

**Kia Motors America
Technical Assistance Center**

Case Number: 12441533

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN:

Mileage: 79,043

Prod Date: 01/22/2014

Warranty Start Date: 03/31/2014

Dealer/Contact Data:

Dealer: FL122 Rick Case KIA

Phone:

FAX:

Contact:

Contact Title:

Service District: SO02

Case Details:

Case Title: Engine Mechanical # Case For Warranty Authorization

Symptom: Stuck or Seized

DTC:

System: Engine Mechanical

Component:

Resolution: vehicle not at dealership

Case History

*** [REDACTED] ***

Contact = Shayne Ellison, Priority = Standard, Sub Status = Dispatched

*** [REDACTED] ***

Web - Problem Description created on [REDACTED] and created by [REDACTED]
C/S THE VEHICLE SHUT DOWN WHILE DRIVING ON THE HIGHWAY, SAW SMOKE COMING FROM THE EXHAUST.
NOTICE OIL LEAKING ONCE THE VEHICLE WAS PULLED OVER WAITING FOR ROADSIDE

*** [REDACTED] ***

Web - Diagnostics created on [REDACTED] and created by Shayne Elliso

*** [REDACTED] ***

*** [REDACTED] [REDACTED] [REDACTED] ***

1: I need you to fill out the latest WRTY 143 Engine Core Data form dated 11/1/2016 and it needs to be physically signed by the technician and the service manager, then attach it to the case and let me know when it is attached to the case before I can approve the case. Thank you.

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

1: Manager for West palm beach kia called in.

He states that the vehicle was towed from Rick Case kia as there was some discrepancy in the warranty coverage. Customer towed the vehicle to West Palm Beach Kia and they have validated warranty and are requesting that this case be closed and denied so that they are able to open a new PWA case and gain authorization to replace the engine.

*** [REDACTED]
PWA has been denied [REDACTED]

*** [REDACTED] ***

Case closed by Shayne Ellison with Resolution Code : Information Taken

[Resolution Summary]

vehicle not at dealership

Kia Motors America Technical Assistance Center

Case Number: 12520032

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 51,028

Prod Date: 01/06/2014

Warranty Start Date: 03/06/2014

Dealer/Contact Data:

Dealer: TX072 Southwest KIA Au

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: SW05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating

DTC:

System: Engine Mechanical

Component:

Resolution: Replace the engine with a Long

Case History

[REDACTED] r pushing the gas.

*** [REDACTED] [REDACTED]

Web - Diagnostics create [REDACTED]

FOUND ALMOST NO COOLANT IN THE RADIATOR WHEN CAP WAS REMOVED. WITH THE ENGINE RUNNING THERE IS SMOKE COMING OUT OF THE RADIATOR. SMOKE SMELLS LIKE EXHAUST FUMES. TURNED OFF ENGINE AND ADDED A FULL GALLON OF COOLANT TO THE SYSTEM. FOUND LOWER RADIATOR HOSE HAS A HOLE IN IT AND IS LEAKING. REMOVED SPARK PLUGS AND PRESSURIZED EACH CYLINDER. NO RISE IN COOLANT LEVEL ON #1 OR #4 BUT COOLANT GUSHED OUT WHEN #3 WAS PRESSURIZED. ENGINE HAS A SEVERELY BLOWN HEAD GASKET. DAMAGE IS BETWEEN THE #2 AND #3 CYLINDERS. REMOVED THE CYLINDER HEAD TO CHECK FOR FLATNESS, AND FOUND THAT THE CYLINDER HEAD IS WARPED .006 in. spec is .002 in.. THEN CHECKED THE BLOCK FOR FLATNESS FOUND THAT THE BLOCK IS WARPED .003 in. spec is .002 in also.

*** [REDACTED] ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Sedona_Amanti_Cadenza to WIPBin default

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

1: please attach a picture of the valve train condition and replace t [REDACTED] ere is no signs of lack of maintenance, or external damage causing the engine to overheat.

*** [REDACTED] ***

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

There is no signs of lack of maintains when I was removing the cylinder head. Long block has been ordered, Thank you

*** Web - Advice created on [REDACTED]
1: your welcome.

*** [REDACTED] ***
Web - Note created on [REDACTED]
Replaced the engine with a long block. Closes

*** [REDACTED] ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Replace the engine with a Long block

**Kia Motors America
Technical Assistance Center**

Case Number: 12527302

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN: KNDJN2A26E7106243

Mileage: 48,897

Prod Date: 05/30/2014

Warranty Start Date: 10/14/2014

Dealer/Contact Data:

Dealer: NC063 Hendrick KIA of Concord

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: SO08

Case Details:

Case Title: Engine Mechanical #

Symptom: Damage (General)

DTC:

System: Engine Mechanical

Component:

Resolution: long block was replaced

Case History

*** [REDACTED] ***

Contact = Jason Klein, Priority = Standard, Sub Status = Dispatched

*** [REDACTED] ***

Web - Problem Description created on [REDACTED] and created by Jason Klein

Vehicle has large hole in bottom of cylinder block. Belly pan has melted away and right cv axle is fired damaged. The motor has appeared to blow apart in cylinder 4 causing a fire underneath the car. From below you can see part of the rod which appears melted in the cylinder.

*** [REDACTED] ***

Web - Diagnostics created on [REDACTED] and created by Jason Klein

Have you seen and engines causing fires?. Where do you suggest I move forward from here?

*** [REDACTED] ***

enginee fire.jpg added by Jason Klein on [REDACTED]

*** [REDACTED] ***

fire.jpg added by Jason Klein on [REDACTED]

*** [REDACTED] ***

fire2.jpg added by Jason Klein on [REDACTED]

*** [REDACTED] ***

fire3.jpg added by Jason Klein on [REDACTED]

*** [REDACTED] ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Sedona_Amanti_Cadenza to WIPBin default

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

1: Jason,

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!

*** [REDACTED] ***

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

you need me to pull the valve cover for inspection? is this for sludge concern? Referring back to the fire concern, Is this a common thing? I have never seen one come in our shop that has caught fire after it blew multiple holes in the engine block?

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

1: Jason,

We need a picture of the top end for warranty purposes. We usually see a thermal event when the hot oil from the engine flashes onto the catalyst.

*** [REDACTED] ***

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

ok 2 pics are being attached

*** [REDACTED] ***

fire4.jpg added by Jason Klein on [REDACTED]

*** [REDACTED] ***

fire5.jpg added by Jason Klein on [REDACTED]

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

1: Jason,

Based on the information you have provided, I recommend 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.

2:

All items damaged by the thermal event will need to be replaced as well per your Service Managers authorization. Your dealer currently has a DSA-A status and a PWA case is not needed for this repair, please see your Service Manager for authorization.

*** [REDACTED] ***

Case Closed with Resolution Code: Faulty Component
Resolution Summary: long block was replaced

**Kia Motors America
Technical Assistance Center**

Case Number: 12664970

Vehicle Data

Model/Year: 2014 SOUL +

Engine:

Model Code: B2522

VIN: KNDJP3A59E7043682

Mileage: 41,792

Prod Date: 12/28/2013

Warranty Start Date: 04/26/2014

Dealer/Contact Data:

Dealer: AZ040 Horne KIA

Phone:

FAX:

Contact:

Contact Title:

Service District: WE07

Case Details:

Case Title: General Information # engine compatibility

Symptom: General Information

DTC:

System: Engine Mechanical

Component:

Resolution: RECEIVED APPROVAL FOR SI

Case History

*** [REDACTED] ***

Contact = Jose Lopez, Priority = Standard, Sub Status

*** [REDACTED] ***

Web - Problem Description created on [REDACTED]
Customer states vehicle died in flight and smoke cam

*** [REDACTED] ***

Web - Diagnostics created on [REDACTED] and [REDACTED]
PERFORMED INSPECTION AND FOUND RADIATOR DAMAGE CAUSING ENGINE TO FAIL. I WANT TO FIND OUT IF
NON- ISG ENGINE IS COMPATIBLE WITH ISG VEHICLE? INSURANCE WARRANTY FOUND USED NON ISG ENGINE
AND WOULD LIKE TO KNOW IF IT IS COMAPTIBLE.

*** [REDACTED] ***

Accepted, from Queue = TL_Rio_Soul_Fort

[REDACTED] ce created on [REDACTED]

[REDACTED] e a part number that you can cross reference with the VIN?

*** Service Alert Escalated to CA as: 12665626 on [REDACTED] (PST)

*** [REDACTED] ***

Case Closed with Resolution Code: Damaged Component
Resolution Summary: RECEIVED APPROVAL FOR SHORT BLOCK

**Kia Motors America
Technical Assistance Center**

Case Number: 12699478

Vehicle Data

Model/Year: 2014 SOUL +

Engine:

Model Code: B2522

Mileage: 97,555

Prod Date: 10/02/2013

Warranty Start Date: 11/16/2013

Dealer/Contact Data:

Dealer: OK031 Boomer KIA

Phone:

FAX:

Contact:

Contact Title:

Service District: SW02

Case Details:

Case Title: Engine Mechanical # Prior Warranty Authorization

Symptom: Engine Smokes

DTC:

System: Engine Mechanical

Component:

Resolution: Authorized

Case History

Standard, Sub Status = Dispatched

Web - Problem Description created on and create CUSTOMER STATES WHILE ACCELERATING ONTO THE HIGHWAY ED FOLLOWED BY A BUNCH OF SMOKE.

Web - Diagnostics created on and created by John Waldron VERIFIED CUSTOMER CONCERN AND FOUND THAT THERE WAS A HOLE IN THE BACK OF THE ENGINE BLOCK AROUND CYLINDER #3. CUSTOMER HAS SUPPLIED MAINTANANCE RECORDS. HAVE ATTACHED PWA CORE DATA FORM

20180423_083158.jpg added by John Waldron on

Accepted, from Queue = TL_Rio_Soul_Forte_Niro

*** Web - Advice created on and cre
1: Please take a clear picture of the valve train with the val
this has been completed please update the case indicating the picture is available for review. Thank you

Please provide a video of the hole in the cylinder block and of the VIN plate.

Thank you,

<For Internal Use Only

Reviewed PWA form>

*** [REDACTED] ***

Web - Note created on [REDACTED]
HAVE UPLOADED PICTURE

*** [REDACTED] ***

20180423_091600.jpg added

*** [REDACTED] ***

20180423_091557.jpg added

[REDACTED] vice created on [REDACTED] and [REDACTED]

Please provide a video of the hole in the cylinder block and of the VIN plate.
Thank you,

[REDACTED] is not available then replace the short block and follow Pitstop PS539 for Engine

Component Re-use Guidelines.
Thank you

*** [REDACTED] **

[REDACTED] : Faulty Component

[Resolution Summary]
Authorized

V
M
V
P
D
D
P
C
C
C
S
S
C
R

Model Code: B2522

Service District: CE11

cation. Thanks!

*
2

se see your Service
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] ***

Web - Note created on [REDACTED] and created b [REDACTED]
thank you for your help, short block ordered, intake, oil pu [REDACTED]

*** Web - Advice created on [REDACTED] and create [REDACTED]
1: You're welcome and thanks for your help.

*** [REDACTED] ***

Case Closed with Resolution Code: Faulty Component
Resolution Summary: engine [REDACTED]

*** [REDACTED] ***

Case Number: 12717552 Reopen Requested [REDACTED]
Reason: [vehicle back with p0014 and eng noise around exhaust cvvt phaser only when hot.]

*** [REDACTED] ***

Reopened with Sub Status of Working [REDACTED]

[REDACTED] e created on [REDACTED] and created b [REDACTED]

What have you replaced on this short block?

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by [REDACTED]
both cvvt oil control valves, both cvvt cam phasers, timing chain tensioner, had head sent out both exhaust and intake valves, hyd lash adj for cly 3.

*** Web - Advice created on [REDACTED] and created [REDACTED]
1: Eric,

The head and cams were not replaced? If there was metal debris in the engine previously, it would have contaminated the new block from transferring the components over and cause the DTC.

*** [REDACTED] ***

Web - Note created on [REDACTED] and create [REDACTED]
the head was sent out to the machine shop, cleaned, inspected, valves, valve seals....etc. we deal with this shop all the time, if it needed a new head we would have been informed. we have had several short blocks done this same way with no problems.

current data shows in-cam hot at idle desired= 27 act= 27-28 test drove under accel desired= 21 act= 21
e-cam desired= -20 act -19-20 under accel desired=6 act= 6. both vary under diif conditions.

[REDACTED] vice created on [REDACTED] and created [REDACTED]

when driving, did you notice the actual and desired to be more then 3 degrees apart?

*** [REDACTED] ***

Web - Note created on [REDACTED] and [REDACTED]
no they basically mimic [REDACTED]

*** [REDACTED] ***

Web - Note created on [REDACTED] and [REDACTED]
im wondering if i should check oil pressure cold t [REDACTED]

[REDACTED] a faulty CVVT. However, I am slightly skeptical considering this DTC is common in reman concern engines when components are reused with metal debris. When you do an oil pressure test, you may want to check for metal just to be safe.

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

[REDACTED] he oil pump/timing cover when the short block was rebuilt. Tech and agent have advised and agreed that the short block would best to be replaced instead of replacing the oil pump assembly again and it potentially not correcting the issue. Tech will get approval from the manager (DSA A status) and replace the block.

*** [REDACTED] ***

Web - Note created on [REDACTED] and created [REDACTED]
r&r short went to start and eng cranked to easy, perf comp [REDACTED] led frt of motor off and found intake timing off, reset timing and perf leak down test= no leak then during manual rotaton timing jumped, r&r timing chain tensioner, reset timing, good rotation, timing marks good, reassembled motor, filled fluids to level, reset adp values, ran to temp, oil pressure with in spec, no abnormal noise detected. thank you for your help, I will close case.

*** [REDACTED] ***

Case Closed with Resolution Code: Faulty Component
Resolution Summary: engine

**Kia Motors America
Technical Assistance Center**

Case Number: 12728111

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VI

Mileage: 79,912

Prod Date: 10/21/2013

Warranty Start Date: 12/01/2013

Dealer/Contact Data:

Dealer: CA244 Palm Springs KIA

Phone:

FAX:

Contact:

Contact Title:

Service District: WE06

Case Details:

Case Title: Engine Mechanical # seized

Symptom: Stuck or Seized

DTC:

System: Engine Mechanical

Component:

Resolution: engine

Case History

*** [REDACTED] ***

Contact = michael aquino, Priority = Standard, Sub Status = Dispatched

*** [REDACTED] ***

Web - Problem Description created on [REDACTED] and created by michael aquino
CUSTOMER STATES WHEN DRIVING LOSS POWER VEHICLE NOT ABLE TO ACCELERATE. SMOKE CAME FROM
UNDER VEHICLE..

*** [REDACTED] ***

Web - Diagnostics created on [REDACTED] and created by michael aquino
FOUND ENGINE LOCKED UP
FOUND A HOLE ON ENGINE BLOCK
FOUND NO SLUDGE ON ENGINE OIL CAP
ATTACHED PICTURE TO CASE

*** [REDACTED] ***

2BCEE157-A7DE-48AD-94B4-6CC8E7167210.jpeg added by michael aquino on [REDACTED]

*** [REDACTED] ***

554608E8-0648-430D-AB23-32A198A4EF60.jpeg added by michael aquino on [REDACTED]

*** [REDACTED] ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Amanti_Cadenza to WIPBin defaults

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

[REDACTED] WRTY143 Core Data Form (Rev. 11/1/2016) TO THIS CASE to proceed. Please follow the guidelines in PS561 to ensure it is filled out correctly.

please pull valve cover and take a photo of valve train and attach to the case. Let me know when it is uploaded.

*** [REDACTED] ***

ABB29BE1-11D5-4231-9C72-3D88BFA8AE57.jpeg added by michael aquino on [REDACTED]

*** [REDACTED] ***

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

Attach PWA date form to case

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

1: I have generated a PWA case for you; please validate the vehicle. [REDACTED] A 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 12728253 created [REDACTED]

*** Case has been auto closed by the system on [REDACTED] (PST)

**Kia Motors America
Technical Assistance Center**

Case Number: 12728253

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VI

Mileage: 79,912

Prod Date: 10/21/2013

Warranty Start Date: 12/01/2013

Dealer/Contact Data:

Dealer: CA244 Palm Springs KIA

Phone:

FAX:

Contact:

Contact Title:

Service District: WE06

Case Details:

Case Title: Engine Mechanical # seized Case for Warranty Authorization

Symptom: Stuck or Seized

DTC:

System: Engine Mechanical

Component:

Resolution: PWA Authorized

Case History

*** [REDACTED] ***

Contact = michael aquino, Priority = Standard, Sub Status = Dispatched

*** [REDACTED] ***

Web - Problem Description created on [REDACTED] and created by michael aquino
CUSTOMER STATES WHEN DRIVING LOSS POWER VEHICLE NOT ABLE TO ACCELERATE. SMOKE CAME FROM
UNDER VEHICLE..

*** [REDACTED] ***

Web - Diagnostics created on [REDACTED] and created
FOUND ENGINE LOCKED UP
FOUND A HOLE ON ENGINE BLOCK
FOUND NO SLUDGE ON ENGINE OIL CAP
ATTACHED PICTURE TO CASE

*** [REDACTED] ***

2BCEE157-A7DE-48AD-94B4-6CC8E7167210.jpeg added by michael aquino on [REDACTED]

*** [REDACTED] ***

554608E8-0648-430D-AB23-32A198A4EF60.jpeg added by michael aquino on [REDACTED]

*** [REDACTED] ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro [REDACTED]

[REDACTED] (Rev.
11/1/2016) TO THIS CASE to proceed. Please follow the guidelines in PS561 to ensure it is filled out correctly.

please pull valve cover and take a photo of valve train and attach to the case. Let me know when it is uploaded.

*** [REDACTED] ***

ABB29BE1-11D5-4231-9C72-3D88BFA8AE57.jpeg added by michael aquino on [REDACTED]

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by michael aquino
Attach PWA date form to case

*** Web - Advice created on [REDACTED] and created by [REDACTED]
1: I have generated a PWA case for you; please validate the vehicle [REDACTED] 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 created for RA Case 12728111 by Sam Camarillo

*** Web - Advice created on [REDACTED] and created by [REDACTED]
1: Please validate warranty and if title is branded or not so I can approve.

*** [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: 12728830

Vehicle Data

M [REDACTED] Engine: [REDACTED] Model Code: B2542
V [REDACTED] Mileage: 95,662
Prod Date: 12/06/2013 Warranty Start Date: 06/04/2014

Dealer/Contact Data:

Dealer: FL072 Family KIA of St. Augustine
Phone: [REDACTED] FAX: [REDACTED]
Contact: [REDACTED] Contact Title: [REDACTED] Service District: SO04

Case Details:

Case Title: Engine Mechanical # [REDACTED]
Symptom: Damage (General) DTC: [REDACTED]
System: Engine Mechanical
Component: [REDACTED]
Resolution: ORDERED PARTS

Case History

*** [REDACTED] ***

Contact = MIKE HAMMER, Priority = Standard, Sub Stat [REDACTED]

*** [REDACTED] ***

Web - Problem Description created on [REDACTED]
c/s vehicle caught fire was told engine block has a hole, c [REDACTED]

*** [REDACTED] ***

Web - Diagnostics created on [REDACTED] and c [REDACTED]
Towed in, should we push in shop to examine? Appears [REDACTED] to see where tow
truck dropped

*** [REDACTED] ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_S [REDACTED]

*** Web - Advice created on [REDACTED] a [REDACTED]
1: Mike, please have your manager notify your DPSM, park the vehicle and wait for a representative from Kia Consumer
Affairs to contact your dealership regarding this vehicle. Thank you

*** [REDACTED] ***

Web - Note created on [REDACTED] and create [REDACTED]
Ok.

*** Research - Advice created on [REDACTED]
1: Let me know once you hear from a CA representati [REDACTED]

*** [REDACTED] ***

Web - Note created on [REDACTED] and crea [REDACTED]
OK

*** Research - Advice created on [REDACTED] and created by [REDACTED]
<For Internal Use Only
>

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by [REDACTED]
CA called and advised to diagnose. Removed engine valve [REDACTED]aked out causing splash
shield to melt, cv boot to melt, damage to radiator and wiring [REDACTED]

*** Web - Advice created on [REDACTED] and created by [REDACTED]
1: Attach a photo of the valve train to the case for document [REDACTED]

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by [REDACTED]
see attached pics [REDACTED]

*** [REDACTED] ***
IMG_4206.JPG added [REDACTED]

*** [REDACTED] ***
IMG_4207.JPG added [REDACTED]

*** Web - Advice created on [REDACTED] and created by [REDACTED]
1: Thank you for the photo, I will forward the information to CA.
2: If we determine the engine requires replacement, Techline now has [REDACTED] w PWA case based on the
information in a repair assistance case so you will not need to do so. (See pitstop PS561) Complete the REVISED WRTY143
Engine Core Data Form dated 11-1-2016, attach it to this case as outlined in Pitstop PS410 to proceed. The form must
include the RO #, mileage, Dealer info, VIN #, (part #'s not required), check the repair type 'Warranty', KU Technician ID,
Techline case #, signed and dated by the technician and service manager. See Pitstop PS561. Thanks

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by [REDACTED]
Ryan with CA called and requested an estimate of a [REDACTED]

*** Research - Advice created on [REDACTED] and created by [REDACTED]
1: Thank you for the [REDACTED]

*** Web - Advice created on [REDACTED] and created by [REDACTED]
1: Mike, I just heard back from CA, they advised to [REDACTED]

Based on the information you have provided the engine should be replaced following normal service procedures. See pitstop
PS539 for Engine component re-use guidelines. Since you are a DSA dealer a PWA case is not required.

*** [REDACTED] ***

Web - Note created on [REDACTED] and created by [REDACTED]
Parts on order. Short block no ETA [REDACTED]

*** Web - Advice created on [REDACTED] and created by [REDACTED] **
1: Close this case if no further assistance is needed. If after repairs you require further assistance for this concern, please
use the Techline web portal and request to reopen this case. Thank you.

*** [REDACTED] ***

Case Closed with Resolution Code: Faulty Component
Resolution Summary: ORDERED PARTS

**Kia Motors America
Technical Assistance Center**

Case Number: 12812930

Vehicle Data

Model/Year: 2014 SOUL +

Engine:

Model Code: B2522

VIN

Mileage: 95,251

Prod Date: 03/29/2014

Warranty Start Date: 05/29/2014

Dealer/Contact Data:

Dealer: TX140 Classic KIA of Carrollton

Phone:

FAX:

Contact:

Contact Title:

Service District: SW02

Case Details:

Case Title: Engine Mechanical #

Symptom: Stuck or Seized

DTC:

System: Engine Mechanical

Component:

Resolution:

Case History

Priority = Standard, Sub Status = Dispatched

Web - Problem Description created on [REDACTED] and created by [REDACTED]
Vehicle towed in, cust states he could hear a knocking noise from the engine while driving that started the evening prior and he decided to stop at a oil and change facility. The oil was changed on the vehicle and the knocking noise was still present. He left the oil change facility and was driving along and the vehicle started to smoke. He pulled over and the engine compt caught fire. It extinguished pretty quick but there is fire damage under the hood. Due to recent sensitivity to fire's on KIA vehicle's in the Dallas area we want to be certain to follow protocol. We have advised the customer to contact his insurance company and he has stated he refuses to call them due to the recent news stories in our local market. We have advised him if feels it is a product liability issue he would need to contact consumer affairs. I am attaching some photos and a video for viewing

Web - Diagnostics created on [REDACTED] and created [REDACTED]
Dealer has not performed any diagnosis nor repairs at this point [REDACTED] insurance one way or another. DPSM has been contacted and advised. He too has advised customer needs [REDACTED] insurance company.

IMG_0100[1].JPG added [REDACTED]

IMG_0098[1].MOV added [REDACTED]

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_S [REDACTED]

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

1: Thank you for the attachments. I have NCA reviewed the case and advise to park the vehicle until contacted By Kia for

further direction after the case and condition is reviewed [REDACTED]

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

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

*** Service Alert Escalated to CA as: 12814336 on [REDACTED] (PST)

*** Case has been auto closed by the system on [REDACTED] (PST)

**Kia Motors America
Technical Assistance Center**

Case Number: 12903675

Vehicle Data

Model/Year: 2014 SOUL +

Engine:

Model Code: B2522

VIN

Mileage: 87,670

Prod Date: 03/31/2014

Warranty Start Date: 08/30/2014

Dealer/Contact Data:

Dealer: WI023 Dick Brantmeier KIA

Phone:

FAX:

Contact:

Contact Title:

Service District: CE07

Case Details:

Case Title: Engine Mechanical # Thermal Event

Symptom: Damage (General)

DTC:

System: Engine Mechanical

Component:

Resolution:

= Standard, Sub Status = Dispatched

Web - Problem Description created on [REDACTED] and created by [REDACTED]
Vehicle towed in for concern of fire under hood. Verified that fire extinguisher was used. Found visible damage to:
Engine Upper Cover, Engine Wiring Harness, FUEL Lines, Engine Lower Cover, Steering Gear. Found piece of Engine
Block sitting on top of engine lower cover. Found hole in exhaust side of engine block in the area of cylinders #2 and #3.
Suspect engine failed, causing oil to hit the exhaust which resulted in the fire. Currently unsure exactly HOW much damage
is present. Vehicle IS Covered under Factory Powertrain Warranty. Left message for DPSM. Looking for direction in how to
proceed. Please Advise.

Web - Diagnostics created on [REDACTED] and created by [REDACTED]
see above

E7731575 Lower Shield.jpg added

E7731575 Fuel Line.jpg added by

E7731575 HP Pump.jpg added by

E7731575 Steering Gear.jpg added

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: Max,

I have forwarded this case to our NCA team they should be in contact with you with further directions.

*** [REDACTED] ***

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

Still waiting to hear from Customer Affairs. Per DPSM and Service Manager's direction, I have attached the service history we have for this vehicle at our dealership. Our history is very limited with this vehicle, but at each visit the customer had a concern with the oil light flickering or coming on. First visit was a loose oil filter from an oil change done by a quick lube. The second visit we were unable to duplicate any concern with the oil light: Level was good, no leaks present, no DTCs. Last visit, we replaced the oil pressure switch for it possibly sticking....and that is the full extent of our history with this vehicle.

*** [REDACTED] ***

Service History.pdf added by [REDACTED]

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

Thanks for the attaching the service history! We will need to wait on NCA at this point.

*** [REDACTED] ***

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

Not sure what kind of delays NCA/Customer Affairs is working with right now, but I was just curious to see if anything is progressing with this outside of what I can see on the customer affairs side (which was a call-in by the customer back on the 19th).

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

1: Max,

I have no updates from NCA on this case. I will re escalate it.

*** Service Alert Escalated to CA as: 12906498 on [REDACTED] (PST)

*** [REDACTED] ***

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

Was instructed by Samuel Kim of NCA that: "National Consumer Affairs has reviewed the case and Techline should proceed like any other warranty claim. It will be Techline's decision whether to approve the repairs or not." Let me know what further information I need to provide in regards to this vehicle. I have already attached an image of the valve train.

*** [REDACTED] ***

E7731575 Valve Train.jpg added by [REDACTED]

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

1: Max,

Please complete, sign and attach the REVISED WRTY143 Core Data Form as outlined in Pitstop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Thanks!

All other parts and body work authorization will need to go through your DPSM.

*** [REDACTED] ***

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

Attached WRTY 143 Form. Will be in contact with DPSM in regards to all the related damage to the vehicle.

*** [REDACTED] ***

PWA28430.pdf added by MAX UMBS on [REDACTED]

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

1: Max,

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.

PWA Case 12923910 c

**Kia Motors America
Technical Assistance Center**

Case Number: T2616277

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN [REDACTED]

Mileage: 6,472

Prod Date: 09/03/2013

Warranty Start Date: 10/17/2013

Dealer/Contact Data:

Dealer: FL059 Friendly KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: SO14

Case Details:

Case Title: Duplicate - WEB Case #

Symptom: Improper Operation

DTC:

System: Body Electrical

Component:

Resolution: Duplicate case

Case History

Problem Description :
customer states passenger head light out

Diagnostics Performed :
found connector burnt/ melted again and drivers is starting to melt. it is a community patrol vehicle so the light are on all the time...

*** PHONE LOG 12/05/2013 05:50 AM Pacific
Advice 1: Refer to other older case that you sh

I'll be closing this case

*** CASE CLOSE 12/05/2013 05:51 AM Pacific

Resolution Code: Duplicate Web Case
CLOSING COMMENTS
Duplicate case

**Kia Motors America
Technical Assistance Center**

Case Number: T2627392

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN:

Mileage: 4,773

Prod Date: 10/01/2013

Warranty Start Date: 11/22/2013

Dealer/Contact Data:

Dealer: TX028 Kelly Grimsley KIA

Phone:

FAX:

Contact:

Contact Title:

Service District: SW06

Case Details:

Case Title: Lighting - External - Head lights inop #

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component:

Resolution:

Case History

*** NOTES 12/26/2013 01:57 PM clarify Action Type: Manager review

*** Performed by con

*** This is a Request

Problem Description:
no headlamps

Diagnostics Performed :

pigtails that plug into headlamp bulbs on both sides are melted(almost on fire),pigtails that plug into headlamp assy are fine(show no sign of burn marks or melting),you guys seen this?THANKS

*** PHONE LOG 12/26/2013 02:18 PM Pa Type:Web Contact

Advice 1: Milton, Please take pictures of all of the damage in detail and attach them to the case for review. Please do not repair the vehicle at this time until i have reviewed the pictures. Thank you.

*** NOTES 12/26/2013 03:05 PM clarify Action Type: Manager review

*** Performed by con

Result of Advice 1:john,just attached a pic of 1 of the pigtails,let me know you got it.I already ordered her 2 headlamps anyways.will attach the pics of the other pigtail as soon as i get it through my e-mail.The way they set all KGIS up is so screwed up,having a hard time sending & receiving document(pics)

*** NOTES 12/26/2013 Type: Manager review

*** Performed by con

Result of Advice 1:just attached pic of r.h. pigtail,let me know asap you got them or can e-mail them direct to you

*** PHONE LOG 12/27/2013 06:05 AM Pacific

Advice 1: Milton, I have received the pictures and do see the damage to the connectors. The only problem is the Engineers are off until after the New Year. I will try to contact someone today and see how they want to handle the repair. Thank you.

*** NOTES 12/27/2013 [REDACTED] review

*** Performed by [REDACTED]

Result of Advice 1: Jerry, either way, it has to be fixed. You want me to tell DPSM he has to pay for rental car till you can talk to engineer? Call me at [REDACTED] asap

*** PHONE LOG 12/27/2013 07:26 AM Pacific Daylight Time [REDACTED] Web Contact

Advice 1: I called and spoke with Milton. I requested for him to go ahead and repair the vehicle as it would take too long to have someone go out there to inspect the vehicle due to the Holidays. Milton stated he would perform a voltage drop test after repairing the vehicle to ensure there is no high resistance in the circuit. Milton stated he will keep me up to date on the repair.

*** NOTES 12/30/2013 [REDACTED] Type: Manager review

*** Performed by [REDACTED]

Result of Advice 1: The photos of the headlamp assembly with voltage drop tests, everything test good. I think excessive heat from bulbs or the internal wiring in the headlamp had excessive resistance causing pigtailed to the bulbs to melt, no signs of excessive heat, melting or resistance anywhere. Thanks Jerry, if you or engineers have any questions, can call me anytime at [REDACTED], I left the old headlamps together if they want us to send them back for review. going to let it run for a couple hours, then will close case.

*** PHONE LOG 12/30/2013 07:36 AM Pacific Daylight Time [REDACTED] Web Contact

Advice 1: Milton, Please do one more thing. Could you please upgrade the grounds with star washers before letting the vehicle go. Thank you.

*** NOTES 12/30/2013 [REDACTED] Type: Manager review

*** Performed by [REDACTED]

Result of Advice 1: Jerry, you know I had to pull the front bumper cover to r&r the headlamps, would have been nice if you would have suggested that before I re-installed everything (lol), will do it though.

*** PHONE LOG 12/30/2013 09:21 AM Pacific Daylight Time [REDACTED] Web Contact

Advice 1: Milton, I am sorry. The idea just popped in to my head at the last minute. Thank you.

*** NOTES 12/30/2013 [REDACTED] Type: Manager review

*** Performed by [REDACTED]

Result of Advice 1: LOL, yes, it was very good idea, had to take bumper cover off again though (gc201 & gc101) are both behind induction pipe/housing. got it fixed up, Thanks Jerry

*** CASE CLOSE 1 [REDACTED]

*** Performed by [REDACTED]

replaced both headlamp assys & updated all 4 headlamp ground with star washers

*** PHONE LOG 12/30/2013 10:34 AM Pacific Daylight Time [REDACTED] Web Contact

Advice 1: Milton, Thank you for understanding.

*** PHONE LOG 02/14/2014 12:20 PM Pacific Daylight Time [REDACTED] Web Contact

Advice 1: Milt called

=- Left head light is burnt up for the 2nd time

customer is stating that she only drives during the day and only with low beams

dealer is installing headlamps today

I advised I would call back dealer in a few , need to talk with the Engineer

*** CASE CLOSE 03/17/2014

*** Performed by co [REDACTED]
replaced r.f.headlamp assy agian,performed voltage drop tests-passed

*** PHONE LOG 03/17/2014 11:28 AM Pacific Daylight [REDACTED] n Type:Incoming call
Advice 1: Milt called in after stating the headlamp failed again and he has ordered a new one.

Advised since the vehicles production date applies to TSB ELE 058, perform the BCM upgrade.
Advice 2: Milt, can you enter into the case notes which side failed, drivers or pass, thanks.

*** NOTES 03/17/2014 [REDACTED] n Type: Manager review

*** Performed by [REDACTED]
Result of Advice 1: 12/30/2013 both headlamps were replaced,vehicle returned 2/14/2014 & replaced r.f.headlamp,vehicle
returned today for l.f.headlamp replacement & bcm upgrade
Result of Advice 2:drivers today

*** NOTES 03/17/2014 [REDACTED] Manager review

*** Performed by contact [REDACTED]
Result of Advice 1:thank you [REDACTED] open if problem re-occures
Result of Advice 2:drivers [REDACTED]

*** CASE CLOSE 03/17/2014

*** Performed by contact [REDACTED]
replaced l.f. headlamp & re-programmed BCM

**Kia Motors America
Technical Assistance Center**

Case Number: T2736654

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN:

Mileage: 18,547

Prod Date: 10/21/2013

Warranty Start Date: 12/06/2013

Dealer/Contact Data:

Dealer: FL093 Bev Smith KIA

Phone:

FAX:

Contact:

Contact Title:

Service District: SO03

Case Details:

Case Title: Lighting - External - Head lights inop #

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component:

Resolution:

Case History

*** NOTES 06/21/2014 11:55 AM clarify Action Type: Dealer contact

*** Performed by contact: Thomas Driscoll,

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

Problem Description :

customer states when driving vehicle at night, passenger headlamp flickers on and off. had vehicle in, bumping headlamp housing and cannot duplicate. have you seen any similar happenings? being day time I cannot attempt to duplicate anything other then gently hitting the assembly and shaking wires.

Diagnostics Performed :

bumping headlamp housing

*** PHONE LOG 06/21/2014 12:06 PM Pacific Daylight Time

Advice 1: Thomas,

This is not a common concern.

We will need to be able to duplicate the customers concern so we can properly diagnose it, please do not attempt any repairs until the concern has been duplicated. Please report back once you have been able to duplicate the customers concern, thanks!

** Admin Note ***

service alert escalated to CA as : K2737620 on 06/23/2014

*** NOTES 06/28/2014 09:42 AM clarify Action Type: Dealer contact

*** Performed by contact: Thomas Driscoll,

customer returned today for passenger headlamp out. this is the same lamp assembly that was flickering on and off at night when driving. upon inspection, found that harness indie headlight to bulb is melted. put headlight from lot car so cust could leave. ordered headlight assembly to replace one from lot car.

Additional Comments:customer returned today for passenger headlamp out. this is the same lamp assembly that was flickering on and off at night when driving. upon inspection, found that harness indie headlight to bulb is melted. put headlight

from lot car so cust could leave. ordered headlight assembly to replace one from lot car.

*** CASE CLOSE 07/12/2014 04:26 AM clarify

*** Performed by contact: Thomas Driscoll, [REDACTED]

HEADLIGHT CONNECTOR MELTED CAUSING INOP [REDACTED]

*** Performed by contact: [REDACTED]

*** This is a Request for [REDACTED]

Problem Description :

C/S passenger side headlight out.

Diagnostics Performed :

Found connector for headlight bulb melted. This is the second time the passenger headlamp assy internal wiring has melted causing intermittent short. The driver side headlamp was also replaced for the same concern and after a quick inspection I've have found that it also is starting to melt as well. Battery tested good as well as alternator (14.09V no load; 13.98V with load)

Advice 2:

Please replace the head lamp assemblies again.

Based on the production date, perform upgrade ELE 058 SA164 if it has not been already completed.

*** CHNG CONTACT 11/13/2014 08:15 AM Pac [REDACTED]

Contact changed from Thomas Driscoll at Bev S [REDACTED]

([REDACTED]). Former alternate phone: . [REDACTED]

primary phone:

*** CASE CLOSE 11/13/2014 09:10 AM clarify

*** Performed by co [REDACTED]

R&R both headlamp [REDACTED]

**Kia Motors America
Technical Assistance Center**

Case Number: T2739896

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN:

Mileage: 2,760

Prod Date: 11/07/2013

Warranty Start Date: 01/08/2014

Dealer/Contact Data:

Dealer: WV014 Freedom KIA of Clarksburg

Phone:

FAX:

Contact:

Contact Title:

Service District: SO05

Case Details:

Case Title: Lighting - External - Head lights inop # Melted harness

Symptom: Hazards Inop

DTC:

System: Body Electrical

Component:

Resolution:

Case History

**** NOTES AM clarify Action Type: Dealer contact

*** Performed by contact

*** This is a Request for

Problem Description :

customer came in 6/6/14 with a pass headlight out. found harness in headlamp assembly melted.

replaced pass lamp assembly. now driver side lamp is inop with same condition. headlamp harness in assembly melted.

pass lamp assembly is starting to melt again

Diagnostics Performed :

have you guys been seeing this and if so is there a fix yet like the older sorentos headlamp wiring harness?

**** PHONE LOG

Advice 1: William, please replace the head light assemblies and perform TSB electrical 058. Thank you.

*** Admin Note ***

Service alert escalated to CA as : K2740179 on 06/26/2014

*** CASE CLOSE 10/08/2014 10:52 AM - clarify

*** Performed by contact

replaced headlight assy

Kia Motors America
Technical Assistance Center

Case Number: T2744428

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN [REDACTED]

Mileage: 3,806

Prod Date: 03/06/2014

Warranty Start Date: 04/30/2014

Dealer/Contact Data:

Dealer: FL117 Fuccillo KIA of Cape Coral

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: SO16

Case Details:

Case Title: Lighting - External - Head lights inop # melted connector

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component:

Resolution:

Case History

*** NOTES 07/03/2014 08:35 AM clarify Action Type: Dealer contact

*** Performed by contact [REDACTED]

*** This is a Request for [REDACTED]

Problem Description :

SERVICE ALERT, 2nd repair. c/s pass. side low beam inop.

Diagnostics Performed :

previously replaced bulb. found bulb connector melted. note approx 3 inches below connector shows signs of rubbing / chaffing against reflector bracket.

*** PHONE LOG 07/03/2014 09:05 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact

Advice 1: Miguel. Replace the headlamp assemblies and perform TSB ELE 058 (SA 164). Update the case when the repairs are completed. Thanks.

** Admin Note ***

ervice alert escalated to CA as : K2744855 on 07/03/2014

*** CASE CLOSE 07/11/2014 10:44 AM clarify

*** Performed by contact: Miguel Reyes, [REDACTED]

R&R new headlamp assy and performed bcm update. confirmed proper operation.

*** PHONE LOG 12/19/2014 08:00 AM Pacific Daylight Time SOKimura Action Type:Outgoing call

Advice 1: *** NOTES 12/19/2014 06:57 AM clarify Action Type: Dealer contact

*** Performed by contact [REDACTED]

*** This is a Request for [REDACTED]

Problem Description :

RF HIGH BEAM INOP.

Diagnostics Performed :

THIS VEHICLE IS A SECURITY VEHICLE WITH ALL AFTERMARKET LIGHTS ON IT. EVERY TWO MONTHS OR SO THEY ALWAYS BLOW A HEADLAMP BULB. LAST VISIT I REPLACED THE RF HEADLAMP ASSEMBLY BECAUSE OF A BURNT CONNECTOR. NOW THE RF HEADLAMP BULB IS BLOWN WITH A INOP. HIGH BEAM.

Advice 2:

Inspect both sides for melted connectors.

Have your advisor if this vehicle is operated with the high beams on for extended periods of time, if yes about how long each day?

*** NOTES 12/29/2014 06:21 AM clarify Action Type: Dealer contact

*** Performed by [REDACTED]

Result of Advice 1:tech Joseph TIU replaced bulb.

Result of Advice 2:tech states high beams used all night. no melted connectors noted.

Additional Comments:customer took vehicle.

*** CASE CLOSE 12/29/2014 06:22 AM clarify

*** Performed [REDACTED]

replaced bulb [REDACTED]

*** CASE CLOSE 01/02/2015 07:32 AM Pacific Daylight Time MGoldwasser

[REDACTED] Fuccillo Kia of Cape Coral to JOSEPH TIU at Fuccillo Kia of Cape Coral. Former alternate phone: [REDACTED]

*** PHONE LOG 06/02/2015 07:32 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call

Advice 1: Problem Description :

C/S RF HEADLAMP HIGH BEAM IS OUT.

Diagnostics Performed :

THIS IS A SECURITY COMPANY THAT HAS ALL AFTERMARKET LIGHTING ON VEHICLE. THEY RUN THE HIGH BEAMS ALL NIGHT AND CONTINUE TO BURN OUT THE HEADLAMP BULBS. THIS BULB WAS LAST REPLACED ON 12/19/2014. NO CONNECTORS ARE MELTED. THANKS

[REDACTED] Pacific Daylight Time MGoldwasser Action Type:Outgoing call

The high beams are not designed to run for long periods of time due to the massive amount of heat they create. The bulbs will continue to burn out due to the customers operating conditions.

Please recommend the customer to use the head lamps in low beam position to resolve this concern.

[REDACTED] Dealer contact

Result of Advice 1:THE DRIVER HAS BEEN ADVISED AGAIN THAT THE HIGH BEAMS ARE NOT FOR EXTENDED USE AND THAT A RESULT OF A BLOWN BULB WILL OCCUR. CUSTOMER HAS PAID FOR BULB AND LABOR. THANK YOU

**Kia Motors America
Technical Assistance Center**

Case Number: T2761583

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 11,032

Prod Date: 11/01/2013

Warranty Start Date: 12/08/2013

Dealer/Contact Data:

Dealer: AZ049 Peoria KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: WE07

Case Details:

Case Title: Lighting - External - Head lights inop # Melted Head light connector

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component:

Resolution:

Case History

*** NOTES 07/29/2014 12:39 PM clarify Action Type: Dealer contact

*** Performed by contact: Jason McKee, [REDACTED]

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

Problem Description :

Customer states drivers headlight was flickering then went out.

Diagnostics Performed :

Verified concern, drivers side low/high beams inop. No blown fuses, went to check bulbs and found connector melted at bulb. Checked right side also and found that one also starting to melt but not as bad as the left side. BCM upgrade was done previous visit. Advise.

*** PHONE LOG 07/29/2014 01:18 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact

[REDACTED] form ELE 058 before releasing the vehicle back to the

**Kia Motors America
Technical Assistance Center**

Case Number: T2783413

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN:

Mileage: 13,592

Prod Date: 09/12/2013

Warranty Start Date: 10/25/2013

Dealer/Contact Data:

Dealer: AL008 Dean McCrary KIA

Phone:

FAX:

Contact:

Contact Title:

Service District: SO06

Case Details:

Case Title: Lighting - External - Head lights inop #

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component:

Resolution:

Case History

*** NOTES 08/30/2014

*** Performed by con

*** This is a Request

Problem Description :

Customer states right headlamp is out.

Diagnostics Performed :

Found the electrical connector for the headlamp melted. Bulb was factory. Internal short in headlamp. Requestion permission to replaced Headlamp asym.

*** PHONE LOG 08/30/2014 06:19 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call

internal failure of headlamp asym caused connector to melt. replaced headlamp

**Kia Motors America
Technical Assistance Center**

Case Number: T2798658

Vehicle Data

M [REDACTED] Engine: [REDACTED] Model Code: B1511
VI [REDACTED] Mileage: 26,460
Prod Date: 09/10/2013 Warranty Start Date: 10/31/2013

Dealer/Contact Data:

Dealer: NY058 KIA of East Syracuse
Phone: [REDACTED] FAX: [REDACTED]
Contact: [REDACTED] Contact Title: [REDACTED] Service District: EA11

Case Details:

Case Title: Lighting - External - Head lights inop #

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component:

Resolution:

Case History

*** NOTES 09/23/2014 06:42 AM clarify Action Type: Dealer contact

*** Performed by c [REDACTED]

*** This is a Request [REDACTED]

Problem Description :

Customer complaint right front headlamp is inoperative. Customer changed bulb, still did not work after. No low, no high beam.

Verified, removed both caps behind both headlamp bulbs, found both connector pigtailed melted, wiring melted inside headlamp capsule. Dug out melted plastic from lamp terminals and reconnected, both headlamps are now operational. Customer still has original factory bulbs, and one new bulb, no evidence of tampering with lights. Maybe customer drives with high beams on all the time? Still shouldn't melt the connectors or wiring though?

Diagnostics Performed :

Verified concern. Disassembled headlamps, found three-wire lamp connector pigtailed melted, wiring "soft" inside capsule. Factory bulbs present, no tampering evident.

*** PHONE LOG 09/23/2014 07:11 AM Pacific Daylight Time MGoldwasser Action Type: Outgoing call

Advice 1: Nickolas,

Please perform Electrical TSB 058 and replace the damaged head lamp housing assembly's, thanks!

*** CASE CLOSE 10/13/2014 10:31 AM clarify

*** Performed by [REDACTED]

Repaired one side until bulb was functional, customer took vehicle.

**Kia Motors America
Technical Assistance Center**

Case Number: T2833318

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN [REDACTED]

Mileage: 36,544

Prod Date: 10/21/2013

Warranty Start Date: 12/06/2013

Dealer/Contact Data:

Dealer: FL093 Bev Smith KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: SO03

Case Details:

Case Title: Duplicate - WEB Case # T2736654

Symptom:

DTC:

System: Non System Related

Component:

Resolution: I am closing this duplicate case,

Case History

*** NOTES 11/13/2014 0 [REDACTED]

*** Performed by contact [REDACTED]

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

Problem Description :

C/S passenger side headlight out.

Diagnostics Performed :

Found connector for headlight bulb melted. This is the second time the passenger headlamp assy internal wiring has melted causing intermittent short. The driver side headlamp was also replaced for the same concern and after a quick inspection I've have found that it also is starting to melt as well. Battery tested good as well as alternator (14.09V no load; 13.98V with load)

*** PHONE LOG 11/13/2014 08:12 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Shawn, pl

*** CASE CLOSE 11/13/2014 08:13 AM Pacific Daylight Time SOkimura

Resolution Code: Duplicate Web Case

CLOSING COMMENTS

I am closing this duplicate case, refer to T2736654

**Kia Motors America
Technical Assistance Center**

Case Number: T2854359

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 21,205

Prod Date: 09/23/2013

Warranty Start Date: 12/20/2013

Dealer/Contact Data:

Dealer: FL094 Citrus KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: SO14

Case Details:

Case Title: Lighting - External - Head lights inop #

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component:

Resolution:

Case History

*** NOTES 12/17/2014 05:28 AM clarify Action Type: Dealer contact

*** Performed by contact [REDACTED]

*** This is a Request for [REDACTED]

Problem Description : [REDACTED]
c/s passenger headlamp inop.

Diagnostics Performed :

checked connectors in headlamp. found pass side main headlamp bulb connector charred and melted. checked drivers side and found evidence that its starting to melt as well.

*** PHONE LOG 12/17/2014 05:49 AM Pacific Daylight Time SOKimura Action Type:Outgoing call

Advice 1: Chris called in, advised to replace both headlamp assemblies.

Advice 2: Advised to perform the SA164 BCM reflash based on the production date

*** CASE CLOSE 12/17/2014 06:04 AM clarify

*** Performed by contact [REDACTED]

replaced headlamp assn [REDACTED]

**Kia Motors America
Technical Assistance Center**

Case Number: T2862404

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN

Mileage: 42,669

Prod Date: 10/15/2013

Warranty Start Date: 11/18/2013

Dealer/Contact Data:

Dealer: MO012 Roper KIA

Phone:

FAX:

Contact:

Contact Title:

Service District: CE05

Case Details:

Case Title: Lighting - External - Head lights inop # Melted connector

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component:

Resolution:

Case History

*** NOTES 01/02/2015 12:30 PM clarify Action Type: Dealer contact

*** Performed by contact

*** This is a Request for

Problem Description :

Customer stated If headlamp out.

Diagnostics Performed :

removed connector and inspected, found bulb ok, but connector melted. inspected bulb to make sure correct due to damage on bulb and connector. found correct h13/9008 bulb. compared bulb to passenger side to make sure correct, and found passenger side connector at the bulb starting to melt as well.

*** PHONE LOG 01/02/2015 01:10 PM Pacific Daylight Time SOKimura Action Type:Outgoing call

Advice 1: Phillip, please replace both head lamp assemblies.

Because of the production date, perform ELE068 SA164

*** CASE CLOSE 01/05/2015 06:21 AM clarify

*** Performed by contact: Phillip LANCE,

replaced both front headlamp assemblies

**Kia Motors America
Technical Assistance Center**

Case Number: T2894744

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 21,659

Prod Date: 11/06/2013

Warranty Start Date: 12/26/2013

Dealer/Contact Data:

Dealer: CA186 Car Pros KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: WE01

Case Details:

Case Title: Lighting - External - Head lights inop # Left head light assembly.

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component:

Resolution:

Case History

**** NOTES [REDACTED] AM clarify Action Type:Dealer contact

*** Performed by contact: Jose Guardado, [REDACTED]

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

Problem Description :

CUSTOMER STATES LEFT HEAD LAMP BULB IS NOT WORKING

Diagnostics Performed :

VERIFIED CONCERN FOUND LAMP WIRING MELTED ON LF LAMP..CHECKED RF LAMP AND ITS STARTING TO MELT..CHECKED SA164 AND SEEMS IT ALREADY BEEN PERFORMED ON SERVICE ACTION HISTORY..DO I JUST REPLACE LAMPS?OR IS THERE OTHER PROCEDURE FIRST.

**** PHONE LOG [REDACTED] AM JGossling-TL

Advice 1: Jose, based off of your information both the head light assemblies will need to be replaced with authorization from you dpsm. Please keep me up to date on the repair. Thank you,

*** Admin Note ***

Service alert escalated to CA as : K2895187 on 02/23/2015

*** CASE CLOSE 02/26/2015 10:42 AM clarify

*** Performed by contact: Jose Guardado, [REDACTED]

replaced both head lamps

**Kia Motors America
Technical Assistance Center**

Case Number: T2921028

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 29,255

Prod Date: 02/05/2014

Warranty Start Date: 03/30/2014

Dealer/Contact Data:

Dealer: CA270 KIA of Alhambra

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: WE02

Case Details:

Case Title: Lighting - External - Head lights inop #

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component:

Resolution:

Case History

*** NOTES 04/03/2015 11:26 AM clarify Action Type: Dealer contact

*** Performed by contact [REDACTED]

*** This is a Request for Assistance

Problem Description :

CUST STATES, THAT LEFT FRONT HEADLIGHT INT INOPO-WHEN INOP FLASH HIGHBEAMS THEN OK(INOP NOW)

Diagnostics Performed :

PERFORM ALL EXTERIOR LIGHTS OPERATION INSPECTION AND TECH NOTE THAT LEFT FRONT HEADLIGHTS NOT WORKING(LOW/HIGH BEAMS).REMOVE HEADLAMP ASSY AND CHECK LIGHT BULB CONNECTOR AND FOUND INSIDE LIGHT BULB CONNECTOR MELT DOWN HARNESS SIDE,TECH WIGLE THE CONNECTOR AND LIGHT BULB WORK IF YOU HOLD THE CONNECTOR BUT AT SOON RELEASED STOP WORKING

*** PHONE LOG 04/03/2015 11:37 AM Pacific Daylight Time SOKimura Action Type:Outgoing call

Advice 1: Juan, also inspect the drivers side connector, replace the headlamp assembly if the connector is melted. Thank you

*** PHONE LOG 04/03/2015 11:37 AM Pacific Daylight Time SOKimura Action Type:Outgoing call

Advice 1: Juan, yes also inspect the passenger side.

*** NOTES 04/03/2015 12:26 PM clarify Action Type: Dealer contact

*** Performed by contact [REDACTED]

Result of Advice 1:PASS FRONT OK,LEFT HEADLAMP ASSY NEED TO REPLACED?

*** PHONE LOG 04/03/2015 01:32 PM Pacific Daylight Time SOKimura Action Type:Outgoing call

Advice 1: Yes, just replace the left side.

*** NOTES 04/04/2015 11:38 AM clarify Action Type: Dealer contact

*** Performed by contact [REDACTED]

Result of Advice 1:ok thank you

*** CASE CLOSE 04/04/2015 11:40 AM clarify

*** Performed by contact [REDACTED]

REPLACE LEFT FRONT [REDACTED]

**Kia Motors America
Technical Assistance Center**

Case Number: T3132171

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1511

VIN: [REDACTED]

Mileage: 24,614

Prod Date: 11/28/2013

Warranty Start Date: 03/05/2014

Dealer/Contact Data:

Dealer: UT011 Young KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: WE10

Case Details:

Case Title: HVAC - Blower inop #

Symptom: Blown Fuse_Blower Motor Inop

DTC:

System: Heating Ventilation & Air Cond

Component:

Resolution:

Case History

*** NOTES 02/24/2016 09:10 AM clarify Action Type: Dealer contact

*** Performed by contact: [REDACTED]

*** This is a Request for [REDACTED]

Problem Description :

Customer is experiencing a problem where the blower motor doesn't operate on any speeds.

Diagnostics Performed :

Checked and found the 40A blower fuse blown open. replaced fuse and the blower motor still didn't operate. within a few moments of having the blower on high, the interior filled with light smoke and the fuse blew open again. checked the blower motor connector and found to be melted. Opening case to see if this problem has been seen before and what kind of measures I should be taking at this point.

*** PHONE LOG 02/24/2016 09:20 AM Pacific Daylight Time CSchang-TL Action Type:Web Contact

Advice 1: Alex,

Per your diagnosis, the blower motor is more than likely seized and will need to be replaced. As your dealership has DSA privileges, you will need to contact your Service Manager for authorization to replace the blower motor and the connector if available, otherwise you will need to replace the harness. Please also check and verify the blower motor resistor was not damaged due to the blower motor failure. Please report back with your repair results. Thank you!

*** NOTES 02/24/2016 10:56 AM clarify Action Type: Dealer contact

*** Performed by contact: [REDACTED]

Result of Advice 1:Will do [REDACTED]

*** RESEARCH LOG 02/24/2016 11:00 AM Pacific Daylight Time CSchang-TL Action Type:Administrative task

You're welcome!

*** CASE CLOSE 03/09/

*** Performed by contac

replaced blower motor and resistor and blower motor connector

**Kia Motors America
Technical Assistance Center**

Case Number: T3338198

Vehicle Data

Model/Year: 2014 SOUL +

Engine:

Model Code: B2522

VIN [REDACTED]

Mileage: 30,136

Prod Date: 03/22/2014

Warranty Start Date: 05/14/2014

Dealer/Contact Data:

Dealer: NV009 Findlay KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: WE11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating

DTC:

System: Engine Electrical

Component:

Resolution:

Case History

*** NOTES 12/05/2016 01:40 PM clarify Action Type: Dealer contact

*** Performed by contact: [REDACTED]

*** This is a Request for [REDACTED]

Problem Description :

Customer states they saw smoke from the hood but the gauge has never went to hot.

Diagnostics Performed :

The car has been here 2 times before for overheat. First time there was a dtc for the coolant temp sensor. There was evidence of the engine overheating and coolant on top of the engine cover. I used a thermal temp gun and the gds and monitored the temp. I verified the temp gun at the sender and the gds was not even close. I replaced the temp sensor and ran for 2 hours with no problems. Gave the car to the customer and they returned the next day saying it overheated. Again there is coolant on the engine cover and coolant bottle empty. Topped off the system and ran the engine. Diagnosed the thermostat was sticking. Replaced the thermostat then test drove 30 miles and let the car idle for 3.5 hours with no issues. Gave the car back and the customer drove 114 miles the returned stating they seen smoke from the engine. The coolant bottle is empty and only 1 pint low on coolant. No dtc's. Topped off the system and drove 20 miles and the car ran from 8am to 12 noon with no issues. I have verified the cooling fan operates on hi and low. Inspected the cooling fan resistor. The fan relays have been swapped with another vehicle. All connectors have been inspected along with the pcm connectors. Do you have any suggestions. We cannot seem to get the condition to happen.

*** PHONE LOG 12/05/2016 01:47 PM Pacific Daylight Time JLANcaster-TL Action Type:Web Contact

Advice 1: I recommend to perform a block test and test for combustion gas in the cooling system. What is the condition of the spark plugs and the combustion chamber, is there evidence of coolant entering the combustion chamber? What is the compression and cylinder leak down test results?

*** NOTES 12/05/2016 02:21 PM clarify Action Type: Dealer contact

*** Performed by contact: Astra Roy, [REDACTED]

Result of Advice 1:The car does not overheat driving down the road. The plugs look normal and no signs of combustion

leak. Inspected for hydrocarbons in the radiator with the smog machine. The car only overheats while sitting. I performed a cooling fan actuation test and I can hear a ticking and squeaking noise in the fan motor. It sounds like it has bad brushes. Compared to 2 other Souls. I am going to replace the fan.

*** RESEARCH LOG 12/05/2016 02:30 PM Pacific Daylight Time JLANCASTER-TL Action Type:Administrative task
Ok.

*** Admin Note ***

Service alert escalated to CA as : K3338522 on 12/05/2016

*** CASE CLOSE 02/01/2017 10:06 AM clarify

*** Performed by contact: Astra Roy, [REDACTED]

Finally was able to duplicate the cooling fan sticking. Replaced the cooling fan motor.

**Kia Motors America
Technical Assistance Center**

Case Number: T3425300

Vehicle Data

Model/Year: 2014 SOUL

Engine:

Model Code: B1512

VIN: [REDACTED]

Mileage: 100,935

Prod Date: 06/10/2014

Warranty Start Date: 08/18/2014

Dealer/Contact Data:

Dealer: NH011 Fairfield KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: EA01

Case Details:

Case Title: Engine Mechanical # Case For Warranty Authorization

Symptom: Damage (General)

DTC:

System: Engine Mechanical

Component:

Resolution: Engine authorized.

Case History

*** NOTES 04/03/2017 07:16 AM clarify Action Type: Dealer contact

*** Performed by contact: Mike Healey, [REDACTED]

*** This is a Request for Warranty Authorization ***

Branded Title: N

Warranty Valid: Y

Component Selected: ENGINE

Problem Description :
found coolant in cylinders

Diagnostics Performed :
engine was replaced 2/27/17

*** PHONE LOG 04/03/2017 07:20 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Please take a picture of the reman engine tag and/or any S/N on the block. Attach the pictures to the case as per PS410 and add a note when they are attached or I will not be notified when they are added. Please also note if the engine that is now installed came in a cardboard box, brown plastic shipping container, or [REDACTED] plastic container. Thanks.

Advice 2: When the engine was replaced previously was it under warranty? What was replaced, a long block or a short block? Please also list any additional components that were replaced?

Advice 3: Did the customer notice the vehicle overheating at all?

*** NOTES 04/03/2017 07:44 AM clarify Action Type: Dealer contact

*** Performed by contact: Mike Healey, [REDACTED]

Result of Advice 1: Pictures will be attached shortly core form is attached

Result of Advice 2: No it was not under warranty customer pay we replaced with a long block

Result of Advice 3: customer states that there was no warning the vehicle overheating stating [REDACTED] smoke filled the engine compartment he shut vehicle down and called roadside

*** PHONE LOG 04/03/2017 08:04 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Please also note if the engine that is now installed came in a cardboard box, brown plastic shipping container, or [REDACTED] plastic container. Thanks.

*** NOTES 04/03/2017 09:49 AM clarify Action Type: Dealer contact

*** Performed by contact: Mike Healey, [REDACTED]

Result of Advice 1:engine came in brown plastic container

*** PHONE LOG 04/03/2017 09:56 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: The PWA form is not signed or dated. Please have it signed by the tech, service manager, and dated next to the signatures and attach the revised form to the case as per PS410 so I can process this PWA. Please also make sure to add a note when it is attached or I will not be notified.

Advice 2: How much coolant did you find in the cylinders? Was the coolant in all cylinders or just one? Did you perform a block check, compression, or leak down test?

*** NOTES 04/03/2017 10:13 AM clarify Action Type: Dealer contact

*** Performed by contact: Mike Healey, [REDACTED]

Result of Advice 1:attached signed form

Result of Advice 2:I did not because the coolant was empty I removed spark plugs and found heavy coolant contamination in all plugs

*** PHONE LOG 04/03/2017 11:38 AM Pacific Daylight Time [REDACTED] Type:Web Contact

Advice 1: Mike called in. Cylinder 3 and 4 have a lot of coolant [REDACTED] coolant in the oil. No visible external links. Unable to tell if the fan is running properly because engine cannot be run. Engine cranks like it has no compression. Blows coolant out of the plug holes when cranking with the plugs out. Reviewed core data sheet.

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. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
- If equipped with a turbo, be sure to check the turbo and oil feed line as well. Replace the turbo, oil feed line and banjo bolt if build up, metal debris or excessive wear to the turbo are found.
- 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.

*** CASE CLOSE 04/03/2017 11:39 AM Pacific Daylight Time [REDACTED]

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine authorized.