



Field Product Quality Report

Printed By: Neem Van der Reest

Case Number - 12847985

10/25/2018 04:18:55 PM

Distributor: KMA

Report No.: CE2018ML01342

Region/District: SW

Issue Date: 08/20/2018 12:00:00 AM

Dealer Code: TX140

Dealer Name: Classic KIA of Carrollton

Dealer City: Carrollton

Dealer State: TX

Name: kfors kfors

Component Group:

Component Code:

TREAD: 23. Fire

Subject/Title: LM-PL-TX140-12814336

Vehicle Data

Model Code: B2522

Model Desc: SOUL +

Year: 2014



Part Information

Part Number:

Part Name:

Condition:

Cause:

Part ID/Lot:

Other Part No.:

Other Part No.:

Case History

CUSTOMER COMPLAINT

Customer states engine was knocking noise while driving, they pulled into nearest oil change place and got the oil changed. After leaving still heard the knocking noise and then noticed the vehicle was on fire

ACTUAL CONDITION

Vehicle had a thermal incident in the engine compartment

INVESTIGATION RESULTS

Product liability inspectionVehicle was towed to the dealer and left outside the technicians stall out of side of other customersService Manager states they did contacted KMA and was told not to do anythingThey did not do anything to the vehicle until I arrivedWe pushed the vehicle into the shop and put it on a lift for my inspectionI took photos of the vehicle and found a hole in the engine block on the same side of the exhaust

POSSIBLE CAUSE

Hole in the engine block

CORRECTIVE ACTION

Replace the engine assembly and related fire damaged parts

Attachments

***** End Case Report 12847985 *****