wrong VIN, can you correct it or do I need to make a new case?

Correct VIN is KNDJT2A59D7618013

*** PHONE LOG 11/28/2016 02:49 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact

Advice 1: Engine looks clean. If no abuse, close this case and open a required PWA case for warranty authorization to replace the engine. Be sure to attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the warranty case. The form must be filled out (all available sections) and signed and dated by the service manager and technician. Add a note to the case when the form is attached. We are not notified of attachments. Thank you.

*** PHONE LOG 11/28/2016 03:00 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact

Advice 1: Updated to correct VIN. Proceed with PWA.

*** CASE CLOSE 11/28/2016 [REDACTED] Clarify

*** Performed by contact [REDACTED]

Needs Engine Replaced [REDACTED] ned. T3333130



Kia Motors America Technical Assistance Center

Case Number: T3356994

Vehicle Data

Mo [REDACTED] Engine: [REDACTED] Model Code: B1511
VIN [REDACTED] Mileage: 85,586
Pro [REDACTED] Warranty Start Date: 05/28/2013

Dealer/Contact Data:

Dealer: GA077 Hutchinson KIA
Phone: [REDACTED] FAX: [REDACTED]
Contact: [REDACTED] Contact Title: [REDACTED] Service District: SO06

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating

DTC:

System: Engine Mechanical

Component:

Resolution:

Case History

*** NOTES 01/03/2017 10:10 AM clarify Action Type: Dealer contact

*** Performed by conta [REDACTED]

*** This is a Request fo [REDACTED]

Problem Description :

I have already diagnosed this one as being internal engine, head gasket or warped head. I have a transit come in says car is overheating, I have signs of coolant in the oil and oil in the coolant. Car is very low on coolant. tried to do pressure test and my gauge kept hissing at coolant cap, inside looks like where cap would seal is all warped or melted. Also seal on cap is damaged and it wont hold any pressure. When I did compression test coolant shot out of Cylinder #3, doing leak down test coolant pours out of filler neck. The car has had engine replaced by a kia dealer for insurance in the past (I don't know how long but engine looks very clean). Car is under powertrain warranty, could the head have gone first and because of the overheating cause the filler neck to melt? or could the neck already have been damaged and that's what caused the overheating because it boiled all the coolant out by not being able to pressurize the coolant system? To me this is a chicken or egg which cam first scenario. But what do you think? I have never seen a housing melt and I have seen some pretty overheated cars.

Diagnostics Performed :

Pressure test, compression test, leak down test and visual inspection

*** PHONE LOG 01/03/2017 10:40 AM Pacific Daylight Time [REDACTED] on Type:Outgoing call

Advice 1: Agent called the tech.

Agent had inquired as to whether or not the cooling fans were able to be operated on the low and high functions using the GDS/KDS. Tech was able to verify proper operation using the KDS with Agent on the phone. Tech has been informed that the dealership has DSA privileges and the Service Manager can authorize the replacement of the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is

required

- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.
- Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** NOTES 01/04/2017 07:10 AM clarify Action Type: Dealer contact

*** Performed by contact: [REDACTED]

Result of Advice 1:ordered a long block, shows 10 available so fingers crossed.

*** RESEARCH LOG 01/04/2017 08:11 AM Pacific Daylight Time CSchang-TL Action Type:Administrative task

Thanks for the update!

*** NOTES 01/11/2017 12:25 PM clarify Action Type: Dealer contact

*** Performed by contact: [REDACTED]

Result of Advice 1:replaced long block, coolant cap housing and cap

*** CASE CLOSE 01/11/2017 12:26 PM clarify

*** Performed by contact: [REDACTED]

replace long block and coolant cap housing and cap