

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





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:		R/O Date:	Replacement Date:
Vin:		R/O Dates for Prior Engine Replacements:	Mileage:
Removed Part Number:		Removed Serial Number:	
Installed Part Number:		Installed Serial Number:	

Service Advisor Section- Required

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

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

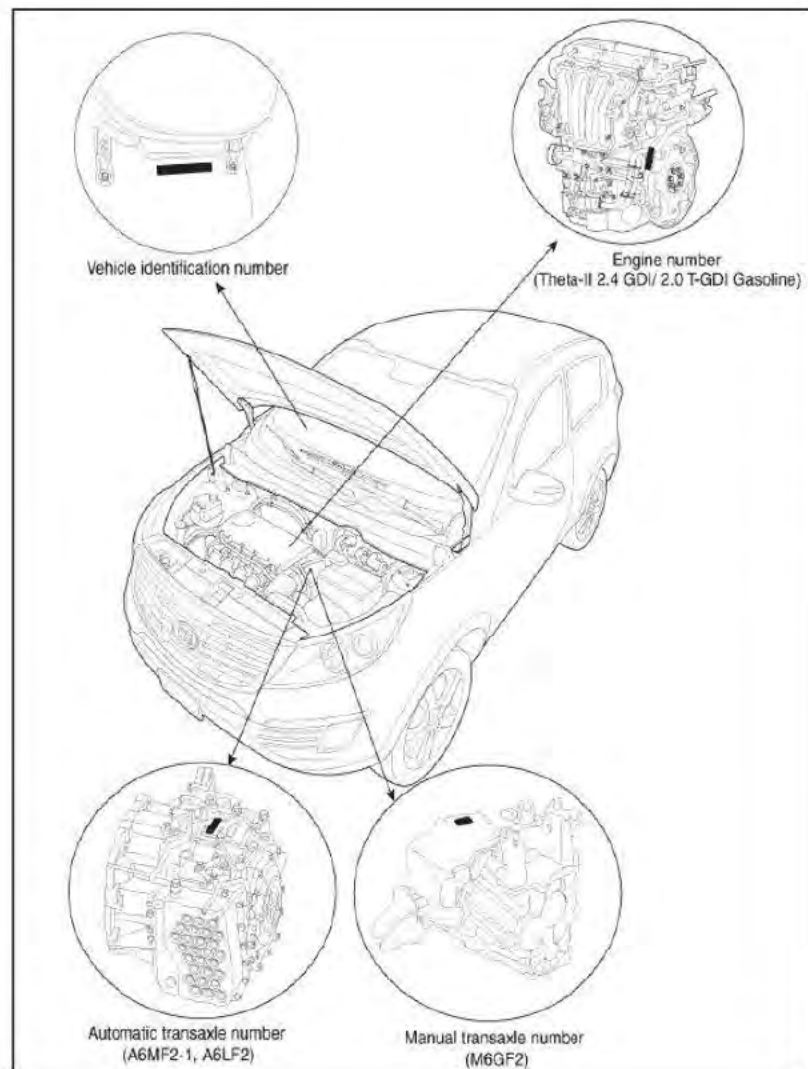
KU Technician ID: _____	Engine is locked	Hole in Engine
Techline Case Number: _____		
List of DTCs if present: _____		
Are there any leaks present? [OIL] [Coolant] _____		
Are there any unusual engine sounds present [Yes] [No] Location, if any: _____		
Engine Oil Level..... [No Oil] [Low] [Normal] [Overfilled]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

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

Service Manager Signature: _____ Technician Signature: _____ Date: _____



To locate an engine or transmission serial number go to Kdealer.com > KGIS > Service Materials > Service Info (SI) > Model/Model Year > Engine > General Information



Engine Number

G	4	K	J	D	000001
1	2	3	4	5	6

1. Engine fuel
 - G : Gasoline
2. Engine range
 - 4 : 4 cycle 4 cylinder
3. Engine development order and capacity
 - K : Theta engine (Gasoline)
4. Engine Capacity
 - H : 1998cc (Theta-II engine T-GDI)
 - J : 2359cc (Theta-II engine GDI)
5. Production year
 - D : 2013, E : 2014, F : 2015, G : 2016 ...
6. Plant of production
 - A : Asan (Korea)
 - B : Beijing (China)
 - H : Hwasung (Korea)
 - K : Montgomery (U.S.A)
 - M : Chennai (India)
 - P : Porsung (Korea)
 - S : Sohari (Korea)
 - T : Izmit (Turkey)
 - U : Ulsan (Korea)
 - W : Shandong (China)
 - Z : Zilina (Slovakia)
 - 1 : Yancheng (China)
7. Engine production sequence number
 - 000001 ~ 999999

Automatic

GB	D	P	B	H	000001
1	2	3	4	5	6

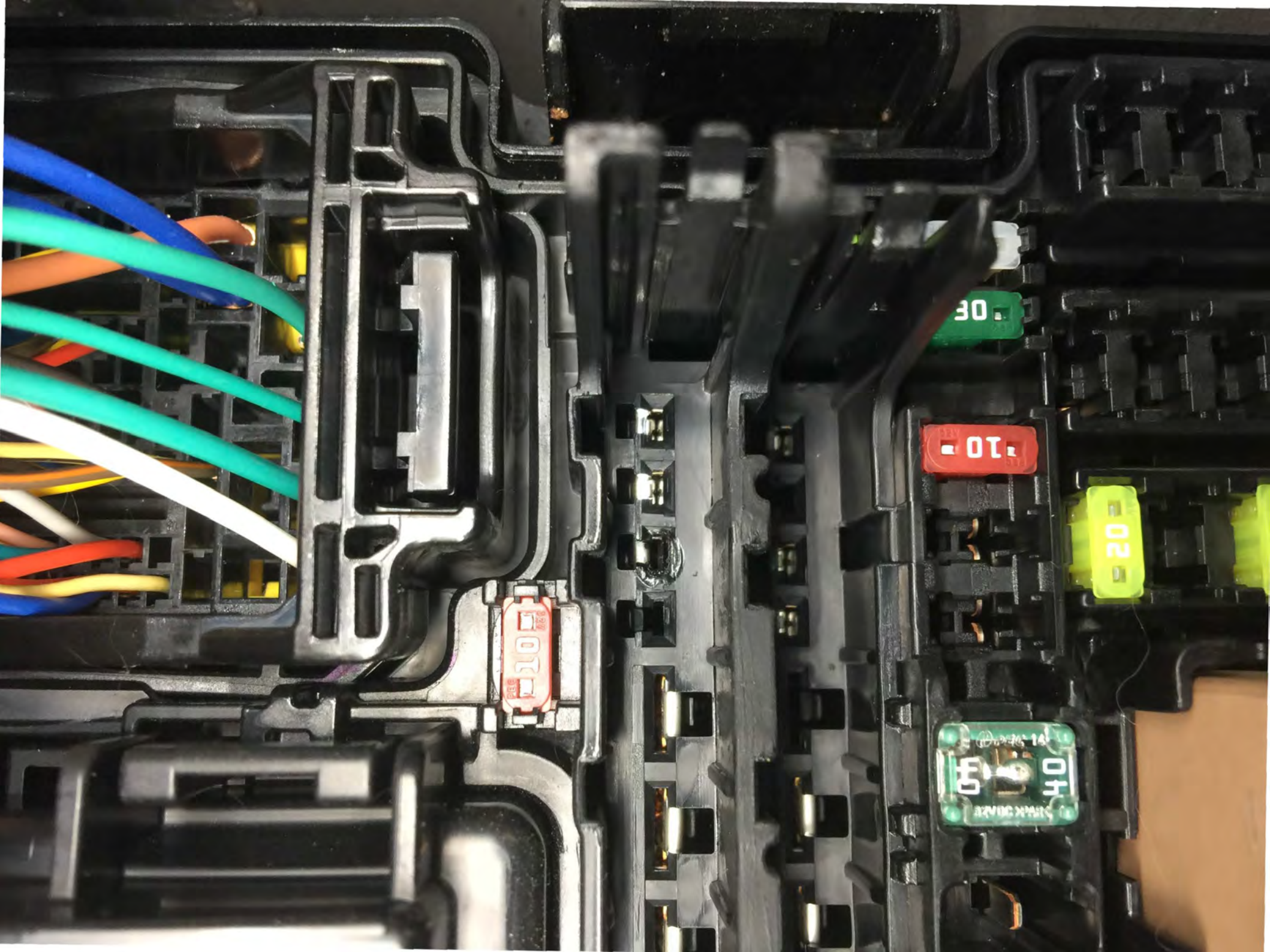
1. Model
 - GB : A6MF2-1 (Theta-II 2.4 MPI 2WD)
 - GD : A6MF2-1 (Theta-II 2.4 MPI 4WD)
 - BB : A6LF2 (Theta-II 2.0 T-GDI 2WD)
 - BD : A6LF2 (Theta-II 2.0 T-GDI 4WD)
2. Production year
 - D : 2013, E : 2014, F : 2015, G : 2016 ...
3. Final gear ratio
 - R : 3.195
 - P : 3.064
 - F : 3.320
4. Detailed classification
 - B : Theta-II 2.0 T-GDI / 2.4 GDI
5. Plant of production
 - 2 : HPT Plant 2
 - 4 : HPT Plant 4
 - U : Ulsan plant 1
 - S : Ulsan plant 2
 - N : Ulsan plant 3
 - A : PTA
 - H : Hwasung
 - C : PTC
6. Transaxle production sequence number
 - 000001 ~ 999999

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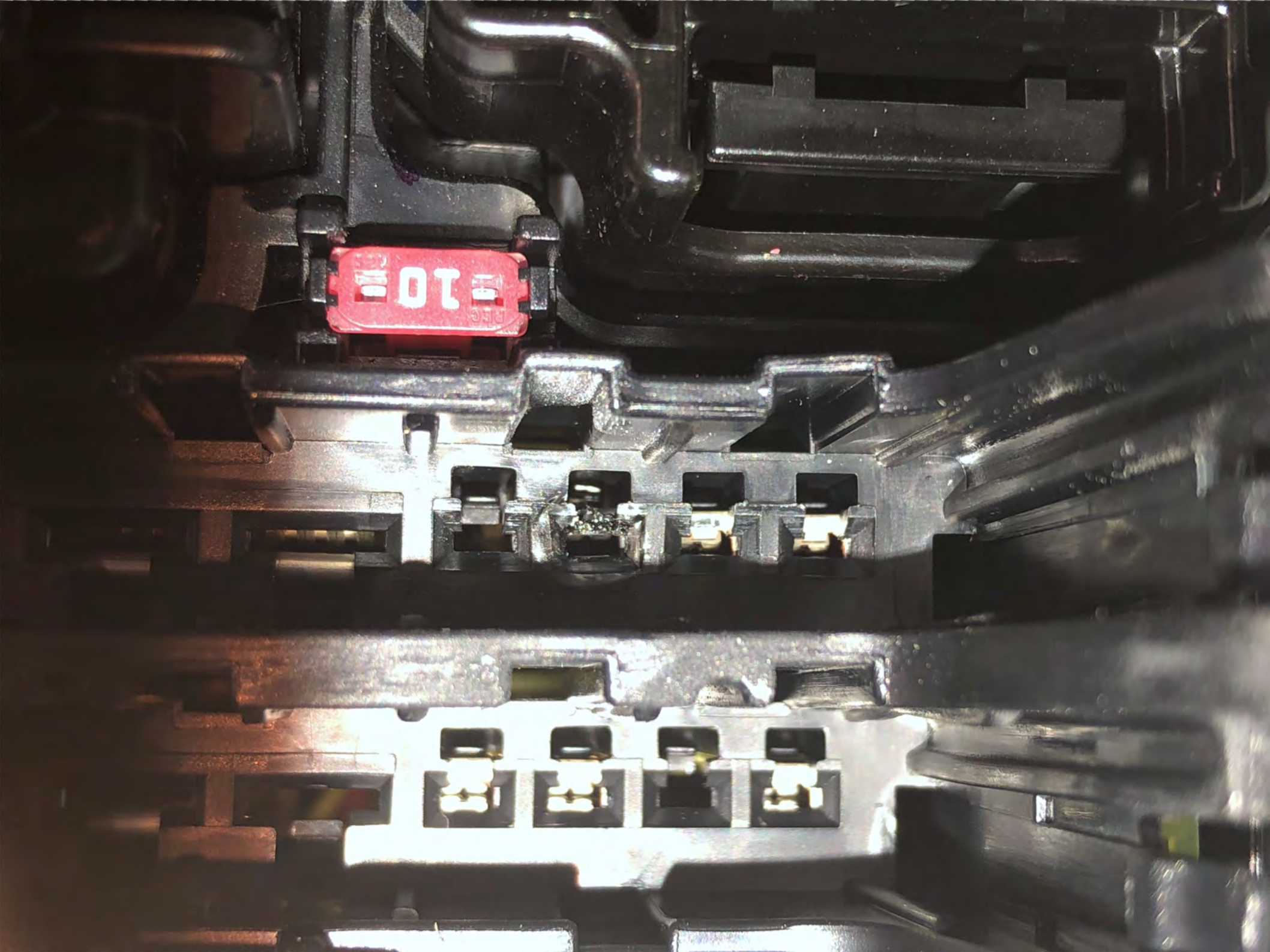






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PE19-004_Expanded Scope_
Optima_Alleged Defect B



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA LX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53222

VIN: 5XXGT4L35GG [REDACTED]

Mileage: 37,960

Prod Date: 11/30/2015

Warranty Start Date: 01/20/2016

Dealer/Contact Data:

Dealer: MS027 Barnes Crossing KIA

Phone: 6622054500

FAX: 0000000000

Contact: Ronald McVey

Contact Title: Exclusive Kia Technician **Service District:** SW04

Case Details:

Case Title: Engine - Smokes #

Symptom: Engine Smokes

DTC:

System: Engine Mechanical

Component: Engine (General)

Resolution: steam

Case History

*** 05/22/2017 10:27:22 ***

Contact = Ronald McVey, Priority = Standard, Sub Status = Dispatched

*** 05/22/2017 10:27:22 ***

Web - Problem Description created on 05/22/2017 10:27:22 and created by Ronald McVey
customer states smoking on start up

*** 05/22/2017 10:27:22 ***

Web - Diagnostics created on 05/22/2017 10:27:22 and created by Ronald McVey
replaced intake manifold and vcm due to vcm arm was broken and the vcm was clicking and had black smoke at the time got that fixed but now customer is saying smoke all i'm seeing is white smoking far as carbon or condensation any ideas

*** 05/22/2017 10:28:06 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default-2

*** Web - Advice created on 05/22/2017 10:28:48 and created by Tony Thomas ***

1: See if the smoke dissipates quickly and if you are losing any fluids.

*** 05/22/2017 10:30:18 ***

Component Chagned from to Engine (General) by Tony Thomas

*** 05/22/2017 10:30:18 ***

Symptom Chagned from to Engine Smokes by Tony Thomas

*** 05/22/2017 10:30:18 ***

System Chagned from to Engine Mechanical by Tony Thomas

*** 05/22/2017 10:30:18 ***

TREAD Applicable Date Updated to 05/22/2017 10:30:15

*** 05/23/2017 16:41:35 ***

Web - Note created on 05/23/2017 16:41:35 and created by Ronald McVey
not losing any fluids and have to give a good amount of throttle for it to go away

*** Web - Advice created on 05/24/2017 05:48:06 and created by Tony Thomas ***

1: Does it dissipate quickly as in condensation? Does it smell like oil or coolant? Do you have signs of neglect?

*** 05/24/2017 13:21:35 ***

Web - Note created on 05/24/2017 13:21:34 and created by Ronald McVey

no

smells like carbon

no

*** Web - Advice created on 05/24/2017 13:26:04 and created by Tony Thomas ***

1: Check fuel trims and the condition of the plugs. Check the intake and exhaust for restrictions. Check for any related codes.

*** 05/25/2017 13:27:46 ***

Web - Note created on 05/25/2017 13:27:46 and created by Ronald McVey

cat doesn't seem bad plugs are a lil burnt no codes but i added a video of another 16 optima 2.4 doing the same thing

*** Web - Advice created on 05/25/2017 13:31:32 and created by Tony Thomas ***

1: There is nothing attached but if it is normal, close the case and release the vehicle.

*** 05/26/2017 12:47:34 ***

Web - Note created on 05/26/2017 12:47:34 and created by Ronald McVey

let customer have vehicle

*** 05/26/2017 12:48:09 ***

Case Closed with Resolution Code: Normal Condition



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX LIMITED 4CYL AUT **Engine:** 2.0L TURBO **Model Code:** 55292
VIN: 5XXGV4L25GG [REDACTED] **Mileage:** 27,409
Prod Date: 12/16/2015 **Warranty Start Date:** 05/13/2016

Dealer/Contact Data:

Dealer: CA302 KIA of Orange
Phone: 7146021301 **FAX:** 7144533811
Contact: Taylor Jacks **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Smokes #
Symptom: Engine Smokes **DTC:**
System: Engine Mechanical
Component: Rod Bearings
Resolution: replace engine and turbo

Case History

*** 05/31/2017 11:20:24 ***
Contact = Taylor Jacks, Priority = Standard, Sub Status = Dispatched
*** 05/31/2017 11:20:24 ***
Web - Problem Description created on 05/31/2017 11:20:24 and created by Taylor Jacks
excessive smoke and knocking from engine
*** 05/31/2017 11:20:24 ***
Web - Diagnostics created on 05/31/2017 11:20:24 and created by Taylor Jacks
found dtc's for misfires, misfires did not move when swapping coils and/or spark plugs between cylinders, smoke smells like burnt oil not fuel, cleaned one spark plug and misfire on that cylinder went away but smoke got worse, looked inside cylinder and it looks like excessive burnt oil, request permission to replace engine
*** 05/31/2017 11:22:30 ***
Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** 05/31/2017 11:23:40 ***
Symptom Chagned from to Engine Smokes by Jameson Phillips

*** 05/31/2017 11:23:40 ***
System Chagned from to Engine Mechanical by Jameson Phillips

*** Web - Advice created on 05/31/2017 11:23:40 and created by Jameson Phillips ***
1: Taylor, please drain the oil through a paint strainer or rag and report any metal you find.

*** 05/31/2017 11:24:06 ***
TREAD Applicable Date Updated to 05/31/2017 11:24:03

*** 05/31/2017 12:02:38 ***
Web - Note created on 05/31/2017 12:02:38 and created by Taylor Jacks
NO metal found in oil, oil level ok, but looks a little dirty on dipstick and coming out of engine, removed oil cap and looked inside valve cover no signs of sludge
*** Web - Advice created on 05/31/2017 12:56:33 and created by Jameson Phillips ***

1: Pull the cam cover and snap a photo of the valvetrain, then perform a dry/wet compression test on all cylinders. Disable the fuel injection, then take your dry readings. Then add a teaspoon of oil to each cylinder one at a time and take your wet readings. Let me know what you find.

*** 06/01/2017 08:22:11 ***

Web - Note created on 06/01/2017 08:22:11 and created by Taylor Jacks

dry compression numbers cyl 1 - 4 180 190 200 195

wet compression numbers 220 235 240 235

pics of valve cover uploading now, but valve train looks clean

*** Web - Advice created on 06/01/2017 08:23:21 and created by Jameson Phillips ***

1: I'm not seeing any images, but your compression numbers are showing a ring problem. Can you also get me a picture of the spark plugs?

*** 06/01/2017 08:45:42 ***

ro103622.jpg added by Taylor Jacks on 06/01/2017 08:45:41

*** 06/01/2017 08:45:44 ***

plug pic.jpg added by Taylor Jacks on 06/01/2017 08:45:42

*** 06/01/2017 08:45:55 ***

Web - Note created on 06/01/2017 08:45:55 and created by Taylor Jacks

pics uploaded

*** Web - Advice created on 06/01/2017 09:00:06 and created by Jameson Phillips ***

1: Rings are shot. You'll need to replace the engine in this vehicle. Please refer to warranty bulletin 2015-09. You are required to open a techline engine PWA for request of authorization prior to ordering any parts, or performing any repairs. Please be sure to complete, and attach your WRTY143 core data sheet to the PWA case.

*** 06/13/2017 14:52:56 ***

Case Closed with Resolution Code: Faulty Component



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX TURBO 4CYL AUTC **Engine:** 2.0L TURBO **Model Code:** 55282
VIN: 5XXGW4L22GG [REDACTED] **Mileage:** 53,549
Prod Date: 11/09/2015 **Warranty Start Date:** 12/08/2015

Dealer/Contact Data:

Dealer: AL028 Riverchase KIA
Phone: 2059876518 **FAX:** 2562171552
Contact: Jason Howard **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine Mechanical # Multiple Misfire Condition.
Symptom: Misfire **DTC:**
System: Engine Mechanical
Component: Engine (General)
Resolution: No repairs made

Case History

*** 08/10/2017 14:51:47 ***

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

*** 08/10/2017 14:51:47 ***

Web - Problem Description created on 08/10/2017 14:51:47 and created by Jason Howard
Car has severe misfire, P0301-303-300, smoking, no oil on dipstick.

*** 08/10/2017 14:51:47 ***

Web - Diagnostics created on 08/10/2017 14:51:47 and created by Jason Howard
Examination found low compression, Cyl #1 Dry:165 Wet:200 Cyl#2 Dry:165 Wet:204 Cyl #3 Dry:62 Wet:63 Cyl #4 Dry 180 Wet:222.
Oil coming from intake boot on turbo, Spark plugs 1 and 3 are caked with burnt oil. After starting car for a few seconds, smokes from dipstick tube and oil cap.
I have asked the customer for service records on oil changes. Awaiting reply.

*** 08/10/2017 14:52:46 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Default

*** Web - Advice created on 08/10/2017 14:54:17 and created by Jay Jurado ***

1: Sounds good, update case with service records as soon as they are available, thanks.

*** 08/21/2017 10:51:11 ***

Web - Note created on 08/21/2017 10:51:10 and created by Jason Howard
Ok, Looks as the owner had the oil changed at 6,473-12,323-19,578-27,042 here at the dealership. Claims to have had a neighbor "Mechanic" around the 34K mark change it with full synth. And a documented Express Oil service center change it at 46,209. Im keeping my opinions to myself on this one.

*** Web - Advice created on 08/21/2017 10:54:50 and created by Jay Jurado ***

1: Please attach a picture of the valve train to the case.

*** 08/22/2017 07:25:06 ***

80331 Dyl,J Valvetrain.JPG added by Jason Howard on 08/22/2017 07:25:05

*** 08/22/2017 07:27:16 ***

Web - Note created on 08/22/2017 07:27:16 and created by Jason Howard

Picture of valvetrain uploaded.

I also should add, upon arrival, the vehicle showed no oil on the dipstick. and had been starved of oil for sometime

*** Web - Advice created on 08/22/2017 07:36:42 and created by Jay Jurado ***

1: Does the customer have any receipts of their services?

*** 08/22/2017 12:53:35 ***

Web - Note created on 08/22/2017 12:53:35 and created by Jason Howard

The first 4 were does here. The the next one with a receipt is at 46,209. So that is 19,167 miles with no proof of oil change

*** 08/22/2017 12:55:20 ***

Web - Note created on 08/22/2017 12:55:20 and created by Jason Howard

First oil Change - 6,473

Second 12,323

Third 19,578

Fourth 27,042

Fifth 46,209

*** 08/22/2017 12:57:33 ***

Web - Note created on 08/22/2017 12:57:33 and created by Jason Howard

Even if he did change the oil without proof at 34K, thats over 12,000 on one oil change

*** Web - Advice created on 08/22/2017 12:59:20 and created by Jay Jurado ***

1: Due to the poor maintenance records or there lack of, this engine can not be replaced under warranty guidelines. Any further questions should be directed to your DPSM.

2: Please close this case if assistance is no longer needed, thanks.

*** 08/31/2017 07:52:24 ***

Case Closed with Resolution Code: Cust Took Vehicle

Resolution Summary: No repairs made



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA LX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53222

VIN: 5XXGT4L36GG [REDACTED]

Mileage: 22,000

Prod Date: 02/13/2016

Warranty Start Date: 05/25/2016

Dealer/Contact Data:

Dealer: LA001 KIA of Baton Rouge

Phone: 2254908000

FAX: 2254908015

Contact: Kent Mullins

Contact Title: Exclusive Kia Technician **Service District:** SW04

Case Details:

Case Title: Engine - No Start #

Symptom: Dead Battery

DTC:

System: Engine Electrical

Component:

Resolution:

Case History

*** 08/18/2017 14:30:22 ***

Contact = Kent Mullins, Priority = Standard, Sub Status = Dispatched

*** 08/18/2017 14:30:22 ***

Web - Problem Description created on 08/18/2017 14:08:33 and created by Kent Mullins

car is in for no start I jumped it off drove it to the bay and removed jump box hen the car died tried this twice in a row

*** 08/18/2017 14:30:22 ***

Web - Diagnostics created on 08/18/2017 14:08:33 and created by Kent Mullins

found burnt alternator fuse melted to teminal

*** 08/18/2017 14:32:19 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 08/18/2017 14:32:22 and created by Jameson Phillips ***

1: Can you attach some pictures of your findings?

*** 08/18/2017 14:54:36 ***

15030932293361590813830.jpg added by Kent Mullins on 08/18/2017 14:54:35

*** Web - Advice created on 08/18/2017 14:57:10 and created by Jameson Phillips ***

1: Contact your DPSM for authorization to perform necessary repairs.

*** Case has been auto closed by the system on 09/18/2017 01:05:31 (PST)



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX TURBO 4CYL AUTC **Engine:** 2.0L TURBO **Model Code:** 55282
VIN: 5XXGW4L25GG [REDACTED] **Mileage:** 3,483
Prod Date: 06/17/2016 **Warranty Start Date:** 07/31/2017

Dealer/Contact Data:

Dealer: IL063 Bill Walsh KIA
Phone: 8154344800 **FAX:** 8154346430
Contact: Steve Kenamer **Contact Title:** Dual Technician **Service District:** CE11

Case Details:

Case Title: Auto Trans-Slipping #
Symptom: Transmission Leak
System: Automatic Transmission
Component: Transmission
Resolution: transmission

Case History

*** 10/10/2017 09:32:17 ***

Contact = Steve Kenamer, Priority = Standard, Sub Status = Dispatched

*** 10/10/2017 09:32:17 ***

Web - Problem Description created on 10/10/2017 09:28:07 and created by Steve Kenamer
cust states, vehicle does not move, & check eng light on.

*** 10/10/2017 09:32:17 ***

Web - Diagnostics created on 10/10/2017 09:28:07 and created by Steve Kenamer
ran diag with kds, found codes p073100, p073200, p073500, p074100. checked fluid found very low, filled system, took 5 quarts, road tested vehicle, inspected for leaks, found r/s axle shaft seal leaking badly, and smoke coming from vent tube, checked fluid again, very dark and burned smelling. on road test, noted that 2-3 shift & 3-4 shift slipping & chattering, also noted poor reverse engagement. before road test, reset adaptives, & performed relearn procedure.

*** 10/10/2017 09:53:46 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin defaults

*** Web - Advice created on 10/10/2017 09:58:56 and created by Sam Camarillo ***

1: based on the information provided I would recommend a transmission replacement. Be sure to inspect the axle as well for damage.

2: You are required to open a separate Techline PWA Case in order to gain approval for replacement of the transmission and prior to replacing the transmission. Please refer to Warranty Bulletin 2014-09 for further information on this policy. Please be sure to attach the completed Wrtty 127 Core data form to your PWA case so we can grant authorization, add a note letting us know it is there.

*** Case Escalated to CA as: 12510859 on 10/11/2017 01:07:49 (PST)

*** Case has been auto closed by the system on 11/10/2017 01:06:43 (PST)



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA EX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53242

VIN: 5XXGU4L37GG [REDACTED]

Mileage: 20,845

Prod Date: 10/21/2015

Warranty Start Date: 11/13/2015

Dealer/Contact Data:

Dealer: FL111 Daytona KIA

Phone: 3862527000

FAX: 3862548203

Contact: Zachary Martincic

Contact Title: Dual Technician

Service District: SO03

Case Details:

Case Title: MIL - PCM # P0076800

Symptom: Warning Light On

DTC:

System: Automatic Transmission

Component: Transmission

Resolution: replaced transmission

Case History

*** 01/29/2018 07:47:39 ***

Contact = Zachary Martincic, Priority = Standard, Sub Status = Dispatched

*** 01/29/2018 07:47:39 ***

Web - Problem Description created on 01/29/2018 07:47:39 and created by Zachary Martincic

Vehicle towed in with P0076800 shift solenoid code pending. Cust complained of fluid leak and smoke from engine area, also vehicle stuck in neutral. upon inspection, found trans pan melted at top, where fluid had escaped. Fluid is very dark and smells very burnt. Will add pictures of pan shortly

*** 01/29/2018 07:47:40 ***

Web - Diagnostics created on 01/29/2018 07:47:39 and created by Zachary Martincic
inspected trans pan. confirmed fluid leak.

*** 01/29/2018 07:49:49 ***

20180129_103218.jpg added by Zachary Martincic on 01/29/2018 07:49:48

*** 01/29/2018 07:55:25 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 01/29/2018 07:57:47 and created by David Finkelstein ***

1: Replace the transmission. Your an "A" rated dealer so no tech line PWA needed .

*** 01/29/2018 10:34:29 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: replaced transmission



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 OPTIMA EX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53242

VIN: 5XXGU4L36HG [REDACTED]

Mileage: 16,416

Prod Date: 02/24/2017

Warranty Start Date: 09/30/2017

Dealer/Contact Data:

Dealer: TX028 Kelly Grimsley KIA

Phone: 4323320441

FAX: 4323325208

Contact: Milton Williams

Contact Title: Shop Foreman

Service District: SW06

Case Details:

Case Title: AutoTrans-Erratic Shift/Flair#

Symptom: Transmission shifting concern

DTC:

System: Automatic Transmission

Component: Trans Control Module (TCM)

Resolution: contaminated fuel, WAS UNA

Case History

*** 02/05/2018 15:00:13 ***

Contact = Milton Williams, Priority = Standard, Sub Status = Dispatched

*** 02/05/2018 15:00:13 ***

Web - Problem Description created on 02/05/2018 15:00:13 and created by Milton Williams

Vehicle was towed in- Customer is telling Service Director they are driving vehicle around 25mph & vehicle jirks and starts going in reverse? Than customer states another time, driving 25mph, vehicle jirks, comes to abrupt stop & starts going in reverse???? Customer also stated smoke started coming from engine in engine compartment???

*** 02/05/2018 15:00:13 ***

Web - Diagnostics created on 02/05/2018 15:00:13 and created by Milton Williams

preliminary check-starter is burnt out. vehicle will not start, i overnighed starter (should be here around 1pm tomorrow.... Maby you guys should call me or I can call you from SD's office & you guys can hear what he says customer stated???

*** 02/05/2018 15:00:36 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Repair Assistance

*** Web - Advice created on 02/05/2018 15:02:57 and created by Jay Jurado ***

1: Do you have any fault codes?

*** 02/05/2018 15:17:58 ***

Web - Note created on 02/05/2018 15:17:58 and created by Milton Williams

Jay, just added picture of DTC's

*** 02/05/2018 15:17:59 ***

Optima.jpg added by Milton Williams on 02/05/2018 15:17:58

*** Web - Advice created on 02/05/2018 15:22:00 and created by Jay Jurado ***

1: Thanks for the update. After you replace the starter, let me know how the vehicle drives. Update the case with your findings.

*** 02/06/2018 13:36:34 ***

Web - Note created on 02/06/2018 13:36:34 and created by Milton Williams

Jay, got the starter installed and engine crank/no start....No codes-fuel sample,picture attached.This is straight out connection at high pressure pump

*** 02/06/2018 13:36:35 ***

IMG_1345.JPG added by Milton Williams on 02/06/2018 13:36:34

*** Web - Advice created on 02/06/2018 13:42:12 and created by Jay Jurado ***

1: Tech called in stating that he found some evidence of fluid contamination present in the engine when replacing the starter.
*photo attachment.

*** 02/06/2018 13:52:55 ***

20180206_155028.mp4 added by Milton Williams on 02/06/2018 13:52:36

*** 02/06/2018 13:53:37 ***

Web - Note created on 02/06/2018 13:53:36 and created by Milton Williams

Jay, just attached video

*** Web - Advice created on 02/06/2018 13:55:22 and created by Jay Jurado ***

1: Thanks for the video. Does this vehicle have any signs of flood damage present?

*** 02/06/2018 14:50:06 ***

Web - Note created on 02/06/2018 14:50:06 and created by Milton Williams

No, really clean car,still looks brand new...

*** Web - Advice created on 02/06/2018 14:52:45 and created by Jay Jurado ***

1: Recommend draining the fuel tank of this fluid and filling up with some fresh fuel. Get customer authorization first for your time.

2: Have you informed the customer of your findings?

*** 02/08/2018 08:50:31 ***

Web - Note created on 02/08/2018 08:50:31 and created by Milton Williams

SD talked to customer, they are supposed to be contacting their insurance company. Will close case & re-open if any further problems. Call me if you need 9288979243....Thanks Jay!!!

*** 02/08/2018 08:51:47 ***

Case Closed with Resolution Code: Contaminated

Resolution Summary: contaminated fuel

*** 03/01/2018 08:39:01 ***

Reopened with Sub Status of Working

*** Web - Advice created on 03/01/2018 08:43:23 and created by Jay Jurado ***

1: Case has been reopened.

*** 03/02/2018 10:39:54 ***

Web - Note created on 03/02/2018 10:39:53 and created by Milton Williams

Jay, back to original reason for case-----Vehicle was towed in- Customer is telling Service Director they are driving vehicle around 25mph & vehicle jirks and starts going in reverse? Than customer states another time,driving 25mph,vehicle jirks,comes to abrupt stop & starts going in reverse???? Customer also stated smoke started coming from engine in engine compartment???Customer stated it happened a couple times,shifts into reverse while driving foreward???? I have scanned it numerous times,no shift,speed or transmission codes ever. we have driven it numerous times & a total of 50 miles,unable to duplicate any abnormal concerns.....Is there anything else you want me to check or close the case????THANKS!!!

*** Web - Advice created on 03/02/2018 10:49:39 and created by Jay Jurado ***

1: I would think if a vehicle all of sudden went into reverse while driving forward it would cause some serious damage or at least set a fault code. If there are no fault codes and there are no other issues noted, please close this case and release the vehicle to the customer at this time, thanks.

*** 03/02/2018 10:55:22 ***

Web - Note created on 03/02/2018 10:55:22 and created by Milton Williams
Should I/we/you notify CA????

*** 03/02/2018 10:59:48 ***

Case Closed with Resolution Code: Cant Duplicate

Resolution Summary: contaminated fuel,WAS UNABLE TO DUPLICATE TRANSMISSION/DRIVEABILITY ISSUE

*** Web - Advice created on 03/02/2018 11:05:51 and created by Jay Jurado ***

1: After reviewing the case with my senior, the customer can escalate the case if they feel like it.



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX TURBO 4CYL AUTC **Engine:** 2.0L TURBO **Model Code:** 55282
VIN: 5XXGW4L2XGG [REDACTED] **Mileage:** 21,280
Prod Date: 11/06/2015 **Warranty Start Date:** 04/11/2016

Dealer/Contact Data:

Dealer: FL025 Gunther KIA
Phone: 9548002120 **FAX:** 9544536337
Contact: Obed Linares **Contact Title:** Exclusive Kia Technician **Service District:** SO02

Case Details:

Case Title: HVAC - A/C inop #
Symptom: A/C Inop **DTC:**
System: Heating Ventilation & A/C
Component: Blower Motor
Resolution: RELAY REPLACED

Case History

*** 02/22/2018 11:01:55 ***

Contact = Raymond Washington, Priority = Standard, Sub Status = Dispatched

*** 02/22/2018 11:01:55 ***

Web - Problem Description created on 02/22/2018 11:01:55 and created by Raymond Washington
CUSTOMER STATES A/C INOP

*** 02/22/2018 11:01:55 ***

Web - Diagnostics created on 02/22/2018 11:01:55 and created by Raymond Washington
REPLACED DEC 27 2017 AT 20475 MILES
DISCONNECTED BLOWER MOTOR RE CONNECTED CHECKED FOR DAMAGED PIN AND BACKED OUT
CONNECTORS
NO FAULTS FOUND PLEASE ADVISE CHECKED ALL FUSES AND RELAYS ALL ARE GOOD

*** 02/22/2018 11:12:57 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 02/22/2018 11:13:22 and created by Jameson Phillips ***

1: Ok, your notes are a little unclear. What exactly is the reported problem with the vehicle, and have you been able to duplicate?

What was replaced on 12/27/17 @ 20,475 miles, and for what reason?

*** 02/22/2018 11:26:24 ***

Web - Note created on 02/22/2018 11:26:24 and created by Raymond Washington
BLOWER MOTOR INOP

*** 02/22/2018 11:27:04 ***

Web - Note created on 02/22/2018 11:27:04 and created by Raymond Washington

YES I DUPLICATED CONCERN
WAS STATING WHAT I PERFORMED

*** Web - Advice created on 02/22/2018 11:26:59 and created by Jameson Phillips ***

- 1: Ok that's the customer's complaint. Did you verify?
- 2: That's what it was in for the last visit, and which part was replaced?

*** 02/22/2018 11:59:47 ***

Web - Note created on 02/22/2018 11:59:46 and created by Raymond Washington
YES THE BLOWER MOTOR IS INOP I VERIFIED THAT
LAST VISIT BLOWER MOTOR WAS OPERATIONAL SYSTEM WAS LOW ON FREON.
CUSTOMER IS NOW BACK AND BLOWER MOTOR IS INOP SWAPPED IN KNOWN GOOD BLOWER MOTOR AND
RESISTOR NO OPERATION FROM BLOWER MOTOR WITH GOOD PARTS

*** 02/22/2018 12:01:18 ***

Web - Note created on 02/22/2018 12:01:18 and created by Raymond Washington
MY APOLOGIZES BLOWER MOTOR WAS REPLACED AT DEALER FL 105

*** Web - Advice created on 02/22/2018 13:06:38 and created by Jameson Phillips ***

- 1: Refer to SD971-1 in a/c system schematics. Check voltage on both pins of blower motor with it plugged in and ignition on with high fan commanded. What do you have for voltage?

*** Service Alert Escalated to CA as: [REDACTED] on 02/23/2018 01:01:22 (PST)

*** 03/05/2018 12:31:16 ***

Web - Note created on 03/05/2018 12:31:15 and created by Obed Linares
Hello, this is Obed Linares. Raymen is on vacation. This vehicle was trade in but now I have the vehicle for CPO and found that the a/c was not blowing air. I check the voltage at the blower motor and found no power but ground. In pin 1 I had no power, and pin 2 ground. I check the continuity from pin 2 of the relay E44 to PIN FROM EM21 and found all is normal. apply power from connector E44 pin 2 and found the blower motor operating normal. swap the relay and found the blower motor operating normal.

*** Web - Advice created on 03/05/2018 13:02:55 and created by Jameson Phillips ***

- 1: If repairs are complete, be sure to close this case and complete your survey.

*** 03/12/2018 05:34:34 ***

Case Closed with Resolution Code: Faulty Component
Resolution Summary: RELAY REPLACED

*** 04/02/2018 08:12:02 ***

Reopened with Sub Status of Working

*** Web - Advice created on 04/02/2018 08:12:05 and created by Jay Jurado ***

- 1: Please swap out the Blower Transistor with a known good part and see if the blower fan begins to operate.

*** 04/02/2018 08:38:56 ***

Web - Note created on 04/02/2018 08:38:56 and created by Obed Linares
performed as advise swap the transistor and found no change still pin 1 connector em21 stay's in ground. please advise

*** Web - Advice created on 04/02/2018 08:44:30 and created by Jay Jurado ***

- 1: Does this vehicle have a Manual or Auto system?

*** 04/03/2018 07:18:19 ***

Web - Note created on 04/03/2018 07:18:19 and created by Obed Linares
the vehicle has an auto a/c control unit. May you please place the case under Obed Linares. I'm not receiving the notice under my account.

*** 04/03/2018 08:12:04 ***

Web - Note created on 04/03/2018 08:12:04 and created by Obed Linares
PLEASE ADVISE

*** Web - Advice created on 04/03/2018 09:05:33 and created by Jay Jurado ***

1: Case has been updated to Obed Linares.

2: Do you have power at M21-B pin 11 with the fan turned on?

*** 04/03/2018 09:31:48 ***

Web - Note created on 04/03/2018 09:31:48 and created by Obed Linares
inspected and found no power when the fan is at full speed.. Applied power and found the fan to blow but when releasing the power the fan would stop. no power from pin 11 in connector m21-b. please advise

*** Web - Advice created on 04/03/2018 10:07:16 and created by Jay Jurado ***

1: Is your A/Com 10A fuse blown?

*** 04/03/2018 11:17:10 ***

Web - Note created on 04/03/2018 11:17:10 and created by Obed Linares
no the fuse is not blown. Its still ok

*** Web - Advice created on 04/03/2018 11:20:58 and created by Jay Jurado ***

1: Please inspect EM11 pins 21 & 25 and EM21 pin 1 for loose pin fit.

*** 04/03/2018 14:12:49 ***

Web - Note created on 04/03/2018 14:12:48 and created by Obed Linares
performed as advise. and at connector em11 at pin 21 or 25 when I apply power the blower motor works. But the blower motor would not turn on by it self. all pins are good and connection is good, when applying power at em11 show wire are intact. please advise

*** Web - Advice created on 04/03/2018 14:19:30 and created by Jay Jurado ***

1: With the blower switch on, what is your voltage reading at EM21 pin 1?

*** 04/03/2018 15:16:34 ***

Web - Note created on 04/03/2018 15:16:34 and created by Obed Linares
0v when checking at em21 with the blower motor at high. please advise

*** Web - Advice created on 04/03/2018 15:18:30 and created by Jay Jurado ***

1: Do you have voltage at E44 pin 5 under the same conditions?

*** 04/03/2018 15:26:38 ***

Web - Note created on 04/03/2018 15:26:38 and created by Obed Linares
YES PIN 5 IN E44 has b+. please advise

*** 04/03/2018 15:27:48 ***

Web - Note created on 04/03/2018 15:27:48 and created by Obed Linares
and I swap the relay no change

*** 04/03/2018 15:27:57 ***

Web - Note created on 04/03/2018 15:27:57 and created by Obed Linares
the relay does click

*** Web - Advice created on 04/03/2018 15:28:10 and created by Jay Jurado ***

1: Verify that you have a proper ground at GE02.

*** 04/03/2018 15:41:05 ***

Web - Note created on 04/03/2018 15:41:04 and created by Obed Linares
no need I inspected the multi fuse and found the leg to the blower motor was dark and burn. place a known good fuse and found the blower motor operating normal now.

*** Web - Advice created on 04/03/2018 15:51:52 and created by Jay Jurado ***

1: Is this the Blower 40A fuse? If so, recommend replacing the E/R Junction Block. If the repair cost exceeds \$1000 then please contact your DPSM for approval.

*** 04/09/2018 05:30:53 ***

Case Closed with Resolution Code: Faulty Component
Resolution Summary: RELAY REPLACED

*** 08/21/2018 09:29:41 ***

Case Number: 12641152 Reopen Requested by Obed Linares.

Reason: [vehicle is back. the customer state that the a/c is not blowing air at all. was able to duplicate and found no air coming out from the a/c vent. inspected the multi fuse and found the fuse for the blower motor is dark and the female pin inside the junction box is slightly melted. please advise if picture are needed.]

*** 08/21/2018 09:40:44 ***

Reopened with Sub Status of Working

*** Web - Advice created on 08/21/2018 09:40:49 and created by Jay Jurado ***

1: Please attach photos to the case for review.

*** 08/21/2018 10:25:58 ***

20180821_132428[1].jpg added by Obed Linares on 08/21/2018 10:25:57

*** 08/21/2018 10:26:00 ***

20180821_132431[1].jpg added by Obed Linares on 08/21/2018 10:25:58

*** 08/21/2018 10:26:12 ***

Web - Note created on 08/21/2018 10:26:12 and created by Obed Linares
picture has been sent please advise

*** Web - Advice created on 08/21/2018 10:37:40 and created by Jay Jurado ***

1: Thanks for the photos. Please replace the fuse box and multi fuse at this time. If the repair cost exceeds \$1000 then please contact your DPSM for approval.

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

Case Closed with Resolution Code: Faulty Component
Resolution Summary: RELAY REPLACED



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 OPTIMA LX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53222

VIN: 5XXGT4L35HG [REDACTED]

Mileage: 26,605

Prod Date: 03/08/2017

Warranty Start Date: 04/28/2017

Dealer/Contact Data:

Dealer: FL025 Gunther KIA

Phone: 9548002120

FAX: 9544536337

Contact: Raymond Washington

Contact Title: Exclusive Kia Technician

Service District: SO02

Case Details:

Case Title: MIL - PCM # P1075

Symptom: Warning Light On

DTC:

System: Engine Mechanical

Component: CVVT/OCV Unit

Resolution: REPLACED ECVVT COVER

Case History

*** 04/10/2018 12:05:52 ***

Contact = Raymond Washington, Priority = Standard, Sub Status = Dispatched

*** 04/10/2018 12:05:52 ***

Web - Problem Description created on 04/10/2018 11:54:13 and created by Raymond Washington

C/S THE CHECK ENGINE LIGHT IS ON

RETRIVED DTC P107500

*** 04/10/2018 12:05:53 ***

Web - Diagnostics created on 04/10/2018 11:54:13 and created by Raymond Washington

COMPARED VEHICLE INFO TO KGIS DIAGRAM SEE ATTACHED PHOTO

CHECKED VOLTAGE AT PINS 87/67 C200-A

NO VOLTAGE PRESENT .01V AT MOST

CHECKED RESISTANCE AT PIN 19 C200-B OL OHMS

CHECKED RESISTENCE FROM PIN 19 C200-B TO RELAY PIN 5

.5 OHMS

PLEASE ADVISE

*** 04/10/2018 12:22:14 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 04/10/2018 12:25:26 and created by Mike Ozonur ***

1: The code you have provided in the case does not exist, please take a screenshot of the fault code and attach it to the case also the picture you provided is for a 2017 Optima and we are working on a SPORTAGE,

*** 04/10/2018 12:57:29 ***

Web - Note created on 04/10/2018 12:57:29 and created by Raymond Washington

I INPUT WRONG VIN HERE IS THE RIGHT VIN 5XXGT4L35HG [REDACTED]

*** Web - Advice created on 04/10/2018 13:08:17 and created by Mike Ozonur ***

1: Old VIN# KNDPB3AC2G [REDACTED]

Tech states he has entered the wrong VIN, the correct new VIN# 5XXGT4L35HG1 [REDACTED] what is the voltage at E48 pins 1 and 3 of the relay, check the 40A fuse,

*** 04/10/2018 13:30:22 ***

Web - Note created on 04/10/2018 13:30:22 and created by Raymond Washington

12.97 VOLTS AT BOTH PINS

40AMP FUSE GOOD

*** Web - Advice created on 04/10/2018 13:58:55 and created by Mike Ozonur ***

1: when the car is running check to see if there is ground at C200-B pin#19 also there are 2 fuses eCVVT 20A have you checked them,

for testing purposes apply ground at C200-B pin 19 (or at EC11 pin#76) and check voltage at EC11 pins 51 and 30 and at the C200-A pins 67 and 88,

if OK swap the PCM and recheck.

*** 04/11/2018 05:44:19 ***

Web - Note created on 04/11/2018 05:44:19 and created by Raymond Washington

FOUND BOTH 20A FUSES BLOWN WILL REPLACE AND UPDATE AFTER REPLACEMENT

*** 04/11/2018 06:00:51 ***

Web - Note created on 04/11/2018 06:00:51 and created by Raymond Washington

INSTALLED FUSES CYCLED ENGINE NO DTC'S PRESENT GOING ON ROAD TEST WILL UPDATE AFTER ROAD TEST

*** 04/11/2018 06:28:28 ***

Web - Note created on 04/11/2018 06:28:28 and created by Raymond Washington

DTC P107500 IS NO LONGER PRESENT AFTER FUSE REPLACEMENT AND ROAD TEST

THERE IS NOW A DTC P209800 HISTORY CODE THAT RETURNS CHECKED VOLATGE AT PIN 1 .11V ALSO CHECKED PIN 2 GOT .11V AS WELL

*** 04/11/2018 06:31:04 ***

Web - Note created on 04/11/2018 06:31:03 and created by Raymond Washington

ATTACHED PIC OF ECVVT MOTOR LOOKS TO BE BURNT

*** 04/11/2018 06:31:05 ***

IMG_0821 (1).jpg added by Raymond Washington on 04/11/2018 06:31:04

*** 04/11/2018 06:33:08 ***

Web - Note created on 04/11/2018 06:33:08 and created by Raymond Washington

CORRECTION ON VOLTAGE READINGS PIN 1 AND PIN 2 .011V

*** Web - Advice created on 04/11/2018 06:59:21 and created by Mike Ozonur ***

1: Called tech.

while on the phone had tech remove the cap from eCVVT cover and inspected found metal contamination in the cover and found the brushes to be melted, tech inspected the eCVVT fuses OK but no voltage present at the fuses or the relay, advised tech to replace the eCVVT cover and clean the oil and also swap or replace the BCP block as well and retest, and update the case accordingly,

*** 04/12/2018 10:08:11 ***

Web - Note created on 04/12/2018 10:08:11 and created by Raymond Washington

REPLACED ECVVT COVER AND AND TEST DROVE VEHICLE. SCANNED FOR DTC'S NO DTC'S PRESENT

*** Web - Advice created on 04/12/2018 10:09:50 and created by Mike Ozonur ***

1: OK thanks for the information,

*** 04/12/2018 10:59:04 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: REPLACED ECVVT COVER



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA LX 1.6T 4CYL AUTO **Engine:** 1.6L TURBO **Model Code:** 54222
VIN: 5XXGT4L1XGG [REDACTED] **Mileage:** 24,549
Prod Date: 01/25/2016 **Warranty Start Date:** 06/19/2016

Dealer/Contact Data:

Dealer: CA080 KIA Country
Phone: 2092396203 **FAX:** 2092394925
Contact: Enrique Nunez jr **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Auto Trans-Slipping #
Symptom: Clutch Slipping **DTC:**
System: Automatic Transmission
Component: Transmission
Resolution: transmission

Case History

*** 04/19/2018 16:03:03 ***

Contact = Enrique Nunez jr, Priority = Standard, Sub Status = Dispatched

*** 04/19/2018 16:03:03 ***

Web - Problem Description created on 04/19/2018 16:03:03 and created by Enrique Nunez jr
cust says where driving in San Francisco and got stuck on hill started to roll back warning light came on trans temp high
pulled over smelled burnt popped the the hood smoke came out
test drove could feel slight shimmy when accelerating slowly perform self cluth adjustment and cleared adaptive values

*** 04/19/2018 16:03:03 ***

Web - Diagnostics created on 04/19/2018 16:03:03 and created by Enrique Nunez jr
kds

*** 04/19/2018 16:07:33 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Repair Assistance

*** Web - Advice created on 04/19/2018 16:11:34 and created by Jay Jurado ***

1: How does the transmission shift currently? Any fault codes present?

*** 04/19/2018 16:39:34 ***

Web - Note created on 04/19/2018 16:39:34 and created by Enrique Nunez jr
shift good no codes

*** Web - Advice created on 04/20/2018 07:56:39 and created by Jay Jurado ***

1: Is the customer aware that their transmission has a mechanical clutch?
2: Are you able to duplicate the customer's concern here?

*** Web - Advice created on 05/04/2018 16:22:28 and created by Jay Jurado ***

1: Any update on this vehicle? Please close the case if assistance is no longer needed, thanks.

*** 05/08/2018 10:37:02 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: transmission



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX TURBO 4CYL AUTC **Engine:** 2.0L TURBO **Model Code:** 55282
VIN: 5XXGW4L26GG [REDACTED] **Mileage:** 31,494
Prod Date: 08/11/2016 **Warranty Start Date:** 02/05/2017

Dealer/Contact Data:

Dealer: GA097 Carriage KIA of Woodstock
Phone: 6787442000 **FAX:** 6787442052
Contact: brad erickson **Contact Title:** Exclusive Kia Technician **Service District:** SO13

Case Details:

Case Title: ElecSys-Blown fuse #

Symptom: Blown Fuse

DTC:

System: Engine Electrical

Component: Engine Harness

Resolution: replaced front wiring harness

Case History

*** 05/03/2018 13:28:22 ***

Contact = brad erickson, Priority = Standard, Sub Status = Dispatched

*** 05/03/2018 13:28:22 ***

Web - Problem Description created on 05/03/2018 13:28:22 and created by brad erickson

Customer came in with a a/c concern, a.c. not blowing. Found multi fuse burnt and where it plugs in has melted the junction block, what should I do from here

*** 05/03/2018 13:28:22 ***

Web - Diagnostics created on 05/03/2018 13:28:22 and created by brad erickson

Customer came in with a a/c concern, a.c. not blowing. Found multi fuse burnt and where it plugs in has melted the junction block, what should I do from here

*** 05/03/2018 13:28:23 ***

15253788718381709966894.jpg added by brad erickson on 05/03/2018 13:28:22

*** 05/03/2018 13:30:41 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 05/03/2018 13:32:42 and created by Tony Thomas ***

1: Get approval to replace the fuse box. Retain this part for collection, close this case and submit your warranty claim immediately after the repairs are completed Thank you.

*** Case 12712705 is sent on 5/3/2018 13:34:36 by Tony Thomas

To: tthomas@kiausa.com

Cc:

Title: Case detail for [REDACTED] sent from Tony Thomas

*** Service Alert Escalated to CA as: 12713122 on 05/04/2018 01:04:49 (PST)

*** Web - Advice created on 05/18/2018 13:32:22 and created by Tony Thomas ***

1: Techline would like to remind you that case [REDACTED] has been open for 15 or more days. To expedite the repair, we are asking for your feedback.

*** 05/29/2018 13:09:13 ***

Case Closed with Resolution Code: Information Given

Resolution Summary: replaced front wiring harness



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 OPTIMA LX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53222

VIN: 5XXGT4L37HG [REDACTED]

Mileage: 15,430

Prod Date: 01/11/2017

Warranty Start Date: 03/15/2017

Dealer/Contact Data:

Dealer: TX097 Southwest KIA-Nw

Phone: 2146942800

FAX: 2146942880

Contact: Mark Bullock

Contact Title: Exclusive Kia Technician **Service District:** SW06

Case Details:

Case Title: Instr Cluster-Fuel gauge #

Symptom: Improper Indication

DTC:

System: Body Electrical

Component: Module

Resolution: REPLACED FUEL PUMP AS

Case History

*** 05/04/2018 08:53:35 ***

Contact = Mark Bullock, Priority = Standard, Sub Status = Dispatched

*** 05/04/2018 08:53:35 ***

Web - Problem Description created on 05/04/2018 08:53:35 and created by Mark Bullock
c/s when fulling car up low fuel light stays on

*** 05/04/2018 08:53:35 ***

Web - Diagnostics created on 05/04/2018 08:53:35 and created by Mark Bullock
verified concern and found the fuel pump connector on the pump it self has burnt wires and terminals are melted on top,
swapped with a good known unit from a lot car and issue was resolved. car needs a in-take fuel pump assembly...

*** 05/04/2018 08:56:48 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 05/04/2018 08:56:51 and created by Jameson Phillips ***

1: Please take photos of your findings and attach to the case.

*** 05/04/2018 09:11:09 ***

Web - Note created on 05/04/2018 09:11:09 and created by Mark Bullock
ok

*** Web - Advice created on 05/04/2018 09:14:32 and created by Jameson Phillips ***

1: Thanks.

*** 05/04/2018 09:17:40 ***

Web - Note created on 05/04/2018 09:17:40 and created by Mark Bullock
Attached

*** 05/04/2018 09:17:42 ***

20180504_111627.jpg added by Mark Bullock on 05/04/2018 09:17:40

*** 05/04/2018 09:17:43 ***

20180504_111620.jpg added by Mark Bullock on 05/04/2018 09:17:42

*** Web - Advice created on 05/04/2018 09:30:24 and created by Jameson Phillips ***

1: Thank you for the images. Be sure to close this case once repairs are complete.

*** 05/07/2018 09:10:30 ***

Case Closed with Resolution Code: Elec Connection Poor

Resolution Summary: REPLACED FUEL PUMP ASSEMBLY



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA EX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53242

VIN: 5XXGU4L37GG [REDACTED]

Mileage: 28,475

Prod Date: 01/22/2016

Warranty Start Date: 02/18/2016

Dealer/Contact Data:

Dealer: FL114 Grieco KIA

Phone: 5616375500

FAX: 5612721159

Contact: Jacob Hamilton

Contact Title: Exclusive Kia Technician **Service District:** SO02

Case Details:

Case Title: ElecSys-Blown fuse #

Symptom: Blown Fuse

DTC:

System: Body Electrical

Component: Fuse Box

Resolution: Replace front harness

Case History

*** 05/23/2018 08:42:53 ***

Contact = Jacob Hamilton, Priority = Standard, Sub Status = Dispatched

*** 05/23/2018 08:42:53 ***

Web - Problem Description created on 05/23/2018 08:42:42 and created by Jacob Hamilton
C/S THAT BLOWER MOTOR IS NOT WORKING

*** 05/23/2018 08:42:53 ***

Web - Diagnostics created on 05/23/2018 08:42:42 and created by Jacob Hamilton
ON PRIOR VISIT FOUND THAT THERE WAS A VOLTAGE DROP OF 12.1 VOLTS GOING TO THE BLOWER MOTOR. FOUND THAT THE BLOWER RELAY WAS GETTING EXCESSIVELY HOT CAUSING A LACK OF POWER GETTING TO THE BLOWER MOTOR. REPLACED A RELAY AND A BURNT WIRE, AND VEHICLE WAS ACTING FINE. CUSTOMER HAD BROUGHT BACK THE CAR SAYING, THAT IF WORKED FOR A FEW DAYS THEN IT ALL THE SUDDEN QUIT AGAIN. PERFORMED VOLTAGE DROP TEST FROM BATTERY POSITIVE POST TO THE THE BLOWER MOTOR CONNECTOR. FOUND THAT THE VOLTAGE WAS DOPING 14.3V INSTALLED RELAY TESTER AND FOUND THAT THERE WAS A VOLTAGE DROP BEFORE THE RELAY, REMOVED MULTI FUSED FOUND THAT FUSED WAS BURNED AND DISCOLORED. ALSO FOUND THAT THE FUSE BOX WAS MELTED WERE THE BLOWER MOTOR FUSE WENT. FOUND NO SIGNS OF MATERIEL IN THE BLOWER MOTOR FAN THAT WOULD CAUSE A HIGH AMPERAGE DRAW.

*** 05/23/2018 08:43:14 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 05/23/2018 08:48:21 and created by Tony Thomas ***

1: Get approval to replace the fuse box and test for normal operation.

*** Service Alert Escalated to CA as: 12734857 on 05/24/2018 01:04:49 (PST)

*** 05/24/2018 06:39:04 ***

Web - Note created on 05/24/2018 06:39:04 and created by Jacob Hamilton

Good morning, I have gotten approval to replace fuse box which comes as a harness and found that the harness got pretty decently hot. Including getting the PCM to get hot making it discolored I added some pictures for you. Just Figured I should update you.

*** 05/24/2018 06:39:06 ***

592FBB1D-279D-494D-AC40-8A0591501E9F.jpeg added by Jacob Hamilton on 05/24/2018 06:39:04

*** 05/24/2018 06:39:07 ***

D53E199C-6596-409A-B0C2-29EAF373451D.jpeg added by Jacob Hamilton on 05/24/2018 06:39:06

*** 05/24/2018 06:39:09 ***

C9CC05D7-CA1A-40E1-8EF2-316F82EB292C.jpeg added by Jacob Hamilton on 05/24/2018 06:39:07

*** Web - Advice created on 05/24/2018 07:07:56 and created by Tony Thomas ***

1: Thanks for the additional photos.

*** 05/25/2018 09:51:05 ***

Web - Note created on 05/25/2018 09:51:05 and created by Jacob Hamilton

RETESTED CIRCUIT AFTER INSTALLING FRONT HARNESS AND FOUND THAT IT WAS ONLY PRODUCING 1.2 AMPS

*** Web - Advice created on 05/25/2018 09:55:17 and created by Tony Thomas ***

1: Looks like the poor connection is the cause of the damage. Compare the reading to known good. If okay, close this case if the repairs are completed.

*** 05/25/2018 10:22:03 ***

Case Closed with Resolution Code: Damaged Component

Resolution Summary: Replace front harness



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX LIMITED 4CYL AUT **Engine:** 2.0L TURBO **Model Code:** 55292
VIN: 5XXGV4L2XGG [REDACTED] **Mileage:** 383,889
Prod Date: 07/26/2016 **Warranty Start Date:** 09/24/2016

Dealer/Contact Data:

Dealer: AZ045 Earnhardt KIA
Phone: 6023465400 **FAX:** 6023465410
Contact: Stetson Watts **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: HVAC - Blower inop #
Symptom: Blower Motor Inop
System: Body Electrical
Component: Fuse Box
Resolution: installed new fuse box and h

DTC:

Case History

*** 06/18/2018 16:27:26 ***

Contact = Stetson Watts, Priority = Standard, Sub Status = Dispatched

*** 06/18/2018 16:27:26 ***

Web - Problem Description created on 06/18/2018 16:27:26 and created by Stetson Watts
BLOWER MOTOR WILL NOT WORK

*** 06/18/2018 16:27:26 ***

Web - Diagnostics created on 06/18/2018 16:27:26 and created by Stetson Watts
VERIFIED CUSTOMERS CONCERN. CHECKED FOR VOLTAGE AT BLOWER MOTOR, FOUND VOLTAGE TO BE LOW.
CHECKED MULTI FUSE UNDER HOOD AND FOUND FUSE BOX TO BE MELTED AND FUSE TO BE BURNT. NEED TO
KNOW TO REPLACE MELTED FUSE BOX AND HARNESS? CHECKED RESISTANCE THREW HARNESS TO BLOWER
MOTOR AND FOUND RESISTANCE TO BE OK.

*** 06/18/2018 16:28:24 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Repair Assistance

*** Web - Advice created on 06/18/2018 16:29:11 and created by Jay Jurado ***

1: Please attach a photo of the melted terminal for review.

*** 06/18/2018 16:30:39 ***

1529364166466-2033326196.jpg added by Stetson Watts on 06/18/2018 16:30:38

*** 06/18/2018 16:30:40 ***

1529364280616-6233258.jpg added by Stetson Watts on 06/18/2018 16:30:39

*** 06/18/2018 16:31:24 ***

Web - Note created on 06/18/2018 16:31:24 and created by Stetson Watts
JUST ATTACHED

*** 06/18/2018 16:33:08 ***

1529364437649703505969.jpg added by Stetson Watts on 06/18/2018 16:33:08

*** Web - Advice created on 06/19/2018 09:12:22 and created by Jay Jurado ***

1: Thanks for all the photos. Recommend replacing the fuse box and multi fuse at this time. If the repair cost exceeds \$1000 then please contact your DPSM for approval.

*** 06/19/2018 17:04:58 ***

Web - Note created on 06/19/2018 17:04:58 and created by Mitchell Renyer

Thank you. Will update case after repair.

*** Web - Advice created on 06/20/2018 08:08:45 and created by Jay Jurado ***

1: Ok thanks.

*** 06/27/2018 07:58:56 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: installed new fuse box and harness

*** Case 12761976 is sent on 7/17/2018 14:20:6 by Robert Nguyen

To: rnguyen@kiausa.com

Cc:

Title: [REDACTED] Blower Motor Melt QIR



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX TURBO 4CYL AUTC **Engine:** 2.0L TURBO **Model Code:** 55282
VIN: 5XXGW4L25GG [REDACTED] **Mileage:** 24,920
Prod Date: 11/17/2015 **Warranty Start Date:** 03/28/2016

Dealer/Contact Data:

Dealer: SC003 Stokes KIA
Phone: 8435727300 **FAX:** 8037976471
Contact: Austin Mayo **Contact Title:** Exclusive Kia Technician **Service District:** SO04

Case Details:

Case Title: HVAC - Blower inop #
Symptom: Blower Motor Inop **DTC:**
System: Engine Electrical
Component: Wires
Resolution: wiring harness

Case History

*** 06/25/2018 13:00:23 ***

Contact = Austin Mayo, Priority = Standard, Sub Status = Dispatched

*** 06/25/2018 13:00:23 ***

Web - Problem Description created on 06/25/2018 13:00:23 and created by Austin Mayo
customer states no air coming from any vents.

*** 06/25/2018 13:00:23 ***

Web - Diagnostics created on 06/25/2018 13:00:23 and created by Austin Mayo
i have verified that blower is not working at any speed.

*** 06/25/2018 13:27:05 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 06/25/2018 13:28:09 and created by Steven Okimura ***

1: Try tapping the blower motor and see if it starts working.
Have you tested the blower motor, check for power and ground, connections?

*** 06/25/2018 13:50:58 ***

Web - Note created on 06/25/2018 13:50:58 and created by Austin Mayo
i have power and ground at the connector and i have tried tapping on the blower motor but nothing is happening

*** Web - Advice created on 06/25/2018 14:15:12 and created by Steven Okimura ***

1: Just to be sure, supply a fused B+ a good ground directly to the blower motor, if it does not operate it should be replaced.

*** 06/25/2018 15:03:24 ***

Web - Note created on 06/25/2018 15:03:23 and created by Austin Mayo
i supplied power and ground and the blower motor is working. im getting 5v at the connector is that right?

*** Web - Advice created on 06/26/2018 05:45:27 and created by Steven Okimura ***

1: There is a chart on KGIS under Shop for the FET with the voltmeter across the blower motor terminals, the voltage should change depending on which speed is selected, if the voltages do not match try another FET.

*** 06/26/2018 06:57:29 ***

Web - Note created on 06/26/2018 06:57:29 and created by Austin Mayo

i cant not find anthing about the volatage across the blower motor terminals but the amount of power does change when switching speeds.

*** Web - Advice created on 06/26/2018 07:10:15 and created by Steven Okimura ***

1: Please try another blower FET, thank you.

*** 06/28/2018 13:28:26 ***

Web - Note created on 06/28/2018 13:28:25 and created by Austin Mayo

replaced blower fet. blower is still not working

*** Web - Advice created on 06/28/2018 13:34:21 and created by Tony Thomas ***

1: With the ignition on, blower on high setting report the battery voltage using a DVOM on both pins at the blower motor.

*** 06/28/2018 13:42:14 ***

Web - Note created on 06/28/2018 13:42:14 and created by Austin Mayo

5.57 v

*** Web - Advice created on 06/28/2018 13:45:18 and created by Tony Thomas ***

1: On both pins?

*** Web - Advice created on 06/28/2018 13:45:44 and created by Tony Thomas ***

2: Not across the pins. Voltage to good ground.

*** Web - Advice created on 06/28/2018 13:47:18 and created by Tony Thomas ***

3: Pin 1 green wire should be battery voltage.

*** 06/28/2018 13:48:29 ***

Web - Note created on 06/28/2018 13:48:29 and created by Austin Mayo

that is volatge to good ground

*** Web - Advice created on 06/28/2018 13:54:42 and created by Tony Thomas ***

1: That is your problem. Check for battery voltage at the 40A blower fuse and continue testing at the blower relay pin 1, the 2, then at EM21 pin 1 until you locate the drop in voltage.

*** 06/28/2018 13:56:20 ***

Web - Note created on 06/28/2018 13:56:20 and created by Austin Mayo

yea im on green wire its 5.57 v

*** Web - Advice created on 06/28/2018 13:57:55 and created by Tony Thomas ***

1: That is your problem. Check for battery voltage at the 40A blower fuse and continue testing at the blower relay pin 1, the 2, then at EM21 pin 1 until you locate the drop in voltage.

*** 06/28/2018 14:21:15 ***

Web - Note created on 06/28/2018 14:21:15 and created by Austin Mayo

at connector em21 i am reading 5.57v and blower rel;ay its reading 12v. can not read pin 2 cause i do not have a relay jumper

*** Web - Advice created on 06/28/2018 14:23:57 and created by Tony Thomas ***

1: You can make one with tee connectors. Check the fuse box connectors for signs of burning and use a jumper from pin 1 to 2 and see if the blower works.

*** 06/28/2018 15:04:25 ***

Web - Note created on 06/28/2018 15:04:25 and created by Austin Mayo

well i just jumped it and shorted out cause a/c module is now not working at all

*** Web - Advice created on 06/29/2018 07:04:08 and created by Steven Okimura ***

1: Check the A/CON 10a fuse under dash, if its blown you jumped the incorrect terminal.

*** 07/09/2018 10:20:27 ***

Web - Note created on 07/09/2018 10:20:27 and created by Austin Mayo

i did. i have found when i unplug the a/con fuse in the engine bay junction box i get 12 volts to the blower motor. i am thinking the ac control head unit is bad

*** 07/09/2018 10:58:45 ***

Web - Note created on 07/09/2018 10:58:45 and created by Austin Mayo

?

*** Web - Advice created on 07/09/2018 12:25:59 and created by Steven Okimura ***

1: I believe that is default mode. What connector did you jump pins 1 & 2?

Does the A/Con 10a, Module 5 10a and Memory 1 10a have B+ on both sides with the key ON.

*** 07/09/2018 13:27:06 ***

Web - Note created on 07/09/2018 13:27:06 and created by Austin Mayo

i did jump pins one and 2 and stayed at 5 volts until i took fuse out which made it go to 12 volts. and jumped pin 1 and 2 on the relay. and a/con 10 amp has no power going to it.

*** 07/09/2018 13:40:43 ***

Web - Note created on 07/09/2018 13:40:43 and created by Austin Mayo

with fuse out it reads 12v but with fuse in its reading 6 volts

*** Web - Advice created on 07/09/2018 14:05:56 and created by Steven Okimura ***

1: Inspect the 40amp multi fuse for cracks. (blower fuse)

*** 07/09/2018 14:36:51 ***

Web - Note created on 07/09/2018 14:36:51 and created by Austin Mayo

the fuse box has damage at the pin its burned up and 40 amp fuse is burnt up but not blown.

*** Web - Advice created on 07/10/2018 05:28:31 and created by Steven Okimura ***

1: Austin, attach photos of the melted fuse box and fuse.

Replace the damaged components, If the repair cost exceeds \$1000 then please contact your DPSM for approval

*** 07/16/2018 08:51:44 ***

Web - Note created on 07/16/2018 08:51:44 and created by Austin Mayo

replaced wiring harness and fixed issue thank you for the help

*** Web - Advice created on 07/16/2018 09:41:15 and created by Steven Okimura ***

1: When you have a moment, close the case and complete the technician satisfaction survey. Thank you.

*** 07/24/2018 08:38:19 ***

Case Closed with Resolution Code: Damaged Component

Resolution Summary: wiring harness



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX LIMITED 4CYL AUT **Engine:** 2.0L TURBO **Model Code:** 55292
VIN: 5XXGV4L28G [REDACTED] **Mileage:** 16,111
Prod Date: 01/14/2016 **Warranty Start Date:** 03/28/2016

Dealer/Contact Data:

Dealer: AZ032 Mark KIA
Phone: 4804255300 **FAX:** 4809945711
Contact: Endy Beltran **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: HVAC - Blower inop #
Symptom: Blower Motor Inop **DTC:**
System: Body Electrical
Component: Fuse Box
Resolution: short in fuse box.

Case History

*** 07/05/2018 13:52:31 ***

Contact = Endy Beltran, Priority = Standard, Sub Status = Dispatched

*** 07/05/2018 13:52:31 ***

Web - Problem Description created on 07/05/2018 13:52:31 and created by Endy Beltran
found ac blower motor to stop working at times. intermittently.

*** 07/05/2018 13:52:32 ***

Web - Diagnostics created on 07/05/2018 13:52:31 and created by Endy Beltran
blower motor has been replaced for having a open circuit. the resister has been replaced for having and open circuit. i swapped blower motor relay that looked burnt. ac system is currently working. blower is working. blowing cold.

*** 07/05/2018 14:09:51 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Repair Assistance

*** Web - Advice created on 07/05/2018 14:10:32 and created by Jay Jurado ***

1: Please insect the multi fuse in the engine fuse box for any damaged terminals.

*** 07/05/2018 14:57:57 ***

Web - Note created on 07/05/2018 14:57:57 and created by Endy Beltran
Inspected multi fuse, found blower part of fuse to have burnt damage. Photo attached.

*** 07/05/2018 14:57:58 ***

1530827765002292866414.jpg added by Endy Beltran on 07/05/2018 14:57:57

*** Web - Advice created on 07/05/2018 15:42:22 and created by Jay Jurado ***

1: Thanks for the photo. Based on your information, recommend engine fuse box and multi fuse replacement at this time. If the repair cost exceeds \$1000 then please contact your DPSM for approval.

*** 07/05/2018 16:35:32 ***

Web - Note created on 07/05/2018 16:35:31 and created by Endy Beltran
thank you. do you mean replace the pcb block or the the fuse box with harness?

*** Service Alert Escalated to CA as: 12781243 on 07/06/2018 01:06:21 (PST)

*** Web - Advice created on 07/06/2018 08:06:37 and created by Jay Jurado ***
1: Which fuse box had the melted terminal?

*** 07/09/2018 15:47:49 ***

Web - Note created on 07/09/2018 15:47:49 and created by Endy Beltran
thank you for your help.

*** 07/09/2018 15:48:43 ***

Case Closed with Resolution Code: Faulty Component
Resolution Summary: short in fuse box.



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA LX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53222

VIN: 5XXGT4L3XGG[REDACTED]

Mileage: 48,084

Prod Date: 10/16/2015

Warranty Start Date: 12/10/2015

Dealer/Contact Data:

Dealer: TX097 Southwest KIA-Nw

Phone: 2146942800

FAX: 2146942880

Contact: Mark Bullock

Contact Title: Exclusive Kia Technician **Service District:** SW06

Case Details:

Case Title: HVAC - Blower inop #

Symptom: Blower Motor Inop

DTC:

System: Heating Ventilation & A/C

Component: Blower Motor

Resolution: Bad ground at GE02 causing

Case History

*** 07/27/2018 07:38:46 ***

Contact = Mark Bullock, Priority = Standard, Sub Status = Dispatched

*** 07/27/2018 07:38:47 ***

Web - Problem Description created on 07/27/2018 07:38:47 and created by Mark Bullock
C/S BLOWER MOTOR WILL QUIT WORKING

*** 07/27/2018 07:38:47 ***

Web - Diagnostics created on 07/27/2018 07:38:47 and created by Mark Bullock
VERIFIED CONCERN AND FOUND THAT THE BLOWER MOTOR RELAY GETS REALLY HOT. ALSO FOUND THAT THE MULTI FUSE 40 AMP IS MELTED. NOT BLOWN BUT MELTED SO HAS HIGH RESISTANCE. AND ALLOWING ONLY 3.5 VOLTS TO FLOW THREW THE FUSE. I HAVE REPLACED THE FUSE LAST WEEK AND NOW ITS BACK WITH SAME ISSUE.

*** 07/27/2018 07:46:22 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 07/27/2018 07:47:44 and created by David Finkelstein ***

1: In order to determine why the connector melted and blower motor stopped working you will need to voltage drop the blower motor ground on max speed. And the M22-A pin 2 on the ac controller. On max speed the voltage on pin 2 at M27 should be almost 0.050 volts . Meaning almost all the voltage put into the blower motor will be used up when operating at high speeds. IF the path to chassis ground is poor then it cannot remove all the inputted voltage into the blower motor and that is your higher resistance in the circuit causing the blower fuse to get really hot and go open. By measuring the ground voltage at the blower motor , M22-A pin 3 and M22-A pin 2 , you should be able to determine where the possible problem is . KEEP IN MIND THE BLOWER MOTOR ITSELF CAN BE THE PROBLEM !

*** 07/27/2018 08:15:50 ***

Web - Note created on 07/27/2018 08:15:50 and created by Mark Bullock
OK, THANK YOU ILL START THERE.

*** Web - Advice created on 07/27/2018 08:18:52 and created by David Finkelstein ***

1: Let us know your findings ?

*** 07/27/2018 09:02:25 ***

Web - Note created on 07/27/2018 09:02:25 and created by Mark Bullock
WILL DO

*** Web - Advice created on 07/27/2018 09:34:29 and created by David Finkelstein ***

1: .

*** Service Alert Escalated to CA as: 12808893 on 07/28/2018 01:04:44 (PST)

*** 07/28/2018 10:41:06 ***

Web - Note created on 07/28/2018 10:41:05 and created by Mark Bullock
Removed the multi fuse and found the actual female terminal is burnt and the plastic is melted around it I'm attaching pics now! Also found out that when the engine bay is cooled down the blower motor will start working fine until engine bay gets hot then it quits working and the blower relay fuse gets really hot.

*** 07/28/2018 10:41:08 ***

20180728_123717.jpg added by Mark Bullock on 07/28/2018 10:41:06

*** 07/28/2018 10:41:10 ***

20180728_123732.jpg added by Mark Bullock on 07/28/2018 10:41:08

*** 07/28/2018 10:41:12 ***

20180728_123652.jpg added by Mark Bullock on 07/28/2018 10:41:10

*** 07/28/2018 11:16:50 ***

Web - Note created on 07/28/2018 11:16:50 and created by Mark Bullock
Also found corrosion at ground GE01 and GE02. Attaching pics

*** 07/28/2018 11:16:51 ***

20180728_131537.jpg added by Mark Bullock on 07/28/2018 11:16:50

*** 07/28/2018 11:16:52 ***

20180728_131530.jpg added by Mark Bullock on 07/28/2018 11:16:51

*** 07/28/2018 11:56:25 ***

Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: Bad ground at GE02 causing power to back feed



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX TURBO 4CYL AUTC **Engine:** 2.0L TURBO **Model Code:** 55282
VIN: 5XXGW4L28GG [REDACTED] **Mileage:** 31,801
Prod Date: 10/28/2015 **Warranty Start Date:** 05/28/2016

Dealer/Contact Data:

Dealer: CA308 KIA Downtown Los Angeles
Phone: 8664145619 **FAX:** 2137415003
Contact: hugo ajanel **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: HVAC - Blower inop #
Symptom: Blower Motor Inop **DTC:**
System: Body Electrical
Component: Fuse Box
Resolution: replaced fuse box with harne

Case History

*** 08/20/2018 10:59:53 ***

Contact = hugo ajanel, Priority = Standard, Sub Status = Dispatched

*** 08/20/2018 10:59:53 ***

Web - Problem Description created on 08/20/2018 10:55:08 and created by hugo ajanel
CUSTOMER STATES INTER AFTER DRIVING FOR 10-20 MINUTES AC
WILL STOP BLOWING ANY AIR

*** 08/20/2018 10:59:53 ***

Web - Diagnostics created on 08/20/2018 10:55:08 and created by hugo ajanel
VERIFIED CLIENTS CONCERN. VEHICLE IS NOT BLOWING ANY AIR AT
ALL. USING KDS SCANNED FOR DTC'S AND NO CODES WERE FOUND. AC
AUTO CONTROLS SHOW PROPER READINGS. CHECKED CONDITION OF
10AMP FUSE AND BLOWER MOTOR RELAY BOTH IN GOOD CONDITION.
INSPECTED MULTI FUSE 40AMP CONDITION IS BURNT.
RECOMMEND REPLACING MULTI FUSE BLOWER 40 AMP AND RE CHECKING
CONDITION FOR PROPER OPERATION. REPLACED MULTI FUSE BLOWER
40 AMP AND CONDITION CHANGED AC IS WORKING PROPERLY AND
VEHICLE BLOWS AIR. CAR WAS DRIVEN MORE THAN 20 MINUTES AND
CONDITION STAYED THE SAME AC BLOWS AND BLOWING COLD AIR.
ALTHOUGH WHEN RE INSPECTING MULTI FUSE IT SHOWS SIGNS OF
OVER HEATING THE TERMINAL PIN FOR BLOWER 40 AMP. VEHICLE
NEEDS TO BE INSPECTED FOR FURTHER DIAGNOSIS AND INSPECT AND
CHECK WAS CAUSING THE PIN TO HEAT UP AND MELT THE
SURROUNDINGS. WERE MULTI FUSE BLOWER 40 AMP CONNECTS TO WHICH IS THE FUSE BOX FEMALE
CONNECTOR SIDE THE PIN IS BURNT AND SURROUNDINGS OF FUSE BOX ITSELF IS BURNT.

*** 08/20/2018 11:11:41 ***

Web - Note created on 08/20/2018 11:11:41 and created by hugo ajanel
A/CON 10 AMP FUSE WAS CHECKED, BLOWER RELAY WAS CHECKED WENT DOWN THE SCHEMATICS AND

JUMPED A WIRE FROM BLOWER RELAY PIN 2 FEMALE SIDE GREEN WIRE TO BLOWER MOTOR PIN 1 GREEN WIRE AND CHECKED RESISTANCE READINGS: 0.1 OHMS. CHECKED RESISTANCE FROM BLOWER MOTOR PIN 2 PINK WIRE TO FIELD EFFECT TRANSISTOR PIN 1 PINK WIRE READINGS 0.1 OHMS. CHECKED RESISTANCE OF BLOWER MOTOR ITSELF AND READINGS ARE 0.5 OHMS COMPARED IT TO ANOTHER OPTIMA SAME YEAR AND MODEL AND RESISTANCE FOR THAT BLOWER MOTOR IS 0.2 OHMS. ALSO PERFORMED THE TEST INSPECTION FOR THE FIELD EFFECT TRANSISTOR FAN SPEED (MANUAL)

*** 08/20/2018 11:20:51 ***

Web - Note created on 08/20/2018 11:20:51 and created by hugo ajanel

FAN SPEED (MANUAL) 1 SPECS 4.3 VOLTS READINGS 3.7 VOLTS, 2 SPECS 5.0 READINGS 4.6 VOLTS, 3 SPECS 5.9 VOLTS READINGS 5.9 VOLTS, 4 SPECS 7.2 VOLTS READINGS 7.3 VOLTS, 5 SPECS 8.3 VOLTS READINGS 8.5 VOLTS, 6 SPECS 9.5 VOLTS READINGS 9.8 VOLTS, 7 SPECS 11.3 READINGS 11.4, 8 SPECS BATTERY VOLTAGE READINGS 11.4 VOLTS. ALSO GROUND WAS CHECKED AT GE02 AND GMD6 BOTH HAVE GOOD GROUND. WILL SUBMIT PHOTOS OF WHAT WAS FOUND FOR THE MULTI FUSE AND FUSE BOX.

*** 08/20/2018 11:25:05 ***

52842A84-F334-461A-8E5F-D3A18BAB6F65.jpeg added by hugo ajanel on 08/20/2018 11:25:04

*** 08/20/2018 11:25:07 ***

CDCC2DAE-5636-46A7-A31F-6E031E35A656.jpeg added by hugo ajanel on 08/20/2018 11:25:06

*** 08/20/2018 11:29:00 ***

395B80D7-588C-4786-B8B4-4FF8AEDDC415.jpeg added by hugo ajanel on 08/20/2018 11:28:59

*** 08/20/2018 11:54:18 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Repair Assistance

*** Web - Advice created on 08/20/2018 11:57:07 and created by Jay Jurado ***

1: Thanks for the photos. Based on your information, recommend replacing the fuse box and multi fuse at this time. If the repair cost exceeds \$1000 then please contact your DPSM for approval.

*** Service Alert Escalated to CA as: 12838744 on 08/21/2018 01:06:56 (PST)

*** 08/31/2018 19:15:10 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: replaced fuse box with harness



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX TURBO 4CYL AUTC **Engine:** 2.0L TURBO **Model Code:** 55282
VIN: 5XXGW4L20GG [REDACTED] **Mileage:** 42,165
Prod Date: 11/20/2015 **Warranty Start Date:** 06/28/2016

Dealer/Contact Data:

Dealer: CA257 Team KIA of El Cajon
Phone: 6194447200 **FAX:** 6194446490
Contact: Jesus Navarro **Contact Title:** Maintenance Technician **Service District:** WE03

Case Details:

Case Title: HVAC - Blower inop #
Symptom: Blower Motor Inop **DTC:**
System: Body Electrical
Component: Fuse Box
Resolution: FUSE BOX

Case History

*** 08/23/2018 09:05:26 ***

Contact = Jesus Navarro, Priority = Standard, Sub Status = Dispatched

*** 08/23/2018 09:05:26 ***

Web - Problem Description created on 08/23/2018 08:36:42 and created by Jesus Navarro
CUSTOMER STATES THE A/C WORKS INTERMITTENTLY,
CUSTOMER 2ND TIME BACK FOR SAME PROBLEM

*** 08/23/2018 09:05:26 ***

Web - Diagnostics created on 08/23/2018 08:36:42 and created by Jesus Navarro
CHECKED CONTROL PANEL & ALL COMMANDS WORK,
BLOWER MOTOR INOP.

VERIFIED CUSTOMERS CONCERN LAST WEEK SHE WAS HERE, A/C BLOWER WAS INOP, NOW A/C WORKING

8/13 /18 CUSTOMER CAME IN A/C BLOWER WAS NOT WORKING, REPLACED BLOWER MOTOR & CHECKED PIN TENSION, VEHICLE OPERATED AS DESIGN

8/17/18 CUSTOMER CAME BACK A/C BLOWER INOP AGAIN. CHECKED RESISTOR CARD CHECKED VOLTAGE , PIN TENSION & OHMS ON RESISTOR CARD. FOUND LOW VOLTAGE ON SIGNAL.
INSTALLED RESISTOR CARD FROM OTHER STOCK UNIT, VEHICLE OPERATED AS DESIGN.

NOW ON 8/22/18 CUSTOMER CAME IN WITH A/C BLOWER WORKING, BUT IT DID NOT WORK ALL LAST WEEK TILL MONDAY.

CHECKED JUCTION BOX ,BLOWER RELAY ,10AMP FUSE, E44, I/P-C, M27 BLOWER MOTOR, GM06 GROUND, EM11 ,
CHECK ALL PIN TENSION, PERFORMED WIGGLE TEST ON WIRES

*** 08/23/2018 09:15:10 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Repair Assistance

*** Web - Advice created on 08/23/2018 09:18:43 and created by Jay Jurado ***

1: Please inspect the engine fuse box for burnt terminals for the multi fuse. If any damage is present, please attach photos to the case for documentation.

*** 08/23/2018 09:33:49 ***

Web - Note created on 08/23/2018 09:33:48 and created by Jesus Navarro

Inspected fuse box and found melted fuse connector

Attached pictures

*** 08/23/2018 09:33:52 ***

1535041861593588276308.jpg added by Jesus Navarro on 08/23/2018 09:33:49

*** 08/23/2018 09:33:54 ***

1535041946217639163325.jpg added by Jesus Navarro on 08/23/2018 09:33:52

*** Web - Advice created on 08/23/2018 09:36:06 and created by Jay Jurado ***

1: Thanks for the photos. Please replace the engine fuse box and multi fuse at this time. If the repair cost exceeds \$1000 then please contact your DPSM for approval.

*** 08/23/2018 10:49:18 ***

Web - Note created on 08/23/2018 10:49:17 and created by Jesus Navarro

THANK YOU

*** 08/23/2018 10:50:08 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: FUSE BOX

*** Service Alert Escalated to CA as: 12844036 on 08/24/2018 01:06:24 (PST)



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX TURBO 4CYL AUTC **Engine:** 2.0L TURBO **Model Code:** 55282
VIN: 5XXGW4L27GG [REDACTED] **Mileage:** 42,544
Prod Date: 05/26/2016 **Warranty Start Date:** 07/30/2016

Dealer/Contact Data:

Dealer: AZ019 Tempe KIA
Phone: 4805982300 **FAX:** 4805982388
Contact: Chad Goodthunder **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: HVAC - Blower inop # E/R fuse box melted

Symptom: Damage (General) **DTC:**

System: Body Electrical

Component: Fuse Box

Resolution: main harness replaced

Case History

*** 08/27/2018 08:51:44 ***

Contact = Chad Goodthunder, Priority = Standard, Sub Status = Dispatched

*** 08/27/2018 08:51:44 ***

Web - Problem Description created on 08/27/2018 08:51:44 and created by Chad Goodthunder
customer states has no air coming from vents

*** 08/27/2018 08:51:44 ***

Web - Diagnostics created on 08/27/2018 08:51:44 and created by Chad Goodthunder
upon visual inspection of fuses found multi fuse burnt and fuse block melted underneath

this concern is the second one in two weeks both vehicles have same concern and cause (refer to case [REDACTED])

*** 08/27/2018 08:53:42 ***

CCA291F8-5203-4EF7-B3DB-EBF76B52FCB1.jpeg added by Chad Goodthunder on 08/27/2018 08:53:41

*** 08/27/2018 08:53:44 ***

A56AB409-968D-475C-9AE2-564C8243A9B9.jpeg added by Chad Goodthunder on 08/27/2018 08:53:42

*** 08/27/2018 09:20:57 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 08/27/2018 09:23:35 and created by David Finkelstein ***

1: You'll need to replace the E/R fusebox and then verify the blower motor operation. I'd suggest verification that the ground for the blower motor system is good and blower motor operation is good . If the blower motor has excessive resistance problems then it might be part of the problem that is causing the fusebox to overheat .

*** 09/26/2018 07:14:53 ***

Case Closed with Resolution Code: Information Taken
Resolution Summary: main harness replaced



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX LIMITED 4CYL AUT **Engine:** 2.0L TURBO **Model Code:** 55292
VIN: 5XXGV4L20GG [REDACTED] **Mileage:** 30,902
Prod Date: 11/13/2015 **Warranty Start Date:** 04/06/2016

Dealer/Contact Data:

Dealer: FL075 Napleton Northlake KIA
Phone: 5614292061 **FAX:** 5612968291
Contact: Shawn Mohammed **Contact Title:** Exclusive Kia Technician **Service District:** SO02

Case Details:

Case Title: HVAC - A/C inop #
Symptom: Information Given **DTC:**
System: Body Electrical
Component: Fuse Box
Resolution: R&R front wiring harness

Case History

*** 08/28/2018 14:16:28 ***

Contact = Shawn Mohammed, Priority = Standard, Sub Status = Dispatched

*** 08/28/2018 14:16:28 ***

Web - Problem Description created on 08/28/2018 14:16:28 and created by Shawn Mohammed
C/S A/C does not come on.

*** 08/28/2018 14:16:29 ***

Web - Diagnostics created on 08/28/2018 14:16:29 and created by Shawn Mohammed
Found blower does not turn on. Inspected wiring and found blower relay in multi fuse was burnt. removed multi fuse and found the pins have melted.

*** 08/28/2018 15:14:40 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 08/28/2018 15:19:13 and created by David Finkelstein ***

1: If the E/R fusebox needs to be replaced along with harness then contact the DPSM for approval to do so at this time.

*** 09/06/2018 14:18:38 ***

Case Closed with Resolution Code: Faulty Component
Resolution Summary: R&R front wiring harness



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 OPTIMA EX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53242

VIN: 5XXGU4L30HG [REDACTED]

Mileage: 25,080

Prod Date: 11/28/2016

Warranty Start Date: 06/04/2017

Dealer/Contact Data:

Dealer: CA233 Valley KIA

Phone: 9093502700

FAX: 9093502780

Contact: Alfredo Olguin

Contact Title: Exclusive Kia Technician

Service District: WE06

Case Details:

Case Title: HVAC - Blower inop #

Symptom: Blower Motor Inop

DTC:

System: Heating Ventilation & A/C

Component: Blower Motor

Resolution:

Case History

*** 09/13/2018 10:15:37 ***

Contact = Alfredo Olguin, Priority = Standard, Sub Status = Dispatched

*** 09/13/2018 10:15:37 ***

Web - Problem Description created on 09/13/2018 10:15:37 and created by Alfredo Olguin

Customer states, at times A/C blower motor will not turn on.

*** 09/13/2018 10:15:37 ***

Web - Diagnostics created on 09/13/2018 10:15:37 and created by Alfredo Olguin

Inspected multi fuse and found fuse for blower motor darkened. Removed multi fuse and found fuse burning and connection in fuse box melted vehicle needs fuse fuse box. Picture attached.

*** 09/13/2018 10:15:40 ***

15368587260301160491432.jpg added by Alfredo Olguin on 09/13/2018 10:15:37

*** 09/13/2018 10:15:44 ***

1536858821815476463742.jpg added by Alfredo Olguin on 09/13/2018 10:15:41

*** 09/13/2018 10:29:19 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 09/13/2018 10:31:48 and created by Chris Schang ***

1: Alfredo,

Good find. You will need DPSM approval to replace the E/R fuse box and the multi-fuse. When you are completing this, please verify that there are no grounds loose or other loose connections. Thanks!

*** Case has been auto closed by the system on 10/14/2018 01:06:16 (PST)



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA EX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53242

VIN: 5XXGU4L32GG [REDACTED]

Mileage: 40,229

Prod Date: 10/14/2015

Warranty Start Date: 11/27/2015

Dealer/Contact Data:

Dealer: CA081 Haddad KIA

Phone: 6613980264

FAX: 6618362126

Contact: Manuel Hernandez

Contact Title: Exclusive Kia Technician

Service District: WE11

Case Details:

Case Title: HVAC - Blower inop #

Symptom: Damage (General)

DTC:

System: Body Electrical

Component: Wiring Harness (Front & Rea

Resolution:

Case History

*** 09/18/2018 09:26:47 ***

Contact = Manuel Hernandez, Priority = Standard, Sub Status = Dispatched

*** 09/18/2018 09:26:47 ***

Web - Problem Description created on 09/18/2018 09:26:47 and created by Manuel Hernandez
a/c blower will cut in and out. does it more after a long drive or on a hot day

*** 09/18/2018 09:26:47 ***

Web - Diagnostics created on 09/18/2018 09:26:47 and created by Manuel Hernandez
the multifuse and relay were replaced previously. the new multifuse is burned on the blower fuse. the terminal to blower fuse on fuse box is burnt/ melted. the relay terminal on the fuse box is also burnt/ melted. checked for continuity and the was getting a high resistance reading. i would recommend replacing the front harness assembly

*** 09/18/2018 09:42:53 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 09/18/2018 09:44:31 and created by Chris Schang ***

1: Manuel,
If the harness is burnt, it will have to be replaced with DPSM approval.

*** Service Alert Escalated to CA as: 12874891 on 09/19/2018 01:05:00 (PST)

*** Case has been auto closed by the system on 10/19/2018 01:08:58 (PST)



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA LX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53222

VIN: 5XXGT4L31G [REDACTED]

Mileage: 18,459

Prod Date: 11/24/2015

Warranty Start Date: 11/29/2016

Dealer/Contact Data:

Dealer: TX055 World Car KIA North

Phone: 2106509969

FAX: 2106504322

Contact: Jacob Maldonado

Contact Title: Exclusive Kia Technician **Service District:** SW05

Case Details:

Case Title: HVAC - Blower inop #

Symptom: Blower Motor Inop

DTC:

System: Heating Ventilation & A/C

Component: HVAC Box

Resolution: wiring harness was replaced

Case History

*** 09/20/2018 07:04:07 ***

Contact = Jacob Maldonado, Priority = Standard, Sub Status = Dispatched

*** 09/20/2018 07:04:07 ***

Web - Problem Description created on 09/20/2018 07:00:17 and created by Jacob Maldonado
vehicle a/c system well intermittently not work causing blower to stop working and air to stop blowing from vents in any mode. once a/c system begins to work again everything works as intended this is vehicles third visit for same concern. have you heard of this concern before if so what could be cause for issue?

*** 09/20/2018 07:04:07 ***

Web - Diagnostics created on 09/20/2018 07:00:18 and created by Jacob Maldonado
checked fuses and relays for vehicle and found none to be blown or bad also checked wiring for blower and resistor for loosens or damage did not find no issues. wiring did not effect blower when off or on when moved around or lightly pulled on. also during second visit found resistor to be faulty resistor was replaced and a/c did work as intended at the time.

*** 09/20/2018 07:27:01 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 09/20/2018 07:29:17 and created by Steven Okimura ***

1: Please remove and inspect the blower multi-fuse and for a melted E/R box.

*** 09/20/2018 08:32:20 ***

Web - Note created on 09/20/2018 08:32:20 and created by Jacob Maldonado
pulled multi fuse for blower found fuse to look burnt almost black in color also found fuse box and bottom of fuse to be melted.

*** Web - Advice created on 09/20/2018 09:04:23 and created by Steven Okimura ***

1: Replace the melted E/R box and multi-fuse, If the repair cost exceeds \$1000 then please contact your DPSM for approval

*** Service Alert Escalated to CA as: [REDACTED] on 09/21/2018 01:06:05 (PST)

*** 10/15/2018 08:37:33 ***

Web - Note created on 10/15/2018 08:37:33 and created by Jacob Maldonado
found that fuse and box had to be replaced with wiring harness. was approved by DPSM once received replaced harness
after replacement found blower to work as intended. thank you for assistance well be closing case.

*** 10/15/2018 08:40:33 ***

Case Closed with Resolution Code: Blown Fuse

Resolution Summary: wiring harness was replaced due to to blown fuse and melted fuse box



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA EX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53242

VIN: 5XXGU4L34GG [REDACTED]

Mileage: 20,431

Prod Date: 02/18/2016

Warranty Start Date: 01/02/2017

Dealer/Contact Data:

Dealer: CA212 Citrus KIA

Phone: 8554517127

FAX: 9092920102

Contact: Efrain Sustayta

Contact Title: Dual Technician

Service District: WE06

Case Details:

Case Title: HVAC - Blower inop #

Symptom: Blower Motor Inop

DTC:

System: Heating Ventilation & A/C

Component: Blower Motor

Resolution: replaced front fuse box and h

Case History

*** 09/20/2018 11:15:44 ***

Contact = Efrain Sustayta, Priority = Standard, Sub Status = Dispatched

*** 09/20/2018 11:15:44 ***

Web - Problem Description created on 09/20/2018 11:15:44 and created by Efrain Sustayta
blower motor innop

*** 09/20/2018 11:15:44 ***

Web - Diagnostics created on 09/20/2018 11:15:44 and created by Efrain Sustayta
verified no power to blower motor.traced circuit isolate to e/r junction block ,multi fuse blower 40 amp connection to blower
circuit melted at fuse box,heat damage to fuse but not blown.

*** 09/20/2018 12:11:27 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 09/20/2018 12:11:40 and created by Steven Okimura ***

1: Please replace the damaged E/R box and multi-fuse, If the repair cost exceeds \$1000 then please contact your DPSM for approval

*** 10/09/2018 17:40:43 ***

Case Closed with Resolution Code: Burned Out

Resolution Summary: replaced front fuse box and harness



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX LIMITED 4CYL AUT **Engine:** 2.0L TURBO **Model Code:** 55292
VIN: 5XXGV4L24GG [REDACTED] **Mileage:** 36,150
Prod Date: 11/07/2015 **Warranty Start Date:** 01/22/2016

Dealer/Contact Data:

Dealer: AZ045 Earnhardt KIA
Phone: 6023465400 **FAX:** 6023465410
Contact: Harold Ribbeck **Contact Title:** Technician Trainee **Service District:** WE07

Case Details:

Case Title: HVAC - Blower inop #
Symptom: Blower Motor Inop **DTC:**
System: Body Electrical
Component: Fuse Box
Resolution: Replaced engine fuse block/f

Case History

*** 09/25/2018 13:58:32 ***

Contact = Harold Ribbeck, Priority = Standard, Sub Status = Dispatched

*** 09/25/2018 13:58:32 ***

Web - Problem Description created on 09/25/2018 13:53:33 and created by Harold Ribbeck
E/R JUNCTION BOX MULTI-FUSE (18980-09400) KEEPS MELTING AT BLOWER MOTOR 40A BLADE, CAUSING
DAMAGE TO JUNCTION BOX CONNECTOR. BLOWER MOTOR IS INTERMITTENTLY INOPERABLE. PREVIOUSLY
REPLACED MULTI-FUSE AND FIELD EFFECT TRANSISTOR DUE TO EXCESSIVE RESISTANCE.

*** 09/25/2018 13:58:32 ***

Web - Diagnostics created on 09/25/2018 13:53:33 and created by Harold Ribbeck
FOUND 0.1 OHM BETWEEN MUTI-FUSE AND BLOWER RELAY (E44-1) AND 0.0 OHMS BETWEEN BLOWER MOTOR
RELAY (E44-2) AND BLOWER MOTOR CONNECTOR (M27-2)

*** 09/25/2018 14:47:11 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Repair Assistance

*** Web - Advice created on 09/25/2018 14:52:22 and created by Jay Jurado ***

1: Is the third terminal burnt on the multi-fuse? Has the engine fuse box ever been replaced? Do you have any photos of the damage present?

*** 09/25/2018 15:06:12 ***

Web - Note created on 09/25/2018 15:06:12 and created by Harold Ribbeck
Yes, the third terminal is burnt. The fuse box has not been replaced, I have attached photos of damage

*** 09/25/2018 15:06:14 ***

20180925_145952 (1).jpg added by Harold Ribbeck on 09/25/2018 15:06:12

*** 09/25/2018 15:06:18 ***

20180925_150038.jpg added by Harold Ribbeck on 09/25/2018 15:06:15

*** Web - Advice created on 09/25/2018 16:24:32 and created by Jay Jurado ***

1: Thanks for the photos. Based on your information, recommend replacing the engine fuse box and multifuse at this time. If the repair cost exceeds \$1000 then please contact your DPSM for approval.

*** Service Alert Escalated to CA as: [REDACTED] on 09/26/2018 01:06:18 (PST)

*** 10/03/2018 13:19:07 ***

Web - Note created on 10/03/2018 13:19:07 and created by Harold Ribbeck

I replaced the junction box/harness assembly and the blower motor is operational. Thank you for your time.

*** 10/03/2018 13:20:37 ***

Case Closed with Resolution Code: Burned Out

Resolution Summary: Replaced engine fuse block/front wiring assembly



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA SX LIMITED 4CYL AUT **Engine:** 2.0L TURBO **Model Code:** 55292
VIN: 5XXGV4L29GG [REDACTED] **Mileage:** 30,974
Prod Date: 04/04/2016 **Warranty Start Date:** 05/14/2016

Dealer/Contact Data:

Dealer: VA051 Ourisman Chantilly KIA
Phone: 7032632500 **FAX:** 7032664399
Contact: Casey Kerns **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: MIL - PCM # P0302
Symptom: Misfire **DTC:**
System: Fuel System
Component: Fuel Injector
Resolution: Replaced fuel injector for cyli

Case History

*** 10/17/2018 10:27:03 ***

Contact = Casey Kerns, Priority = Standard, Sub Status = Dispatched

*** 10/17/2018 10:27:03 ***

Web - Problem Description created on 10/17/2018 10:27:03 and created by Casey Kerns
Customer states vehicle not running correctly and the check engine light is on.

*** 10/17/2018 10:27:03 ***

Web - Diagnostics created on 10/17/2018 10:27:03 and created by Casey Kerns
Verified concern

After replacing pcm car came back with P0302 and found that the seal around the injector was burnt and what looked to be melted, i replaced that seal and the car has come back once again with the same concern, the sealing ring once again looks burnt just the same way, upon further inspection of the fuel injector i noticed that the seal at the end is missing!
Looks like i need an injector now, not sure what happened to that end seal but i did inspect the cylinder and i did not see any damage.

Attached a picture for visual verification.

*** 10/17/2018 10:27:10 ***

20181017_131924.jpg added by Casey Kerns on 10/17/2018 10:27:03

*** 10/17/2018 10:30:46 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 10/17/2018 10:33:34 and created by David Finkelstein ***

1: Verify the end to end resistances from the ECM to the injector have less than 1 ohm of resistance 1st. If the resistances are ok then replace the fuel injector and all associated seals for it's installation are replaced at this time.

*** 10/19/2018 11:59:29 ***

Case Closed with Resolution Code: Deteriorated

Resolution Summary: Replaced fuel injector for cylinder 2 along with new clip and seal



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA EX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53242

VIN: 5XXGU4L35GG [REDACTED]

Mileage: 42,717

Prod Date: 10/21/2015

Warranty Start Date: 08/14/2016

Dealer/Contact Data:

Dealer: FL093 Bev Smith KIA

Phone: 7724658589

FAX: 7722930681

Contact: Logan Gluck

Contact Title: Exclusive Kia Technician **Service District:** SO03

Case Details:

Case Title: HVAC - Blower inop #

Symptom: Blower Motor Inop

DTC:

System: Heating Ventilation & A/C

Component: Blower Motor

Resolution: burnt fuse box

Case History

*** 11/09/2018 11:26:11 ***

Contact = Logan Gluck, Priority = Standard, Sub Status = Dispatched

*** 11/09/2018 11:26:12 ***

Web - Problem Description created on 11/09/2018 11:26:11 and created by Logan Gluck
c/s no air is coming from a/c vents

*** 11/09/2018 11:26:12 ***

Web - Diagnostics created on 11/09/2018 11:26:12 and created by Logan Gluck
tested fuse for a/c on ipm and was good.

then I checked to see if the blower motor was getting power and ground and it was receiving 12.8 v and 0 v ground.
I replaced blower motor under warranty 11/05/18 at 42597 miles. car was blower air after repair car came back today with no
a/c coming from vents. and blower motor is inop. I tested again to see if it was getting power and ground and now is only
getting 5.9 v and 0 v ground.

*** 11/09/2018 11:53:12 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** 11/09/2018 11:55:33 ***

Web - Note created on 11/09/2018 11:55:32 and created by Logan Gluck
did more searching and found that the 40 amp fuse under hood on fuse block is damaged from fuse block shorting out
causing bad connection around pin for fuse. I also saw the plastic around where the 40 amp fuse is melted on fuse block.

*** Web - Advice created on 11/09/2018 11:56:13 and created by David Finkelstein ***

1: If; you have the M27 connector at the blower motor unplugged is the voltage present still 5.9 volts ? Yes ? Then what's the
voltage across Blower motor 40 amp fuse in the E/R fusebox ? B+ ? Then replace the blower relay and recheck voltage at
M27 pin 1 again.

*** 11/09/2018 12:09:00 ***

Web - Note created on 11/09/2018 12:09:00 and created by Logan Gluck

measured voltage at m27 connector and currently reading 12v with system operating, I found the fuse box melted around the corresponding pin terminal of the 40amp fuse, fuse is not blown but appears burnt, after reinstalling the multifuse operation of blower motor began. I believe replacement of fuse block/multifuse is needed.

*** Web - Advice created on 11/09/2018 13:44:47 and created by David Finkelstein ***

1: I'm in agreement. Contact DPSM for approval if needed but since your A rated kia dealer that shouldn't be necessary.

*** 11/09/2018 13:59:27 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: burnt fuse box

*** Service Alert Escalated to CA as: [REDACTED] on 11/10/2018 01:06:26 (PST)



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA EX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53242

VIN: 5XXGU4L32GG [REDACTED]

Mileage: 10,249

Prod Date: 08/16/2016

Warranty Start Date: 12/24/2016

Dealer/Contact Data:

Dealer: NJ066 Sansone KIA

Phone: 7328150500

FAX: 7328152395

Contact: Aaron Bennett

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

Case Details:

Case Title: MIL - PCM # P0010

Symptom: Warning Light On

DTC:

System: Engine Mechanical

Component: Engine (General)

Resolution: new cvvt assembly and contr

Case History

*** 11/10/2018 05:28:47 ***

Contact = Aaron Bennett, Priority = Standard, Sub Status = Dispatched

*** 11/10/2018 05:28:48 ***

Web - Problem Description created on 11/10/2018 05:28:48 and created by Aaron Bennett
customer states check engine light on

*** 11/10/2018 05:28:48 ***

Web - Diagnostics created on 11/10/2018 05:28:48 and created by Aaron Bennett
confirmed check engine light with P001000 for intake camshaft position sensor circuit. also found connector on harness side
burned and melted together somehow.

*** 11/10/2018 05:28:49 ***

IMG_2830.JPG added by Aaron Bennett on 11/10/2018 05:28:48

*** 11/10/2018 05:28:50 ***

IMG_2831.JPG added by Aaron Bennett on 11/10/2018 05:28:49

*** 11/10/2018 05:28:51 ***

IMG_2832.JPG added by Aaron Bennett on 11/10/2018 05:28:50

*** 11/10/2018 05:28:52 ***

IMG_2833.JPG added by Aaron Bennett on 11/10/2018 05:28:51

*** 11/10/2018 05:31:30 ***

Web - Note created on 11/10/2018 05:31:30 and created by Aaron Bennett
i would like to know if you advise to carry out the repair of replacing the cam sensor and electrical repair and to not worry
about the burnt circuit on the camshaft.

*** 11/10/2018 07:53:53 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Default

*** Web - Advice created on 11/10/2018 07:55:16 and created by Eric Patterson ***

1: Thank you for the pictures attached.

2: I see the SA305A has been completed. It looks like the seal failed on the cover and the oil has caused the issue in the electrical portion of the ECVVT

3: Please replace the ECVVT assy., the front cover, center seal, and please check and see if the pigtail for the ECVVT is available for replacement. If not the harness will need replaced.

Please remember to reset the ECVVT in S/W Management after the replacement.

If the part and labor will be over \$1000.00, please obtain approval from your DPSM for replacement

*** 11/10/2018 09:27:53 ***

Web - Note created on 11/10/2018 09:27:53 and created by Aaron Bennett

ok i will order parts and write back when completed.

*** Web - Advice created on 11/10/2018 09:49:02 and created by Eric Patterson ***

1: TY for the update.

*** 12/01/2018 10:10:30 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: new cvvt assembly and control harness



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA EX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53242

VIN: 5XXGU4L38GG [REDACTED]

Mileage: 23,001

Prod Date: 05/24/2016

Warranty Start Date: 08/20/2016

Dealer/Contact Data:

Dealer: WA008 KIA of Puyallup

Phone: 2532868000

FAX: 2532866061

Contact: Yung Du

Contact Title: Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: Damage - General # engine harness - Case for Warranty Authorizat

Symptom: Damage (General)

DTC:

System: Engine Electrical

Component: Engine Harness

Resolution: Denied. Needs DPSM author

Case History

*** 12/22/2018 14:11:32 ***

Contact = Yung Du, Priority = Standard, Sub Status = Dispatched

*** 12/22/2018 14:11:33 ***

Web - Problem Description created on 12/22/2018 14:11:33 and created by Yung Du

Customer came in with a concern where their blower motor will work and then it would not. Checked all the connections to the blower motor and the resistor and saw no issues. I then removed the fuse block controlling the blower motor engine room junction box and saw that the 40amp terminal is burned on the male and female side. I recommended a engine room junction box, asking for authorization for the concern under warranty.

*** 12/22/2018 14:11:33 ***

Web - Diagnostics created on 12/22/2018 14:11:33 and created by Yung Du

Visual inspection and removed the fuse from the engine room junction box and saw the terminal had melted.

*** 12/24/2018 06:56:30 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 12/24/2018 06:57:54 and created by Greg Phillips ***

1: You have opened a PWA case for an engine when it appears that you do not need an engine. Techline only handles PWAs for engines and automatic transmissions. Your DPSM would handle authorizations for everything else. I am closing and denying this case. If you were trying to open an electronic PWA for your DPSM, please review Warranty Bulletin 2016-30. If you need assistance with diagnosis, please open a "request for assistance" case.

*** 12/31/2018 14:48:49 ***

PWA has been denied by Greg Phillips

*** 12/31/2018 14:48:50 ***

Case closed by Greg Phillips with Resolution Code : Improperly Routed

[Resolution Summary]

Denied. Needs DPSM authorization, not Techline authorization.



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA LX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53222

VIN: 5XXGT4L32GG [REDACTED]

Mileage: 47,819

Prod Date: 03/04/2016

Warranty Start Date: 03/26/2016

Dealer/Contact Data:

Dealer: FL112 City KIA of Greater Orlando

Phone: 4078391000

FAX: 4079921804

Contact: Jose Otero

Contact Title: Exclusive Kia Technician **Service District:** SO03

Case Details:

Case Title: HVAC - Blower inop #

Symptom: Blower Motor Inop

DTC:

System: Body Electrical

Component: Fuse Box

Resolution: engine fuse box and multifus

Case History

*** 01/23/2019 09:34:45 ***

Contact = Jose Otero, Priority = Standard, Sub Status = Dispatched

*** 01/23/2019 09:34:45 ***

Web - Problem Description created on 01/23/2019 09:18:07 and created by Jose Otero
Hello.

Customer state A/C not working.

*** 01/23/2019 09:34:45 ***

Web - Diagnostics created on 01/23/2019 09:18:07 and created by Jose Otero
Found no power to the blower. Just ground. Found power and ground to the relay. Found all the fuse from the SJB all good.
Found multi fuse blower pin burned and melt in the engine fuse box. Please see attachment.

*** 01/23/2019 09:34:48 ***

image.jpg added by Jose Otero on 01/23/2019 09:34:45

*** 01/23/2019 09:37:28 ***

EDC58863-4022-446B-B6DB-0E1812CC1003.jpeg added by Jose Otero on 01/23/2019 09:37:27

*** 01/23/2019 09:37:30 ***

198189BD-3DD6-4EB0-A9F9-6AEB296DF25C.jpeg added by Jose Otero on 01/23/2019 09:37:28

*** 01/23/2019 10:13:05 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Repair Assistance

*** Web - Advice created on 01/23/2019 10:20:20 and created by Jay Jurado ***

1: Thanks for the photos. Recommend replacing the fuse box with a new multifuse at this time. If the repair cost exceeds \$1000 then please contact your DPSM for approval.

*** 01/23/2019 13:16:49 ***

Case Closed with Resolution Code: Faulty Component
Resolution Summary: engine fuse box and multifuse



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA EX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53242

VIN: 5XXGU4L39GG [REDACTED]

Mileage: 48,874

Prod Date: 11/02/2015

Warranty Start Date: 05/21/2016

Dealer/Contact Data:

Dealer: OR011 Power KIA

Phone: 5035857333

FAX: 5033781325

Contact: Noe Ulloa

Contact Title: Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: HVAC - Heater inop # Blown Fuse 40 Amp

Symptom: Blown Fuse

DTC:

System: Body Electrical

Component: Fuse Box

Resolution: unable to repair burn pin. rep

Case History

*** 03/04/2019 09:36:13 ***

Contact = Noe Ulloa, Priority = Standard, Sub Status = Dispatched

*** 03/04/2019 09:36:13 ***

Web - Problem Description created on 03/04/2019 09:36:13 and created by Noe Ulloa
c/s heat and ac inop on all speed check and advise

*** 03/04/2019 09:36:13 ***

Web - Diagnostics created on 03/04/2019 09:36:13 and created by Noe Ulloa
check fuses found 40 amp fuse burn pin connector burn at junction box. send picture.what would you want me to do next?

*** 03/04/2019 09:39:51 ***

1551721046504954065457.jpg added by Noe Ulloa on 03/04/2019 09:39:45

*** 03/04/2019 09:39:58 ***

15517211369081115510444.jpg added by Noe Ulloa on 03/04/2019 09:39:52

*** 03/04/2019 10:27:13 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 03/04/2019 10:33:50 and created by Jesse Lancaster ***

1: It appears the pin fit at the melted pin location looks abnormal and to be loose when plugged in causing heat and potentially causing the fuse to blow and melt the connection and part of the circuit. I recommend replace the damaged pin or harness if damaged and not able to repair and correct the tension or circuit. replace the fuse and if junction box is damaged from the poor circuit get approval to replace from your DPSM.

*** 03/08/2019 12:11:52 ***

Case Closed with Resolution Code: Elec Connection Poor

Resolution Summary: unable to repair burn pin. replace junction box assembly



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA EX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53242

VIN: 5XXGU4L32GG [REDACTED]

Mileage: 32,583

Prod Date: 05/05/2016

Warranty Start Date: 12/30/2016

Dealer/Contact Data:

Dealer: FL125 Fuccillo KIA of Port Charlotte

Phone: 9412496171

FAX: 9416133037

Contact: Dominic Pappalardo

Contact Title: Exclusive Kia Technician

Service District: SO16

Case Details:

Case Title: Electrical System - General # Fuse Burnt/ High Current

Symptom: Blown Fuse

DTC:

System: Body Electrical

Component: Fuse Box

Resolution:

Case History

*** 03/11/2019 13:44:15 ***

Contact = Dominic Pappalardo, Priority = Standard, Sub Status = Dispatched

*** 03/11/2019 13:44:15 ***

Web - Problem Description created on 03/11/2019 13:44:15 and created by Dominic Pappalardo
C/S Blower Inop.

*** 03/11/2019 13:44:15 ***

Web - Diagnostics created on 03/11/2019 13:44:15 and created by Dominic Pappalardo
I verified concern and tested for power at the Blower motor .No B+ found . I went to the fuse block and checked Multi-Fuse and found fuse burnt for blower . Also found fuse block melted . I will send pictures

*** 03/11/2019 13:48:34 ***

image.jpg added by Dominic Pappalardo on 03/11/2019 13:48:32

*** 03/11/2019 13:50:26 ***

A094068E-EA39-4B6D-9C7E-69E4B5C5AFF0.jpeg added by Dominic Pappalardo on 03/11/2019 13:50:25

*** 03/11/2019 14:27:42 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin New

*** Web - Advice created on 03/11/2019 14:40:13 and created by Aldo Parada ***

1: Dominic, you are definitely going to have to replace the fuse and possibly the fuse box, however before you do that you need to find the cause of the high current that melted the fuse box that way. Check the blower motor circuit, there might be a short to ground somewhere. This means there is very little or no resistance between Blower motor and ground. This causes very high current which blows fuses and may even burn the box. Refer to Power Distribution (2) SD110-2

*** 03/12/2019 06:43:49 ***

Web - Note created on 03/12/2019 06:43:49 and created by Dominic Pappalardo

I referred to the diagram you outlined in your notes and checked the green wire to the blower motor for any short to ground or

any resistance and my ohm meter didn't find and short to ground or any resistance. Maybe there was a loose pin fit to the multi fuse where it burnt .

*** Web - Advice created on 03/12/2019 07:09:30 and created by Aldo Parada ***

1: Good catch Dominic, a loose pin can cause a rise in current and spark like that, replace all the needed components and test again, thank you!

*** Case has been auto closed by the system on 03/28/2019 01:07:35 (PST)



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA EX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53242

VIN: 5XXGU4L33GG [REDACTED]

Mileage: 41,763

Prod Date: 10/16/2015

Warranty Start Date: 04/16/2016

Dealer/Contact Data:

Dealer: FL058 Bill Byrd KIA

Phone: 8508720444

FAX: 8507858866

Contact: Steven Carlson

Contact Title: Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: HVAC - Blower inop #

Symptom: Blower Motor Inop

DTC:

System: Body Electrical

Component: Fuse Box

Resolution:

Case History

*** 03/12/2019 12:26:56 ***

Contact = Steven Carlson, Priority = Standard, Sub Status = Dispatched

*** 03/12/2019 12:26:56 ***

Web - Problem Description created on 03/12/2019 12:26:56 and created by Steven Carlson
a/c blower not working

*** 03/12/2019 12:26:56 ***

Web - Diagnostics created on 03/12/2019 12:26:56 and created by Steven Carlson
checked blower blower is good checked plug when plugged into the blower only get ground, when unplugged get 6.9V.
Checked multi fuse under hood found it to be burnt and the fuse box were it plugs into melted, will need fuse box to be replaced, in order to fix problem with a/c.

*** 03/12/2019 13:05:30 ***

Accepted from Queue TL_Rondo_Opti_Borr to WIPBin defaults by Sam Camarillo

*** Web - Advice created on 03/12/2019 13:08:38 and created by Sam Camarillo ***

1: Please replace the fuse box and the multi fuse and recheck.

*** Service Alert Escalated to CA as: [REDACTED] on 03/13/2019 01:04:46 (PST)

*** Case has been auto closed by the system on 03/28/2019 01:07:35 (PST)



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2019 OPTIMA EX 1.6T 4CYL AUTO

Engine: 1.6L TURBO

Model Code: 54242

VIN: 5XXGU4L15KG [REDACTED]

Mileage: 2,386

Prod Date: 10/05/2018

Warranty Start Date: 11/11/2018

Dealer/Contact Data:

Dealer: NC063 Hendrick KIA of Concord

Phone: 7044563220

FAX: 7044563296

Contact: Justin Griffin

Contact Title: Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: Engine - Overheats # Bolt was stuck in water pump pulley

Symptom: Overheating

DTC:

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/29/2019 05:08:22 ***

Contact = Justin Griffin, Priority = Standard, Sub Status = Dispatched

*** 03/29/2019 05:08:23 ***

Web - Problem Description created on 03/29/2019 05:02:07 and created by Justin Griffin
customer states:

Vehicle was towed in after it began to start showing signs of turning off, lights were dimming, steering was jerky, acceleration was poor.

i confirmed the engine cranks up and all of these problems are currently happening

Found Drive belt has broken off and is heavily damaged with rubber shaving and debris all over the pulleys as a sign of the belt dragging against a seized pulley.

-i found a the water pump pulley was the only one I couldn't turn by hand and i ordered the water pump and pulley, also the idler pulley is completely coated in melted/hardened rubber debris and i couldn't clean it well enough so i ordered it too along with a new belt.

*** 03/29/2019 05:08:23 ***

Web - Diagnostics created on 03/29/2019 05:02:07 and created by Justin Griffin

-parts come in and i go to take the water pump pulley off and a nut falls out from somewhere and the water pump not longer feels seized. The nut that i found is identical to the upper engine mount nuts (upper passenger side mount). All of the engine mount nuts are accounted for and still have blue marking from the factory installation, its possible that the nut fell in in the assembly plant and finally found a groove to get stuck in.

i got the new pulleys and belt installed and the engine cranks but still runs very poorly and makes a lot of smoke which smells like burning coolant

i opened the radiator cap and make sure coolant was full and it took about a 1/4 gallon to fill up and there is a very harsh burnt rubber smell coming from inside the Radiator

-how should i continue

-this link should open the video of the smoking - video size is too big for me to upload

[https://photos.app.goo.gl/\[REDACTED\]](https://photos.app.goo.gl/[REDACTED])

*** 03/29/2019 05:29:42 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 03/29/2019 05:39:48 and created by Jerry Gossling ***

1: Justin,

Thank you for the information. Please remove the video from the public sight as all videos and documentation must be attached to the case. If the video is to large you can perform a smaller video so it will attached to the case.

Justin, Please check with your manager to see if your dealer is DSA Dealer Self Authorizing.

Thank you

*** 03/29/2019 06:20:06 ***

Web - Note created on 03/29/2019 06:20:06 and created by Justin Griffin

could you please be more specific about removing the video from public sight, I dont know exactly what you mean or how i should go about it.

also yes we are DSA

*** Phone - Advice created on 03/29/2019 06:37:22 and created by Jerry Gossling ***

1: Justin called in to discuss the case. Justin is going to provide a new smaller video and a picture of the nut that was stuck in the water pump pulley.

I advised Justin I recommend to replace the engine due to the severity of the failure and advised Justin to use a NEW ENGINE and not a remanufactured engine due to the low mileage and the vehicle being new.

*** 03/29/2019 07:06:32 ***

20190329_100455.jpg added by Justin Griffin on 03/29/2019 07:06:29

*** 03/29/2019 07:21:18 ***

Web - Note created on 03/29/2019 07:21:18 and created by Justin Griffin

also when replacing the engine, is there anything coolant system related that also needs to be replaced? i would think replacing the water pump would be necessary, but as far as the harsh burning rubber smell in the radiator should anything be replaced in regard to that?

*** 03/29/2019 07:22:05 ***

Web - Note created on 03/29/2019 07:22:05 and created by Justin Griffin
pic and video attached

*** 03/29/2019 07:22:15 ***

20190329_101725.mp4 added by Justin Griffin on 03/29/2019 07:22:05

*** Web - Advice created on 03/29/2019 08:13:07 and created by Jerry Gossling ***

1: Justin,

Thermostat & gasket, Drive belt or anything else you can clearly see that was damaged by the overheating.

Thank you

*** Service Alert Escalated to CA as: 13100290 on 03/30/2019 01:05:37 (PST)

*** Case has been auto closed by the system on 04/14/2019 01:08:33 (PST)



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA LX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53222

VIN: 5XXGT4L38GG [REDACTED]

Mileage: 948

Prod Date: 01/15/2016

Warranty Start Date: 03/15/2016

Dealer/Contact Data:

Dealer: OH003 Hallee KIA

Phone: 4407772424

FAX: 2167774027

Contact: Jonathan Barrett

Contact Title: Maintenance Technician

Service District: CE02

Case Details:

Case Title: MIL - PCM # P036500

Symptom: Warning Light On

DTC:

System: Engine Electrical

Component: Engine Harness

Resolution:

Case History

*** NOTES 07/26/2016 12:13 PM clarify Action Type: Dealer contact

*** Performed by contact: Jonathan Barrett, 4407772424

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

Problem Description :

C/S that the CEL is always illuminated.

Diagnostics Performed :

On previous visit the vehicle had an active p03400 CPS A circuit, tested with known good intake CPS and it fixed the problem. The vehicle has returned with an active P036500 for exhaust CPS, removed connector and found discoloration due to heat, unplugged crank position sensor connector at the top of the engine and noticed the connector is melted and discolored from heat. With the engine running battery voltage through the PID reads constant 14.0v and drops to 13.5v with loads on.

*** PHONE LOG 07/26/2016 12:32 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact

Advice 1: Replace the sensor and improve pin terminal tension.

*** NOTES 07/26/2016 03:19 PM clarify Action Type: Dealer contact

*** Performed by contact: Jonathan Barrett, 4407772424

Result of Advice 1: Replace the exhaust cam position sensor? Am I to not attend to the damage done to the harness by the crank sensor? There is slight charring to the cam sensor connectors(harness side) on both banks, but the crank sensor connector has melted badly around the pins on the harness side.

** Admin Note ***

ervice alert escalated to CA as : K3237898 on 07/26/2016

*** PHONE LOG 07/27/2016 05:37 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact

Advice 1: I need to report the damage to the engineers for review. If the connector is melted, we will need to replace the

engine harness. Please attach pictures of the damaged connectors to this case. Add a note when the pictures are attached. Thank you.

*** NOTES 08/01/2016 12:31 PM clarify Action Type: Dealer contact

*** Performed by contact: Jonathan Barrett, 4407772424

Result of Advice 1: The photographs have been attached.

*** PHONE LOG 08/01/2016 12:59 PM Pacific Daylight Time TThomas-TL Action Type: Web Contact

Advice 1: Sent for review. Hard to see where the connector is melted in the picture. I don't see the connector in the EPC so the harness will need to be replaced. I see the PCM but cannot see the damage either. Does it need to be replaced as well?

*** NOTES 08/06/2016 06:27 AM clarify Action Type: Dealer contact

*** Performed by contact: Jonathan Barrett, 4407772424

Result of Advice 1: attached better quality photos to see damage, seems to be mostly corrosion on connector, and appears that it also may need an ECM the corrosion is solid around one pin specifically and appears to go inside the sealed unit.

*** PHONE LOG 08/08/2016 05:36 AM Pacific Daylight Time TThomas-TL Action Type: Web Contact

Advice 1: Thanks for the pictures. Get approval to replace the PCM and engine harness.

*** NOTES 08/22/2016 05:46 AM clarify Action Type: Dealer contact

*** Performed by contact: Jonathan Barrett, 4407772424

Result of Advice 1: Replaced burnt out exhaust cam pos sensor, cleaned all corrosion from Crank pos sensor connector and harness, and also ECM, and connector. Test drove veh found code returning for crank pos sensor. Inspected and found pin broken in half internally in connector. Replaced connector with stub connector from Kia harness repair kit and confirmed fix.

*** CASE CLOSE 08/22/2016 05:47 AM clarify

*** Performed by contact: Jonathan Barrett, 4407772424

Replaced CPS, and perf wiring repair.

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



