

PE19-004
KIA
6/28/2019
DEFECT A
TECHLINES
OPTIMA

PE19-004_Expanded Scope_
Optima_Alleged Defect A



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA LX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53222

VIN: 5XXGT4L33GG [REDACTED]

Mileage: 309

Prod Date: 04/20/2016

Warranty Start Date: 05/10/2016

Dealer/Contact Data:

Dealer: GA020 KIA of Union City

Phone: 7709644900

FAX: 7709645964

Contact: Chad Phelps

Contact Title: Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak

DTC:

System: Engine Mechanical

Component: Cooling System (General)

Resolution:

Case History

*** NOTES 05/18/2016 08:10 AM clarify Action Type: Dealer contact

*** Performed by contact: Chad Phelps, 7709644900

*** This is a Report for Quality Concern ***

Problem Description :

customer states vehicle has a burning smell and "smoke" coming from under hood.

Diagnostics Performed :

after adding coolant to system and performing pressure test, found o-rings on coolant inlet pipe were damaged from factory. replacing o-rings. quality review case. thank you

*** PHONE LOG 05/18/2016 08:11 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact

Advice 1: Close the case and submit your warranty claim immediately after the repairs are completed. Thank you.

*** CASE CLOSE 05/20/2016 06:14 AM clarify

*** Performed by contact: Chad Phelps, 7709644900

replaced coolant inlet hose o-rings that were damaged from factory

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Engine Core Data/PWA Form

COMPLETE DATA FORM THEN OPEN A TECHLINE WARRANTY AUTHORIZATION CASE

R/O Number:

Dealer Information- Required

Dealer Code and Name: <u>CA271 KIA DTUA</u>	R/O Date: <u>7/18/17</u>	Replacement Date:
Vin: <u>5XYPG4A35GG</u>	R/O Dates for Prior Engine Replacements:	Mileage: <u>16788</u>
Removed Part Number:	Removed Serial Number:	
Installed Part Number:	Installed Serial Number:	

Service Advisor Section- Required

Repair Type: ☐ Customer Pay ☒ Warranty ☐ OTC ☐ Non-USA	Mileage Since Last Oil Change:
Describe concern in detail: _____ _____ _____	
Occurring for _____ Days	
Symptom Occurs: ☐ Consistently ☐ Intermittently ☐ Under Load ☐ Cruise ☐ Deceleration	
Coolant Temp: Hot / Cold	Vehicle Speed: _____ Engine RPM: _____ Gear: _____
Oil Warning Lamp On? Yes / No If Yes, How long? _____	

Diagnosis Section- Required (Not if engine is locked or has a hole in the block)

KU Technician ID: <u>AFA2</u>	Engine is locked ☐ Hole in Engine ☒
Techline Case Number: _____	
List of DTCs if present: _____	
Are there any leaks present?	[OIL] [Coolant]
Are there any unusual engine sounds present	[Yes] [No] Location, if any _____
Engine Oil Level	[No Oil] [Low] [Normal] [Overfilled]
Engine Oil Condition	[Normal] [Burnt] [Fuel Odor] [Dirty]
Coolant Level	[No Coolant] [Low] [Normal]
Coolant Condition	[Normal] [Contaminant Residue] [Rust Present]
Cooling system electrolysis test:	_____ mV
Vacuum Reading:	_____ PSI @ _____ RPM
Oil Pressure (after warm-up):	_____ PSI @ _____ RPM
Compression Test (PSI) Dry / Wet:	
#1 _____ #2 _____ #3 _____ #4 _____ #5 _____ #6 _____ #7 _____ #8 _____	
Compression Test (PSI) Running:	
#1 _____ #3 _____ #3 _____ #4 _____ #5 _____ #6 _____ #7 _____ #8 _____	
Cylinder Leak-Down (%):	
#1 _____ #3 _____ #3 _____ #4 _____ #5 _____ #6 _____ #7 _____ #8 _____	
Is there debris or damage to the combustion chamber? [Yes] [No] Is there excessive carbon build-up on the intake valve? [Yes] [No]	

FORM MUST BE SIGNED and DATED BY THE SERVICE MANAGER and TECHNICIAN and BE KEPT IN THE VEHICLE HISTORY FILE

Service Manager Signature: _____ Technician Signature: _____ Date: 7/24/17

WRTY143 (Rev. 11/1/2016)

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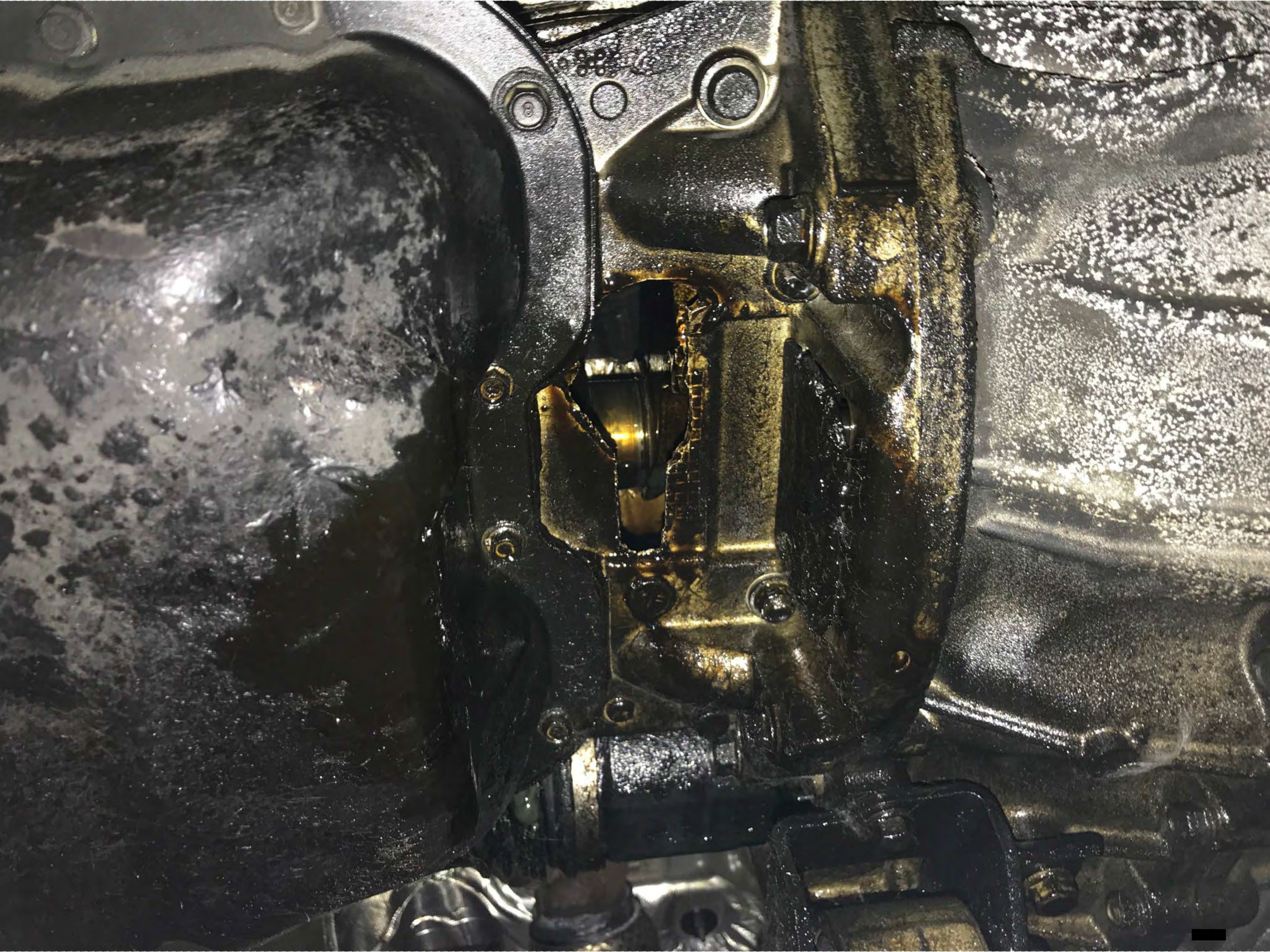














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Sorento_Alleged Defect A



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO LX FWD AUTO

Engine: 2.4L GDI

Model Code: 73222

VIN: 5XYPG4A35GG [REDACTED]

Mileage: 16,788

Prod Date: 08/12/2015

Warranty Start Date: 10/15/2015

Dealer/Contact Data:

Dealer: CA271 KIA of Downtown

Phone: 2132221700

FAX: 2137493697

Contact: Albert Matus

Contact Title: Exclusive Kia Technician

Service District: WE01

Case Details:

Case Title: Unusual Noise - Engine # Case for Warranty Authorization

Symptom: Engine Knock

DTC:

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 07/24/2017 11:24:01 ***

Contact = Albert Matus, Priority = Standard, Sub Status = Dispatched

*** 07/24/2017 11:24:01 ***

Web - Problem Description created on 07/24/2017 10:56:47 and created by Albert Matus

VEHICLE TOWED IN

CUSTOMER STATES COUPLE OF DAYS AGO HE STARTED HEARING A LOUD KNOCKING NOISE WHEN TURNING VEHICLE ON. CUSTOMER HAD VEHICLE PARKED AND TODAY WHILE GETTING VEHICLE TOWED NOTICED SMOKE COMING OUT OF THE FRONT OF THE VEHICLE. CHECK AND ADVISE

*** 07/24/2017 11:24:01 ***

Web - Diagnostics created on 07/24/2017 10:56:47 and created by Albert Matus

Inspected vehicle and verified clients concern. There is a hole on the side of the block. Exhaust side. leaking oil and engine knocking sound. The vehicle shows

evidence of a fire. engine harness is melted, valve cover is melted, intake manifold. there is damage to accessories.

Attached core data sheet for the engine. Will upload photos of fire

*** 07/24/2017 11:24:02 ***

20170724_103914.jpg added by Albert Matus on 07/24/2017 11:24:01

*** 07/24/2017 12:01:19 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin My Open Cases

*** Web - Advice created on 07/24/2017 12:04:16 and created by David Brisky ***

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. Please note:

2: •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 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. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.

Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** 07/24/2017 12:04:32 ***

PWA has been authorized by David Brisky

*** 07/24/2017 12:04:33 ***

Case closed by Albert Matus with Resolution Code : Faulty Component
[Resolution Summary]



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO LX FWD AUTO

Engine: 2.4L GDI

Model Code: 73222

VIN: 5XYPG4A39G [REDACTED]

Mileage: 36,944

Prod Date: 04/27/2015

Warranty Start Date: 09/29/2015

Dealer/Contact Data:

Dealer: OH064 Superior KIA

Phone: 5135413300

FAX: 5135414859

Contact: Clark Meyer

Contact Title: Service Manager

Service District: CE03

Case Details:

Case Title: Engine Mechanical # Thermal event

Symptom: Stuck or Seized

DTC:

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/04/2018 09:39:23 ***

Contact = Clark Meyer, Priority = Standard, Sub Status = Dispatched

*** 04/04/2018 09:39:23 ***

Web - Problem Description created on 04/04/2018 09:39:23 and created by Clark Meyer
#4 rod came out bottom of engine and vehicle caught fire.

*** 04/04/2018 09:39:23 ***

Web - Diagnostics created on 04/04/2018 09:39:23 and created by Clark Meyer
Took photos of damage and got parts estimate. Sent DPSM copy of RO with parts list and photos. DPSM told me to stop until further noticed. Neil Mowen from KIA called and wanted me to open a techline case.

*** 04/04/2018 09:39:23 ***

IMG_1606.jpg added by Clark Meyer on 04/04/2018 09:39:23

*** 04/04/2018 09:39:24 ***

IMG_1607.jpg added by Clark Meyer on 04/04/2018 09:39:23

*** 04/04/2018 09:39:25 ***

IMG_1608.jpg added by Clark Meyer on 04/04/2018 09:39:24

*** 04/04/2018 09:39:25 ***

IMG_1609.jpg added by Clark Meyer on 04/04/2018 09:39:25

*** 04/04/2018 09:39:26 ***

IMG_1610.jpg added by Clark Meyer on 04/04/2018 09:39:25

*** 04/04/2018 09:39:26 ***

IMG_1611.jpg added by Clark Meyer on 04/04/2018 09:39:26

*** 04/04/2018 09:39:27 ***

IMG_1612.jpg added by Clark Meyer on 04/04/2018 09:39:26

*** 04/04/2018 09:51:31 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 04/04/2018 10:01:12 and created by Frank Lusic ***

1: Hello Clark

Due to the type of concern, I have submitted this case for NCA review. Please do not perform any repairs until you or your service manager has been contacted by someone from KMA regarding this vehicle. While waiting for NCA to contact your dealership please notify your DPSM of the concern. Thanks.

*** Case [REDACTED] is sent on 4/4/2018 10:50:50 by Neal Moen

To: nmoen@kiausa.com

Cc:

Title: Sorento Engine

*** Service Alert Escalated to CA as: 12672691 on 04/05/2018 01:04:38 (PST)

*** 04/12/2018 06:10:01 ***

Web - Note created on 04/12/2018 06:10:01 and created by Clark Meyer

I still haven't verified the concern but did some research and found the remote start module (C6F57-AC010) we replaced at 25miles has Super Session to C6F57-AC011. Should I replace the module with the updated part?

*** 04/12/2018 06:13:57 ***

Web - Note created on 04/12/2018 06:13:57 and created by Clark Meyer

Disregard last note. Wrong case#

*** Web - Advice created on 04/12/2018 07:19:26 and created by Frank Lusic ***

1: thank you for the clarification

*** Web - Advice created on 04/19/2018 10:14:27 and created by Frank Lusic ***

1: what is the status of this case ?

*** 04/19/2018 10:29:13 ***

Web - Note created on 04/19/2018 10:29:13 and created by Clark Meyer

Spoke to customer today and customer is waiting on call back from CA (Jeff Stroup) on possible buy back. Customer is still in a rental.

*** Web - Advice created on 04/19/2018 10:51:53 and created by Frank Lusic ***

1: Thank you

*** Case has been auto closed by the system on 05/20/2018 01:05:09 (PST)