

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

PE19-004_Expanded Scope_Forte
Koup_Alleged Defect C



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2012 FORTE KOUP EX AUTO

Engine: 2.0L DOHC

Model Code: [REDACTED]

VIN: KNAFU6A20 [REDACTED]

Mileage: 57,161

Prod Date: 01/13/2012

Warranty Start Date: 03/03/2012

Dealer/Contact Data:

Dealer: [REDACTED] Earnhardt KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact:

Contact Title:

Service District: [REDACTED]

Case Details:

Case Title: Lighting - External - Brake lights inop #

Symptom: Improper Operation

DTC:

System: Body Electrical

Component: Bulb

Resolution:

Case History

*** NOTES 05/02/2016 06:32 AM clarify Action Type: Dealer contact

*** Performed by contact: Eric Yazzie, [REDACTED]

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

Problem Description :
all brake lights out

Diagnostics Performed :

removed all brake lights and test power and found and found to ok. checked dtc with kds and found no error codes related to concern. inspected all connectors for brake light bulbs and found passenger and high mounted (third-brake light) to be burned. inspected stop lamp switch and found to be properly set. performed data view with kds and checked stop lamp switch for corration on and off. and found to be ok. checked hist and found another tech replaced wiring harness connector and cleaned ground wires for harness.

*** PHONE LOG 05/02/2016 06:40 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact

Advice 1: Please replace all brake lamp bulbs and third brake lamp assembly if the contacts are burnt and not repairable, reinspect operation and verify all are operating properly.

*** NOTES 05/02/2016 06:58 AM clarify Action Type: Dealer contact

*** Performed by contact: Eric Yazzie, [REDACTED]

Result of Advice 1:replaced all bulbs and verify all lights work. third brake light bulb heavily burned (ordered sop)..

Additional Comments:recommend installed kia bulbs with long life per pitstop [REDACTED]

*** RESEARCH LOG 05/02/2016 07:29 AM Pacific Daylight Time JLancaster-TL Action Type:Administrative task

Thanks for the update.

** Admin Note ***

ervice alert escalated to CA as : [REDACTED] on 05/02/2016

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

*** Performed by contact: Eric Yazzie, [REDACTED]

INSTALLED ALL THIRD BRAKE LIGHT CONNECTOR AND REPLACED ALL BULBS WITH KIA LONG LIFE.. IS THERE ANY OTHER REC U COULD GIVE ME BEFRORE I DELIVER VEHICLE TO CUSTOMER

Additional Comments:INSTALLED ALL THIRD BRAKE LIGHT CONNECTOR AND REPLACED ALL BULBS WITH KIA LONG LIFE.. IS THERE ANY OTHER REC U COULD GIVE ME BEFRORE I DELIVER VEHICLE TO CUSTOMER

*** PHONE LOG 05/04/2016 02:32 PM Pacific Daylight Time JLANCASTER-TL Action Type:Web Contact

Advice 1: If the ground circuit is verified good, and the connections are not burnt or melted I rec releasing the vehicle to the customer.

*** CASE CLOSE 05/05/2016 09:35 AM clarify

*** Performed by contact: Eric Yazzie, [REDACTED]

REPLACED WITH LONG LIFE BULBS [REDACTED]



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2012 FORTE KOUP EX MANUAL

Engine: 2.0L DOHC

Model Code: [REDACTED]

VIN: KNAFU6A2X [REDACTED]

Mileage: 71,963

Prod Date: 02/08/2012

Warranty Start Date: 04/07/2012

Dealer/Contact Data:

Dealer: [REDACTED] Chantz Scott KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact: Cody Sexton

Contact Title: Exclusive Kia Technician **Service District:** [REDACTED]

Case Details:

Case Title: Lighting - External - Brake lights inop #

Symptom: Improper Operation

DTC:

System: Body Electrical

Component: Grounds (General)

Resolution:

Case History

*** NOTES 08/29/2016 07:09 AM clarify Action Type: Dealer contact

*** Performed by contact: Cody Sexton, [REDACTED]

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

Problem Description :

costumer states brake lights are out this car has been here multiple times for this concern from what I can gather from all the old ro's this has what's been preformed the driver side tail light harness was replace car came back in with same concern again found ground to excess resistance cleaned all grounds under the hood car returned once again to have found another ground in the trunk that runs both tail lights to be corroded cleaned ground and clear coated ground car is back again with a right side brake light out and third brake light out found the right side brake light to be after market it didn't look blown but I got one of our bulbs and put it in light worked correctly inspected third found socket to be melted and bulb to be blown what further action do suggest to correct the concern

Diagnostics Performed :

same as above

*** PHONE LOG 08/29/2016 07:25 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact

Advice 1: Cody, please attach any pictures of the harness damage to the case. Is there any signs of moisture leaking through tail lamp lens or rubber gasket?

*** NOTES 08/29/2016 07:44 AM clarify Action Type: Dealer contact

*** Performed by contact: Cody Sexton, [REDACTED]

Result of Advice 1:there isn't any harness damage that I can see the left was harness was replace awhile back for internal issue is what the ro says and just the socket where the third brake light bulb plugs in is melted like around the bulb area and no moisture or leaks as far as I can see no water lines in behind the brake light or inside the brake light

Additional Comments:same as above

*** PHONE LOG 08/29/2016 09:59 AM Pacific Daylight Time JLANcaster-TL Action Type:Web Contact
Advice 1: Please replace the burn connector and bulbs and update the ground connections GF51, GF61 and reinspect operation.

** Admin Note **

ervice alert escalated to CA as : [REDACTED] on 08/29/2016

*** NOTES 08/31/2016 09:37 AM clarify Action Type: Dealer contact

*** Performed by contact: Cody Sexton, [REDACTED]

cleaned ground gf51 and gf61 clear coated for protection and checked all lights for operation all lights working correctly at this time found no high resistance

Additional Comments:cleaned ground gf51 and gf61 clear coated for protection and checked all lights for operation all lights working correctly at this time found no high resistance

*** PHONE LOG 08/31/2016 11:47 AM Pacific Daylight Time TThomas-TL Action Type:Incoming call

Advice 1: Cody called in. Vehicle is repaired and working as designed. Advised to close the case. Thank you.

*** CASE CLOSE 08/31/2016 11:49 AM clarify

*** Performed by contact: Cody Sexton, [REDACTED]

clean grounds and clear coated for protection confirmed operation of lights and found no high resistance

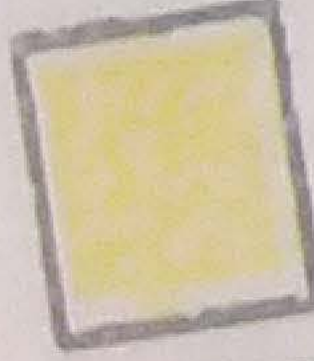
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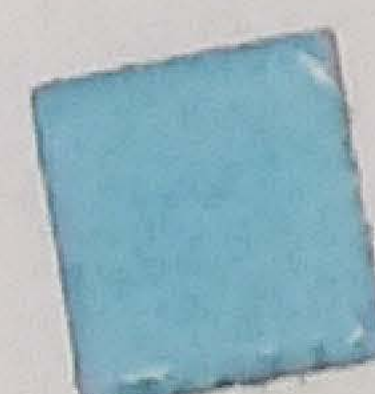
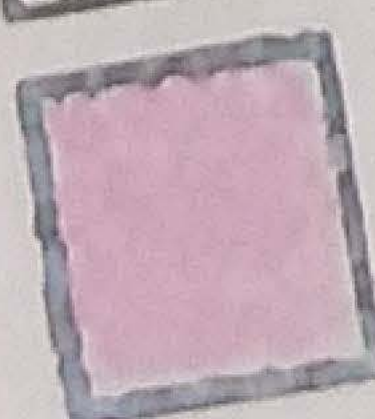


WATT JOHNSON
Service Center

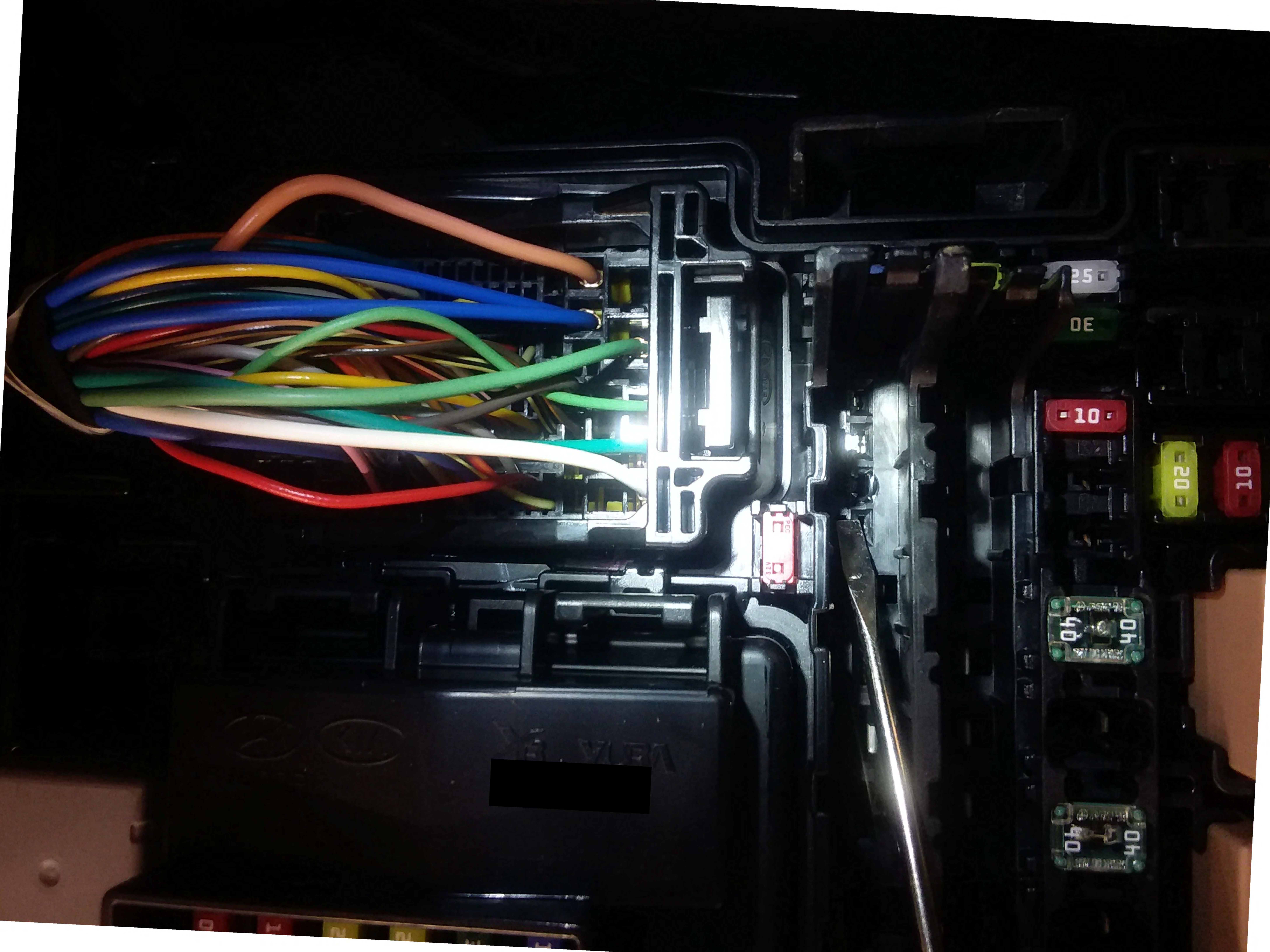
Miles: 23

Battery

	_____
	_____
	_____

	_____
	_____
	_____





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OPTIMA

PE19-004_Expanded Scope_
Optima_Alleged Defect C



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 OPTIMA LX 4CYL AUTO

Engine: 2.4L GDI

Model Code: 53222

VIN: 5XXGT4L35H [REDACTED]

Mileage: 8,044

Prod Date: 12/01/2016

Warranty Start Date: 12/30/2017

Dealer/Contact Data:

Dealer: MI031 Feldman KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact: Terrence Grabinski

Contact Title: Exclusive Kia Technician

Service District: [REDACTED]

Case Details:

Case Title: Lighting-Ext-Park light inop#

Symptom: Park/Tail Lights Inop

DTC:

System: Body Electrical

Component: Connectors (General)

Resolution: repalced connector

Case History

*** 03/27/2018 06:24:19 ***

Contact = Terrence Grabinski, Priority = Standard, Sub Status = Dispatched

*** 03/27/2018 06:24:19 ***

Web - Problem Description created on 03/27/2018 06:24:19 and created by Terrence Grabinski
rear tail light out

*** 03/27/2018 06:24:19 ***

Web - Diagnostics created on 03/27/2018 06:24:19 and created by Terrence Grabinski
the connector on the harness side of the inner truck running light is burned and melted. can I get that connector separate or do I need a harness?

*** 03/27/2018 06:24:37 ***

Web - Note created on 03/27/2018 06:24:37 and created by Terrence Grabinski
trunk*

*** 03/27/2018 06:38:26 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin default

*** Web - Advice created on 03/27/2018 06:46:21 and created by Tony Thomas ***

1: Attach a photo of the damaged connector. The tail lamp harness is available separately but the connector for the trunk harness may not be. Check with parts to be sure on that. The connectors are in the EPC and in the ETM in KGIS. Thanks.

*** 03/27/2018 06:51:01 ***

Case Closed with Resolution Code: Information Given
Resolution Summary: repalced connector



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 OPTIMA EX 4CYL AUTO

Engine: 2.4L GDI

Model Code: [REDACTED]

VIN: 5XXGU4L38G [REDACTED]

Mileage: 23,164

Prod Date: 10/22/2015

Warranty Start Date: 04/14/2016

Dealer/Contact Data:

Dealer: [REDACTED] Wyatt Johnson KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact: Gordon Key

Contact Title: Exclusive Kia Technician

Service District: [REDACTED]

Case Details:

Case Title: ElecSys-Blown fuse # multi fuse

Symptom: Heater Controls Inop

DTC:

System: Heating Ventilation & A/C

Component: Vent Control Actuator

Resolution: Fuse Block

Case History

*** 11/28/2018 13:03:47 ***

Contact = Gordon Key, Priority = Standard, Sub Status = Dispatched

*** 11/28/2018 13:03:47 ***

Web - Problem Description created on 11/28/2018 13:03:47 and created by Gordon Key
CS that the fan is not blowing any air - hot or cold.

*** 11/28/2018 13:03:47 ***

Web - Diagnostics created on 11/28/2018 13:03:47 and created by Gordon Key
Confirmed that the fuses were good. Voltage to the blower motor was confirmed, however, when manipulating the fan speed at the control head it was noticed that resistance did not change. I replaced the MOSFET due to the lack of change in the resistance values. Fan remained inop. After removing the combination fuse it was noticed that one of the legs was burned with plastic having melted from the fuse box. No DTCs were/are present.

*** 11/28/2018 13:13:56 ***

Web - Note created on 11/28/2018 13:13:55 and created by Gordon Key
Added photos of multifuse and melted fuse block.

*** 11/28/2018 13:13:57 ***

15434394598101923899023.jpg added by Gordon Key on 11/28/2018 13:13:56

*** 11/28/2018 13:13:58 ***

15434395034551654116244.jpg added by Gordon Key on 11/28/2018 13:13:57

*** 11/28/2018 13:29:13 ***

Accepted, from Queue = TL_Rondo_Opti_Borr to WIPBin Default

*** Web - Advice created on 11/28/2018 13:31:21 and created by Douglass McKay ***

1: Please, give me a few minutes to research this I and will get back to you.

*** Web - Advice created on 11/28/2018 13:36:51 and created by Douglass McKay ***

1: I have seen a few cases like this and the fix is to replace the fuse block and multi fuse. Thanks

*** 11/28/2018 13:46:50 ***

Web - Note created on 11/28/2018 13:46:50 and created by Gordon Key

Thanks Douglass. Is the vehicle safe to drive with this condition? I only opened the case so that y'all would have visibility on this type of required repair - which you had. We'll get with the DPMS for a PWA.

*** Web - Advice created on 11/28/2018 14:34:30 and created by Douglass McKay ***

1: I would advised not to drive this vehicle until repairs have been completed.

*** 12/05/2018 07:49:24 ***

Web - Note created on 12/05/2018 07:49:24 and created by Gordon Key

Just wanted to update you on the status Douglass. The harness arrived this morning and I'll be putting it in today.

*** Web - Advice created on 12/05/2018 08:52:13 and created by Douglass McKay ***

1: Thank you for the update.

*** Service Alert Escalated to CA as: [REDACTED] on 12/06/2018 01:04:39 (PST)

*** 12/08/2018 07:10:41 ***

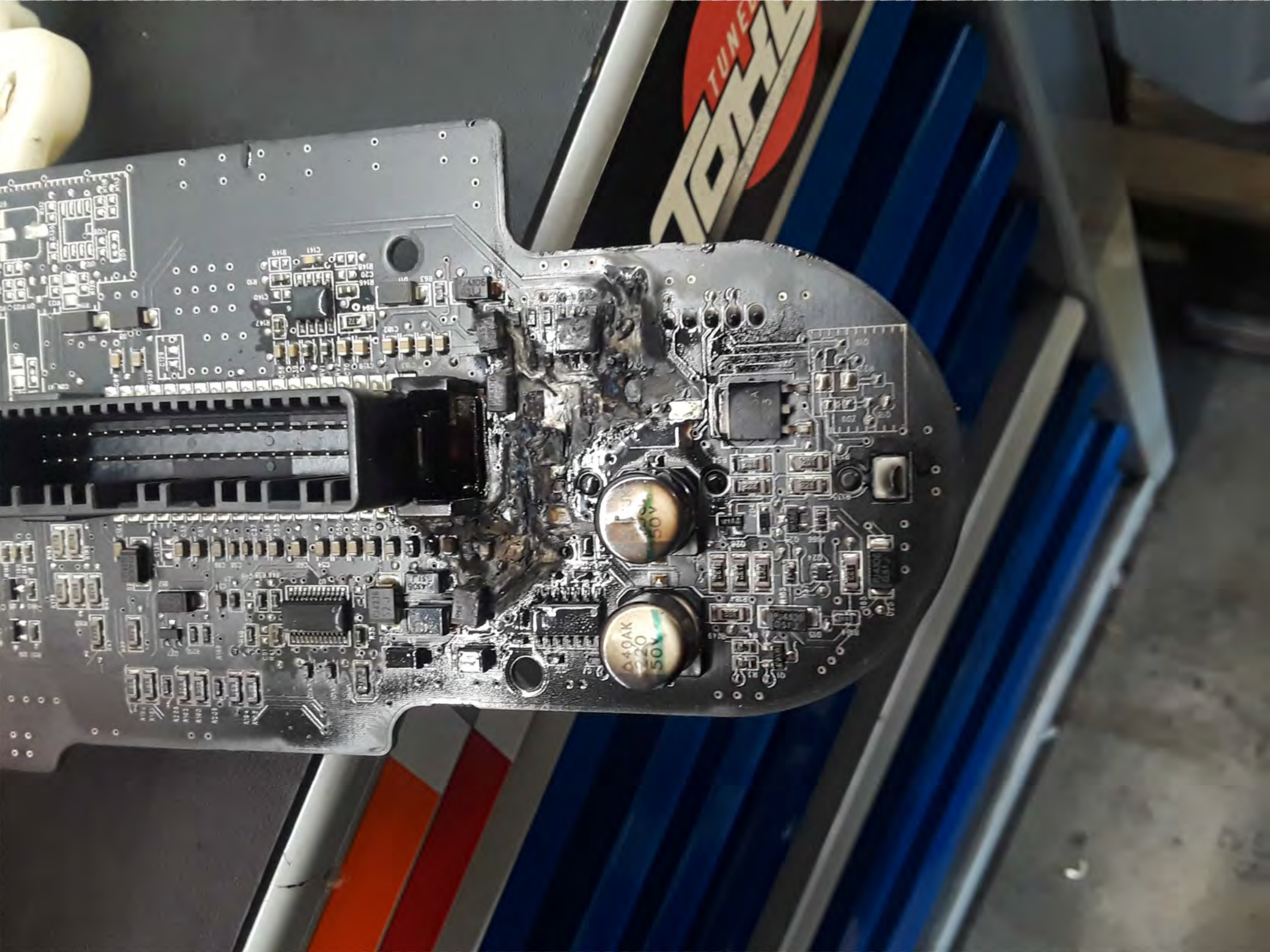
Case Closed with Resolution Code: Faulty Component

Resolution Summary: Fuse Block

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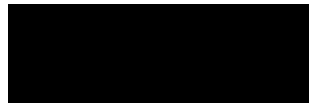


DCU		MODULE		MDPS		TCU		B/UP LAMP	
7.5A	7.5A	7.5A	7.5A	10A	7.5A	7.5A	7.5A	7.5A	7.5A
COOLING FAN		EPB		EPB		ABS		B+	
40A		15A		15A		30A		60A	
USE T		T		T		T		T	
ONLY		ONLY		ONLY		ONLY		ONLY	
91941-C6220		91941-C6220		91941-C6220		91941-C6220		91941-C6220	





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Technical Assistance Center Case Report

Printed By: JGossling-TL

Case Number [REDACTED]

08/27/2015 08:50:20 AM

Vehicle Data

Model/Year: 2016 SORENTO EX AWD

Engine: G4KHF [REDACTED]

Model Code: [REDACTED]

VIN: 5XYPHDA16G [REDACTED]

Mileage: 844

Prod Date: 1/26/2015

Warranty Start Date: 8/6/2015

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 [REDACTED] Kia of Puyallup

Phone: [REDACTED]

Fax:

Contact: Maurice Grylls

Contact Title:

Service District: WE08

Case Details

Title: Accessories - General # Melted Trailer wire harness

Symptom: Electrical Short

System: Accessories

Component: Trailer Hitch

Resolution:

Solution ID:

Case History

*** NOTES 08/27/2015 07:36:53 AM clarify Action Type: Dealer contact

*** Performed by contact: Maurice Grylls, [REDACTED]

*** This is a Report for Quality Concern ***

Problem Description :

hitch was installed and harness, cust could smell and see smoke

Diagnostics Performed :

checked and found control box for trailer harness had melted, checked harness for any damage none found internal short in box.

*** CASE DISPATCHED 08/27/2015 07:36:54 AM clarify

*** Performed by contact: Maurice Grylls, [REDACTED]
from WIP default to Queue TL_Sorento_Sportage.

*** CASE CLOSE 08/27/2015 07:41:01 AM clarify contact: Maurice Grylls, [REDACTED]
Status = Closed, Resolution Code = CA-Repaired at Dir.

*** Performed by contact: Maurice Grylls, [REDACTED]
installed new harness

*** CASE REOPENED 08/27/2015 08:45:33 AM JGossling-TL
with Condition of Open and Status of Working.

*** PHONE LOG 08/27/2015 08:50:14 AM JGossling-TL Action Type: Web Contact

Advice 1: Maurice,

The Model Engineer is requesting pictures of the wire harness and any other damaged components. Please attach the pictures to the case per pitstop 410 and update the case so I know this has been completed. Thank you,

Case History

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



Technical Assistance Center Case Report

Printed By: JGossling-TL

Case Number [REDACTED]

09/08/2015 01:02:14 PM

Vehicle Data

Model/Year: 2016 SORENTO EX AWD

Engine: G4KHF [REDACTED]

Model Code: [REDACTED]

VIN: 5XYPHDA16G [REDACTED]

Mileage: 844

Prod Date: 1/26/2015

Warranty Start Date: 8/6/2015

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: [REDACTED] Kia of Puyallup

Phone: [REDACTED]

Fax:

Contact: Maurice Grylls

Contact Title:

Service District: WE08

Case Details

Title: Accessories - General # Melted Trailer wire harness

Symptom: Electrical Short

System: Accessories

Component: Trailer Hitch

Resolution:

Solution ID:

Case History

*** NOTES 08/27/2015 07:36:53 AM clarify Action Type: Dealer contact

*** Performed by contact: Maurice Grylls, [REDACTED]

*** This is a Report for Quality Concern ***

Problem Description :

hitch was installed and harness, cust could smell and see smoke

Diagnostics Performed :

checked and found control box for trailer harness had melted, checked harness for any damage none found internal short in box.

*** CASE DISPATCHED 08/27/2015 07:36:54 AM clarify

*** Performed by contact: Maurice Grylls [REDACTED]
from WIP default to Queue TL_Sorento_Sportage.

*** CASE CLOSE 08/27/2015 07:41:01 AM clarify contact: Maurice Grylls [REDACTED]

Status = Closed, Resolution Code = CA-Repaired at Dir.

*** Performed by contact: Maurice Grylls [REDACTED]
installed new harness

*** CASE REOPENED 08/27/2015 08:45:33 AM JGossling-TL

with Condition of Open and Status of Working.

*** PHONE LOG 08/27/2015 08:50:14 AM JGossling-TL Action Type: Web Contact

Advice 1: Maurice,

The Model Engineer is requesting pictures of the wire harness and any other damaged components. Please attach the pictures to the case per pitstop 410 and update the case so I know this has been completed. Thank you,

Case History

*** EMAIL OUT 08/27/2015 08:51:09 AM JGossling-TL Action Type: External email
Neal,
Here is the case you requested.
Thank you Jerry G.

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 [REDACTED] 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.

<<File Attachment: \\copubs\ClarifyOBJ\TL_Attachments\SendHistory\Case [REDACTED]_JGossling-TL_08-27-2015095019.doc>>

*** NOTES 09/08/2015 12:55:00 PM clarify Action Type: Dealer contact

*** Performed by contact: Maurice Grylls [REDACTED]
Result of Advice 1: I have sent pics directly to engineers email

*** PHONE LOG 09/08/2015 01:02:07 PM JGossling-TL Action Type: Web Contact

Advice 1: Maurice,

The Model Engineer stated he did not receive your sent pictures. Maurice did you make sure to list the Tech line case number in the subject line ?. If not please do so or the E - Mail maybe blocked.

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

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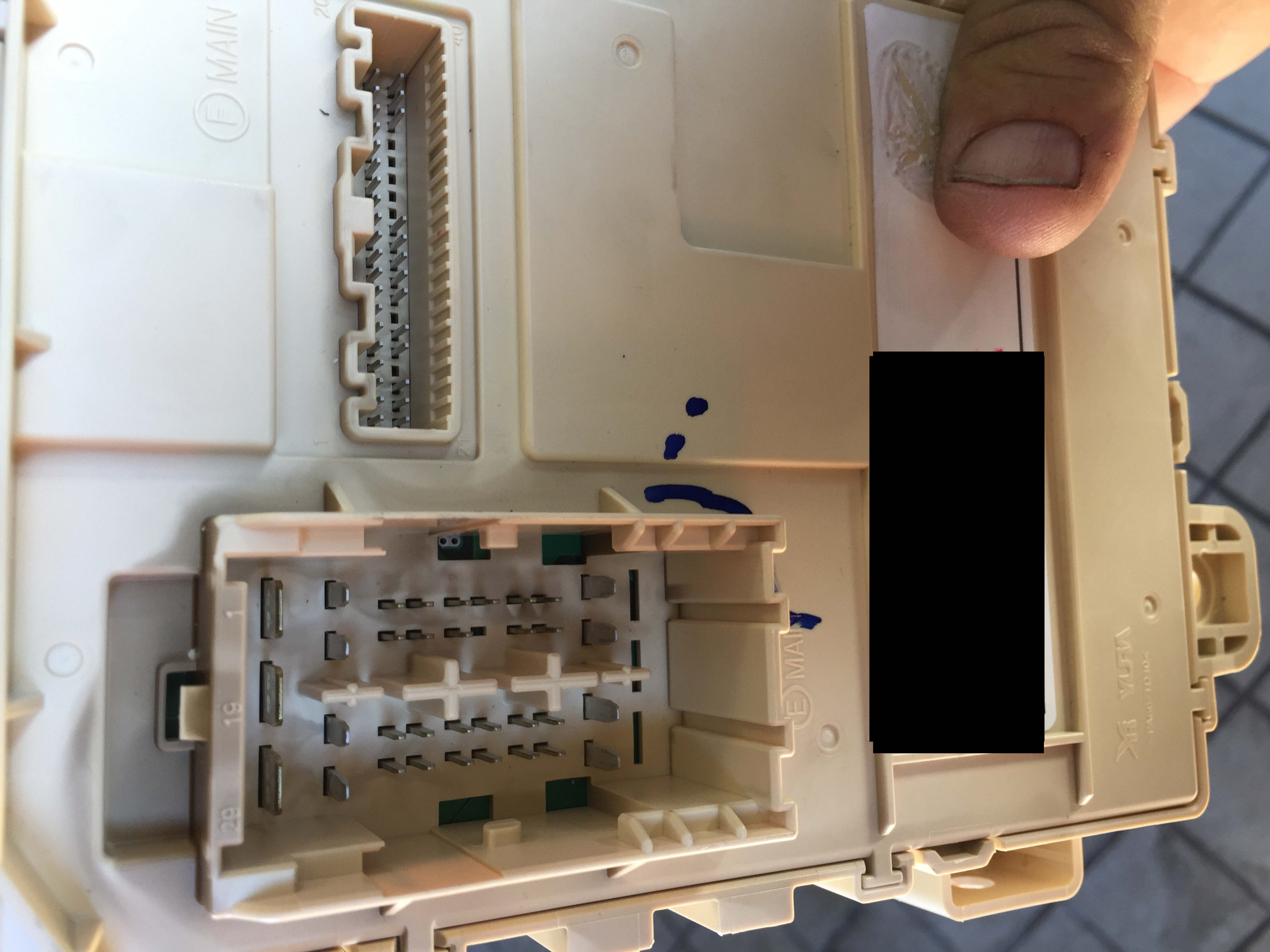


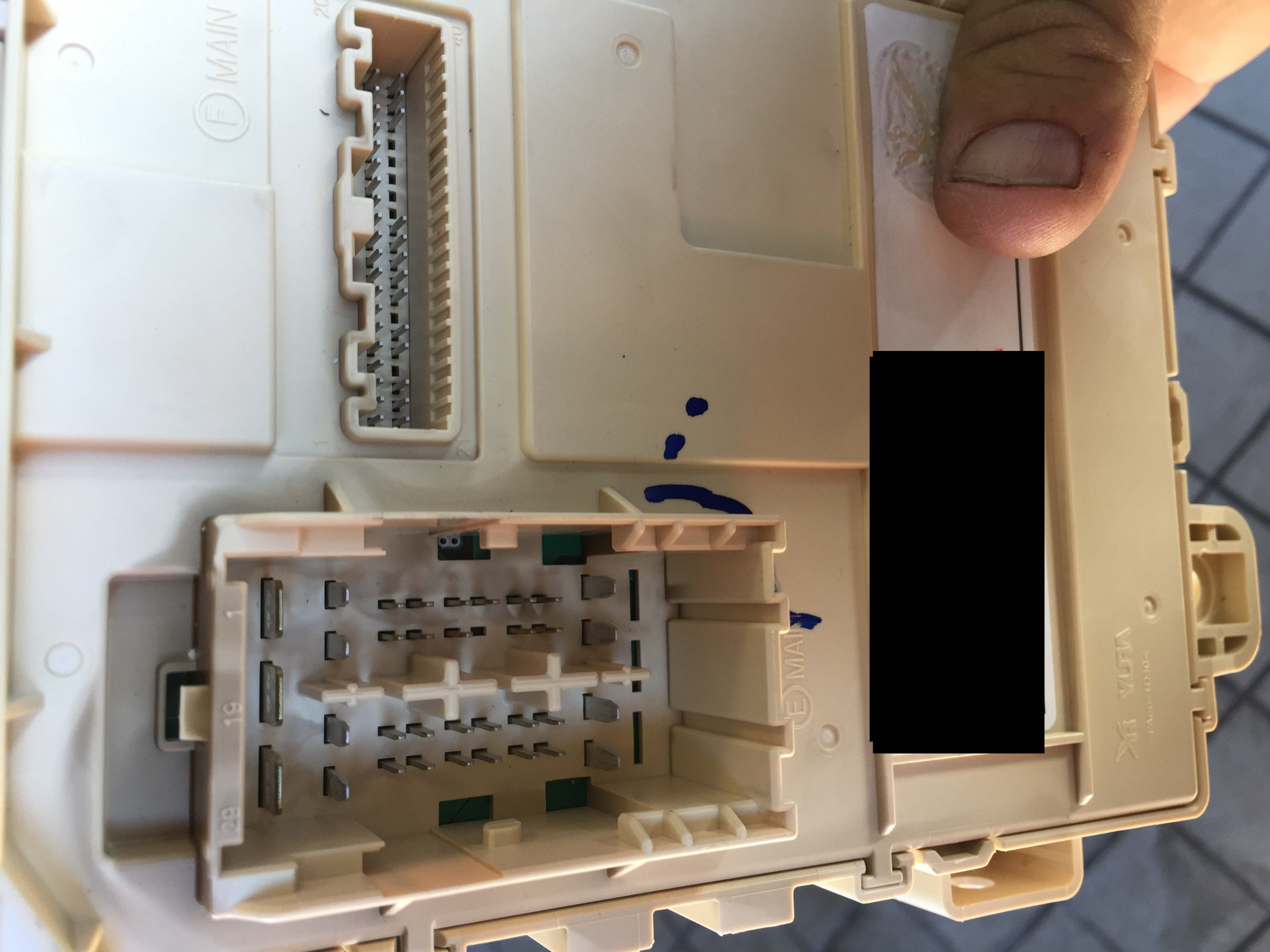
BLACK+DECKER

120W AC120V
OUTPUT

2 AMP







MAIN

MAIN

MAIN





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PE19-004_Expanded
Scope_Sportage_Alleged Defect C



Kia Motors America Technical Assistance Center

Case Number: 12973880

Vehicle Data

Model/Year: 2018 SPORTAGE EX FWD AUTO

Engine: 2.4L GDI

Model Code: [REDACTED]

VIN: KNDPN3AC5 [REDACTED]

Mileage: 20,515

Prod Date: 09/18/2017

Warranty Start Date: 12/09/2017

Dealer/Contact Data:

Dealer: [REDACTED] Fuccillo KIA of Cape Coral

Phone: [REDACTED]

FAX: [REDACTED]

Contact: Jonathan Ellison

Contact Title: Exclusive Kia Technician

Service District: [REDACTED]

Case Details:

Case Title: Body - Interior - Seats #

Symptom: Damage (General)

DTC:

System: Body Electrical

Component: Seat Cushion Heater

Resolution: Damage not a factory defect

Case History

*** 12/13/2018 11:03:44 ***

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

*** 12/13/2018 11:03:44 ***

Web - Problem Description created on 12/13/2018 11:03:44 and created by Jonathan Ellison

Customer States front passenger seat burning through from the inside of seat in the front lower right concern.

*** 12/13/2018 11:03:45 ***

Web - Diagnostics created on 12/13/2018 11:03:45 and created by Jonathan Ellison

I verified that there is a burn mark in the seat, making case due to thermal event and per svc manager. The seat heater has been on for 5 mins and can feel a temp difference in the normal areas to be heated from the heater. I dont feel any abnormal heat from the burn area.

*** 12/13/2018 11:05:12 ***

20181213_135709.jpg added by Jonathan Ellison on 12/13/2018 11:05:10

*** 12/13/2018 11:05:13 ***

20181213_135727.jpg added by Jonathan Ellison on 12/13/2018 11:05:12

*** 12/13/2018 11:06:11 ***

Web - Note created on 12/13/2018 11:06:11 and created by Jonathan Ellison

Photos of the burn area have been attached!

*** 12/13/2018 11:18:59 ***

Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 12/13/2018 11:26:36 and created by Eric Patterson ***

1: I would have the DPSM review the case. I do not believe the heater element goes down and wrap around the front of the seat. Also There is melted plastic on the sides of the plastic panel.

2: I have NCA reviewed the case to the CA department. they will be in touch with the customer.

3: Please hold the vehicle, have the DPSM review the pictures in the case. There should be no electrical parts in the location in the seat that could have caused to thermal event. Thank you for the pictures.

*** 12/13/2018 12:47:17 ***

Web - Note created on 12/13/2018 12:47:17 and created by Jonathan Ellison

Thank you, our DPSM will be here tomorrow I have informed our svc manager and writer to inform the customer, veh will stay overnight for DPSM inspection.

*** Web - Advice created on 12/13/2018 15:41:44 and created by Eric Patterson ***

1: No problem...

*** 12/17/2018 14:53:30 ***

Web - Note created on 12/17/2018 14:53:30 and created by Jonathan Ellison

Our DPSM has reviewed the vehicle and has also determined that the thermal event is not a factory defect. the customer has taken vehicle.

*** 12/17/2018 14:54:13 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: Damage not a factory defect PER DPSM



Kia Motors America Technical Assistance Center

Case Number: T3280312

Vehicle Data

Model/Year: 2017 SPORTAGE LX FWD AUTO

Engine: 2.4L GDI

Model Code: [REDACTED]

VIN: KNDPM3AC0 [REDACTED]

Mileage: 1,724

Prod Date: 05/19/2016

Warranty Start Date: 09/01/2016

Dealer/Contact Data:

Dealer: FL019 Galeana KIA

Phone: [REDACTED]

FAX: [REDACTED]

Contact: Carl Hurd

Contact Title: Exclusive Kia Technician

Service District: [REDACTED]

Case Details:

Case Title: Engine - No Start #

Symptom: No Start

DTC:

System: Body Electrical

Component: Instrument Panel Module (IP

Resolution:

Case History

*** NOTES 09/19/2016 09:51 AM clarify Action Type: Dealer contact

*** Performed by contact: Carl Hurd, [REDACTED]

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

Problem Description :

no start -battery fully charged

cranks for short period-rear power outlet had a

pwr inverter attached (removed) rear high mount brake light broken-now disconnected,no pwr windows or door locks,no head light operation.

Diagnostics Performed :

gds scan-no communication with all modules- verified pwr and grds to modules (no open)

fuses ,lowered smart junction box to verify pwr

outputs to modules

*** PHONE LOG 09/19/2016 10:29 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact

Advice 1: Carl,

Check to see if the vehicle has been jumped started with the cables in reverse order as this would damage the electrical system.

Advice 2: Check for any after market or port installed devices connected to the electrical system underneath the dash.

Advice 3: Check for any rodent damage to the wire harness underneath the hood.

*** NOTES 09/19/2016 10:42 AM clarify Action Type: Dealer contact

*** Performed by contact: Carl Hurd, [REDACTED]

Result of Advice 1:NO EVIDENCE OF JUMP START

Result of Advice 2:NO AFTERMARKET ITEMS

Result of Advice 3:NO WIRE DAMAGE

*** NOTES 09/19/2016 12:01 PM clarify Action Type: Dealer contact

*** Performed by contact: Carl Hurd, [REDACTED]

Result of Advice 1:GDS DOES INDICATES COMMUNICATIONS FAIL ALL MODULES

Result of Advice 2:ODOMETER INDICATES DASHES IN MILEAGE

Result of Advice 3:NO WIRE DAMAGE

*** NOTES 09/19/2016 12:39 PM clarify Action Type: Dealer contact

*** Performed by contact: Carl Hurd, [REDACTED]

Result of Advice 1:CAN RESISTANCE GOES FROM 30 TO 50 IF CLUSTER
OR PCM DISCONNECTED VS/LIKE VEHICLE 120 IF EITHER DISCONNECTED
TO 60 OHMS

Result of Advice 2:CAN RESISTANCE GOES FROM 30 TO 50 IF CLUSTER
OR PCM DISCONNECTED VS/LIKE VEHICLE 120 IF EITHER DISCONNECTED
TO 60 OHMS

Result of Advice 3:CAN RESISTANCE GOES FROM 30 TO 50 IF CLUSTER
OR PCM DISCONNECTED VS/LIKE VEHICLE 120 IF EITHER DISCONNECTED
TO 60 OHMS

*** PHONE LOG 09/19/2016 01:25 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact

Advice 1: Carl,

Check the multi fuse to see if any part of it is blown.

Advice 2: Carl,

Check the CAN resistance between pins 9 & 17 of the multipurpose check connector with the negative battery terminal disconnected.

Advice 3: Review pitstop 399 regarding after market devices.

*** NOTES 09/20/2016 03:47 AM clarify Action Type: Dealer contact

*** Performed by contact: Carl Hurd, [REDACTED]

Result of Advice 1:no fuses blown

Result of Advice 2:resistance = 37 ohms

55 if pcm disconnected

91 if cluster disconnected

Result of Advice 3:no after market devices

*** PHONE LOG 09/20/2016 05:02 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact

Advice 1: Carl,

Please call in when you have the opportunity so we can review this case. Thank you,

*** NOTES 09/20/2016 05:22 AM clarify Action Type: Dealer contact

*** Performed by contact: Carl Hurd, [REDACTED]

Result of Advice 1:FOUND DAMAGED SMART JUNCTION BOX ATTATCHMENTS

*** PHONE LOG 09/20/2016 05:44 AM Pacific Daylight Time JGossling-TL Action Type:Incoming call

Advice 1: Carl called in to review the case and stated he found burnt connectors in the smart junction box. Connectors I/P-E & I/P-F show signs of overheating and have a strong smell. I recommend to inspect the wire harness for signs of overheating or melted/burnt wires. I believe the after market power inverter overheated the electrical system and damaged the smart junction box and may have caused additional damage to other components.

*** NOTES 09/29/2016 09:05 AM clarify Action Type: Dealer contact

*** Performed by contact: Carl Hurd, [REDACTED]

Result of Advice 1:STILL HAVE HAD NO REPLY BACK FROM CUSTOMER
FOR AUTH FOR REPAIR

*** PHONE LOG 09/29/2016 09:27 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Carl,
Thank you for the update.

*** CASE CLOSE 12/03/2016 03:40 AM clarify

*** Performed by contact: Carl Hurd, [REDACTED]
still waiting for customer return contact