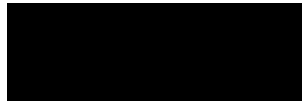
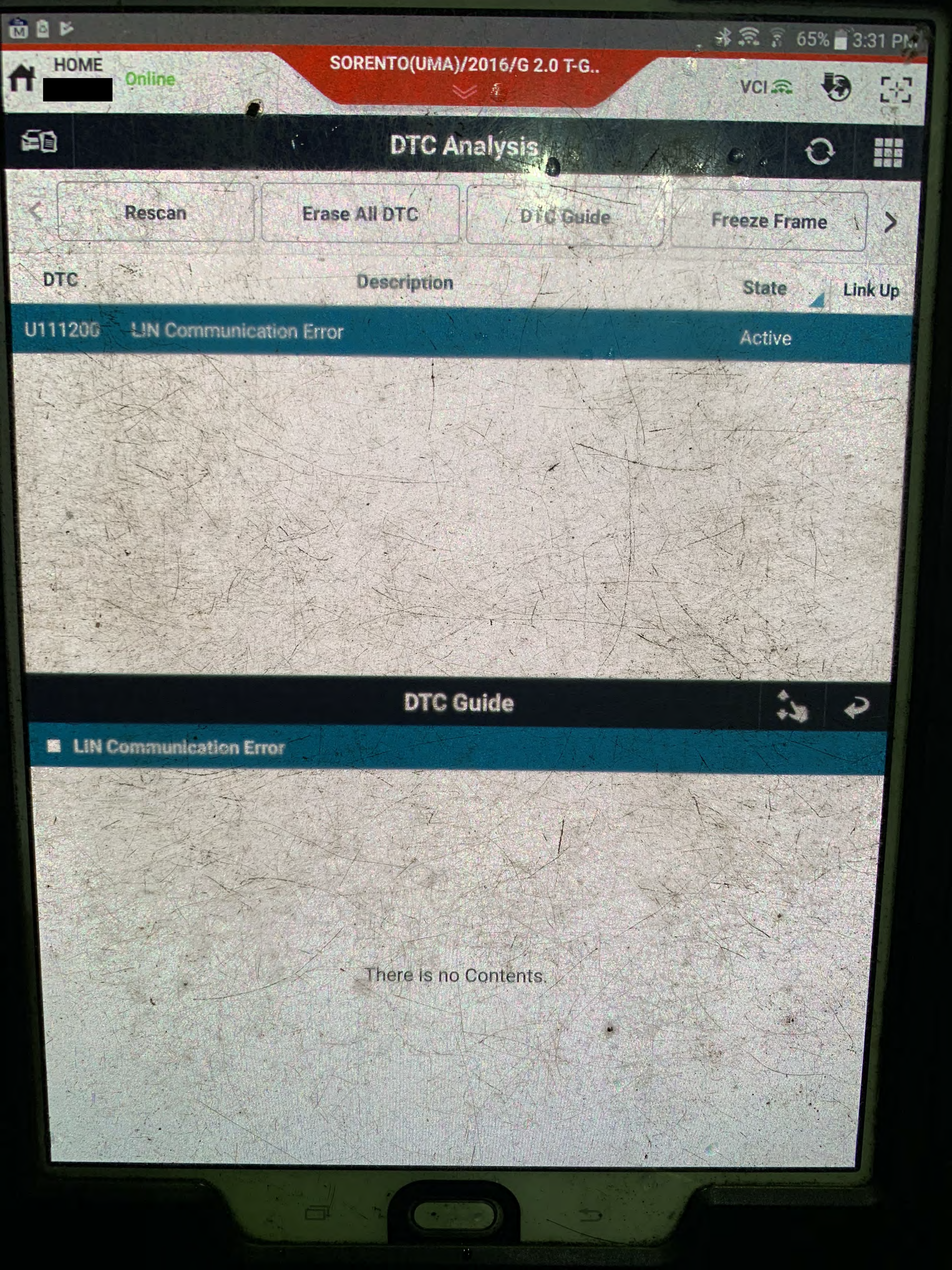


PE19-004
KIA
6/28/2019
DEFECT B
TECHLINES
SORENTO





HOME

Online

SORENTO(UMA)/2016/G 2.0 T-G..

VCI

65% 3:31 PM

DTC Analysis

Rescan

Erase All DTC

DTC Guide

Freeze Frame

DTC

Description

State

Link Up

U111200

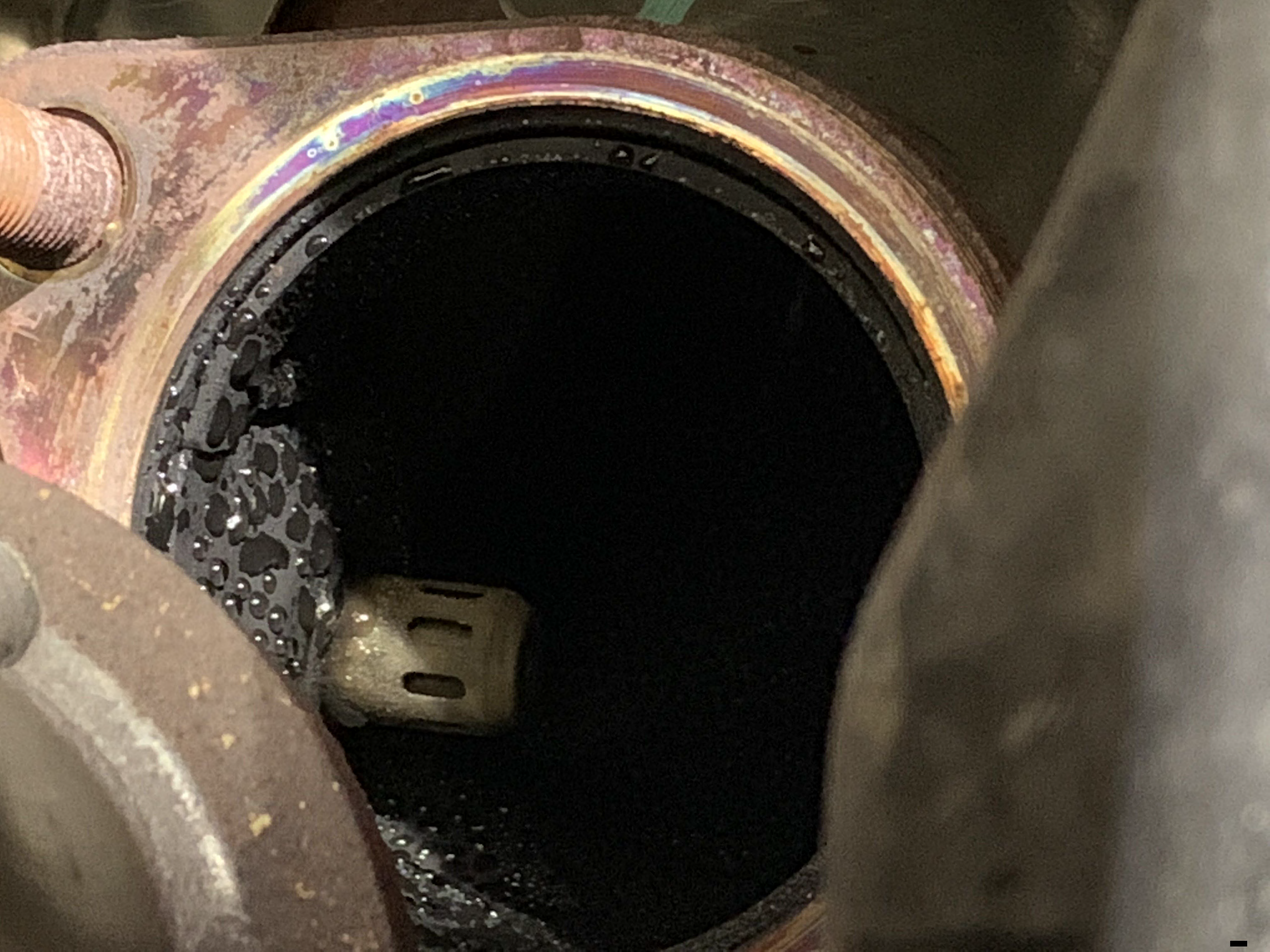
LIN Communication Error

Active

DTC Guide

■ LIN Communication Error

There is no Contents.





HOME

Online

SORENTO(UMA)/2016/G 2.0 T-G..

VCI



DTC Analysis



Rescan

Erase All DTC

DTC Guide

Freeze Frame

DTC

Description

State

Link Up

U111200

LIN Communication Error

Active

Freeze Frame



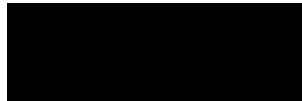
Sensor Name

Value

Unit

Freeze Frame is NOT supported in this system.

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





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)

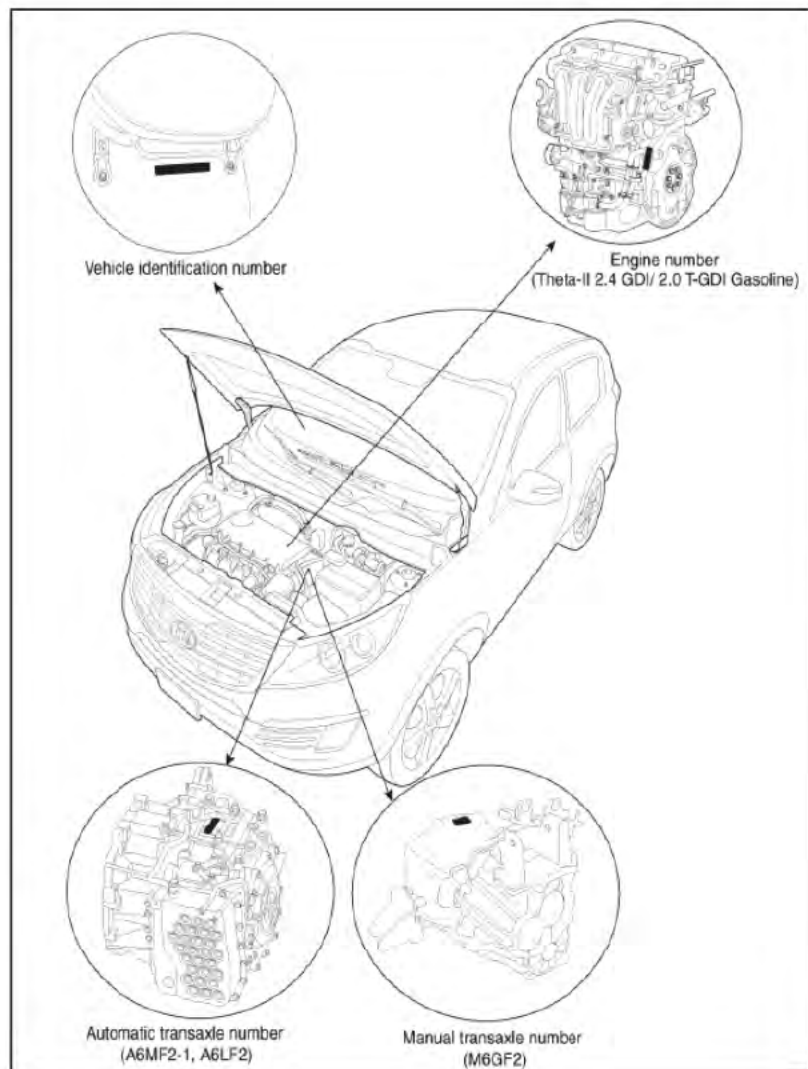
KU Technician ID: _____	Engine is locked	Hole in Engine
Techline Case Number: _____		
List of DTCs if present: _____		
Are there any leaks present? [OIL] [Coolant] _____		
Are there any unusual engine sounds present [Yes] [No] Location, if any: _____		
Engine Oil Level..... [No Oil] [Low] [Normal] [Overfilled]		
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 : Pocheon (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

Engine Core Data/PWA Form COMPLETE DATA FORM THEN OPEN A TECHLINE WARRANTY AUTHORIZATION CASE		R/O Number: [REDACTED]
Dealer Information- Required		
Dealer Code and Name: <u>CA266 & C.V.K</u>		R/O Date: <u>11/18/18</u>
Vin: <u>5XYPG4A3166 [REDACTED]</u>		Replacement Date:
Removed Part Number:		Mileage: <u>49,108</u>
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: <u>43,049</u>
Describe concern in detail: <u>Vehicle will not start, Had white smoke coming from the engine</u> <u>Vehicle over heated</u>		
Occurring for _____ Days		
Symptom Occurs: ☒ Consistently ☐ Intermittently ☐ Under Load ☐ Cruise ☐ Deceleration		
Coolant Temp: <u>Hot / Cold</u>	Vehicle Speed: _____	Engine RPM: _____ Gear: _____
Oil Warning Lamp On? Yes ☐ No ☒ If Yes, How long? _____		
Diagnosis Section- Required (Not if engine is locked or has a hole in the block)		
KU Technician ID: <u>9534</u>		Engine is locked ☐ Hole in Engine ☐
Techline Case Number: <u>12933664</u>		
List of DTCs if present: <u>P011700, P01400</u>		
Are there any leaks present? ☐ Oil ☐ Coolant		
Are there any unusual engine sounds present ☒ Yes ☐ No Location, if any: <u>No Compression!</u>		
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 _____ / _____	<u>No Compression!</u>
Compression Test (PSI) Running:		
#1 _____	#3 _____	#5 _____
#2 _____	#4 _____	#6 _____
#7 _____	#8 _____	
Cylinder Leak-Down (%):		
#1 _____	#3 _____	#5 _____
#2 _____	#4 _____	#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: [REDACTED]

Technician Signature: [REDACTED]

Date: 11/18/18

Fault Code Searching

Rescan

Erase All DTC

Go to DTC

Save

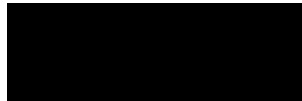


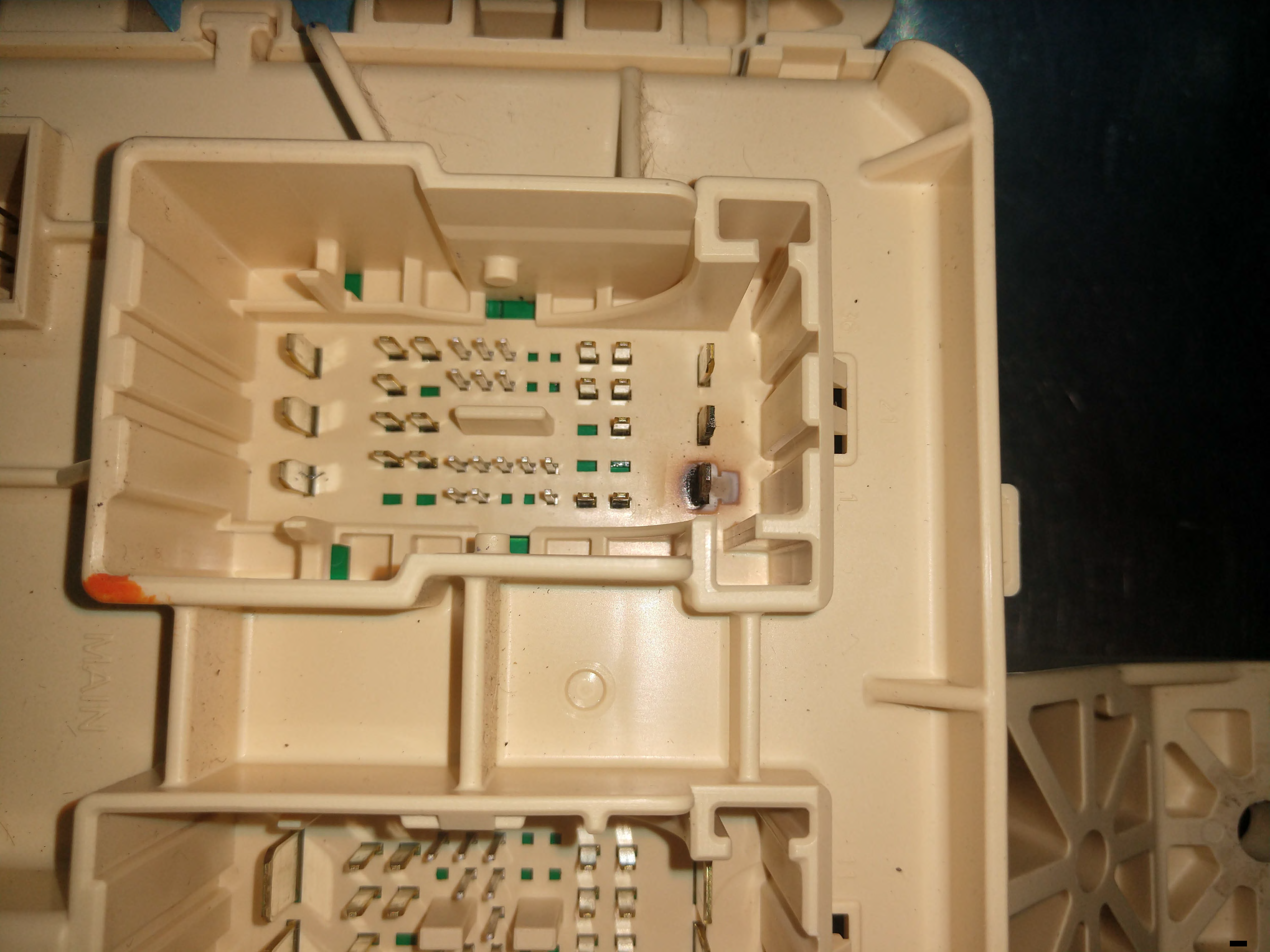
28/28

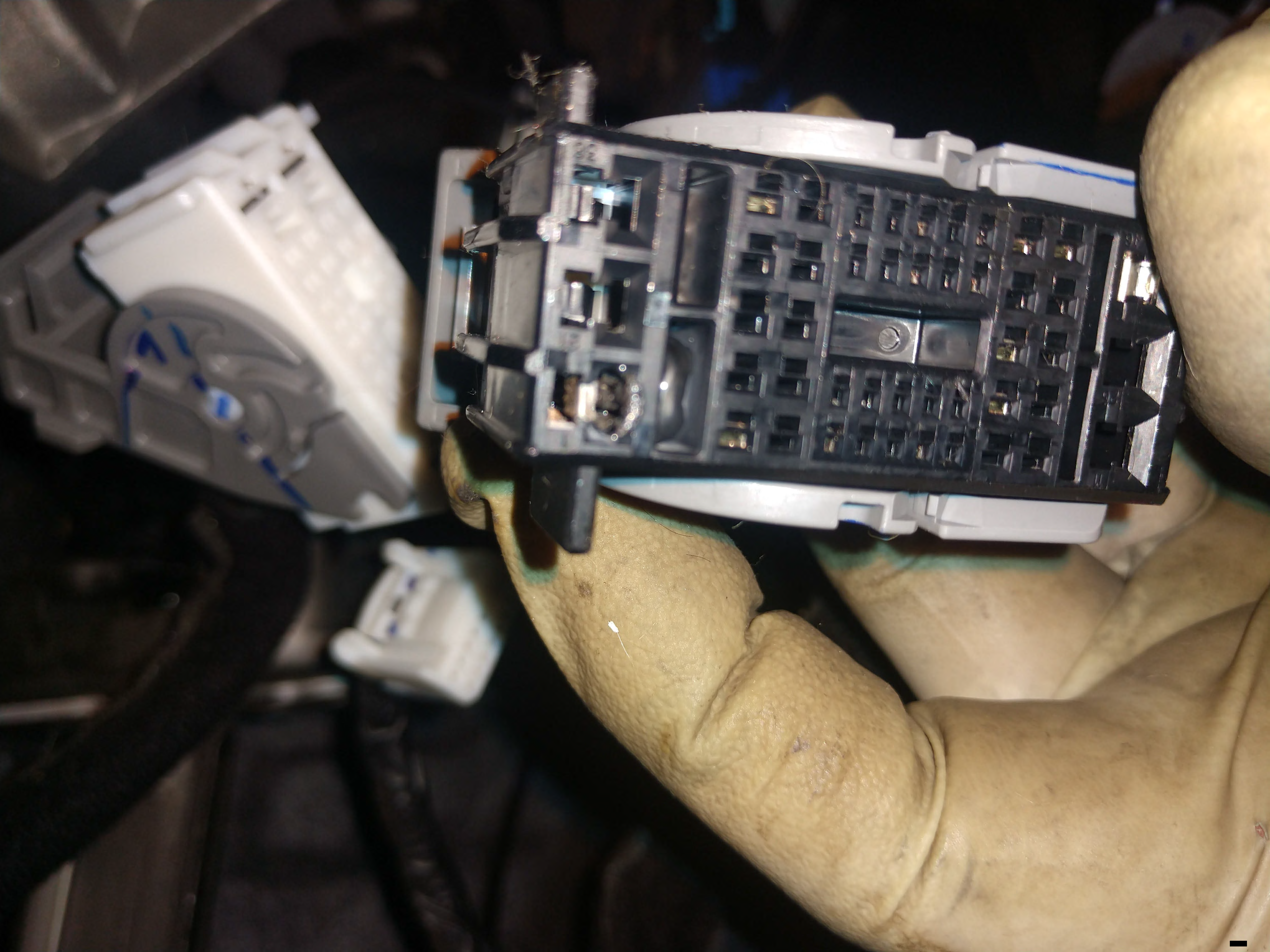
System	Status	Result
SJB	NO DTC	Good
SWRC	NO DTC	Good
ADM	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
CGW	NO DTC	Good
PTG	Communication Fail / Check whether system is installed or not. Check the IG key and DLC.	Failed
TMU	NO DTC	Good

System	DTC	Description	State
ENGINE	P011700	Engine Coolant Temperature Circuit Low Input	Pending
ENGINE	P014000	O2 Sensor Circuit No Activity Detected (Bank 1 / Sensor 2)	Pending

PE19-004
KIA
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DEFECT B
TECHLINES
SORENTO











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

PE19-004_Expanded Scope_Alleged
Defect B



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO EX 2.0T AWD AUTO **Engine:** 2.0L TURBO **Model Code:** 75442
VIN: 5XYPHDA14GG [REDACTED] **Mileage:** 23,909
Prod Date: 02/17/2015 **Warranty Start Date:** 07/24/2015

Dealer/Contact Data:

Dealer: WI020 Brenengen KIA
Phone: 6087864511 **FAX:** 6087864542
Contact: EDWARD OCONNOR **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: MIL - PCM # P2565 - P0299
Symptom: Warning Light On
System: Engine Mechanical
Component: Turbo charger
Resolution: replaced turbo. air intake tub

Case History

*** 05/15/2017 13:20:55 ***
Contact = EDWARD OCONNOR, Priority = Standard, Sub Status = Dispatched
*** 05/15/2017 13:20:55 ***
Web - Note created on 05/15/2017 13:20:55 and created by EDWARD OCONNOR
p256500 turbo boost control position sensor "A" circuit high. p029900 turbo under boost.
check engine light is not on. both are history codes
on 5-2-17 23334 miles found p256500 history code and no check engine light on. performed actuation test and found normal operation. test drove and rechecked codes and no codes found.
*** 05/15/2017 13:20:55 ***
Web - Note created on 05/15/2017 13:20:55 and created by EDWARD OCONNOR
performed actuation test and found normal operation. checked boost controller pin tension and found ok.
found air intake tube from air box to turbo melted off at turbo. could this cause the codes? or should we be looking at the boost controller
*** 05/15/2017 13:42:45 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default
*** 05/15/2017 13:49:48 ***
Component Chagned from to Turbo charger by David Finkelstein
*** 05/15/2017 13:49:48 ***
Symptom Chagned from to Warning Light On by David Finkelstein
*** 05/15/2017 13:49:48 ***
System Chagned from to Engine Mechanical by David Finkelstein
*** Web - Advice created on 05/15/2017 13:49:48 and created by David Finkelstein ***
1: Tech called in. He has a damaged exhaust turbocharger tube and codes. Advised him to replace the tube and then verify the boost adaptation voltage is within 3.8 volts to 4.1 volts. and turbo operation has been restored or not ?
*** 05/17/2017 05:55:33 ***

Web - Note created on 05/17/2017 05:55:33 and created by EDWARD OCONNOR
found electric waste gate actuator rod lever on turbo has a hole burned through lever arm and can lift arm out of turbo. I will be ordering a turbo assembly

*** Web - Advice created on 05/17/2017 06:58:49 and created by David Finkelstein ***

1: Noted, Update the case notes after repairs have been completed.

*** 05/24/2017 08:39:47 ***

Web - Note created on 05/24/2017 08:39:47 and created by EDWARD OCONNOR
replaced turbo. test drove and found normal operation

*** 05/24/2017 08:40:38 ***

Case Closed with Resolution Code: Faulty Component



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO SXL 2.0T AWD AUTC **Engine:** 2.0L TURBO **Model Code:** 75492
VIN: 5XYPKDA10GG [REDACTED] **Mileage:** 43,061
Prod Date: 03/13/2015 **Warranty Start Date:** 07/12/2015

Dealer/Contact Data:

Dealer: MD048 KIA of Bowie
Phone: 3018207500 **FAX:** 3018090425
Contact: Michael Colegrove **Contact Title:** Exclusive Kia Technician **Service District:** SO10

Case Details:

Case Title: Unusual odor - General #

Symptom: Unusual Odor

DTC:

System: Engine Mechanical

Component: Intake Manifold

Resolution: replaced intake tube from file

Case History

*** 06/03/2017 09:18:01 ***

Contact = Michael Colegrove, Priority = Standard, Sub Status = Dispatched

*** 06/03/2017 09:18:01 ***

Web - Problem Description created on 06/03/2017 09:18:01 and created by Michael Colegrove
customer states burnt rubber smell. and customer states had to have intake tube reattached

*** 06/03/2017 09:18:01 ***

Web - Diagnostics created on 06/03/2017 09:18:01 and created by Michael Colegrove
customer pointed out where they believe odor is coming from intake tube and had to have it reattached. removed tube and found end of it smoking and melted. Going to replace intake tube

*** 06/03/2017 09:18:03 ***

IMG_ [REDACTED].JPG added by Michael Colegrove on 06/03/2017 09:18:01

*** 06/03/2017 09:25:07 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** 06/03/2017 09:26:11 ***

Symptom Changed from to Unusual Odor by Chris Schang

*** 06/03/2017 09:26:12 ***

System Changed from to Emission Control by Chris Schang

*** 06/03/2017 09:26:29 ***

Component Changed from to Intake Manifold by Chris Schang

*** 06/03/2017 09:26:29 ***

System Changed from Emission Control to Engine Mechanical by Chris Schang

*** 06/03/2017 09:26:34 ***

TREAD Applicable Date Updated to 06/03/2017 09:26:33

*** Web - Advice created on 06/03/2017 09:27:02 and created by Chris Schang ***

1: Michael,

Thanks for the information. Please update the case when you have replaced the intake tube.

*** 06/12/2017 13:33:00 ***

Case Closed with Resolution Code: Flaw In Material



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO LX FWD AUTO

Engine: 2.4L GDI

Model Code: 73222

VIN: 5XYPG4A32GG [REDACTED]

Mileage: 32,216

Prod Date: 04/24/2015

Warranty Start Date: 05/26/2015

Dealer/Contact Data:

Dealer: TX137 Premier KIA

Phone: 9366395588

FAX: 9366399266

Contact: Daniel Lopez

Contact Title: Exclusive Kia Technician

Service District: SW01

Case Details:

Case Title: HVAC - Blower inop # Melted wires

Symptom: Blower Motor Inop

DTC:

System: Body Electrical

Component: Wiring Harness (Dashboard)

Resolution: replaced blower motor conne

Case History

*** 06/14/2017 08:15:08 ***

Contact = Daniel Lopez, Priority = Standard, Sub Status = Dispatched

*** 06/14/2017 08:15:08 ***

Web - Problem Description created on 06/14/2017 08:15:08 and created by Daniel Lopez
blower motor inop from time to time

*** 06/14/2017 08:15:08 ***

Web - Diagnostics created on 06/14/2017 08:15:08 and created by Daniel Lopez
found that connector to blower motor is burnt/ melted
should I replace dash harness or just replace the connector

*** 06/14/2017 08:23:12 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** 06/14/2017 08:24:40 ***

Symptom Changed from to Blower Motor Inop by Jerry Gossling

*** 06/14/2017 08:24:40 ***

System Changed from to Body Electrical by Jerry Gossling

*** 06/14/2017 08:24:52 ***

TREAD Applicable Date Updated to 06/14/2017 08:24:50

*** Web - Advice created on 06/14/2017 08:25:09 and created by Jerry Gossling ***

1: Please supply a clear picture of the melted wires and connector.

*** 06/14/2017 08:44:01 ***

IMG_[REDACTED].JPG added by Daniel Lopez on 06/14/2017 08:44:00

*** 06/14/2017 08:44:01 ***

IMG_■■■■.JPG added by Daniel Lopez on 06/14/2017 08:44:01

*** 06/14/2017 08:44:41 ***

Web - Note created on 06/14/2017 08:44:40 and created by Daniel Lopez
added 2 pictures please advise

*** Web - Advice created on 06/14/2017 08:49:40 and created by Jerry Gossling ***

1: Note,

Just replace the connectors and the blower resistor.

Check the pin fit tension at M27, M17 and M22-A with the Kia pin fit tool or the T connector. If you can reach the ground GM01 I would like you to update it by adding a star washer.

*** 06/20/2017 07:42:59 ***

Case Closed with Resolution Code: Elec Open Circuit



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO SXL 2.0T AWD AUTC **Engine:** 2.0L TURBO **Model Code:** 75492
VIN: 5XYPKDA13GG [REDACTED] **Mileage:** 14,513
Prod Date: 08/28/2015 **Warranty Start Date:** 11/10/2015

Dealer/Contact Data:

Dealer: CA244 Palm Springs KIA
Phone: 7608447200 **FAX:** 7608447201
Contact: Jonathan Cabrera **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: MIL - PCM # P030000 - P030400
Symptom: Warning Light On **DTC:**
System: Fuel System
Component: Fuel Injector
Resolution: r/r turbo assembly,#4 injector

Case History

*** 06/14/2017 09:09:09 ***

Contact = Jonathan Cabrera, Priority = Standard, Sub Status = Dispatched

*** 06/14/2017 09:09:09 ***

Web - Problem Description created on 06/14/2017 09:09:09 and created by Jonathan Cabrera
customer states vehicle started puttering then the check engine light came on also noticed dark smoke coming from the tail pipe

*** 06/14/2017 09:09:09 ***

Web - Diagnostics created on 06/14/2017 09:09:09 and created by Jonathan Cabrera
duplicate concern, scanned w/ kds, p030400, p030000, upon performing inspection noticed the intake hose coming from the air cleaner box to the turbo was melted and stuck in the turbo, removed melted hose, started vehicle, but the turbo was not spinning at all with the car on, got approval to replace the turbo assembly, after replacement misfire was still there, checked fuel pressure im getting 75-80 psi at idle, the spark plugs are all black in color, please advise, thanks

*** 06/14/2017 09:14:31 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** 06/14/2017 09:16:26 ***

Symptom Changed from to Warning Light On by Jerry Gossling

*** 06/14/2017 09:16:26 ***

System Changed from to Emission Control by Jerry Gossling

*** 06/14/2017 09:16:31 ***

TREAD Applicable Date Updated to 06/14/2017 09:16:30

*** Web - Advice created on 06/14/2017 09:16:54 and created by Jerry Gossling ***

1: Note, start the vehicle and let the GDI high fuel pressure stabilize.
Next shut off the engine and see if the GDI high fuel pressure starts dropping or builds pressure.

List the results.

*** 06/14/2017 09:57:27 ***

Web - Note created on 06/14/2017 09:57:27 and created by Jonathan Cabrera
measured the fuel pressure in between the fuel feed tube and gdi pump,with the engine at idle the pressure bounces from 75-80 psi,once the engine is shut off the pressure drops after a few seconds

*** Web - Advice created on 06/14/2017 10:01:02 and created by Jerry Gossling ***

1: Jonathan,

I wanted you to monitor the GDI high fuel pressure not the primary fuel pressure??

*** 06/14/2017 11:50:06 ***

Web - Note created on 06/14/2017 11:50:06 and created by Jonathan Cabrera
GDI PRESSURE AT IDLE BOUNCES FROM 640 TO 710PSI ONCE I TURN THE ENGINE OFF THE PRESSURE DROPS

*** Web - Advice created on 06/14/2017 12:12:57 and created by Jerry Gossling ***

1: Remove the spark plugs and cycle the ignition switch to build up fuel pressure then look inside the cylinders with a bore scope to see if one of the fuel injectors is leaking.

*** 06/14/2017 13:55:07 ***

Web - Note created on 06/14/2017 13:55:07 and created by Jonathan Cabrera
removed all 4 spark plugs and inspected with the bore scope and #1,2 & 3 cylinders look dry,and the #4 cylinder looks wet

*** Web - Advice created on 06/14/2017 13:56:40 and created by Jerry Gossling ***

1: Do you see fuel dripping from the fuel injector??

*** 06/14/2017 14:28:36 ***

Web - Note created on 06/14/2017 14:28:35 and created by Jonathan Cabrera
THE TIP OF THE INJECTOR LOOKS WET BUT NO DRIP

*** Web - Advice created on 06/14/2017 14:32:26 and created by Jerry Gossling ***

1: Note,

Is this cylinder 4 ??

*** 06/14/2017 15:26:24 ***

Web - Note created on 06/14/2017 15:26:24 and created by Jonathan Cabrera
YES CYLINDER 4

*** Service Alert Escalated to CA as: [REDACTED] on 06/15/2017 01:05:58 (PST)

*** Web - Advice created on 06/15/2017 05:37:58 and created by Jerry Gossling ***

1: I recommend to replace the fuel injector and metal fuel line.

Note, replace the injector seals on the rest of the fuel injectors.

*** 06/15/2017 09:10:37 ***

Web - Note created on 06/15/2017 09:10:37 and created by Jonathan Cabrera
ok i will order the replacement parts and update the case once i have replaced the injector,thanks

*** Web - Advice created on 06/15/2017 09:14:56 and created by Jerry Gossling ***

1: Thanks for the update.

*** 06/26/2017 15:10:44 ***

Web - Note created on 06/26/2017 15:10:44 and created by Jonathan Cabrera
quick question when you state to replace the injector seals on the other three injectors,do you mean the hard washer and the o ring?

*** Web - Advice created on 06/27/2017 06:34:12 and created by Jerry Gossling ***

1: Jonathan,
All sealing parts as we need to insure there is no fuel leaks.

*** 07/18/2017 08:03:44 ***

Case Closed with Resolution Code: Faulty Component
Resolution Summary: r/r turbo assembly,#4 injector



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO LX FWD AUTO

Engine: 2.4L GDI

Model Code: 73222

VIN: 5XYPG4A32GG [REDACTED]

Mileage: 12,302

Prod Date: 10/27/2015

Warranty Start Date: 02/06/2016

Dealer/Contact Data:

Dealer: CA283 Car Pros KIA Glendale

Phone: 8187451400

FAX: 8182440044

Contact: Nick Keshishyan

Contact Title: Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: HVAC - Blower inop # Blower motor wire harness connector melted

Symptom: Damage (General)

DTC:

System: Heating Ventilation & A/C

Component: Heater General

Resolution: replaced main harness blower

Case History

*** 08/07/2017 09:06:54 ***

Contact = Nick Keshishyan, Priority = Standard, Sub Status = Dispatched

*** 08/07/2017 09:06:54 ***

Web - Problem Description created on 08/07/2017 09:06:54 and created by Nick Keshishyan
CUST STATES A/C DON'T WORK AT ALL

*** 08/07/2017 09:06:54 ***

Web - Diagnostics created on 08/07/2017 09:06:54 and created by Nick Keshishyan
FOUND A/C BLOWER MOTOR CONNECTOR BURNED NEED BLOWER MOTOR & HARNESS (MAIN WIRING HARNESS) REPLACED

*** 08/07/2017 09:11:05 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/07/2017 09:13:01 and created by Jerry Gossling ***

1: Please provide a picture of the melted connector.

*** 08/07/2017 13:35:58 ***

20170807_[REDACTED].HDR.jpg added by Henrik Markarian on 08/07/2017 13:35:54

*** 08/07/2017 13:36:01 ***

20170807_[REDACTED].HDR.jpg added by Henrik Markarian on 08/07/2017 13:35:58

*** 08/07/2017 13:36:03 ***

20170807_[REDACTED].HDR.jpg added by Henrik Markarian on 08/07/2017 13:36:01

*** 08/07/2017 13:36:21 ***

Web - Note created on 08/07/2017 13:36:21 and created by Henrik Markarian
Attached picture

*** Web - Advice created on 08/07/2017 14:31:23 and created by Jerry Gossling ***

1: Based off of this information I recommend to replace wire harness, the fan motor and the blower motor resistor.

Note, upgrade the ground GE03 by scrapping off the paint and adding a star washer.

Check the pin fit tension at the blower motor resistor and at the A/C control module connector M22-A with the T connector.

Review TSB electrical 064 for the correct size T connector.

*** 08/11/2017 14:37:57 ***

Case Closed with Resolution Code: Damaged Component

Resolution Summary: replaced main harness blower motor & blower resistor

*** Service Alert Escalated to CA as: [REDACTED] on 08/12/2017 01:06:08 (PST)



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO EX 2.0T AWD AUTO **Engine:** 2.0L TURBO **Model Code:** 75442
VIN: 5XYPHDA11GG [REDACTED] **Mileage:** 44,081
Prod Date: 01/29/2015 **Warranty Start Date:** 06/12/2015

Dealer/Contact Data:

Dealer: NC053 Battleground KIA
Phone: 3362820115 **FAX:** 3365459842
Contact: Kyle Ery **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: Damage - General # Drive Belt Broke and caused damage
Symptom: Damage (General) **DTC:**
System: Engine Mechanical
Component: Tensioner
Resolution: replaced drive belts and tenti

Case History

*** 09/18/2017 13:08:27 ***

Contact = Kyle Ery, Priority = Standard, Sub Status = Dispatched

*** 09/18/2017 13:08:27 ***

Web - Problem Description created on 09/18/2017 13:03:13 and created by Kyle Ery
Customer stated heard a loud bang, and then a burning smell and battery light came on. No check engine light came on.

*** 09/18/2017 13:08:27 ***

Web - Diagnostics created on 09/18/2017 13:03:13 and created by Kyle Ery
verified battery light was on and vehicle voltage was 12v. opened hood and found alternator belt had broke and was chewed up. Inspected and found that the tentioner pulley had broke and the belt was wrapped around crank pulley under water pump belt and chewed up that belt. removed tentioner assembly and alternator for inspection and found the tentioner in 2 pieces and the plastic nut on the alternator had started to melt

*** 09/18/2017 13:08:29 ***

20170918_[REDACTED]_Film3_resized[1].jpg added by Kyle Ery on 09/18/2017 13:08:28

*** 09/18/2017 13:08:30 ***

20170918_[REDACTED]_Film3_resized[1].jpg added by Kyle Ery on 09/18/2017 13:08:29

*** 09/18/2017 13:08:31 ***

20170918_[REDACTED]_Film3_resized[1].jpg added by Kyle Ery on 09/18/2017 13:08:30

*** 09/18/2017 13:42:33 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 09/18/2017 13:46:31 and created by Jerry Gossling ***

1: Kyle,
Closely look for any indications that something hit the drive belt or was wrapped up into the drive belt causing this damage.

*** 09/18/2017 13:53:39 ***

Web - Note created on 09/18/2017 13:53:39 and created by Kyle Ery

no indicators of damage from something hitting or wrapping around belt. Undercover secured at all points and no indicators of damage

*** Web - Advice created on 09/18/2017 13:54:16 and created by Jerry Gossling ***

1: Kyle,

Request authorization from your dpsm to replace all damaged components.

Note, once the parts have been replaced make sure the drive belt alignment is correct.

*** 09/21/2017 06:20:00 ***

Case Closed with Resolution Code: Damaged Component

Resolution Summary: replaced drive belts and tentioner assembly.



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO LX FWD AUTO

Engine: 2.4L GDI

Model Code: 73222

VIN: 5XYPG4A3XGG [REDACTED]

Mileage: 22,659

Prod Date: 02/25/2016

Warranty Start Date: 05/29/2016

Dealer/Contact Data:

Dealer: MA006 Quirk KIA

Phone: 7812286731

FAX: 7819171820

Contact: John Bartlett

Contact Title: Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: MIL - PCM #

Symptom: Warning Light On

DTC:

System: Engine Electrical

Component: Alternator

Resolution:

Case History

*** 09/25/2017 05:54:25 ***

Contact = John Bartlett, Priority = Standard, Sub Status = Dispatched

*** 09/25/2017 05:54:25 ***

Web - Problem Description created on 09/25/2017 05:53:37 and created by John Bartlett
customer states vehicle died while driving.

*** 09/25/2017 05:54:25 ***

Web - Diagnostics created on 09/25/2017 05:53:37 and created by John Bartlett
scan for codes found P250300 charging system low voltage, P062500 generator field terminal circuit low. inspect alternator, found power cable loose and burnt, surrounding material on alternator is melted/damaged. power cable also has burn marks and jacket on cable has heat damage. want to replace alternator but, what do u think about replacing power cable? looks like its part of engine harness?

*** 09/25/2017 05:54:26 ***

sorento alternator.jpg added by John Bartlett on 09/25/2017 05:54:25

*** 09/25/2017 06:27:46 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 09/25/2017 06:31:14 and created by Tony Thomas ***

1: Get approval to replace the alternator and engine harness. Close this case and complete the Technician Satisfaction Survey when the repairs are completed or if no further assistance is required. Thank you.

*** Web - Advice created on 09/29/2017 10:57:36 and created by Tony Thomas ***

1: Please update this case with the current status of this repair. Close this case and complete the Technician Satisfaction Survey when the repairs are completed or if no further assistance is required. Thank you.

*** Case has been auto closed by the system on 10/30/2017 01:03:47 (PST)



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 SORENTO LX FWD AUTO

Engine: 2.4L GDI

Model Code: 73222

VIN: 5XYPG4A31HG [REDACTED]

Mileage: 9,681

Prod Date: 04/21/2016

Warranty Start Date: 08/23/2016

Dealer/Contact Data:

Dealer: TX129 Central KIA of Plano

Phone: 9724225300

FAX: 9725094746

Contact: Brigham Harden

Contact Title: Exclusive Kia Technician

Service District: SW02

Case Details:

Case Title: Power Steering Elec - Inop # Intermittently

Symptom: Power Steering Inop

DTC:

System: Steering

Component: Steering Column & Shafts

Resolution: replaced MDPS column and

Case History

*** 01/12/2018 05:56:40 ***

Contact = Brigham Harden, Priority = Standard, Sub Status = Dispatched

*** 01/12/2018 05:56:40 ***

Web - Problem Description created on 01/12/2018 05:56:40 and created by Brigham Harden

CUSTOMER STATES POWER STEERING CUTS OUT WHILE DRIVING

*** 01/12/2018 05:56:40 ***

Web - Diagnostics created on 01/12/2018 05:56:40 and created by Brigham Harden

CHECK FOR DTCS WITH KDS TABLET, NONE WERE STORED

VISUALLY INSPECTED RELATED FUSES AND CONNECTORS TO MDPS UNIT AND FOUND NORMAL CONNECTOR FIT AND PIN FIT

TEST DROVE VEHICLE THREE DIFFERENT TRIPS WITH NO OCCURRING MDPS CUTOFF

TECH HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN WHILE ON TEST DRIVES, HOWEVER CUSTOMER HAS HAD ROAD SIDE ASSISTANCE TOW IT IN TWICE TO THIS DEALERSHIP

I SUSPECT A MDPS ECM BUT NO SIGNIFICANT SIGN DURING DIAGNOSTICS HAS REVEALED ITSELF

OUR KDS TABLET HAS NO SD CARD FOR SAVING SCREENSHOTS AND I WAS UNABLE TO INCLUDE ANY DATA BUT WILL FREELY DISCUSS THAT OVER A PHONE CALL

*** 01/12/2018 06:19:34 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/12/2018 06:21:15 and created by Jerry Gossling ***

1: Note,

I recommend to drive the vehicle home for a day or two to see if the concern can be duplicated.

Thanks

*** 01/12/2018 07:52:17 ***

Web - Note created on 01/12/2018 07:52:17 and created by Brigham Harden

this has been done by the customer, since then it has cut off and they had it towed in twice
I do not think wasting time driving it home for a day will help repair anything, however it may duplicate the concern they experience I could get stranded at no more asset to me working while off company property. In rare cases I would do so, but I do not like taking customer vehicles home for usually any reason a normal test drive at work would reveal said concern. I replaced the MDPS column and calibrated the steering angle sensor as well as backing up the vin and writing it to the new unit
Today I will test drive it and have our porter test drive it more than 50 miles, if no further concern shows up I will return vehicle to the customer
Tell Dave Finklestein I said hello and thanks for your input and feedback Jerry

*** 01/12/2018 07:55:12 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: replaced mdps column and calibrated sas with vin writing and data backup procedure

*** Service Alert Escalated to CA as: [REDACTED] on 01/13/2018 01:04:35 (PST)

*** 02/21/2018 05:25:50 ***

Case Number: [REDACTED] Reopen Requested by Brigham Harden.

Reason: [CUSTOMER HAS RETURNED STATING THE VEHICLE POWER STEERING IS CUTTING OUT REPAIRS DONE PREVIOUSLY WERE REPLACING THE MDPS COLUMN ASSEMBLY AND AFTER TEST DRIVING OVER 60 MILES WE VERIFIED NO FURTHER PROBLEM PRESENTED ITSELF. THE VEHICLE HAS BEEN DRIVEN WITH OUT DUPLICATING THIS CONCERN AT THIS TIME]

*** 02/21/2018 06:00:56 ***

Reopened with Sub Status of Working

*** Web - Advice created on 02/21/2018 06:00:58 and created by Jerry Gossling ***

1: Brigham,

Don't attempt any further repairs until this concern can be duplicated by you.

Thank you,

*** 02/21/2018 06:12:04 ***

Web - Note created on 02/21/2018 06:12:04 and created by Brigham Harden

Understood Jerry,thank you, however we will spend time driving this vehicle just to see if it will duplicate itself.

I have again looked at connectors and making sure they are all snapped into place on the MDPS unit and they are in snug. After we drive it today I will continue any updated info as needed.

*** Web - Advice created on 02/21/2018 06:33:21 and created by Jerry Gossling ***

1: Brigham,

I recommend to see if the customer will allow you to drive the vehicle to lunch and home for a few days as this would make it much easier to try to duplicate the concern.

Thank you,

*** 02/21/2018 09:58:50 ***

Web - Note created on 02/21/2018 09:58:50 and created by Brigham Harden

Jerry I drove the vehicle 31 miles this morning from Plano TX to McKinney TX and the vehicle exhibited normal steering without failure or any problem occurring.

I was asked to escalate this case and ask for field engineer assistance as the customer is threatening to file lemon law on this vehicle.

*** Web - Advice created on 02/21/2018 10:06:42 and created by Jerry Gossling ***

1: Brigham,

I need you to clarify exactly what the customer is experiencing as I am reviewing this case with the Model Engineer and he is asking very specific questions.

Note after the MDPS unit assembly was replaced did you calibrate the SAS sensor and was a wheel alignment performed.

Thank you

*** 02/24/2018 12:07:41 ***

Web - Note created on 02/24/2018 12:07:40 and created by Brigham Harden

If you look back at the time I responded previously in this case after installing the MDPS, I stated I calibrated the SAS and backed up the VIN.

A wheel alignment was not performed due to the less than adequate equipment we have here, I am talking jack stands and uneven stalls, therefore an alignment I did not perform.

However the customer is stating as plain as possible "the power steering cuts out while driving" and nothing further has been recovered as far as more info.

I have asked for more info and got nothing more than I know and stated here.

The car is sitting and I am not touching it further until FTR shows up. I believe there is no problem with this vehicle but that is my formed opinion based on readings and how the vehicle drives and so far it operates normally. What ever else you need from me let me know and I will do my best to help if I can.

*** Case [REDACTED] is sent on 2/26/2018 4:48:54 by Jerry Gossling

To: NMoen@kiausa.com

Cc:

Title: Case detail for [REDACTED] sent from Jerry Gossling

*** Web - Advice created on 02/26/2018 04:49:02 and created by Jerry Gossling ***

1: I have forwarded the case to the Service Engineer for review.

Thank you

*** 02/28/2018 08:10:46 ***

Web - Note created on 02/28/2018 08:10:46 and created by Emily Bradbury

We've been driving the car and this morning after making a turn the steering light came on and started flashing for about 20 seconds then went back off. The steering did not go out only the light flashing which is something new. I spoke with the customer and this isn't something that it's done before.

Normally the steering goes out while driving and if you turn the car off and back on it resets and will work again.

*** 02/28/2018 08:10:49 ***

IMG_2803.mov added by Emily Bradbury on 02/28/2018 08:10:47

*** Web - Advice created on 02/28/2018 08:51:38 and created by Jerry Gossling ***

1: Brigham,

Individually check each Can module for any codes.

Thank you

*** 02/28/2018 14:40:51 ***

Web - Note created on 02/28/2018 14:40:51 and created by Brigham Harden

Jerry hello, today I did as you requested and searching in each module I did find a low battery dtc , this was in history mode and not there prior to previous attempts to scan the vehicle, regardless I did replace the battery initially due to it not holding a charge. I inspected the charging system and it is below 12.50 volts while engine is running. I believe the

MDPS system takes too heavy a load while they drive it and is intermittently cutting out due to poor charging voltage and I think it needs a new alternator to repair this vehicle.

I know with MDPS it is fully electric and takes a steady charge to operate properly. What do you think?

*** Web - Advice created on 03/01/2018 04:48:40 and created by Jerry Gossling ***

1: Brigham,

Please review TSB electrical 131.

Thank you

*** 03/01/2018 05:46:33 ***

Web - Note created on 03/01/2018 05:46:33 and created by Brigham Harden

Jerry good morning, thank you for the feedback.

The TSB you gave me is a Service Action and the time stamp for vehicles affected by this concern falls out of range for this particular vehicle.

I checked the production date on this sorento and it read Aug, 2016. The vehicles affected start in October 2016 and end in January 2017

My point is there is no labor operation to flag time for repairs made on a vehicle affected, and the time I did spend on the vehicle, driving, testing, scanning with KDS tablet and other inspections made attempting to figure out this problem. I am not presuming you can help in the labor department but I am being asked now to do repairs that are appearing non labor rated or unpaid time. As this dealership operates I can only ask for TT time and hope they compensate my time accordingly.
I have no problem performing the repairs or checks to get the job done but it is more than a difficult issue getting your time for these gray areas where time was spent.
I will perform the SA 131 just in case it is one that slipped through the manufacturing process and report back to you my findings.'

*** Web - Advice created on 03/01/2018 05:57:57 and created by Jerry Gossling ***

1: Brigham,

I provided the TSB information to you as quick way to see if this repair applied to the vehicle. I personally did not have the time to review the production date.

I would like to know if the GR8 was used when testing the charging system and if so could you please attach a copy of the test results.

Thank you

*** 03/01/2018 06:18:10 ***

Web - Note created on 03/01/2018 06:18:10 and created by Brigham Harden

At first when it came in I used it to test the battery and it failed so I replaced it.

I just now learned this vehicle was previously in a flood before it came in for steering concern, and which an engine was replaced at customer pay pricing.

The alternator needs replacing, the voltage regulator stud and housing are charred and the nut was cross threaded onto the stud. It took penetrant and an impact to remove the nut from the B+ stud and the charred condition melted some plastic so that it swelled enough to not be able to remove the 8mm fasteners holding the cover on in order to check the voltage regulator for proper torque.

I did use the Gr8 and at that time I only replaced a battery due to it failing but it was on a previously printed and now filed repair order.

Thanks for the references and updates.

*** 03/01/2018 06:18:11 ***

065.jpg added by Brigham Harden on 03/01/2018 06:18:10

*** 03/01/2018 06:19:34 ***

Web - Note created on 03/01/2018 06:19:34 and created by Brigham Harden

I took a pic of the alternator and attached it to this case.

Thanks

*** Phone - Advice created on 03/01/2018 06:36:59 and created by Jerry Gossling ***

1: Brigham call in to review the case and stated he was informed by the service advisor this vehicle was not previously in a flood. Brigham is going to research the history of the vehicle and I suggested to run a Carfax on the vehicle as this may help to provide additional information.

Brigham will update me on the situation after researching the history of the vehicle.

*** 03/01/2018 06:55:03 ***

Web - Note created on 03/01/2018 06:55:03 and created by Brigham Harden

Jerry we pulled the old RO and this vehicle was not in any flood. We discovered it was in for engine replacement and had internal failure due to oil starvation.

It turns out I was given the wrong info for another vehicle mixing this up altogether.

So to begin with we need to replace the alternator and it appears we are ok for warranty upon recommended repairs

The nut was not crossthreaded just burned up and difficult to remove from the poor contact and arcing. My manager is involved with it and up to speed on things here our end and I am correcting my previous statement upon my findings

*** 03/01/2018 07:07:35 ***

Scan_2018_03_01_09_13_31_171.pdf added by Emily Bradbury on 03/01/2018 07:07:34

*** Web - Advice created on 03/01/2018 07:35:47 and created by Jerry Gossling ***

1: Brigham,

Thank you for the update. Based off of the new information I recommend to replace the alternator for the current concern. Please have the porter thoroughly drive the vehicle to ensure the issue does not reoccur.

Thank you and have a great day.

2: Note, If the total repair cost exceeds \$1000 then please contact your DPSM for approval.

Thank you

*** 03/02/2018 05:19:04 ***

Web - Note created on 03/02/2018 05:19:04 and created by Brigham Harden

Thank you Jerry I will be sure to test drive this vehicle more than 30 miles after replacing the alternator

*** Web - Advice created on 03/02/2018 05:27:41 and created by Jerry Gossling ***

1: Thank you Brigham,

*** Case [REDACTED] is sent on 3/9/2018 17:36:2 by Neal Moen

To: nmoen@kiausa.com

Cc:

Title: Alternator

*** 03/14/2018 12:28:16 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: replaced MDPS column and calibrated SAS with vin writing and data backup procedure



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO EX 2.0T AWD AUTO **Engine:** 2.0L TURBO **Model Code:** 75442
VIN: 5XYPHDA19GG [REDACTED] **Mileage:** 30,894
Prod Date: 02/05/2015 **Warranty Start Date:** 07/08/2015

Dealer/Contact Data:

Dealer: NY022 Northtown KIA
Phone: 7162172391 **FAX:** 7168391996
Contact: Charles Joy **Contact Title:** Exclusive Kia Technician **Service District:** EA11

Case Details:

Case Title: MIL - TPMS # C180b - C1616 - Several additional codes under E-R
Symptom: Warning Light On **DTC:**
System: Body Electrical
Component: Back Up Warning Module
Resolution: replace harness and sensor

Case History

*** 02/21/2018 06:23:59 ***

Contact = Scott Czechowicz, Priority = Standard, Sub Status = Dispatched

*** 02/21/2018 06:23:59 ***

Web - Problem Description created on 02/21/2018 06:17:23 and created by Scott Czechowicz
tpms light on and other lights on cluster blinking trac, abs, brake....

*** 02/21/2018 06:23:59 ***

Web - Diagnostics created on 02/21/2018 06:17:23 and created by Scott Czechowicz
checked for codes and found b102052 tpms missing error -withouttpms unit or connector fault, tried to establish communication with tpms and could not, checked fuses and found modual #2 fuse blown, installed new fuse and could communicate, performed sensor status all reading on exciter and registered, cleared codes start vehicle and all lights stay off until you put vehicle in drive then all lights come back on and codes c1616 and c180b come come back, looking for suggestions please.

*** 02/21/2018 06:35:10 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 02/21/2018 06:40:44 and created by Jerry Gossling ***

1: Scott,

The module # 2 fuse blowing most likely caused most of these codes to set.

I also found parking assist codes in the E- Report. I strongly recommend to check for any aftermarket, dealer install or port installed devices connected to the electrical system as this could directly affect the function of the control modules.

2: Look for any damage in the rear of the vehicle to the parking assist system possibly caused by an accident or rodent damage. Inspect connector FR41 for the parking assist system for water contamination or corrosion.

Thank you,

*** 02/21/2018 06:52:54 ***

Web - Note created on 02/21/2018 06:52:53 and created by Scott Czechowicz

after further review review only when you put the vehicle in reverse dose the problem acure ,if you put shifter fast in to drive

and neutral problem(all lights) do not come on and also noticed reverse lights are inop. tpms light also is on in cluster.

*** Web - Advice created on 02/21/2018 06:55:55 and created by Jerry Gossling ***

1: Scott,
Did you follow my previous recommendations?
Thank you

*** 02/21/2018 11:41:46 ***

Web - Note created on 02/21/2018 11:41:46 and created by Charles Joy
No corrosion or damage to rear end . No aftermarket accessories . plugged in an inhibitor switch and concern still there without moving shifter. Lamps on dash go on and off at aprox. 1-2 seconds. checked under hood wiring found nothing of concern .

*** Web - Advice created on 02/21/2018 11:57:48 and created by Jerry Gossling ***

1: Charles,
Thoroughly inspect the reverse light bulbs and the sockets for corrosion or premature wear.
Make sure the bulbs are Kia factory bulbs.
Thank you

*** 02/21/2018 15:24:18 ***

Web - Note created on 02/21/2018 15:24:18 and created by Charles Joy
Bulbs and sockets are OK FR41 unplugged and symptom still there

*** 02/21/2018 15:41:36 ***

Web - Note created on 02/21/2018 15:41:36 and created by Charles Joy
I still had the key on and then unplugged fr41 . after a minute or two lights worked OK inspected rear park assist harness and found 1 sensor melted to harness. Thank you for your time !

*** 02/21/2018 17:20:22 ***

Case Closed with Resolution Code: Burned Out
Resolution Summary: replace harness and sensor

*** 02/26/2018 07:48:22 ***

Reopened with Sub Status of Working

*** Web - Advice created on 02/26/2018 07:48:55 and created by Brian Lall ***

1: In a duplicate case the tech stated:
dash lights flash and message says check TPMS

Web - Diagnostics created by Charles Joy

Rear harness and sensors replaced for being melted and as far as I can tell it's working but as soon as vehicle is in reverse that is when communication is lost and B/U camera is inop. Previously lights flashed all the time with no communication.
Previous tech case # T [REDACTED]

2: Charles, when the vehicle is in R does the cluster indicate it is in R? If you remove the B/up lamp fuse, does the concern change?

*** 02/26/2018 07:58:46 ***

Web - Note created on 02/26/2018 07:58:46 and created by Charles Joy
The cluster shows reverse and removing the fuse doesn't change the concern .

*** Web - Advice created on 02/26/2018 08:16:51 and created by Brian Lall ***

1: Please check all the vehicle fuses including the module 2 fuse and make sure they all have B+ on both sides. Let me know what you find. Thanks.

2: Does this vehicle have any aftermarket, port, or dealer installed accessories such as remote start, an alarm, a lighting kit, aftermarket HID headlights, neon or LED lights, aftermarket or add on radio equipment, or anything connected to the DLC or DLC wiring, or trailer wiring? I have even seen a Y cable connected to the DLC with an aftermarket connector for the DLC that looks identical. Please refer to PS 399. Does the vehicle have any signs of damage or having been in an accident and repaired?

*** 02/26/2018 09:39:20 ***

Web - Note created on 02/26/2018 09:39:20 and created by Charles Joy
No blown fuses, No Aftermarket anything, No Damage to vehicle.

*** Web - Advice created on 02/26/2018 10:21:54 and created by Brian Lall ***

1: When the vehicle is put into R, what modules loose communication?

*** 02/26/2018 10:37:37 ***

Web - Note created on 02/26/2018 10:37:37 and created by Charles Joy
EPS, TPMS and Cluster

*** Web - Advice created on 02/26/2018 11:02:24 and created by Brian Lall ***

1: If you unplug the cluster and all other connections are installed with the b/up lamp fuse in, does the concern still happen or can you continue to communicate with the EPS and TPMS?

*** 02/26/2018 14:51:15 ***

Web - Note created on 02/26/2018 14:51:15 and created by Charles Joy
Unplugged Cluster still there, Unplugged EPS was still there. Unplugged TPMS was still there. Unplugged BU Camera and now operating as designed !

*** 02/26/2018 16:27:00 ***

Case Closed with Resolution Code: Burned Out
Resolution Summary: replace harness and sensor



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO SXL 2.0T FWD AUTC **Engine:** 2.0L TURBO **Model Code:** 75292
VIN: 5XYPK4A19GG [REDACTED] **Mileage:** 10,968
Prod Date: 04/25/2015 **Warranty Start Date:** 06/17/2016

Dealer/Contact Data:

Dealer: OK027 Midtown KIA
Phone: 9186223160 **FAX:** 9186223606
Contact: michael gregory **Contact Title:** Maintenance Technician **Service District:** SW03

Case Details:

Case Title: Engine - Overheats #
Symptom: Overheating **DTC:**
System: Engine Electrical
Component: Alternator
Resolution: replaced belts, belt tensionor

Case History

*** 04/24/2018 09:20:21 ***

Contact = michael gregory, Priority = Standard, Sub Status = Dispatched

*** 04/24/2018 09:20:21 ***

Web - Problem Description created on 04/24/2018 09:20:21 and created by michael gregory
customer states burning rubber smell.

*** 04/24/2018 09:20:21 ***

Web - Diagnostics created on 04/24/2018 09:20:21 and created by michael gregory
pulled vehicle in and found both drive belt and water pump belt to be shredded. found parts of belt to be melted into a/c compressor pulley, found tensioner pulley to be broken and tensioner hard to move. found alternator to be nearly seized and bits of belt stuck behind crank pulley. Also found evidence of vehicle overheating in the form of coolant running down the passenger side frame rail from the reservoir. have attached photo of belt damage from underside of vehicle

*** 04/24/2018 09:20:22 ***

20180424_[REDACTED].jpg added by michael gregory on 04/24/2018 09:20:21

*** 04/24/2018 09:28:45 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 04/24/2018 09:29:34 and created by Eric Patterson ***

1: Thank you for the information.

Please add a short video showing the damaged components.
The DPSM may need to review this case at a later time.

Once all the information is in the case, I can open the PWA case for you and approve it.

2: Please perform a compression test to see what cylinders have failed. Then perform a leak down and verify the leakage is from the radiator assy.

3: Based on the information, the engine will need replaced. Be sure to attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the case. The form must be filled out (all available sections) and signed and dated by the Service Manager and The Technician.

*** Phone - Advice created on 04/24/2018 10:04:58 and created by Eric Patterson ***

1: Michael called in on the case.

The a/c compressor pulley has melted rubber on the pulley, Tech will try and clean off
Alternator is seized just about, will need replaced.
Crankshaft pull will need replaced if it cannot be cleaned
Tensioner assy will need replaced, broke and hard to move

After the vehicle is drivable the tech will confirm proper operation.

2: If the vehicle overheats, tech will perform a leakdown or a block check.

3: Please add any pictures to the case on the relevant parts that are damaged or need replaced.

If the part and labor will be over \$1000.00, please obtain approval from your DPSM for replacement

*** 05/01/2018 11:27:11 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: replaced belts, belt tensionor and alternator. cleaned rubber out of other pulleys



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 SORENTO EX 2.0T AWD AUTO **Engine:** 2.0L TURBO **Model Code:** 75442
VIN: 5XYPHDA19HG [REDACTED] **Mileage:** 11,245
Prod Date: 10/27/2016 **Warranty Start Date:** 01/16/2017

Dealer/Contact Data:

Dealer: CA202 Folsom Lake KIA
Phone: 9163532121 **FAX:** 9168501568
Contact: mark bartlett **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: MIL - PCM # P030400 - P014000 - P229700

Symptom: Misfire **DTC:**

System: Fuel System

Component: Fuel Injector

Resolution: REMOVED AND REPLACED

Case History

*** 05/16/2018 15:17:55 ***

Contact = mark bartlett, Priority = Standard, Sub Status = Dispatched

*** 05/16/2018 15:17:55 ***

Web - Problem Description created on 05/16/2018 15:02:40 and created by mark bartlett
ENGINE RUNS ROUGH, CEL IS ON

*** 05/16/2018 15:17:55 ***

Web - Diagnostics created on 05/16/2018 15:02:40 and created by mark bartlett
PULLED P030400, P014000, P229700. SWAPPED COILS 4 TO 1, PLUGS 4 TO 2. CLEARED CODES AND RAN.
CURRENT DATA SHOWS MISFIRES ON ALL CYLINDERS, HEAVY MISFIRES ON CYL 2 AND 4. PLUGS ARE BLACK
AND SOOTY. COMPRESSION TEST 165, 165, 170, 150. LEAK DOWN TEST 0%, 7%, 0%, 9%. ADDED OIL TO
CYLINDERS AND RERAN LEAK DOWN
0%, 7%, 0%, 0%. ALL LEAKAGE WAS PAST RINGS. CYL 4 GOT BETTER BUT CYL 2 DID NOT. FUEL GAUGE SHOWS
JUST UNDER FULL. TOOK FUEL SAMPLE LOOKS VERY CLEAR AND HAS VERY LITTLE FUEL SMELL. WE DONT
HAVE THE KIT TO TEST FUEL SAMPLE ANY FURTHER. SUSPECT BAD GAS ANY ADVICE?

*** 05/16/2018 15:18:31 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 05/16/2018 15:23:30 and created by Frank Lusic ***

1: Hello Mark
does the fuel smell like diesel fuel maybe ?

*** 05/16/2018 15:54:14 ***

Web - Note created on 05/16/2018 15:54:14 and created by mark bartlett
DONT THINK IT SMELLS LIKE DIESEL, GOT A SECOND OPINION AND THEY DONT THINK SO EITHER. JUST SMELLS
VERY WEAK. BURNT A SMALL AMOUNT ON THE GROUND AND WAS VERY SOOTY SMOKE DID NOT LEAVE A BIG
OILY RESIDUE.

*** Web - Advice created on 05/16/2018 15:55:54 and created by Frank Lusic ***

1: lets check a few other things first,
start the engine and while it is idling check engine current data for the actual and desired fuel pressure , record the readings
then turn the engine off and then recheck these pressures after 5 minutes, (ignition on engine off)
then attach both readings that you recorded to this case

*** 05/17/2018 07:59:17 ***

Web - Note created on 05/17/2018 07:59:17 and created by mark bartlett
HERE IS THE INFO YOU REQUESTED. NOTICED THIS MORNING, ENGINE RUNS VERY ROUGH, SOUNDS LIKE BACK
FIRE INTO INTAKE. REMOVE COIL CONNECTOR FOR CYL 4 NOW HAS NORMAL DEAD HOLE ROUGHNESS.
DISSCONNECT EACH COIL IN TURN AND RPM DROPS EVENLY. PLUG 4 BACK IN AND STARTS BACK FIRE POP AND
RUNS ENVEN ROUGHER.

*** 05/17/2018 07:59:17 ***

[REDACTED].pdf added by mark bartlett on 05/17/2018 07:59:17

*** Web - Advice created on 05/17/2018 08:25:12 and created by Frank Lusic ***

1: Thank you , popping in the intake generally indicates a valve issue, possibly a tight valve, broken valve spring or possible
valve train issues, please remove the valve cover and inspect for any of these issues

*** 05/18/2018 09:51:42 ***

Web - Note created on 05/18/2018 09:51:42 and created by mark bartlett
removed valve cover, springs look ok. checked valve adjustment and all are in middle of spec. on removal of plugs now #3 is
wet with fuel. leak down test found 1%, 2%, 4%, 9%, all past rings. double checked findings and got same readings second
time. I now have misfire codes for all cylinders. runs bad at idle and chokes out when trying to drive, smooths out at higher
revs (above 2k rpms) with no load. still thinking bad gas washing down cylinders, but cant realy test since I don't have proper
kit. what do you think? forgot, all plugs black and sooty, cleaned with old school sand blaster plug cleaner and brake spray
before reinstalling last time.

*** Web - Advice created on 05/18/2018 10:25:46 and created by Frank Lusic ***

1: with all of the plugs remove use a bore scope and check to see if any fuel is dripping into any cylinder just after you crank
the engine over

*** 05/18/2018 11:39:34 ***

Web - Note created on 05/18/2018 11:39:34 and created by mark bartlett
as advised checked for leakage after crank and do not see any with boro scope.

*** Web - Advice created on 05/18/2018 11:42:53 and created by Frank Lusic ***

1: remove the oil filler cap and check to see if the crank case smell like fuel
2: then using your KDS check actual and desired fuel pressure with the engine running, then turn the engine off, turn the
ignition back on but do not crank the engine over and recheck both pressures, then retest again in 5 minutes

*** 05/18/2018 12:15:50 ***

Web - Note created on 05/18/2018 12:15:50 and created by mark bartlett
has light fuel smell, but the raw fuel has very little odor. we did the fuel pressure test towards the beginning of this advice and
results are in the attatchments. I will do again if you would like, but probally wont be until Monday as I have to leave in a
couple minutes due to previous engagement. we are trying to order fuel quality testing kit so we can rule out fuel as a
problem. talked to cust and just filled up tank day before problem started happening, that is why I still kind of have it in my
head that it is fuel related. thanks again for all youre time and help. if you update case I can see it on my phone and maybe
have someone run a test for you. if not have a good weekend and ill continue on monday

*** Web - Advice created on 05/18/2018 12:33:43 and created by Frank Lusic ***

1: Thank you for the update
and you too have a great weekend

*** Service Alert Escalated to CA as: [REDACTED] on 05/19/2018 01:04:47 (PST)

*** 05/21/2018 08:50:00 ***

Web - Note created on 05/21/2018 08:50:00 and created by mark bartlett

hey Frank, hope you had a good weekend. I think I might have found the problem. before I left for the weekend put oil in all cylinders and let soak. today cleaned all plugs and reset adaptive values. started up and is now running fine. over the weekend another car came in with same motor, same problems and symptoms. #4 cylinder misfire with plug being fuel fouled and rest of plugs are black and sooty. this one had code for high pressure pump as well P008700. deviation of set and actual is 411 psi. with plugs removed crank over motor and raw fuel is shooting out of cyl 4 like a geiser. I will send a video. I think our problem car is the same just more subtle and intermitant. will send video in a minute.

*** 05/21/2018 09:01:51 ***

20180521_████████.mp4 added by mark bartlett on 05/21/2018 09:01:09

*** Web - Advice created on 05/21/2018 09:12:20 and created by Frank Lusic ***

1: Regarding this vehicle the symptoms are the same as an injector sticking open since the misfire was on cylinder #4 please replace this injector, change the oil and filter, clear any codes, reset the adaptive values and retest
2: on the second vehicle it sounds like the same issues, please open another case if you need assistance with this case vehicle

*** 05/21/2018 09:25:18 ***

Web - Note created on 05/21/2018 09:25:18 and created by mark bartlett
ALL GOOD, THANKS FOR YOUR HELP

*** Web - Advice created on 05/21/2018 09:40:36 and created by Frank Lusic ***

1: you are welcome

*** 05/25/2018 07:12:27 ***

Case Closed with Resolution Code: Damaged Component

Resolution Summary: REMOVED AND REPLACED FUEL INJECTORS, HIGH PRESSURE FUEL LINE, RESET ADAPTIVE VALUES AND TEST DROVE NO PROBLEMS AT THIS TIME



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO LX FWD AUTO

Engine: 2.4L GDI

Model Code: 73222

VIN: 5XYPG4A35GG [REDACTED]

Mileage: 51,746

Prod Date: 02/12/2015

Warranty Start Date: 06/05/2015

Dealer/Contact Data:

Dealer: FL137 Dyer KIA

Phone: 8636760595

FAX: 8636768060

Contact: zacary harper

Contact Title: Maintenance Technician

Service District: SO16

Case Details:

Case Title: MIL - PCM # P001100

Symptom: Warning Light On

DTC: P0011

System: Engine Mechanical

Component: CVVT/OCV Unit

Resolution: replaced the e-cvvt connecto

Case History

*** 05/18/2018 05:41:51 ***

Contact = zacary harper, Priority = Standard, Sub Status = Dispatched

*** 05/18/2018 05:41:51 ***

Web - Problem Description created on 05/18/2018 05:41:51 and created by zacary harper
customer states that the check engine light came on a couple days ago.

*** 05/18/2018 05:41:51 ***

Web - Diagnostics created on 05/18/2018 05:41:51 and created by zacary harper
found dtc code p001100. also found the e-cvvt cover connector melted and found the wiring harness connector melted

*** 05/18/2018 06:02:35 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 05/18/2018 06:03:30 and created by Brian Lall ***

1: Thanks for letting me know what you found. Please take pictures of all the damage you found and check if the damaged connector is available in the wiring repair kit. Thanks.

*** 05/18/2018 06:19:34 ***

[REDACTED].jpg added by zacary harper on 05/18/2018 06:19:33

*** 05/18/2018 06:19:35 ***

[REDACTED].jpg added by zacary harper on 05/18/2018 06:19:34

*** 05/18/2018 06:23:42 ***

Web - Note created on 05/18/2018 06:23:42 and created by zacary harper
do i need to use the recall part number or the original part number for the e-cvvt cover

*** Web - Advice created on 05/18/2018 07:14:30 and created by Brian Lall ***

1: Since the campaign has already been done my recommendation is to replace the complete E-CVVT assembly and the

cover with the part # listed in the EPC by VIN and to replace the connector as well. Thanks.

*** 05/18/2018 07:29:46 ***

Web - Note created on 05/18/2018 07:29:46 and created by zacary harper
thanks for the help

*** 05/18/2018 07:30:22 ***

Case Closed with Resolution Code: Burned Out
Resolution Summary: replaced the e-cvvt connector and the e-cvvt cover



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 SORENTO LX AWD AUTO

Engine: 2.4L GDI

Model Code: 73422

VIN: 5XYPGDA39HG [REDACTED]

Mileage: 23,070

Prod Date: 11/17/2016

Warranty Start Date: 03/25/2017

Dealer/Contact Data:

Dealer: NY066 Auto World KIA

Phone: 5169384542

FAX: 5169357453

Contact: Shawn Morris

Contact Title: Dual Technician

Service District: EA05

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Stuck or Seized

DTC:

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine assembly

Case History

*** 06/08/2018 10:06:58 ***

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

*** 06/08/2018 10:06:58 ***

Web - Problem Description created on 06/08/2018 10:05:45 and created by Shawn Morris

c/s while driving engine started to make noise then stalled out. tried to restart and there was smoke coming from under the hood

*** 06/08/2018 10:06:58 ***

Web - Diagnostics created on 06/08/2018 10:05:45 and created by Shawn Morris

no crank no start battery good state of charge, no click heard from starter. removed belly pan and rotated engine by hand spun ok. removed and inspect starter wire burnt to solenoid that is the smoke the customer was seeing when trying to restart. replaced starter unit with new one attempt to start engine rotated and stop. failed connecting rod. removed my valve train cover and inspected clean not neglected.

*** 06/08/2018 10:07:00 ***

20180608_[REDACTED].jpg added by Shawn Morris on 06/08/2018 10:06:58

*** 06/08/2018 10:08:11 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 06/08/2018 10:09:15 and created by Steven Okimura ***

1: Before approval is granted, you are required to complete the REVISED WRTY143 Engine Core Data Form dated 11-1-2016, attach it to this case as outlined in Pitstop PS410 to proceed. The form must include the RO #, mileage, Dealer info, VIN #, (part #'s not required), check the repair type 'Warranty', KU technician ID, Techline case #, signed and dated by the technician and service manager. See Pitstop PS561. Thanks

2: Valve train verified

*** 06/08/2018 10:12:57 ***

20180608_[REDACTED].mp4 added by Shawn Morris on 06/08/2018 10:12:18

*** 06/08/2018 10:15:34 ***

Web - Note created on 06/08/2018 10:15:34 and created by Shawn Morris
i uploaded video of all my finding along with complaint and signed pwa form

*** Web - Advice created on 06/08/2018 10:24:53 and created by Steven Okimura ***

1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

Thank you

*** 06/08/2018 10:25:32 ***

PWA has been authorized by Steven Okimura

*** 06/08/2018 10:25:33 ***

Case closed by Steven Okimura with Resolution Code : Faulty Component
[Resolution Summary]
Engine assembly



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2019 SORENTO L FWD AUTO

Engine: 2.4L GDI

Model Code: 73212

VIN: 5XYPG4A38KG [REDACTED]

Mileage: 20

Prod Date: 04/13/2018

Warranty Start Date: 07/14/2018

Dealer/Contact Data:

Dealer: TN039 KIA of Chattanooga

Phone: 4238551022

FAX: 4238947459

Contact: Heath Higdon

Contact Title: Exclusive Kia Technician

Service District: SO13

Case Details:

Case Title: HVAC - A/C inop # compressor

Symptom: Unusual Odor

DTC:

System: Heating Ventilation & A/C

Component: A/C Compressor

Resolution: replaced compressor assem

Case History

*** 07/05/2018 11:34:10 ***

Contact = Heath Higdon, Priority = Standard, Sub Status = Dispatched

*** 07/05/2018 11:34:10 ***

Web - Problem Description created on 07/05/2018 11:34:10 and created by Heath Higdon
New case on lot. Salesman reported burning smell and no ac.

*** 07/05/2018 11:34:10 ***

Web - Diagnostics created on 07/05/2018 11:34:10 and created by Heath Higdon
Found compressor melt3d and coming apart. System is still fully charged of yf.
Attaching photos of compressor.

*** 07/05/2018 11:34:11 ***

20180705_[REDACTED].jpg added by Heath Higdon on 07/05/2018 11:34:10

*** 07/05/2018 11:34:12 ***

20180705_[REDACTED].jpg added by Heath Higdon on 07/05/2018 11:34:11

*** 07/05/2018 11:48:06 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 07/05/2018 11:49:43 and created by Frank Lusic ***

1: Hello Heath

please replace the compressor , be sure to check the system for metal contamination

*** 07/12/2018 10:56:15 ***

Case Closed with Resolution Code: Burned Out

Resolution Summary: As compressor

*** 07/17/2018 14:57:34 ***

Reopened with Sub Status of Working

*** 07/19/2018 04:50:59 ***

Case Closed with Resolution Code: Burned Out

Resolution Summary: replaced compressor assembly and recheck. all working to specs and no further repairs needed.



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 SORENTO EX 2.0T FWD AUTO **Engine:** 2.0L TURBO **Model Code:** 75242
VIN: 5XYPH4A1XHG [REDACTED] **Mileage:** 31,169
Prod Date: 02/17/2017 **Warranty Start Date:** 06/27/2017

Dealer/Contact Data:

Dealer: NV008 Jim Marsh KIA
Phone: 7029461000 **FAX:** 7029466930
Contact: NEIL WOOD **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Smokes # P01400 - P229700

Symptom: Engine Smokes **DTC:**

System: Engine Mechanical

Component: Turbo charger

Resolution: never able to get a smoking c

Case History

*** 09/11/2018 10:57:00 ***

Contact = NEIL WOOD, Priority = Standard, Sub Status = Dispatched

*** 09/11/2018 10:57:00 ***

Web - Problem Description created on 09/11/2018 10:55:08 and created by NEIL WOOD
CUST.STATES BLWING WHIT SMOKE. VEHICLE JUST PREV. HERE FOR SAME CONCERN WITH LACK OF POWER.
FOUND AIR INTAKE TUBE TO TURBO MELTED. TUBE REPLACED AND DRIVEN.GOOD. CHECK ENGINE LIGHT IS ON.
CODES p01400,P229700. following dtc p01400. wiring inspection ground circuit downstream o2 connector c209 pin 2 to
chasis ground open circuit. should be less them 1ohm.continuity check between pin 2 c209 and pin 44 c200b good at
0.2ohms. internal ground in pcm open. pcm replacement?

*** 09/11/2018 10:57:00 ***

Web - Diagnostics created on 09/11/2018 10:57:00 and created by Siebel eSupport
pin tension and harness wiggle test. ground circuit inspection.continuity inspection.

*** 09/11/2018 12:06:01 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 09/11/2018 12:07:10 and created by Brian Lall ***

1: Neil, lets focus on the smoking and I think the DTCs will probably be related. What is the oil level? If the engine is currently smoking, please attach a video of it smoking to the case. Please also remove the intake boot that was previously replaced going to the turbo and check to make sure the turbine spins freely, check for play in the turbine, and for any damage or signs of contact with the turbo housing. Please also check for oil in the intake and put a drain pan under the intercooler then remove the lower hose noting about how much oil drains out. Let me know what you find. Thanks.

*** 09/11/2018 12:31:33 ***

Web - Note created on 09/11/2018 12:31:33 and created by NEIL WOOD
oil level is good,clean. both myself and service advisor have yet to have this vehicle smoke in our presense. it only smokes when not at the shop or stops just before the vehicle arrives from what i have learned. inspected turbine. spins freely, no end play. no visible issues with turbo. removed lower hose at intercooler. no oil in intercooler or hose.

*** 09/11/2018 15:06:25 ***

Web - Note created on 09/11/2018 15:06:25 and created by NEIL WOOD
possible smoke issue was from melted airtube of first visit.

*** Service Alert Escalated to CA as: [REDACTED] on 09/12/2018 01:06:19 (PST)

*** Web - Advice created on 09/12/2018 08:37:25 and created by Brian Lall ***

1: Are any of the DTCs active?

*** 09/24/2018 14:56:26 ***

Case Closed with Resolution Code: Contaminated

Resolution Summary: never able to get a smoking condition. possible residue left from melted air tube



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO SXL 2.0T AWD AUTC **Engine:** 2.0L TURBO **Model Code:** 75492
VIN: 5XYPKDA15GG [REDACTED] **Mileage:** 38,610
Prod Date: 01/29/2015 **Warranty Start Date:** 07/23/2016

Dealer/Contact Data:

Dealer: NJ070 Prestige KIA
Phone: 2018719400 **FAX:** 9732400165
Contact: Harvinder Singh **Contact Title:** Shop Foreman **Service District:** EA12

Case Details:

Case Title: Engine - Smokes # U111200.

Symptom: Engine Smokes **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced intake boot recall cc

Case History

*** 10/11/2018 08:46:09 ***

Contact = Harvinder Singh, Priority = Standard, Sub Status = Dispatched

*** 10/11/2018 08:46:09 ***

Web - Problem Description created on 10/11/2018 08:46:09 and created by Harvinder Singh
good morning. customer states vehicle has white smoke coming out of tail pipe.

*** 10/11/2018 08:46:09 ***

Web - Diagnostics created on 10/11/2018 08:46:09 and created by Harvinder Singh
concern confirmed. alot of white smoke coming out of vehicle. uploaded video to the case of white smoke. have an active code of u111200.

*** 10/11/2018 08:46:34 ***

IMG_0488.MOV added by Harvinder Singh on 10/11/2018 08:46:09

*** 10/11/2018 09:00:42 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/11/2018 09:04:53 and created by Frank Lusic ***

1: 1, Please remove the turbo intake boot, check to see if the nut is still on the shaft, check for play in the bearing, check to see if the impeller is rubbing on the housing

Please attach a video of your findings

2, Is there any indication of lack of maintenance in this engine ?

3, I am not finding any information on the U111200 code what module is it in ?

*** 10/11/2018 09:38:30 ***

Web - Note created on 10/11/2018 09:38:30 and created by Harvinder Singh
that is in the engine module. and there no sign of lack of maintenance. will check intake boot.

*** Web - Advice created on 10/11/2018 09:46:36 and created by Frank Lusic ***

1: thank you please attach a screen shot of the code and the freeze frame data too

*** 10/11/2018 12:41:51 ***

Web - Note created on 10/11/2018 12:41:51 and created by Harvinder Singh
uploaded a video of the intake boot melted. the nut is still on the shaft. the impeller is spinning with no resistance. uploaded screen shot of code and theres no freeze frame data. vehicle smokes a lot when its at operating temp. doesn't smoke at start up.

*** 10/11/2018 12:41:58 ***

IMG_■■■■.MOV added by Harvinder Singh on 10/11/2018 12:41:51

*** 10/11/2018 12:42:01 ***

IMG_■■■■.jpg added by Harvinder Singh on 10/11/2018 12:41:58

*** 10/11/2018 12:42:03 ***

IMG_■■■■.jpg added by Harvinder Singh on 10/11/2018 12:42:01

*** Web - Advice created on 10/11/2018 12:51:21 and created by Frank Lusic ***

1: thank you

we need to diagnose the source of the oil smoke

1, remove the lower lose from the intercooler and then check for oil pooling on the bottom

2, Remove the spark plugs to see if there is oil ash on the plugs. If there is then take a video of the electrodes and I must see the VIN in the video also

*** 10/11/2018 13:12:27 ***

Web - Note created on 10/11/2018 13:12:27 and created by Harvinder Singh
uploaded video of vin with spark plugs from left to right starting with each cylinder. also used borescope in each cylinder also. removed the lower hose from the intercooler theres no oil pooling on the bottom but theres oil inside the boot.

*** 10/11/2018 13:13:55 ***

IMG_■■■■.MOV added by Harvinder Singh on 10/11/2018 13:12:27

*** Web - Advice created on 10/11/2018 13:31:25 and created by Frank Lusic ***

1: Thank you , I do not see any oil ash on the plugs , if there was an engine issue there should be ash

please remove the exhaust down pipe from the turbo to check for oil (I have seen the turbo seal leak oil on the exhaust side)

attach picture is any oil is found

*** 10/16/2018 11:38:24 ***

Web - Note created on 10/16/2018 11:38:24 and created by Harvinder Singh

i dont see any signs of oil in the lower pipe. i uploaded a picture. its hard to detect if thats coolant and oil mixture. its def wet inside down.

*** 10/16/2018 11:38:25 ***

IMG_■■■■.jpg added by Harvinder Singh on 10/16/2018 11:38:24

*** Web - Advice created on 10/16/2018 15:05:59 and created by Tony Thomas ***

1: Harvey, is this vehicle consuming oil or coolant?

*** 10/17/2018 13:21:02 ***

Web - Note created on 10/17/2018 13:21:02 and created by Harvinder Singh

well i checked the oil level level is good and also coolant level in radiator is full.

*** Web - Advice created on 10/17/2018 14:40:27 and created by Tony Thomas ***

1: Why don't we fix the melted boot if it is not consuming oil or coolant and the turbo is okay and test for normal operation. if it starts to smoke when it warms up, try to identify the smoke by odor and residue before we continue.

*** 10/26/2018 06:23:22 ***

Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced intake boot recall concern fixed.



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO LX FWD AUTO

Engine: 2.4L GDI

Model Code: 73222

VIN: 5XYPG4A31GG [REDACTED]

Mileage: 49,108

Prod Date: 04/11/2015

Warranty Start Date: 07/27/2015

Dealer/Contact Data:

Dealer: CA266 Covina Valley KIA

Phone: 8885144195

FAX: 6267364294

Contact: Young Im

Contact Title: Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating

DTC:

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/08/2018 09:47:20 ***

Contact = Young Im, Priority = Standard, Sub Status = Dispatched

*** 11/08/2018 09:47:20 ***

Web - Problem Description created on 11/08/2018 09:45:19 and created by Young Im

Vehicle towed in. Vehicle will not start and had white smoke coming from the engine and vehicle over heated.

*** 11/08/2018 09:47:20 ***

Web - Diagnostics created on 11/08/2018 09:45:19 and created by Young Im

Performed test with kds found found 2 pending code p011700,p014000 and actuation test cooling fan pcm = o.k. but no oil on dipstick and no coolant and melted radiator cap hosing and the vehicle crank but no compression.

Tech request replacement of long block assy., intake manifold and air filter soaked oil., radiator assy.

*** 11/08/2018 09:47:37 ***

20181108_[REDACTED].mp4 added by Young Im on 11/08/2018 09:47:21

*** 11/08/2018 10:12:44 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** 11/08/2018 10:17:24 ***

[REDACTED].jpg added by Young Im on 11/08/2018 10:17:22

*** Web - Advice created on 11/08/2018 10:19:38 and created by Frank Lusic ***

1: Hello Young

Thank you , based on this information the engine will need to be replaced

I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

Based on the information that you have provided the engine will need to be replaced

Please refer to PS561

,YOU MUST USE THE LATEST FORM !

To obtain the latest core form please do the following

Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .

*** 11/08/2018 10:25:13 ***

Web - Note created on 11/08/2018 10:25:13 and created by Young Im

Completed attached engine core data form. Thank you .

*** Web - Advice created on 11/08/2018 10:44:24 and created by Frank Lusic ***

1: The completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/08/2018 10:44:47 ***

PWA has been authorized by Frank Lusic

*** 11/08/2018 10:44:47 ***

Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO L FWD AUTO

Engine: 2.4L GDI

Model Code: 73212

VIN: 5XYPG4A3XGG [REDACTED]

Mileage: 55,979

Prod Date: 02/13/2015

Warranty Start Date: 03/16/2015

Dealer/Contact Data:

Dealer: NC009 Bob King KIA

Phone: 3367243866

FAX: 3367143350

Contact: Ryan Slaubaugh

Contact Title: Exclusive Kia Technician

Service District: SO08

Case Details:

Case Title: HVAC - Blower inop #

Symptom: Blower Motor Inop

DTC:

System: Heating Ventilation & A/C

Component: Blower Motor

Resolution: main dash harness, blower m

Case History

*** 03/11/2019 09:34:53 ***

Contact = Ryan Slaubaugh, Priority = Standard, Sub Status = Dispatched

*** 03/11/2019 09:34:53 ***

Web - Problem Description created on 03/11/2019 09:34:53 and created by Ryan Slaubaugh
c/s heat is inop sop here

*** 03/11/2019 09:34:53 ***

Web - Diagnostics created on 03/11/2019 09:34:53 and created by Ryan Slaubaugh
found another tech had diag the blower motor was faulty, replaced sop that was ordered, on removal of blower motor found connector melted, and there was no power going to the blower motor, replaced pigtail for blower motor and blower motor worked for a couple seconds then nothing, no power at blower motor again.

*** 03/11/2019 10:04:52 ***

Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/11/2019 10:08:23 and created by Tony Thomas ***

1: Perform a voltage drop test from B+ at the battery to pin 1 of the blower motor. If battery voltage is good to pin 1, ground pin 2 and verify the blower does work then check connections at the resistor and HVAC control head.

*** 03/11/2019 11:16:01 ***

Web - Note created on 03/11/2019 11:16:01 and created by Ryan Slaubaugh
found my issue, found at the ipm junction block connector ip/f pin 1 connector and pin burnt. also

*** 03/11/2019 11:27:08 ***

IMG_20190311_[REDACTED].jpg added by Ryan Slaubaugh on 03/11/2019 11:27:06

*** 03/11/2019 11:27:44 ***

IMG_20190311_[REDACTED].jpg added by Ryan Slaubaugh on 03/11/2019 11:27:42

*** 03/11/2019 11:28:41 ***

IMG_20190311_ [REDACTED].jpg added by Ryan Slaubaugh on 03/11/2019 11:28:39

*** 03/11/2019 11:29:50 ***

IMG_20190311_ [REDACTED].jpg added by Ryan Slaubaugh on 03/11/2019 11:29:47

*** Web - Advice created on 03/11/2019 11:58:01 and created by Tony Thomas ***

1: Good job. Looks like it will need the fuse box and dash harness. Update the case once the repairs are completed. Thanks!

*** 03/15/2019 10:16:18 ***

Web - Note created on 03/15/2019 10:16:18 and created by Ryan Slaubaugh
waiting on parts to arrive

*** Web - Advice created on 03/15/2019 10:20:47 and created by Tony Thomas ***

1: Thanks for the update.

*** 03/22/2019 06:24:15 ***

Web - Note created on 03/22/2019 06:24:15 and created by Ryan Slaubaugh
replaced blower motor, ip junction boxes and main dash harness. now everything is working normal

*** 03/22/2019 06:24:48 ***

Case Closed with Resolution Code: Damaged Component

Resolution Summary: main dash harness, blower motor and ip junction box



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO LX AWD AUTO

Engine: 2.4L GDI

Model Code: 73422

VIN: 5XYPGDA34GG [REDACTED]

Mileage: 3,298

Prod Date: 11/19/2014

Warranty Start Date: 09/02/2015

Dealer/Contact Data:

Dealer: NH012 Team KIA

Phone: 6032270550

FAX: 6032279156

Contact: Chris West

Contact Title: Exclusive Kia Technician **Service District:** EA01

Case Details:

Case Title: Engine - No Start #

Symptom: No Crank_No Start

DTC:

System: Engine Electrical

Component: Starter

Resolution:

Case History

*** NOTES 01/05/2016 02:57 PM clarify Action Type: Dealer contact

*** Performed by contact: Chris West, 6032270550

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

Problem Description :
will not start with key

Diagnostics Performed :
Relays tested good and click on key turn, all fuses for start system good, no clicking heard from starter unit when turning key, tapped starter no change. range switch reads park , moved to neutral no change.

*** NOTES 01/05/2016 02:57 PM clarify Action Type: Dealer contact

*** Performed by contact: Chris West, 6032270550

ground from battery good

Additional Comments:ground from battery good

*** PHONE LOG 01/05/2016 03:27 PM Pacific Daylight Time JLANCASTER-TL Action Type:Web Contact

Advice 1: Is there any after market or port installed items found on this vehicle? Please inspect the EM11, EC11 and EB11 connections. If you supply power to pin 1 of the E/R-A connector does the engine crank?

*** NOTES 01/06/2016 06:09 AM clarify Action Type: Dealer contact

*** Performed by contact: Chris West, 6032270550

Result of Advice 1:has factory remote start installed here,customer stated this was 3rd time using remote start. using connector EB11 key on start you get 12v, other side of EB11 send 12v no crank. put car in air to double check the ground, all good, found what looked like a oil leak from under starter, looks like starter melted internally and leaked out sending pics

*** PHONE LOG 01/06/2016 09:17 AM Pacific Daylight Time JLANcaster-TL Action Type:Web Contact
Advice 1: I was unable to open the pictures for some reason. Please test the voltage at the starter, if voltage is present please replace the starter and reinspect operation.

*** NOTES 01/08/2016 01:14 PM clarify Action Type: Dealer contact
*** Performed by contact: Chris West, 6032270550
Result of Advice 1:removed starter, heavy burnt smell, makes great music when shaken

*** CASE CLOSE 01/08/2016 01:14 PM clarify
*** Performed by contact: Chris West, 6032270550
replaced starter



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO SXL 2.0T AWD AUTC **Engine:** 2.0L TURBO **Model Code:** 75492
VIN: 5XYPKDA13GG [REDACTED] **Mileage:** 6,151
Prod Date: 01/27/2015 **Warranty Start Date:** 06/30/2015

Dealer/Contact Data:

Dealer: WA034 Car Pros KIA Renton
Phone: 4252774228 **FAX:** 2536714068
Contact: Joseph Clinch **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: Unusual odor - General # rodent droppings

Symptom: Unusual Odor **DTC:**

System: Engine Mechanical

Component: Exhaust Manifold

Resolution:

Case History

*** NOTES 01/06/2016 09:26 AM clarify Action Type: Dealer contact
*** Performed by contact: Joseph CLINCH, 4252046600
*** This is a Request for Assistance ***

Problem Description :
CUST. STATES ENGINE SMELLS HOT AND SMOKE IS NOTED FROM ENGINE AREA

Diagnostics Performed :
Inspected vehicle. Found engine; exhaust manifold, engine cover, intake manifold, engine air cleaner housing and, transmission all have rodent feces and urine on them. No fluid leaks from vehicle were seen. Rodent feces and urine burning on the exhaust manifold.

*** NOTES 01/06/2016 09:30 AM clarify Action Type: Dealer contact
*** Performed by contact: Joseph CLINCH, 4252046600
Opened Techline required by KMA 2016MY Sorento
Additional Comments:Opened Techline required by KMA 2016MY Sorento

*** CASE CLOSE 01/06/2016 09:39 AM clarify
*** Performed by contact: Joseph CLINCH, 4252046600
none

*** PHONE LOG 01/06/2016 09:54 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Joseph. Please thoroughly inspect all wiring for rodent damage and advise the customer about this damage. Fabric softener spray is good to repel rodents from eating the insulation in the engine compartment if the vehicle has to be parked in an area that is not secure from this element.

*** NOTES 01/06/2016 10:01 AM clarify Action Type: Dealer contact

*** Performed by contact: Joseph CLINCH, 4252046600

Result of Advice 1:No wiring damage was seen. will inform customer about fabric softener spray.

Additional Comments:Thank you

*** CASE CLOSE 01/06/2016 10:04 AM clarify

*** Performed by contact: Joseph CLINCH, 4252046600

informed customer



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO SXL 2.0T AWD AUTC **Engine:** 2.0L TURBO **Model Code:** 75492
VIN: 5XYPKDA19GG [REDACTED] **Mileage:** 1,057
Prod Date: 04/13/2015 **Warranty Start Date:** 10/24/2015

Dealer/Contact Data:

Dealer: PA004 Murray KIA
Phone: 6102793020 **FAX:** 6102799663
Contact: Walter Jones **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: MIL - PCM # P011300 - P088000 - C222808 - P030300 - P030200 -
Symptom: Warning Light On **DTC:**
System: Engine Electrical
Component: Engine Harness
Resolution:

Case History

*** NOTES 01/25/2016 01:38 PM clarify Action Type: Dealer contact
*** Performed by contact: Jeff Ashman, 6102600800
*** This is a Request for Assistance ***

Problem Description :

customer states check engine light is on and does not accelerate no power-----This vehicle was in a passengerside impact where both passengerside doors had to be replaced

Diagnostics Performed :

checked for codes found codes P011300, P088000, C222808 Active, P030300, P030200, P030000, P010800, P010600, P032600, C161308, C164608, C136008, C164608, C164681, C164686 in history. I followed wire inspection for P222808 and it had me check the P-CAN terminals of the HECU and PCM, had good continuity and resistance but found when checking both terminals The P-CAN high and P-CAN low at the PCM with HECU plugged in it would show continuity, unplugged EF-21 connector in passengerside kick panel and continuity would become open. checked terminals on floor harness side and it still would show continuity between the P-CAN lines until disconnecting MF-11, checked main harness side of connector and still showed continuity between P-CAN lines then disconnected I/P-H connector and the continuity would disappear. removed the IGPM and directly checked the P-CAN terminals with no other connectors plugged in and still shows continuity.

*** PHONE LOG 01/25/2016 01:58 PM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Jeff, you stated that there is continuity between the P Can high and low terminals until I/P-H is disconnected, but what is the resistance you found. Is is 0 ohms or something else?

Advice 2: Does this vehicle have any aftermarket, port, or dealer installed accessories such as remote start, an alarm, a lighting kit, aftermarket HID headlights, neon or LED lights, aftermarket or add on radio equipment, or anything connected to the DLC or DLC wiring, or trailer wiring? I have even seen a Y cable connected to the DLC with an aftermarket connector for the DLC that looks identical. Please refer to PS 399. Does the vehicle have any signs of damage or having been in an accident and repaired?

Advice 3: With all connectors insatlled, make sure you have communication with all modules, please make sure you can view

current data do not just do a global fault search.

*** NOTES 01/26/2016 07:04 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1: i have 120.8 ohms between the IGPM side of the I/P-H connector with it out of the vehicle

Result of Advice 2: no aftermarket accessories or addons and it was stated this was in an accident on the passengerside doors in the notes if you reread!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Result of Advice 3: I will have to reassemble the vehicle to check for current data then

*** PHONE LOG 01/26/2016 08:29 AM Pacific Daylight Time BLall-TL Action Type: Web Contact

Advice 1: Jeff, I saw the notes you added about the vehicle being in an accident. I have a statement requesting to inspect for accessories and didn't realize I forgot to take the question about accident damage out of the statement before putting it in the case notes.

Advice 2: On this vehicle the different CAN lines all go into the gateway I/P-H connector. Depending what pins (what CAN line) you are checking that resistance is normal. Please refer to PS 423 for more information about the resistance of the different CAN systems and note if you find any abnormal resistance in the vehicle.

Advice 3: If you have the IGPM out of the vehicle already, please install the T-connector now so you are sure that it is installed correctly on all the pins. Thanks.

*** NOTES 01/26/2016 12:51 PM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1: ok

Result of Advice 2: the C-CAN line at IGPM is 121 ohms, at I/Ph is 120.6 ohms, and connected is 60.3 ohms, P-CAN is IGPM 120 ohms, I/Ph 117.6 ohms, connected 59.7, D-CAN IGPM 60 ohms, I/P-h OL, connected 59.9 ohms, B-CAN OL across board and same with M-CAN. which is really close to the chart except for P-CAN at the I/Ph

Result of Advice 3: I installed the T connector and plugged everything back in and now the car will not let me communicate at all with it not even auto vin or code search

*** PHONE LOG 01/26/2016 01:14 PM Pacific Daylight Time BLall-TL Action Type: Web Contact

Advice 1: Based on the resistance of the CAN systems the wiring should be okay.

Advice 2: Since you cannot communicate not double check for any loose, bent, backed out, or damaged pins. If you enter the model manually can you communicate with anything? Does the vehicle start at all?

Advice 3: Make sure no fuses are blown. If they are good, please try a known good IGPM and retest. Thanks.

*** NOTES 01/26/2016 01:32 PM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1: thanks

Result of Advice 2: I did miss plugging a connector on the back of igpm and now it communicates with all installed modules and I checked for codes after clearing and cycling to see if same codes come back since I had things apart and I have a few different codes now, P019800, P023600, P033500 pending after starting it and it still running rough and does not register any rpm also codes C161308, C136008, C161708 came back as history codes

Result of Advice 3: see above

*** PHONE LOG 01/26/2016 02:02 PM Pacific Daylight Time BLall-TL Action Type: Web Contact

Advice 1: Does the current data for the PCM show the engine RPM?

Advice 2: Please check the PCM connections and graph the CKP signal to see if it is dropping out or a dirty signal.

Advice 3: Please check and upgrade the main ground from the battery cable to the body and ground GC201 by unbolting the ground bolt, scraping away any paint or varnish and scuffing the mounting surface, install a star washer between the body and the ground, and then install the ground making sure it is tightened securely.

** Admin Note **

service alert escalated to CA as : [REDACTED] on 01/26/2016

*** NOTES 01/27/2016 04:24 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

the vehicle acts differently everytime I start it and if I clear codes different codes will come back

Additional Comments:the vehicle acts differently everytime I start it and if I clear codes different codes will come back

*** NOTES 01/27/2016 05:16 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Also how is it possible the crank sensor will pull down the whole can circuit and where is this leading too

Additional Comments:Also how is it possible the crank sensor will pull down the whole can circuit and where is this leading too

*** PHONE LOG 01/27/2016 06:56 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Jeff, since the tach is not working and there is a CKP DTC I was trying to find out if the PCM is getting the correct signal. This could possibly be proof the PCM is not working correctly if it is getting a good signal and does not display the engine RPM in the current data. Thanks.

*** NOTES 01/27/2016 07:38 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1:It does show rpm correctly under current data for engine

*** PHONE LOG 01/27/2016 07:52 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Ok, since the DTCs keep changing if you have a known good like vehicle and your management will allow it, try the known good IGPM for testing only since it contains the gateway.

Advice 2: Since the resistance of the CAN lines are good, the only diagnostic procedure I can advice is to use the VMI and to graph the high and low CAN lines on each CAN circuit by connecting the leads to the T-Connector inline with the I/P-H connector. Note if any of the CAN lines are shorted to power, ground, or just have no activity.

*** NOTES 01/27/2016 08:13 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1:I don't have access to a similar vehicle to use as a known good part

Result of Advice 2:Is this leading down a path of a bad IGPM

*** PHONE LOG 01/27/2016 08:28 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: At this point it is difficult to tell what is causing the concern. It can be anything linked to the CAN system. Since the DTCs are changing and there seem to be DTCs related to modules on multiple CAN systems it could be an IGPM, a bad connection or damaged wiring, or a bad module.

Advice 2: Please connect the VMI and graph the CAN signals with the vehicle running and let me know what you find. Thanks.

*** NOTES 01/27/2016 08:46 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1:I thought we ruled out a module and wiring by doing the current data communication and resistance checks

Result of Advice 2:I thought we ruled out a module and wiring by doing the current data communication and resistance checks

*** PHONE LOG 01/27/2016 09:05 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: All those checks verify is the resistors in the circuits are right and that the CAN wires are not shorted to one another, and on the circuits that have resistors the wiring is not open. The wiring could still have a short to power or ground on one or more legs. Usually when the resistance is correct it indicates the wiring is good and the problem is with a module but since the vehicle was in a collision there could still be a short in the wiring.

*** NOTES 01/27/2016 09:49 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1: since there was no damage found to any harnesses and the vehicle has been fixed correctly and only the door panels were replaced as stated, I need a little more info on what module your thinking it could be instead of scoping these wires and hoping we find something on the :5" possible CAN harnesses

*** PHONE LOG 01/27/2016 10:07 AM Pacific Daylight Time BLall-TL Action Type: Web Contact

Advice 1: Jeff, I have seen this type of concern from poor connections. Please double check the connections at MF11, MF21, EC11, EM11, EM21, and RR01 for any loose, damaged, bent, backed out, or corroded pins. Make sure to use the pin tension tool on all terminals, unless it does not fit. If it does not fit, please select the correct T-Connector for the terminal as per ELE 064 if there is one, and check the pin drag with the T-Connector. If you have some, please add stabilant 22a to all terminals as per PS116 and allow it to air dry for 5 mins before installing the connectors.

Advice 2: If it is not a connection issue and it is a module that is causing the concern, it can be any module on the CAN system. You can refer to the data link details wiring schematic and can start unplugging the main connectors shown. After each connector is unplugged you can cycle the ignition and retest for communication. This may help isolate the part of the CAN system causing the problem without graphing the CAN lines. Thanks.

*** NOTES 01/27/2016 10:38 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1: as you already know I had all of these connectors apart already and found no issues as far as terminal fitment and connection issues as the problem is still occurring after I plugged all of them back in.

Result of Advice 2: essentially I will still have communication with a module if it is unplugged if I understand what your trying to say

*** PHONE LOG 01/27/2016 10:48 AM Pacific Daylight Time BLall-TL Action Type: Web Contact

Advice 1: Jeff, I know you checked all those connections that is why I said to double check. If you are sure the connections are all good then you will need to continue with the other diagnostics.

Advice 2: I am not saying you will have communication with any module that is unplugged. I am saying when communication is lost, if you unplug part of the CAN circuit or a module and the remaining modules in the vehicle begin communicating again then that indicates the problem is in the part of the circuit that was unplugged.

*** NOTES 01/28/2016 06:10 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1: see below

Result of Advice 2: I scoped the C-CAN line at the I/P-H connector and found an erratic non matching signal between the high and low lines. I unplugged the MF-11 connector in the driverside kick panel and the signal becomes normal. I then plugged the MF-11 connector back in and then unplugged the EF-11 connector and found that I still had a bad erratic signal. I unplugged the modules at connectors F61, F20, and RR01 to see if the signals would change and they didn't. I also was suggested to check the P-CAN signal while unplugging other CANs to see if that signal will change and base line that signal was also erratic but upon removing the C-CAN terminals of the T-connector the signals became normal. when unplugging C-CAN terminals they accidentally ground to the knee pad support and blew the fuse for Module#7 so I replaced Fuse and re scoped C-CAN line and found they were now normal and looked for a change when plugging F61, F20, And RR01 connectors in and the signal remained normal. turned key on cleared all codes and then cycled key 3 times and started it and now it starts and runs normally and no CAN codes have returned however I do have 3 codes that returned P088000, C222808, And C136008 all have returned as active immediately and when shifting into gear and noticeable clunk feel happens but no noise.

*** PHONE LOG 01/28/2016 08:24 AM Pacific Daylight Time BLall-TL Action Type: Incoming call

Advice 1: Jeff called and reviewed the previous notes he entered with me. Advised with how he isolated the CAN system the most likely cause of the concern would be the TPMS module or possibly a poor connection in the JF04 joint connector. I also referenced the passenger fuse compartment fuse details for the module 7 fuse, since after the fuse blew and was replaced the CAN signal was good. I found that fuse supplies voltage to the TPMS module, key solenoid, and sport mode switch. Advised based on the isolation of the CAN system and the fuse supplying the TPMS module, my recommendation is to

replace the TPMS module as the cause of the CAN system error and to check the connections at the JF04 connector.
Advice 2: The vehicle has 3 codes that will not clear and the P088000 is pending. Advised to follow the wiring inspection for that DTC and after reviewing the C222808, And C136008 DTC information advised that it is likely all 3 DTCs are related and the vehicle has multiple problems. Jeff is going to continue following the diagnostics for the P088000 and will report the results. Thanks.

*** NOTES 01/28/2016 09:11 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1: will inspect the JF04 joint connector and replace TPMS module if need be

Result of Advice 2: I followed and found excessive resistance on ground side rechecked the ground G201 and found Paint still on back of terminals recleaned and rechecked the ground resistance now within spec and rechecked codes no codes returned and vehicle is shifting normally

*** PHONE LOG 01/28/2016 09:17 AM Pacific Daylight Time BLall-TL Action Type: Web Contact

Advice 1: Good job. Make sure you get authorization to drive the vehicle on an extended test drive or to have a porter drive the vehicle to make sure no concerns return. Thanks.

*** PHONE LOG 02/01/2016 09:42 AM Pacific Daylight Time BLall-TL Action Type: Web Contact

Advice 1: Has this vehicle been repaired and released? If it has, please update the case notes and close the case. Thanks.

*** PHONE LOG 02/03/2016 01:18 PM Pacific Daylight Time BLall-TL Action Type: Incoming call

Advice 1: Jeff stated now the vehicle has no communication again with the new or with the original TPMS module installed. Advised he will need to start disconnecting parts of the CAN system again until communication is restored to isolate the part of the CAN system causing the concern.

*** NOTES 02/04/2016 07:59 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1: today I scoped the C-CAN circuit and the signal was normal and a mirror image but I then checked the P-CAN line and the pattern would overlap together and was not a mirror image so I started unplugging harness connectors to isolate circuit and unplugged connector MF11 and the signal was normal re plugged that connector back in signal went back to erratic and unplugged the connector EF21 and the signal was normal unplugged and reconnected ef21 and unplugged EC11 and signal went to normal and replugged it back in to undo connectors at PCM and The Vaccum Pump to see if change when unplugging but when plugging connector EC11 the signal remained normal before unplugging PCM or Vaccum pump and now communication and auto vin is normal across all modules

*** PHONE LOG 02/04/2016 09:11 AM Pacific Daylight Time BLall-TL Action Type: Web Contact

Advice 1: Please check the wiring going to the vacuum pump and if you are sure there is no damage, my recommendation is to replace the vacuum pump as the most likely cause then to retest. Thanks.

*** CASE CLOSE 02/08/2016 06:06 AM clarify

*** Performed by contact: Jeff Ashman, 6102600800

Replaced tpms module and vaccum pump assembly all can circuits normal drove vehicle for 15 miles no issue

*** NOTES 02/16/2016 01:00 PM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1: vehicle came back codes P088000, C222808 came back active and codes C136008 came back history and code P060100 flagged this visit in history

*** PHONE LOG 02/16/2016 01:02 PM Pacific Daylight Time SCamarillo-TL Action Type: Web Contact

Advice 1: Vehicle returned P0880, C222808, both active. P060100, C136008 history codes.

Advice 2: Please perform the Wiring Inspection outlined in KGIS for the P0880 code and report your voltage readings.

*** NOTES 02/16/2016 01:48 PM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1:ok

Result of Advice 2:checked for battery positive at terminal at pins 64 and 85 of the PCM and have 12.5 volts. checked resistance at pins 45 and 46 of PCM and had 0.4 ohms each. Then checked for battery voltage and pins 5 and 10 of the solenoid power harness and only had 1.07 volts at both. so I checked for power on the male pins of the PCM at pins 1 and 22 and still only had 1.07 volts

*** PHONE LOG 02/16/2016 01:53 PM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact

Advice 1: I think you found your issue there. Verify your PCM has good B+ supply and grounds going to it. If pinfit is good at the PCM pins 1 and 22 sound like we have a faulty PCM.

*** NOTES 02/17/2016 09:06 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1:I replaced the PCM but did not program the vin yet but wanted to check voltage at pins 5 and 10 of ATM solenoid and still has only 1.7 volts and rechecked at PCM male pins 1 and 22 and they still only have 1.7 volts

*** PHONE LOG 02/17/2016 09:12 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact

Advice 1: Do you have a known good 16 Sorento you could check the voltages on? I want to make sure KGIS is correct as it shows B+ on those wires.

*** NOTES 02/17/2016 09:38 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1:on a known good one I have 4.15 volts at pins 5 and 10 at the ATM solenoid

*** PHONE LOG 02/17/2016 09:48 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact

Advice 1: With both PCM and ATM connector unplugged see if both the power wires for the solenoids have any continuity to ground or any of the surrounding wires near to them. Excellent move checking PCM operation before programming BTW.

*** PHONE LOG 02/17/2016 09:48 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact

*** NOTES 02/17/2016 09:51 AM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

no continuity between ground and pins 5 and 10 with both PCM and ATM unplugged

Additional Comments:no continuity between ground and pins 5 and 10 with both PCM and ATM unplugged

*** PHONE LOG 02/17/2016 10:47 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact

Advice 1: OK I think we have some harness damage somewhere that we are having trouble finding, gut feeling it is related to the accident you stated earlier. Were the voltages checked at the AT connector unplugged or connected with T connectors?

Advice 2: Also with the other active code it would indicate an issue with communication between the TCM/PCM and ESC module. Have you ohmed the PCAN between the two modules? Also was the harness that runs along the door sill on the side that was impacted inspected, did all this start after the accident? Sorry for the extra questions just want to be as accurate as possible as this case is pretty long right now.

*** PHONE LOG 02/17/2016 01:16 PM Pacific Daylight Time SCamarillo-TL Action Type:Outgoing call

Advice 1: Jeff could you attach any freeze frame data on the active codes, are you able to read current data in those modules?

*** PHONE LOG 02/19/2016 10:04 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: Jeff I am escalating the case see if we can get another set of eye on this with an FTS.

*** NOTES 03/09/2016 08:38 AM clarify Action Type: Dealer contact
*** Performed by contact: Jeff Ashman, 6102600800
Result of Advice 1:I have replaced the harness but the codes come back right away C222808, P088000, P0601000 active, and C136008 history

*** PHONE LOG 03/09/2016 08:42 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: Has an FTS come out there to inspect?

*** NOTES 03/09/2016 08:52 AM clarify Action Type: Dealer contact
*** Performed by contact: Jeff Ashman, 6102600800
Result of Advice 1:No not yet I was not informed of any time do you know when he is scheduled

*** NOTES 03/09/2016 08:55 AM clarify Action Type: Dealer contact
*** Performed by contact: Jeff Ashman, 6102600800
Result of Advice 1:And we where not aware any was dispatched

*** PHONE LOG 03/09/2016 09:00 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: Have your DPSM contact the FTS's see what the status is, I actually did put that into the case notes that I had escalated the case on 2/19 so I would check with the DPSM and see what the status of him coming out.

*** NOTES 03/09/2016 09:02 AM clarify Action Type: Dealer contact
*** Performed by contact: Jeff Ashman, 6102600800
Result of Advice 1:in the mean time is there anything I can check out today?

*** PHONE LOG 03/09/2016 09:23 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: Do a voltage drop test from pins 85 and 64 of the PCM to B+, also from pins 45 and 46 of the ground circuit to B - . Did you still have only 1 volt going to the solenoids?

*** NOTES 03/09/2016 10:06 AM clarify Action Type: Dealer contact
*** Performed by contact: Jeff Ashman, 6102600800
Result of Advice 1:both pins 64 and 85 have 12.54 volts to b+ and battery is at 12.90 volts and both pins 45 and 46 have .05 volts to ground b- and I have 2.55 volts at both pins 5 and 1 at transmission

*** NOTES 03/09/2016 10:11 AM clarify Action Type: Dealer contact
*** Performed by contact: Jeff Ashman, 6102600800
Result of Advice 1:sorry pins 85 and 64 are at 8.36 volts wasn't clipped in all the way

*** NOTES 03/09/2016 10:12 AM clarify Action Type: Dealer contact
*** Performed by contact: Jeff Ashman, 6102600800
Result of Advice 1:nevermind forget that last one they are still at 12.54 volts had left it on negative cable

*** PHONE LOG 03/09/2016 10:15 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: OK please recheck as if you have 12.54 drop that would be our problem. You should have something similar to what you measured on the B - side. Check for good pin tension at TCU fuse I have seen that cause problems on other

models.

*** NOTES 03/09/2016 12:01 PM clarify Action Type: Dealer contact

*** Performed by contact: Jeff Ashman, 6102600800

Result of Advice 1: found bad tension a tcu 2 fuse re tightened pin and cleared codes did not return right away will road test to confirm and voltage readings are now normal

*** PHONE LOG 03/09/2016 12:26 PM Pacific Daylight Time SCamarillo-TL Action Type: Web Contact

Advice 1: Ok glad it appears we have a handle on it. let me know if the codes return.

*** CASE CLOSE 04/05/2016 07:47 AM clarify

*** Performed by contact: Jeff Ashman, 6102600800

repaired tension at TCU2 fuse and codes have not returned thanks for the help on this

*** PHONE LOG 09/12/2016 01:03 PM Pacific Daylight Time JGossling-TL Action Type: Web Contact

Advice 1: Problem Description :

CCUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON-TAKES A LONG TIME TO ACCELERATE--WHEN PUTTING VEHICLE FROM PARK TO DRIVE IT JUMPS

Diagnostics Performed :

FOUND THAT THERE WAS A PERVIOUS CASE OPENED FOR THIS VEHICLE. DONT KNOW CASE NUMBER. FOUND TCM2 FUSE MELTING- FUSE DID NOT POP ITS JUST MELTING. CAN KIND OF SEE INTO FUSE BLOCK AND IN SIDE PINS LOOK BURNT AS WELL. AGAIN PERVIOUS CASE WAS OPENED FOR THIS CONCERN BY ANOTHER TECH. ACTIVE CODES FOUND WERE P088000 AND C222808 AND A HISTORY CODE OF C136008. WHATS NEXT BEST STEP, THANKS WALTER

*** CHNG CONTACT 09/12/2016 01:03 PM Pacific Daylight Time JGossling-TL

Contact changed from Jeff Ashman at Murray Kia to Walter Jones at Murray Kia. Former primary phone: (610) 260-0800. Former alternate phone: .

*** PHONE LOG 09/12/2016 01:10 PM Pacific Daylight Time JGossling-TL Action Type: Web Contact

Advice 1: Walter,

This case has been escalated already so you will need to contact your dpsm for assistance with scheduling an appointment with the FTS. Thank you

*** CASE CLOSE 11/01/2016 08:01 AM clarify

*** Performed by contact: Walter Jones, 6102600800

no work done by walter jones



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO EX 2.0T AWD AUTO **Engine:** 2.0L TURBO **Model Code:** 75442
VIN: 5XYPHDA12GG [REDACTED] **Mileage:** 31,293
Prod Date: 01/05/2015 **Warranty Start Date:** 03/12/2015

Dealer/Contact Data:

Dealer: MD029 Sherwood KIA of Salisbury
Phone: 4107491301 **FAX:** 4105484643
Contact: Ian Lankford **Contact Title:** Exclusive Kia Technician **Service District:** SO10

Case Details:

Case Title: Fluid Leak - Engine oil # oil residue and burning smell
Symptom: Oil Leak **DTC:**
System: Engine Mechanical
Component: Turbo charger
Resolution:

Case History

*** NOTES 01/26/2016 07:11 AM clarify Action Type: Dealer contact
*** Performed by contact: Ian Lankford, 3023548506
*** This is a Request for Assistance ***

Problem Description :
Customer states there is a burning oil smell inside vehicle.

Diagnostics Performed :
Verified customer concern, raised vehicle and found oil residue on back of subframe under turbo, oil residue is on coolant crossover tube, 4wd transfer case assy and axle, and on catalytic converter support bracket on block under turbo as well. Oil feed and return lines do not appear to be leaking and cannot see oil residue on exhaust manifold. Cannot at this time pinpoint where the oil leak is coming from, want to know if this is a known concern or if you have seen this before. I can attach pictures if needed.

*** PHONE LOG 01/26/2016 07:21 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Ian, this is not a common concern. Please attach pictures of what you found to the case as per PS 410 and make sure to add a note when they are attached or I will not be notified.
Advice 2: Please make sure the oil is engine oil and not from another source and check the engine oil level. Add some dye to the engine oil and clean all the residue then recheck for leaks after driving the vehicle.
Advice 3: Try to find out if the customer had the vehicle serviced when the concern started and inspect the valve cover gasket and other areas of the engine above the turbo and oil lines for signs of leaks.

*** NOTES 01/26/2016 07:55 AM clarify Action Type: Dealer contact
*** Performed by contact: Ian Lankford, 3023548506
Result of Advice 1:I attached pictures to case of the leak.
Result of Advice 2:The oil in question is definitely engine oil, oil change was performed as part of this service, will add dye and drive vehicle to help determine where leak is coming from.
Result of Advice 3:the concern was noted at the service for today, last oil change was 3600 miles ago. Checked and

attached pictures of valve cover gasket, no leaks from above the turbo can be seen.

*** PHONE LOG 01/26/2016 08:53 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Thanks for the pictures. Let me know if you find the source of the leak with the dye.

Advice 2: The only other test I can suggest is to connect the evap smoke machine to the oil dipstick tube and use smoke and shop air to lightly pressurize the crankcase. Only pressurize the crankcase lightly or you can cause damage to engine seals. Inspect for smoke escaping. If the leak is from a high pressure part of the oil system it may not show up using this test.

Advice 3: If you do find the leak using any test, if possible take a picture showing the source and attach it to the case.

Thanks.

*** NOTES 01/27/2016 05:24 AM clarify Action Type: Dealer contact

*** Performed by contact: Ian Lankford, 3023548506

Result of Advice 1:Added dye, have not ran vehicle since dye has been added, will report back if something is found after running vehicle with dye.

Result of Advice 2:Performed smoke test as advised, removed battery and intake assembly, noted slight oil residue in intake and oil laying inside of turbo housing pictures of this will be attached after this reply. performed smoke test, plugged pcv system to prevent smoke leaking, all of the smoke appeared to be coming out of the turbo intake side. Want to know if this is normal.

Result of Advice 3:Attaching pictures now.

*** PHONE LOG 01/27/2016 07:04 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: If the smoke machine was connected to the crankcase through the oil dipstick there should not be smoke out of the turbo intake turbine. Is there any play in the turbine or contact with the housing?

*** PHONE LOG 01/27/2016 07:06 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Ian I forgot to ask, have you verified all the service records for the vehicle?

*** NOTES 01/28/2016 10:26 AM clarify Action Type: Dealer contact

*** Performed by contact: Ian Lankford, 3023548506

Result of Advice 1:I have verified service records, customer has always had vehicle here for service and has gotten 6 oil changes since purchase of vehicle all within recommended mileage. And yes, smoke machine was hooked up to oil dipstick tube with very low pressure and pcv was plugged to not let out smoke, the only place smoke was exiting was the turbo inlet. Also turbo has no measurable in and out play but some radial play is present. Still have not pinpointed oil leak from dye yet.

*** PHONE LOG 01/28/2016 10:36 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Based on the information you provided, my recommendation is to replace the turbo and make sure the oil feed line is not restricted. If it is then the oil feed line would need to be replaced as well.

*** PHONE LOG 02/01/2016 09:37 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Has this vehicle been repaired and released? If it has, please update the case notes and close the case. Thanks.

*** NOTES 02/02/2016 01:51 PM clarify Action Type: Dealer contact

*** Performed by contact: Ian Lankford, 3023548506

Result of Advice 1:Replaced turbo today, test drove after replacement and verified repair as well as no leaks.

*** CASE CLOSE 02/02/2016 01:51 PM clarify

*** Performed by contact: Ian Lankford, 3023548506

Replaced turbo



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO LX FWD AUTO

Engine: 2.4L GDI

Model Code: 73222

VIN: 5XYPG4A35GG [REDACTED]

Mileage: 9,502

Prod Date: 09/16/2015

Warranty Start Date: 10/16/2015

Dealer/Contact Data:

Dealer: FL122 Rick Case KIA

Phone: 9546221500

FAX: 9546221551

Contact: Luis Montalva

Contact Title: Shop Foreman

Service District: SO02

Case Details:

Case Title: MIL - PCM # P001000

Symptom: Warning Light On

DTC:

System: Engine Mechanical

Component: CVVT/OCV Unit

Resolution:

Case History

*** NOTES 05/27/2016 08:59 AM clarify Action Type: Dealer contact

*** Performed by contact: Luis Montalva,

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

Problem Description :

C/S Check eng light on while driving, no acceleration while driving

Diagnostics Performed :

Verified concern. DTC stored P0010 00- "a(intake) Camshaft Position Actuator circuit(bank 1). noticed when when engine was sitting at idle, actuator would smoke, removed sensor and found actuator melting from heat and/or contact with gear(pictures soon attached). Have you seen this issue before? and would you recommend just changing the actuator or the gear as well?

*** PHONE LOG 05/27/2016 09:03 AM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: Please replace the E-CVVT,seal and the cover as outlined in Pitstop PS415r2

*** CASE CLOSE 06/07/2016 11:18 AM clarify

*** Performed by contact: Luis Montalva,
replaced cvvt assembly



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO EX 2.0T FWD AUTO **Engine:** 2.0L TURBO **Model Code:** 75242
VIN: 5XYPH4A15GG[REDACTED] **Mileage:** 28,212
Prod Date: 01/13/2015 **Warranty Start Date:** 03/19/2015

Dealer/Contact Data:

Dealer: SC030 Jts KIA
Phone: 8035095555 **FAX:** 8035095558
Contact: Christopher Blair **Contact Title:** Exclusive Kia Technician **Service District:** SO07

Case Details:

Case Title: Engine Mechanical # turbo inlet boot melted
Symptom: Improper Operation **DTC:**
System: Engine Mechanical
Component: Air Intake Boot
Resolution:

Case History

*** NOTES 11/28/2016 12:54 PM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Blair, 8035095555
*** This is a Request for Assistance ***

Problem Description :
Customer states that they hear gushing noise on acceleration.

Diagnostics Performed :
Found the intake tube coming from the air box to the front of the turbo, that the tube on the turbo side is melted in half. The turbo is too hot to touch on the intake side. I think the turbo is messing up and needs to be replaced. Pics to follow.

*** NOTES 11/28/2016 12:59 PM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Blair, 8035095555
Pic attached
Additional Comments: Pic attached

*** PHONE LOG 11/28/2016 01:09 PM Pacific Daylight Time dbrisky Action Type: Web Contact
Advice 1: Replace the boot and report the results.

*** NOTES 11/28/2016 01:22 PM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Blair, 8035095555
Result of Advice 1: to let you know that the car has been sitting for 30 mins in 45 to 55 degree weather and is still too hot to touch.

*** PHONE LOG 11/28/2016 01:32 PM Pacific Daylight Time dbrisky Action Type: Web Contact
Advice 1: Please replace the hose and retest.

*** NOTES 11/28/2016 02:43 PM clarify Action Type: Dealer contact

*** Performed by contact: Christopher Blair, 8035095555

Result of Advice 1:I was able to reattach old hose, and I test drove it about 3 miles and when I got back to the shop I could smell burning rubber coming from the front of the turbo.

*** PHONE LOG 11/29/2016 04:57 AM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: Please replace the hose and retest.

*** NOTES 11/30/2016 11:43 AM clarify Action Type: Dealer contact

*** Performed by contact: Christopher Blair, 8035095555

Result of Advice 1:I replaced hose with new one and got the same results.

*** PHONE LOG 11/30/2016 12:02 PM Pacific Daylight Time dbrisky Action Type:Outgoing call

Advice 1: I'm not sure I understand your concern. Is the gushing noise still present? Does the vehicle lack power? Is there a DTC?

*** NOTES 11/30/2016 12:46 PM clarify Action Type: Dealer contact

*** Performed by contact: Christopher Blair, 8035095555

Result of Advice 1:The turbo got so hot that it melted the boot, that is the problem

*** PHONE LOG 11/30/2016 01:16 PM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: Melted the new boot that you ordered from the PDC?

*** PHONE LOG 11/30/2016 01:27 PM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: Tech states that the turbo is extremely hot after only driving 3 miles. Tech states the engine runs fine and no DTCs. Tech states that the oil feed and return lines are free from restrictions. Advised tech to provide the part number of the hose installed as well as compare the temperature of the turbo to a known good vehicle and provide the results.

*** NOTES 11/30/2016 02:21 PM clarify Action Type: Dealer contact

*** Performed by contact: Christopher Blair, 8035095555

Result of Advice 1:I got the correct part from parts, and there was still a little of the old intake hose left on the front of the turbo problem fixed now

*** CASE CLOSE 11/30/2016 02:22 PM clarify

*** Performed by contact: Christopher Blair, 8035095555

intake hose melted replaced with new part



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO LX FWD AUTO

Engine: 2.4L GDI

Model Code: 73222

VIN: 5XYPG4A32GG [REDACTED]

Mileage: 15,101

Prod Date: 07/24/2015

Warranty Start Date: 02/04/2016

Dealer/Contact Data:

Dealer: VA051 Ourisman Chantilly KIA

Phone: 7032632500

FAX: 7032664399

Contact: Damien Johnson

Contact Title: Exclusive Kia Technician

Service District: SO11

Case Details:

Case Title: Engine - Rough idle/Misfire # runs rough and wants to stall

Symptom: Misfire

DTC:

System: Emission Control

Component:

Resolution:

Case History

*** NOTES 12/09/2016 07:30 AM clarify Action Type: Dealer contact

*** Performed by contact: Damien Johnson, 7032632500

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

Problem Description :

CUSTOMER STATES THAT VEHICLE SPUTTERS AND FEELS LIKE IT WILL STALL.

Diagnostics Performed :

VERIFIED VEHICLE RUNS ROUGH AND DOES FEEL LIKE IT MAY STALL.

*** PHONE LOG 12/09/2016 07:50 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Damien, does the concern happen all the time or only under certian conditions? Are there any misfires showing in the current data or any DTCs in any system?

Advice 2: Please test the low side fuel pressure with a mechanical gauge at the connection to the high pressure pump at idle, under acceleration, if it is safe to do so, tape the fuel pressure gauge to the windshield and drive the vehicle (duplicating the concern if possible) and monitor the fuel pressure, and check for residual pressure after the ignition has been turned off for 5 and 10 min. If the pressure drops note if it drops immediately or gradually. Take a fuel sample and check it for contaminants and alcohol content. Please also check the current data at idle and under acceleration for the actual and desired high fuel pressure noting both.

*** NOTES 12/09/2016 08:05 AM clarify Action Type: Dealer contact

*** Performed by contact: Damien Johnson, 7032632500

Result of Advice 1:sorry i also meant to say the oil level is low and looks burnt. removed oil cap and its smoking. excessive smoke coming from tailpipe as well

Result of Advice 2:waiting on response back before testing fuel pressure

Additional Comments:car has 15101 miles.no service records here.

*** NOTES 12/09/2016 08:59 AM clarify Action Type: Dealer contact

*** Performed by contact: Damien Johnson, 7032632500

Result of Advice 1: nothing showing

Result of Advice 2: low side fuel pressure is testing at 84 psi. vehicle stayed running for about 15 seconds before cutting off. about 3 minutes after engine cut off fuel pressure reads 20psi

Additional Comments: blue smoke

*** PHONE LOG 12/09/2016 09:34 AM Pacific Daylight Time BLall-TL Action Type: Web Contact

Advice 1: What color is the smoke? Does the oil seem fuel saturated at all?

Advice 2: Please start the vehicle and after it shuts off remove all the spark plugs and inspect all the cylinders using a bore scope for signs of fuel in the cylinders and to see if any of the injectors are leaking. Thanks.

*** NOTES 12/12/2016 12:17 PM clarify Action Type: Dealer contact

*** Performed by contact: Damien Johnson, 7032632500

Result of Advice 1: the smoke is blue. oil does not seem to be fuel saturated. oil level is low. oil looks burnt and has small bubbles.

Result of Advice 2: i used a scope to check the cylinders. all cylinders are dry no leaking. the spark plugs are burnt up though. all four are black.

Additional Comments: fault code p030400-cylinder 4 misfire

*** PHONE LOG 12/12/2016 12:45 PM Pacific Daylight Time BLall-TL Action Type: Outgoing call

Advice 1: Please perform a dry and wet compression test on all the cylinders. Make sure you have a charger on the battery, the injectors disabled, and the throttle wide open. Please also perform a cylinder leak down test on all cylinders and note the percentage of leak down and note where the air is escaping from during the test (radiator, intake, exhaust, another cylinder, or crankcase) and inspect the spark plugs.

*** NOTES 12/15/2016 07:19 AM clarify Action Type: Dealer contact

*** Performed by contact: Damien Johnson, 7032632500

Result of Advice 1: did a compression test on all cylinders. all cylinders are testing between 180-200 psi. spark plugs are burnt up. very black in color.

Additional Comments: the vehicle is no longer idling rough and cutting off. vehicle seems to be running normal. but there is still blue smoke. i'm thinking it may be a stuck injector.

*** PHONE LOG 12/15/2016 07:54 AM Pacific Daylight Time BLall-TL Action Type: Web Contact

Advice 1: Please install a mechanical fuel pressure gauge inline with the inlet to the GDI pump and note the running low and high fuel pressures. Then shut off the engine and note the high and low fuel pressures and then again 5 and 10 mins after shutting the engine off.

Advice 2: After shutting the engine off remove the spark plugs and inspect the cylinders using a bore scope for signs of fuel or a leaking injector. While inspecting turn the ignition on and perform the fuel pump relay actuation test (low pressure pump actuation) and note if any leaking injectors can be seen. Thanks.

*** NOTES 12/15/2016 08:38 AM clarify Action Type: Dealer contact

*** Performed by contact: Damien Johnson, 7032632500

Result of Advice 1: n/a

Result of Advice 2: n/a

Additional Comments: i have already checked the fuel pressure from when you asked before. also already checked with a bore scope as advised. no leaks detected all cylinders dry.

*** PHONE LOG 12/15/2016 08:46 AM Pacific Daylight Time BLall-TL Action Type: Web Contact

Advice 1: I advised to do the test again because you stated you thought there may be a sticking injector. Usually too much fuel is seen as dark gray or black smoke. Is there any oil in the intake? Please check the PCV valve and hoses.

Advice 2: Did you do the cylinder leak down test as requested?

*** Admin Note ***

Service alert escalated to CA as : [REDACTED] on 12/15/2016



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO EX 2.0T FWD AUTO **Engine:** 2.0L TURBO **Model Code:** 75242
VIN: 5XYPH4A14GG[REDACTED] **Mileage:** 36,752
Prod Date: 10/06/2015 **Warranty Start Date:** 12/28/2015

Dealer/Contact Data:

Dealer: TN039 KIA of Chattanooga
Phone: 4238551022 **FAX:** 4238947459
Contact: Heath Higdon **Contact Title:** Exclusive Kia Technician **Service District:** SO13

Case Details:

Case Title: MIL - PCM # P016B - P030000 - P030100
Symptom: Warning Light On_Misfire **DTC:**
System: Engine Mechanical
Component: Piston Rings
Resolution:

Case History

*** NOTES 04/03/2017 06:39 AM clarify Action Type: Dealer contact
*** Performed by contact: Heath Higdon, 9999999999
*** This is a Request for Assistance ***

Problem Description :
vehicle towed in for loss of power and check engine light.

Diagnostics Performed :
pulled p016b00, p03000, p030100, p030100. found all spark plugs oil fouled and burned. replaced plugs and started vehicle. excessive smoke occurred. found oil level very low. code for cyl. 2 misfire returned. performed compression test and found cyl. 2 dead. 0psi.
viewed top of piston through video scope. found heavy build up and burned marks but no visible cracks or holes

*** PHONE LOG 04/03/2017 06:47 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Heath
1, Please perform a cylinder leak down test on all cylinder and report your findings include the percentages and were the pressure is going on all cylinders

*** NOTES 04/03/2017 08:18 AM clarify Action Type: Dealer contact
*** Performed by contact: Heath Higdon, 9999999999
Result of Advice 1:cyl. 1-1%
cyl. 2-85% with air coming out cyl. 4 spark plug hole and crack case.
cyl. 3-2%
cyl. 4-1%

*** PHONE LOG 04/03/2017 08:53 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: If while performing the leak down test on #2 and there is pressure coming out of #4 then the crank shaft is not on TDC for that cylinder of there is an issue with the intake valve< please recheck this and report your findings

*** NOTES 04/03/2017 10:05 AM clarify Action Type: Dealer contact

*** Performed by contact: Heath Higdon, 9999999999

Result of Advice 1:retested cyl. 2 at tdc. leakdown is still 85%. air is coming from crank case and no longer from cyl. 4

*** PHONE LOG 04/03/2017 10:36 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Based on the information you have provided the engine will need to be replaced, Since your dealership is a DSA dealer PWA approval is not necessary. Upon completion of the vehicle please close the case and complete the survey, Thank you

*** Admin Note ***

Service alert escalated to CA as : [REDACTED] on 04/10/2017

*** CASE CLOSE 04/11/2017 09:08 AM clarify

*** Performed by contact: Heath Higdon, 9999999999

short block



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO LX FWD AUTO

Engine: 2.4L GDI

Model Code: 73222

VIN: 5XYPG4A38GG [REDACTED]

Mileage: 3,180

Prod Date: 05/29/2015

Warranty Start Date: 05/28/2016

Dealer/Contact Data:

Dealer: CA139 First KIA

Phone: 8053063868

FAX: 8055789646

Contact: sheldon burnham

Contact Title: Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine - No Start #

Symptom: No Start

DTC:

System: Emission Control

Component: Catalytic Converter

Resolution:

Case History

*** NOTES 04/18/2017 02:11 PM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

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

Problem Description :

VEHICLE CRANKS BUT WONT START.INTRODUCED CARB SPRAY INTO INTAKE AND VEHICLE RESPONDS TO THIS BUT WILL NOT START. NOTICED DURING CRANKING IN CURRENT DATA THAT ALL CYLINDERS FUEL INJECTOR TIME, FIRST AND SECOND PULSE=0.0 MS. THIS APPEARS TO ME THAT THE INJECTORS ARE NOT FIRING DURING CRANKING? HAVE YOU HEARD OF THIS? WHAT DO YOU THINK? THANK YOU.

Diagnostics Performed :

NO CODES. ALL FUSES ARE GOOD.CHECKED ALL PINS AND CONNECTIONS AT ECM AND ALL LOOK GOOD.NO SIGNS OF WIRE OR RAT DAMAGE ANYWHERE.

*** NOTES 04/18/2017 02:13 PM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

FYI. FUEL PRESSURE IS GOOD. FP=975 FP SET POINT=1010

Additional Comments:FYI. FUEL PRESSURE IS GOOD. FP=975 FP SET POINT=1010

*** PHONE LOG 04/18/2017 02:30 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Hello Sheldon

Does this vehicle have any after market, port, or dealer installed accessories such as remote start, an alarm, a lighting kit, anything connected to the DLC or DLC wiring,?

Is this a turn key or SSB start system

Advice 2: Look in current data while the engine is cranking over to see if there is a crank and cam signals

Advice 3: Please check the fuel for high alcohol content per Technician basics TB006 and report your results, Thank you

. Take a fuel sample and check it for contaminants and alcohol content. Usually this is a result of the customer using E85 or a fuel with a high alcohol content. Please also check the current data at idle and under acceleration for the actual and desired high fuel pressure noting both. To check for alcohol content you will need a clean glass container with a way to measure. You can make marks using a marker if needed. You will need to put approx. 10% water in the container, and then mark the level where the water is. Fill it up the rest of the way with your fuel sample, and mix the fuel and water together. Let the fuel mixture sit and mark the separation line and compare it to the original water line. The difference is the alcohol content. This is easiest when using a 100ml graduated cylinder; you just fill the water up to 10ml and then anything over 10ml to the separation line is 1% alcohol. This works because the alcohol will mix with the water before mixing with the fuel.

*** NOTES 04/19/2017 08:44 AM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

Result of Advice 1:GOOD MORNING. THIS IS A TURN KEY. VEHICLE HAS AFTERMARKET ALARM WIRED INTO IP. DLC WIRING GOES TO IP ALSO. SO THE ANSWER WOULD BE YES.

Result of Advice 2:DURING CRANK VEHICLE SHOWS CURRENT POSITION OF INTAKE AND EXHAUST CAMSHAFT VALUES. DID NOT FIND INDIVIDUAL CRANKSHAFT POSITION HOWEVER IN SYNCHRONIZATION SUCCEED (CMP/CKP) GOES FROM OFF STATE TO ON STATE DURING CRANK.

Result of Advice 3:ALCOHOL CONTENT IS 6%.

Additional Comments:THANK YOU.

*** PHONE LOG 04/19/2017 11:37 AM Pacific Daylight Time FLusic-TL Action Type:Incoming call

Advice 1: Sheldon called in and I asked him to remove the alarm system and then perform a capacitor discharge

Please record all of the radio presets so you can set them again later

Please perform a capacitor discharge by removing the NEG battery cable and touching both cables together for 30 seconds while depressing the brake pedal. Then recheck for the concern, please report your findings

*** NOTES 04/19/2017 01:18 PM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

Result of Advice 1:REMOVED ALARM SYSTEM. PERFORMED CAPACITOR DISCHARGE. STILL NO START. STILL CYLINDERS 1-4 INJECTOR TIME 1ST PULSE= 0.0 MS DURING CRANKING. I ASSUME THIS IS NOT A GOOD SPEC AS COMPARED TO KNOWN GOOD VEHICLE INJECTOR FIRST PULSE IS 0.9 MS RUNNING.WHAT DO YOU THINK?

Additional Comments:THANK YOU.

*** PHONE LOG 04/19/2017 01:41 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: If this is a turn key system then try swapping the PCM with the good known vehicle and report your results

*** PHONE LOG 04/19/2017 01:43 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Please check all fuses to see if the ones that should have power have power and there is power on both sides of the fuses,

*** NOTES 04/19/2017 02:11 PM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

Result of Advice 1:HI FRANK.UNDER DIAGNOSTICS PERFORMED WHEN CASE WAS OPENED STATES= "ALL FUSES ARE GOOD. CHECKED ALL PINS AND CONNECTIONS AT ECM AND ALL LOOK GOOD. NO SIGNS OF WIRE OR RAT DAMAGE ANYWHERE".

Additional Comments:THANK YOU.

*** PHONE LOG 04/19/2017 02:27 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: I'm sorry you are correct, We deal with hundreds of case a day and it gets hard to keep track of them all

Advice 2: If this is a turn key system then try swapping the PCM with the good known vehicle and report your results

*** NOTES 04/19/2017 03:33 PM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

Result of Advice 1:HI FRANK. NO PROBLEM HERE. WELL UNDERSTOOD.

Result of Advice 2: I HAVE EXPENDED ALL MY RESOURCES HERE ON FINDING A 2016 SORENTO 2.4L TURN KEY VEHICLE TO SWAP PCMS. WALKED THE LINE AND CHECKED WITH USED CAR MANAGER AND SERVICE.NO PCM HERE AVAILABLE TO SWAP.

Additional Comments:WHAT WOULD YOU SUGGEST HERE? GET DPSM APPROVAL ON \$1300.00 PCM FROM KIA OR OTHER IDEA? THANK YOU.

*** PHONE LOG 04/20/2017 06:59 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Thanks for your understanding

No not yet. There are a few more things that we need to check before replacing the PCM, I was just trying to save you some time

have you removed the spark plugs to check there condition? and then check the compression

Advice 2: We need to check the PCM for powers and grounds, Please make these next checks with the ignition on

1, Power, At connector C100-B, pins 3,5,6, 41, 67, 88,

2, Grounds, connector C100-B, pins 1,2,4, Cehk the resistance to grand with your DVOM, Should be less then 1 ohm

Advice 3: Using your VMI please graph the signal voltages for the injectors at connector CC11 while the engine is cranking over, Pins 1 and 2 of injector #1

please report your findings on all of these items

*** PHONE LOG 04/20/2017 07:12 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: I was just thinking about something, the fuel pressure is a little high, Then can cause the PCM to shorten the injector time pulse, Try unplugging the fuel pressure regulator valve on the GDI pump and then crank the attempt to start the engine, This will lower the pressure

*** NOTES 04/20/2017 08:22 AM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

Result of Advice 1:GOOD MORNING FRANK. UNPLUGGED HP PUMP REGULATOR. STILL SAME CRANK NO START CONDITION. WHAT DO YOU THINK?

Additional Comments:THANK YOU.

*** PHONE LOG 04/20/2017 08:54 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: have you checked these items yet? If not please do so

Advice 2: There are a few more things that we need to check before replacing the PCM, I was just trying to save you some time

have you removed the spark plugs to check there condition? and then check the compression

Advice 2: We need to check the PCM for powers and grounds, Please make these next checks with the ignition on

1, Power, At connector C100-B, pins 3,5,6, 41, 67, 88,

2, Grounds, connector C100-B, pins 1,2,4, Cehk the resistance to grand with your DVOM, Should be less then 1 ohm

Advice 3: Using your VMI please graph the signal voltages for the injectors at connector CC11 while the engine is cranking over, Pins 1 and 2 of injector #1

please report your findings on all of these items

*** NOTES 04/21/2017 08:04 AM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

Result of Advice 1:GOODMORNING FRANK. I THINK I MAY BE DOING SOMETHING WRONG. I ASSUMED I COULD CHECK FUEL DELIVERY BY LOOKING FOR HP FUEL PRESSURE AND INJECTOR PULSE MS IN CURRENT DATA. HAVING 0.0 MS PULSE WIDTH DURING CRANKING LOOKS LIKE I HAVE NO INJ PULSE RIGHT? CHECK OUT THESE FINDINGS FROM YOUR ADVICE THIS MORNING.

Result of Advice 2:REMOVED ALL 4 PLUGS= DRY/BLACK COMPRESSION CHECK WITH FUEL PUMP FUSE OUT= CYL#1=160 CYL#2=155 CYL#3=89 CYL#4=125 AND I CAN SMELL FUEL DURING CRANKING! THIS TELLS ME THAT CYLINDER #3 INJECTOR IS OPEN AND WASHED OUT THE RINGS. WHAT DO YOU THINK AND WHAT AM I DOING WRONG AS FAR AS CHECKING THAT INJECTORS ARE FIRING IN CURRENT DATA DURING NO START CONDITION WHILE CRANKING?

Result of Advice 3:AS FAR AS FURTHER RECOMMENDED TESTING I HAVE STOPPED AT COMPRESSION FINDINGS AT THIS POINT. WHAT DO YOU THINK?

Additional Comments:THANK YOU.

*** PHONE LOG 04/21/2017 08:23 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Please perform a wet compression check on all cylinder and report your findings

Advice 2: in current data check the fuel pressure both actual and desired while the engine is cranking over, then let it sit for a few minutes and then check it again by just turning the ignition on to see if the actual has dropped and then 10 minutes later again Please report your findings

*** PHONE LOG 04/21/2017 08:24 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Please call Me if you need to

*** NOTES 04/21/2017 02:54 PM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

Result of Advice 1:HI FRANK. REQUESTED COMPRESSION WET= CYL#1=202 LBS CYL#2=210 LBS CYL#3=180 LBS CYL#4=165 LBS. FUEL PRESSURE CRANKING--ACTUAL= 895 LBS DESIRED=1015 LBS. AFTER 10 MINUTES ACTUAL FP=892 LBS. NOTE= UNABLE TO VIEW ACTUAL INJECTOR TIP WITH BOROSCOPE. HOWEVER TOP OF PISTON DOESN'T SEEM TO GET WET WITH FUEL DRIP WHILE SITTING FOR EXTENDED PERIOD OF TIME. IF INJECTOR PINTLE STAYING OPEN AND DUMPING FUEL IT DOESN'T APPEAR TO BE MECHANICAL INJECTOR FAILURE. ALSO, TOP OF ALL PISTONS ARE ALL BLACK. I WAS EXPECTING TO SEE SHINNY PISTON ON #3 CYLINDER FROM FUEL WASH. NOT FEELING CLOSER TO DIAG YET.

Additional Comments:WHAT DO YOU THINK OF THESE FINDINGS? THANK YOU.

*** PHONE LOG 04/21/2017 03:13 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Thank you for that information, That is strange that the compression is still a litle low,

1, Please perform a cylinder leak down test on all cylinder and report your findings include the percentages and were the pressure is going on all cylinders

2, Please take a picture of the spark plug electrodes and attach it to the case

Advice 2: Please perform these tests

We need to check the PCM for powers and grounds, Please make these next checks with the ignition on

1, Power, At connector C100-B, pins 3,5,6, 41, 67, 88,

2, Grounds, connector C100-B, pins 1,2,4, Check the resistance to ground with your DVOM, Should be less then 1 ohm

Advice 3: Using your VMI please graph the signal voltages for the injectors at connector CC11 while the engine is cranking over, Pins 1 and 2 of injector #1while the engine is cranking over please report your findings on all of these items

*** PHONE LOG 04/21/2017 03:13 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Thank you for that information

*** PHONE LOG 04/21/2017 03:13 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

*** NOTES 04/21/2017 04:11 PM clarify Action Type: Dealer contact
*** Performed by contact: Vince Rejkowski, 8055269776
tech will send other info later...thank you
Additional Comments:tech will send other info later...thank you

** Admin Note ***
ervice alert escalated to CA as : [REDACTED] on 04/21/2017

*** PHONE LOG 04/24/2017 06:29 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you

*** PHONE LOG 04/24/2017 12:41 PM Pacific Daylight Time FLusic-TL Action Type:Incoming call
Advice 1: Sheldon called in and said that the leak down test on all cylinder is over 75% I asked Him to check cam timing by removing the valve cover and report his findings

*** NOTES 04/24/2017 01:25 PM clarify Action Type: Dealer contact
*** Performed by contact: Vince Rejkowski, 8055269776
Result of Advice 1:ADDED CAM PICS
Additional Comments:THANKS

*** PHONE LOG 04/24/2017 01:48 PM Pacific Daylight Time FLusic-TL Action Type:Incoming call
Advice 1: Sheldon called in and I reviewed the picture and I told him the lobes of the cam are on exhaust stroke, I asked Him to rotate the engine 180 degrees and perform the leak down test again, He did and said that there is still a high leak percentage coming out of the exhaust and intake
, I asked him to check the valve adjustment on all cylinders and report his findings

*** NOTES 04/24/2017 03:04 PM clarify Action Type: Dealer contact
*** Performed by contact: Sheldon Burnham, 8053063868
Result of Advice 1:HI FRANK. VALVE CLEARANCE= ALL INTAKE VALVES ARE 8 AND ALL EXHAUST VALVES ARE 12.
LOOKS GOOD HERE. WHAT DO YOU THINK?
Additional Comments:THANK YOU.

*** PHONE LOG 04/24/2017 03:22 PM Pacific Daylight Time FLusic-TL Action Type:Outgoing call
Advice 1: I called Sheldon and asked that He take a picture of the cams on Cyl # 1 with the piston at TDC and then attach it to the case, then add a case note

*** NOTES 04/24/2017 03:50 PM clarify Action Type: Dealer contact
*** Performed by contact: Vince Rejkowski, 8055269776
Result of Advice 1:added pictures
Additional Comments:thank you

*** NOTES 04/25/2017 07:08 AM clarify Action Type: Dealer contact
*** Performed by contact: Sheldon Burnham, 8053063868
Result of Advice 1:Goodmorning Frank. PICS YOU REQUESTED HAVE BEEN SENT.
Additional Comments:THANK YOU.

*** PHONE LOG 04/25/2017 07:11 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: thank you for the pictures, Please perform the leak down test again all cylinder when the cam lobe are in that position when the cylinder in the TDC position, Please report your reading on all cylinder, leak percentage and where it is going

*** NOTES 04/25/2017 12:29 PM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

Result of Advice 1:HI FRANK. SENDING YOU PICTURE OF CAM POSITION AND CYL#1 LEAK DOWN 56% AT 100 PSI. ALL CYLINDER RESULTS BELOW.

Additional Comments:CYL#1= 56 % LEAKAGE FROM CRANKCASE AND EXHAUST O2 SNSR PORT. CYL#2= 19% LEAKAGE FROM CRANKCASE. CYL#3= 29% LEAKAGE FROM CRANKCASE AND EXHAUST O2 SNSR PORT. CYL#4= 24% LEAKAGE FROM CRANKCASE AND EXHAUST O2 SNSR PORT. THANK YOU.

*** NOTES 04/25/2017 12:31 PM clarify Action Type: Dealer contact

*** Performed by contact: Vince Rejkowski, 8055269776

Result of Advice 1:added pic of cyl one leakdown 56% can

Additional Comments:pics added

*** PHONE LOG 04/25/2017 01:28 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Thank you for that information, Let Me review this with my Platform manager in the morning and get back to you

*** PHONE LOG 04/26/2017 06:29 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Good morning Sheldon, There are several things Dave would like you to do and check

1, Pull the dip stick and smell the oil to see if it smells like fuel

2, Crank the engine over while watching the engine RPM in current data to see if it does show engine RPM, If you do then

3, install a new set of spark plugs to see if the engine starts, Please report your findings on these items

*** NOTES 04/26/2017 11:36 AM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

Result of Advice 1:HI FRANK. PULLED DIP STICK. YES OIL HAS THE SLIGHT SMELL OF FUEL. ALSO IN CURRENT DATA, YES IT SHOWS ENGINE RPM DURING CRANKING. SPARK PLUGS HAVE BEEN EMERGENCY ORDERED FOR TOMORROW.

Additional Comments:THANK YOU.

*** PHONE LOG 04/26/2017 12:46 PM Pacific Daylight Time FLusic-TL Action Type:Outgoing call

Advice 1: Thank you for that information, Please do the following before replacing the spark plugs

1, change the oil and filter

2, crank the engine over and then use a bore scope to see if there is fuel dripping into any cylinders

*** PHONE LOG 04/27/2017 08:04 AM Pacific Daylight Time FLusic-TL Action Type:Incoming call

Advice 1: Sheldon called in and I clarified how I wanted him to check for fuel dripping into the cylinder then I asked him to report his findings

*** PHONE LOG 04/27/2017 08:42 AM Pacific Daylight Time FLusic-TL Action Type:Incoming call

Advice 1: Sheldon called in and said that the vehicle now runs, I asked him to perform a capacitor discharge again then test drive the vehicle and check for proper operation

*** NOTES 04/27/2017 11:59 AM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

Result of Advice 1:HI FRANK. PERFORMED CAPACITOR DISCHARGE. TEST DROVE VEHICLE. VEHICLE HAS NO POWER AT ALL. ALSO SHIFTS LATE. BETWEEN 5000 AND 6000 RPMS BEFORE SHIFTING INTO NEXT GEAR AT FULL THROTTLE. FUEL PRESSURE DURING THIS OCCURANCE IN CURRENT DATA LOOKS GOOD. MOST FRUSTRATING THING TO ME IS NO DTC IN ANY SYSTEM FOR PROPER DIRECTION.

Additional Comments:FYI. VEHICLE NOW STARTS EVERY TIME REQUESTED AND RUNS GREAT AT IDLE AND CRUISE. JUST NO POWER AND SHIFT ISSUES NOW PRESENT. WHAT DO YOU THINK? THANK YOU.

*** NOTES 04/27/2017 12:47 PM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

Result of Advice 1:FYI...JUST THOUGHT OF SOMETHING. REMOVING EXHAUST BEFORE CAT AND GOING TO GO ON TEST DRIVE. I WILL NOTIFY IF POWER IS RESTORED.

Additional Comments:THANKS.

*** PHONE LOG 04/27/2017 12:56 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

*** PHONE LOG 04/27/2017 01:02 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: It sounds like the CAT may be plugged please remove the upstream o2 sensor (with the engine cold) and use a bore scope to look at the top of the CAT material to see if you can see any damage, Then make a quick test drive to see if the power is back with the O2 out, Please report your findings

*** NOTES 04/27/2017 01:16 PM clarify Action Type: Dealer contact

*** Performed by contact: Vince Rejkowski, 8055269776

Result of Advice 1:added pics.

Additional Comments:thank you

*** NOTES 04/27/2017 01:34 PM clarify Action Type: Dealer contact

*** Performed by contact: Sheldon Burnham, 8053063868

Result of Advice 1:HI FRANK. CATALYST WHICH IS PART OF THE EXHAUST MANIFOLD IS COMPLETELY MELTED DOWN AND BROKEN UP. ALSO RESONATOR IS COMPLETELY PLUGGED AND DESTROYED BY MELT DOWN AND DEBRIS AND NOT REUSABLE.. THIS IS MY LACK OF POWER ISSUE AND MAYBE MY LATE SHIFT. BUT HOW DID THE DISASTER COME ABOUT. DUMPING OF RAW FUEL. BUT DOESN'T SEEM TO BE A FUEL ISSUE AT THIS TIME. DONT WANT TO REPLACE DAMAGED EXHAUST SYSTEM ABD HAVE FUTURE FUEL DUMP CONCERN HAVE THIS HAPPEN AGAIN. I'M JUST SHOCKED AT THIS AT 3000 MILES.WHAT DO YOU THINK?

Additional Comments:PICS OF INSIDE LOWER MANIFOLD SENT AS WELL AS INSIDE PLUGGED RESONATOR. THANKS.

*** PHONE LOG 04/27/2017 01:42 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Great news WE found it, Afte the replacement of the CAT please check the following

1, Verify there aren't any misfires present in engine current data, drive the vehicle under the same conditions that the code set, Please see you freeze frame data.

2, Verify that the fuel is not contaminated or have a high alcohol content

Please check the fuel for high alcohol content per Technician basics TB006 and report your results, Thank you

Take a fuel sample and check it for contaminants and alcohol content. Usually this is a result of the customer using E85 or a fuel with a high alcohol content. Please also check the current data at idle and under acceleration for the actual and desired high fuel pressure noting both. To check for alcohol content you will need a clean glass container with a way to measure. You can make marks using a marker if needed. You will need to put approx. 10% water in the container, and then mark the level where the water is. Fill it up the rest of the way with your fuel sample, and mix the fuel and water together. Let the fuel mixture sit and mark the separation line and compare it to the original water line. The difference is the alcohol content. This is easiest when using a 100ml graduated cylinder; you just fill the water up to 10ml and then anything over 10ml to the separation line is 1% alcohol. This works because the alcohol will mix with the water before mixing with the fuel.

3, Verify that there isn't any raw fuel in the charcoal canister.

4, Check fuel trims for normal switching and not predominantly lean or rich. You can find this in OBDII data

5, Monitor the o2 voltages both upstream and downstream o2 sensors by graphing the upstream and downstream linear voltage the lines started mimicking each other...
Please attach a screen shot of the graph to the case and then add a case note,

Advice 2: Also recheck the fuel pressure to see if it is dropping off after it sits for some time

*** NOTES 05/04/2017 12:47 PM clarify Action Type: Dealer contact
*** Performed by contact: Sheldon Burnham, 8053063868
Result of Advice 1:flight record sent. will answer other questions in a moment. thanks
Result of Advice 2:...see above.

*** NOTES 05/04/2017 01:11 PM clarify Action Type: Dealer contact
*** Performed by contact: Sheldon Burnham, 8053063868
Result of Advice 1:NO MISS FIRES PRESENT IN ENGINE CURRENT DATA. NOTE= NEVER HAD A DTC. (SEE NOTES ON 4-18-17 2:11 PM UNDER DIAGNOSTICS PERFORMED.) FUEL ALCOHOL CONTENT=ALREADY DID THIS. (SEE PHONE LOG 4-18-17 2:30 PM. ADVICE #3) R&R CHARCOAL CANISTER TO INSPECT FOR RAW FUEL RESULTS= NO FUEL PRESENT. FUEL TRIM ADAPTATION AND O2 SENSOR CURRENT DATA HAVE BEEN SENT TO YOU IN A 7 MINUTE FLIGHT RECORDING.
Result of Advice 2:FUEL PRESSURE DROP IS ABOUT THE SAME AS TESTED BEFORE. LOOKS ACCEPTABLE? (SEE 4-21-17/ 2:54 PM)
Additional Comments:LET ME KNOW WHAT YOU THINK FRANK AND THANK YOU!

*** PHONE LOG 05/04/2017 01:49 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Did you check the fuel trim in OBDII data, while driving the vehicle, to see if it was running rich?

*** PHONE LOG 05/04/2017 02:39 PM Pacific Daylight Time FLusic-TL Action Type:Incoming call
Advice 1: Sheldon called in and He said that the fuel trim was good, I told him based on all of the information that He has supplied release the vehicle to the customer

*** PHONE LOG 05/05/2017 12:23 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: In a duplicate case Robyn Randle stated: Problem Description :
lost power and died

Diagnostics Performed :
techline# [REDACTED] perform multiple repairs

*** CASE CLOSE 05/05/2017 01:54 PM clarify
*** Performed by contact: Sheldon Burnham, 8053063868
CATALYST



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SORENTO LX FWD AUTO

Engine: 2.4L GDI

Model Code: 73222

VIN: 5XYPG4A39GG [REDACTED]

Mileage: 18,186

Prod Date: 03/03/2015

Warranty Start Date: 05/02/2015

Dealer/Contact Data:

Dealer: CA266 Covina Valley KIA

Phone: 8885144195

FAX: 6267364294

Contact: David Cha

Contact Title: Shop Foreman

Service District: WE02

Case Details:

Case Title: Engine - Stalling # Vehicle blowing heavy smoke P0087

Symptom: Engine Stalling (General)

DTC:

System: Fuel System

Component: Fuel Injector

Resolution:

Case History

*** NOTES 05/01/2017 02:57 PM clarify Action Type: Dealer contact

*** Performed by contact: David Cha, 5162327229

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

Problem Description :

Customer states vehicle began to shake and lost power while driving then shut off.

Diagnostics Performed :

checked the oil level and inspected spark plugs there are saturated with fuel and oil

*** PHONE LOG 05/01/2017 03:13 PM Pacific Daylight Time JLANCASTER-TL Action Type:Web Contact

Advice 1: Is the PCV valve operating properly, what is the compression wet and dry and fuel pressure test results and leak down test results?

** Admin Note ***

ervice alert escalated to CA as : [REDACTED] on 05/01/2017

*** NOTES 05/03/2017 08:14 AM clarify Action Type: Dealer contact

*** Performed by contact: David Cha, 5162327229

Jesse the results

Dry #1 180 #2 175 #3 180 #4 185

WET #1 250 #2 250 #3 250 #4 250

Leak #1 0% #2 0% #3 0% #4 0%

fuel pressure 90psi

Additional Comments:Jesse the results

Dry #1 180 #2 175 #3 180 #4 185

WET #1 250 #2 250 #3 250 #4 250

Leak #1 0% #2 0% #3 0% #4 0%

fuel pressure 90psi

*** PHONE LOG 05/03/2017 09:26 AM Pacific Daylight Time JLANcaster-TL Action Type:Web Contact

Advice 1: Are there any related fault codes or Freeze Frame Data found? Does the engine start and run at this time, and does the oil appear to have excessive fuel contamination? the fuel pressure spec is 69.7 - 75.4 PSI at idle and the gauge should hold the rest pressure after engine off for 5 min. If the fuel pressure is not correct and the concern is lack of power please monitor the fuel pressure with a manual gauge when road testing and duplicating the concern at the fuel rail low pressure inlet hose and report fuel pressure reading when driving and duplicating the concern, monitor the FRPS with the KDS as well.

*** NOTES 05/03/2017 10:56 AM clarify Action Type: Dealer contact

*** Performed by contact: David Cha, 5162327229

Result of Advice 1:the vehicle shows cylinder# 2 misfire and p0087 fuel pressure too low

*** NOTES 05/03/2017 10:58 AM clarify Action Type: Dealer contact

*** Performed by contact: David Cha, 5162327229

Result of Advice 1:the vehicle would not start at idle require to rev the motor and by then there is a lot of smoke and plugs are heavily burnt

*** RESEARCH LOG 05/03/2017 01:25 PM Pacific Daylight Time JLANcaster-TL Action Type:Administrative task

Is the engine being flooded with fuel? Or is the high pressure fuel pressure incorrect when monitoring the engine data?

*** NOTES 05/03/2017 01:48 PM clarify Action Type: Dealer contact

*** Performed by contact: David Cha, 5162327229

Result of Advice 1:see notes

*** PHONE LOG 05/03/2017 02:51 PM Pacific Daylight Time JLANcaster-TL Action Type:Web Contact

Advice 1: I see the notes you stated the plugs are saturated with fuel and oil. Have you determined why at this point, have you replaced any parts for this concern?

*** NOTES 05/04/2017 06:23 AM clarify Action Type: Dealer contact

*** Performed by contact: David Cha, 5162327229

Result of Advice 1:no parts just right now, we assumed that the fuel injector might be stuck open on #2 cylinder

Additional Comments:we are going to try known good part just to see if that might correct the concern. injector

*** PHONE LOG 05/04/2017 07:14 AM Pacific Daylight Time JLANcaster-TL Action Type:Web Contact

Advice 1: Ok let me know, and if you can see excessive fuel in a specific cylinder and the rest pressure of the high pressure fuel rail to see if the fuel pressure is leaking down.

*** NOTES 05/12/2017 07:05 AM clarify Action Type: Dealer contact

*** Performed by contact: David Cha, 5162327229

Result of Advice 1:FOUND THAT THE INJECTOR HAS A FAULT

*** CASE CLOSE 05/12/2017 07:05 AM clarify

*** Performed by contact: David Cha, 5162327229

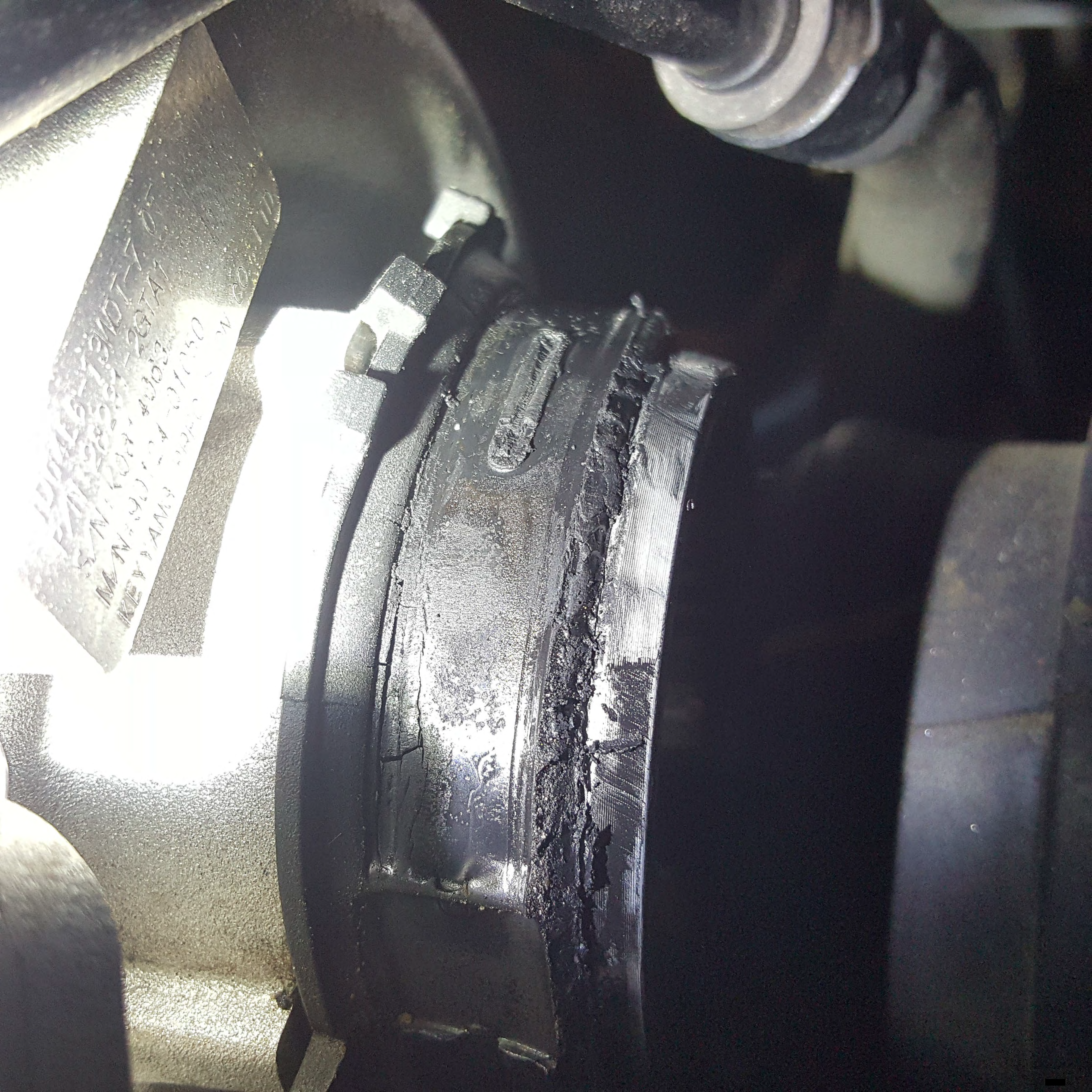
REPLACED INJECTOR





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



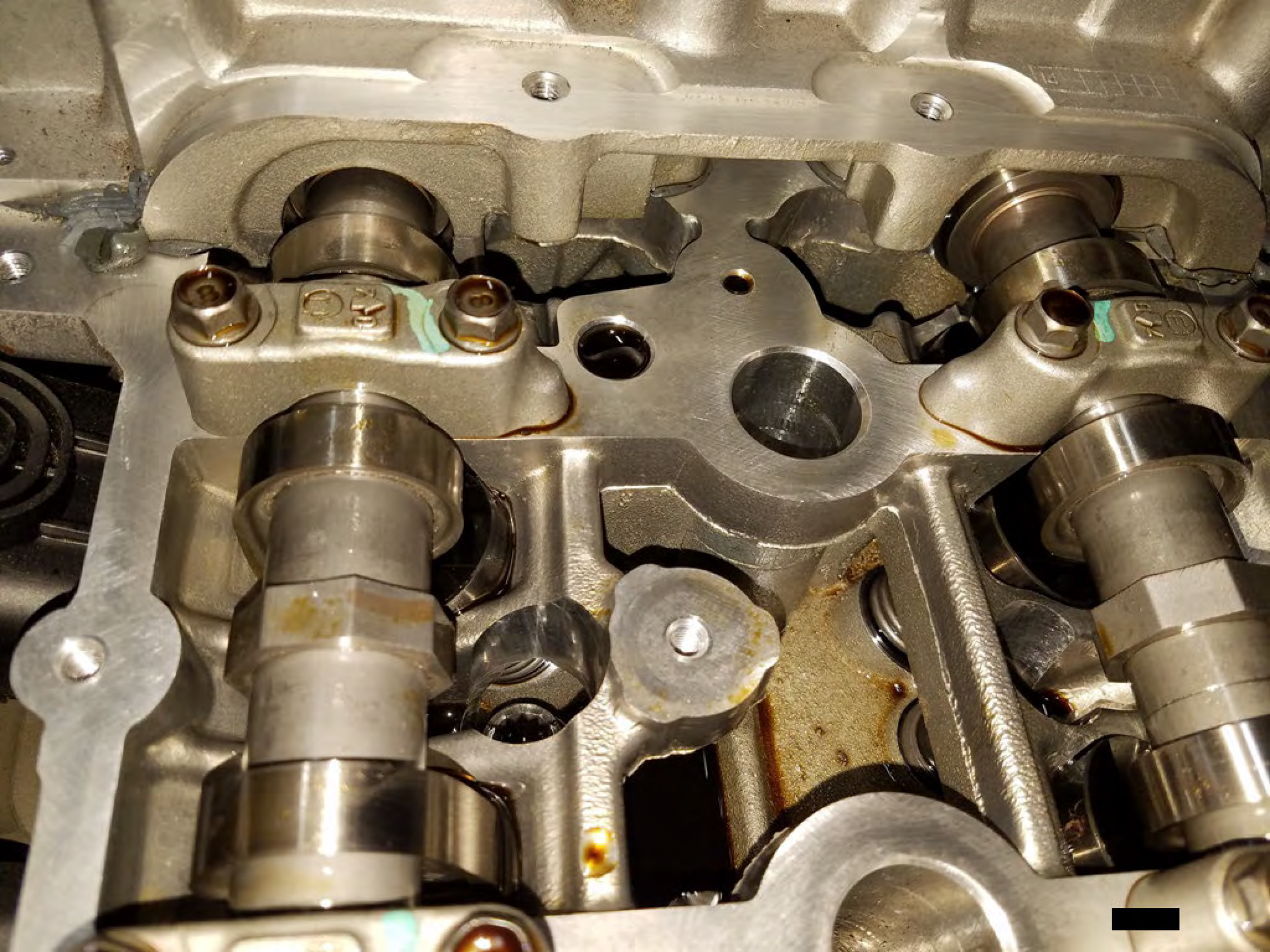


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MANUFACTURED BY
REMAN
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PE19-004
KIA
6/28/2019
DEFECT B
TECHLINES
SORENTO











CL1006M
CYLINDER
LEAKAGE TESTER
MATECO TOOLS
4100 ALLEN RD. STEW. OHIO 44224





1-2-3-4

