

PE19-004  
KIA  
6/28/2019  
DEFECT B  
TECHLINES  
FORTE KOUP

PE19-004\_Expanded Scope\_Forte  
Koup\_Alleged Defect B



# Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

---

## Vehicle Data

**Model/Year:** 2014 FORTE KOUP SX AUTO

**Engine:** 1.6L TURBO

**Model Code:** D6282

**VIN:** KNAFZ6A37E5 [REDACTED]

**Mileage:** 64,948

**Prod Date:** 12/24/2013

**Warranty Start Date:** 02/26/2014

---

## Dealer/Contact Data:

**Dealer:** AL039 Julio Jones KIA

**Phone:** 2053458040

**FAX:** 2053910802

**Contact:** Dewayne Taylor

**Contact Title:** Exclusive Kia Technician

**Service District:** SO01

---

## Case Details:

**Case Title:** MIL - PCM # P0304

**Symptom:** Warning Light On

**DTC:**

**System:** Engine Electrical

**Component:** Ignition Coil

**Resolution:**

---

## Case History

\*\*\* 05/02/2018 09:32:34 \*\*\*

Contact = Dewayne Taylor, Priority = Standard, Sub Status = Dispatched

\*\*\* 05/02/2018 09:32:34 \*\*\*

Web - Problem Description created on 05/02/2018 09:29:57 and created by Dewayne Taylor

P0304 cylinder 4 misfire. Some coils have been replaced and the spark plugs have been changed...cylinder 4 coil is melting on the side and getting hot.. Smoke was coming from the coil.. Vehicle has been to a mom and pop shop and had the work done..

\*\*\* 05/02/2018 09:32:34 \*\*\*

Web - Diagnostics created on 05/02/2018 09:29:57 and created by Dewayne Taylor

Ran kids and pulled pulled

\*\*\* 05/02/2018 09:56:59 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Amanti\_Cadenza to WIPBin default

\*\*\* Web - Advice created on 05/02/2018 09:58:14 and created by David Finkelstein \*\*\*

1: Disconnect the # 4 coil connector and the PCM C400-BA connector . Do an end to end resistance check from C418-4 pin 1 white wire to the C400-BA pin 74 . Resistance should be between 1.000 ohms to 0.001 ohms . If it isn't then check for continuity to chassis ground on that wire . Get back to us with the test results . You'll also need to check #4 coil primary resistance 0.79 +- 15% at 68 degrees F. The coil secondary resistance is 7.0 +- 15% @ 68 degrees F.

\*\*\* 05/02/2018 13:39:42 \*\*\*

Web - Note created on 05/02/2018 13:39:42 and created by Dewayne Taylor

Checked resistance from C418-4 pin 1 white wire to the C400-B A pin 74 it was 0.000

\*\*\* Web - Advice created on 05/02/2018 13:49:40 and created by David Finkelstein \*\*\*

1: It shouldn't be reading all zeros . The lowest reading should be no lower than 0.001 ohms . Was there any continuity to chassis ground on that wire ? Or did it read O.L ?

\*\*\* 05/03/2018 09:05:47 \*\*\*

Web - Note created on 05/03/2018 09:05:47 and created by Dewayne Taylor

There was no continuity thru positive wire to chasis ground. Meter reading OL. Reading flucuated between 0.000 and 0.001  
Used noid light on cylinder #4, found that cylinder was staying hot at all times while engine running. PCM not switching ground on cylinder #4.

\*\*\* Web - Advice created on 05/03/2018 09:14:05 and created by David Finkelstein \*\*\*

1: That would indicate the PCM coil driver is shorted out or you have a bad coil . Have you swapped out the coil with a known good coil yet ? If not, then try it and report the results .

\*\*\* 05/03/2018 09:29:04 \*\*\*

Web - Note created on 05/03/2018 09:29:04 and created by Dewayne Taylor

That is correct. We tested the wiring with the noid light with the connector unplugged and also cross tested it on cylinder #2 as well. Cylinder #2 shows active grounding while running, but cylinder#1 shows power at all times. The coils themselves are heavily burnt due to the wiring staying hot all the time. We did not want to risk damaging another coil by placing it in.

\*\*\* Web - Advice created on 05/03/2018 09:30:43 and created by David Finkelstein \*\*\*

1: Then the PCM should be replaced and all overheated coils .

\*\*\* 05/03/2018 09:40:53 \*\*\*

Web - Note created on 05/03/2018 09:40:53 and created by Dewayne Taylor

Ok. Thanks for the help.

\*\*\* Web - Advice created on 05/03/2018 09:48:49 and created by David Finkelstein \*\*\*

1: Your welcome.

\*\*\* Case has been auto closed by the system on 06/03/2018 01:05:34 (PST)



# Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

---

## Vehicle Data

**Model/Year:** 2010 FORTE KOUP EX AUTO

**Engine:** 2.0L DOHC

**Model Code:** D5262

**VIN:** KNAFU6A23A5 [REDACTED]

**Mileage:** 31,107

**Prod Date:** 07/14/2010

**Warranty Start Date:** 02/11/2011

---

## Dealer/Contact Data:

**Dealer:** VA007 Hart KIA

**Phone:** 5403892364

**FAX:** 5404440120

**Contact:** Travis Parker

**Contact Title:** Dispatcher

**Service District:** SO05

---

## Case Details:

**Case Title:** Engine - Rough idle/Misfire # Number one cylinder

**Symptom:** Rough Idle

**DTC:** P0301

**System:** Engine Electrical

**Component:** Engine Harness

**Resolution:**

---

## Case History

\*\*\* NOTES 05/23/2013 09:01 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Travis Parker, 5403892364

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

Problem Description :

Customer states check engine light is on and vehicle is running rough.

Diagnostics Performed :

Found wires chewed through at ignition coil number one. Ignition coil was burnt in half. I replaced the connector, coil, and spark plug. Started vehicle. Within a minute the coil was extremely hot and smoking. That coil melted. Used schematic sd313-5. Traced wires all the way back to pcm. Ohm checked wires also. Both wires ohmed good. Checked coil three and seen 13+ volts coming out of both wires. One was on and off. Checked for voltage at pcm on terminal one. No voltage, so I replaced pcm. Started vehicle and still misfires and coil was hot but did not melt. I'm lost! Car has been here since May 10th.

\*\*\* PHONE LOG 05/23/2013 09:09 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact

Advice 1: Travis,

If you tried to repair the wire harness and you still have a problem, i would replace the engine wire harness and retest the system. There could be more damage to the harness that you may not see. Also the coil sounds as if it could be damaged again. Thank you and please keep me up to date.

\*\* Admin Note \*\*\*

ervice alert escalated to CA as : [REDACTED] on 05/23/2013

\*\*\* NOTES 05/24/2013 05:13 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Travis Parker, 5403892364

Ordered wiring harness. They have to make it in Korea so it's like a month out.

Additional Comments:Ordered wiring harness. They have to make it in Korea so it's like a month out.

\*\*\* PHONE LOG 05/24/2013 05:30 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact  
Advice 1: Thank you for the update.

\*\*\* PHONE LOG 05/28/2013 09:39 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact  
Advice 1: Travis,  
Any new update. Thank you.

\*\*\* NOTES 06/07/2013 12:33 PM clarify Action Type: Manager review  
\*\*\* Performed by contact: Travis Parker, 5403892364  
Result of Advice 1:Replaced complete engine harness. Vehicle ran perfect! Coil was ok.

\*\*\* NOTES 06/07/2013 12:33 PM clarify Action Type: Manager review  
\*\*\* Performed by contact: Travis Parker, 5403892364  
Result of Advice 1:Replaced complete engine harness. Vehicle ran perfect! Coil was ok.  
Additional Comments:Result of Advice 1:Replaced complete engine harness. Vehicle ran perfect! Coil was ok.

\*\*\* CASE CLOSE 06/07/2013 12:35 PM clarify  
\*\*\* Performed by contact: Travis Parker, 5403892364  
Replaced ignition coil number one, spark plug, pcm, and complete engine harness.



## Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

---

### Vehicle Data

**Model/Year:** 2010 FORTE KOUP EX AUTO

**Engine:** 2.0L DOHC

**Model Code:** D5262

**VIN:** KNAFU6A24A5 [REDACTED]

**Mileage:** 50,812

**Prod Date:** 11/04/2009

**Warranty Start Date:** 02/02/2010

---

### Dealer/Contact Data:

**Dealer:** NJ009 Mahwah KIA

**Phone:** 2015293200

**FAX:** 2015293029

**Contact:** Frank Perrego

**Contact Title:** Exclusive Kia Technician **Service District:** EA12

---

### Case Details:

**Case Title:** HVAC - A/C inop # Compressor seized

**Symptom:** A/C Inop\_Engine Stalling (Ge

**DTC:**

**System:** Heating Ventilation & Air Cond

**Component:** Air Condition Compressor

**Resolution:**

---

### Case History

\*\*\* NOTES 09/12/2013 04:50 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Frank Perrego, 8453746555

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

**Problem Description :**

When a/c is engaged, vehicle stalls soon as compressor clutch kicks in

**Diagnostics Performed :**

Tested freon pressure, ok. (130 on current data, system @ rest)Raised idle and tried to engage, ac clutch started to smoke and burn. Compressor is siezed internally.

\*\*\* PHONE LOG 09/12/2013 05:29 AM Pacific Daylight Time SOkimura Action Type:Web Contact

Advice 1: Frank, replace the compressor and the desiccant. Check system for metal debris or grey oil, if found you will have to flush the system and replace the expansion valve, thanks .

\*\*\* CASE CLOSE 09/24/2013 04:35 AM clarify

\*\*\* Performed by contact: Frank Perrego, 8453746555

Reman compressor



# Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

---

## Vehicle Data

**Model/Year:** 2012 FORTE KOUP EX AUTO

**Engine:** 2.0L DOHC

**Model Code:** D5262

**VIN:** KNAFU6A25C5 [REDACTED]

**Mileage:** 68,330

**Prod Date:** 06/17/2011

**Warranty Start Date:** 10/11/2011

---

## Dealer/Contact Data:

**Dealer:** OH029 Matt Castrucci KIA

**Phone:** 9374397459

**FAX:** 9374284390

**Contact:** Bernard Crawford

**Contact Title:** Exclusive Kia Technician

**Service District:** CE12

---

## Case Details:

**Case Title:** Engine - No start - No crank # Engine seized

**Symptom:** Stuck or Seized\_No Crank

**DTC:**

**System:** Engine Mechanical

**Component:** Engine (General)

**Resolution:**

---

## Case History

\*\*\* NOTES 02/02/2015 07:43 AM clarify Action Type: Dealer contact

\*\*\* Performed by contact: Bernard Crawford, 9374397459

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

Problem Description :

No start and smoke coming from starter. found eng locked up

Diagnostics Performed :

found eng locked and starter burnt up

\*\*\* PHONE LOG 02/02/2015 07:55 AM Pacific Daylight Time SOkimura Action Type:Outgoing call

Advice 1: Bernard, check for service history and have your manager contact the DPSM for approval to replace the engine.  
Thank you

\*\* Admin Note \*\*\*

ervice alert escalated to CA as : K2882278 on 02/02/2015

\*\*\* PHONE LOG 03/03/2015 10:26 AM Pacific Daylight Time SOkimura Action Type:Outgoing call

Advice 1: Bernard, checking in to see what you have found, please update and close out case when you have a moment, thanks.

\*\*\* CASE CLOSE 03/06/2015 09:45 AM clarify

\*\*\* Performed by contact: Bernard Crawford, 9374397459

replaced short block



# Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

---

## Vehicle Data

**Model/Year:** 2013 FORTE KOUP EX AUTO

**Engine:** 2.0L DOHC

**Model Code:** D5262

**VIN:** KNAFU6A29D [REDACTED]

**Mileage:** 58,692

**Prod Date:** 03/04/2013

**Warranty Start Date:** 06/26/2013

---

## Dealer/Contact Data:

**Dealer:** AL031 KIA Store - Anniston

**Phone:** 8777604542

**FAX:** 3172030762

**Contact:** Kyle Akers

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

---

## Case Details:

**Case Title:** Engine Mechanical # seized - Case for W/A

**Symptom:** Stuck or Seized

**DTC:**

**System:** Engine Mechanical

**Component:** Engine (General)

**Resolution:** Replaced engine .

---

## Case History

\*\*\* NOTES 05/13/2016 01:32 PM clarify Action Type: Dealer contact

\*\*\* Performed by contact: Kyle Akers, 8777604542

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

Branded Title: N

Warranty Valid: Y

Component Selected: ENGINE

Problem Description :

Customer stated there was smoke coming from under hood when trying to start. Starter was burned up and the engine will not turn over at all.

Diagnostics Performed :

N/A.

\*\*\* NOTES 05/13/2016 01:35 PM clarify Action Type: Dealer contact

\*\*\* Performed by contact: Kyle Akers, 8777604542

Just sent PWA form and Maint. Records.

Additional Comments: Just sent PWA form and Maint. Records.

\*\*\* PHONE LOG 05/13/2016 01:36 PM Pacific Daylight Time DFinkelstein-TL Action Type: Outgoing call

Advice 1: Please complete, sign, and attach your engine core data sheet revision date 10-30-2015 to the case. It must have both yours, and your manager's signatures on it. "Agree in this Techline case notes that you certify that you have verified and confirmed the warranty coverage is valid and also certify that all maintenance records have been validated and there is no external damage to the engine caused by an impact with a road hazard or neglect and that you are prepared to submit all supporting documents including photos when submitting your warranty claim and this PWA warranty case will be approved. Let us know when you have attached the engine core worksheet to your PWA case.

\*\*\* PHONE LOG 05/13/2016 01:38 PM Pacific Daylight Time DFinkelstein-TL Action Type:Outgoing call

Advice 1: Based on the information you have provided, you are hereby authorized to replace the engine on this vehicle. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Make sure to clean out all debris from any component being transferred from the failed engine. If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. Thanks

\*\*\* CASE CLOSE 05/13/2016 01:39 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced engine .

PE19-004  
KIA  
6/28/2019  
DEFECT B  
TECHLINES  
FORTE KOUP





# 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:<br><b>AL031 The Kia Store</b> | R/O Date:<br><b>5/9/16</b>                               | Replacement Date:         |
| VIN:<br><b>KNAFUX6A29D5</b>                         | R/O Dates for Prior Engine Replacements:<br><b>N/A</b>   | Mileage:<br><b>58,692</b> |
| Removed Part Number:                                | Removed Serial Number: (Required prior to core return)   |                           |
| Installed Part Number:                              | Installed Serial Number: (Required prior to core return) |                           |

## Service Advisor Section- Required

|                                                                                                                                                                                                                    |                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Repair Type:<br><input type="checkbox"/> Customer Pay <input checked="" type="checkbox"/> Warranty <input type="checkbox"/> OTC <input type="checkbox"/> Non-USA                                                   | Mileage Since Last Oil Change:<br><b>3,000</b>                  |
| Describe concern in detail:<br><b>Customer stated smoke coming from underhood when trying to start. starter burned up + ground to Batt. burned Engine will not move.</b>                                           |                                                                 |
| Occurring for <u>ALL</u> Days                                                                                                                                                                                      |                                                                 |
| Symptom Occurs: <input checked="" type="checkbox"/> Consistently <input type="checkbox"/> Intermittently <input type="checkbox"/> Under Load <input type="checkbox"/> Cruise <input type="checkbox"/> Deceleration |                                                                 |
| Coolant Temp: Hot <input checked="" type="checkbox"/> Cold <input checked="" type="checkbox"/>                                                                                                                     | Vehicle Speed: <u>0+</u> Engine RPM: <u>0+</u> Gear: <u>ALL</u> |
| Oil Warning Lamp On? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, How long?                                                                                                         |                                                                 |

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

|                                                                                                                              |                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| KU Technician ID: <b>92</b>                                                                                                  | <input checked="" type="checkbox"/> Engine is locked <input type="checkbox"/> Hole in Engine                                     |
| Techline Case Number: <b>[REDACTED]</b>                                                                                      |                                                                                                                                  |
| List of DTCs if present:                                                                                                     |                                                                                                                                  |
| Are there any leaks present? OIL <input type="checkbox"/> Coolant <input type="checkbox"/>                                   |                                                                                                                                  |
| Are there any unusual engine sounds present Yes <input type="checkbox"/> No <input type="checkbox"/> Location, if any: _____ |                                                                                                                                  |
| Engine Oil Level: _____                                                                                                      | No Oil <input type="checkbox"/> Low <input type="checkbox"/> Normal <input type="checkbox"/> Overfilled <input type="checkbox"/> |
| Engine Oil Condition: _____                                                                                                  | Burnt <input type="checkbox"/> Fuel Odor <input type="checkbox"/> Dirty <input type="checkbox"/>                                 |
| Coolant Level: _____                                                                                                         | No Coolant <input type="checkbox"/> Low <input type="checkbox"/> Normal <input type="checkbox"/>                                 |
| Coolant Condition: _____                                                                                                     | Normal <input type="checkbox"/> Contaminant Residue <input type="checkbox"/> Rust Present <input type="checkbox"/>               |
| Cooling system electrolysis test: _____ mV                                                                                   |                                                                                                                                  |
| Vacuum Reading: _____                                                                                                        |                                                                                                                                  |
| 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 _____ #2 _____ #3 _____ #4 _____ #5 _____ #6 _____ #7 _____ #8 _____                                                      |                                                                                                                                  |
| Cylinder Leak-Down (%):                                                                                                      |                                                                                                                                  |
| #1 _____ #2 _____ #3 _____ #4 _____ #5 _____ #6 _____ #7 _____ #8 _____                                                      |                                                                                                                                  |

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

☒ Dealership has validated the appropriate maintenance has been completed on the vehicle in accordance with owner's manual

Service Manager Signature: [Signature] Technician Signature: [Signature] Date: **5/13/16**



WWW.MYKIASTORE.COM  
1401 South Quintard Avenue  
Anniston, Alabama 36201  
877-760-4KIA (542)  
256-624-9601



WWW.MYKIASTORE.COM  
950 W. Grand Ave  
Rainbow City, AL 35906  
256-442-3232

Customer in  
Rentall

Customer: [REDACTED] Stock #: [REDACTED]  
Home: [REDACTED] Work: N/A  
E-mail: [REDACTED]  
Advisor: 000198-HANNAH DAVIDSON

VIN: KNAFU6A29D5 [REDACTED]  
2013 KIA FORTE EX BLU  
Mileage In: 58692  
Delivered: 06/26/2013  
In Service: 06/26/2013  
Hat: Date In: 05/09/2016 08:56

Promised: 05/09/2016 - Customer Waiting

| SERVICE HISTORY |          |       |        |            |        |                              |           |  |  |
|-----------------|----------|-------|--------|------------|--------|------------------------------|-----------|--|--|
| RO #            | RO Date  | Miles | Op Cd  | Advisor    | Tech # | Pay Type/Operation           | Comments  |  |  |
| [REDACTED]      | 06/26/13 | 93    | SOLD   | PLEDGER, J | 000125 | I/CLEAN FOR DELIVERY         | SOLD UNIT |  |  |
| [REDACTED]      | 06/26/13 | 93    | RECALL | PLEDGER, J | 000125 | C/CK FOR OPEN CAMPAIGN       | / SERVICE |  |  |
| [REDACTED]      | 05/21/13 | 91    | RECALL | PLEDGER, J | 000125 | C/CK FOR OPEN CAMPAIGN       | / SERVICE |  |  |
| [REDACTED]      | 05/21/13 | 91    | REFRES | PLEDGER, J | 000125 | I/REFRESH FOR SHOWROOM FLOOR |           |  |  |

#### OP Customer Complaint

A CUSTOMER STATES SMOKE COMING FROM BATTERY CABLE UNDER HOOD SCP

B CUSTOMER STATES PERFORM WALK AROUND MULTI POINT INSPECTION SI MPI

C CUSTOMER STATES CK FOR OPEN CAMPAIGN / SERVICE ACTION SI RECALL

Parts ordered  
S/16/16  
Starter and  
grd cable  
F.H

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by the unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of the repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. KIA STORE hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and KIA STORE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by KIA STORE in no way affects the terms of the manufacturer's warranty.

All parts installed are new, reconditioned or salvaged parts. TERMS: STRICTLY CASH unless arrangements made.

Signature: \_\_\_\_\_

14 **Warranty Coverage**

&lt;&lt; Warranty Coverage Validation

**Basic Vehicle Information**☐ Battery Prorating☐ Warranty History☐ Print

|                        |                              |                         |                            |
|------------------------|------------------------------|-------------------------|----------------------------|
| VIN #                  | KNAFU6A29D5 [REDACTED]       | Year / Model            | 2013 / TDK Forte Koup (TD) |
| Serial                 | 744008                       | Model Description       | FORTE KOUP EX AUTO / D5262 |
| Engine                 | G4KDDH54 2.0 LITER ENGINE    | Color(Ext/Int)          | K3U-ABYSS BLUE / WK-BLACK  |
| First Name             |                              | Last Name               | JACKSON                    |
| Mileage Entered        | 58692                        | Retail Mileage          | 91                         |
| Production Date        | Mar 04, 2013                 | Sales Type              | RSale NORMAL RETAIL SALE   |
| Retail Date            | Jun 26, 2013                 | Key Code                | D3029                      |
| Wholesale Date         | Apr 16, 2013                 | Warranty Start Date     | Jun 26, 2013               |
| Selling Dealer         | AL031 : KIA STORE - ANNISTON | Branded Title           |                            |
| Lawsuit                | No                           |                         |                            |
| Extended Service Plan  | N                            | Open Campaigns          | N                          |
| Owner Transfers        | N                            | Repairs in Last 60 Days | N                          |
| Sirius Subscription    | Expired                      | Sirius ESN              | 053583895220               |
| Sirius Activation Date | Jun 26, 2013                 | Sirius Expiration Date  | Sep 24, 2013               |
| PDI Performed          | Y                            |                         |                            |
| Remark                 |                              |                         |                            |

**Service Campaign / Service Action / Recall / Customer Satisfaction Program Information**

| Issue Number | Issue Type | Description | Dealer Code | Repair Date | Dealer Type |
|--------------|------------|-------------|-------------|-------------|-------------|
|--------------|------------|-------------|-------------|-------------|-------------|

**Basic Warranty Coverage Information**

|                         |              |                     |                                |
|-------------------------|--------------|---------------------|--------------------------------|
| Basic Warranty Coverage | Y            | Remark              |                                |
| Warranty Start Date     | Jun 26, 2013 | Warranty Expiration | Jun 26, 2018                   |
| Warranty Mileages       | 60,000       | Warranty Terms      | 60 months (777 days remaining) |

**Powertrain Coverage Information**

|                     |              |                     |                                |
|---------------------|--------------|---------------------|--------------------------------|
| Powertrain Coverage | Y            | Remark              |                                |
| Warranty Start Date | Jun 26, 2013 | Warranty Expiration | Jun 26, 2018                   |
| Warranty Mileage    | 60,000       | Warranty Terms      | 60 months (777 days remaining) |

**Other Coverage Information**

| Coverage Type         | Available | Start Date   | Expiration Date | Warranty Terms                  | Mileage |
|-----------------------|-----------|--------------|-----------------|---------------------------------|---------|
| Audio/Radio/RSE       | N         | Jun 26, 2013 | Jun 26, 2016    | 36 months (47 days remaining)   | 36,000  |
| Adjustments           | N         | Jun 26, 2013 | Jun 26, 2014    | 12 months<br>(Expired)          | 12,000  |
| Perforation/Corrosion | Y         | Jun 26, 2013 | Jun 26, 2018    | 60 months (777 days remaining)  | 100,000 |
| Emission (8/80)       | Y         | Jun 26, 2013 | Jun 26, 2021    | 96 months (1873 days remaining) | 80,000  |

|                        |          |              |              |                               |        |
|------------------------|----------|--------------|--------------|-------------------------------|--------|
| Paint                  | <b>N</b> | Jun 26, 2013 | Jun 26, 2016 | 36 months (47 days remaining) | 36,000 |
| Service Part & Acc'y's | <b>N</b> |              |              | 12 months                     | 12,000 |

**Vehicle Option Information**

| Installed By | Option | Option                                   |
|--------------|--------|------------------------------------------|
| Port         | CF     | Carpeted Floor Mats                      |
| Port         | CN     | Cargo Net                                |
| Port         | IPD    | iPOD CABLE                               |
| Factory      | KET    | KOUP EX Technology Package               |
| Factory      | MR     | Power Tilt/Slide Sunroof                 |
| Port         | S4     | Rear Spoiler                             |
| Factory      | TB1    | - Navigation w/ Sirius Traffic**         |
| Factory      | TC1    | - Push Button Start w/ Smart Key         |
| Factory      | TC4    | - Auto Temp Control w/Ionized Air Filtra |
| Factory      | TC6    | - Front Fog Lights                       |
| Factory      | TC8    | - Auto-On/Off Headlights                 |
| Factory      | TC9    | - Chrome Finish Exterior Door Handles    |
| Factory      | TD1    | - Supervision Gauge Cluster              |
| Port         | WL     | Wheel Locks                              |

**Warranty History****Warranty History**

| Repair Date  | Claim Type | Dealer Code | R.O.# | Version | Repair Labor | Causal Part | Mileage |
|--------------|------------|-------------|-------|---------|--------------|-------------|---------|
| Apr 16, 2013 | I : PDI    | AL031       |       | 01      | TDKPDI       | PDI         | 6       |

# REFERENCE SHEET ONLY

DO NOT WRITE THIS SIDE

## TIRE INSPECTION

Labor Op Code for booking **Tire Status**  
on Repair Order:

| ADPUCS/Other |                     |
|--------------|---------------------|
| TIRG         | Tires status "Good" |
| TIRLG        | Tires status "Ok"   |
| TIRR         | Tires status "Worn" |

### Reynolds & Reynolds

|           |                     |
|-----------|---------------------|
| ****TIRG  | Tires status "Good" |
| ****TIRLG | Tires status "Ok"   |
| ****TIRR  | Tires status "Worn" |

\* Note: the last five digits of Reynolds & Reynolds Op Codes are the dealer-defined 'Base code' and the Model/Maint. Code.

Good = 7/32" or Greater    Ok = 4/32" to 6/32"    Poor = 3/32" or Less

## BRAKE INSPECTION

Labor Op Code for booking **Brake Status**  
on Repair Order:

| ADPUCS/Other |                                     |
|--------------|-------------------------------------|
| BRKG         | Brake status "Good"                 |
| BRRLG        | Brake status "Ok"                   |
| BRKR         | Brake status "Worn"                 |
| BRKN         | Brake status Not checked this visit |

### Reynolds & Reynolds

|           |                                     |
|-----------|-------------------------------------|
| ****BRKG  | Brake status "Good"                 |
| ****BRRLG | Brake status "Ok"                   |
| ****BRKR  | Brake status "Worn"                 |
| ****BRKN  | Brake status Not checked this visit |

Good = Over 5mm (Disc) or Over 2mm (Drum)  
Ok = 3 to 5mm (Disc) or 1.01 to 2mm (Drum)  
Worn = Less than 3mm (Disc) or 1mm or less (Drum)



Scheduled Maintenance Record

The service records on this and the following pages have been designed to include the signature of your Authorized Dealer representative or other repair establishment representative. This signed form is evidence of completion maintenance services and should be kept with the receipts, repair orders and invoices in the glove box. All records should be given to any subsequent owner of the Kia vehicle. Claims made during the warranty term will not qualify under the warranty if resulting from lack of maintenance rather than from defective material or workmanship. Alternatively, for your convenience, you have been provided with a vehicle maintenance Log booklet for your use. In recording your Kia vehicle's maintenance, you may use either to organize and maintain your records.

**Scheduled Maintenance Intervals**  
Refer to your Owner's Manual for the specific conditions.

Pre-Delivery Inspection

Mileage: \_\_\_\_\_  
R.O. Number: \_\_\_\_\_  
Date: 2/20/13  
Authorized Signature: [Signature]  
Dealership: \_\_\_\_\_

Service #1

Mileage: 2872  
R.O. Number: \_\_\_\_\_  
Date: 10/5/13  
Authorized Signature: [Signature]  
Dealership: \_\_\_\_\_

Service #2

Mileage: 5869  
R.O. Number: \_\_\_\_\_  
Date: 12/5/13  
Authorized Signature: [Signature]  
Dealership: \_\_\_\_\_



Scheduled Maintenance Record

Service #3  
Mileage: 8,868  
R.O. Number:  
By 9000 Date: 2/1/14  
Authorized Signature: Oil A  
Dealership:

Service #6  
Mileage: 17,725  
R.O. Number:  
By 18000 Date: 7/12/14  
Authorized Signature: Oil A  
Dealership:

Service #4  
Mileage: 11,866  
R.O. Number:  
By 12000 Date: 3/29/14  
Authorized Signature: Oil A  
Dealership:

Service #7  
Mileage: 19,711  
R.O. Number:  
By 2000 Date: 8/30/14  
Authorized Signature: Oil A  
Dealership:

Service #5  
Mileage: 14,848  
R.O. Number:  
By 15000 Date: 5/24/14  
Authorized Signature: Oil A  
Dealership:

Service #8  
Mileage: 22,610  
R.O. Number:  
By 24000 Date: 11/1/14  
Authorized Signature: Oil A  
Dealership:

#9 By 27,000  
Mileage 25,602  
12/27/14  
Oil A

#12 By 36,000  
Mileage 34,544  
5/16/15  
Oil A

#15 By 45,000  
Mileage 43,462  
10/31/15  
Oil A

#18 By 54,000  
Mileage 52,400  
1/16/16  
Oil A

#10 By 30,000  
Mileage 28,600  
2/7/15  
Oil A

#13 By 39,000  
Mileage 37,489  
7/11/15  
Oil A

#16 By 48,000  
Mileage 46,420  
10/31/15  
Oil A

#19 By 57,000  
Mileage 55,379  
3/5/16

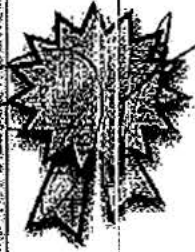
#11 By 33,000  
Mileage 31,541  
3/28/15  
Oil A

#14 By 42,000  
Mileage 40,488  
8/29/15  
Oil A

#17 By 51,000  
Mileage 49,401  
12/5/15  
Oil A

#20 By 60,000  
Mileage

# Sales Receipt



## JOHN'S AUTO SERVICE

Date 10/5/2013

JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, AL 36274  
Phone 334-436-0358

SOLD  
TO

Cash

Vehicle: KNAFU6A29D5

Mileage: 2872

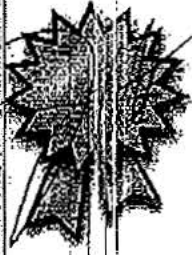
Customer ID

2,872 miles

| Qty            | Item #      | Description | Unit Price | Discount | Line total |
|----------------|-------------|-------------|------------|----------|------------|
|                | 2630035503  | Filter      | 5.99       |          | 5.99       |
|                | (SAE 6W-20) | Oil         | 4.00       |          | 20.00      |
|                |             | Labor       |            |          | 10.00      |
| Total Discount |             |             |            |          |            |
| Subtotal       |             |             |            |          | 35.99      |
| Sales Tax      |             |             |            |          | 2.89       |
|                |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



## JOHN'S AUTO SERVICE

Date 12/5/2013

JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, AL 36274  
Phone 334-436-0358

SOLD TO Cash  
Vehicle: KNAFU6A29D5  
Mileage: 5859  
Customer ID [REDACTED]

| Qty            | Item #      | Description | Unit Price | Discount | Line total |
|----------------|-------------|-------------|------------|----------|------------|
|                | 2630035503  | Filter      | 5.99       |          | 5.99       |
|                | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                |             | Labor       |            |          | 10.00      |
| Total Discount |             |             |            |          |            |
| Subtotal       |             |             |            |          | 35.99      |
| Sales Tax      |             |             |            |          | 2.89       |
|                |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



## JOHN'S AUTO SERVICE

Date 2/1/2014

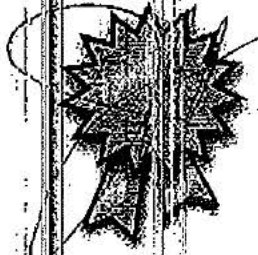
JOHN HENDERSON  
JOHN'S AUTO SERVICE  
987 County Rd. 61  
Roanoke, AL 36274  
Phone 334-436-0358

SOLD Cash  
TO Vehicle: KNAFU6A29D5  
Mileage: 8868  
Customer ID

| Qty            | Item #      | Description | Unit Price | Discount | Line total |
|----------------|-------------|-------------|------------|----------|------------|
|                | 2630035503  | Filter      | 5.99       |          | 5.99       |
|                | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                |             | Labor       |            |          | 10.00      |
| Total Discount |             |             |            |          |            |
| Subtotal       |             |             |            |          | 35.99      |
| Sales Tax      |             |             |            |          | 2.89       |
|                |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



## JOHN'S AUTO SERVICE

Date 3/29/2014

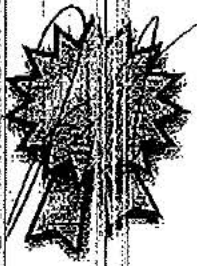
JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, AL 36274  
Phone 334-436-0358

SOLD Cash  
TO Vehicle: KNAFU6A29D9  
Mileage: 11866  
Customer ID

| Qty                             | Item #      | Description | Unit Price | Discount | Line total |
|---------------------------------|-------------|-------------|------------|----------|------------|
|                                 | 2630035503  | Filter      | 5.99       |          | 5.99       |
|                                 | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                                 |             | Labor       |            |          | 10.00      |
| Added Windshield fluid & charge |             |             |            |          |            |
| Total Discount                  |             |             |            |          |            |
| Subtotal                        |             |             |            |          | 35.99      |
| Sales Tax                       |             |             |            |          | 2.89       |
|                                 |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



*JOHN'S AUTO  
SERVICE*

Date 5/24/2014

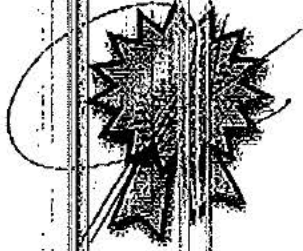
JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, VA 26274  
Phone 334-436-0358

SOLD Cash  
TO Vehicle: KNAFU6A29D5  
Mileage: 14848  
Customer ID

| Qty                   | Item #      | Description | Unit Price | Discount | Line total |
|-----------------------|-------------|-------------|------------|----------|------------|
| 1                     | 2630035503  | Filter      | 5.99       |          | 5.99       |
| 5                     | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                       |             | Labor       |            |          | 10.00      |
| Added Air & Bear time |             |             |            |          |            |
| Total Discount        |             |             |            |          |            |
| Subtotal              |             |             |            |          | 35.99      |
| Sales Tax             |             |             |            |          | 2.89       |
|                       |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



*JOHN'S AUTO  
SERVICE*

Date 7/12/2014

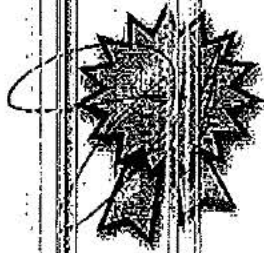
JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Reno, AL 36274  
Phone 334-436-0358

SOLD Cash  
TO Vehicle: KNAFU6A29D57  
Mileage: 17725  
Customer ID

| Qty            | Item #      | Description | Unit Price | Discount  | Line total |
|----------------|-------------|-------------|------------|-----------|------------|
| 1              | 2630035503  | Filter      | 5.99       |           | 5.99       |
| 5              | (SAE 5W-20) | Oil         | 4.00       |           | 20.00      |
|                |             | Labor       |            |           | 10.00      |
| Total Discount |             |             |            |           |            |
|                |             |             |            | Subtotal  | 35.99      |
|                |             |             |            | Sales Tax | 2.89       |
|                |             |             |            |           | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



## JOHN'S AUTO SERVICE

Date 8/30/2014

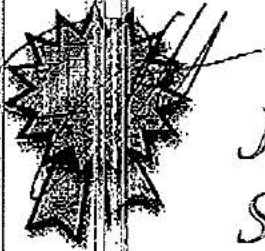
JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, AL 36274  
Phone 334-436-0358

SOLD Cash  
TO Vehicle: KNAFU6A28D57  
Mileage: 19711  
Customer ID

| Qty            | Item #      | Description | Unit Price | Discount | Line total |
|----------------|-------------|-------------|------------|----------|------------|
| 1              | 2830035503  | Filter      | 5.99       |          | 5.99       |
| 5              | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                |             | Labor       |            |          | 10.00      |
| Total Discount |             |             |            |          |            |
| Subtotal       |             |             |            |          | 35.99      |
| Sales Tax      |             |             |            |          | 2.89       |
|                |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



## JOHN'S AUTO SERVICE

Date 11/1/2014

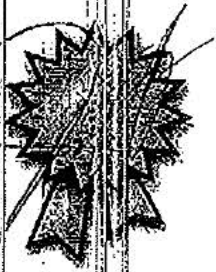
JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, VA 26274  
Phone 334-436-0358

SOLD Cash  
TO Vehicle: KNAFU6A29D574  
Mileage: 22610  
Customer ID

| Qty            | Item #      | Description | Unit Price | Discount | Line total |
|----------------|-------------|-------------|------------|----------|------------|
| 1              | 2630035503  | Filter      | 5.99       |          | 5.99       |
| 5              | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                |             | Labor       |            |          | 10.00      |
| Total Discount |             |             |            |          |            |
| Subtotal       |             |             |            |          | 35.99      |
| Sales Tax      |             |             |            |          | 2.89       |
|                |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



## JOHN'S AUTO SERVICE

Date 12/27/2014

JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, VA 26274  
Phone 334-436-0358

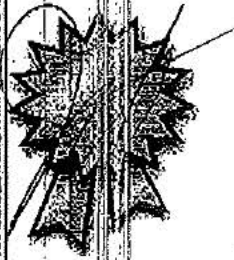
SOLD Cash  
TO Vehicle: KNAFU6A29D574  
Mileage: 25602  
Customer ID

| Qty                 | Item #      | Description | Unit Price | Discount | Line total |
|---------------------|-------------|-------------|------------|----------|------------|
| 1                   | 2630035503  | Filter      | 5.99       |          | 5.99       |
| 5                   | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                     |             | Labor       |            |          | 10.00      |
| Add Wipers<br>11.99 |             |             |            |          |            |
| Total Discount      |             |             |            |          |            |
| Subtotal            |             |             |            |          | 35.99      |
| Sales Tax           |             |             |            |          | 2.89       |
|                     |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

50.87  
Cash

# Sales Receipt



## JOHN'S AUTO SERVICE

Date 2/7/2015

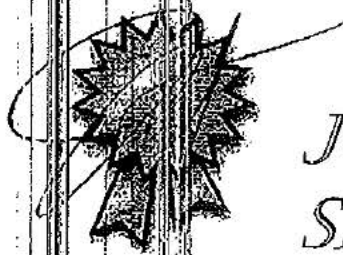
JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, VA 26274  
Phone 330-436-0358

SOLD Cash  
TO Vehicle: KNAFU6A29D574  
Mileage: 28600  
Customer ID

| Qty | Item #      | Description | Unit Price     | Discount | Line total |
|-----|-------------|-------------|----------------|----------|------------|
| 1   | 230035503   | Filter      | 5.99           |          | 5.99       |
| 5   | (SAE 5W-20) | Oil         | 4.00           |          | 20.00      |
|     |             | Labor       |                |          | 10.00      |
|     |             |             | Total Discount |          |            |
|     |             |             | Subtotal       |          | 35.99      |
|     |             |             | Sales Tax      |          | 2.89       |
|     |             |             |                |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



*JOHN'S AUTO  
SERVICE*

Date 3/28/2015

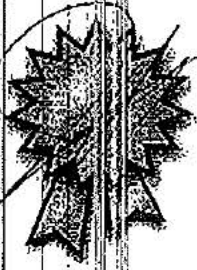
JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, VA 26274  
Phone 334-036-0358

SOLD Cash  
TO Vehicle: KNAFU6A29D5744  
Mileage: 31546  
Customer ID

| Item #         | Description       | Unit Price | Discount | Line total |
|----------------|-------------------|------------|----------|------------|
| 1              | 2530035503 Filter | 5.99       |          | 5.99       |
| 5              | (SAE 6W-20) Oil   | 4.00       |          | 20.00      |
|                | Labor             |            |          | 10.00      |
| Total Discount |                   |            |          |            |
| Subtotal       |                   |            |          | 35.99      |
| Sales Tax      |                   |            |          | 2.89       |
|                |                   |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



## JOHN'S AUTO SERVICE

Date 5/16/2015

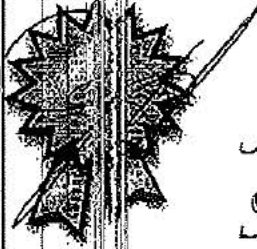
JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, VA 26274  
Phone 833-436-0358

SOLD Cash  
TO Vehicle: KNAFU6A29D574  
Mileage: 34544  
Customer ID

| Qty                                 | Item #      | Description | Unit Price | Discount | Line total |
|-------------------------------------|-------------|-------------|------------|----------|------------|
| 1                                   | 2530035503  | Filter      | 5.99       |          | 5.99       |
| 5                                   | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                                     |             | Labor       |            |          | 10.00      |
| <i>Need to ✓ tires next Service</i> |             |             |            |          |            |
| Total Discount                      |             |             |            |          |            |
| Subtotal                            |             |             |            |          | 35.99      |
| Sales Tax                           |             |             |            |          | 2.89       |
|                                     |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



*JOHN'S AUTO  
SERVICE*

Date 7/11/2015

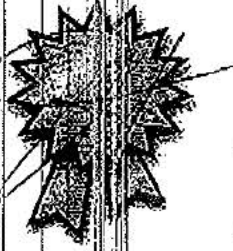
JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, AL 36274  
Phone 334-436-0358

SOLD Cash  
TO Vehicle: KNAFU6A29D574  
Mileage: 37489  
Customer ID

| Qty            | Item #      | Description | Unit Price | Discount | Line total |
|----------------|-------------|-------------|------------|----------|------------|
| 1              | 2630035503  | Filter      | 5.99       |          | 5.99       |
| 5              | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                |             | Labor       |            |          | 10.00      |
| Total Discount |             |             |            |          |            |
| Subtotal       |             |             |            |          | 35.99      |
| Sales Tax      |             |             |            |          | 2.89       |
|                |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



*JOHN'S AUTO  
SERVICE*

Date 8/29/2015

JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, VA 26274  
Phone 334-36-0358

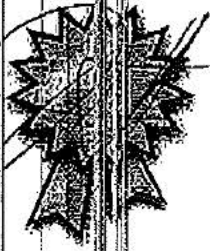
SOLD Cash  
TO Vehicle: KNAFU6A29D5744  
Mileage: 40488  
Customer ID [REDACTED]

| Qty            | Item #      | Description | Unit Price | Discount | Line total |
|----------------|-------------|-------------|------------|----------|------------|
| 1              | 2530035503  | Filter      | 5.99       |          | 5.99       |
| 5              | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                |             | Labor       |            |          | 10.00      |
| Total Discount |             |             |            |          |            |
| Subtotal       |             |             |            |          | 35.99      |
| Sales Tax      |             |             |            |          | 2.89       |
|                |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!



# Sales Receipt



## JOHN'S AUTO SERVICE

Date 10/3/2015

JOHN HEIDPERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, VA 26274  
Phone 336-436-0358

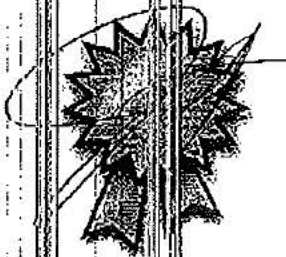
SOLD Cash  
TO Vehicle: KNAFU6A29D [REDACTED]  
Mileage: 43462  
Customer ID [REDACTED]

| Qty            | Item #      | Description | Unit Price | Discount | Line total |
|----------------|-------------|-------------|------------|----------|------------|
| 1              | 2630035503  | Filter      | 5.99       |          | 5.99       |
| 5              | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                |             | Labor       |            |          | 10.00      |
| Total Discount |             |             |            |          |            |
| Subtotal       |             |             |            |          | 35.99      |
| Sales Tax      |             |             |            |          | 2.89       |
|                |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!



# Sales Receipt



## JOHN'S AUTO SERVICE

Date 10/31/2015

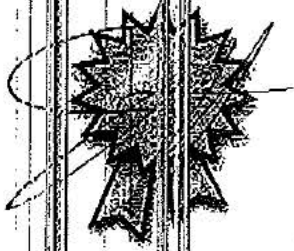
JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, VA 26274  
Phone 334-36-0358

SOLD Cash  
TO Vehicle: KNAFU6A29D5  
Mileage: 46420  
Customer ID

| Qty            | Item #      | Description | Unit Price | Discount | Line total |
|----------------|-------------|-------------|------------|----------|------------|
| 1              | 2630035503  | Filter      | 5.99       |          | 5.99       |
| 5              | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                |             | Labor       |            |          | 10.00      |
| Total Discount |             |             |            |          |            |
| Subtotal       |             |             |            |          | 35.99      |
| Sales Tax      |             |             |            |          | 2.89       |
|                |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



## JOHN'S AUTO SERVICE

Date 12/5/2015

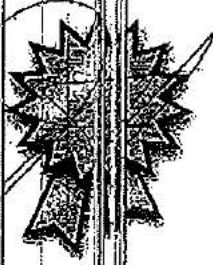
JOHN HENDERSON  
JOHN'S AUTO SERVICE  
2997 County Rd. 61  
Roanoke, IL 6274  
Phone 334-436-0358

SOLD Cash  
TO Vehicle: KNAFU6A29D5  
Mileage: 49401  
Customer ID

| Qty            | Item #      | Description | Unit Price | Discount | Line total |
|----------------|-------------|-------------|------------|----------|------------|
| 1              | 2830035503  | Filter      | 5.99       |          | 5.99       |
| 5              | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                |             | Labor       |            |          | 10.00      |
| Total Discount |             |             |            |          |            |
| Subtotal       |             |             |            |          | 35.99      |
| Sales Tax      |             |             |            |          | 2.89       |
|                |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



## JOHN'S AUTO SERVICE

Date 1/16/2016

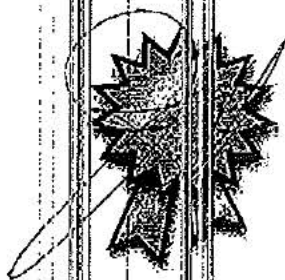
JOHN HENDERSON  
JOHN'S AUTO SERVICE  
997 County Rd. 61  
Roanoke, VA 26274  
Phone 334-326-0358

SOLD Cash  
TO Vehicle: KNAFU6A29D5  
Mileage: 52400  
Customer ID

| Qty            | Item #      | Description | Unit Price | Discount | Line total |
|----------------|-------------|-------------|------------|----------|------------|
|                | 630035503   | Filter      | 5.99       |          | 5.99       |
|                | (SAE 5W-20) | Oil         | 4.00       |          | 20.00      |
|                |             | Labor       |            |          | 10.00      |
| Total Discount |             |             |            |          |            |
| Subtotal       |             |             |            |          | 35.99      |
| Sales Tax      |             |             |            |          | 2.89       |
|                |             |             |            |          | 38.88      |

THANK YOU FOR YOUR BUSINESS!

# Sales Receipt



## JOHN'S AUTO SERVICE

Date 3/5/2016

JOHN HENDERSON  
JOHN'S AUTO SERVICE  
997 County Rd. 61  
Roanoke, VA 26274  
Phone 336-335-0358

SOLD TO Cash  
Vehicle: KNAFU6A29D5  
Mileage: 55379  
Customer ID

| Qty | Item #      | Description | Unit Price     | Discount | Line Total     |
|-----|-------------|-------------|----------------|----------|----------------|
|     | 630035503   | Filter      | 5.99           |          | 5.99           |
|     | (SAE 5W-20) | Oil         | 4.00           |          | 20.00          |
|     |             | Labor       |                |          | 10.00          |
|     |             |             | Total Discount |          |                |
|     |             |             |                |          | Subtotal 35.99 |
|     |             |             |                |          | Sales Tax 2.89 |
|     |             |             |                |          | 38.88          |

THANK YOU FOR YOUR BUSINESS!

PE19-004

KIA

6/28/2019

DEFECT B

TECHLINES

RIO

PE19-004\_RIO TL CASES\_Alleged  
Defect B



# Techline Assistance Center Case Report

Printed By: John Thornton

Case Number - [REDACTED]

06/18/2019 10:39:47 AM

## Vehicle Data

Model/Year: 2013 RIO

Engine: 1.6L CVVT DOHC

Model Code: 31422.0

VIN: KNADM4A31D6 [REDACTED]

Mileage: 28,000

Repair Date:

Prod Date: 09/21/2012

Warranty Start Date: 11/13/2012

RO Number: [REDACTED]

Port Options:

Factory Options: TSK, PA3, PA5, PA7, PWR

## Freeze Frame Data

|                  |                  |                     |
|------------------|------------------|---------------------|
| STFT Bankk1:     | LTFT Bank1:      | Fuel Status Bank:   |
| STFT Bank2:      | LTFT Bank2:      | Fuel Status Bank 2: |
| RPM:             | Coolant Temp:    | CALC Load:          |
| Vehicle Speed:   | APS Sensor 1%:   | APS Sensor 2%:      |
| Absolute TPS 1%: | Absolute TPS 2%: | Engine Run Time:    |

## Deler/Contact Data

Dealer: FL107 KIA of Orange Park

Service District: SO04

Phone: (904) 771-6078

Contact:

Contact Title:

Contact Phone:

## Case Details

Title: Engine Mechanical - caught fire

Symptom: Fire

System: Engine Mechanical

Component: Rod Bearings

Resolution: Fire Damage

Category: Repair Assistance

## Case History

\*\*\* NOTES 10/03/2013 10:38 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Matthew Beavers, 3526298011

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

Problem Description :

motor threw a rod through the block all oil leaked out on cat causing car to catch fire

Diagnostics Performed :

6,000 miles over oil change

\*\*\* PHONE LOG 10/03/2013 12:03 PM Pacific Daylight Time RHicks Action Type:Web Contact

Advice 1: Matt,

Make no repairs at this time

I will contact CA and see what they want to do

Are pictures available ?

> rhicks@kiausa.com w/case #

\*\* Admin Note \*\*\*

ervice alert escalated to CA as : [REDACTED] on 10/03/2013

\*\*\* NOTES 10/08/2013 04:21 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Matthew Beavers, 3526298011

service manager has pics  
Additional Comments:service manager has pics

\*\*\* PHONE LOG 10/08/2013 05:24 AM Pacific Daylight Time RHicks Action Type:Web Contact  
Advice 1: > > > rhicks@kiausa.com w/ case #

\*\*\* CASE CLOSE 11/04/2013 08:05 AM clarify  
\*\*\* Performed by contact: Matthew Beavers, 3526298011  
toltalled

#### **Attachments**

\*\*\*\*\* End Case Report [REDACTED] \*\*\*\*\*



# Techline Assistance Center Case Report

Printed By: John Thornton

Case Number - [REDACTED]

06/18/2019 10:36:41 AM

## Vehicle Data

Model/Year: 2013 RIO

Engine: 1.6L CVVT DOHC

Model Code: 31422.0

VIN: KNADM4A35D6 [REDACTED]

Mileage: 69,651

Repair Date:

Prod Date: 08/29/2013

Warranty Start Date: 11/03/2013

RO Number: [REDACTED]

Port Options:

Factory Options: STD

## Freeze Frame Data

|                  |                  |                     |
|------------------|------------------|---------------------|
| STFT Bankk1:     | LTFT Bank1:      | Fuel Status Bank:   |
| STFT Bank2:      | LTFT Bank2:      | Fuel Status Bank 2: |
| RPM:             | Coolant Temp:    | CALC Load:          |
| Vehicle Speed:   | APS Sensor 1%:   | APS Sensor 2%:      |
| Absolute TPS 1%: | Absolute TPS 2%: | Engine Run Time:    |

## Deler/Contact Data

Dealer: CA217 Allstar KIA

Service District: WE06

Phone: (909) 664-2200

Contact: LEOBARDO ORTEGA

Contact Title: Exclusive Kia Technician

Contact Phone:

## Case Details

Title: Engine Mechanical # hole in block

Symptom: Damage (General)

System: Engine Mechanical

Component: Engine (General)

Resolution: Damaged Component

Category: Repair Assistance

## Case History

\*\*\* 08/10/2018 08:27:23 \*\*\*

Contact = LEOBARDO ORTEGA, Priority = Standard, Sub Status = Dispatched

\*\*\* 08/10/2018 08:27:23 \*\*\*

Web - Problem Description created on 08/10/2018 08:27:23 and created by LEOBARDO ORTEGA

while driving the bottom of vehicle started burning.

\*\*\* 08/10/2018 08:27:23 \*\*\*

Web - Diagnostics created on 08/10/2018 08:27:23 and created by LEOBARDO ORTEGA

there is a hole on the side of engine block that shoots out flames and burnt the rack and pinion, sway bar bushing, fire wall, hvac drainage tube and carpet. dont know why customer kept driving the the engine is extremely loud.

\*\*\* 08/10/2018 08:28:57 \*\*\*

20180810\_080455[1].jpg added by LEOBARDO ORTEGA on 08/10/2018 08:28:54

\*\*\* 08/10/2018 08:31:10 \*\*\*

20180810\_080844[1].jpg added by LEOBARDO ORTEGA on 08/10/2018 08:31:07

\*\*\* 08/10/2018 08:33:32 \*\*\*

20180810\_080830[1].jpg added by LEOBARDO ORTEGA on 08/10/2018 08:33:28

\*\*\* 08/10/2018 08:35:28 \*\*\*

20180810\_080526[1].jpg added by LEOBARDO ORTEGA on 08/10/2018 08:35:25

\*\*\* 08/10/2018 08:40:14 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Amanti\_Cadenza to WIPBin default

\*\*\* Web - Advice created on 08/10/2018 08:42:52 and created by Greg Phillips \*\*\*

1: Leobardo, are there any impact marks on this? It's hard to tell from the photos, but was this external damage or has this engine come apart internally? Is it seized? Does the customer have service records? Is it possible to tell through the oil filler hole if this engine is clean or is it too obscured? Please get a photo or two through the oil filler hole, maybe even use the bore scope to get the photos. I'd like to get an idea of how this was maintained, but I also want you to avoid taking anything apart just yet. Because there was a fire on this, it needs to be reviewed by CA before any repair attempts are made. I suggest that you get in touch with your DPSM immediately. He can probably respond to this faster than CA.

\*\*\* 08/10/2018 09:32:34 \*\*\*

Web - Note created on 08/10/2018 09:32:34 and created by LEOBARDO ORTEGA

yeah the engine still runs on 3 cyl. no external hit damage was the cause of the hole in engine. new pictures should be up. ill let the writer know to contact dpsm.

\*\*\* 08/10/2018 09:32:35 \*\*\*

Screenshot\_20180810-092633\_Gallery[1].jpg added by LEOBARDO ORTEGA on 08/10/2018 09:32:34

\*\*\* 08/10/2018 09:32:36 \*\*\*

Screenshot\_20180810-092641\_Gallery[1].jpg added by LEOBARDO ORTEGA on 08/10/2018 09:32:35

\*\*\* Web - Advice created on 08/10/2018 11:02:49 and created by Greg Phillips \*\*\*

1: Can you clarify that last note? This was internal damage, right, no external impact? The photo through the oil fill hole is not clear enough to determine if this has been neglected. We would have to remove the valve cover. But don't do that until CA and/or your DPSM reviews the case and gives you the OK to proceed.

\*\*\* 08/10/2018 11:20:38 \*\*\*

Web - Note created on 08/10/2018 11:20:38 and created by LEOBARDO ORTEGA

the hole was caused by the rotating assembly

\*\*\* Web - Advice created on 08/10/2018 12:56:20 and created by Greg Phillips \*\*\*

1: Thank you.

\*\*\* 08/21/2018 07:41:23 \*\*\*

Web - Note created on 08/21/2018 07:41:22 and created by LEOBARDO ORTEGA

consumer affairs has reviewed the case and they dont believe it a complete loss . they want me to give you a complete list of all the failed / burnt parts. rack and pinion, sway bar bushing, hvac drainage tube, carpet and the engine.

\*\*\* Web - Advice created on 08/21/2018 10:53:35 and created by Greg Phillips \*\*\*

1: Leobardo, there was sludge present through the oil filler hole. It was not clear enough through the hole whether this engine was severely sludged or not. We had to wait for CA's approval before requesting that you remove the valve cover. If CA has given you the ok to proceed with the repairs, before I can authorize this, I need a photo or two of the valve train. And if there is sludge present, I need service records from the customer.

\*\*\* 08/23/2018 08:00:37 \*\*\*

Web - Note created on 08/23/2018 08:00:37 and created by LEOBARDO ORTEGA

valve train picture is up

\*\*\* 08/23/2018 08:00:39 \*\*\*

Screenshot\_20180823-075408\_Gallery[1].jpg added by LEOBARDO ORTEGA on 08/23/2018 08:00:37

\*\*\* Web - Advice created on 08/23/2018 10:05:27 and created by Greg Phillips \*\*\*

1: This isn't bad, it does appear to have been maintained. If you have verified no signs of neglect, the engine has not sustained any external impact, it is not a used or junk yard motor, and the warranty is still valid according to Web DCS, please refer to warranty bulletin 2015-09 and attach the core data sheet WRTY143. It will need to be filled out, signed by both you and your service manager (no electronic signatures or stamps), dated and attached to this case. Be sure you are using the latest core data sheet, updated on 11-1-16.

\*\*\* 08/27/2018 15:09:55 \*\*\*

Web - Note created on 08/27/2018 15:09:55 and created by LEOBARDO ORTEGA

For now add

\*\*\* 08/27/2018 15:09:56 \*\*\*

1535407756727-781423256.jpg added by LEOBARDO ORTEGA on 08/27/2018 15:09:55

\*\*\* 08/28/2018 07:28:22 \*\*\*

PWA Case 12848417 created by Greg Phillips

\*\*\* Web - Advice created on 08/28/2018 07:28:37 and created by Greg Phillips \*\*\*

1: I have generated a PWA case, 12848417, for you. Please validate the vehicle warranty, in the new PWA case, so the PWA can be approved. Then please close this case and fill out the survey.

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.

\*\*\* 09/10/2018 08:32:06 \*\*\*

Case Closed with Resolution Code: Damaged Component

Resolution Summary: engine was ordered.

**Attachments**

\*\*\*\*\* End Case Report [REDACTED] \*\*\*\*\*

PE19-004  
KIA  
6/28/2019  
DEFECT B  
TECHLINES  
SOUL

PE19-004\_Expanded  
Scope\_Soul\_Alleged Defect B



# Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

---

## Vehicle Data

**Model/Year:** 2018 SOUL !

**Engine:** 1.6L TURBO

**Model Code:** B4542

**VIN:** KNDJX3AA9J7 [REDACTED]

**Mileage:** 10,483

**Prod Date:** 07/12/2017

**Warranty Start Date:** 10/17/2017

---

## Dealer/Contact Data:

**Dealer:** CA283 Car Pros KIA Glendale

**Phone:** 8187451400

**FAX:** 8182440044

**Contact:** Patrick Farrell

**Contact Title:** Exclusive Kia Technician

**Service District:** WE02

---

## Case Details:

**Case Title:** Engine - Smokes #

**Symptom:** Engine Smokes

**DTC:**

**System:** Engine Mechanical

**Component:** Engine (General)

**Resolution:** Could not duplicate. Release

---

## Case History

\*\*\* 05/01/2018 10:43:54 \*\*\*

Contact = Patrick Farrell, Priority = Standard, Sub Status = Dispatched

\*\*\* 05/01/2018 10:43:54 \*\*\*

Web - Problem Description created on 05/01/2018 10:43:54 and created by Patrick Farrell

Customer states vehicle got hot, lurched, smoke came out from under hood, and engine stalled.

\*\*\* 05/01/2018 10:43:54 \*\*\*

Web - Diagnostics created on 05/01/2018 10:43:54 and created by Patrick Farrell

I talked with customer and stated that this occurred in heavy stop and go traffic during an accident and stuck on highway barely moving for over 3 hours. I have no way of replicating those conditions. I scanned vehicle and no codes present. I checked coolant level and radiator is full and reservoir is at full line. the cooling fan is working and temperature is within normal operating range. I also checked oil level and was about 1/2 quart over filled. I corrected the oil level and also inspected the plugs. No signs of burning oil. I do not know what the smoke was that customer had seen. I have no oil leaks or coolant leaks. See no indication that any freon released from compressor relief valve or anything like that. Have there been any reports of similar conditions for this vehicle.

\*\*\* 05/01/2018 10:53:17 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Amanti\_Cadenza to WIPBin default

\*\*\* Web - Advice created on 05/01/2018 10:53:57 and created by Chris Schang \*\*\*

1: Patrick,

This is not a common concern. At this time, we will need to duplicate the concern or have some indication of an overheating or a smoking vehicle in order to properly diagnose. I would not perform any further diagnosis until you have a duplication or a DTC.

\*\*\* 05/01/2018 11:18:14 \*\*\*

Web - Note created on 05/01/2018 11:18:13 and created by Patrick Farrell

I test drove vehicle and realized this has a Dual Clutch Transmission. I'm betting it got hot and is what the customer experienced. I'm going to ask if they smelled burnt clutch smell. I was also just told she was hearing a thumping sound. I will

let you know what she says.

\*\*\* 05/01/2018 11:38:36 \*\*\*

Web - Note created on 05/01/2018 11:38:35 and created by Patrick Farrell

Customer said no clutch smell, just hot inside vehicle and hot smelling. I find nothing wrong at this time and no codes present. Made no repair attempts.

\*\*\* Web - Advice created on 05/01/2018 12:01:21 and created by Chris Schang \*\*\*

1: Patrick,

I would release the vehicle and have the customer return when the concern is present on a consistent basis or has a failure.

\*\*\* 05/01/2018 12:46:52 \*\*\*

Case Closed with Resolution Code: Cust Took Vehicle

Resolution Summary: Could not duplicate. Released vehicle to customer.



# Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

---

## Vehicle Data

**Model/Year:** 2017 SOUL !

**Engine:** 1.6L TURBO

**Model Code:** B4542

**VIN:** KNDJX3AA9H7 [REDACTED]

**Mileage:** 7

**Prod Date:** 01/16/2017

**Warranty Start Date:** 05/28/2017

---

## Dealer/Contact Data:

**Dealer:** OR017 KIA of Portland On Broadway

**Phone:** 5035420404

**FAX:** 5032841105

**Contact:** Philip Lanxon

**Contact Title:** Dual Technician

**Service District:** WE09

---

## Case Details:

**Case Title:** Engine - Smokes # Black substance on exhaust manifold

**Symptom:** Engine Smokes

**DTC:**

**System:** Engine Mechanical

**Component:** Exhaust Manifold

**Resolution:**

---

## Case History

\*\*\* NOTES 03/20/2017 08:06 AM clarify Action Type: Dealer contact

\*\*\* Performed by contact: Philip Lanxon, 5035420404

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

### Problem Description :

During test drive vehicle smelled like something was burning. after bringing vehicle into shop alot of smoke was coming from under the hood.

### Diagnostics Performed :

There is a black substance on the exhaust manifold under the heat shield near the upstream O2 sensor. I will upload images i took with the scope. It is in a place where it would be very difficult to scrape off.

\*\*\* PHONE LOG 03/20/2017 08:22 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact

Advice 1: Does the substance found on the exhaust manifold appear to be from outside source? If you are unable to clean the substance then I recommend to remove the manifold and inspect further and if you can not clean with the manifold removed then replace and reinspect. Please attach any further pictures or information related to the concern during the repair.

\*\*\* NOTES 03/21/2017 10:54 AM clarify Action Type: Dealer contact

\*\*\* Performed by contact: Philip Lanxon, 5035420404

Result of Advice 1:Sorry for the delay been busy with other vehicles. I removed the shields and found that there is more substance then i had previously thought. I uploaded an image of what i found. It kind of looks like some very burnt oil. I am ordering some parts so i have stuff in stock when i remove the parts on case i need to replace them. It may be a few days before i update again.

\*\*\* NOTES 03/21/2017 12:14 PM clarify Action Type: Dealer contact

\*\*\* Performed by contact: Philip Lanxon, 5035420404

Result of Advice 1:Uploaded 4 more images. I do not see any oil leaks now that i have more room to see. there is a pair of coolant lines that look suspect and are right above the catalytic converter at this spot. Its really hard to tell what this stuff is, its possible its plastic as well.

\*\*\* PHONE LOG 03/22/2017 06:53 AM Pacific Daylight Time CSchang-TL Action Type:Web Contact

Advice 1: Philip,

Do any of the coolant lines appear burnt?

\*\*\* PHONE LOG 03/22/2017 07:26 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact

Advice 1: It appears to be some form of plastic that may have got stuck on the exhaust and melted. Please replace the exhaust manifold if you are unable to clean the substance from the manifold. Please contact your DPSM for approval.

\*\*\* NOTES 03/22/2017 03:21 PM clarify Action Type: Dealer contact

\*\*\* Performed by contact: Philip Lanxon, 5035420404

Result of Advice 1:I was able to clean off the black substance. I test drove the vehicle everything seems fine, no more smoking from the exhaust, thanks for the help.

\*\*\* RESEARCH LOG 03/22/2017 03:30 PM Pacific Daylight Time JLancaster-TL Action Type:Administrative task

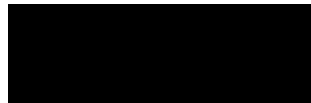
Your welcome, please close the case if the concern has been repaired.

\*\*\* CASE CLOSE 03/29/2017 02:25 PM clarify

\*\*\* Performed by contact: Philip Lanxon, 5035420404

Cleaned exhaust manifold and catalytic converter.

PE19-004  
KIA  
6/28/2019  
DEFECT B  
TECHLINES  
SOUL











2017-03-19 19:40:00



2017-03-19 19:41:18



