

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 - [REDACTED]

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 chassis ground. Meter reading OL. Reading fluctuated 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, [REDACTED]

*** 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, [REDACTED]

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, [REDACTED]
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, [REDACTED]
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, [REDACTED]
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, [REDACTED]

*** 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, [REDACTED]

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, [REDACTED]

*** 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 : [REDACTED] 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, [REDACTED]
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: KNAFU6A29D5 [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
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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: AL031 The Kia Store	R/O Date: 5/9/16	Replacement Date:
VIN: KNAFUX6A29D5	R/O Dates for Prior Engine Replacements: N/A	Mileage: 58,692
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: ☐ Customer Pay ☒ Warranty ☐ OTC ☐ Non-USA	Mileage Since Last Oil Change: 3,000
Describe concern in detail: Customer stated smoke coming from underhood when trying to start. starter burned up + ground to Batt. burned Engine will not move.	
Occurring for <u>ALL</u> Days	
Symptom Occurs: ☒ Consistently ☐ Intermittently ☐ Under Load ☐ Cruise ☐ Deceleration	
Coolant Temp: Hot ☒ Cold ☒ Vehicle Speed: <u>0+</u> Engine RPM: <u>0+</u> Gear: <u>ALL</u>	
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>92</u>	☒ Engine is locked ☐ Hole in Engine
Techline Case Number: [REDACTED]	
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: _____	Burnt ☐ Fuel Odor ☐ Dirty ☐
Coolant Level: _____	No Coolant ☐ Low ☐ Normal ☐
Coolant Condition: _____	Normal ☐ Contaminant Residue ☐ Rust Present ☐
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 with owner's manual

Service Manager Signature: [REDACTED] Technician Signature: [REDACTED] 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
Rental

Customer: [REDACTED] Stock #: [REDACTED]

VIN: KNAFU6A29D5 [REDACTED]
2013 KIA FORTE EX BLU
Mileage In: 58692
Delivered: 06/26/2013
In Service: 06/26/2013

Home: [REDACTED]
E-mail: [REDACTED]
Advisor: 000198-HANNAH DAVIDSON

Hat: [REDACTED] 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
5/16/16
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: _____

Warranty Coverage

<< Warranty Coverage Validation

Basic Vehicle Information☐ Battery Prorating☐ Warranty History☐ Print

VIN #	KNAFU6A29D5 [REDACTED]	Year / Model	2013 / TDK Forte Koup (TD)
Serial	[REDACTED]	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
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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 (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	N	Jun 26, 2013	Jun 26, 2016	36 months (47 days remaining)	36,000
Service Part & Acc'ys	N			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	KEF	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:

ADP/UCS/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:

ADP/UCS/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)



The service records on this and the following pages have been designed to include the signature of your Authorized Kia Dealer representative or other repair establishment representative. This signed form is evidence of completion of 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: July 2013
Authorized 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

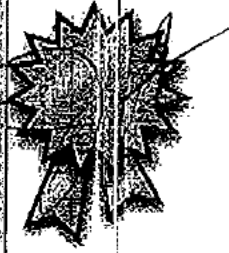
#11 By 33,000
Mileage 31,541
3/28/15
Oil A

#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
997 County Rd. 61
Doanoke, AL 36274
Phone 334-438-0358

SOLD
TO

Cash

Vehicle: KNAFU6A29D5

Mileage: 2872

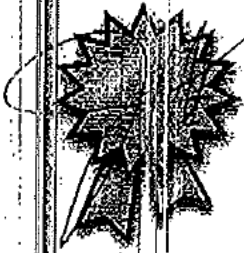
Customer ID

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
2987 County Rd. 61
Roanoke, AL 36274
Phone 334-436-0358

SOLD TO Cash
Vehicle: KNAFU6A29DS
Mileage: 5859
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 2/1/2014

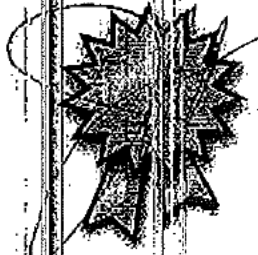
JOHN HENDERSON
JOHN'S AUTO SERVICE
987 County Rd. 61
Roanoke, AL 36274
Phone 334-436-0358

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

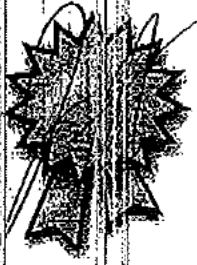
JOHN HENDERSON
JOHN'S AUTO SERVICE
2997 County Rd. 61
Roanoke, AL 36274
Phone 334-436-0358

SOLD Cash
TO Vehicle: KNAFU6A29D5
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

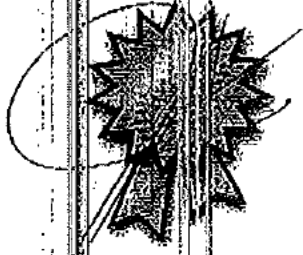
JOHN HENDERSON
JOHN'S AUTO SERVICE
2997 County Rd. 61
Roanoke, VA 26274
Phone 334-436-0358

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
<i>Added Air & Bear time</i>					
Total Discount					
				Subtotal	35.99
				Sales Tax	2.89
					38.88

THANK YOU FOR YOUR BUSINESS!

Sales Receipt



JOHN'S AUTO SERVICE

Date 7/12/2014

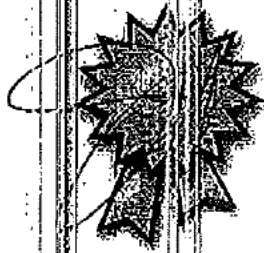
JOHN HENDERSON
JOHN'S AUTO SERVICE
2997 County Rd. 61
Reno, AL 36274
Phone 334-436-0358

SOLD Cash
TO Vehicle: KNAFU6A29D5
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: KNAFU6A29DS [REDACTED]
Mileage: 19711
Customer ID [REDACTED]

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

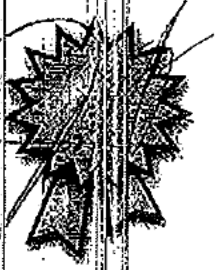
JOHN HENDERSON
JOHN'S AUTO SERVICE
2997 County Rd. 61
Roanoke, VA 26274
Phone 334-436-0358

SOLD Cash
TO Vehicle: KNAFU6A29D5
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: KNAFU6A29D5
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 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

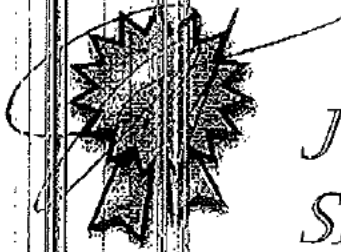
SOLD Cash
TO Vehicle: KNAFU6A29D5 [REDACTED]
Mileage: 28600
Customer ID [REDACTED]

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 334-636-0358

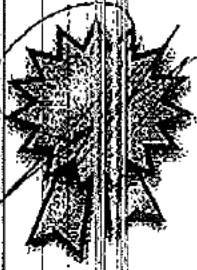
SOLD Cash
TO Vehicle: KNAFU6A29D5 [REDACTED]
Mileage: 31546
Customer ID [REDACTED]

Qty	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

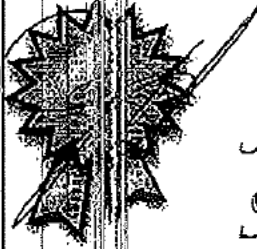
JOHN HENDERSON
JOHN'S AUTO SERVICE
2997 County Rd. 61
Roanoke, VA 26274
Phone 833-436-0358

SOLD Cash
TO Vehicle: KNAFU6A29D5
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

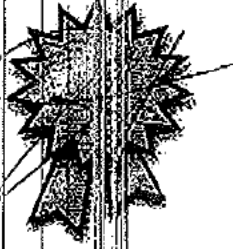
JOHN HENDERSON
JOHN'S AUTO SERVICE
2997 County Rd. 61
Roanoke, AL 36274
Phone 334-436-0358

SOLD Cash
TO Vehicle: KNAFU6A29D5
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

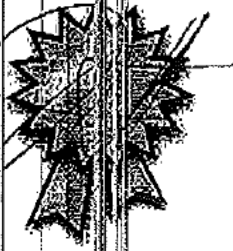
SOLD Cash
TO Vehicle: KNAFU6A29DS [REDACTED]
Mileage: 40488
Customer ID [REDACTED]

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

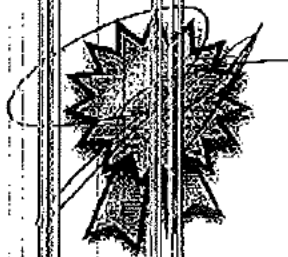
JOHN HEIDERSON
JOHN'S AUTO SERVICE
2997 County Rd. 61
Roanoke, VA 26274
Phone 336-438-0358

SOLD Cash
TO Vehicle: KNAFU6A29D5
Mileage: 43462
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 10/31/2015

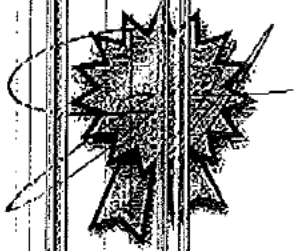
JOHN HENDERSON
JOHN'S AUTO SERVICE
2997 Country Rd. 61
Roanoke, VA 26274
Phone 334-36-0358

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

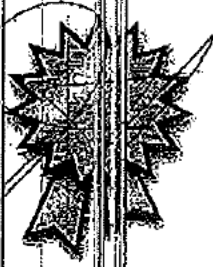
JOHN HENDERSON
JOHN'S AUTO SERVICE
2997 County Rd. 61
Roanoke, IL 6274
Phone 334-436-0358

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

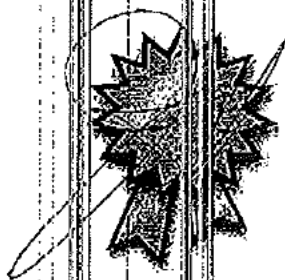
JOHN HENDERSON
JOHN'S AUTO SERVICE
997 County Rd. 61
Roanoke, VA 26274
Phone 334-326-0358

SOLD Cash
TO Vehicle: KNAFU6A29DS
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: 55378
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, [REDACTED]

*** 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 [REDACTED]

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, [REDACTED]
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 ***

[REDACTED].jpg added by LEOBARDO ORTEGA on 08/27/2018 15:09:55

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

PWA Case [REDACTED] 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, [REDACTED] 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, [REDACTED]

*** 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, [REDACTED]

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, [REDACTED]

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, [REDACTED]

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, [REDACTED]

Cleaned exhaust manifold and catalytic converter.

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











2017-03-19 19:45:00



2017-03-19 19:41:18



