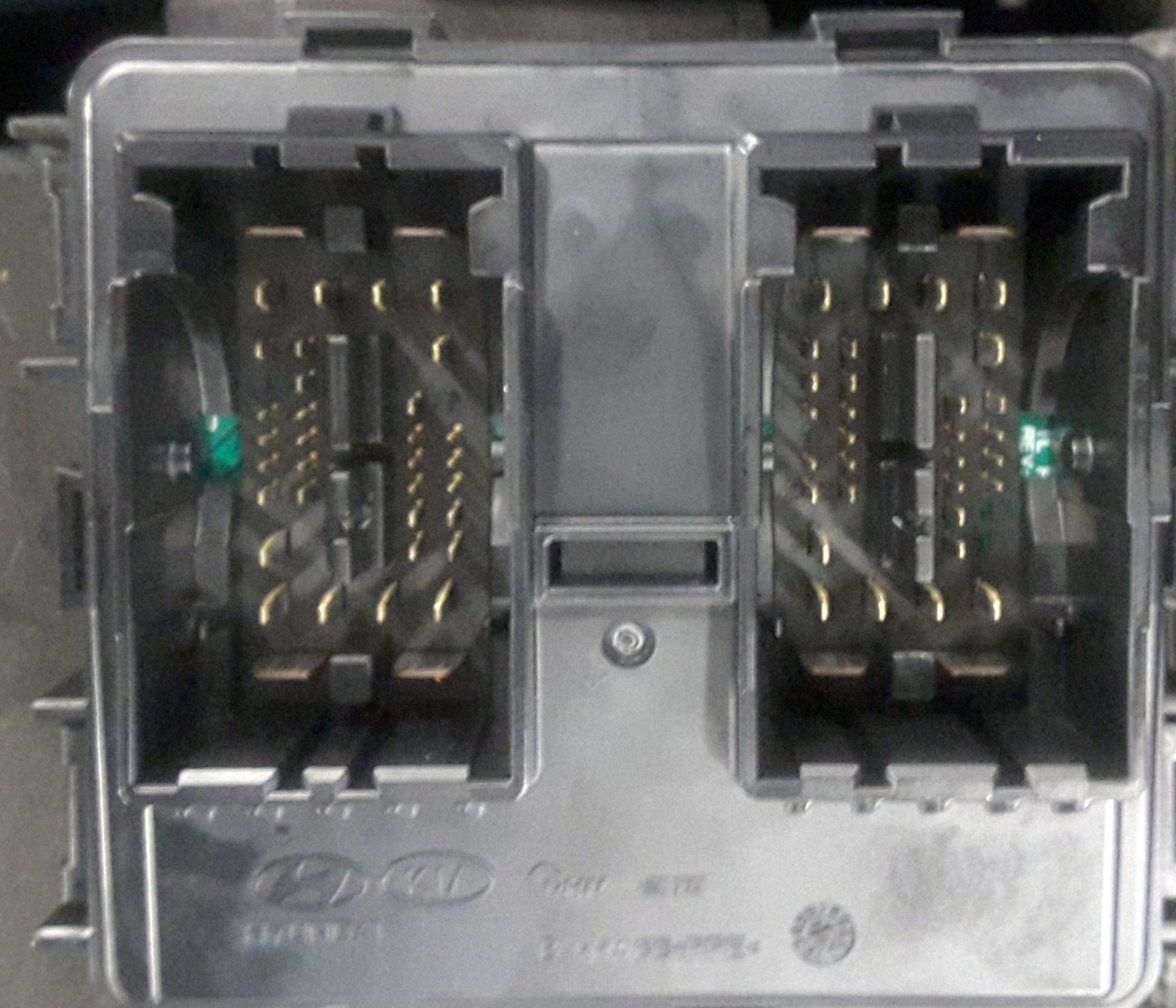


PE19-004
KIA
6/28/2019
DEFECT B
TECHLINES
SPORTAGE











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



Howell, Rosa (NHTSA)

From: milton williams <miltonwilliams1@yahoo.com>
Sent: Tuesday, August 22, 2017 7:34 AM
To: Gossling, Jerry [KMA]; McAdams, Leo [KMA]
Subject: [REDACTED]
Attachments: IMG_0929.JPG; ATT00005.txt; IMG_0930.JPG; ATT00006.txt; IMG_0931.JPG; ATT00007.txt; IMG_0932.JPG; ATT00008.txt

Howell, Rosa (NHTSA)

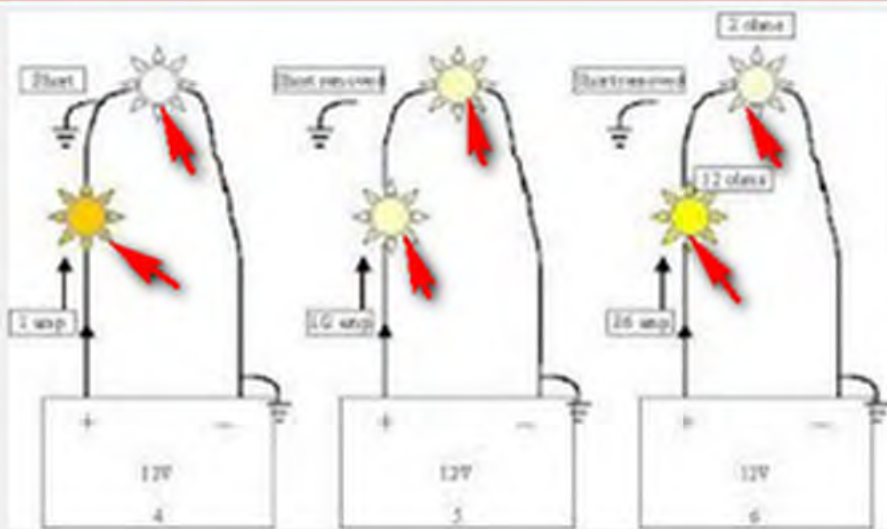
From: Rrey345 <rrey345@aol.com>
Sent: Thursday, December 10, 2015 5:21 PM
To: Gossling, Jerry [KMA]
Subject: video links

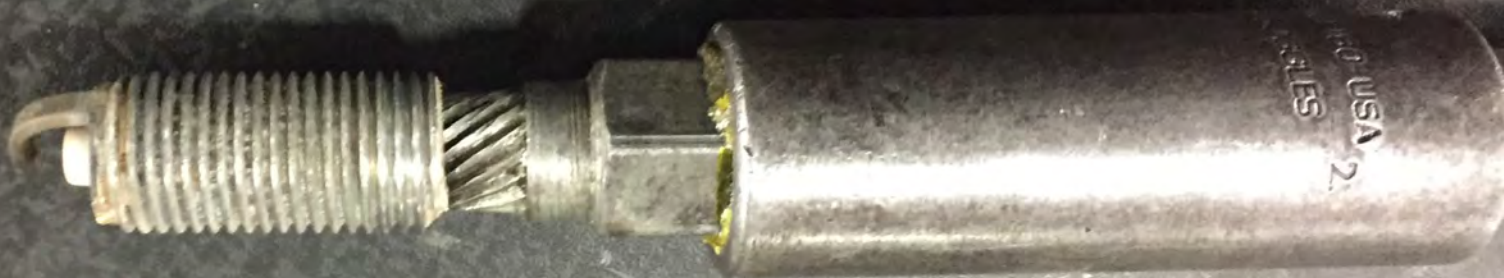
https://www.dropbox.com/s/a1zcucnmnfije81/20151209_145251.mp4?dl=0

https://www.dropbox.com/s/livmvui80tugd57/20151209_114651_001.mp4?dl=0

9/19/2014 11:41:10 AM

Test light trouble shooting chart









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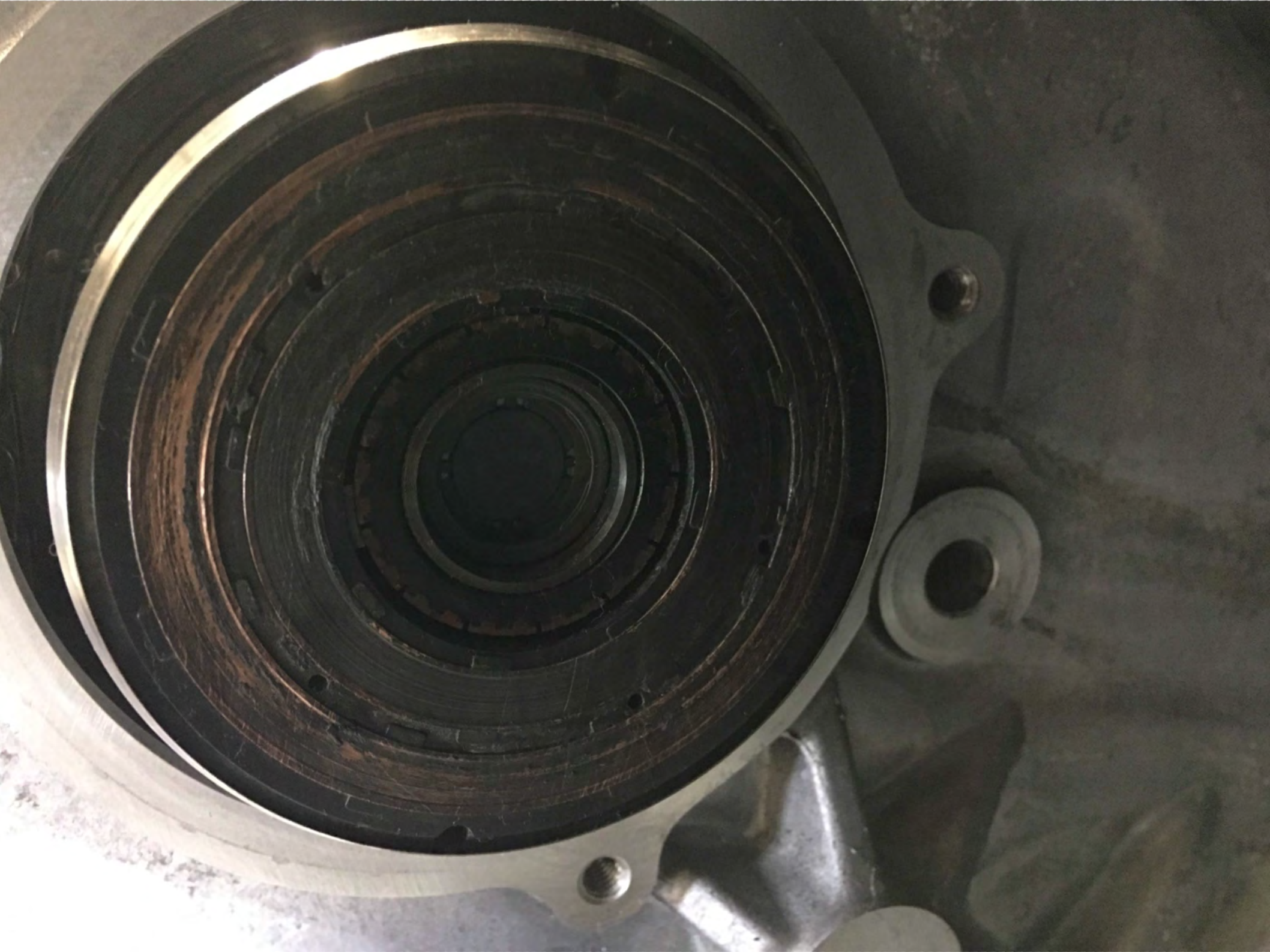




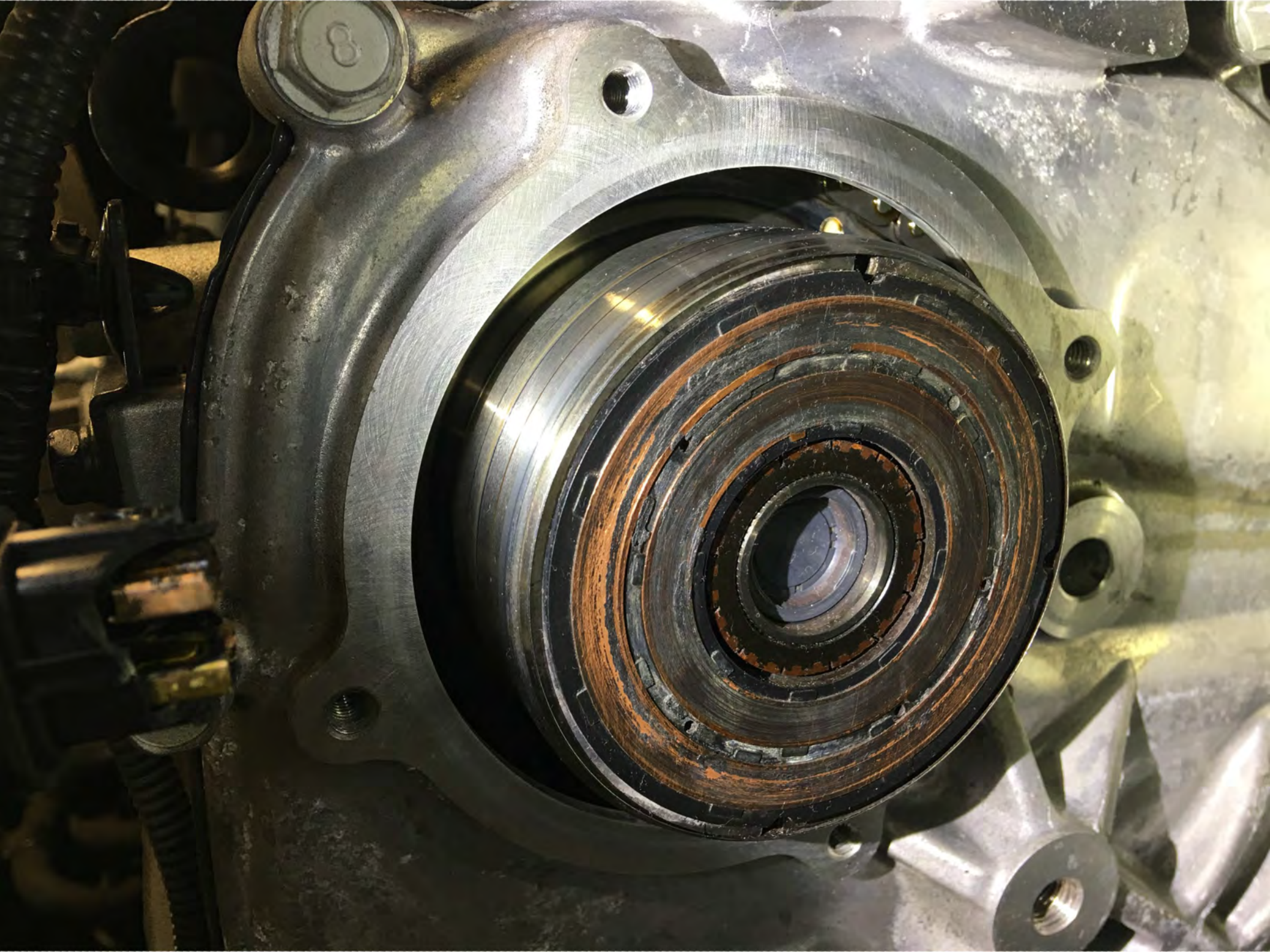


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PE19-004



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■

DTC CAUSE TO SYSTEM ERROR : P001000

Sensor Name	Value	Unit
Calculated Load Value	24	%
Engine Coolant Temperature	13	'C
Engine Speed	1703	RPM
Absolute Throttle Position Sensor-A	14.9	%
Absolute Throttle Position Sensor-B	15.3	%
Vehicle Speed	0	MPH
Fuel System Status-Bank1	CLOSE	-
Short Term Fuel Trim-Bank1	0.0	%
Long Term Fuel Trim-Bank1	0.8	%
Ignition Timing Advance	5.5	'
Intake Air Temperature Sensor	6	'C
Intake Manifold Pressure	6	psi
Fuel Level(Optional)	95	%
Relative TPS	6.3	%
Battery Voltage	14.2	V
A/F Ratio	1.0	-
Time Since Engine Start	2	Sec
Command Evaporative Purge	0.0	%
Accelerator Pedal Position Sensor-1	14.9	%

DTC CAUSE TO SYSTEM ERROR : P001000

Sensor Name	Value	Unit
Intake Air Temperature Sensor	6	'C
Intake Manifold Pressure	6	psi
Fuel Level(Optional)	95	%
Relative TPS	6.3	%
Battery Voltage	14.2	V
A/F Ratio	1.0	-
Time Since Engine Start	2	Sec
Command Evaporative Purge	0.0	%
Accelerator Pedal Position Sensor-1	14.9	%
Commanded Throttle Actuator	7.8	%
Barometric Pressure Sensor	14	psi
Absolute Load	25.9	%
Accelerator Pedal Position Sensor-2	14.9	%
Ambient Temperature	6	'C
Air Flow Rate from Mass Air Flow Sensor	0.00	g/s
Oxygen Sensor Correction-Bank1	0.0	%
Oxygen Sensor Adaptation-Bank1	-1.6	%
Fuel Rail Pressure(absolute)	1744	psi
Type of Fuel Currently being Utilized in the Vehicle	Gasoline/petrol	-



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INDIAN WELLS, CA			Home Phone	R/O Open Date 8/01/18	R/O Number
			Work Phone	Time Received 10:23	Time Promised Waiting
			Key Tag # 692	Current Mileage 19522	Mileage Out
Year 2017	Make KIA	Model SPORTAGE	Body LX AWD	Engine Code	Service Advisor Monica Sif
Vehicle Identification Number KNDPMCAC2H7		Color	License Number	Delivery Date	In-Service Date

Email: [REDACTED]

#1 - Customer Reports:
CUSTOMER STATES SINCE RECENT ENGINE REPLACEMENT AT ANOTHER DEALER, VEHICLE WILL SURGE BETWEEN SHIFTS, RPMS GO UP HIGHER THEN USUAL THEN QUICKLY GO BACK DOWN TO NORMAL, CUSTOMER REQUESTING INSP..

tow in
Check History Attached

#2 - Customer Reports:
CUSTOMER STATES A/C ONLY PREFORMS GOOD WHEN DRIVING, USUALLY AT STOPS A/C WILL BEGIN TO BLOW WARM AIR, CUSTOMER WOULD LIKE INSPECTION ON CONCENTRATOR, CHECK AND ADVISE

25385 D9000 ORDERED
SJ. 8/1/18

#3 - Customer Reports:
CUSTOMER STATES WHILE IN A DRIVE THRU, VEHICLE TEMP GUAGE WENT CLOSE TO HOT, CUSTOMER HAD A INDICATOR BEEP THEN DISPLAY SHOWED VEHICLE IS OVERHEATING, CUSTOMER HAD VEHICLE TOWED IN,

#4 - TIRE: PLEASE BE ADVISED THAT A TIRE PRESSURE INSPECTION WILL BE PERFORMED AND THE FOLLOWING PRESSURES WILL BE SET PER YOUR DOOR PLACARD IF APPLICABLE

#5 - INSP: PLEASE BE ADVISED THAT A KIA MULTI POINT INSPECTION WILL BE PERFORMED DURING YOUR VISIT AND A COPY PROVIDED TO YOU

Tire Rotat

Open Service Alert

Brake
8/8
8/8
Time
2/1

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

PE19-004_Expanded
Scope_Sportage_Alleged Defect B



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 SPORTAGE SX AWD AUTO

Engine: 2.0L TURBO

Model Code: 45482

VIN: KNDPRCA62H [REDACTED]

Mileage: 8,313

Prod Date: 11/15/2016

Warranty Start Date: 01/05/2017

Dealer/Contact Data:

Dealer: IL003 Liberty KIA

Phone: 8476808000

FAX: 8478169264

Contact: Chad Falstad

Contact Title: Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: Engine - Wont shut off # SMK system

Symptom: Improper Operation

DTC:

System: Engine Electrical

Component: Engine Harness

Resolution: Found vacuum pump had a i

Case History

*** 07/12/2017 07:28:43 ***

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

*** 07/12/2017 07:28:44 ***

Web - Problem Description created on 07/12/2017 07:28:43 and created by Chad Falstad

Cust had towed in no start, said tow truck driver jumped and it started but would not shut off. Said removed+ bat terminal to shut off.

I went out and jumped to drive in and same, when try to shut off dash would flash different screens but motor stayed running.

I removed bat terminals and still stayed running, I had to remove ECU fuse to stop motor.

When put the fuse back the motor would still have power, I can see actuators moving, Push button is off but still trying to power up motor.

Radio and all of the dash is now off but a drain on the batt from motor.

*** 07/12/2017 07:28:44 ***

Web - Diagnostics created on 07/12/2017 07:28:44 and created by Chad Falstad

not sure where to even start.

*** 07/12/2017 07:54:50 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 07/12/2017 07:56:11 and created by Jerry Gossling ***

1: Check for any after market, Dealer installed or Port installed devices connected to the electrical system.

2: Monitor the SMK data and see if it recognizes when you press the SSB button to shut off the vehicle.

*** 07/12/2017 08:09:51 ***

Web - Note created on 07/12/2017 08:09:51 and created by Chad Falstad

No visable aftermarket or port installed.

Smart key is being detected as the dash will turn off but not the motor.

WHen you try and turn the ignition on when moor is running it said Press brake to start motor but then does nothing.

I can turn ignition off and all interior power seems off, Radio Dash and such, the remote also works then but motor is still

running.

*** Web - Advice created on 07/12/2017 10:04:17 and created by Jerry Gossling ***

- 1: Check to see if there is a remote start system connected to the vehicle.
- 2: Inspect connector MC11 for corrosion or bent or damaged pins. Inspect PCB block connectors for corrosion or damaged.
- 3: If for some reason the PDM relays inside the PCB block are sticking on or being activated the engine will not shut off.

*** Phone - Advice created on 07/12/2017 13:56:06 and created by Jerry Gossling ***

- 1: Chad called in to review the case and stated there is no remote start system connected to the vehicle. Chad connected the KDS and monitored the SMK data while pressing on the SSB switch and it would go into accessory mode and ign 1 showed 5 volts but ign 2 showed zero volts.

I recommended to inspect MC11 for damaged or bent or corroded pins. I also advised to inspect the PCB block connections E/R-B & E/R - A.

*** 07/12/2017 14:29:04 ***

Web - Note created on 07/12/2017 14:29:04 and created by Chad Falstad

Remove mc11, no visible damage or corrosion.

Remove pdm, no visible damage or corrosion.

*** 07/12/2017 14:29:09 ***

14998948718721931768961.jpg added by Chad Falstad on 07/12/2017 14:29:05

*** Web - Advice created on 07/12/2017 14:50:54 and created by Jerry Gossling ***

- 1: Check the pin fit tension at E/R -A & E/R - B with the T connector. Review TSB electrical 064 for the correct size T connector.
- 2: If no pin fit issue is found ground pins 5 & 6 one at a time at MC11 and see if the SMK data shows the ig1 & ig2 relays powering up.

*** Web - Advice created on 07/13/2017 08:16:58 and created by Jerry Gossling ***

- 1: Chad called in to review the case and stated ign 1 is cycling on & off and ign 2 is off with the engine running. Accessory will turn on & off with the SSB button and appears to function correctly.
- 2: I advised to check the ground for the E/R PCB block GC101/GC201 and make sure it is secure.
- 3: I requested to check all the fuses in the E/R box and in the SJB box.

*** 07/13/2017 08:48:29 ***

1499960776038-1927925314.jpg added by Chad Falstad on 07/13/2017 08:48:27

*** 07/13/2017 08:48:31 ***

14999608546321659374765.jpg added by Chad Falstad on 07/13/2017 08:48:30

*** 07/13/2017 08:53:00 ***

1499961128096-1026143805.jpg added by Chad Falstad on 07/13/2017 08:52:58

*** Web - Advice created on 07/13/2017 09:05:49 and created by Jerry Gossling ***

- 1: Chad called in and stated when he was pushing the vehicle forward to rack it he notices there was smoke coming from the vacuum pump and he immediately disconnected the negative battery cable and the smoking stopped. It appears the vacuum pump was internally shorted and started to overheat.

Chad attached pictures of the damaged vacuum pump.

I requested to disconnect the connector from the vacuum pump and to see if the vehicle will start and shut off correctly without any malfunctions. Next I advise to upgrade the ground GC202 for the vacuum pump circuit.

- 2: The vehicle is now functioning correctly. Chad has order a new vacuum pump and will check for proper operation of the starting system once the new vacuum pump is installed. I advise to test the vehicle several times throughout the day to ensure no more malfunctions occur after the new vacuum pump is installed.

- 3: Chad stated the wiring for the vacuum pump is not damaged or melted.

*** Service Alert Escalated to CA as: [REDACTED] on 07/14/2017 01:05:59 (PST)

*** 07/14/2017 12:00:46 ***

Web - Note created on 07/14/2017 12:00:46 and created by Chad Falstad
installed new vacuum pump and have started 5 time so far all is good. Will continue starting through out the day

*** Web - Advice created on 07/17/2017 05:27:49 and created by Jerry Gossling ***

1: Thank you for the update.

*** 07/17/2017 06:14:35 ***

Case Closed with Resolution Code: Elec Short to Power

Resolution Summary: Found vacuum pump had a internal short and was smoking, replace pump



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 SPORTAGE SX AWD AUTO

Engine: 2.0L TURBO

Model Code: 45482

VIN: KNDPRCA68H7 [REDACTED]

Mileage: 19,056

Prod Date: 04/07/2016

Warranty Start Date: 07/02/2016

Dealer/Contact Data:

Dealer: TX028 Kelly Grimsley KIA

Phone: 4323320441

FAX: 4323325208

Contact: Milton Williams

Contact Title: Shop Foreman

Service District: SW06

Case Details:

Case Title: Engine - No start - No crank #

Symptom: No Crank

DTC:

System: Engine Electrical

Component: Starter

Resolution: replaced starter & battery

Case History

*** 07/18/2017 07:27:04 ***

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

*** 07/18/2017 07:27:04 ***

Web - Problem Description created on 07/18/2017 07:27:04 and created by Milton Williams
starter will not spin or engage, no crank-no start

*** 07/18/2017 07:27:04 ***

Web - Diagnostics created on 07/18/2017 07:27:04 and created by Milton Williams
verified engine not locked up, black substance dripping from starter, jumpered B+ to CB21, no crank or spin.....Service Director advised to open case, call me (928)897-

*** 07/18/2017 07:34:54 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Phone - Advice created on 07/18/2017 07:54:50 and created by Jerry Gossling ***

1: I called Milt to review the case with him and he stated the starter has failed.

Milt installed a known good battery and has applied battery power to the starter to see if it would engage. Based off of Milt's information I agree the starter has failed.

2: I am escalating this vehicle per my Manager due to the amount of repair attempts.

<For Internal Use Only

I advised Milt to contact his dpsm and make him/her aware of the concern with the vehicle. I have reviewed this case with my Manager and made him aware of the concerns surrounding this vehicle.>

*** Web - Advice created on 07/18/2017 08:00:50 and created by Jerry Gossling ***

1: Milt based off of our conversation I recommend to replace the starter and to retest for proper operation.

*** Web - Advice created on 07/18/2017 14:09:10 and created by Jerry Gossling ***

<For Internal Use Only

Attached a picture to the case sent in by the Technician.>

*** 07/18/2017 15:04:14 ***

Web - Note created on 07/18/2017 15:04:14 and created by Milton Williams

Jerry, SD talked to DPSM and he advised to do the starter & re-test. Will also do GR-8 system/battery test & replace battery if needed also. I overnited starter,will let you know what happens after replacement.THANKS!!!!

*** Web - Advice created on 07/19/2017 05:41:03 and created by Jerry Gossling ***

1: Milt,

Thank you for the update.

*** 07/19/2017 14:04:57 ***

Web - Note created on 07/19/2017 14:04:57 and created by Milton Williams

Jerry, starter replaced & it started just fine(with battery from another car),after failing gr8 charge test 3 times,replaced its battery.it starts & runs,charging 14.3volts.volt drop tested all grounds.starter is melted & smells very burnt.....engine is missing/runs rough....#2 cyl. misfire pending.was going to swap plug & coil with #4.went to pull #2 coil out & all picture I'm sending you came out with coil.THANKS Call me & let me know if you want me to open separate case.THANKS!!!!

*** Web - Advice created on 07/19/2017 14:25:36 and created by Jerry Gossling ***

1: Milt,

Based off of the picture of the spark plug you will need to open a pwa case for warranty authorization.

Thank you

*** Web - Advice created on 07/19/2017 14:26:54 and created by Jerry Gossling ***

1: Milt,

I would like you to also replace the coil pack and fuel injector for cylinder # 2.

Thanks

*** Phone - Advice created on 07/19/2017 14:36:54 and created by Jerry Gossling ***

1: I contacted Milt after reviewing the last picture as it indicates the porcelain did not fall into the cylinder as I thought.

<For Internal Use Only

Note, At this time I advised not to replace the engine unless internal damage is found.>

*** Service Alert Escalated to CA as: 12409658 on 07/20/2017 01:04:36 (PST)

*** 07/24/2017 04:59:41 ***

Web - Note created on 07/24/2017 04:59:41 and created by Milton Williams

per DPSM,we did not replace injector & coil.

*** 07/24/2017 05:01:18 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: replaced starter & battery

*** 08/14/2017 07:46:14 ***

Reopened with Sub Status of Working

*** Phone - Advice created on 08/14/2017 07:53:34 and created by Jerry Gossling ***

1: Milt called in to have the case reopened and stated the vehicle is back with another failed starter.

The starter smells burnt again.

Milt stated the coil pack & fuel injector was not replaced per my request last visit as the dpsm declined the repair.

I informed Milt I would be reviewing this case with the Service Engineer before returning his phone call.

Milt is going to review the case with his Service Director.

*** Phone - Advice created on 08/14/2017 08:13:22 and created by Jerry Gossling ***

1: I have reviewed the case by phone with Kevin the Service Director of TX028. I also have reviewed case with my Manager and have been advised to re escalated for assistance from the FTS.

<For Internal Use Only

Casey returned my phone call so we could review the case. I advise Casey the case has been re escalated for assistance from an FTS.>

*** 08/14/2017 11:03:18 ***

Web - Note created on 08/14/2017 11:03:18 and created by Milton Williams
Do you want me to wait for FTR to contact me before proceeding to diagnose????THANKS

*** Web - Advice created on 08/14/2017 11:15:02 and created by Russell Guss ***
FTS is being scheduled. Visit date will be communicated by end of day 8/15/2017.

*** Web - Advice created on 08/14/2017 11:16:41 and created by Jerry Gossling ***
1: Milt,
Yes I would like you to wait for the FTS.
Thanks

*** 08/14/2017 11:30:16 ***
Web - Note created on 08/14/2017 11:30:16 and created by Milton Williams
The guy from CA kevin told you about,his e-mail is ccrowell@kiausa.com

*** Web - Advice created on 08/14/2017 12:48:15 and created by Jerry Gossling ***
1: Thank you,

*** Web - Advice created on 08/14/2017 16:02:01 and created by Russell Guss ***
FTS is scheduled for 8/31/2017.

*** Web - Advice created on 08/15/2017 04:36:28 and created by Jerry Gossling ***
<For Internal Use Only
Reviewed case notes.>

*** 08/15/2017 06:20:20 ***
Web - Note created on 08/15/2017 06:20:20 and created by Milton Williams
Call me later when you get free time.Thanks Jerry-9288979243

*** Phone - Advice created on 08/15/2017 06:41:15 and created by Jerry Gossling ***
1: I called Milt per his request and he stated he has reviewed the case with Leo and was advised to proceed with inspecting the vehicle. Leo advised for Milt to keep him up to date on what he finds.

*** 08/22/2017 05:27:59 ***
Web - Note created on 08/22/2017 05:27:59 and created by Milton Williams
Jerry, just e mailed you some pics of the starter. looks like bendix was hung out about half way. After I extended it all the way out a couple times, it returned to the rest position??? Will send pics to FTR & advise him for further instructions.THanks,call me if you need.

*** Web - Advice created on 08/22/2017 06:24:13 and created by Jerry Gossling ***
1: Milt,
The pictures have been attached to the case.
Thanks

*** 08/29/2017 08:44:28 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced starter & battery

*** Phone - Advice created on 08/29/2017 08:49:53 and created by Jerry Gossling ***
1: Milt called in to update me on the case and stated the vehicle would not start after replacing the starter. Milt let the vehicle set for a while and eventually was able to start the vehicle and when it started he notices a fuel smell. Milt found the metal high pressure fuel line fitting leaking at the high pressure pump. The high pressure fuel pump cover was torn as well. The high pressure fuel line was replaced along with the cover.
The vehicle starts with no problem and runs fine. Milt is going to release the vehicle back to the customer. Milt has keep Leo McAdams (The FTS) updated during the repair process.



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 SPORTAGE LX AWD AUTO

Engine: 2.4L GDI

Model Code: 42422

VIN: KNDPMCAC8H7 [REDACTED]

Mileage: 10,472

Prod Date: 12/26/2016

Warranty Start Date: 04/29/2017

Dealer/Contact Data:

Dealer: NY105 Generation KIA

Phone: 6315695700

FAX: 6315695258

Contact: nicholas sollenne

Contact Title: Exclusive Kia Technician

Service District: EA05

Case Details:

Case Title: Lighting-Ext-Head light inop# Left headlamp inop

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component: Head Lamps

Resolution: replaced headlight assembl

Case History

*** 01/22/2018 08:12:53 ***

Contact = nicholas sollenne, Priority = Standard, Sub Status = Dispatched

*** 01/22/2018 08:12:53 ***

Web - Problem Description created on 01/22/2018 08:12:53 and created by nicholas sollenne
left side headlight is inop found conection on headlight soicket burned on one leg of headlight socket

*** 01/22/2018 08:12:53 ***

Web - Diagnostics created on 01/22/2018 08:12:53 and created by nicholas sollenne
checked bulb and wiring

*** 01/22/2018 08:33:57 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/22/2018 08:35:06 and created by David Finkelstein ***

1: Is there any aftermarket equipment installed on the vehicle ?

*** 01/22/2018 08:48:29 ***

Web - Note created on 01/22/2018 08:48:29 and created by nicholas sollenne
none that i can see .

*** Web - Advice created on 01/22/2018 08:52:26 and created by David Finkelstein ***

1: Is only the terminal burnt or the wiring going up to the terminal has thermal damage as well ?

*** 01/22/2018 09:03:22 ***

Web - Note created on 01/22/2018 09:03:22 and created by nicholas sollenne
looks to be just the terminal is burnt going to the bulb

*** Web - Advice created on 01/22/2018 09:06:28 and created by David Finkelstein ***

1: If the terminal shows its burnt then the wiring may also had some damage so need to verify this . Which wire was burnt ?

The positive or negative ? Red wire or black ?

*** 01/22/2018 09:45:31 ***

Web - Note created on 01/22/2018 09:45:31 and created by nicholas sollenne

i dont see any sign of burning on the wire going to the bulb it s the wire inside the jheadlamp assembly they are both yellow the terminal that shows signs of being overheated is the positive one there is still power going to the terminal . if u look closly at the bulb terminal where it goes into the plastic you can see where the plastic is melted ..

*** Web - Advice created on 01/22/2018 09:52:40 and created by David Finkelstein ***

1: If its the terminal inside the headlamp assembly then replace the headlamp assembly .

*** 01/27/2018 09:53:10 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: replaced headlight asssembly



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 SPORTAGE LX FWD AUTO

Engine: 2.4L GDI

Model Code: 42222

VIN: KNDPM3AC6H7 [REDACTED]

Mileage: 37,399

Prod Date: 03/21/2016

Warranty Start Date: 11/03/2016

Dealer/Contact Data:

Dealer: AL031 KIA Store - Anniston

Phone: 8777604542

FAX: 3172030762

Contact: Kyle Akers

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

Case Details:

Case Title: MIL - PCM # P001100 - P007800 - P001000

Symptom: Warning Light On

DTC: P0011

System: Body Electrical

Component: Connectors (General)

Resolution: cvvt cover cap

Case History

*** 03/12/2018 10:31:52 ***

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

*** 03/12/2018 10:31:52 ***

Web - Problem Description created on 03/12/2018 10:31:52 and created by Kyle Akers

Customer states check engine light on and vehicle not idling correctly.

*** 03/12/2018 10:31:52 ***

Web - Diagnostics created on 03/12/2018 10:31:52 and created by Kyle Akers

codes p001100, p007800, and p001000 in system., History. Already had the cvvt replacement procedure done which was only the plug and o ring. Cap was not replaced. Didn't fall under the specs for replacement. I also found the connector from wiring harness slightly melted around both wires.

*** 03/12/2018 10:34:05 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 03/12/2018 10:35:35 and created by Brian Lall ***

1: Please take pictures of the damaged wiring and connectors and attach them to the case. Please also check if that connector pigtail is available in the new wiring repair kit. Let me know what you find. Thanks.

*** 03/12/2018 10:51:50 ***

15208770513252121112654.jpg added by Kyle Akers on 03/12/2018 10:51:49

*** 03/12/2018 10:52:03 ***

Web - Note created on 03/12/2018 10:52:02 and created by Kyle Akers

Photo sent

*** 03/12/2018 10:54:17 ***

Web - Note created on 03/12/2018 10:54:17 and created by Kyle Akers

No connector found for a pigtail

*** Web - Advice created on 03/12/2018 10:53:12 and created by Brian Lall ***

1: Thanks for the picture. Did you find the connector in the repair kit? Is the E-CVVT cover damaged as well?

2: Please remove the cover and inspect the cover and E-CVVT for damage or for oil leaking into it. Let me know what you find. Thanks.

*** 03/12/2018 11:19:32 ***

15208786851582145367832.jpg added by Kyle Akers on 03/12/2018 11:19:32

*** 03/12/2018 11:19:34 ***

1520878725553256588788.jpg added by Kyle Akers on 03/12/2018 11:19:33

*** 03/12/2018 11:20:22 ***

Web - Note created on 03/12/2018 11:20:22 and created by Kyle Akers
Severe damage. Pics sent

*** 03/12/2018 11:55:54 ***

Web - Note created on 03/12/2018 11:55:53 and created by Kyle Akers
any ideas?

*** Web - Advice created on 03/12/2018 13:22:49 and created by Brian Lall ***

1: Thanks for the pictures and sorry for the delay. Based on the information you provided, my recommendation is to replace the entire E-CVVT assembly including the motor, plug, and cover. Please also replace the connector if available or replace the harness if needed. If the repair cost exceeds \$1000 then please contact your DPSM for approval.

*** 03/12/2018 13:53:15 ***

Web - Note created on 03/12/2018 13:53:15 and created by Kyle Akers

I cleaned the cvvt and replaced the cover with a new one. I have test drove vehicle 2 drive cycles and no codes present at this time. I have not found a connector/pigtail for the assembly but the plug is still ok.

*** Web - Advice created on 03/12/2018 13:59:19 and created by Brian Lall ***

1: It looked like the connector was deformed from heat in the picture you attached. My concern is this will cause a connection issue and lead to more damage in the future. Please contact your DPSM for authorization to replace the harness or to release the vehicle. Thanks.

*** 03/14/2018 11:14:57 ***

Case Closed with Resolution Code: Burned Out
Resolution Summary: cvvt cover cap



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 SPORTAGE EX FWD AUTO

Engine: 2.4L GDI

Model Code: 42242

VIN: KNDPN3AC4H7 [REDACTED]

Mileage: 19,145

Prod Date: 04/04/2016

Warranty Start Date: 06/24/2016

Dealer/Contact Data:

Dealer: FL122 Rick Case KIA

Phone: 9546221500

FAX: 9546221551

Contact: Andrew Gurk

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

Case Details:

Case Title: MIL - PCM # P208900 "A"

Symptom: Warning Light On

DTC:

System: Emission Control

Component: CVVT/OCV Solenoid

Resolution: Replace E-CVVT actuator

Case History

*** 03/14/2018 08:25:23 ***

Contact = Andrew Gurk, Priority = Standard, Sub Status = Dispatched

*** 03/14/2018 08:25:23 ***

Web - Problem Description created on 03/14/2018 08:25:23 and created by Andrew Gurk
burning smell and check engine light on

*** 03/14/2018 08:25:24 ***

Web - Diagnostics created on 03/14/2018 08:25:23 and created by Andrew Gurk
P208900 "A" camshaft position actuator circuit high(bank1) retrieved. Went to access component to inspect and found sensor and connector melted. After cover removal found sensor inside melted and actuator scoring. Pictures attached, is it recommended to change the actuator with this damage present.

*** 03/14/2018 08:25:25 ***

IMG_3768.JPG added by Andrew Gurk on 03/14/2018 08:25:24

*** 03/14/2018 08:25:26 ***

IMG_3769.JPG added by Andrew Gurk on 03/14/2018 08:25:25

*** 03/14/2018 08:25:28 ***

IMG_3770.JPG added by Andrew Gurk on 03/14/2018 08:25:26

*** 03/14/2018 08:29:22 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 03/14/2018 08:30:59 and created by Frank Lusic ***

1: Hello Andrew

thank you for this information please replace all damaged components and retest for proper operation

*** 03/19/2018 07:14:08 ***

Case Closed with Resolution Code: Contaminated
Resolution Summary: Replace E-CVVT actuator



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 SPORTAGE LX AWD AUTO

Engine: 2.4L GDI

Model Code: 42422

VIN: KNDPMCACXH7 [REDACTED]

Mileage: 19,434

Prod Date: 01/06/2016

Warranty Start Date: 04/18/2016

Dealer/Contact Data:

Dealer: NH011 Fairfield KIA

Phone: 6033525900

FAX: 6033522619

Contact: Mike Healey

Contact Title: Dual Technician

Service District: EA01

Case Details:

Case Title: MIL - PCM # P001000

Symptom: Warning Light On

DTC:

System: Engine Mechanical

Component: CVVT/OCV Unit

Resolution: replace ecvvt and cover

Case History

*** 05/01/2018 07:45:49 ***

Contact = Mike Healey, Priority = Standard, Sub Status = Dispatched

*** 05/01/2018 07:45:49 ***

Web - Problem Description created on 05/01/2018 07:45:49 and created by Mike Healey
check eng light active

*** 05/01/2018 07:45:49 ***

Web - Diagnostics created on 05/01/2018 07:45:49 and created by Mike Healey
checked code found p001000 "a(intake) camshaft position actuator circuit (bank 1)
tsb eng159 has been performed 1/31/17
should this be performed again

*** 05/01/2018 07:46:41 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 05/01/2018 07:47:53 and created by Brian Lall ***

1: Do you have any freeze frame data? If you do, please attach it to the case. Thanks.

2: Please remove the E-CVVT cover and check for any damage to the cover and to the E-CVVT itself or for any oil in it. If you find damage or oil, attach pictures of what you find to the case. Thanks.

*** 05/01/2018 08:07:00 ***

15251871295571438534961.jpg added by Mike Healey on 05/01/2018 08:06:59

*** 05/01/2018 08:07:01 ***

Screenshot_20180501-105327.png added by Mike Healey on 05/01/2018 08:07:01

*** 05/01/2018 08:07:01 ***

Screenshot_20180501-105314.png added by Mike Healey on 05/01/2018 08:07:01

*** 05/01/2018 08:08:41 ***

Web - Note created on 05/01/2018 08:08:41 and created by Mike Healey

Added 3 attachments and noticed upon removing cover an electrical burning type smell looks like sensor is fried

*** Phone - Advice created on 05/01/2018 08:34:20 and created by Brian Lall ***

1: Mike called and informed me of the previous notes. I reviewed the pictures and discussed the condition of the E-CVVT itself and there is some signs of the melted brushes and marks. Advised based on the condition of the cover and the information provided, my recommendation is to replace the entire E-CVVT assembly and cover then to refer to the shop manual and to perform the E-CVVT initialization, then to retest. Advised I think it is unlikely the camshaft is damaged but if when the E-CVVT is removed he finds damage to replace the camshaft as well. Advised to prevent the vehicle being down longer than needed if the parts department will allow it to order the camshaft and E-CVVT assembly and only use the camshaft if damaged and if it is not needed to have the parts department return it.

*** 05/01/2018 10:17:18 ***

Web - Note created on 05/01/2018 10:17:18 and created by Anthony Berardi

ok thank you will start the pwa process

*** Research - Advice created on 05/01/2018 10:42:44 and created by Brian Lall ***

1: Thanks for the update.

*** Service Alert Escalated to CA as: 12710079 on 05/02/2018 01:06:30 (PST)

*** 05/16/2018 07:42:21 ***

Web - Note created on 05/16/2018 07:42:21 and created by Mike Healey

replaced ecvvt and cover cleared code and road test at this time working to mfg specs

*** 05/16/2018 07:42:50 ***

Case Closed with Resolution Code: Burned Out

Resolution Summary: replace ecvvt and cover



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 SPORTAGE LX AWD AUTO

Engine: 2.4L GDI

Model Code: 42422

VIN: KNDPMCAC2H7[REDACTED]

Mileage: 19,522

Prod Date: 05/27/2016

Warranty Start Date: 03/03/2017

Dealer/Contact Data:

Dealer: CA244 Palm Springs KIA

Phone: 7608447200

FAX: 7608447201

Contact: Robert Cawthon

Contact Title: Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: HVAC - A/C not cold #

Symptom: A/C Not Cold

DTC:

System: Heating Ventilation & A/C

Component: Condenser Fan

Resolution: found wire to fan control mod

Case History

*** 08/02/2018 08:44:59 ***

Contact = Robert Cawthon, Priority = Standard, Sub Status = Dispatched

*** 08/02/2018 08:44:59 ***

Web - Problem Description created on 08/02/2018 08:30:04 and created by Robert Cawthon
at servicer managers I open a tech case it was easier to send a photo of RO then to describe all issues ... so with that see attach photo of RO

*** 08/02/2018 08:44:59 ***

Web - Diagnostics created on 08/02/2018 08:30:04 and created by Robert Cawthon
I stated with the a/c sys. connected gauges to sys. and found a/c pressure acting so erratically it well be hard to describe it was doing so i recovered sys. and found 639 gram of 1234yf Freon in sys. pulled a vacuum and recharge to 550 grams ... pressure beginning to act normal and then I noticed hi side started to climb up to 300 psi ... I look and can see cooling fan not on turn sys. off removed cooling fan module connector and found connector burnt and melted the same on fan module ... sop cooling fan module (3 to 5 day for delivery)
I well replace connect an road test for additional problem after repairs on cooling sys.

*** 08/02/2018 08:45:05 ***

20180802_081356.jpg added by Robert Cawthon on 08/02/2018 08:44:59

*** 08/02/2018 08:51:55 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 08/02/2018 08:57:11 and created by Mike Ozonur ***

1: Please provide a picture of the damaged connector thanks

*** 08/02/2018 09:17:40 ***

Web - Note created on 08/02/2018 09:17:40 and created by Robert Cawthon
here is the pictures

*** 08/02/2018 09:17:45 ***

20180802_091200.jpg added by Robert Cawthon on 08/02/2018 09:17:41

*** 08/02/2018 09:17:49 ***

20180802_091349.jpg added by Robert Cawthon on 08/02/2018 09:17:45

*** Case 12814788 is sent on 8/2/2018 9:55:33 by Mike Ozonur

To: mozonur@kiausa.com

Cc:

Title: cooling fan connector

*** Web - Advice created on 08/02/2018 09:53:05 and created by Mike Ozonur ***

1: Need to check what caused the connector melt, also seems the engine was replaced recently
check the fan motor as well maybe faulty.

*** Service Alert Escalated to CA as: 12815179 on 08/09/2018 01:04:53 (PST)

*** 08/22/2018 12:33:08 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: found wire to fan control module burnt need to replace module & connector end



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2018 SPORTAGE LX FWD AUTO

Engine: 2.4L GDI

Model Code: 42222

VIN: KNDPM3AC8J [REDACTED]

Mileage: 44,611

Prod Date: 04/20/2017

Warranty Start Date: 01/08/2018

Dealer/Contact Data:

Dealer: FL110 Airport KIA

Phone: 2397328910

FAX: 2395302045

Contact: Sergio Giron

Contact Title: Exclusive Kia Technician

Service District: SO16

Case Details:

Case Title: Lighting-Ext-Auto Headlight Inop #

Symptom: Headlights Inop

DTC:

System: Body Electrical

Component: Head Lamps

Resolution: replace both side headlamps

Case History

*** 02/05/2019 08:21:51 ***

Contact = Sergio Giron, Priority = Standard, Sub Status = Dispatched

*** 02/05/2019 08:21:51 ***

Web - Problem Description created on 02/05/2019 08:20:02 and created by Sergio Giron
COSTUMER SAYING RIGHT SIDE HEADLIGHT IS OUT.

*** 02/05/2019 08:21:51 ***

Web - Diagnostics created on 02/05/2019 08:20:02 and created by Sergio Giron
CHECK FOUND RIGHT SIDE AND LEFT SIDE SMELL BURN INSIDE BOTH HEADLIGHT ASSY.AND MELT
CONNECTION INSIDE THE HEADLIGHT. VEHICLE MAIN CONNECTION IS FINE MAYBE.NEED BOTHSIDE
HEADLIGHT ASSY. PROBLEM IS INTERNAL.

*** 02/05/2019 08:38:46 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 02/05/2019 08:44:54 and created by Frank Lusic ***

1: hello Sergio

the head lamps will need to be replace but the power and ground will need to be checked by using the voltage drop method

*** 02/05/2019 10:39:23 ***

Web - Note created on 02/05/2019 10:39:23 and created by Sergio Giron
HI ,FRANK I CHECKED POWER AND GROUND WITH VOLT. DROP FROM THE BATTERY, 12.3 IS OKAY, THANKS.

*** Web - Advice created on 02/05/2019 11:03:16 and created by Frank Lusic ***

1: Thank you please proceed with the replacement

*** 02/05/2019 11:21:46 ***

Web - Note created on 02/05/2019 11:21:45 and created by Sergio Giron
OK. THANKS AGAIN NO PROBLEM.

*** Web - Advice created on 02/05/2019 12:43:00 and created by Frank Lusic ***

1: You are welcome

*** 02/06/2019 09:01:11 ***

Web - Note created on 02/06/2019 09:01:11 and created by Sergio Giron

AFTER REPLACED BOTH SIDE HEADLAMPS ASSY ,NOW WORKING AT DESIGNER, COMPLETE. THANKS AGAIN.
FRANK

*** Web - Advice created on 02/06/2019 09:11:07 and created by Frank Lusic ***

1: That is good news, Thank you for working so hard to repair this issue, Please close this case when the vehicle is finished and do not forget to take the survey for a chance to win \$500, I would appreciate a good rating if you think that I deserve it, If not then please let me know how I could have done better,
Thanks again,
Frank L.

*** 02/07/2019 04:27:05 ***

Web - Note created on 02/07/2019 04:27:05 and created by Sergio Giron
thank you for your help me again.appreciate.okay.

*** 02/07/2019 04:29:45 ***

Case Closed with Resolution Code: Elec Short to Ground
Resolution Summary: replace both side headlamps



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 SPORTAGE LX AWD AUTO

Engine: 2.4L GDI

Model Code: 42422

VIN: KNDPMCAC5H7 [REDACTED]

Mileage: 97

Prod Date: 12/23/2015

Warranty Start Date: 04/30/2016

Dealer/Contact Data:

Dealer: TN035 Rusty Wallace KIA of Knoxville

Phone: 8656888886

FAX: 8652321307

Contact: Corey Sloan

Contact Title: Shop Foreman

Service District: SO13

Case Details:

Case Title: MIL - PCM # P001100

Symptom: Warning Light On

DTC:

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 05/02/2016 02:43 PM clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

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

Problem Description :

cel is on p001100 stored pending

Diagnostics Performed :

performed e-cvvt reset procedure no change

*** PHONE LOG 05/02/2016 03:00 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Corey, Hello

Is the vehicle operating as designed now,

After the E- CVVT reset did you test drive the vehicle under the same condition when the DTC set?

Did you perform any other diagnostics on this vehicle before doing the E- CVVT reset? Please let me know, Thanks

*** NOTES 05/02/2016 03:07 PM clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1:the code reset while in my bay, while idling. I have not performed any more diag on vehicle. no visual damage to harness or cam sensor

*** PHONE LOG 05/02/2016 03:23 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Thank you for that information,

We have not seen this code to often,

Please check the electrical connection to the E - CVVT for pin fit and backed out terminals.

Please check for oil contamination of the electric motor, BUT you fill need the proper tool to realign it when you reassemble

the motor cover,

Please diagnostic inspection pertaining to this DTC, Please let me know your findings, Thanks

*** PHONE LOG 05/02/2016 03:23 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

*** NOTES 05/03/2016 07:44 AM clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

checked voltage at e-cvvt, it is showing to be reverse polarity. red meter lead to red wire, black lead to black wire shows -12.5 volts. connect to know good vehicle the same way, it reads correctly at 12.5 volts not negative. wires are pinned correctly at the e-cvvt. check wires at ecm, they are pinned correctly at the ecm. I do not have the alignment tool for the cvvt to check it for oil contamination. could a bad ecm cause the polarity to be wrong on the cvvt

Additional Comments: checked voltage at e-cvvt, it is showing to be reverse polarity. red meter lead to red wire, black lead to black wire shows -12.5 volts. connect to know good vehicle the same way, it reads correctly at 12.5 volts not negative. wires are pinned correctly at the e-cvvt. check wires at ecm, they are pinned correctly at the ecm. I do not have the alignment tool for the cvvt to check it for oil contamination. could a bad ecm cause the polarity to be wrong on the cvvt

*** NOTES 05/03/2016 07:51 AM clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

those measurements were taken at idle on both vehicles

Additional Comments: those measurements were taken at idle on both vehicles

*** PHONE LOG 05/03/2016 08:58 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Did you check the pin fit with a T Tool? on all of the pins in the connectors

Clear the code and retest to see if the code returns, Please let me know Thanks

*** NOTES 05/05/2016 04:53 AM clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: all pins are tight. cam is stuck at 126.6-127 degrees manual shows it should move from 100-150 degrees. code hasn't returned yet, but vehicle has extended crank time after doing the cvvt reset, like it doesn't recognize cam position

*** NOTES 05/05/2016 06:09 AM clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: test drove vehicle, now has a pending p001700

*** NOTES 05/05/2016 06:28 AM clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: cleared and test drove again the p001100 came back pending

*** PHONE LOG 05/05/2016 07:03 AM Pacific Daylight Time FLusic-TL Action Type:Incoming call

Advice 1: Tech called in, He states that he still has a reversed polarity issue, I asked him to swap PCM's with a good known unit and recheck

Advice 2: 2017 Sprotage E- CVVT oil intrusion

Please refer to PS415 for diagnosis and repair of E- CVVT With oil intrusion

*** PHONE LOG 05/05/2016 07:16 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Corey, Can you please attach a screen shot of the freeze frame when the code set thanks

*** NOTES 05/05/2016 11:02 AM clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: I swapped pcm with a known good one. still set p001100. double checked harness, 0.1 ohms resistance. I will attach the screen shot.

*** NOTES 05/05/2016 11:56 AM clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: Also would it be possible that the pcm is trying to change the voltage polarity to pull the timing back since it is saying its over advanced. would that lead to being a bad gear.

*** PHONE LOG 05/05/2016 12:20 PM Pacific Daylight Time FLusic-TL Action Type: Web Contact

Advice 1: Yes, I think that is what it is going, Being that it is a two wire motor it needs to reverse polarity to reverse the motor,

Advice 2: Please remove the cover and check for oil intrusion, If there is please let me know

If there is now please perform component inspection for this DTC, Please let me know , Thanks

** Admin Note **

Service alert escalated to CA as : [REDACTED] on 05/05/2016

*** PHONE LOG 05/09/2016 07:33 AM Pacific Daylight Time FLusic-TL Action Type: Web Contact

Advice 1: What is the status of this case?

If vehicle is finished please close the case, And complete the survey, Thank you

*** NOTES 05/11/2016 11:36 AM clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: removed e-cvvt cover and found what looks like resin from a electric motor that has melted and smell like a burnt motor. ordered e-cvvt gear and cover plate

*** PHONE LOG 05/11/2016 12:54 PM Pacific Daylight Time FLusic-TL Action Type: Web Contact

Advice 1: Thank you for that information

Please keep us informed of the progress, Thanks

*** NOTES 05/13/2016 05:19 AM clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: after taking cover off, found signs that the vehicle has been apart before. vehicle is also out of time on the intake cam. by dealer code 80112 which I assume is a port. I am attaching pictures of the issues.

*** PHONE LOG 05/13/2016 07:25 AM Pacific Daylight Time FLusic-TL Action Type: Web Contact

Advice 1: Thank you for the pictures

please correct the cam timing of the engine and clean all of the old silicone sealant from all of the parts of the engine,

Please clear the codes and test drive the vehicle for the concern, Thank you

*** PHONE LOG 05/16/2016 01:35 PM Pacific Daylight Time FLusic-TL Action Type: Web Contact

Advice 1: Corey has the vehicle been repaired yet, Please let me know , Thank you

*** PHONE LOG 05/17/2016 06:53 AM Pacific Daylight Time FLusic-TL Action Type: Web Contact

Advice 1: Hello Corey

My platform manager would like to know the status of this vehicle,

Has the timing been corrected?

Is the vehicle finished?

Are there any more concerns with this vehicle?

Please let us know , Thank you

*** EMAIL OUT Èì JThornton-TL Action Type:External email

Send to:[rlevy@kiausa.com]

CC List:[flusic@kiausa.com]

You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 800.494.4542 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not To be distributed or disseminated to any third party without the express written consent of Kia Motors America.

Rob can you review this case?

<<File Attachment:

\\copubs\ClarifyOBJ\TL_Attachments\SendHistory\Case_ [REDACTED] JThornton-TL_05-18-2016132920.doc>>

*** NOTES 05/20/2016 01:11 PM clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1:I was cleared to replace the gear and cover. while disassembling found 2 of the timing chain guide bolt holes in the block are stripped. no way to rethread, no threads left. I have made the DPSM aware of the stripped holes.

*** PHONE LOG 05/20/2016 01:19 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Thank you for the update, Can you please take pictures of the stripped bolt holes and add them to the case, Then add a case note so I will be made aware that they are there, Thank you

*** NOTES 05/23/2016 09:45 AM clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1:I have attached 2 additional pictures of this engine. while removing the timing cover to put intake cam in time, I noticed the lower 2 bolts for the timing chain guide that go into the block were loose. When I went to re-install the guide, the bolt holes are actually stripped. Please let me know how you would like me to proceed.

*** PHONE LOG 05/23/2016 09:59 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Can you tell me if this is a dealer stock vehicle or customer owned, Please let me know, Thank you

*** PHONE LOG 05/23/2016 10:43 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: I asked the engineer to review this case, He would like the engine replaced.

You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form to the case with both the service manager and technician signatures on it. Thanks

Please close this case and open a PWA case and complete the survey

*** CASE CLOSE 05/23/2016 11:09 AM clarify

*** Performed by contact: Corey Sloan, 8656888886

pwa for engine replacement

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





Technical Assistance Center Case Report

Printed By: JThornton-TL

Case Number [REDACTED]

05/18/2016 12:29:21

Vehicle Data

Model/Year: 2017 SPORTAGE LX AWD

Engine: G4KJFH637480

Model Code: 42422

VIN: KNDPMCAC5H7 [REDACTED]

Mileage: 97

Prod Date: 12/22/2015

Warranty Start Date: 4/29/2016

Port Options: CF

Factory Options: STD

Freeze Frame Data

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

Dealer/Contact Data

Dealer: TN035 Rusty Wallace Kia of Knoxville

Phone:

Fax:

Contact: Corey Sloan

Contact Title:

Service District: SO01

Case Details

Title: MIL - PCM # P001100

Symptom: Warning Light On

System: Engine Mechanical

Component:

Resolution:

Solution ID:

Case History

*** NOTES 05/02/2016 14:43:51 clarify Action Type: Dealer contact
*** Performed by contact: Corey Sloan, 8656888886
*** This is a Request for Assistance ***

Problem Description :
cel is on p001100 stored pending

Diagnostics Performed :
performed e-cvvt reset procedure no change

*** CASE DISPATCHED 05/02/2016 14:43:55 clarify
*** Performed by contact: Corey Sloan, 8656888886
from WIP default to Queue TL_Sorento_Sportage.

*** CASE YANKED 05/02/2016 14:46:11 FLusic-TL
Yanked by FLusic-TL into WIPbin default.

*** PHONE LOG 05/02/2016 15:00:25 FLusic-TL Action Type: Web Contact
Advice 1: Corey, Hello
Is the vehicle operating as designed now,
After the E- CVVT reset did you test drive the vehicle under the same condition when the DTC set?
Did you perform any other diagnostics on this vehicle before doing the E- CVVT reset? Please let me know, Thanks

*** NOTES 05/02/2016 15:07:44 clarify Action Type: Dealer contact
*** Performed by contact: Corey Sloan, 8656888886

Case History

Result of Advice 1: the code reset while in my bay, while idling. I have not performed any more diag on vehicle. no visual damage to harness or cam sensor

*** PHONE LOG 05/02/2016 15:23:45 FLusic-TL Action Type: Web Contact

Advice 1: Thank you for that information,

We have not seen this code to often,

Please check the electrical connection to the E - CVVT for pin fit and backed out terminals.

Please check for oil contamination of the electric motor, BUT you will need the proper tool to realign it when you reassemble the motor cover,

Please diagnostic inspection pertaining to this DTC, Please let me know your findings, Thanks

*** PHONE LOG 05/02/2016 15:23:50 FLusic-TL Action Type: Web Contact

*** NOTES 05/03/2016 07:44:41 clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

checked voltage at e-cvvt, it is showing to be reverse polarity. red meter lead to red wire, black lead to black wire shows -12.5 volts. connect to know good vehicle the same way, it reads correctly at 12.5 volts not negative. wires are pinned correctly at the e-cvvt. check wires at ecm, they are pinned correctly at the ecm. I do not have the alignment tool for the cvvt to check it for oil contamination. could a bad ecm cause the polarity to be wrong on the cvvt

Additional Comments: checked voltage at e-cvvt, it is showing to be reverse polarity. red meter lead to red wire, black lead to black wire shows -12.5 volts. connect to know good vehicle the same way, it reads correctly at 12.5 volts not negative. wires are pinned correctly at the e-cvvt. check wires at ecm, they are pinned correctly at the ecm. I do not have the alignment tool for the cvvt to check it for oil contamination. could a bad ecm cause the polarity to be wrong on the cvvt

*** NOTES 05/03/2016 07:51:28 clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

those measurements were taken at idle on both vehicles

Additional Comments: those measurements were taken at idle on both vehicles

*** PHONE LOG 05/03/2016 08:58:55 FLusic-TL Action Type: Web Contact

Advice 1: Did you check the pin fit with a T Tool? on all of the pins in the connectors

Clear the code and retest to see if the code returns, Please let me know Thanks

*** NOTES 05/05/2016 04:53:53 clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: all pins are tight. cam is stuck at 126.6-127 degrees manual shows it should move from 100-150 degrees. code hasn't returned yet, but vehicle has extended crank time after doing the cvvt reset, like it doesn't recognize cam position

*** NOTES 05/05/2016 06:09:50 clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: test drove vehicle, now has a pending p001700

*** NOTES 05/05/2016 06:28:07 clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: cleared and test drove again the p001100 came back pending

*** PHONE LOG 05/05/2016 07:03:09 FLusic-TL Action Type: Incoming call

Advice 1: Tech called in, He states that he still has a reversed polarity issue, I asked him to swap PCM's with a good known unit and recheck

Advice 2: 2017 Sprotage E- CVVT oil intrusion

Please refer to PS415 for diagnosis and repair of E- CVVT With oil intrusion

*** PHONE LOG 05/05/2016 07:16:09 FLusic-TL Action Type: Web Contact

Advice 1: Corey, Can you please attach a screen shot of the freeze frame when the code set thanks

*** NOTES 05/05/2016 11:02:04 clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: I swapped pcm with a known good one. still set p001100. double checked harness, 0.1 ohms resistance. I will attach the screen shot.

*** NOTES 05/05/2016 11:56:04 clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: Also would it be possible that the pcm is trying to change the voltage polarity to pull the timing back since it is saying its over advanced. would that lead to being a bad gear.

*** PHONE LOG 05/05/2016 12:20:32 FLusic-TL Action Type: Web Contact

Advice 1: Yes, I think that is what it is going, Being that it is a two wire motor it needs to reverse polarity to reverse the motor,

Advice 2: Please remove the cover and check for oil intrusion, If there is please let me know

If there is now please perform component inspection for this DTC, Please let me know, Thanks

*** PHONE LOG 05/05/2016 19:00:33 CLFYADMIN Action Type:

Service alert escalated to CA as : K3178594

*** PHONE LOG 05/09/2016 07:33:33 FLusic-TL Action Type: Web Contact

Advice 1: What is the status of this case?

If vehicle is finished please close the case, And complete the survey, Thank you

Case History

*** NOTES 05/11/2016 11:36:28 clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: removed e-cvvt cover and found what looks like resin from a electric motor that has melted and smell like a burnt motor. ordered e-cvvt gear and cover plate

*** PHONE LOG 05/11/2016 12:54:32 FLusic-TL Action Type: Web Contact

Advice 1: Thank you for that information

Please keep us informed of the progress, Thanks

*** NOTES 05/13/2016 05:19:28 clarify Action Type: Dealer contact

*** Performed by contact: Corey Sloan, 8656888886

Result of Advice 1: after taking cover off, found signs that the vehicle has been apart before. vehicle is also out of time on the intake cam. by dealer code 80112 which I assume is a port. I am attaching pictures of the issues.

*** PHONE LOG 05/13/2016 07:25:29 FLusic-TL Action Type: Web Contact

Advice 1: Thank you for the pictures

please correct the cam timing of the engine and clean all of the old silicone sealant from all of the parts of the engine,

Please clear the codes and test drive the vehicle for the concern, Thank you

*** PHONE LOG 05/16/2016 13:35:07 FLusic-TL Action Type: Web Contact

Advice 1: Corey has the vehicle been repaired yet, Please let me know , Thank you

*** PHONE LOG 05/17/2016 06:53:44 FLusic-TL Action Type: Web Contact

Advice 1: Hello Corey

My platform manager would like to know the status of this vehicle,

Has the timing been corrected?

Is the vehicle finished?

Are there any more concerns with this vehicle?

Please let us know , Thank you

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

1	2	3
4	5	6
7	8	9

2

TCU Cal. ID

Recorded Data

110%

KNDPMCAC5H70

VDN : B28VAtn035160
05/02/

DTC Analysis

Freeze Frame

■ DTC CAUSE TO SYSTEM ERROR : P001100			
Sensor Name	Value	U	
Intake Air Temperature Sensor	129	'F	
Intake Manifold Pressure	11	psi	
Fuel Level(Optional)	89	%	
Relative TPS	11.4	%	
Battery Voltage	13.9	V	
A/F Ratio	1.0	-	
Time Since Engine Start	579	Sec	
Command Evaporative Purge	7.1	%	
Accelerator Pedal Position Sensor-1	33.3	%	
Commanded Throttle Actuator	13.3	%	
Barometric Pressure Sensor	14	psi	
Absolute Load	51.7	%	
Accelerator Pedal Position Sensor-2	33.3	%	
Ambient Temperature	77	'F	
Air Flow Rate from Mass Air Flow Sensor	0.00	g/s	
Oxygen Sensor Adaptation-Bank1	-10.2	%	
Oxygen Sensor Adaptation-Bank2	-4.7	%	
Fuel Rail Pressure(absolute)	2345	psi	
Type of Fuel Currently being Utilized in the Vehicle Gasoline/petrol			







