INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

[redacted] [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]: Kyle, how often is the concern duplicated by the customer, and have you or any one at the dealer been able to duplicate the customers concern? Let me know if there are nay after market or port installed items found on the vehicle? If the customer has notices the exterior lighting to come on or flicker at times when the vehicle is off there has been reports of the multifunction headlight switch to cause this concern. Please replace the multi function switch and re inspect the operation of the lights and starting concern.

[redacted]ncern seems to happen, and had a repair in November and seemed to be fixed up until last month. No after market or port installed items installed on the vehicle.
2: I advised to try and duplicate the exterior light concern and manipulate the switch to see if he can get the exterior light failure, I rec to replace the headlamp multi function switch and re inspect the concern.
3: I advised to try and duplicate the vehicle stalling and not restarting to try and determine if it is related to fuel supply or electrical charging concern. If it is fuel related, I have seen some issues in the fuel line between the low pressure and high pressure pumps. To verify check fuel pressure at the low pressure pump in the tank while duplicating and then compare to the pressure at the fuel rail while duplicating. Let me know if you see a difference in the 2 readings.

[redacted]

[redacted]

[redacted]

[redacted]

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]880 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
[redacted]
Mileage: 47,291
Repair Date: 06/08/2017
Prod Date: 10/04/2013
Warranty Start Date: 11/23/2013
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SC026 Myrtle Beach KIA
Service District: SO07
Phone [redacted]
Contact: Michael Kidwiler
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting-Ext-Head light inop# shut off when using turn signals
Symptom: Improper Operation
System: Body Electrical
Component: Combo Sw (Strg Column Contr)
Resolution: Please Specify
Category: Repair Assistance

Case History

[redacted]

*** 06/08/[redacted]5:59:10 ***
Web - Problem Description created on 06/08/[redacted]5:59:10 and created by Michael Kidwiler

2ND TIME IN FOR THIS CONCERN TECH WAS UNABLE TO VERIFY CONCERN LAST VISIT C /S headlights cutoff while driving when using turn signals. headlights will shut off and then come back on . has noticed more with using turn signals. either direction.

*** 06/08/[redacted]5:59:10 ***
Web - Diagnostics created on 06/08/[redacted]5:59:10 and created by Michael Kidwiler

checked headlight connectors checked operation of turn signals still haven't verified concern yet.

*** 06/08/[redacted]6:10:09 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro to WIPBin default

*** 06/08/[redacted]6:11:40 ***
Component Changed from to Combo Sw (Strg Column Contr) by Brian Lall

*** 06/08/[redacted]6:11:40 ***
Symptom Changed from to Improper Operation by Brian Lall

*** 06/08/[redacted]6:11:40 ***

[redacted]

1: Please check the wiring inside the headlamps and the bulb sockets for any damage and if it has not already been done and applies perform ELE058.
2: Please wiggle test, then check all the connections to the headlamp and turn signal switch connectors for any loose, damaged, bent, backed out, or corroded pins. Do not just do a visual inspection make sure to check the pin drag. 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.
3: Please continue trying to duplicate the concern or have the customer duplicate it for you. Thanks.

*** [redacted] ***
TREAD Applicable Date Updated to [redacted]

*** Service Alert Escalated to CA as: [redacted]230 on [redacted] (PST)

*** Case has been auto closed by the system on [redacted] (PST)

Attachments

********** End Case Report [redacted]380 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]304 07/28/[redacted] 1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
V[redacted]
Prod Date: 09/04/2013
Port Options: CF
Factory Options:

Engine: 1.6L GDI
Mileage: 47,818
Warranty Start Date: 10/16/2013

Model Code:
Repair Date: 06/12/2017
RO Number: [redacted]9

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

[redacted]

Contact Phone [redacted]

Case Details

Title: Electrical System - General # headlamps flash

Symptom: Improper Operation

System: Body Electrical

Component: Please Specify

Resolution: Please Specify

Category: Repair Assistance

[redacted]

Customer states when lights are on right turn signal all lights turn off. Currently headlights flash like a strobe light or just turn off.

[redacted]

Verified customers concern, found courtesy/dash lights intermittently flash when right turn signal is operated. Tested battery with GR8, battery tests good. Checked cluster fuse and IOD 4 fuse, both fuses are good. Removed left side lower crash panel, steering column cover and instrument panel. Checked ground point GM02 for connection, good connection at ground and secured. Removed connecter M02-L and pinpoint tested pins 11 and 13 for power, found 6.6V at both pins, and tested pin 12 for ground, good ground observed. With connector plugged in and turn signals operating and back probing connector 12 found good ground signal and on pins 11 and 13 voltage pulsing. Performed wiggle test on multifunction switch connector, ICM connector and ground connection, unable to duplicate concern with wiggle test. What would be the next step in diagnosis? Thanks.

[redacted]



Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]957 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL **Engine:** 1.6L GDI **Model Code:**

VIN [redacted] **age:** 41,527 **Repair Date:** 06/14/2017

Pro [redacted] **ranty Start Date:** 10/25/2014 **RO Number:** [redacted]8

Port Options: CF, CT

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA089 Ed Voyles KIA of Chamblee **Service District:** SO01

Phone [redacted]

Contact: David Richardson **Contact Title:** Shop Foreman **Contact Phone:**

Case Details

Title: Lighting-Ext-Head light inop# intermittently

Symptom: Headlights Inop

System: Body Electrical

Component: Head Lamps

Resolution: Manufacturing Defect **Category:** Repair Assistance

Case History:

[redacted]

She is correct,,,,,,,sometimes, Both headlamps work kinda when they want. Sometimes its the RH on, most of the times both are on and sometimes only the LH is on. They will go out sitting here in the shop or they wont light up at all. This is a NON HID car. RH connector has already been replaced and is in good working order. The connector is soldered. I have checked grounds and I cannot tell that the car has been in an accident. As far as the grounds, each headlamp has its own so given the way the car is acting is would be unlikely its both grounds

*** [redacted] ***

[redacted]

[redacted]

Have you only been able to get the left side since? Are the bulbs known good?

[redacted]

Bulbs are known good. They work most of the time. High and low beams. Sometimes going from high to low one or the other will just go out. Flip the high beams on or off and it will go out. The customer complained of the right side. I seem to be able to make the left do it more but also have had the right do it too.

[redacted]

Actually I can. But if thats the case then Its got two bad headlamps because I have seen them both out at the same time

*** Web - Advice created on [redacted] and created by Chris Schang ***
1: David,
I have tried calling you regarding this concern. Can you return my call at your earliest convenience. Thanks!
[redacted]

[redacted] his findings. If voltage drop is normal, tech is advised to replace the head lamp assembly with DPSM authorization.



Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]402 07/28/[redacted] 1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VI [redacted]
Mileage: 42,020
Repair Date: 06/13/2017
Prod Date: 11/01/2013
Warranty Start Date: 12/21/2013
RO Number: [redacted]0
Port Options: CF, CN, SP
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NE003 KIA of Lincoln
Service District: CE10
Phone [redacted]
Contact: Matthew Kratochvil
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting-Ext-Park light inop# stay on
Symptom: Improper Operation
System: Body Electrical
Component: BCM
Resolution: Cust Took Vehicle
Category: Repair Assistance

Case History

[redacted]

[redacted]

Attachments

********** End Case Report [redacted]402 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]595 07/28/[redacted] 1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 35,303
Repair Date: 06/20/2017
Prod Date: [redacted]
Warranty Start Date: 11/12/2013
RO Number: [redacted]
Port Options: CF, CN, MUG
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA235 KIA of Marin
Service District: WE04
Phone [redacted]
Contact: [redacted]
Contact Title: Dual Technician
Contact Phone [redacted]

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Improper Operation
System: Body Electrical
Component: Combo Sw (Strg Column Contr)
Resolution: Faulty Component
Category: Repair Assistance

Case History

[redacted]

[redacted]

Attachments

********** End Case Report [redacted]595 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]048 07/28/[redacted] 1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL [redacted]
Engine: 1.6L GDI
Model Code:
Mileage: 53,800
Repair Date: 07/05/2017
Prod Date: 09/09/2013
Warranty Start Date: 11/07/2013
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MA026 Gervais KIA
Service District: EA02
Phone [redacted]
Contact: Rayan Vimolseng
Contact Title: Maintenance Technician
Contact Phone [redacted]

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Headlights Inop
System: Body Electrical
Component: Wiring Harness (Front & Rear)
Resolution: Burned Out
Category: Repair Assistance

Case History

[redacted]

Attachments

********** End Case Report [redacted]048 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]647 07/28/[redacted] 1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
[redacted]
Mileage: 74,922
Repair Date: 07/10/2017
Prod Date: 10/18/2013
Warranty Start Date: 01/20/2014
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

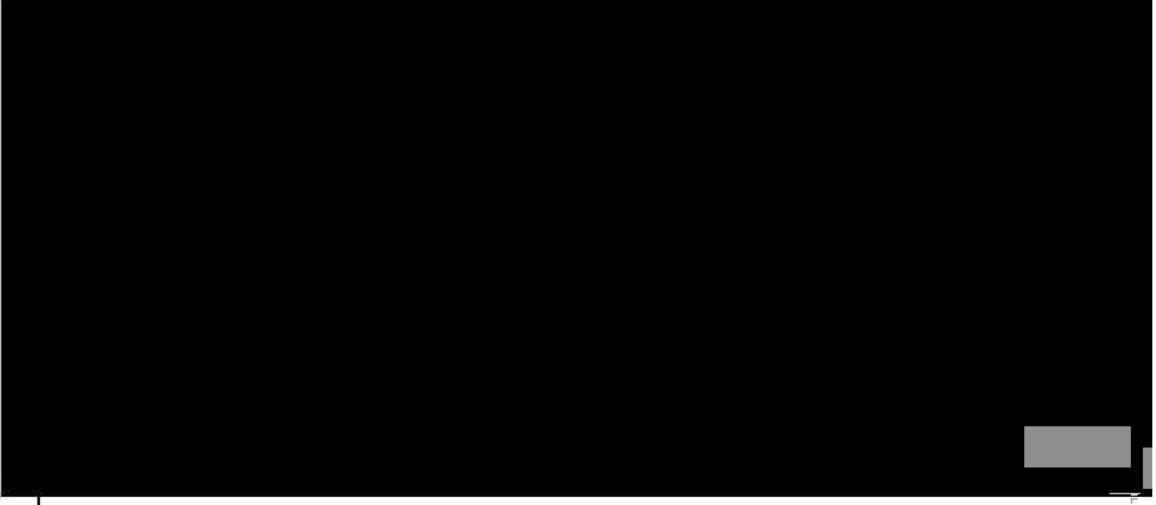
Dealer: IA015 Billion KIA of Iowa City
Service District: CE10
Phone [redacted]
Contact: Ryan Kennedy
Contact Title: Maintenance Technician
Contact Phone:

Case Details

Title: Electrical System - General # flicker
Symptom: Improper Operation
System: Body Electrical
Component: Combo Sw (Strg Column Contr)
Resolution: Elec Connection Poor
Category: Repair Assistance

[redacted]CHING FROM HIGH TO LOW BEAMS. FOUND HEADLAMPS WILL CUT IN AND OUT RANDOMLY. FOUND HISTORY CODE IN SJB B[redacted]D HEAD LAMP LOW RH SCG. CHECKED CONNECTORS TO BULBS AND FOUND MELTED IN HEADLAMP ASSY. REPLACED CONNECTORS PER TSB ELE 093. HEADLAMPS OPERATE NORMAL NOW BUT THE CLUSTER ILLUMINATION/RADIO LIGHTS WILL STILL FLICKER WHEN SWITCHING BEAMS. HAVE THERE BEEN ISSUES WITH THE BAD CONNECTORS RUINING THE SMART JUNCTION BOX OR BCM? CHECKED ALL GROUNDS AND FOUND OK. THANKS!

[redacted]



Attachments

********** End Case Report [redacted]647 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]246 07/28/[redacted] 1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 51,250
Repair Date: 07/15/2017
Prod Date: 09/09/2013
Warranty Start Date: 10/31/2013
RO Number: [redacted]5
Port Options: CN, MUG, WL, CF
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH077 KIA of Streetsboro
Service District: CE02
Phone [redacted]
[redacted]**ntact Title:** Exclusive Kia Technician
Contact Phone:

Case Details

Title: Electrical System - General # Lights cut out when using bluetooth
Symptom: Dash Lights Inop
System: Body Electrical
Component: BCM
Resolution: Elec Connection Poor
Category: Repair Assistance

Case History

[redacted]

*** Web - Advice created on 07/15/[redacted]7:05:06 and created by David Finkelstein ***
1: This would be a new one to me. Does the problem only occur when using the Bluetooth ? If yes, what brand of phone, Model , carrier service and phone software is the customer using and does it happen when you try pairing another phone up to the system and using it.

*** [redacted] ***
Web - Note created on [redacted] and [redacted]

Just spoke with the customer and the phone is [redacted] cern doesn't only happen when using Bluetooth. Pretty intermittent and seems to happen more when at night (multifunction switch setting lights to ON). Has been occurring for about a month. Thinking maybe a junction box or maybe multifunction switch.

*** Web - Advice created on [redacted]
1: Has customer been able to duplicate these concerns to you ? What brand of phone and model does the customer have ? Can the customer try another phone pairing to see if the problem still occurs ? As for whether this is a combination switch or junction box problem it's possible but I would still need to speak to our audio platform engineer and Soul engineer to see what they think.

*** [redacted] ***
Web - Note created on [redacted] and created b[redacted]

Good morning,
Had the customer drive the vehicle without having a phone paired for a week and the concern is still acting up. Intermittently, the interior and exterior lights will flicker on / off. I drove the car for a day and was unable to duplicate the concern. She does have a video of the concern happening, its like the multifunction switch was turned off on off on off then stats on quick[redacted] preciated. Thanks.

*** Web - Advice created on [redacted] and created by [redacted]
1: See if you can get the video from the customer and attach to the [redacted] about a possible headlamp switch being the culprit or something related to that circuit. as being the cause of this problem.I did find another similar case and the multifunction switch was the problem. Have your service manager contact the DPSM and see if he'll approve the multifunction switch replacement if the customer can produce the video for evidence so to speak.

*** [redacted] ***
Web - Note created on [redacted] and created by [redacted]

Swapped the multi function switch and the IP junction box out with know good parts. Customer is still having the same issue. I attached the video.

*** [redacted] ***
IMG_1141.MOV.url added by [redacted]

*** Web - Advice created on [redacted] and c[redacted]
1: Nice Video. I wouldn't call it the Blair Witch project as [redacted] adlamps flickering and then shutting off while making turns . I would have to think there are two possibilities and one of them I'm going to have you do. Replace the combination switch. Then have act II of the Blair Witch Project to see if there is a repeat incidence..... spooky ! LOL. We'll wait for the results.

*** Service Alert Escalated to CA as: [redacted]763 on [redacted] (PST)

[redacted]

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]653 07/28/[redacted] 1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL **Engine:** 1.6L GDI **Model Code:**

VI [redacted] **Mileage:** 68,486 **Repair Date:** 07/20/2017

Pr [redacted] **Warranty Start Date:** 12/26/2013 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SC027 Superior KIA **Service District:** SO07

Phone [redacted]

Contact: George Hutto **Contact Title:** Dual Technician **Contact Phone:**

Case Details

Title: Lighting-Ext-Head light inop#

Symptom: Improper Operation

System: Body Electrical

Component: Auto Headlight Control Unit

Resolution: Cust Took Vehicle **Category:** Repair Assistance

Case History

[redacted]

*** Web - Advice created on 07/20/[redacted]0:28:29 and created by Jesse Lancaster ***
1: Is there any after market or port installed items found on the vehicle? Please try and duplicate the concern by manipulating the headlamp multifunction switch. If it indicates a fault or poor switch contact please replace and re-inspect the concern.

*** 08/01/[redacted]8:23:57 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: cust took vehicle

Attachments

********** End Case Report [redacted]653 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]246 07/28/[redacted] 1:06:38 AM

Vehicle Data

Mod [redacted]
VIN: [redacted]
Engine: 2.0L GDI
Mileage: 39,288
Model Code:
Repair Date: 07/18/2017
Prod Date: 11/25/2013
Warranty Start Date: 02/16/2014
RO Number: [redacted]55
Port Options: CF, CMC
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WA011 Performance KIA
Service District: WE08
Phone [redacted]
Contact: Brett Raymer
Contact Title: Shop Foreman
Contact Phone:

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Improper Operation
System: Body Electrical
Component: Switch (General)
Resolution: Faulty Component
Category: Repair Assistance

Case History:

[redacted]

signal on. Headlamp switch is left in on pos, may be

eplaced for this concern, working ok now. Key off draw is
thanks

Resolution Summary: replaced headlamp combo switch

Attachments

********** End Case Report [redacted]246 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]612 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
V[redacted]
Prod Date: 12/04/2013
Port Options: CF
Factory Options:

Engine: 1.6L GDI
Mileage: 47,584
Warranty Start Date: 03/01/2014

Model Code:
Repair Date: 07/24/2017
RO Number: [redacted]2

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: PA075 Team KIA
Phone[redacted]
Contact: Patrick Saylor

Service District: EA08
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting-Ext-Head light inop# flicker
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

[redacted]

*** 08/02/[redacted]6:41:30 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced headlamp connectors

*** [redacted] ***
Reopened with Sub Status of Working

*** Phone - Advice created on [redacted] and created by [redacted]
1: Patrick called in to reopen this case and change the owner to his name.
He is currently unable to duplicate the concern. Advised if the headlamp switch has not been recently replaced, it should be replaced as we have seen issues in the past.

*** [redacted] ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced headlamp connectors...read techline case

Attachments

********** End Case Report [redacted]612 **********

Techline Assistance Center Case Report

Printed By: **Case Number - [redacted]251** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VI [redacted]
Mileage: 103,526
Repair Date: 07/24/2017
Prod Date: 09/24/2013
Warranty Start Date: 12/26/2013
RO Number: [redacted]39
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH059 Cronin KIA
Service District: CE03
Phone [redacted]
Contact [redacted]
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

[redacted]

I performed the headlamp connector repair and performed pitstop ps483 but I cannot duplicate the concern . the customer came back in with a video of them driving at night showing this happening. I still cannot duplicate but the dtcs b[redacted]0 and [redacted]00 were in history. I reinspected all wiring and cannot find a problem.

*** 07/24/[redacted]1:37:57 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro to WIPBin default

*** Web - Advice created on 07/24/[redacted]1:45:03 and created by Jesse Lancaster ***
1: Are the headlamp connectors melted or damaged? Can you provide the videos and attach it to the case. I have had intermittent faulty multi function switch cause erratic headlamp operation.

[redacted]

They were corroded last week so I replaced them last week. I didn't take any photos. they were both replaced along with the bulbs.

[redacted]

1: Ok, if the concern is not repaired after the headlamp bulb replacement and connector repair then I would recommend to monitor the headlamp multifunction switch operation and see if the concern is related to a faulty switch when duplicating the concern.

[redacted]

the lights go out when I lightly twist the multifunction switch near the base. I think I need a multifunction switch.

[redacted]

*** [redacted] ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: lighting switch replaced

Attachments

********** End Case Report [redacted]251 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]270 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VI [redacted]
Prod Date: 10/28/2013
Port Options: CF
Factory Options:

Engine: 2.0L GDI
Mileage: 32,206
Warranty Start Date: 01/08/2014

Model Code:
Repair Date: 07/25/2017
RO Number: [redacted]1

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

[redacted]

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Improper Operation
System: Body Electrical
Component: Switch (General)
Resolution: Information Taken
Category: Repair Assistance

Case History

[redacted]

*** 07/25/[redacted]5:27:13 ***
Web - Diagnostics created on 07/25/[redacted]5:27:13 a[redacted]

Followed PS483. TSB ELE 058(sa164) was previously done several years ago. Inspected headlamp connectors and replaced due to melted connectors. TSB ELE 093. Customer states that lights still coming on. Today after locking vehicle and shutting doors lights timed out and after about three minutes parking lights came back on. I operated multifunction switch to duplicate concern as PS483 states and could not get lights to malfuction. Customer also states that this concern only happens when lights left in on position, if customer turns lights to off this concern does not happen. Any info will be helpful. Thanks

*** 07/25/[redacted]5:29:33 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro to WIPBin de[redacted]

*** Web - Advice created on 07/25/[redacted]5:36:18 and created [redacted]
1: If the vehicle is not equipped with auto headlights why is the customer leaving the lights in the on position and not turning them off?

*** [redacted] ***
Web - Note created on [redacted] a[redacted]

Jesse I asked my service writer the exact same question. The answer I got was customer likes to have his lights on when he drives. I do not know the history of this vehicle it was purchased from a used car dealer in town here. I will inform service writer that customer needs to turn lights off since not equipped with automatic settings. I'm going to leave this open till I talk to him tomorrow morning.

*** Web - Advice created on [redacted] and [redacted]
1: Ok, sounds good.

*** Service Alert Escalated to CA as: [redacted]776 on [redacted] (PST)

*** [redacted] ***
Web - Note created on [redacted] and created by [redacted]

Jesse, I explained to service writer to explain to customer that lights need to be turned off at switch so this condition does not occur. Thanks

*** [redacted] ***
Case Closed with Resolution Code: Information Taken
Resolution Summary: Explained to customer that lights need turned off due to know automatic light settings

Attachments

********** End Case Report [redacted]270 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]029 07/28/[redacted] 1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN [redacted]
Prod [redacted]
Port Options: CF
Factory Options:

Engine: 2.0L GDI
Mileage: 37,688
Warranty Start Date: 12/02/2013

Model Code:
Repair Date: 08/01/2017
RO Number: [redacted]

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: [redacted]
Phone [redacted]
Contac [redacted]

Case Details

Title: Lighting-Ext-Head light inop# intermittently coming on at night
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution:
Category: Repair Assistance

Case History

[redacted]

customer states headlamps will illuminate randomly at night when parked in their drive way.

[redacted]

i performed the headlamp connector replacement as outlined in tsb. both connectors were melted, and bulbs were damaged from heat. customer states it is still happening. i cannot duplicate the concern. i have checked my work on the connectors and they are not shorting together. the connectors were installed correctly.

[redacted]

We will need to be able to duplicate the customers concern so we can properly diagnose it, please do not attempt any repairs until the concern has been duplicated. Please report back once you have been able to duplicate the customers concern, thanks!

*** Service Alert Escalated to CA as: K[redacted]45 on [redacted] (PST)

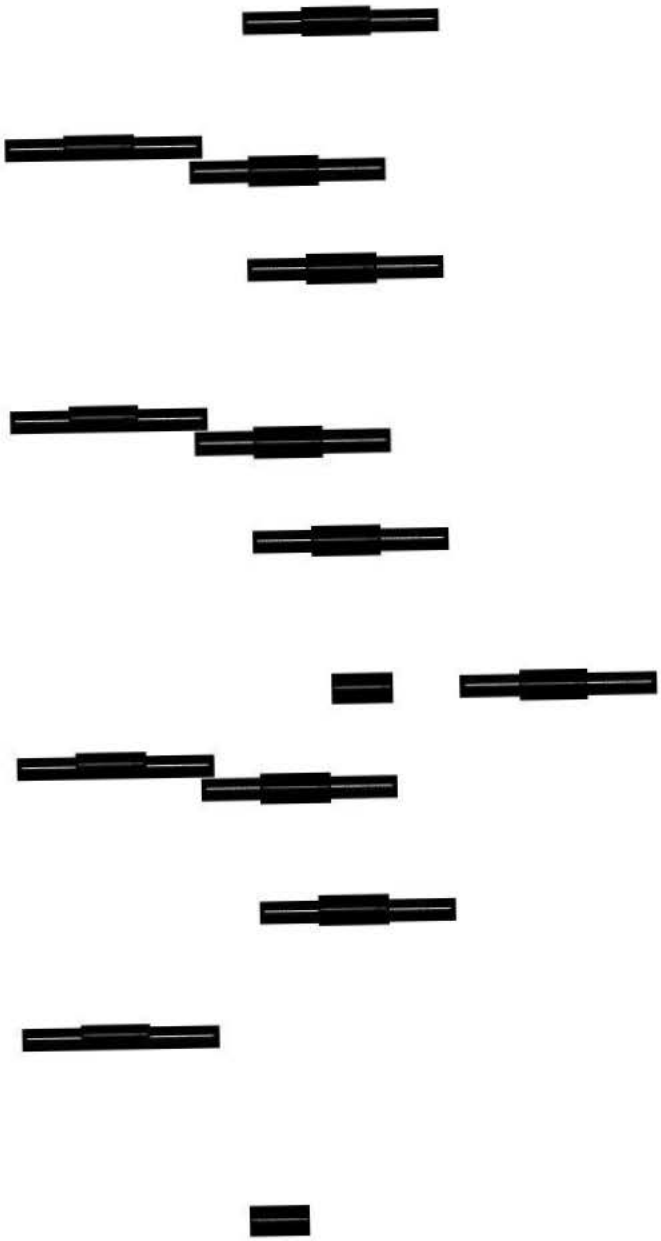
*** Case has been auto closed by the system on [redacted] (PST)

Attachments

********** End Case Report [redacted]029 **********

[redacted]

[redacted]



[redacted]



[redacted]

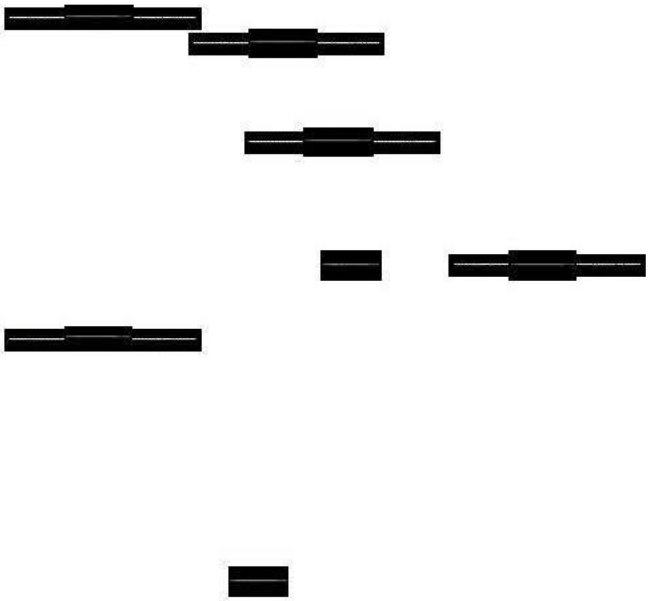
[redacted]

[redacted]

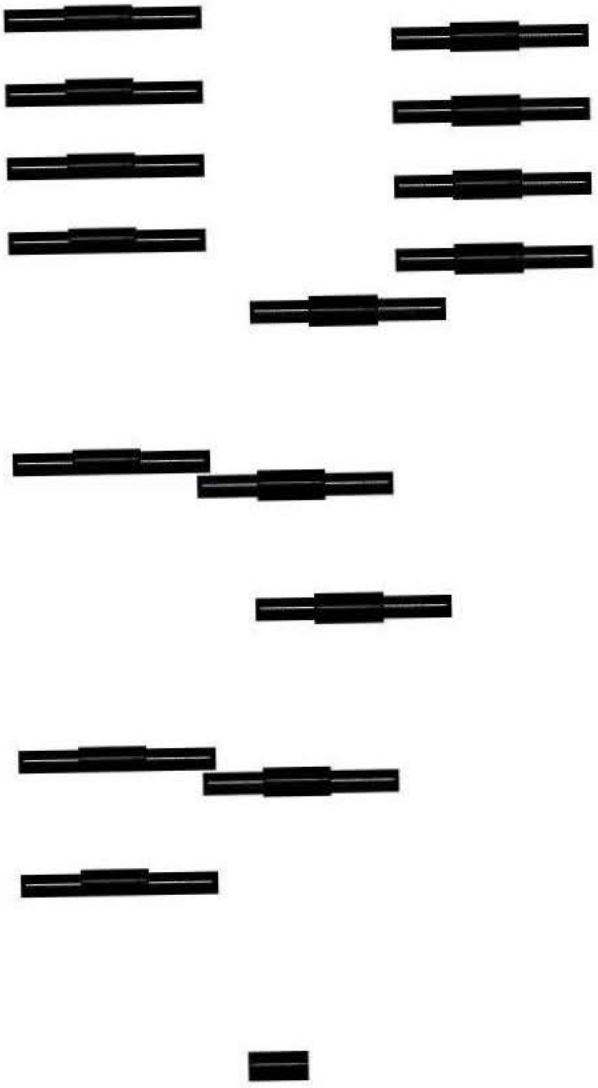
[redacted]



[redacted]



[redacted]



Techline Assistance Center Case Report

Printed By: **Case Number - [redacted]212** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 24,795
Repair Date: 11/01/2017
Prod Date: 11/04/2013
Warranty Start Date: 12/04/2013
RO Number: [redacted]3
Port Options: CF, CN, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA283 Car Pros KIA Glendale
Service District: WE02
Phone [redacted]
Contact: Patrick Farrell
Contact Title: Exclusive Kia Technician
Contact Phone: [redacted]

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Headlights Inop
System: Body Electrical
Component: Connectors (General)
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 11/07/[redacted]4:06:49 ***
Contact = Patrick Farrell, Priority = Standard, Sub Status = Dispatched

*** 11/07/[redacted]4:06:49 ***
Web - Problem Description created on 11/07/[redacted]4:06:49 and created by Patrick Farrell

Customer states he finds the headlights on in the morning sometimes.

*** 11/07/[redacted]4:06:49 ***
Web - Diagnostics created on 11/07/[redacted]4:06:49 and created by Patrick Farrell

I found the headlight connectors melted on low beam circuit and replaced the connectors. I found a short in the smart junction box by lightly pushing/pulling on fuse box and making the lights come on. I replaced the SJB and the headlights operate properly. I am opening case for service alert because it was down over 5 days waiting for parts to come in.

*** 11/07/[redacted]4:16:02 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro_ Sedona_Amanti_Cadenza to WIPBin default

*** Web - Advice created on 11/07/[redacted]4:17:03 and created by Michael Goldwasser ***
1: Patrick,
Thanks for the information!
Can you please close this case out and complete the Techline survey at your earliest convenience. Thanks!

*** Service Alert Escalated to CA as: [redacted]479 on [redacted] (PST)

*** [redacted] ***
Web - Note created on [redacted] and created by Patrick Farrell

This vehicle returned with the head lights staying on again. Last time in I was certain the concern was in the smart junction box because I got the lights to come on when I pulled on smart junction box. After that I could not get lights to come on by themselves. They are now coming on still and after analyzing the wiring schematics the only thing I see that could turn the lights on without the switch being on and ignition power is the BCM. I have checked for shorts in harness and not finding anything. Should I replace the BCM.

*** Phone - Advice created on [redacted] and created by Tony Thomas ***
1: Patrick called in. Customer says the lights come on at night. Head lamps have had the TSB for the burned connections and the IPM has been replaced previously. Advised to inspect the multifunction switch to see if the lights will come on in the off position. Verify the customer is not leaving the lights in the on position expecting them to auto turn off. Test both ways to see if it can be duplicated in the shop before any repairs can be done. If you can get it to act up playing with the switch, it can be replaced with approval for this concern.

*** [redacted] ***
Web - Note created on [redacted] and created by Patrick Farrell

I checked the multi-function headlight switch and connections and could not make lights come on. I let it sit in headlights on position for 2 days and could not duplicate lights coming on. Then tried in off position and did not come on. I spoke with customer and found out it only occurs when the headlight switch is left in on position and the vehicle is turned off. They come on at times during the night and finds them on when comes out in morning.

*** Web - Advice created on [redacted] and created by Michael Goldwasser ***
1: Patrick,
The headlamp switch should not be left in the on position as this vehicle is not equipped with auto headlamps.

*** [redacted] ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: normal operation

Attachments

********** End Case Report [redacted]212 **********

Techline Assistance Center Case Report

Printed By: **Case Number - [redacted]055** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 25,737
Repair Date: 12/06/2017
Prod Date: 01/07/2014
Warranty Start Date: 09/02/2014
RO Number: [redacted]4
Port Options: CF, CN
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TN010 Grindstaff KIA
Service District: SO05
Phone [redacted]
Contact: Tyler Blevins
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting-Ext-Head light inop# turn off
Symptom: Headlights Inop
System: Body Electrical
Component: Switch (General)
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 12/06/[redacted]6:27:58 ***
Contact = Tyler Blevins, Priority = Standard, Sub Status = Dispatched

*** 12/06/[redacted]6:27:59 ***
Web - Problem Description created on 12/06/[redacted]6:27:58 and created by Tyler Blevins

customer states while turning right with signal lamp on going over bumps that the headlamps will shut off for a second and turn back on after turn

*** 12/06/[redacted]6:27:59 ***
Web - Diagnostics created on 12/06/[redacted]6:27:59 and created by Tyler Blevins

visual inspected harnnes all okay could not duplicate the concern. inspeceted head lamp connectors all okay not melted .

*** 12/06/[redacted]6:32:57 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 12/06/[redacted]6:34:16 and created by Steven Okimura ***
1: Please see pitstop PS483 for this concern, thank you.

*** 12/06/[redacted]6:42:42 ***
Web - Note created on 12/06/[redacted]6:42:42 and created by Tyler Blevins

attempted to do bcm update does not apply to this vehicle

*** Web - Advice created on [redacted] and created by Steven Okimura ***
1: This is likely a faulty multifunction switch, test switch per pitstop.

*** [redacted] ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: found intertiant open in multifunction switch

Attachments

********** End Case Report [redacted]055 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]473 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 46,723
Repair Date: 12/11/2017
Prod Date: 11/26/2013
Warranty Start Date: 03/08/2014
RO Number: [redacted]0
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IL055 Shottenkirk KIA of Quincy
Service District: CE10
Phone [redacted]
Contact: TIM WILLIAMSON
Contact Title: Maintenance Technician
Contact Phone: [redacted]

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Improper Operation
System: Body Electrical
Component: Switch (General)
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 12/11/[redacted]3:00:50 ***
Contact = TIM WILLIAMSON, Priority = Standard, Sub Status = Dispatched

*** 12/11/[redacted]3:00:50 ***
Web - Problem Description created on 12/11/[redacted]3:00:50 and created by TIM WILLIAMSON

while sittting over night the head lights come on and run battery dead

*** 12/11/[redacted]3:00:50 ***
Web - Diagnostics created on 12/11/[redacted]3:00:50 and created by TIM WILLIAMSON

let car sit to verify lights come car does not have auto headlights

*** 12/1[redacted]3:05:37 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 12/11/[redacted]3:09:28 and created by Jesse Lancaster ***
1: Have you reviewed the PS483 related to the concern reported?

*** 12/11/[redacted]9:09:48 ***
Web - Note created on 12/11/[redacted]9:09:48 and created by TIM WILLIAMSON

just reviewed the ps483 update has been done and connectors are fine at this time. tryed to giggle the headlamp switch to get the lights to turn on no

luck

*** Web - Advice created on [redacted] and created by Jesse Lancaster ***
1: Has the multifunction switch been replaced?

*** [redacted] ***
Web - Note created on [redacted] and created by TIM WILLIAMSON

no, haven't replaced anything yet.

*** Web - Advice created on [redacted] and created by Jesse Lancaster ***
1: I RECOMMEND REPLACING THE MULTIFUNCTION SWITCH AND RETEST.

*** Service Alert Escalated to CA as: [redacted]774 on [redacted] (PST)
*** [redacted] ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: REPLACED LIGHTING SWITCH

Attachments

********** End Case Report [redacted]473 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]826 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN [redacted]
Prod Date: 04/19/2014
Port Options: CF, CN, SP
Factory Options:

Engine: 1.6L GDI
Mileage: 38,727
Warranty Start Date: 06/21/2014

Model Code:
Repair Date: 12/14/2017
RO Number: [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA246 Car Pros KIA Huntington Beach
Service District: WE01
Phone: [redacted]
Contact: Antonio Tellez
Contact Title: Exclusive Kia Technician
Contact Phone [redacted]

Case Details

Title: Lighting-Ext-Auto Headlight In
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 12/14/[redacted]:37:58 ***
Contact = Antonio Tellez, Priority = Standard, Sub Status = Dispatched

*** 12/14/[redacted]:37:58 ***
Web - Problem Description created on 12/14/[redacted]:37:58 and created by Antonio Tellez

Customer States front headlight turns on and off.

*** 12/14/[redacted]:37:58 ***
Web - Diagnostics created on 12/14/[redacted]:37:58 and created by Antonio Tellez

Verified Customers Concern. Inspected head light and found the connector for the headlamp was melted in the middle attached picture to the case. What would you recommend to do next? Thank You!

*** 12/14[redacted]:37:59 ***
IMG_6430[1].JPG added by Antonio Tellez on 12/14/[redacted]:37:58

*** 12/14/[redacted]:41:35 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 12/14/[redacted]:43:18 and created by Michael Goldwasser ***
1: Antonio,
Please see electrical TSB 093 to correct this concern.

*** [redacted] ***
Web - Note created on [redacted] and created by Antonio Tellez

repaired Headlight connector And it was working when i checked the repair. When i put everything back together it was inop again. plugged in the opposite connector to check my repair and it would work everytime. I checked for power from connector C115-R pin 3 but there is no power. What would you recommend to do next?

*** Web - Advice created on [redacted] and created by Michael Goldwasser ***
1: Antonio,
Please double check your repairs, if ok please check the connections at the L/F headlamp connector and at the L/F and R/F head lamp assemblies.

*** [redacted] ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Performed ELE093

Attachments

IMG_6430[1].JPG.JPG

********** End Case Report [redacted]326 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]495 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 56,955
Repair Date: 12/22/2017
Prod Date: 02/17/2014
Warranty Start Date: 05/23/2014
RO Number: [redacted]103
Port Options: CF, CN, PED, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL059 Friendly KIA
Service District: SO14
Phone [redacted]
Contact: Derrick Jernigan
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Elec Open Circuit
Category: Repair Assistance

Case History

*** 12/22/[redacted]3:13:04 ***
Contact = Derrick Jernigan, Priority = Standard, Sub Status = Dispatched

*** 12/22/[redacted]3:13:04 ***
Web - Problem Description created on 12/22/[redacted]3:13:04 and created by Derrick Jernigan

c/s the headlight goes on and off

*** 12/22/[redacted]3:13:04 ***
Web - Diagnostics created on 12/22/[redacted]3:13:04 and created by Derrick Jernigan

hello i have got this vehicle in and noticed the headlight flickers and also noticed the connector was burnt out...i have looked up the tsb to do the repair with new connector i wired it up matching the wires up and when i plug back in all i get is high beams and no low beams.i took a test light and put to ground across the wires and i get nothing on the wires when in low beambut i get power when on the high beam so i guess the high beam is the green wire and the low beam would be the yellow wire but i get no power even tho i go below the part where i cut the wires what could this mean???? very frustrating

*** 12/22/[redacted]3:45:08 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 12/22/[redacted]3:46:21 and created by Steven Okimura ***
1: If you unplug the 10 pin connector, do you have B+ on 3 with the low beams on?

Did you see pitstop PS483 for a flicker concern?

*** [redacted] ***
Web - Note created on [redacted] and created by Derrick Jernigan

no i do not get anyy power at the pin 3 on the 10 pin connector.i even looked at i/p e connector pin 11 pink wire and have power there where it should be power i believe i have a short in the harness somewhere no visable damage on the wires from what i can see also no rodents chewed wires or contaminated connectors and good pin tension.

*** [redacted] ***
Web - Note created on [redacted] and created by Derrick Jernigan

update?

*** [redacted] ***
Web - Note created on [redacted] and created by Derrick Jernigan

please update

*** [redacted] ***
Web - Note created on [redacted] and created by Derrick Jernigan

do i need to call?

*** Phone - Advice created on [redacted] and created by Eric Patterson ***
1: Spoke with Derrick.
There is B+ @ I/P-E pin 11. There is OL on the harness to C115-R pin 3. There are no connections in line from the IPM and the headlamp assy. Please replace the harness as there has been no signs of chaffing or wires broken. The vehicle has been down for 6 days.
2: Please also obtain approval from the DPSM for the replacement as the repair will exceed $1000.00
3: If the harness is on B/O please consult the DPSM for the rush on the harness. Thank you

*** [redacted] ***
Web - Note created on [redacted] and created by Derrick Jernigan

i have replaced the main harness and retested the headlight RH and now it is working as designed thank you!

*** [redacted] ***
Case Closed with Resolution Code: Elec Open Circuit
Resolution Summary: faulty headlight replaced main harness

Attachments

********** End Case Report [redacted]495 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]832 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 44,311
Repair Date: 01/04/2018
Prod Date: 09/10/2013
Warranty Start Date: 11/04/2013
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL113 Regal KIA
Service District: SO14
Phone [redacted]
Contact: Jecssie Arman-Santiago
Contact Title: Exclusive Kia Technician
Contact Phone [redacted]

Case Details

Title: Lighting-Ext-Head light inop# turns off
Symptom: Headlights Inop
System: Body Electrical
Component: Combo Sw (Strg Column Contr)
Resolution: Faulty Component
Category: Quality Review

Case History

*** 01/09/[redacted]6:36:47 ***
Contact = [redacted]

*** 01/09/[redacted]6:36:47 ***
Web - Problem Description created on 01/09/[redacted]6:36:47 and created by Jecssie Arman-Santiago

C/S WHILE DRIVING WITH THE LIGHT ON AUTO THE HEADLIGHT CUT OFF SOMETIME THE LIGHT GO OFF FOR A FEW SECONDS AND OTHER TIM THE LIGHT STAY OFF AND TAKE A WHILE TO COME BACK ON CUTOMER HAS NOTICED THAT THE LIGHTS TRUN OFF ESPECIALLY WHEN USING THE LEFT TRUN SIGNAL ANS WHEN MAKING LEFT TRUN CUSTMER ALSO NOTICED THAT WHEN THE TRUN SIGNAL COME ON THE LIGHT GO DIM AND EVENTUALLY SHUT OFF COMPLETELY.

*** 01/09/[redacted]6:36:47 ***
Web - Diagnostics created on 01/09/[redacted]6:36:47 and created by Jecssie Arman-Santiago

CHECK SYSTEN CONFIRM COMPLAIN FOUND FAULTY WITH INTERNAL FAILURE LIGHTING SWITCH ASSY PERFORM RPL OF SWITCH RECHECK VEHILE OK

*** 01/09/[redacted]7:28:11 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** 01/09/[redacted]7:30:03 ***
Case closed by Steven Okimura with Resolution Code : Faulty Component
[Resolution Summary]
Replace headlamp switch

*** Service Alert Escalated to CA as: [redacted]143 on [redacted] (PST)

Attachments

********** End Case Report [redacted]332 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]379 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 50,536
Repair Date: 01/19/2018
Prod Date: 02/21/2014
Warranty Start Date: 04/06/2014
RO Number: [redacted]9
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA240 Kirby KIA of Ventura
Service District: WE02
Phone [redacted]
Contact: Diana Sanchez
Contact Title: Greeter
Contact Phone:

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Headlights Inop
System: Body Electrical
Component: Switch (General)
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 01/19/[redacted]0:55:54 ***
Contact = Diana Sanchez, Priority = Standard, Sub Status = Dispatched

*** 01/19/[redacted]0:55:54 ***
Web - Problem Description created on 01/19/[redacted]0:55:03 and created by Diana Sanchez

CUSTOMER STATES THE HEADLIGHTS TURNED OFF BY THEMSELVES WHEN HE TURNED ON THE RIGHT HAND TURN SIGNAL.

*** 01/19/[redacted]0:55:54 ***
Web - Diagnostics created on 01/19/[redacted]0:55:03 and created by Diana Sanchez

TECH CHECK ALL CONNECTIONS (REPLACED REPAIR KIT HEADLAMP ON RO#[redacted]2 ON 1/19/18)

*** 01/19/[redacted]1:02:57 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 01/19/[redacted]1:05:52 and created by Michael Goldwasser ***
1: Diana,
This concern is usually caused by the multifunction switch.
Please replace the multifunction switch and retest.

*** Service Alert Escalated to CA as: [redacted]517 on [redacted] (PST)

*** [redacted] ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: REPLACED HEAD LIGHTS

Attachments

********** End Case Report [redacted]379 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]031 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL [redacted]
VIN [redacted]
Prod Date: 11/15/2013
Port Options: CF, CN, CT
Factory Options:

Engine: 2.0L GDI
Mileage: 44,975
Warranty Start Date: 03/23/2014

Model Code:
Repair Date: 01/24/2018
RO Number [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL124 Bev Smith KIA
Service District: SO03
Phone [redacted]
Contact: Matthew Poirier
Contact Title: Shop Foreman
Contact Phone [redacted]

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 01/24[redacted]
Contact = [redacted]

*** 01/24/[redacted]5:54:33 ***
Web - Problem Description created on 01/24/[redacted]5:54:33 and created by Matthew Poirier

CUSTOMER STATES WHEN HEADLIGHTS ARE ON AUTO MODE, THE HEADLIGHTS WILL TURN OFF WHEN THE TURN SIGNAL IS USED AND DO NOT COME BACK ON UNLESS THE HEADLIGHT SWITCH IS JIGGLED

*** 01/24/[redacted]5:54:33 ***
Web - Diagnostics created on 01/24/[redacted]5:54:33 and created by Matthew Poirier

TEST DROVE VEHICLE HOME AND BACK TO WORK WHILE PREFORMING PS483 AND NO PROBLEM WAS DUPLICATED

*** 01/24/[redacted]6:01:39 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 01/24/[redacted]6:04:32 and created by Jerry Gossling ***
1: Matthew,
Did you actually twist the handle base during the testing?
Also did you use the blinkers repeatedly?
Thank you,

*** [redacted] ***
Web - Note created on [redacted] and created by Matthew Poirier

YES I ACTUALLY TRIED TO TWIST THE HANDLE WITHOUT BREAKING IT AND I USED BLINKERS AND HIGH BEAMS ON AND OFF, EVEN WHEN I WAS AT STOP LIGHTS

*** Web - Advice created on [redacted] and created by Jerry Gossling ***
1: Matthew,
If you are not able to duplicate the concern you can either return the vehicle back to the customer or request to drive the vehicle home again.
Thank you,

*** [redacted] ***
Web - Note created on [redacted] and created by Matthew Poirier

VERIFIED THE HEADLAMPS GOING ON AND OFF AFTER TESTING FOR SEVERAL HOURS IN THE SERVICE DRIVE, WHEN RIGHT TURN SIGNAL WAS TURNED ON LIGHTS WENT OUT AND BACK ON WHEN CANCELED

*** Web - Advice created on [redacted] and created by Jerry Gossling ***
1: Matthew,
Based off of your information, I recommend to replace the head light switch.
Thank you

*** Service Alert Escalated to CA as: [redacted]141 on [redacted] (PST)

*** [redacted] ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: REPLACED HEADLAMP SWITCH ASSMY

Attachments

********** End Case Report [redacted]031 **********

Techline Assistance Center Case Report

Printed By: **Case Number - [redacted]232** 07/28/[redacted]1:06:38 AM

Vehicle Data

Mod [redacted]
VIN: [redacted]
Prod Date: 05/30/2014
Port Options: CF
Factory Options:

Engine: 1.6L GDI
Mileage: 39,887
Warranty Start Date: 10/08/2014

Model Code:
Repair Date: 01/26/2018
RO Number: [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY058 KIA of East Syracuse
Phone: [redacted]
Contact: LAWRENCE BACKUS

Service District: EA11
Contact Title: Dual Technician

Contact Phone: [redacted]

Case Details

Title: Lighting-Ext-Head light inop# connector melted
Symptom: Headlights Inop
System: Body Electrical
Component: Connectors (General)
Resolution: Damaged Component

Category: Repair Assistance

Case History

*** 01/26/[redacted]2:55:30 ***
Contact = LAWRENCE BACKUS, Priority = Standard, Sub Status = Dispatched

*** 01/26/[redacted]2:55:30 ***
Web - Problem Description created on 01/26/[redacted]2:55:30 and created by LAWRENCE BACKUS

Customer had driver side headlamp bulb replaced 10/13/17. Customer returned today with same concern, driver side headlamp out.

*** 01/26/[redacted]2:55:30 ***
Web - Diagnostics created on 01/26/[redacted]2:55:30 and created by LAWRENCE BACKUS

I inspected bulb and connector verified
connector is now melted, need to know what direction to go in as far as repair.

*** 01/26/[redacted]3:32:33 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 01/26/[redacted]3:36:33 and created by Chris Schang ***
1: Lawrence,
Is the customer using aftermarket bulbs or high intensity bulbs?

*** 01/26/[redacted]3:44:44 ***
Web - Note created on 01/26/[redacted]3:44:44 and created by LAWRENCE BACKUS

factory bulb.

*** Web - Advice created on [redacted] and created by Chris Schang ***
1: Lawrence,
I would advise to replace the pigtail connector for the head lamp and replace the bulb with a factory unit. I would also upgrade the head lamp grounds and release the vehicle. Thanks!

*** Service Alert Escalated to CA as: [redacted]588 on [redacted] (PST)

*** [redacted] ***
Web - Note created on [redacted] and created by LAWRENCE BACKUS

The part hotline said there is no pigtail connector for the headlight bulb. It is a 3 wire connecter. Do you know a part number for the pigtail?

*** Web - Advice created on [redacted] and created by Chris Schang ***
1: Lawrence,
Can you attach a photo of the connector and I can try and match the connector via the EPC.

*** [redacted] ***
part0.jpg added by LAWRENCE BACKUS on [redacted]

*** Web - Advice created on [redacted] and created by Chris Schang ***
1: Lawrence,
I am not showing a pig tail for this connector. If parts or the Parts hotline is not able to locate one, you will have to replace the harness.

*** [redacted] ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: replaced headlight and update ground

Attachments

part0.jpg.jpg

********** End Case Report [redacted]232 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]046 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN [redacted]
Prod Date: 02/21/2014
Port Options: CF
Factory Options:

Engine: 1.6L GDI
Mileage: 50,768
Warranty Start Date: 04/06/2014

Model Code:
Repair Date: 01/29/2018
RO Number: [redacted]5

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA240 Kirby KIA of Ventura
Service District: WE02
Phone [redacted]
Contact: Diana Sanchez
Contact Title: Greeter
Contact Phone:

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Headlights Inop
System: Body Electrical
Component: Combo Sw (Strg Column Contr)
Resolution:
Category: Repair Assistance

Case History

*** 02/02[redacted]
Contact = [redacted]

*** 02/02/[redacted]2:16:21 ***
Web - Problem Description created on 02/02/[redacted]2:16:21 and created by Diana Sanchez

HEADLIGHTS TURNING OFF WHILE DRIVING

*** 02/02/[redacted]2:16:22 ***
Web - Diagnostics created on 02/02/[redacted]2:16:22 and created by Diana Sanchez

REPLACED HEADLAMP SWITCH ON COLUMN WAS LOOSE.

*** 02/02/[redacted]2:24:50 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 02/02/[redacted]2:26:53 and created by Chris Schang ***
1: Diana,
Thank you for the information. Is the concern no longer present after replacement?

*** Case has been auto closed by the system on 03/05/[redacted]1:04:46 (PST)

Attachments

********** End Case Report [redacted]046 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]115 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN [redacted]
Prod Date: 10/29/2013
Port Options: CF
Factory Options:

Engine: 2.0L GDI
Mileage: 53,414
Warranty Start Date: 01/03/2014

Model Code:
Repair Date: 02/20/2018
RO Number: [redacted]9

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA267 Concord KIA
Phone: [redacted]
Contact: Joe szeto

Service District: WE04
Contact Title: Dual Technician
Contact Phone: [redacted]

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Headlights Inop
System: Body Electrical
Component: Connectors (General)
Resolution: Information Given
Category: Repair Assistance

Case History

*** 02/20[redacted]
Contact =

*** 02/20/[redacted]3:18:35 ***
Web - Problem Description created on 02/20/[redacted]3:18:35 and created by Joe szeto

at times when driving the headlamps will shut off- see video

*** 02/20/[redacted]3:18:36 ***
Web - Diagnostics created on 02/20/[redacted]3:18:35 and created by Joe szeto

check grounds-have you seen this?
customer states this has not been found at another dealership in the past two years.

*** 02/20/[redacted]3:21:22 ***
oubre.MOV added by Joe szeto on 02/20/[redacted]3:18:36

*** 02/20/[redacted]3:25:02 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Phone - Advice created on 02/20/[redacted]3:29:13 and created by Tony Thomas ***
1: Kevin called in. Attached video. Advised to review pit stop PS483 for TSB for this concern. In addition to the repeated operations/combinations, slightly twist the handle base to attempt duplicating the concern. If duplicated, replace the multifunction switch with a new assembly and verify proper operation of the headlights.

*** Service Alert Escalated to CA as: [redacted]233 on [redacted] (PST)

*** [redacted] ***
Case Closed with Resolution Code: Information Given
Resolution Summary: replaced headlamp switch

Attachments

oubre.MOV.MOV

********** End Case Report [redacted]115 **********

Techline Assistance Center Case Report

Printed By: **Case Number - [redacted]437** 07/28/[redacted]1:06:38 AM

Vehicle Data

Mod [redacted]
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 49,506
Repair Date: 02/22/2018
Prod Date: 10/17/2013
Warranty Start Date: 11/23/2013
RO Number: [redacted]8
Port Options: CF, CN, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA107 North County KIA
Service District: WE03
Phone [redacted]
Contact: francisco prado
Contact Title: Dual Technician
Contact Phone [redacted]

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Headlights Inop
System: Body Electrical
Component: Combo Sw (Strg Column Contr)
Resolution: Flaw In Material
Category: Repair Assistance

Case History

*** 02/22/[redacted]3:36:13 ***
Contact = francisco prado, Priority = Standard, Sub Status = Dispatched

*** 02/22/[redacted]3:36:13 ***
Web - Problem Description created on 02/22/[redacted]3:36:13 and created by francisco prado

CUSTOMER STATES THAT WHEN THEY ARE DRIVING DOWN THE ROAD AT NIGHT AND USE THE TURN SIGNALS THE LIGHTS SOMETIMES START FLASHING AND OTHER TIMES THEY WILL CUT OUT COMPLETELY FOR UP TO 30 SECS AT TIMES. LIGHTS WILL ALSO CUT OUT WHEN GOING OVER SPEED BUMPS

*** 02/22/[redacted]3:36:14 ***
Web - Diagnostics created on 02/22/[redacted]3:36:14 and created by francisco prado

HEAD LAMP CONNECTOR TSB HAS ALREADY BEEN PERFORMED AND PROBLEM STILL PERSISTS. UNABLE TO PROPERLY CHECK DURING DAY. GONNA REQUEST TO DRIVE VEHICLE HOME TO ATTEMPT TO DUPLICATE.

*** 02/22/[redacted]3:44:34 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 02/22/[redacted]3:45:52 and created by Chris Schang ***
1: Francisco,
Please replace the head lamp switch (combo switch) and report your findings.

*** [redacted] ***
Web - Note created on [redacted] and created by francisco prado

WILL DO

*** Web - Advice created on [redacted] and created by Chris Schang ***
1: Thanks!

*** Service Alert Escalated to CA as: [redacted]667 on [redacted] (PST)

*** [redacted] ***
Web - Note created on [redacted] and created by francisco prado

REPLACED HEAD LAMP SWITCH AND ATTEMPTED TO DUPLICATE CONCERN, HEAD LAMPS WOULD NO LONGER FLASH WHEN USING BLINKERS. RELEASED VEHICLE TO CUSTOMER.

*** [redacted] ***
Case Closed with Resolution Code: Flaw In Material
Resolution Summary: REPLACED HEAD LAMP SWITCH

Attachments

********** End Case Report [redacted]437 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]460 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 67,100
Repair Date: 03/28/2018
Prod Date: 09/05/2013
Warranty Start Date: 10/31/2013
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX114 Gay Family KIA
Service District: SW01
Phone [redacted]
Contact: Charles Carlson
Contact Title: Service Consultant
Contact Phone:

Case Details

Title: Lighting-Ext-Head light inop# turn off
Symptom: Improper Operation
System: Body Electrical
Component: Please Specify
Resolution:
Category: Repair Assistance

Case History

*** 03/30/[redacted]5:20:38 ***
Contact = Charles Carlson, Priority = Standard, Sub Status = Dispatched

*** 03/30/[redacted]5:20:38 ***
Web - Problem Description created on 03/30/[redacted]5:20:38 and created by Charles Carlson

cust states lights shut off randomly and if u wiggle the turn signal switch they turn back on..

*** 03/30/[redacted]5:20:39 ***
Web - Diagnostics created on 03/30/[redacted]5:20:39 and created by Charles Carlson

checked switch and test drove never have been able to duplicate boss said make tech case see if yall seen this issue

*** 03/30/[redacted]5:35:17 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 03/30/[redacted]5:36:37 and created by Steven Okimura ***
1: Charles, this is typically a faulty head lamp switch, see pitstop PS483

*** Web - Advice created on 04/19/[redacted]0:02:15 and created by Steven Okimura ***
1: Please update the status of this case, provide detailed case notes, close this case and complete the Technician Satisfaction Survey if the vehicle is repaired. Thank you

*** Case has been auto closed by the system on [redacted] (PST)

Attachments

********** End Case Report [redacted]460 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]653 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 36,354
Repair Date: 04/09/2018
Prod Date: 12/07/2013
Warranty Start Date: 02/15/2014
RO Number: [redacted]7
Port Options: CF, CN, CT
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA202 Folsom Lake KIA
Service District: WE05
Phone [redacted]
Contact: mark bartlett
Contact Title: Exclusive Kia Technician
Contact Phone [redacted]

Case Details

Title: Instr Cluster-Indicators inop#
Symptom: Warning Light On
System: Body Electrical
Component: Head Lamps
Resolution: Cant Duplicate
Category: Repair Assistance

Case History

*** 04/10/[redacted]3:29:02 ***
Contact = mark bartlett, Priority = Standard, Sub Status = Dispatched

*** 04/10/[redacted]3:29:02 ***
Web - Problem Description created on 04/10/[redacted]3:29:02 and created by mark bartlett

CUST STATES STARTING CAR IN MORNING LIGHTS WILL FLICKER, HAPPENS WHEN YOU USE LEFT TURN SIGNAL AS WELL. TRIED TO GET MORE INFO FROM SERVICE WRITER AND I THINK CUSTOMER IS COMPLAINING ABOUT DASH LIGHTS.

*** 04/10/[redacted]3:29:02 ***
Web - Diagnostics created on 04/10/[redacted]3:29:02 and created by mark bartlett

THERE WAS SUPPOSED TO BE A TECH CASE ON THIS FROM ANOTHER SHOP[redacted]790. I COULD NOT FIND ONE. I DID FIND PIT STOP PS483, FOR MULTIPLE REPAIRS AND WILL LOOK INTO THOSE. WAS JUST CHECKING IN TO SEE IF PREVIOUS TECH CASE MENTIONED SOMETHING SPECIFIC TO TEST SO I WAS NOT DUPLICATING DIAG PROCEDURES. THANKS

*** 04/10/[redacted]3:29:47 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 04/10/[redacted]3:36:06 and created by Jesse Lancaster ***
1: The case number attached to the vehicle and the one provided is for a CA case not a RA case. It appears the dealer was unable to duplicate the concern and states to take the vehicle to another dealer fro second opinion and try to verify the concern. It appears to be related to the exterior lights intermittent inop when driving on the highway. I rec discuss the concern with the customer to verify the correct concern and test the combination switch for proper operation, I have had some reports related to combination headlamp switch faulty.

*** [redacted] ***
Web - Note created on [redacted] and created by mark bartlett

UPDATE, NO RELATED CODES STORED IN ANY MODUAL. CHECKED AND FOUND TSB ELE 058 HAS BEEN COMPLETED, TSB ELE093 HAS NOT BEEN DONE. TRIED TO VERIFY THIS MORNING AND WAS UNABLE. TRIED TO GET MULTIFUNCTION SWITCH TO FAIL AND IS WORKING CORRECTLY AT THIS TIME. WILL TRY TO GET MORE AND ACCURATE DISCRIPTION OF CONCERN FROM CUSTOMER

*** Web - Advice created on [redacted] and created by Jesse Lancaster ***
1: Ok.

*** Service Alert Escalated to CA as: [redacted]635 on [redacted] (PST)

*** [redacted] ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: no repairs attempted at this time

Attachments

********** End Case Report [redacted]653 **********

Techline Assistance Center Case Report

Printed By: **Case Number - [redacted]977** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL [redacted]
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 47,575
Repair Date: 04/25/2018
Prod Date: 12/18/2013
Warranty Start Date: 02/28/2014
RO Number: [redacted]2
Port Options: CF, CN, CT, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA243 KIA of Cerritos
Service District: WE01
Phone [redacted]
Contact: [redacted]
Contact Title: Exclusive Kia Technician
Contact Phone [redacted]

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 04/25/[redacted]0:31:15 ***
Contact = ERICK ESPINOZA, Priority = Standard, Sub Status = Dispatched

*** 04/25/[redacted]0:31:15 ***
Web - Problem Description created on 04/25/[redacted]0:31:15 and created by ERICK ESPINOZA

both headlights are flickering at times

*** 04/25/[redacted]0:31:15 ***
Web - Diagnostics created on 04/25/[redacted]0:31:15 and created by ERICK ESPINOZA

The connectors do not seem to be melted, last repair both headlight bulbs were replaced due to bad filaments. power to headlights are good.

*** 04/25/[redacted]0:38:59 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** 04/25/[redacted]0:44:09 ***
Web - Note created on 04/25/[redacted]0:44:09 and created by ERICK ESPINOZA

opened PS483 and performed repeated operation by twisting the headlight switch and was able to turn the lights off while on the ON position

*** Web - Advice created on 04/25/[redacted]0:55:59 and created by Jesse Lancaster ***
1: Please replace the headlamp combination switch as needed and retest.



[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

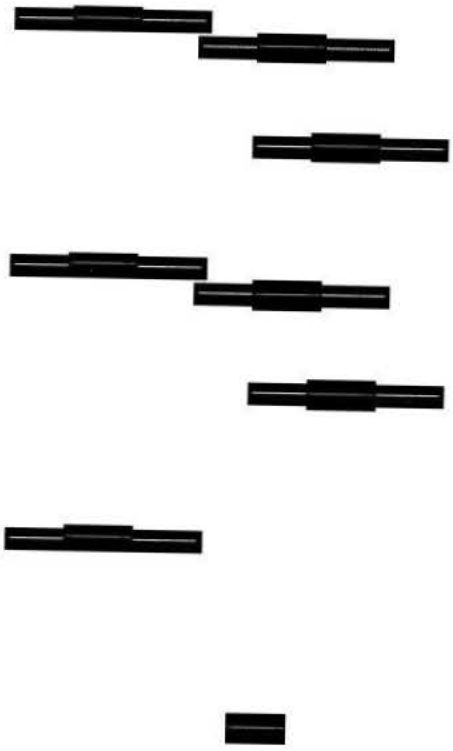
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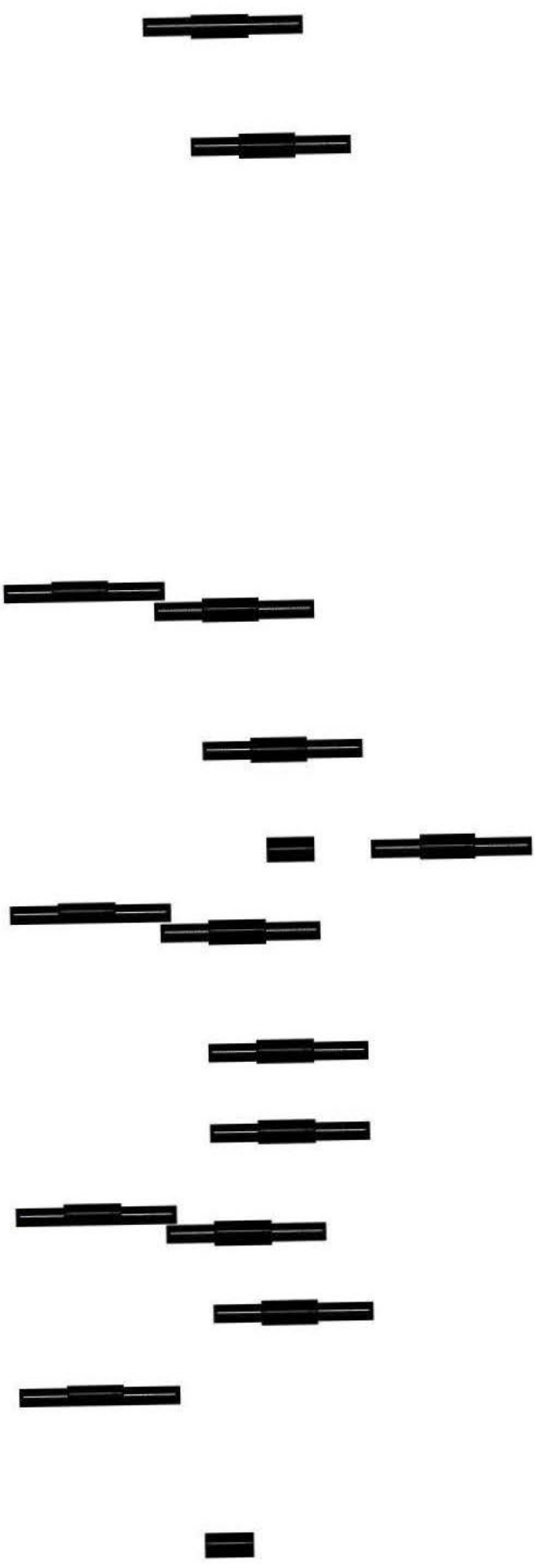
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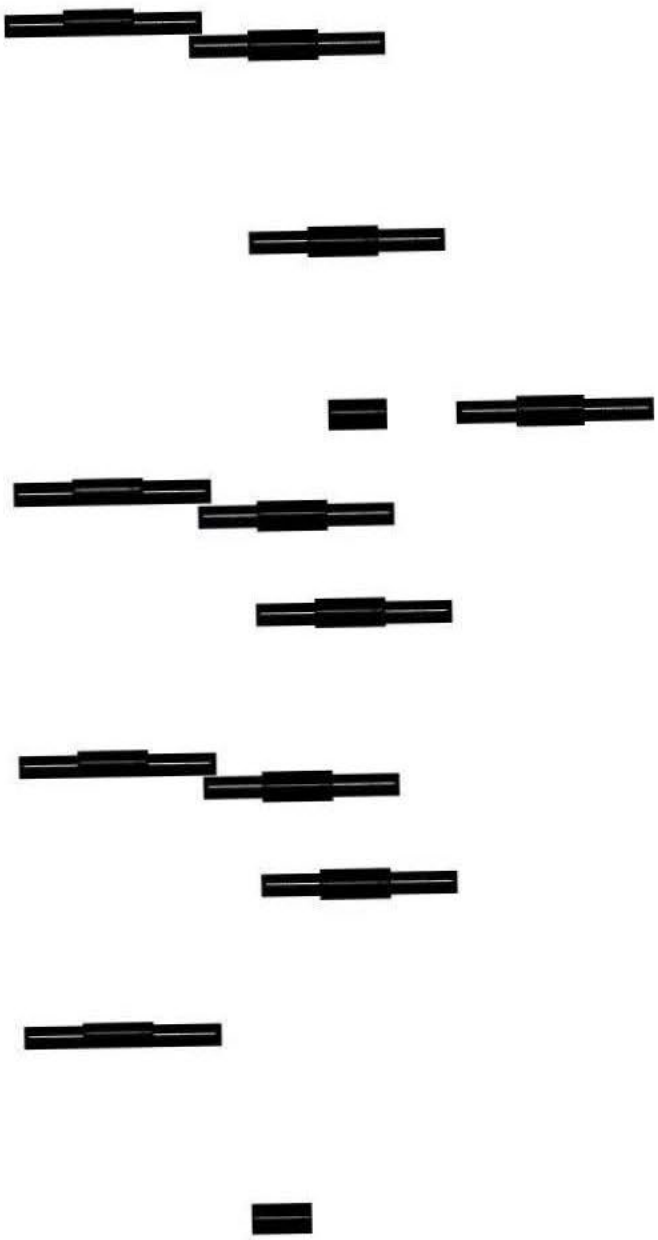
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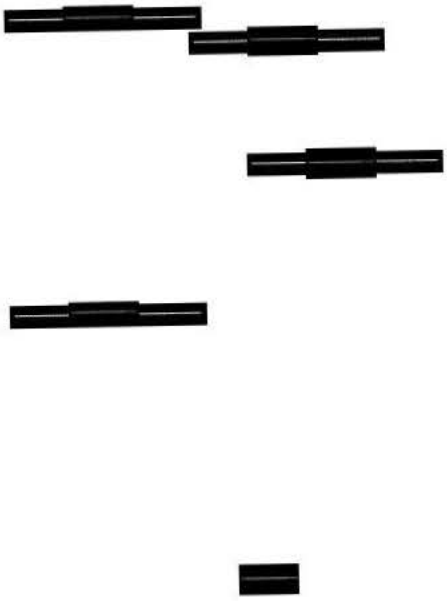


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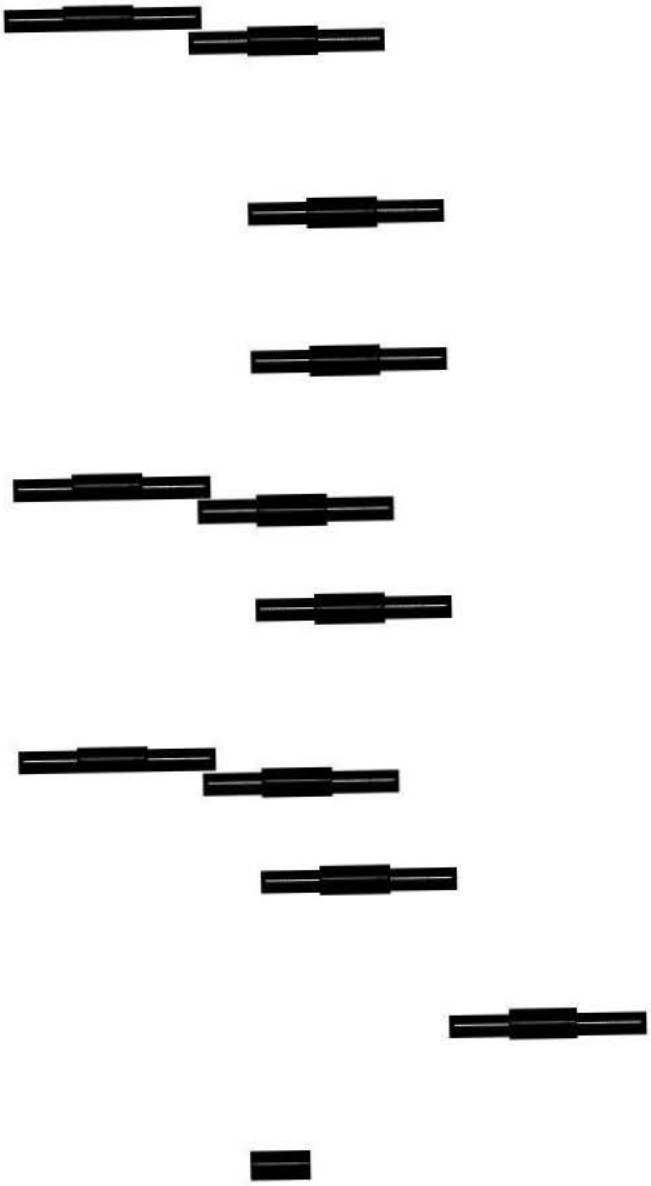


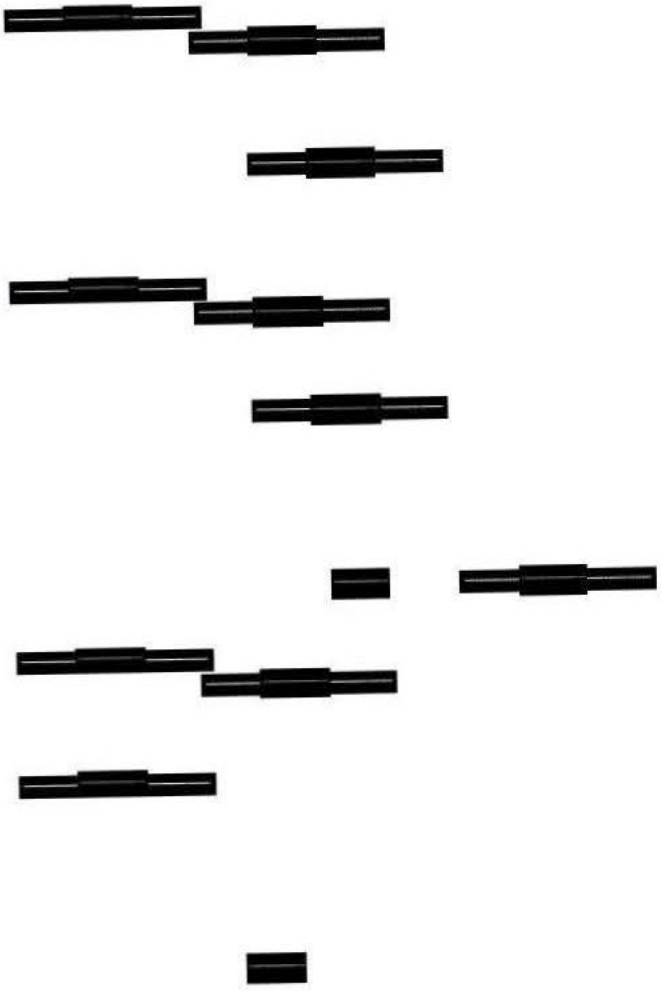


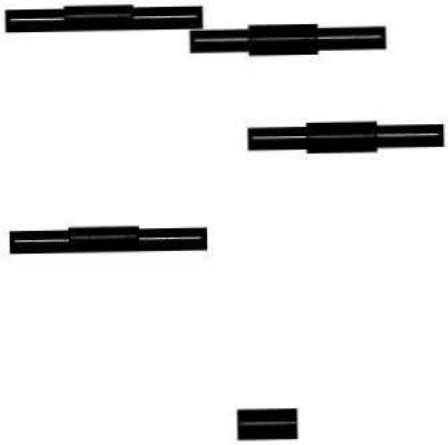
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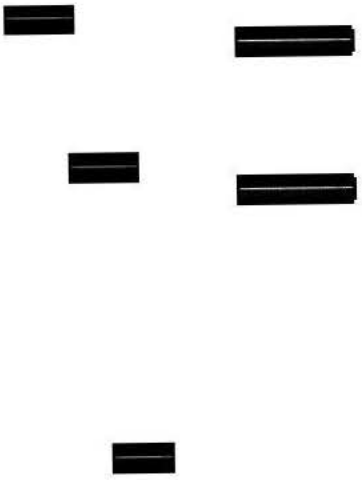
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*** Performed by contact: Ted Williams, [redacted]
Result of Advice 1:replaced headlamp assy..... headlamp is working fine.

*** CASE CLOSE 02/07/[redacted]7:12 AM clarify
*** Performed by contact: Ted Williams, [redacted]
replaced the right side headlamp assy

Attachments

********** End Case Report [redacted]510 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]39** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 4,948
Repair Date:
Prod Date: 10/02/2013
Warranty Start Date: 12/26/2013
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OK007 Ferguson KIA
Service District: SW03
Phone: [redacted]
Contact: Andy Chanza
Contact Title: Dual Technician
Contact Phone: [redacted]

Case Details

Title: Lighting - External - Head lights inop # Right melted connector
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Compliment Ack.
Category: Repair Assistance

Case History

*** NOTES 02/13/[redacted]6:33 AM clarify Action Type: Manager review
*** Performed by contact: Andy Chanza, [redacted]
*** This is a Request for Assistance ***

Problem Description :
found connector on headlight bulb melted. it has factory bulb in it. could problem be in head lamp wiring

Diagnostics Performed :
found melted connector on pass side bulb connector

*** PHONE LOG 02/13/[redacted]7:32 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Andy, replace the headlamp assy. Inspect the left headlamp connector for melting. Question customer on headlamp use, are high beams used frequently?

*** CASE CLOSE 02/13/[redacted]7:45 AM clarify
*** Performed by contact: Andy Chanza, [redacted]
ordered new head light assembly. driver side wiring is fine

*** PHONE LOG 02/13/[redacted]8:40 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Problem Description :
already had case on vehicle.

Diagnostics Performed :
my writer finally got back to me about about customer using high beams a lot and customer said yes he uses them alot

*** CASE CLOSE 02/21/[redacted]9:24 AM clarify
*** Performed by contact: Andy Chanza, [redacted]
replaced head lamp assembly

Attachments

********** End Case Report T[redacted]39 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]29** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 25
Repair Date:
Prod Date: 12/20/2013
Warranty Start Date: 02/15/2014
RO Number: [redacted]
Port Options: CF, CN, CT
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AZ048 Rodeo KIA
Service District: WE07
Phone [redacted]
Contact: Marty Mears
Contact Title: Dual Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Right hi always on
Symptom: Improper Operation
System: Body Electrical
Component: BCM
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 02/17/[redacted]1:53 AM clarify Action Type: Manager review
*** Performed by contact: Marty MEARS, [redacted]
*** This is a Request for Assistance ***

Problem Description :
THE HEADLIGHT ON THE LEFT IS ALWAYS ON HAVE CONSTANT POWER TO PIN 2 OF HEADLIGHT CONNECTOR. FOLLOWED SCHEMATIC TO IPM HAVE CONSTANT POWER COMING OUT OF IPM ON PIN 2 OF IPM CONNECTOR E. TRIED UNPLUGGING CONNECTOR AND RECONNECTING PROBLEM STILL THERE. INTERNAL FAULT OF FUSE BOX? OR WHAT OTHER AREAS TO CHECK?

Diagnostics Performed :
POWER CHECKS AT FUSE BOX AND HEADLIGHT

*** PHONE LOG 02/17/[redacted]2:15 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Marty, based on your notes, please replace the smart junction box and retest. Thanks

*** CASE CLOSE 02/20/[redacted]0:30 AM clarify
*** Performed by contact: Marty MEARS, [redacted]
IPM MODULE

Attachments

********** End Case Report T[redacted]29 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]00** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL [redacted]
VIN [redacted]
Prod Date: 11/05/2013
Port Options: CF, CN, WL
Factory Options:

Engine: 1.6L GDI
Mileage: 2,210
Warranty Start Date: 12/23/2013

Model Code:
Repair Date:
RO Number: [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY076 Smithtown KIA
Service District: EA05
Phone: [redacted]
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Melted connnectors
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Burned Out
Category: Repair Assistance

Case History

*** NOTES 02/18/[redacted]7:14 AM clarify Action Type: Manager review
*** Performed by contact: Raymond Laikowski, [redacted]
*** This is a Request for Assistance ***

Problem Description :
both head lamp assembly internal harness conectors melted

Diagnostics Performed :
clean all grounds. checked charging system all good ordered 2 head lamp assemblys

*** PHONE LOG 02/18/[redacted]8:11 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Raymond, find out if the customer uses their high beams at all and how often.

*** CASE CLOSE 03/05/[redacted]9:07 AM Pacific Daylight Time SOkimura

Resolution Code: Faulty Component
CLOSING COMMENTS
Replace both front head lamp assemblies

*** PHONE LOG 08/07/[redacted]1:52 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Problem Description :

headlights inop

Diagnostics Performed :
confirmed customers concern found connectors to headlight bulb melted car was here once before witht the same concern tech replaced both headlight assemblies case#t[redacted]00

*** CHNG CONTACT 08/07[redacted]1:52 AM Pacific Daylight Time SOkimura
Contact changed from Raymond Laikowski at Smithtown Kia to Kenneth Drouin at Smithtown Kia. Former primary phone: [redacted]. Former alternate phone: .

*** PHONE LOG 08/07/[redacted]1:56 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Kenneth, please replace the faulty head lamps again.
Advice 2: Because this vehicle falls into the production date, perform TSB SA164
Step 2 states close doors but you should perform with doors open.

*** CASE CLOSE 08/18/[redacted]7:45 AM clarify
*** Performed by contact: Kenneth Drouin, [redacted]
replaced both head lights and reprogramed bcm

Attachments

********** End Case Report T[redacted]00 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]69** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 4,402
Repair Date:
Prod Date: 09/12/2013
Warranty Start Date: 10/29/2013
RO Number [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NC032 Auto Park KIA
Service District: SO15
Phone: [redacted]
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Left head light
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** NOTES 02/27/[redacted]7:57 AM clarify Action Type: Manager review
*** Performed by contact: Kevin Benson, [redacted]
*** This is a Request for Assistance ***

Problem Description :
HELLO I AM STARTING THIS CASE BECAUSE IT IS A 2014. I HAVE A 2014 SOUL WITH L/F LOW BEAM INOP. I REMOVED BULB ACCESS COVER AND FOUND BULB CONNECTOR BARELY PLUGGED INTO THE BULB AND CONNECTOR IS MELTED. LOOKS LIKE A PRETTY CUT AND DRY HEADLAMP REPLACMENT DUE TO THE CONNECTOR NEVER BEING FULLY SEATED AND OVERHEATED, BUT WANTED TO RU IT BY YOU
THANKS

Diagnostics Performed :
CHECKED BULB AND BULB CONNECTION...LOOSE
CHECKED FUSES..OK
CHECKED TSB'S

*** PHONE LOG 02/27/[redacted]8:20 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Kevin, Can the connector be replaced ?. I really need you to take very clear pictures and attach them to the case. Thank you..

*** NOTES 02/27/[redacted]8:48 AM clarify Action Type: Manager review
*** Performed by contact: Kevin Benson, [redacted]
Result of Advice 1:to my knowledge there is not a service connector for the bulb, it is unlike all the ones kia has used in the past. i will take some pics

and attach them asap

*** PHONE LOG 02/27/[redacted]:51 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Thanks Kevin,

*** NOTES 02/27/[redacted]1:04 AM clarify Action Type: Manager review
*** Performed by contact: Kevin Benson, [redacted]
Result of Advice 1:ok pics attached, let me know what you think. i believe the headlamp we ordered came in today but i need to check. have not found a connector in the service kits
thanks

*** PHONE LOG 02/27/[redacted]2:53 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Kevin, if the connector is not available, you will need to contact your dpsm for approval to replace the wire harness. Thank you.

*** NOTES 02/27/[redacted]1:12 PM clarify Action Type: Manager review
*** Performed by contact: Kevin Benson, [redacted]
Result of Advice 1:they don't sell just the harness, it's inside the headlamp so the whole lamp needs replacing. the main connector to the outside of the headlamp is fine. this was just the connector inside that plugs into the bulb

*** PHONE LOG 02/27/[redacted]2:34 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Sorry Kevin, i mistakenly thought you were talking about the harness side of the headlight. Please contact your dpsm for approval to replace the headlight assembly. Thank you.

*** CASE CLOSE 03/06/[redacted]0:30 AM clarify
*** Performed by contact: Kevin Benson, [redacted]
REPLACED DRIVER SIDE HEADLAMP ASSY

*** PHONE LOG 03/07/[redacted]9:05 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Kevin, please call me ASAP. Thank you.

*** PHONE LOG 03/10/[redacted]9:11 AM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Called NC032 and spoke with Don S/A
- The BCM update hasn't been completed and he will get the customer back to dealer

*** NOTES 03/10/[redacted]2:49 PM clarify Action Type: Manager review
*** Performed by contact: Kevin Benson, [redacted]
Result of Advice 1:ok the car is back and i am doing the reflash now, the SA164 did not publish until march and the repair was done 2-25.
also it states that the flash is for an issue with the welcome function of the headlights but not with melted connectors. also as luck would have it the right side is now inop and same connector same wire is melted and will need another headlamp for that side now. when it was in on 2-25 i checked the connectors on the right side due to what i found on the left and it was fine, it was plugged in all the way and no signs of overheating or even discoloration on the connector.
thanks
p.s. i don't know why but techline still has me at nc032 but i have been in texas for 2 years now and am at tx114. it is correct in kia university but not here. kia has said a couple times they would fix that but have not as of today
thanks again

*** NOTES 03/10/[redacted]1:19 PM clarify Action Type: Manager review
*** Performed by contact: Kevin Benson, [redacted]
Result of Advice 1:i wanted to let you know also before i did the reflash i scanned all modules for dtc's and the bcm had 2 codes but for the left hand headlamp and they are B[redacted], B[redacted]0. this may have all been from the issue it had prior with the drivers side. just a heads up
thanks

*** PHONE LOG 03/10/[redacted]2:35 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Kevin, Thank you for the update, please proceed with the SA164. As for the address concern, i will pass it along to my Manager and see if he can resolve the issue for you. Thank you.

*** NOTES 03/10/[redacted]1:46 PM clarify Action Type: Manager review
*** Performed by contact: Kevin Benson, [redacted]
Result of Advice 1:the SA164 is complete, what do you suggest for the right side that is now burned as well?

*** PHONE LOG 03/10/[redacted]2:49 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Sorry Kevin, Please replace the headlight as needed with approval for your dpsm. Thank you for your efforts and patience

*** CASE CLOSE 08/12/[redacted]2:53 PM Pacific Daylight Time JGossling-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Head light assembly,

Attachments

********** End Case Report T[redacted]69 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]03** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 5,670
Repair Date:
Prod Date: 08/31/2013
Warranty Start Date: 10/26/2013
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL083 Greenway KIA West
Service District: SO03
Phone [redacted]
Contact: Terry [redacted]man
Contact Title: Exclusive Kia Technician
Contact Phone: [redacted]

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Repaired at Dlr
Category: Quality Review

Case History

*** NOTES 02/28/[redacted]3:17 PM clarify Action Type: Manager review
*** Performed by contact: Terry [redacted]man, [redacted]
*** This is a Report for Quality Concern ***

Problem Description :
CUS CLAIM THAT PASS. HEADLAMP INOP

Diagnostics Performed :
PERFORM DAIG. CHECK FOUND WIRE IN HEADLAMP MELTED .INTERNAL SHORTED. SWAP OUT WITH A KNWON GOOD ONE.

*** PHONE LOG 02/28/[redacted]3:44 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Terry. Was this the high or low beam that melted? Does it have HID bulbs? Please inspect and improve grounds for the headlights and remove paint from behind the ground wire and install star washers for headlight circuit on both sides. Any problems found please take pictures and [redacted] and include the case notes. Thanks.

** Admin Note ***
ervice alert escalated to CA as : K[redacted]75 on 02/28/2014

*** NOTES 03/04/[redacted]9:20 AM clarify Action Type: Manager review
*** Performed by contact: Terry [redacted]man, [redacted]
Result of Advice 1:NO IT DID NOT HAVE HID BULBS. IMPROVEMENT OF GROUNDS HAVE BEEN DONE WITH THE STAR WASHERS

*** PHONE LOG 03/04/[redacted]0:20 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Terry. Is the customer using High beams often? Security often uses the high beams. Let me know.

*** NOTES 03/04/[redacted]1:30 PM clarify Action Type: Manager review
*** Performed by contact: Terry [redacted]man, [redacted]
Result of Advice 1:VEH IS NOT A SECURITY VEH. WAS INFORMED HI/BEAMS NO MORE THAN AN AVERAGE DRIVER WOULD ON DEMAND

*** PHONE LOG 03/04/[redacted]1:33 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Terry. Thanks for the update. Close the case if the repairs are completed.

*** CASE CLOSE 03/24/[redacted]5:03 AM clarify
*** Performed by contact: Terry [redacted]man, [redacted]
replaced headlamp assembly

Attachments

********** End Case Report T[redacted]03 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]37** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 7,058
Repair Date:
Prod Date: 10/21/2013
Warranty Start Date: 12/26/2013
RO Number: [redacted]
Port Options: CF, CN, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA084 Bulldog KIA
Service District: SO13
Phone [redacted]
Contact: Kenneth Hill
Contact Title: Porter
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Burnt connectors
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Compliment Ack.
Category: Repair Assistance

Case History

*** NOTES 03/03/[redacted]2:13 PM clarify Action Type: Manager review
*** Performed by contact: Kenneth Hill, [redacted]
*** This is a Request for Assistance ***

Problem Description :
C/S HEADLAMPS IS FLICKERING TECH PULLED HEADLAMP AND FOUND CONNECTORS BURNED UP

Diagnostics Performed :
PULLED HEADLAMPS AND FOUND CONNECTORS BURNED

*** PHONE LOG 03/03/[redacted]2:44 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Kenneth, please replace the damaged components and retest the head light system. Note, i would like you to attach pictures of the damage to the case. Thank you.

*** NOTES 03/04/[redacted]8:14 AM clarify Action Type: Manager review
*** Performed by contact: Kenneth Hill, [redacted]
Result of Advice 1:please give me a email address to send the pictures to

*** PHONE LOG 03/04/[redacted]9:25 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: [redacted] . Thank you.

*** CASE CLOSE 03/07/2014 10:51 AM clarify
*** Performed by contact: Kenneth Hill, [redacted]
tech replaced headlamps

*** PHONE LOG 03/07/[redacted]1:00 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Kenneth, please perform SA164. Thank you.

*** CASE CLOSE 03/10/[redacted]9:31 AM clarify
*** Performed by contact: Kenneth Hill, [redacted]
replaced headlamps

*** CASE CLOSE 03/18/[redacted]4:53 AM clarify
*** Performed by contact: Kenneth Hill, [redacted]
tech replaced headlamps

Attachments

********** End Case Report [redacted]137 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]51** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN [redacted]
Mileage: 6.509
Repair Date:
Prod Date: 09/30/2013
Warranty Start Date: 11/21/2013
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL119 Southside KIA
Service District: SO04
Phone: [redacted]
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Grounds (General)
Resolution: Bad Ground
Category: Repair Assistance

Case History

*** NOTES 03/07/[redacted]5:51 AM clarify Action Type: Manager review
*** Performed by contact: Lundy Reed, [redacted]
*** This is a Request for Assistance ***

Problem Description :
c/s states the right side head light is inop

Diagnostics Performed :
dige system checked the conect and all was good switch the bulb from the left to the right and the left side is inop and the right side is working

*** PHONE LOG 03/07/[redacted]6:08 AM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Inspect connector at bulb for overheating
- Replace light assemblies as needed
Perform SA164 BCM Upgrade - IPM Logic

** Admin Note ***
ervice alert escalated to CA as : K[redacted]43 on 03/07/2014

*** CASE CLOSE 03/24[redacted]2:46 PM clarify
*** Performed by contact: Lundy Reed, [redacted]
replaced head light asmy

*** PHONE LOG 04/09/[redacted]6:14 AM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: Problem Description :
"Cust states drivers headlight keeps coming on & off"

Diagnostics Performed :
Unplugged harness leading to headlight bulb and found harness connector to be damaged due to heat(burn marks) This was the second headlight assembly in car. Any suggestion?

Advice 2: Does the main headlamp connector look OK? Have the headlamp grounds been checked?

*** CASE CLOSE 04/15/[redacted]6:53 AM clarify
*** Performed by contact: Lundy Reed, [redacted]
nothing

Attachments

********** End Case Report [redacted]051 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]72** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 5,495
Repair Date:
Prod Date: 10/18/2013
Warranty Start Date: 12/19/2013
RO Number: [redacted]4
Port Options: CF, CN, CT, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX028 Kelly Grimsley KIA
Service District: SW06
Phone [redacted]
Contact: Milton Williams
Contact Title: Shop Foreman
Contact Phone: [redacted]

Case Details

Title: Lighting - External - Head lights inop # Melted wires
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 03/18/[redacted]1:50 PM clarify Action Type: Manager review
*** Performed by contact: Milton Williams, [redacted]
*** This is a Request for Assistance ***

Problem Description :
headlamps inop,smell burnt wiring

Diagnostics Performed :
pigtails going into headlamps are fine.Pigtails to bulbs are melted.replace both headlamps & perform BCM upgrade?anything new?THANKS!!!!

*** PHONE LOG 03/18/[redacted]2:11 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Milton, yes, replace the headlight assemblies for your concern and perform the BCM update while the vehicle is there. Thank you.

*** CASE CLOSE 03/21/[redacted]7:15 AM clarify
*** Performed by contact: Milton Williams, [redacted]
replaced both headlamps & performed BCM upgrade

Attachments

********** End Case Report T[redacted]72 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]83** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 24
Repair Date:
Prod Date: 12/19/2013
Warranty Start Date: 04/27/2014
RO Number: [redacted]0
Port Options: CF, WL
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA094 Metro KIA
Service District: SO13
Phone [redacted]
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # RH stuck on
Symptom: Headlights Inop
System: Body Electrical
Component: Instrument Panel Module (IPM)
Resolution: CA-Information Given
Category: Repair Assistance

Case History

*** NOTES 03/19/[redacted]5:13 AM clarify Action Type: Manager review
*** Performed by contact: Cyrus Quinn, [redacted]
*** This is a Request for Assistance ***

Problem Description :
customer states head lightstays on

Diagnostics Performed :
passenger side headlight stays on all the time found constant power coming from the ipm swapped ipm with another unit it went off with different unit but the ipm that had constant power on headlight still had constant power believe we need an ipm

*** PHONE LOG 03/19/[redacted]5:40 AM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: Thanks for the information. Replace the I/P junction box and retest operation.

*** CASE CLOSE 04/22/[redacted]5:46 AM clarify
*** Performed by contact: Cyrus Quinn, [redacted]
replaced ipm

Attachments

********** End Case Report T[redacted]83 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]70** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 12,542
Repair Date:
Prod Date: 09/05/2013
Warranty Start Date: 11/04/2013
RO Number: [redacted]89
Port Options: CF
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: PA040 Sunbury Motors KIA
Service District: EA08
Phone [redacted]
Contact: PJAY HUNSBERGER
Contact Title: Dual Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Front Combo. Lamp (Turn Signal
Resolution: Information Taken
Category: Repair Assistance

Case History

*** NOTES 03/25/[redacted]7:40 AM clarify Action Type: Manager review
*** Performed by contact: John [redacted],
*** This is a Request for Assistance ***

Problem Description :
low and high beam headlights won't work at times. when in the shop the headlights worked. have two bcm codes set in history b2511 and b2513. i did the upgrade sa164. will the upgrade affect the headlamp?

Diagnostics Performed :
i stated to check out the pin point test for the fault codes but the customer had to go. is there anything you can advise me to look for these codes when we get the vehicle back.

*** NOTES 03/25/[redacted]7:42 AM clarify Action Type: Manager review
*** Performed by contact: John [redacted],
also the left low beam bulb was blown and replaced once on 2-11-14.
Additional Comments:also the left low beam bulb was blown and replaced once on 2-11-14.

*** PHONE LOG 03/25/[redacted]7:58 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: John, inspect the connector inside the headlamp assemby for overheating. If the connector looks like its melted at all, replace the headlamp assembly.
The upgrade is not specifically for headlamps but should be done because if falls into the production date.

*** CHNG CONTACT 03/28[redacted]1:28 PM Pacific Daylight Time JGossling-TL
Contact changed from John [redacted] at Sunbury Motors Kia to Pjay Hunsberger at Sunbury Motors Kia. Former primary phone: . Former alternate phone: .

*** PHONE LOG 03/28/[redacted]1:30 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Pjay, were the last recommendation listed in this case performed the last time the vehicle was in for this concern???. Thank you.

** Admin Note ***
ervice alert escalated to CA as : K[redacted]10 on 03/28/2014

*** NOTES 03/31/[redacted]6:12 AM clarify Action Type: Manager review
*** Performed by contact: Pjay Hunsberger,
no, the customer had to leave before case was updated.
Additional Comments:no, the customer had to leave before case was updated.

*** RESEARCH LOG 03/31/[redacted]6:23 AM Pacific Daylight Time SOkimura Action Type:Administrative task
Ok Pjay, let me know if vehicle returns.

*** CASE CLOSE 04/04/[redacted]8:50 AM clarify
*** Performed by contact: Pjay Hunsberger,
found both left and right headlamp assemblies connector inside at the bulb melted. replaced headlamp assemblies.

Attachments

********** End Case Report T[redacted]70 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]82** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: K[redacted]
Mileage: 9,206
Repair Date:
Prod Date: 10/05/2013
Warranty Start Date: 12/01/2013
RO Number: [redacted]8
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL052 KIA Autosport
Service District: SO06
Phone [redacted]
Contact: Victor Prieto
Contact Title: Shop Foreman
Contact Phone:

Case Details

Title: Lighting - External - Head light inop # Right head light connector melted
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Repaired at Dlr
Category: Quality Review

Case History

*** NOTES 03/25/[redacted]1:37 AM clarify Action Type: Manager review
*** Performed by contact: Victor Prieto, *[redacted]0518
*** This is a Report for Quality Concern ***

Problem Description :
THE RIGHT HEADLAMP BULB CONNECTOR MELTED.
AT 9206 WITH EVERYTHING ORIGINAL SHOULD NOT
BE HAPPENING.

Diagnostics Performed :
INSPECT AND SOP

*** PHONE LOG 03/25/[redacted]2:11 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Victor, please replace the head light assembly and while the vehicle is there make sure to perform SA 164. Thank you.

*** CASE CLOSE 04/22/[redacted]8:27 AM clarify
*** Performed by contact: Victor Prieto, *[redacted]0518
REPLACED HEADLAMP ASSY

Attachments

********** End Case Report T[redacted]32 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]77** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 476
Repair Date:
Prod Date: 11/22/2013
Warranty Start Date: 03/08/2014
RO Number: [redacted]2
Port Options: CF, BA, CMC, CN, CT, HF, IL, SP, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IL064 Bob Rohrman Schaumburg KIA
Service District: CE01
Phone [redacted]
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # & tail lamp
Symptom: Improper Operation
System: Body Electrical
Component: BCM
Resolution: CA-Repaired at Dlr
Category: Quality Review

Case History

[redacted]

Problem Description :
the left headlamp and left tail lamp assy intermittently fail to turn on for the customer, this was verified once a few weeks ago by another tech on an extremely cold day but all I have been able to get to happen is a delayed HID ignition and off color-yellow light from the headlamp, is the logic in the SJB such that a weak ballast could cause the system to shut down one side of the vehicle lamps?

Diagnostics Performed :
repeated checking throughout the day

[redacted] 3/28/[redacted]7:21 AM Pacific Daylight Time SOkimura Action Type:Web Contact
[redacted]lease inspect the electrical connector inside the head lamp assembly for overheating.
Advice 2: Because this vehicle falls into the production date, perform TSB ELE058

*** NOTES 03/28/[redacted]8:20 AM clarify Action Type: Manager review
*** Performed by contact: Patrick Barch, [redacted]
Result of Advice 1:no evidence of overheating at connections outside nor inside the lamp (assuming you meant at the ballast on the hid bulb correct?)
Result of Advice 2:I have performed the TSB, now is it a wait and see situation regarding the fix?

*** PHONE LOG 03/28/[redacted]8:32 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Patrick, we have seen similar complaints but they were not intermittent, either a short in the wiring or in the head lamp. Let me know if problem acts up.

*** NOTES 03/28/[redacted]8:31 AM clarify Action Type: Manager review
*** Performed by contact: Patrick Barch, [redacted]
Result of Advice 1:Rodger that

*** RESEARCH LOG 03/28/[redacted]9:46 AM Pacific Daylight Time SOkimura Action Type:Administrative task

*** Admin Note ***
Service alert escalated to CA as : K[redacted]76 on 03/28/2014

*** CASE CLOSE 04/30/[redacted]6:35 AM clarify
*** Performed by contact: Patrick Barch, [redacted]
reflashed bcm

Attachments

********** End Case Report T[redacted]77 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]60** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 12,806
Repair Date:
Prod Date: 09/05/2013
Warranty Start Date: 11/04/2013
RO Number: [redacted]16
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: PA040 Sunbury Motors KIA
Service District: EA08
Phone [redacted]
Contact: PJAY HUNSBERGER
Contact Title: Dual Technician
Contact Phone:

Case Details

Title: Duplicate - WEB Case #
Symptom: Headlights Inop
System: Please Specify
Component:
Resolution: Duplicate Web Case
Category: Repair Assistance

Case History

*** NOTES 03/28/[redacted]1:30 AM clarify Action Type: Manager review
*** Performed by contact: Pjay Hunsberger,
*** This is a Request for Assistance ***

Problem Description :
look at case number[redacted]70.

Diagnostics Performed :
checked both headlight connectors inside and found both left and right plugs melted.

*** PHONE LOG 03/28/[redacted]2:56 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Pjay, please refer back to Tech line case T[redacted]70. Thank you.

*** CASE CLOSE 03/28/[redacted]2:56 PM Pacific Daylight Time JGossling-TL

Resolution Code: Duplicate Web Case
CLOSING COMMENTS

Attachments

********** End Case Report T[redacted]60 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]59** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 9,908
Repair Date:
Prod Date: 10/15/2013
Warranty Start Date: 12/07/2013
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX041 World Car KIA New Braunfels
Service District: SW05
Phone [redacted]
Contact: Michael Green
Contact Title: Dual Technician
Contact Phone [redacted]

Case Details

Title: Lighting - External - Head lights inop # Flicker and cut off intermittently
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: Elec Connection Poor
Category: Repair Assistance

Case History

*** NOTES 04/03/[redacted]8:42 AM clarify Action Type: Manager review
*** Performed by contact: Michael Green, *[redacted]012
*** This is a Request for Assistance ***

Problem Description :
Customer states that the headlights will cut out intermittently while driving. Customer states that the lights will flicker one at a time or both, and cut in and out. customer is able to recycle the headlight switch in order to restore consistent power.

Diagnostics Performed :
I checked the IPM for conectors not pluged in all the way. Pounded on the dash, column, under hood fuse box and headlamps. With vehicle running in my stall and headlamps on, I am able to get it to happen. It is very unpredictable. One light will go out or both. No bulletins.

*** PHONE LOG 04/03/[redacted]9:02 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Michael, please use the GDS and check to see if the data for the head lights is in the BCM or the Smart junction box. I would like to know if the system is requesting the head lights on and requesting them to stay on during the time the failure occurs. Next, i would like you to see if pin 3 of C115-L and pin 3 of C115-R is losing power at the time of the failure. Thank you.

*** NOTES 04/03/[redacted]9:49 AM clarify Action Type: Manager review
*** Performed by contact: Michael Green, *[redacted]012
Result of Advice 1:OK. Left lamp whent out. I checked voltage on pin 3. 13.93volts. I checked ground, good ground. I opened the back access and checked ground and power to the bulb itself. Good ground but no power. (I'm not sure which circuit is for low beam because I have no schematic for harness inside the lamp.) I got no volatge backprobing the bulb from either circuit. I unpluged the C-115 from the headlamp and checked the face of

the conector at pin 3 and had no voltage. I then backprobed C-115 pin 3 again and got no voltage. I thought that mabey because I unpluged the harness with the light on that the circuit was shut down by the BCM. I then noticed that the right headlamp had gone out and ran the same tests with the same results but this time I did not unplug the harness from the headlamp.
Additional Comments:When I finally got the GDS hooked up to it I found Codes B2510 and B2511 in history and B2512 and B2513 active. The data shows that the headlamp output is off even though the switch is on.
I think there might be an intermittent short to ground in the internal harnesses of both headlamps. Circuit shorts to ground, making the lamp turn off, I check power and its good, BCM sees short and cuts the circuit, and I loose power at the headlamp. I need to clear codes and cycle the headlamp switch to confirm.

*** NOTES 04/03/[redacted]0:08 AM clarify Action Type: Manager review
*** Performed by contact: Michael Green, *[redacted]012
Result of Advice 1:Ok, I'm stupid. I unpluged the headlamp bulbs and both conectors on both headlamps internal harness are melted right in the middle. Looks like possibily bad pin tension caused it.
Additional Comments:I guess I need both new headlamps if I cant get the internal harnesses.
It reminds me of I think it was the 2011 Sorento with the headlamp harness to bulb conectors melting. I'll add pictures.

*** PHONE LOG 04/03/[redacted]2:31 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Michael, please replace the head light assemblies. Note, Please make sure to perform ELE 058 while the vehicle is in the dealer. Thank you.

*** NOTES 04/03/[redacted]2:34 PM clarify Action Type: Manager review
*** Performed by contact: Michael Green, *[redacted]012
Result of Advice 1:Yes, SA164 is line 2 of my repair order.
Additional Comments:I am ordering both headlamp assemblies right now. I'll let you know when they come in.

*** PHONE LOG 04/03/[redacted]1:23 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Thank you.

*** NOTES 04/05/[redacted]9:20 AM clarify Action Type: Manager review
*** Performed by contact: Michael Green, *[redacted]012
Result of Advice 1:I got the new head lamps in and installed. Working fine.
Additional Comments:I checked the pin tension on the new head lamps just to make sure, and they are all good.
Closing case now.

*** CASE CLOSE 04/05/[redacted]9:21 AM clarify

[redacted]

Attachments

********** End Case Report T[redacted]59 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]41** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 3,560
Repair Date:
Prod Date: 11/02/2013
Warranty Start Date: 12/20/2013
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL060 Crown KIA
Service District: SO14
Phone [redacted]
Contact: Kendall Hollinger
Contact Title: Dual Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # L/S shattered
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Damaged Component
Category: Repair Assistance

Case History

*** NOTES 04/07/[redacted]6:32 AM clarify Action Type: Manager review
*** Performed by contact: Kendall Hollinger, [redacted]
*** This is a Request for Assistance ***

Problem Description :
Vehicle presented with inoperative headlights and drivers side headlight bulb glass is shattered, debris visible inside headlight housing.

Diagnostics Performed :
visual inspection

*** PHONE LOG 04/07/[redacted]7:17 AM Pacific Daylight Time SCamarillo-TL Action Type:Incoming call
Advice 1: Tech called in, stated found L/S bulb shattered. Concerned that may not be able to get all debris out of headlight. Recommend replace bulb, if excessive debris cannot be removed or damage is found to reflector or lense replace headlight assembly. Asked tech to attach pictures to case.

*** NOTES 04/07/[redacted]7:29 AM clarify Action Type: Manager review
*** Performed by contact: Kendall Hollinger, [redacted]
Result of Advice 1:Ordered headlight assembly, unable to completely remove debris from damaged bulb. Also found damage to reflector. Images [redacted]

*** PHONE LOG 04/07/[redacted]7:39 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: Thanks Kendall, will attach to the case.

*** CASE CLOSE 03/11/[redacted]9:52 AM Pacific Daylight Time SCamarillo-TL

Resolution Code: Damaged Component
CLOSING COMMENTS
Replaced headlight

Attachments

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********** End Case Report T[redacted]41 **********

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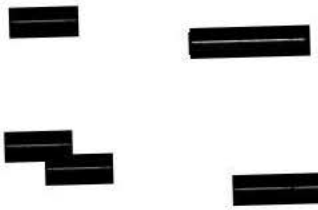
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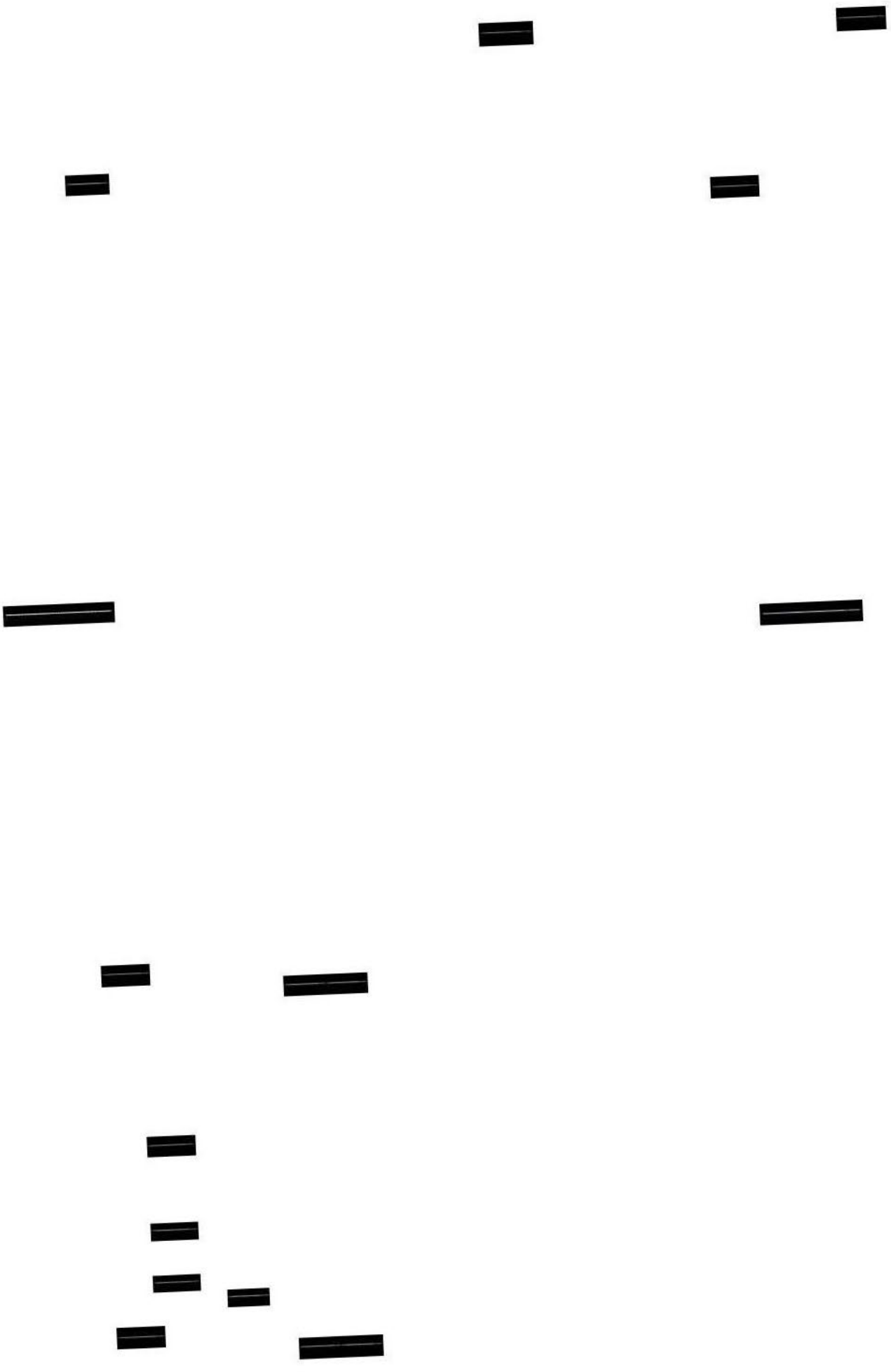
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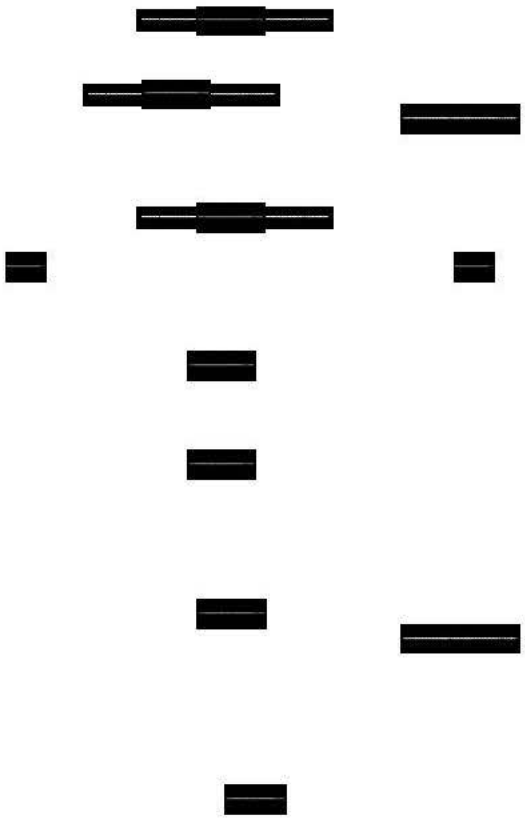
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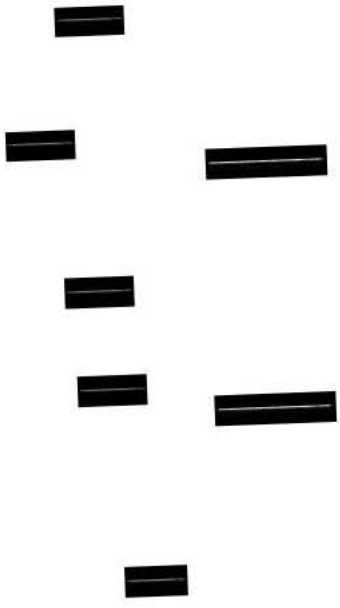
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Attachments

********** End Case Report T[redacted]58 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]30** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN [redacted]
Mileage: 16,380
Repair Date:
Prod Date: 09/24/2013
Warranty Start Date: 11/09/2013
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX103 Southwest KIA - Rw
Service District: SW06
Phone [redacted]
Contact: Tony Anderson
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Left
Symptom: Headlights Inop
System: Body Electrical
Component:
Resolution:
Category: Quality Review

Case History

*** NOTES 09/29/[redacted]6:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Tony Anderson, *[redacted]8
*** This is a Report for Quality Concern ***

Problem Description :
PASS HEADLIGHT ASSEM HARNESS FOR LOW BEAM CONNECTOR IS MELTING CAUASING BULB TO BE INOP.

Diagnostics Performed :
NEEDS HEADLIGHT ASSEM. HARNESS IN HEADLIGHT ASSEM IS MELTED AT BULB. THE MAIN HARNESS CONNECTOR IS GOOD. HAS GOOD GROUND AND PROPER POWER SUPPLY.

*** PHONE LOG 09/29/[redacted]6:58 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Tony, please replace the damaged headlamp assembly.

Please perform the TSB for BCM upgrade SA164 since it falls in the production date.

*** NOTES 09/29/[redacted]7:01 AM clarify Action Type: Dealer contact
*** Performed by contact: Tony Anderson, *[redacted]8
Result of Advice 1:WILL DO. ITS DRIVERS HEADLIGHT MY BAD.

*** RESEARCH LOG 09/29/[redacted]7:07 AM Pacific Daylight Time SOkimura Action Type:Administrative task

Ok keep me posted

Attachments

********** End Case Report T[redacted]30 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]29** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 8,777
Repair Date:
Prod Date: 11/11/2013
Warranty Start Date: 02/14/2014
RO Number: [redacted]5
Port Options: CF, CN, CT, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX028 Kelly Grimsley KIA
Service District: SW06
Phone [redacted]
Contact: Christopher Marafioti
Contact Title: Service Consultant
Contact Phone: [redacted]

Case Details

Title: Lighting - External - Head lights inop # Drivers
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 09/30/[redacted]5:36 AM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Marafioti, [redacted]
*** This is a Request for Assistance ***

Problem Description :
driver head lamp is inop,

Diagnostics Performed :
visual inspected drivers head lamp. found burnt wires in side head lamp assy. performed voltage test at pigtail to head lamp. all testted fine.

*** PHONE LOG 09/30/[redacted]6:20 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Christopher, please replace the faulty drivers head lamp assembly.

Because this production date falls into the proper range, please perform SA164 BCM upgrade. Thank you

*** CASE CLOSE 09/30/[redacted]7:54 AM clarify
*** Performed by contact: Christopher Marafioti, [redacted]
R&R head lamp assy. and performed bcm upgrade

Attachments

********** End Case Report T[redacted]29 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]99** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 26,185
Repair Date:
Prod Date: 10/12/2013
Warranty Start Date: 01/24/2014
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA075 KIA of Lagrange
Service District: SO06
Phone [redacted]
Contact: Jeffrey Martin
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Quality Review

Case History

*** NOTES 10/01/[redacted]5:33 AM clarify Action Type: Dealer contact
*** Performed by contact: Jeff Martin, [redacted]
*** This is a Report for Quality Concern ***

Problem Description :
customer states driver front head light inop at times

Diagnostics Performed :
found the connector was melted on the bulb

*** CASE CLOSE 10/01/[redacted]5:48 AM clarify
*** Performed by contact: Jeff Martin, [redacted]
replaced the head light

*** PHONE LOG 10/01/[redacted]7:53 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Jeff,
Please complete the BCM logic improvement per Electrical TSB 058 or this concern will happen again.

*** PHONE LOG 10/01/[redacted]7:56 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Called the tech and he states that he did complete TSB 058 but did not note it in the case notes.

*** CASE CLOSE 10/01/[redacted]7:56 AM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component
CLOSING COMMENTS
The tech replaced the head light and perform TSB 058.

Attachments

********** End Case Report T[redacted]99 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]93** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN: [redacted]
Prod Date: 09/30/2013
Port Options: CF, CN
Factory Options:

Engine: 2.0L GDI
Mileage: 3,503
Warranty Start Date: 12/02/2013

Model Code:
Repair Date:
RO Number: [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA075 KIA of Lagrange
Phone [redacted]
Contact: Travis Thornton

Service District: SO06
Contact Title: Shop Foreman

Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component

Category: Quality Review

Case History

*** NOTES 10/01/[redacted]8:18 AM clarify Action Type: Dealer contact
*** Performed by contact: Travis Thornton, [redacted]
*** This is a Report for Quality Concern ***

Problem Description :
headlights inop on passenger side

Diagnostics Performed :
checked connector, found connector melted on light bulb not connector on headlamp assy.
performing SA164 as well.

*** PHONE LOG 10/01/[redacted]8:38 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Travis,
Please perform SA164 TSB 058 ad replace the right headlamp assembly.

*** CASE CLOSE 10/01[redacted]9:32 AM clarify
*** Performed by contact: Travis Thornton, [redacted]
ordered headlamp and performed reflash

Attachments

********** End Case Report T[redacted]93 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]15** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN: [redacted]
Prod Date: 11/22/2013
Port Options: CF, SP
Factory Options:

Engine: 1.6L GDI
Mileage: 5,833
Warranty Start Date: 02/14/2014

Model Code:
Repair Date:
RO Number: [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH055 KIA of Bedford
Service District: CE02
Phone [redacted]
Contact: Carlos Dejesus
Contact Title: Technician Trainee
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component:
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** NOTES 10/09/[redacted]5:14 AM clarify Action Type: Dealer contact
*** Performed by contact: Carlos Dejesus, [redacted]
*** This is a Request for Assistance ***

Problem Description :
customer states that headlight bulbs are getting brighter and eventually blowing up.

Diagnostics Performed :
completed visual inspection and found passenger bulb to have exploded into headlamp assembly. while testing drivers side buld burnt out. conducted a full system test. battery voltage was good, alternator tested good, ripple was good and found the to be no voltage spikes. removed headlamp assemblies and looked at connectors and found both sides to be melyed at internal connector,not the one initially going into the assembly but the one the plugs into the actual low beam bulb.

*** PHONE LOG 10/09/[redacted]5:44 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Carlos, please replace both head lamp assemblies.

Because of the vehicles production date, perform BCM upgrade SA164

*** NOTES 10/09/[redacted]6:31 AM clarify Action Type: Dealer contact
*** Performed by contact: Carlos Dejesus, [redacted]
Result of Advice 1:replaced both headlamp assemblies and completed bcm update for Sa164. no further issues found at this time.

*** CASE CLOSE 10/09/[redacted]6:41 AM Pacific Daylight Time SOkimura

Resolution Code: Faulty Component
CLOSING COMMENTS
Replace both head lamp assemblies

Perform BCM upgrade SA164

Attachments

********** End Case Report T[redacted]15 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]29** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN: [redacted]
Prod Date: 10/22/2013
Port Options: CF
Factory Options:

Engine: 1.6L GDI
Mileage: 22,950
Warranty Start Date: 12/21/2013

Model Code:
Repair Date:
RO Number: [redacted]3

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL052 KIA Autosport
Service District: SO06
Phone [redacted]
Contact: Bakari Lovejoy
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Burned Out
Category: Repair Assistance

Case History

*** NOTES 10/10/[redacted]7:21 AM clarify Action Type: Dealer contact
*** Performed by contact: Bakari Lovejoy, [redacted]
*** This is a Request for Assistance ***

Problem Description :
customer complaint was that the right front headlight is flickering.

Diagnostics Performed :
I pulled the car in and noticed the right front headlight not working at all.I pulled the right front bulb out and put it in the left headlight assembly it worked fine(bulb is o.k.I then checked the connector for the right front headlight and noticed it was burnt .also the locking tab on the connector was not locking the bulb in to place.Is there anything else i need to check before replacing the headlight assembly.

*** PHONE LOG 10/10/[redacted]7:33 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Bakari,
Please perform Electrical TSB 058 and replaced the left head lamp assembly, thanks!

*** NOTES 10/10/[redacted]8:10 AM clarify Action Type: Dealer contact
*** Performed by contact: Bakari Lovejoy, [redacted]
Result of Advice 1:i replaced left front headlight assemmbly and performed ele 058 thanks for advice.

*** CASE CLOSE 10/10/[redacted]8:11 AM clarify
*** Performed by contact: Bakari Lovejoy, [redacted]
i replaced left front head light assemmbly and performed ele 058.

Attachments

********** End Case Report T[redacted]29 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]33** 07/28/[redacted] 1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL [redacted]
VIN: [redacted]
Prod Date: 02/04/2014
Port Options: CF, CN, CT, WL
Factory Options:

Engine: 1.6L GDI
Mileage: 10,036
Warranty Start Date: 03/31/2014

Model Code:
Repair Date:
RO Number: [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA246 Car Pros KIA Huntington Beach
Service District: WE01
Phone: [redacted]
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Connector is melted
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Burned Out
Category: Repair Assistance

Case History

[redacted]

Problem Description :
customer states that the driver head lamp is not operating. customer noticed before the head light went out it was turning on and off intermintely until it completely went out.

Diagnostics Performed :
verified customer's concern and checked for connections. connections were good from the main harness to the head lamp assembly. no bent pins at this point. then checked to see if the bulb is burnt and found the connector to the light bulb burnt and melted and bulb burnt out. checked for upgrades for the bcm with the gds and there isn't any upgrades for this vehicle. current rom id is [redacted]2bo0_105. what should be my next step? just replace the head lamp assembly.

[redacted]

[redacted]r is melted as well. Thank you,

[redacted]

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 [redacted]

[redacted]

[redacted] any repairs to the vehicle at this time. I informed Jonathan the Engineer may want to come out and inspect the vehicle for the concern. I informed Jonathan I would be calling him back and letting him know for sure if someone was going to come out for the inspection.

[redacted]

Advice 1: I contacted Jonathan and let him know someone is going to come out and inspect the vehicle. I also let Jonathan know if the customer needs a vehicle to put them in a rental car so they have transportation.

[redacted]

replaced the head lamp assembly after the kia engineers checked the vehicle. vehicle is operating as designed at this time.

Attachments

[redacted]

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]54** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN: [redacted]
Prod Date: 11/11/2013
Port Options: CF, CN, HF, WL
Factory Options:

Engine: 1.6L GDI
Mileage: 10,987
Warranty Start Date: 02/28/2014

Model Code:
Repair Date:
RO Number: [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MS005 KIA of Meridian
Service District: SW04
Phone [redacted]
Contact: David Seward
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Right side
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Cant Duplicate
Category: Repair Assistance

Case History

[redacted]

Problem Description :
right side head lamp is in op at times. vehicle is in shop for the second time for a head lamp concern, the first time it was the left head lamp that would go out at times but after performing sa164 bcm upgrade on 7/31/14. condition is highly intermitent

Diagnostics Performed :
veiwed tsbs and attempted to recreate condition but couldnt perform circuit dignosis before head lamp resumed normal operation

**** PHONE LOG 10/16/[redacted]2:31:38 PM JGossling-TL
Advice 1: David, please carefully inspect the head light connectors for damage or poor pin fit tension. Thank you,

**** NOTES 10/16/[redacted]2:47:11 PM clarify Action Type:Dealer contact
*** Performed by contact: David Seward, [redacted]
Result of Advice 1:pin tension feel good in both front head lamp conectors using a the same size pin t conector. also the connector shows no signs of abuse or natural wear

**** PHONE LOG 10/16/[redacted]2:57:29 PM JGossling-TL
Advice 1: David, if you do not see any signs of the head light connector overheating, I would like you to check for battery voltage at I/P - E pin 11 when the right head light is not functioning. Thank you,

*** Admin Note ***
Service alert escalated to CA as : K[redacted]84 on 10/16/2014

*** CASE CLOSE 10/24/[redacted]5:20 AM clarify
*** Performed by contact: David Seward, [redacted]
checked pin tension, ip-e circuit for constant voltage while head lamps are on, tested all associated grounds, performed wiggle test on all connectors in question but could not duplicate

Attachments

********** End Case Report T[redacted]54 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]08** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 9,843
Repair Date:
Prod Date: 10/24/2013
Warranty Start Date: 01/10/2014
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AL024 University KIA
Service District: SO09
Phone [redacted]
Contact: James Green
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 10/21/[redacted]1:10 AM clarify Action Type: Dealer contact
*** Performed by contact: James Green, *[redacted]529
*** This is a Request for Assistance ***

Problem Description :
FT RIGHT HEAD LIGHT OUT WENT TO CHANGE BULB FOUND PIG TAIL MELTED

Diagnostics Performed :
TRY TO CHANGE BULB

*** NOTES 10/21/[redacted]1:13 AM clarify Action Type: Dealer contact
*** Performed by contact: James Green, *[redacted]529
ALSO CK R-SIDE CONNECTOR ALSO MELTED A LITTLE
Additional Comments:ALSO CK R-SIDE CONNECTOR ALSO MELTED A LITTLE

*** PHONE LOG 10/21/[redacted]1:37 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: James, please replace the head lamp assembly, is the connector ok to reuse?

Because of this vehicles production date, please perform upgrade TSB SA164.

*** NOTES 10/21/2014 11:41 AM clarify Action Type: Dealer contact

*** Performed by contact: James Green, *[redacted]529
Result of Advice 1:IT'S THE CONNECTOR AT THE BULB BULT IN HEADLIGHT ASSLY DO I NEED TO REPLACE THE OTHER ONE TO ITS SLIGHTLY BURNT ADV

*** PHONE LOG 10/21/[redacted]2:13 PM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: James called in stating both head lamp connectors showing signs of excessive heat. Advised to replace both head lamp assemblies.

[redacted]

Attachments

********** End Case Report T[redacted]08 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]81** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL [redacted]
VIN: [redacted]
Prod Date: 09/10/2013
Port Options: CF
Factory Options:

Engine: 1.6L GDI
Mileage: 34,737
Warranty Start Date: 02/15/2014

Model Code:
Repair Date:
RO Number: [redacted]6

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AL034 KIA Store
Phone [redacted]
Contact: Kem Jackson

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

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Burned Out
Category: Repair Assistance

Case History

*** NOTES 10/21/[redacted]2:09 PM clarify Action Type: Dealer contact
*** Performed by contact: Kem Jackson, [redacted]
*** This is a Request for Assistance ***

Problem Description :
headlights go off,cust found connectors on both headlight bulbs melted

Diagnostics Performed :
check system, connectors are melted and head lights will go on and off, poor connection, grounds and voltage ok. is this a common problem, if no pig tail is available headlight assembly will have to be replaced. please advise.

*** PHONE LOG 10/21/[redacted]2:32 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Kem,
Please perform electrical TSB 058 and get your DPSM authorization to replace the head lamp housings, thanks!

[redacted]

Attachments

********** End Case Report T[redacted]81 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]67** 07/28/[redacted] 1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 9,681
Repair Date:
Prod Date: 02/11/2014
Warranty Start Date: 04/25/2014
RO Number: [redacted]8
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CT017 KIA of Milford
Service District: EA04
Phone [redacted]
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Right head light inop
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

[redacted]

Attachments

********** End Case Report T[redacted]67 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]03** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL [redacted]
VIN: [redacted]
Prod Date: 10/18/2013
Port Options: CF, CN, WL
Factory Options:

Engine: 1.6L GDI
Mileage: 18,527
Warranty Start Date: 01/16/2014

Model Code:
Repair Date:
RO Number: [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SC034 Benson KIA
Phone: [redacted]
Contact: RODNEY JOHNSON

Service District: SO07
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Email Updates Only
Category: Repair Assistance

Case History

*** NOTES 10/23/[redacted]6:58 AM clarify Action Type: Dealer contact
*** Performed by contact: Mike Vagi, [redacted]
*** This is a Request for Assistance ***

Problem Description :
C/S AT TIMES THE RIGHT OR LEFT HEADLAMP WILL NOT COME ON. SOMETIMES NEITHER ONE WILL COME ON.

Diagnostics Performed :
CHECKED CONNECTOR AT HEADLAMP AND WAS GOOD. REMOVED ACCESS CAPS TO CHECK CONNECTOR AND BULBS AND FOUND BOTH CONNECTORS MELTED. HARNESS IS PART OF HEADLAMPS. I NEED TO REPLACE BOTH HEADLAMPS BUT IS THERE A REASON FOR THIS? is there an UPDATED HEADLAMP ASSEMBLY? DIFFERENT BULBS? CAN I JUST ORDER NEW HEADLAMPS?

*** PHONE LOG 10/23/[redacted]7:14 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Mike,
Please perform electrical TSB 058 and replace the head lamp housings as needed.

*** CASE CLOSE 10/24/[redacted]8:14 AM clarify
*** Performed by contact: Mike Vagi, [redacted]
replaced headlamp assemblys

*** CASE CLOSE 01/12/[redacted]0:10 AM Pacific Daylight Time TCartagena-TL

Resolution Code: Stained
CLOSING COMMENTS
Reviewed and corrected TREAD coding as needed.

Attachments

********** End Case Report T[redacted]03 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]93** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 19,532
Repair Date:
Prod Date: 09/11/2013
Warranty Start Date: 11/17/2013
RO Number: [redacted]1
Port Options: CF
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AZ047 Camelback KIA
Service District: WE07
Phone [redacted]
Contact: Roberto Siqueiros
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Flicker intermittently and shut off
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

**** NOTES 10/23/[redacted]8:20:04 AM clarify Action Type:Dealer contact
*** Performed by contact: Roberto Siqueiros, [redacted]
*** This is a Request for Assistance ***

Problem Description :
Customer states the headlights flicker at night and shut off.

Diagnostics Performed :
Customer concern has not been able to be verified. Lights have not flickered or shut off at any point. Connectors to headlights have been inspected, not signs of damage or of it having a poor contacct.

**** PHONE LOG 10/23[redacted]8:34:10 AM JGossling-TL
Advice 1: Roberto, if the head light connector are not damaged or burnt. I would like you to check and see if TSB ele 058 has been performed. I would also like you to check the pin fit tension at the Smart Junction box and the
BCM. Thank you

**** NOTES 10/24/[redacted]2:10:26 PM clarify Action Type:Dealer contact
*** Performed by contact: Roberto Siqueiros, [redacted]
Result of Advice 1:Headlight connectors are not burnt or damaged. Smart Junction Box and BCM connector pins related to the headlight circuit have been inspected, tension is good and no loose pins found.

**** NOTES 10/24/[redacted]2:20:29 PM clarify Action Type:Dealer contact
*** Performed by contact: Roberto Siqueiros, [redacted]
Result of Advice 1:Also, TSB ele 058 has already been performed.

**** PHONE LOG [redacted] PM JGossling-TL
Advice 1: [redacted], you will need to duplicate the failure and see if the head light switch input in the BCM data shows the head lights on when the failure occurs. Thank you,

*** NOTES 10/27/[redacted]8:42 AM clarify Action Type: Dealer contact
*** Performed by contact: [redacted]
Result of Advice 1:Vehicle was driven for 40+ miles with the GDS and the concern could not be duplicated at this time.

*** PHONE LOG 10/27/[redacted]8:45 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Thanks for the update, I beleive there is a connector behind a cover of the head lamp assembly the we have seen melted, is this the one you inspected?

*** NOTES 10/27/2014 10:31 AM clarify Action Type: Dealer contact
*** Performed by contact: Roberto Siqueiros, [redacted]
Result of Advice 1:After further inspection of the connector, found the right connector behind the headlamp cover to have signs of it having been getting hot at some point (discoloration and plastic slightly melted). The left side connector seems fine, see no signs of it gotten hot at any point.

[redacted] Type:Outgoing call
Because of this vehicles production date, perform TSB ELE 058

[redacted]

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]77** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 20,148
Repair Date:
Prod Date: 09/06/2013
Warranty Start Date: 11/15/2013
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: PA063 Monroeville KIA
Service District: EA10
Phone [redacted]
Contact: Damien Zang
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Right side
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Software Upgrade
Category: Repair Assistance

Case History

**** PHONE LOG 10/28/[redacted]7:16:16 AM JGossling-TL
Advice 1: Damien, please replace the right head light assembly and make sure TSB electrical 058 has been performed. Thank you,

**** NOTES 10/28/[redacted]7:59:17 AM clarify Action Type:Dealer contact
*** Performed by contact: Damien Zang, [redacted]
*** This is a Request for Assistance ***

Problem Description :
Customer came in for state inspection, I found the drivers headlight does not work. When removing the bulb I found the connector inside the headlight assembly is melted and stuck to the headlight bulb. This headlight was replaced on 5-27-14 for the same concern.

Diagnostics Performed :
I checked all related wiring and fuses and do not see any other damage.

*** Admin Note ***
Service alert escalated to CA as : K[redacted]18 on 10/28/2014

*** CASE CLOSE 12/03/[redacted]7:48 AM clarify
*** Performed by contact: Damien Zang, [redacted]
Replaced drivers headlight assembly and performed bcm upgrade.

Attachments

********** End Case Report T[redacted]77 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]99** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 12,970
Repair Date:
Prod Date: 09/10/2013
Warranty Start Date: 11/04/2013
RO Number: [redacted]9
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX084 Viva KIA
Service District: SW05
Phone [redacted]
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Cant Duplicate
Category: Repair Assistance

Case History

*** NOTES 10/28/[redacted]8:17 AM clarify Action Type: Dealer contact
*** Performed by contact: Cesar Orozco, [redacted]
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES HEADLIGHTS ARE FLICKING AND TURN OFF ESPECIALLY WHEN TURN SIGNAL IS TURN ON TO THE LEFT.

Diagnostics Performed :
PEFORMED BCM UPDATE FOR HEADLIGHTS AS PER CAMPAIGN DID NOT FIX THE PROBLEM CHECKED FOR DTCS WITH GDS NON FOUND
WHAT WOULD BE THE NEXT STEP?

*** PHONE LOG 10/28/[redacted]7:32 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Cesar,
Please move the access covers on the back of the head lamp assembly's and check the head lamp connectors for melting.

*** NOTES 10/28/[redacted]8:52 AM clarify Action Type: Dealer contact
*** Performed by contact: Cesar Orozco, [redacted]
Result of Advice 1:inspected all connectors and pins for damage non found.
Additional Comments:light bulbs seem fine too?

[redacted]

[redacted] [redacted]

[redacted]

[redacted]

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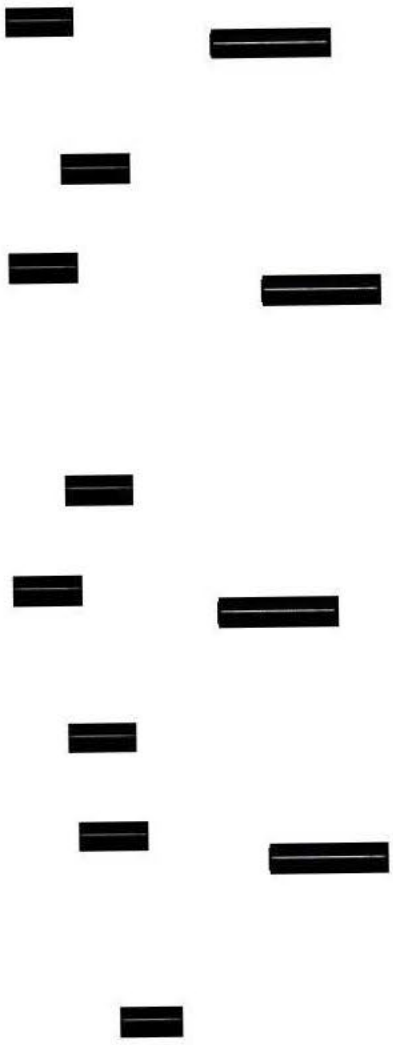
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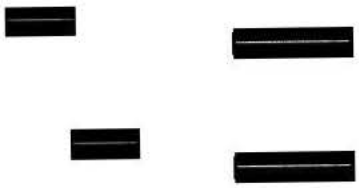
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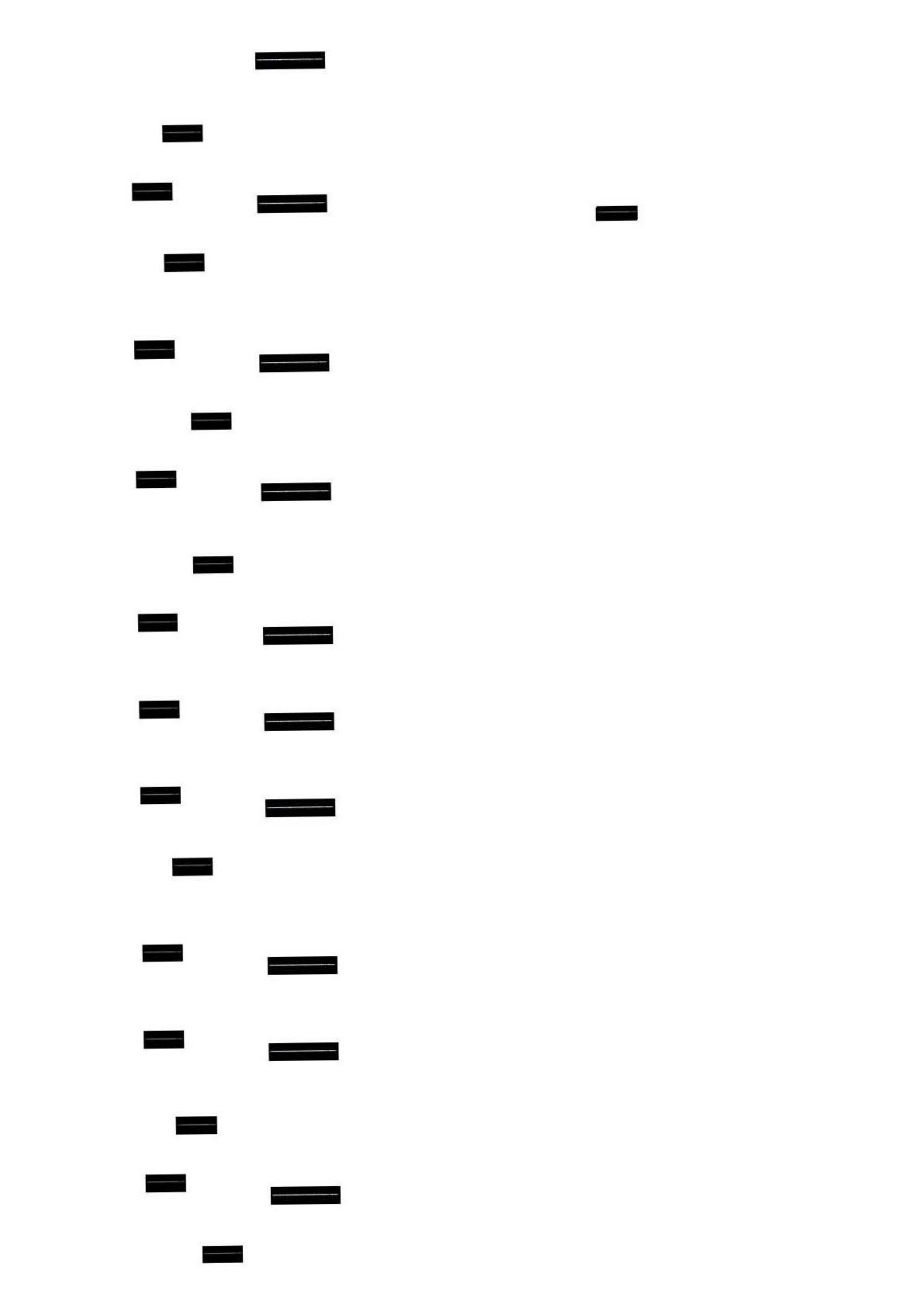
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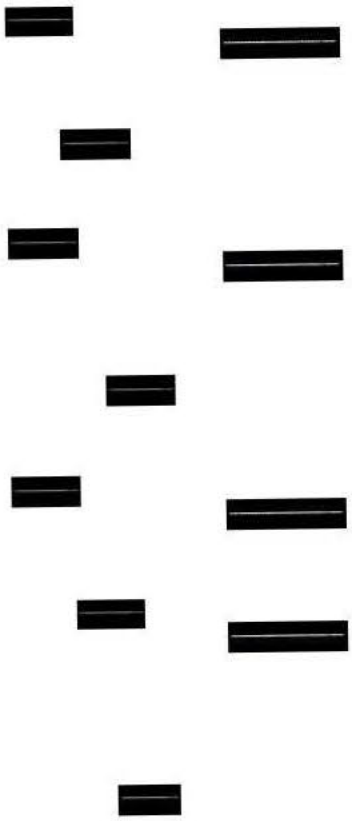
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Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]38** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 5,193
Repair Date:
Prod Date: 03/06/2014
Warranty Start Date: 06/05/2014
RO Number: [redacted]0
Port Options: CF, CN
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NE003 KIA of Lincoln
Service District: CE10
Phone [redacted]
Contact: JOHN FROHNER
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # "PS headlamp after C/M"
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Cust Took Vehicle
Category: Repair Assistance

Case History

*** NOTES 01/28/[redacted]2:47 PM clarify Action Type: Dealer contact
*** Performed by contact: John Frohner, *[redacted]017
*** This is a Request for Assistance ***

Problem Description :
Cust came in with DS headlight inop, already tried replacing bulb

Diagnostics Performed :
Found the center pin, ground, on the connector attached to the bulb was melted and not making good contact. Our wire harness repair kit does not have a connector for these new bulbs. Do you know if they have come out with more connectors for this? H13 bulb

*** PHONE LOG 01/28/[redacted]1:20 PM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: John, we may want visit your Dealer to inspect this vehicle, please park the vehicle and I will update you shortly.

*** PHONE LOG 01/28/[redacted]1:30 PM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: John, please inspect the other headlamp for a melted connector.
Please take photos of the melted connectors.
Was the headlamp bulb intact, [redacted]
number to the subject line.

*** NOTES 01/28/[redacted]2:17 PM clarify Action Type: Dealer contact

*** Performed by contact: John Frohner, *[redacted]017
Result of Advice 1:Sent pictures of both connectors. Only the ds one is melted. Customer replaced the bulb and threw out old one so we cannot get picture of the it

*** NOTES 01/28/[redacted]2:30 PM clarify Action Type: Dealer contact
*** Performed by contact: John Frohner, *[redacted]017
Result of Advice 1:customer says that the bulb was in one piece and didn't see anything wrong

*** PHONE LOG 01/28/[redacted]2:31 PM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: John, we will not be inspecting this vehicle, replace the faulty headlamp assembly. Thank you

*** CASE CLOSE 01/30/[redacted]2:22 PM clarify
*** Performed by contact: John Frohner, *[redacted]017
Ordered Headlamp Assembly

Attachments

********** End Case Report T[redacted]38 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]46** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 2,900
Repair Date:
Prod Date: 05/20/2014
Warranty Start Date: 11/01/2014
RO Number: [redacted]01
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA207 Roseville KIA
Service District: WE05
Phone: [redacted]
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # "PS headlamp after C/M"
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 01/28/[redacted]2:00 PM clarify Action Type: Dealer contact
*** Performed by contact: Paul Ella, *[redacted]0514
*** This is a Request for Assistance ***

Problem Description :
The left headlight is inop

Diagnostics Performed :
i removed the headlamp connector and the middle terminal is melted. Have you seen this before? I will order a new headlamp assy, the harness is internal in the unit.

*** PHONE LOG 01/28/[redacted]2:17 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Paul ,
Please order the headlamp assembly and do not install it or perform any repairs until you are contacted by Techline or Engineering, thanks!

[redacted]

[redacted]

Attachments

Case_T[redacted]46_MGoldwasser_01-[redacted]doc

********** End Case Report T[redacted]46 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]72** 07/28/[redacted]:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 5,116
Repair Date:
Prod Date: 05/10/2014
Warranty Start Date: 05/17/2014
RO Number: [redacted]5
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA186 Car Pros KIA
Service District: WE01
Phone: [redacted]
Contact: Ralph Brunt
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # "PS headlamp after C/M "
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Repaired by FTR
Category: Quality Review

Case History

[redacted]

Problem Description :
head light out

Diagnostics Performed :
verified left head light bulb out, inspect connector on left and right head light bulbs, found center pin melted on left and right head light bulbs, rec right and left head lamp assy's.
i contacted robert scholer at kma and left a message as he emailed me last week looking for this concern on these model vehicles. left a message for him at 9:13 am on 1-26-16

**** PHONE LOG 01/29/[redacted]0:00:18 AM JGossling-TL
Advice 1: Ralph, I will need to discuss this case with the Model Engineer and see if he receive your E - Mail. Thank you

**** PHONE LOG 01/29/[redacted]0:38:54 AM JGossling-TL
Advice 1: Ralph, Robert is aware of this vehicle and stated they are going to pick up the vehicle and bring it here to Kia for inspection. Robert is not sure on how they are going to bring the vehicle here (by towing the vehicle or having someone drive it here) . Note, Robert wanted me to make sure to reiterated to you, Do Not Repair the vehicle or release it back to the customer. The vehicle will be picked up. Thank you for your assistance as it is appreciated.

**** NOTES 01/29/[redacted]3:05:05 PM clarify Action Type:Dealer contact
*** Performed by contact: Ralph Brunt, [redacted]

Result of Advice 1:ok



Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]35** 07/28/[redacted] 1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 18,948
Repair Date:
Prod Date: 11/01/2013
Warranty Start Date: 12/27/2013
RO Number: [redacted]
Port Options: CF, CN, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: VA054 Pearson KIA
Service District: SO12
Phone [redacted]
Contact: MICHAEL STEWART
Contact Title: Exclusive Kia Technician
Contact Phone [redacted]

Case Details

Title: Lighting - External - Head lights inop # PS headlamps in op after C/M
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Burned Out
Category: Repair Assistance

Case History

[redacted]

********** End Case Report T[redacted]35 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]99** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 11,227
Repair Date:
Prod Date: 02/18/2014
Warranty Start Date: 07/22/2014
RO Number: [redacted]5
Port Options: CF, CN, CT, EH, HF, MUG, PED, SPL, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: RI002 Grieco KIA
Service District: EA03
Phone [redacted]
Contact: Benjamin Litchfield
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Horns
Resolution: Damaged Component
Category: Repair Assistance

Case History

*** NOTES 02/13/[redacted]7:14 AM clarify Action Type: Dealer contact
*** Performed by contact: Benjamin Litchfield, [redacted]
*** This is a Request for Assistance ***

Problem Description :
L/F BULB IS INOP. REMOVED BULB FROM CONNECTOR. FOUND MIDDLE PIN TO BE MELTED AN[redacted].

Diagnostics Performed :
CHECKED POWER AT CONNECTOR C115-L PINS 3&2, BATTERY BOLTAGE PERSENT, PINS HAVE NO DAMAGE. CHECKED FOR GROUND AT PINS 6&7 GOOD GROUND. PINS HAVE NO DAMAGE. CHECKED CHASSIS GROUND GC101. NO PROBLEMS NOTICED. SWITCHED BULB TO R/F HEADLIGHT, BULB IS OPERATING. DIAG HAS LEAD ME TO BELIEVE THE WIRING IN HEADLIGHT ASSEMBLY IS FAULTY.

*** NOTES 02/13/[redacted]7:22 AM clarify Action Type: Dealer contact
*** Performed by contact: Benjamin Litchfield, [redacted]
WHEN BULB IS REMOVED FROM L/F HEADLIGHT ASSEMBLY AND PLUGED INTO CONNECTOR THE BULB WILL ILLUMINATE, PLACE BULB IN HEADLIGHT ASSEMBLY AND RECONNECT, THE BULB WILL NOT ILLUMINATE
Additional Comments:WHEN BULB IS REMOVED FROM L/F HEADLIGHT ASSEMBLY AND PLUGED INTO CONNECTOR THE BULB WILL ILLUMINATE, PLACE BULB IN HEADLIGHT ASSEMBLY AND RECONNECT, THE BULB WILL NOT ILLUMINATE

*** PHONE LOG 02/13/[redacted]7:23 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Benjamin,

[redacted]

Attachments

********** End Case Report T[redacted]99 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]13** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 13,109
Repair Date:
Prod Date: 01/20/2014
Warranty Start Date: 03/07/2014
RO Number: [redacted]5
Port Options: CF, CN
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WA011 Performance KIA
Service District: WE08
Phone [redacted]
Contact: Brett Raymer
Contact Title: Shop Foreman
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # intermittently
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

[redacted]

Problem Description :
verified concern, left headlamp inop occasionally.when this happens, can switch to high beams and then back to low beams and starts working ok. check for power, ground at headlamp
assy, have B+ Voltage and ground at pin3 and pin 7, but no headlamp operation. I can disconnect RF working headlamp assy, and then plug right back min and RF will become inop(but also has power and ground)... circuit protection?
I suspect poss switch concern? IPM has been replaced for this concern previously. Have you seen this before? Thanks.

Diagnostics Performed :
GDS

*** PHONE LOG 02/21/[redacted]9:25 AM Pacific Daylight Time RLevy-TL Action Type:Outgoing call
Advice 1: Yes, this system uses the IPS switches in the smart junction box which are basically like circuit breakers. If there is a short to ground the IPS will just shut off until the ground is gone. I have seen internal shorts in the headlight itself as well as the wire harness between the headlight and junction box connectors. If you can duplicate this disconnect the headlight and junction box connector I/P-E and check for ground on pins 11 or 21. If there is not then I would try a known good or new RF headlight assembly.

*** Admin Note ***

[redacted]

Attachments

********** End Case Report T[redacted]13 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]744 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 21,659
Repair Date:
Prod Date: 11/06/2013
Warranty Start Date: 12/26/2013
RO Number: [redacted]1
Port Options: CF, CN, CT
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA186 Car Pros KIA
Service District: WE01
Phone [redacted]
Contact: Jose Guardado
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Left head light assembly.
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Burned Out
Category: Repair Assistance

Case History

[redacted]

Problem Description :
CUSTOMER STATES LEFT HEAD LAMP BULB IS NOT WORKING

Diagnostics Performed :
VERIFIED CONCERN FOUND LAMP WIRING MELTED ON LF LAMP..CHECKED RF LAMP AND ITS STERTING TO MELT..CHECKED SA164 AND SEEMS IT ALREADY BEEN PERFORMED ON SERVICE ACTION HISTORY..DO I JUST REPLACE LAMPS?OR IS THERE OTHER PROCEDURE FIRST.

**** PHONE LOG 02/23/[redacted]0:43:06 AM JGossling-TL
Advice 1: Jose, based off of your information both the head light assemblies will need to be replaced with authorization from you dpsm. Please keep me up to date on the repair. Thank you,

*** Admin Note ***
Service alert escalated to CA as : K[redacted]87 on 02/23/2015

*** CASE CLOSE 02/26[redacted]0:42 AM clarify
*** Performed by contact: Jose Guardado, [redacted]
replaced both head lamps

Attachments

********** End Case Report T[redacted]44 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]77** 07/28/[redacted] 1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 8,627
Repair Date:
Prod Date: 03/11/2014
Warranty Start Date: 05/17/2014
RO Number: [redacted]
Port Options: CF, CN, MUG
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX106 Archer KIA
Service District: SW07
Phone [redacted]
Contact: HUNG NGUYEN
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Manufacturing Defect
Category: Quality Review

Case History

[redacted]

********** End Case Report T[redacted]77 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]94** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN: [redacted]
Prod Date: 02/18/2014
Port Options: CF, CN, WL
Factory Options:

Engine: 1.6L GDI
Mileage: 16,016
Warranty Start Date: 04/25/2014

Model Code:
Repair Date:
RO Number: [redacted]3

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA008 KIA of Augusta
Service District: SO07
Phone [redacted]
Contact: Jason Haney
Contact Title: Exclusive Kia Technician
Contact Phone [redacted]

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** NOTES 02/27/[redacted]9:08 AM clarify Action Type: Dealer contact
*** Performed by contact: Jason Haney, [redacted]
*** This is a Request for Assistance ***

Problem Description :
headlight plug looks burnt

Diagnostics Performed :
i confirmed the customers concern. i checked the the plugs on both headlight bulbs so i checked the connector that connects to the headlight assembly. it was fine no burnt spots and all power and ground was right on all pins on both

*** PHONE LOG 02/27/[redacted]9:21 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Jason, please replace both headlamp assemblies and recheck operation. Thank you

*** CASE CLOSE 03/03/[redacted]4:42 AM clarify
*** Performed by contact: Jason Haney, [redacted]
waiting on parts

Attachments

********** End Case Report T[redacted]94 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]41** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 10,963
Repair Date:
Prod Date: 03/31/2014
Warranty Start Date: 07/16/2014
RO Number: [redacted]2
Port Options: CF, CN, HF, RS, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IL055 Shottenkirk KIA of Quincy
Service District: CE10
Phone [redacted]
Contact: Zach Powell
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: MIL - BCM # B[redacted]0 - lights go out
Symptom: Headlights Inop
System: Body Electrical
Component:
Resolution: Information Given
Category: Repair Assistance

Case History

[redacted]

Problem Description :
the customer states that the right head light low beam will just stop working, next it was right side head light and tail light, and now both head lamps stop working last night. this only happens to him at night and we can not get it to at up. he has a few warning tickets to prove the complaint is happening

Diagnostics Performed :
checked connectors and grounds good. code [redacted]0 head lamp rh scg

*** PHONE LOG 03/05/[redacted]8:26 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Zach. Please perform the actuation tests for the head lights and do a voltage drop test to the head lights. If no problems are found, do the wiring inspections for the code in KGIS. We have seen the IPM cause this concern in a few cases.

*** CASE CLOSE 03/26/[redacted]8:29 AM Pacific Daylight Time TThomas-TL

Resolution Code: Information Given
CLOSING COMMENTS

Attachments

********** End Case Report T[redacted]41 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]78** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 33,414
Repair Date:
Prod Date: 02/06/2014
Warranty Start Date: 04/22/2014
RO Number: [redacted]9
Port Options: CF, CN, MUG, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IN008 Evansville KIA
Service District: CE09
Phone [redacted]
Contact: JEFFREY WITTGEN
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** NOTES 03/09/[redacted]1:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Jeffrey Wittgen, *[redacted]3534
*** This is a Request for Assistance ***

Problem Description :
Intermittenly, either the left or right high and low beam head lights are inop, or both at the same time.

Diagnostics Performed :
GDS, HISTORY CODES in the IPM: B2510, head lamp high rh scg, B2511,head lamp high lh scg, B2512 head lamp low rh scg, B2513 head lamp low lh scg. Inspected wiring and connector I/PE, no loose pins or shorts found so far, do I possibly have a bad IPM and or have you seen this before, and what else should I check thanks.

*** PHONE LOG 03/09/[redacted]2:17 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Jeffrey,
Please inspect the left and the right head lamp bulb connectors and see if the terminals are melted?

*** NOTES 03/09/[redacted]2:23 PM clarify Action Type: Dealer contact
*** Performed by contact: Jeffrey Wittgen, *[redacted]3534
Result of Advice 1:Yes sir they sure are, new head lamps?

*** PHONE LOG 03/09/[redacted]2:25 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Jeffrey,
Please replace the left and right head lamp assemblies per your DPSM authorization and complete electrical TSB 058.

*** NOTES 03/11/[redacted]7:24 AM clarify Action Type: Dealer contact
*** Performed by contact: Jeffrey Wittgen, *[redacted]3534
Result of Advice 1:The gds says the ELE 058 doesn't apply to this vehicle?

*** PHONE LOG 03/11/[redacted]7:30 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Jeffrey,
This means that BCM already has this update.
Go ahead and just replace the head lamp assemblies.

*** NOTES 03/11/[redacted]7:38 AM clarify Action Type: Dealer contact
*** Performed by contact: Jeffrey Wittgen, *[redacted]3534
Result of Advice 1:Thanks for the help!!!!

*** RESEARCH LOG 03/11/[redacted]8:07 AM Pacific Daylight Time MGoldwasser Action Type:Administrative task
No problem!

*** CASE CLOSE 03/13/[redacted]7:37 AM clarify
*** Performed by contact: Jeffrey Wittgen, *[redacted]3534
Replaced both head lamp assemblies

Attachments

********** End Case Report T[redacted]78 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]34** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN [redacted]
Mileage: 36,910
Repair Date:
Prod Date: 10/17/2013
Warranty Start Date: 12/02/2013
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IA014 McGrath KIA
Service District: CE10
Phone [redacted]
Contact: John Fox
Contact Title: Exclusive Kia Technician
Contact Phone: [redacted]

Case Details

Title: Lighting - External - Head lights inop # Melted connectors
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Damaged Component
Category: Repair Assistance

[redacted]
left headlamp out.

Diagnostics Performed :
inspected headlamp bulb, ok. found connector at headlamp bulb melted, passenger also melted but no as bad.

*** PHONE LOG 03/11/[redacted]6:37 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: John, please replace both head lamp assemblies.

Based on the production date, perform TSB ELE 058 SA164

*** CASE CLOSE 04/25/[redacted]9:00 AM clarify
*** Performed by contact: John Fox, [redacted]
replaced both headlamps

Attachments

********** End Case Report T[redacted]34 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]48** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 21,088
Repair Date:
Prod Date: 11/02/2013
Warranty Start Date: 12/30/2013
RO Number: [redacted]3
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NC053 Battleground KIA
Service District: SO08
Phone [redacted]
Contact: Manuel Cruz
Contact Title: Exclusive Kia Technician
Contact Phone [redacted]

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Software Upgrade
Category: Repair Assistance

Case History

[redacted]

Problem Description :
Customer states sometimes headlights are dim or just don't work at times and has to use high beams.

Diagnostics Performed :
Found connectors within headlights going to bulb to be melted and burned around center pin. I see SA164 available but don't know if this could be related. Checked ground for circuits and looked for damage to harness. No concern found. Please advise.

*** PHONE LOG 03/13/[redacted]7:21 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Manuel,
Please perform electrical TSB 058 and replace the headlamp assemblies as needed, thanks!

[redacted]

Attachments

********** End Case Report T[redacted]48 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]90** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN: [redacted]
Prod Date: 10/18/2013
Port Options: CF, CN, WL
Factory Options:

Engine: 1.6L GDI
Mileage: 24,557
Warranty Start Date: 12/28/2013

Model Code:
Repair Date:
RO Number: [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SC034 Benson KIA
Service District: SO07
Phone: [redacted]
Contact: RODNEY JOHNSON
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Melted connectors
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Elec Connection Poor
Category: Repair Assistance

Case History

*** NOTES 03/17/[redacted]5:26 AM clarify Action Type: Dealer contact
*** Performed by contact: Mike Vagi, [redacted]
*** This is a Request for Assistance ***

Problem Description :
C/S R/S HEADLAMP GOES ON AND OFF AND THEY HAVE ALREADY REPLACED THE BULB ONCE.

Diagnostics Performed :
FOUND R/S HEADLAMP INOP AND D/S WILL GO OUT IF YOU TAP ON LAMP. FOUND BOTH CONNECTORS TO BULBS ARE MELTED. HAVE HAD THIS SEVERAL TIMES BEFORE AND JUST WANT TO BE SURE WE ARE STILL REPLACING THE HEADLAMPS OR IS THERE A NEW FIX PLUS REPLACE?

*** PHONE LOG 03/17/[redacted]6:13 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Mike, please replace the head lamp assemblies with the melted connectors.

Make sure the SA164 BCM upgrade has been performed

*** CASE CLOSE 03/27/[redacted]1:32 AM clarify
*** Performed by contact: Mike Vagi, [redacted]
replaced headlamps

Attachments

********** End Case Report T[redacted]90 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]82** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 47,730
Repair Date:
Prod Date: 10/21/2013
Warranty Start Date: 12/06/2013
RO Number: [redacted]5
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL093 Bev Smith KIA
Service District: SO03
Phone [redacted]
Contact: Shawn Mohammed
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component:
Resolution: Faulty Component
Category: Repair Assistance

Case History

[redacted]

*** PHONE LOG 03/18/[redacted]7:29 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Shawn, inspect the head lamp connectors behind the cover and replace if signs of overheating is found.
Advice 2: If it has not been done previously, perform SA164 BCM upgrade based on the production date

*** CASE CLOSE 04/17/[redacted]2:46 PM Pacific Daylight Time SOkimura

Resolution Code: Faulty Component
CLOSING COMMENTS
Perform BCM upgrade

Attachments

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]47** 07/28/[redacted]1:06:38 AM

Vehicle Data

Mode[redacted] **Engine:** 1.6L GDI **Model Code:**

VIN: [redacted] **Mileage:** 8,850 **Repair Date:**

Prod Date: 02/04/2014 **Warranty Start Date:** 04/11/2014 **RO Number:** [redacted]

Port Options: CF, WL

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX106 Archer KIA **Service District:** SW07

Phone[redacted]

Contact: HUNG NGUYEN **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: Lighting - External - Head lights inop #

Symptom: Headlights Inop

System: Body Electrical

Component: Head Lamps

Resolution: Faulty Component **Category:** Quality Review

Case History

*** NOTES 03/18/[redacted]0:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Hung Nguyen, [redacted]
*** This is a Report for Quality Concern ***

Problem Description :
C/s right side head light not working

Diagnostics Performed :
found the head light bulb connector burn out
replaced the head light assembly

*** CASE CLOSE 03/18/[redacted]0:43 AM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component
CLOSING COMMENTS
The tech replaced the headlamp assembly to correct this concern.

Attachments

********** End Case Report T[redacted]47 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]73** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 13,525
Repair Date:
Prod Date: 12/26/2013
Warranty Start Date: 03/03/2014
RO Number: [redacted]
Port Options: CF, SP, SPL, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL083 Greenway KIA West
Service District: SO03
Phone [redacted]
Contact: Terry [redacted]man
Contact Title: Exclusive Kia Technician
Contact Phone: [redacted]

Case Details

Title: Lighting - External - Head lights inop # Flashing while driving
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: Cant Duplicate
Category: Repair Assistance

Case History

**** NOTES 03/19/[redacted]4:54:45 AM clarify Action Type:Dealer contact
*** Performed by contact: Terry [redacted]man, [redacted]
*** This is a Request for Assistance ***

Problem Description :
CUS STATES WHILE DRIVING LOW BEAM, HEADLAMP FLASHES ON&OFF INTERMITTENTLY,SEEMS LIKE WHEN BLINKERS ARE ON.

Diagnostics Performed :
PERFORMDIAG. CHECK OF SYSTEM. CHECK ALL RELATIVE CIRCUIT , WIGGLE TEST HARNESS. ROAD TEST VEH . COULD NOT CONFIRM CUS. CONCERN... ANY SIMILAR CONCERNS ON YOUR END.

**** PHONE LOG 03/19/[redacted]6:33:24 AM JGossling-TL
Advice 1: Terry,
Please check the head light connectors and see if they are melted. Thank you,

**** PHONE LOG 03/25/[redacted]1:52:28 PM JGossling-TL
Advice 1: I really need an update on this case. Thank you,

**** PHONE LOG 03/30/[redacted]0:07:47 AM JGossling-TL
Advice 1: Terry,
I really need an update on this case ?????. Thank you,

*** PHONE LOG 04/01/[redacted]5:10 AM Pacific Daylight Time SCamarillo-TL Action Type:Incoming call
Advice 1: Tech called in headlight connectors looked fine, no melting . Tech states customer cannot leave car for further testing but did state the headlights seem to come on when using turn signals, may have problem with multifunction switch.

*** PHONE LOG 04/01/[redacted]1:02 AM Pacific Daylight Time JGossling-TL Action Type:Incoming call
Advice 1: Terry called in and stated he has never been able to duplicate the customer concern. But the customer states this concern occurs when using the turn signal. Terry is concerned with this being the 2nd time the vehicle has been in for this concern. I advised for Terry to see if the customer will allow him to test drive the vehicle home for a few days to see if he can duplicate the failure. I also recommended to have the GDS connected and set up to monitor the head light switch input to see if the system indicates the head light switch is on when the failure occurs

*** CASE CLOSE 05/19/[redacted]6:01 AM clarify
*** Performed by contact: Terry [redacted]man, [redacted]
PERFORM ROAD TEST VEN NOT ABLE TO DUPLICATE

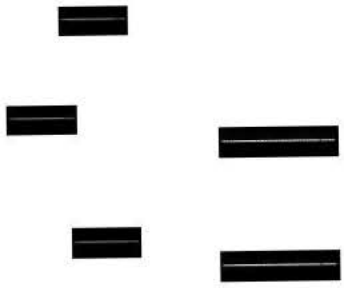
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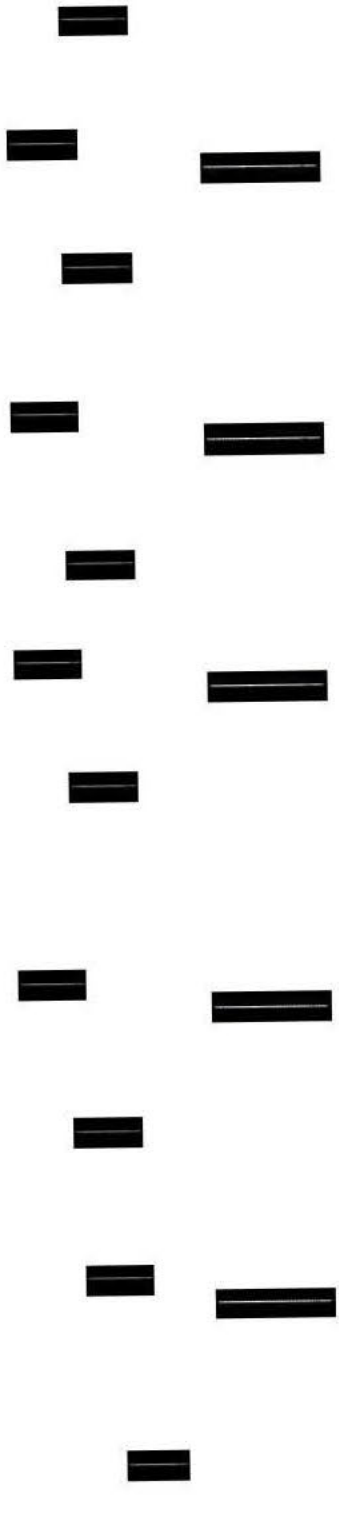
********** End Case Report T[redacted]73 **********

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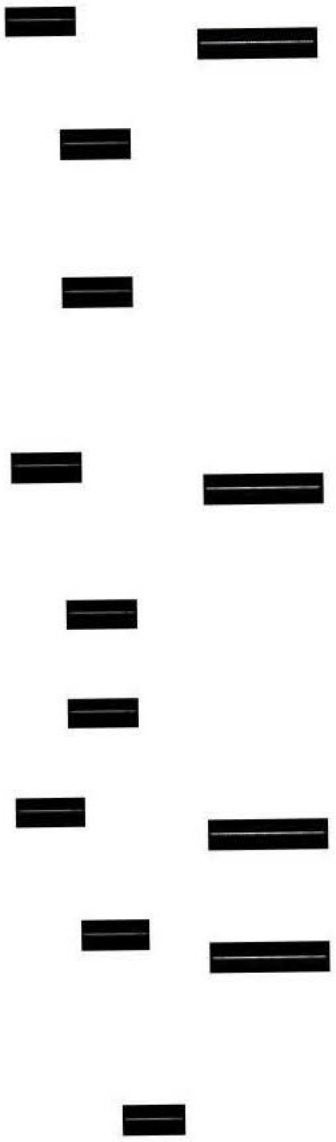
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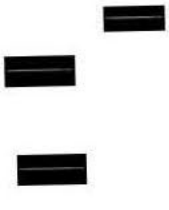
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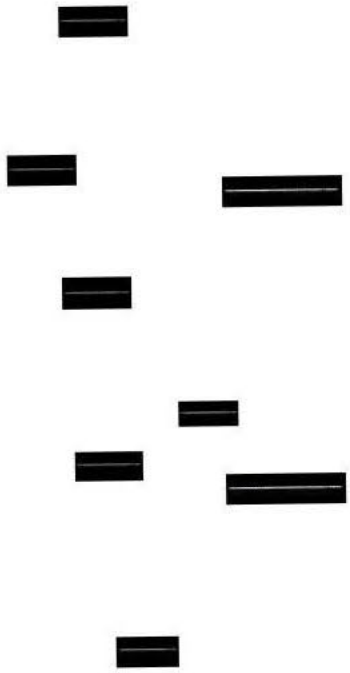
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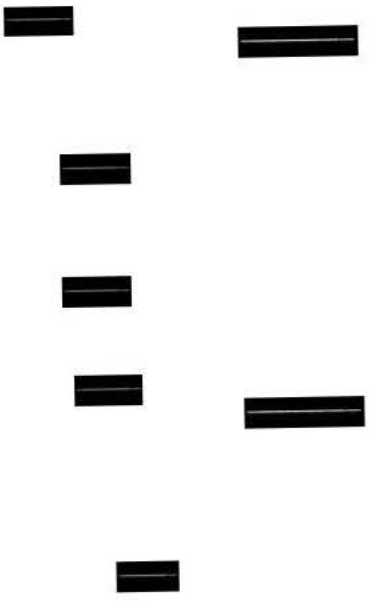


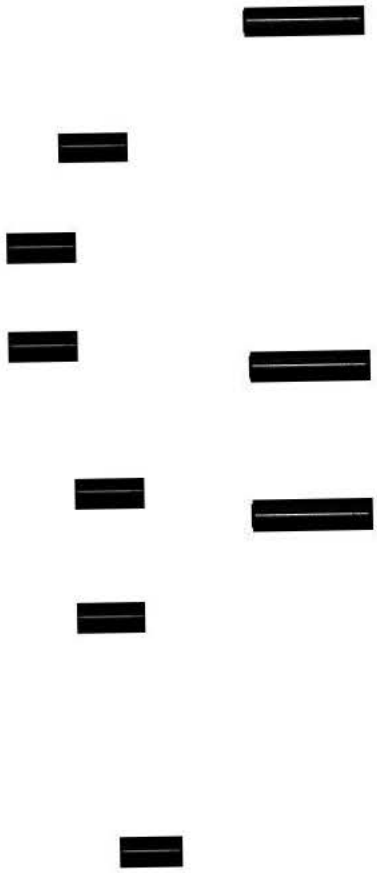


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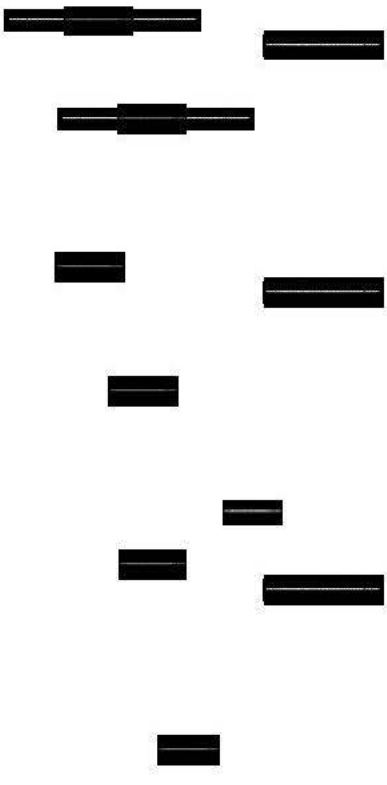
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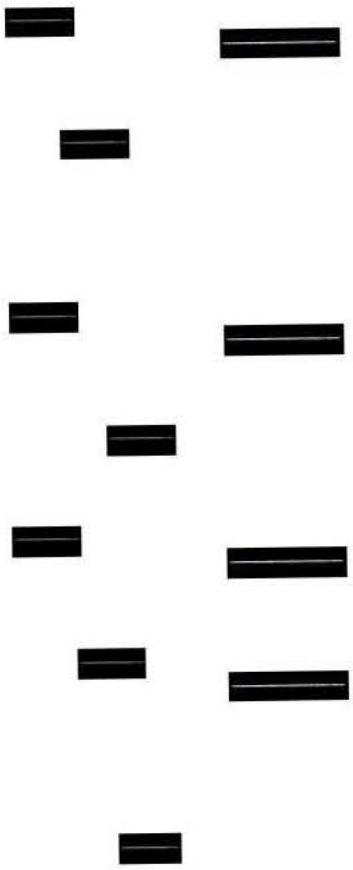
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Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]65** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 30,161
Repair Date:
Prod Date: 10/21/2013
Warranty Start Date: 11/20/2013
RO Number: [redacted]34
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA233 Valley KIA
Service District: WE06
Phone [redacted]
Contact: Alfredo Olguin
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Electrical System - General # Head and dash lights flicker w/turnsignals
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 07/14/[redacted]7:28 AM clarify Action Type: Dealer contact
*** Performed by contact: Alfredo Olguin, [redacted]
*** This is a Request for Assistance ***

Problem Description :
Customer states, head lights will flicker on ans off when using turn signal or when going over bups.

Diagnostics Performed :
Inspect it found customers consorne was dupplicate, when head light are on and used of turn signal ligts flickes and found dash light will flick as well, any advice on this case? have we had this consorne befor?

*** PHONE LOG 07/14/[redacted]7:44 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Alfredo, check for any add-on accessories. Make sure connector I/P-D i snapped in all the way. If ok, try a known good SJB and let me know the results.

*** PHONE LOG 07/14/[redacted]0:54 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Advice 1: Tech called in. He states both headlamps had melted connectors internal to the headlamps. Advised him to inspect both headlamps grounds and have DPSM approve replacement of both headlamp assemblies.

*** CASE CLOSE 07/17/[redacted]8:06 AM clarify
*** Performed by contact: Alfredo Olguin, [redacted]

Replace head lamps

Attachments

********** End Case Report T[redacted]65 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]47** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 20,353
Repair Date:
Prod Date: 11/18/2013
Warranty Start Date: 01/08/2014
RO Number: [redacted]0
Port Options: WL, CF, CN, CT
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX084 Viva KIA
Service District: SW05
Phone [redacted]
Contact: Alan Pena
Contact Title: Dual Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Information Given
Category: Repair Assistance

Case History

**** NOTES 07/14/[redacted]9:47:31 AM clarify Action Type:Dealer contact
*** Performed by contact: Alan Pena, [redacted]
*** This is a Request for Assistance ***

Problem Description :
FOUND PASSENGERS LOW BEAMS NOT WORING PROPERLY

Diagnostics Performed :
DISCONNECTED LOW BEAMS AND FOUND HARNESS IN HEADLAMP MELTED ON THE CONNECTOR SIDE

**** PHONE LOG 07/14/[redacted]9:53:49 AM JGossling-TL
Advice 1: Alan,
The passenger head light will need to be replaced. Note, make sure to check the drivers side connector for melting. Thank you,

*** CASE CLOSE 07/15/[redacted]1:35 AM clarify
*** Performed by contact: Alan Pena, [redacted]
replaced right headlamp

Attachments

********** End Case Report T[redacted]47 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]10** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN [redacted]
Mileage: 11,460
Repair Date:
Prod Date: 12/03/2013
Warranty Start Date: 10/27/2014
RO Number: [redacted]1
Port Options: CF, CMC, CN, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL123 Sunset KIA of Sarasota
Service District: SO16
Phone: [redacted]
Contact: Lionel Schmecko
Contact Title: Shop Foreman
Contact Phone:

Case Details

Title: Lighting - External - Park lights inop # Park light intermittently come on
Symptom: Improper Operation
System: Body Electrical
Component:
Resolution: Information Given
Category: Repair Assistance

Case History

**** NOTES 07/15/[redacted]1:22:48 PM clarify Action Type:Dealer contact
*** Performed by contact: Lionel Schmecko, [redacted]
*** This is a Request for Assistance ***

Problem Description :
HEADLIGHTS STAY ON BATTERY GOES DEAD.

Diagnostics Performed :
AFTER ABOUT 6 HRS SITTING, VEHICLE PARK LIGHTS COME ON,THIS IS WITH THE HEADLIGHT SWITCH IN THE ON POSITION AND VEHICLE LOCKED AND OFF.FOUND TSB ELE 058 PERTAINING TO BCM UPGRADE,PLEASE ADVISE THANK YOU.

**** PHONE LOG 07/15/[redacted]1:37:45 PM JGossling-TL
Advice 1: Lionel,
Have you actually duplicated the concern ?. Thank you,

**** NOTES 07/15/[redacted]1:57:24 PM clarify Action Type:Dealer contact
*** Performed by contact: Lionel Schmecko, [redacted]
Result of Advice 1:Jerry,sorry I failed to mention that the vehicle is here at the dealership and has been since 11 am and parking lights came on about 5pm,yes concern was duplicated thank you.

**** PHONE LOG 07/15/[redacted]2:01:26 PM JGossling-TL
Advice 1: Lionel,
Please use the GDS and check to see if you have a parking light on input from the multifunction switch in the BCM data. If no input is found check to see if the BCM is requesting a on input to the smart junction box. If you are not sure about the on inputs you can always compare the input to a known

good vehicle. Thank you,

**** NOTES [redacted] PM clarify Action Type:Dealer contact
*** Performed by contact: Lionel Schmecko, [redacted]
Result of Advice 1:Jerry,I do have parking light on input in BCM data.Thank you.

**** PHONE LOG [redacted] PM JGossling-TL
Advice 1: Lionel,
I tried to reach you by phone but the service department was already closed. Could you please return my phone call at 8 : 00 AM pacific standard time.
Thank you,

**** PHONE LOG [redacted] AM JGossling-TL
Advice 1: I returned Lionel's phone call to review the case with him. I advised to leave the windows down in the vehicle for easy access. Next I advised to try and duplicate the concern and if possible to disconnect connector M04-B from the BCM to see if the lights go out. If Lionel finds the light go out he will need to replace the BCM, if the lights stay on Lionel will need to replace the Smart junction box.

*** PHONE LOG 07/21/[redacted]2:02 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Please update " OR " close the case. Thank you,

*** CASE CLOSE 07/27/[redacted]1:27 PM Pacific Daylight Time JGossling-TL

Resolution Code: Information Given
CLOSING COMMENTS
No response from Technician.

Attachments

********** End Case Report T[redacted]10 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]34** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 23,760
Repair Date:
Prod Date: 11/19/2013
Warranty Start Date: 01/27/2014
RO Number: [redacted]2
Port Options: CF, HF, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL019 Galeana KIA
Service District: SO16
Phone [redacted]
Contact: Carl Hurd
Contact Title: Exclusive Kia Technician
Contact Phone: [redacted]

Case Details

Title: MIL - IPM # B[redacted]0 - B[redacted]0
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Elec Short to Ground
Category: Repair Assistance

Case History

*** NOTES 07/16/[redacted]4:44 AM clarify Action Type: Dealer contact
*** Performed by contact: Carl Hurd, [redacted]
*** This is a Request for Assistance ***

Problem Description :
head lights quit at times

Diagnostics Performed :
gds scan= [redacted]00 b[redacted]0 inspected rh harness and connections ,no load concerns found yet.int concern only occurs onces.recommend any other monitored steps?

*** PHONE LOG 07/16/[redacted]5:17 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Carl, inspect the harness for any accident or rodent damage, remove the headlamp connector cover and inspect the light purple connector for overheating. Thank you

*** NOTES 07/16/[redacted]5:28 AM clarify Action Type: Dealer contact
*** Performed by contact: Carl Hurd, [redacted]
Result of Advice 1:no damage found

*** PHONE LOG 07/16/[redacted]5:43 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Carl, you will need to duplicate the customers concern so a proper diagnosis can be made, please do not attempt any repairs until the

concern has been duplicated. Thank you

*** CASE CLOSE 07/16/[redacted]6:13 AM clarify
*** Performed by contact: Carl Hurd, [redacted]
turn signal switch

Attachments

********** End Case Report T[redacted]34 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]39** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 16,863
Repair Date:
Prod Date: 11/25/2013
Warranty Start Date: 05/13/2014
RO Number: [redacted]3
Port Options: CF, CN, CT, HF, SP
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: LA032 Premier KIA of Kenner
Service District: SW04
Phone: [redacted]
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # and Dash - Flicker intermittently
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: Cant Duplicate
Category: Repair Assistance

Case History

*** NOTES 07/16/[redacted]2:17 PM clarify Action Type: Dealer contact
*** Performed by contact: Bryant Coyne, [redacted]
*** This is a Request for Assistance ***

Problem Description :
cust states that when driving at night the dash light and the head light started flickering going on and off,

Diagnostics Performed :
test drove as of right now can not get it to do it, checked around the fuse box all looks good dimer switch seems to be working normal

*** PHONE LOG 07/16/[redacted]2:22 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Bryant,
You will need to consistently duplicate this concern to be able to diagnose the cause of the issue. Thank you,

*** CASE CLOSE 07/17/[redacted]1:08 AM clarify
*** Performed by contact: Bryant Coyne, [redacted]
let car run in stall with lights on and then test drove car 30 mile and lights never flickered

Attachments

********** End Case Report T[redacted]39 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]27** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL **Engine:** 1.6L GDI **Model Code:**

VIN: [redacted] **Mileage:** 10,704 **Repair Date:**

Prod Date: 11/15/2013 **Warranty Start Date:** 01/31/2014 **RO Number:** [redacted]28

Port Options: CN, CT, WL, CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AZ032 Mark KIA **Service District:** WE07

Phone [redacted]

Contact: Russell Hahn **Contact Title:** Exclusive Kia Technician **Contact Phone:**

Case Details

Title: Lighting - External - Head lights inop #

Symptom: Headlights Inop

System: Body Electrical

Component:

Resolution: Faulty Component **Category:** Repair Assistance

Case History

*** NOTES 07/17/[redacted]2:44 PM clarify Action Type: Dealer contact
*** Performed by contact: Russell Hahn, *[redacted]015
*** This is a Request for Assistance ***

Problem Description :
Both headlights are inop at times, and other times it is one side or the other. Removing and reinstalling the bulbs restores operation temporarily. But after cycling the switch a few times the lights are inop again.

Diagnostics Performed :
Both bulbs were replaced at a prior visit.

*** PHONE LOG 07/17/[redacted]2:50 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Russell, please inspect the light purple connectors for signs of overheating, if they look like they got hot the headlamp should be replaced.

*** NOTES 07/17/[redacted]1:04 PM clarify Action Type: Dealer contact
*** Performed by contact: Russell Hahn, *[redacted]015
Result of Advice 1:I didn't even notice that when I unplugged them. Both connectors are melted in the center. Thanks.

*** RESEARCH LOG 07/17[redacted]1:08 PM Pacific Daylight Time SOkimura Action Type:Administrative task
Update the case after the repair

** Admin Note ***
ervice alert escalated to CA as : K[redacted]17 on 07/17/2015

*** CASE CLOSE 07/28/[redacted]:05 AM Pacific Daylight Time SOkimura

Resolution Code: Faulty Component
CLOSING COMMENTS
Replace head lamp assemblies

Attachments

********** End Case Report T[redacted]27 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]32** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL **Engine:** 1.6L GDI **Model Code:**

VIN [redacted] **Mileage:** 22,465 **Repair Date:**

Prod Date: 10/25/2013 **Warranty Start Date:** 12/16/2013 **RO Number:** [redacted]0

Port Options: CF, CN, HF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: MO012 Roper KIA **Service District:** CE05

Phone [redacted]

Contact: Phillip Lance **Contact Title:** Exclusive Kia Technician **Contact Phone:** [redacted]

Case Details

Title: Electrical System - General # Lights flickering - Radio - cluster - console

Symptom: Improper Operation

System: Body Electrical

Component: Grounds (General)

Resolution: Cust Took Vehicle **Category:** Repair Assistance

Case History

**** NOTES 07/20/[redacted]6:27:43 AM clarify Action Type:Dealer contact
*** Performed by contact: Phillip LANCE, [redacted]
*** This is a Request for Assistance ***

Problem Description :
Customer concern of radio, console, and cluster lights flickering. Customer also added that the headlights and headlight indicator go off and come back on while this is happening.

Diagnostics Performed :
this is the 2nd visit. First visit, another tech worked on it and was unable to duplicate concern. He performed alternator and battery test. Both tested good. Said he checked grounds under hood and they appeared ok as well. to my knowledge the vehicle does not have auto headlights.

**** PHONE LOG 07/20/[redacted]6:39:57 AM JGossling-TL
Advice 1: Phillip,
Upgrade the ground for the smart junction box (GC101) by scraping off the paint and installing a star washer. Next check the pin fit tension at connector I/P - E of the smart junction box. Note review TSB electrical 064 for the correct T connector for checking the pin fit tension. Thank you,

*** Admin Note ***
Service alert escalated to CA as : K[redacted]59 on 07/20/2015

*** NOTES 07/24/[redacted]2:29 PM clarify Action Type: Dealer contact
*** Performed by contact: Phillip LANCE, [redacted]
UPDATED GROUNDS. UNABLE TO DUPLICATE CONCERN. TEST DROVE FOR MULTIPLE DAYS.

Additional Comments:UPDATED GROUNDS. UNABLE TO DUPLICATE CONCERN. TEST DROVE FOR MULTIPLE DAYS.

*** CASE CLOSE 07/24/[redacted]2:30 PM clarify
*** Performed by contact: Phillip LANCE, [redacted]
updated grounds

Attachments

********** End Case Report T[redacted]32 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]96** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL **Engine:** 2.0L GDI **Model Code:**

VIN: [redacted] **Mileage:** 19,145 **Repair Date:**

Prod Date: 02/04/2014 **Warranty Start Date:** 04/06/2014 **RO Number:** [redacted]6

Port Options: CF, CN, PED

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AZ050 Earnhardt Liberty KIA **Service District:** WE07

Phone [redacted]

Contact: Rick Byrd **Contact Title:** Exclusive Kia Technician **Contact Phone:** [redacted]

Case Details

Title: Lighting - External - Head lights inop # Melted connectors

Symptom: Headlights Inop

System: Body Electrical

Component: Head Lamps

Resolution: Elec Connection Poor **Category:** Repair Assistance

Case History

*** NOTES 07/23/[redacted]1:54 PM clarify Action Type: Dealer contact
*** Performed by contact: Rick Byrd, *[redacted]7
*** This is a Request for Assistance ***

Problem Description :
VERIFY CONCERN / HEADLIGHT INOP

Diagnostics Performed :
CHECK FOR BLOWN BULB , FIND CONNECTOR MELTED , NO POWER , CHECK OTHER SIDE , HAS STARTED TO SHOW EXCESSIVE HEAT AT CONNECTOR , CHECK FOR TSB FOR THAT BCM UPDATE BUT DOESNT SEEM TO BE FOR THIS CAR. SENDING PICS OF L&R SIDE HEADLIGHT CONNECTORS

*** PHONE LOG 07/23/[redacted]1:58 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Rick,
Based off of your information you will need to replace the head light assemblies and retest for proper operation. Thank you,

*** NOTES 07/23/[redacted]2:13 PM clarify Action Type: Dealer contact
*** Performed by contact: Rick Byrd, *[redacted]7
Result of Advice 1:CLOSER LOOK ONLY THE RIGHT ASSEMBLY IS BURNT , SHOULD I ONLY REPLACE THE BURNT ASSEMBLY ?

*** PHONE LOG 07/23/[redacted]2:24 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Rick,
Yes, Thank you

*** CASE CLOSE 07/28/[redacted]1:15 PM clarify
*** Performed by contact: Rick Byrd, *[redacted]
REPLACE HEADLAMP ASSY / BURNT HARNESS

Attachments

********** End Case Report T[redacted]96 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]26** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 26,526
Repair Date:
Prod Date: 11/30/2013
Warranty Start Date: 04/11/2014
RO Number: [redacted]
Port Options: CT, WL, CF
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WV005 Dutch Miller KIA
Service District: SO05
Phone [redacted]
Contact: Subeom Lee
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # High beam operation
Symptom: General Information
System: Body Electrical
Component: Bulb
Resolution: No Problem Found
Category: Repair Assistance

Case History

*** NOTES 07/24/[redacted]5:02 AM clarify Action Type: Dealer contact
*** Performed by contact: Subeom Lee, [redacted]
*** This is a Request for Assistance ***

Problem Description :
when vehicles headlights are on postion and you turn on the highbeams on the low beam headlights go out.checked out another car on the lot and when you turn the headlights on if you switch to high beams the low beam lights stay on with the high beams.help piease

Diagnostics Performed :
above

*** PHONE LOG 07/24/[redacted]5:21 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Subeom, it is normal for the low beams to stay on when the vehicle is equipped with HID headlamps, did you compare this with a Soul with halogen or HID bulbs?

*** NOTES 07/24/[redacted]5:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Subeom Lee, [redacted]
Result of Advice 1:this is halogen headlamp
Additional Comments:i checked out a same model soul off the lot. i turned the high beams on on the new car, the high beams and low beams both bulbs stayed on.

*** PHONE LOG 07/24/[redacted]6:43 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Subeom, there was a software change in the BCM on some vehicles to prevent the low beams from staying on when the high beams are on. This prevents the low beam connector from overheating. Thank you

*** NOTES 07/24/[redacted]7:20 AM clarify Action Type: Dealer contact
*** Performed by contact: Subeom Lee, [redacted]
Result of Advice 1:When the customer purchased the vehicle from the dealership the low beam and high beams would work simultaneously on the high beam setting. Now when using high beam setting only the high beam light will work, but the low beam lights go off. My service manager checked on other 2015 souls on our lot and when using high beam setting both low beam lights and high beam lights work. The problem just started for the customer. At one point in time the high beams lights and low beam lights worked simultaneously. Is this really a normal concern or, with the information that I provided to you, is this a problem with the lights.

*** PHONE LOG 07/24/[redacted]9:00 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Subeom,
Check to see what the Rom ID is in the BCM and compare it to TSB electrical 058. Thank you,

*** NOTES 07/24/[redacted]9:15 AM clarify Action Type: Dealer contact
*** Performed by contact: Subeom Lee, [redacted]
Result of Advice 1:Rom ID is [redacted]B2570_106 with this number is this normal operation?

*** PHONE LOG 07/24/[redacted]9:43 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Subeom,
This vehicle has the updated software so this is normal operation. Thank you, [redacted]

*** Admin Note ***
Service alert escalated to CA as : K[redacted]60 on 07/24/2015

*** CASE CLOSE 08/03/[redacted]5:43 AM clarify
*** Performed by contact: Subeom Lee, [redacted]
no problem.

Attachments

********** End Case Report T[redacted]26 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]18** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 18,018
Repair Date:
Prod Date: 05/16/2014
Warranty Start Date: 08/29/2014
RO Number: [redacted]9
Port Options: CF, CN
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL021 Boniface-Hiers KIA
Service District: SO03
Phone [redacted]
Contact: Daniel Floyd
Contact Title: Exclusive Kia Technician
Contact Phone: [redacted]

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 07/24/[redacted]2:43 PM clarify Action Type: Dealer contact
*** Performed by contact: Daniel Floyd, *[redacted]2518
*** This is a Request for Assistance ***

Problem Description :
customer case K[redacted]5. Customer thinks wrong bulb installed in headlight.

Diagnostics Performed :
found connector to headlight bulb melted both sides. worse on drivers side & bulb was not working. bulb test good. Veh battery volt drop test 0.02 vols all loads on. looks like have to replace both headlamp assemblies to fix. Please advise.

*** PHONE LOG 07/24/[redacted]1:03 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Daniel,
Please complete TSB electrical 058 and replace both the L/F and R/F head lamps and retest.

** Admin Note ***
ervice alert escalated to CA as : K[redacted]00 on 07/24/2015

*** NOTES 07/28/[redacted]6:52 AM clarify Action Type: Dealer contact
*** Performed by contact: Daniel Floyd, *[redacted]2518
tried to perform tsb ele 058, does not apply. Sent pic to email. Replaced both headlight assemblies & return veh to customer.
Additional Comments:tried to perform tsb ele 058, does not apply. Sent pic to email. Replaced both headlight assemblies & return veh to customer.

*** PHONE LOG 07/28/[redacted]6:55 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advic[redacted]
Thanks for the information!
The BCM already has the updated software in it.
Can you please close this case out and complete the Techline survey at your earliest convenience, thanks!

*** CASE CLOSE 07/28/[redacted]7:15 AM clarify
*** Performed by contact: Daniel Floyd, *[redacted]2518
found connector in headlight melted; replaced headlight assembly. ele058 completed

Attachments

********** End Case Report T[redacted]18 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]72** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN [redacted]
Mileage: 17,008
Repair Date:
Prod Date: 01/17/2014
Warranty Start Date: 03/29/2014
RO Number: [redacted]3
Port Options: CF, CN, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: IN008 Evansville KIA
Service District: CE09
Phone [redacted]
Contact: Christopher Hemmings
Contact Title: Exclusive Kia Technician
Contact Phone [redacted]

Case Details

Title: Lighting - External - Park lights inop # Stay on B2514 - B2515
Symptom: Improper Operation
System: Body Electrical
Component: Fuse Box
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** NOTES 07/27/[redacted]8:27 AM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Hemmings, [redacted]
*** This is a Request for Assistance ***

Problem Description :
Right front running lamps and right rear tail lamp are staying on at all times.

Diagnostics Performed :
found DTCs b[redacted]00. external tail lamps circuit short to ground. inspec connections to both tail lights and rf head lamp, ok. actuated tail lamp relay with gds, appears to be working fine for the left tail lamp but the right tail lamp and rf running lamps stay on. Is it possible there is an internal short in the smart junction box? Is there any other diagnostics that I should try first?

*** PHONE LOG 07/27/[redacted]8:36 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Christopher, please inspect for any add on accessories.
If none are found, based on the symptoms, please replace the SJB and recheck operation.

*** CASE CLOSE 08/11/[redacted]8:22 AM Pacific Daylight Time SOkimura

Resolution Code: Faulty Component
CLOSING COMMENTS
Replace smart junction box

Attachments

********** End Case Report T[redacted]72 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]59** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 19,832
Repair Date:
Prod Date: 10/16/2013
Warranty Start Date: 03/07/2014
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TN037 Rusty Wallace KIA Morristown
Service District: SO13
Phone [redacted]
Contact: Anthony Boggs
Contact Title: Technician Trainee
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # connector melted
Symptom: Damage (General)
System: Body Electrical
Component: Head Lamps
Resolution: Elec Connection Poor
Category: Repair Assistance

Case History

*** NOTES 07/28/[redacted]0:39 AM clarify Action Type: Dealer contact
*** Performed by contact: Anthony Boggs, [redacted]
*** This is a Request for Assistance ***

Problem Description :
customer states passenger front headlight is inop

Diagnostics Performed :
found connector to bulb melted please advise thanks

*** PHONE LOG 07/28/[redacted]1:25 AM Pacific Daylight Time SCamarillo-TL Action Type:Outgoing call
Advice 1: Replace both headlamps and connectors, perform BCM update ELE 058 and it should take case of the problem.

*** NOTES 07/28/[redacted]1:48 AM clarify Action Type: Dealer contact
*** Performed by contact: Anthony Boggs, [redacted]
Result of Advice 1:please clarify replace headlamp bulbs and connectors or replace lamp assembly
if connector is to be replaced then what is part number for connector

*** PHONE LOG 07/28/[redacted]2:49 PM Pacific Daylight Time SCamarillo-TL Action Type:Outgoing call
Advice 1: Sorry for not being more clear, the complete headlamp assemblies. the connector will be part of the assembly.

*** PHONE LOG 08/03/[redacted]9:02 AM Pacific Daylight Time SCamarillo-TL Action Type:Outgoing call
Advice 1: Any updates?

*** NOTES 08/03/[redacted]2:37 PM clarify Action Type: Dealer contact
*** Performed by contact: Anthony Boggs, [redacted]
Result of Advice 1:waiting on customer to return for repair

*** PHONE LOG 08/04/[redacted]5:21 AM Pacific Daylight Time SCamarillo-TL Action Type:Outgoing call
Advice 1: Thanks for the update.

*** PHONE LOG 08/11/[redacted]8:06 AM Pacific Daylight Time SCamarillo-TL Action Type:Outgoing call
Advice 1: If customer has not returned yet please close the case. We can always reopen it if he returns.

*** CASE CLOSE 08/11/[redacted]8:26 PM clarify
*** Performed by contact: Anthony Boggs, [redacted]
replaced both headlamp assemblies and perfomed upgrade

Attachments

********** End Case Report T[redacted]59 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]36** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 43,597
Repair Date:
Prod Date: 10/04/2013
Warranty Start Date: 02/28/2014
RO Number: [redacted]
Port Options: CF, CN, CT
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA269 Dch KIA of Temecula
Service District: WE06
Phone [redacted]
Contact: Thomas Yett
Contact Title: Exclusive Kia Technician
Contact Phone: [redacted]

Case Details

Title: Lighting - External - Hazard lights inop # Flicker
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Cant Duplicate
Category: Repair Assistance

Case History

*** NOTES 07/28/[redacted]1:54 PM clarify Action Type: Dealer contact
*** Performed by contact: Thomas Yett, [redacted]
*** This is a Request for Assistance ***

Problem Description :
customer states the headlamps flicker and shut off completely while driving intermittently.

Diagnostics Performed :
verified the headlamps shut off intermittently in my stall. while running. I moved the headlamp switch from high to low beams and about 2 seconds after the lights completely shut off for about 2 seconds then they were normal again. I could only duplicate the issue once and have checked grounds GM02 and GC101/GC201. I'm not sure if the problem occurred coincidentally when I moved the switch from high to low since I cant re-duplicate it. any ideas?

*** PHONE LOG 07/28/[redacted]2:35 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Thomas,
Please check the left and the right head lamp connectors and see if they are melted or burnt and report back.

*** NOTES 07/28/[redacted]2:40 PM clarify Action Type: Dealer contact
*** Performed by contact: Thomas Yett, [redacted]
Result of Advice 1:yes they are see attached photos

*** PHONE LOG 07/28/[redacted]2:49 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Thomas,
Thanks for the pictures!
Please replace the left and the right head lamp assemblies and perform electrical TSB 058 if needed.

*** CASE CLOSE 07/30/[redacted]1:59 PM clarify
*** Performed by contact: Thomas Yett, [redacted]
replaced both headlamp assemblies and verified BCM program was completed

*** PHONE LOG 08/17/[redacted]3:08 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Problem Description :
duplicate case for this vehicle. last time in both headlamps were replaced due to burned bulb connectors.

the customer is stating that intermittently the headlamps will flicker on and off while driving. also there is an audible click noise that can be heard and the audio button illumination goes on and off.

Diagnostics Performed :
attached KDS scanned for codes found two history codes in the ACU that were battery related (battery was replaced last visit) I let the vehicle heat soak in my bay 30 minutes I could not duplicate the issue. inspected the headlamp connectors I'll add pictures they are ok. checked the grounds for the headlamps they are tight. rechecked the calibration of the BCM for the previous Service Action. It has been verified as completed by me. I'll attach all photos of the current connectors and KDS scan test data.

Advice 2: Thomas,
Can you duplicate this concern ?. If not there is noway to determine the cause of the failure. Thank you,

*** NOTES 08/17/[redacted]3:10 PM clarify Action Type: Dealer contact
*** Performed by contact: Thomas Yett, [redacted]
Result of Advice 1:.
Result of Advice 2:no I have no been able to, as you are aware It will be highly difficult to duplicate the issue during the daylight hours. last visit it was consistently shutting off the headlamps while heat soaking in my stall.

*** PHONE LOG 08/17/[redacted]3:14 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Thomas,
See if the customer will allow you to test drive the vehicle home for a couple of days to see if you can duplicate the concern. I would make sure to have the GDS connected and set up to monitor the head light switch input to see if the input acts erratic (Changes state intermittently). Thank you,

*** NOTES 08/17/[redacted]3:14 PM clarify Action Type: Dealer contact
*** Performed by contact: Thomas Yett, [redacted]
Result of Advice 1:sounds good.

*** PHONE LOG 08/17/[redacted]3:16 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Thanks,

*** NOTES 08/19/[redacted]7:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Gary Suit, [redacted]
Result of Advice 1:We have road tested the vehicle 2 different nights for a total of 78 miles and has been unable to duplicate concern.

*** PHONE LOG 08/19/[redacted]7:57 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Thomas,
Please see if the customer will let you to continue to drive the vehicle for a few more days. Thank you,

** Admin Note ***
ervice alert escalated to CA as : K[redacted]30 on 08/19/2015

*** NOTES 08/20/[redacted]9:06 AM clarify Action Type: Dealer contact
*** Performed by contact: Thomas Yett, [redacted]
wanted to update we have driven it home 3 days in a row and around at night each time and have not duplicated the issue.
Additional Comments:wanted to update we have driven it home 3 days in a row and around at night each time and have not duplicated the issue.

*** PHONE LOG 08/20/[redacted]9:24 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Thomas,
If you unable to duplicate the concern it is time to return the vehicle back to the customer. Thank you,

*** CASE CLOSE 08/20/[redacted]1:53 AM clarify
*** Performed by contact: Thomas Yett, [redacted]
unable to duplicate after 202 miles driven at night

Attachments

********** End Case Report T[redacted]36 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]22** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 30,190
Repair Date:
Prod Date: 01/22/2014
Warranty Start Date: 04/07/2014
RO Number: 9170
Port Options: CF, CN, PED, WL
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL060 Crown KIA
Service District: SO14
Phone [redacted]
Contact: Jerry Haines
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** NOTES 07/29/[redacted]5:29 AM clarify Action Type: Dealer contact
*** Performed by contact: Jerry Haines, [redacted]
*** This is a Request for Assistance ***

Problem Description :
L/F HEADLIGHT NOT WORKING ON LOW BEAM OR HIGH BEAM

Diagnostics Performed :
CONNECTOR FOR L/F HEADLAMP BULB MELTED.CHECKED BULB AND IT IS WORKING FINE. CHECKED POWER AND GROUNDS. ALL WITHIN OPERATING ORDER. SUSPECT HEADLAMP ASSEMBLY WIRING HARNESS.

*** PHONE LOG 07/29/[redacted]5:46 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Jerry, replace the headlamp assembly, inspect the passenger side connector also. Thank you

What is the correct mileage?

*** NOTES 07/29/[redacted]5:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Jerry Haines, [redacted]
Result of Advice 1:CORRECT MILEAGE IS [redacted]. ALREADY INSPECTED OTHER CONNECTOR AND IT IS IN WORKING ORDER AND NOT MELTED.

*** CASE CLOSE 07/29/[redacted]5:58 AM clarify
*** Performed by contact: Jerry Haines, [redacted]
REPLACED L/F HEAD LAMP ASSEMBLY

*** CASE CLOSE 07/29/[redacted]6:01 AM Pacific Daylight Time SOkimura

Resolution Code: Faulty Component
CLOSING COMMENTS
Replace head lamp assembly

Attachments

********** End Case Report T[redacted]22 **********

*** NOTES 07/31/[redacted]2:36 PM clarify Action Type: Dealer contact
*** Performed by contact: Shawn Mohammed, *[redacted]0514
Result of Advice 1:Just went back to mess with multifunction switch again. I seen right headlight go out once while tapping on multifunction and when I tapped on it again light came back on. have not been able to do it again though

*** PHONE LOG 07/31/[redacted]2:44 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Shawn, that is odd its only one side, the switch only has one input, it sounds like a SJB issue if only one side has an issue.

*** NOTES 07/31/[redacted]2:52 PM clarify Action Type: Dealer contact
*** Performed by contact: Shawn Mohammed, *[redacted]0514
Result of Advice 1:That makes sense. Now I'm not sure I saw what I saw. I have been messing with the switch this whole time and could not duplicate it again.

*** NOTES 07/31/[redacted]1:03 PM clarify Action Type: Dealer contact
*** Performed by contact: Shawn Mohammed, *[redacted]0514
Result of Advice 1:Just rechecked for codes and have B[redacted]0 (Head Lamp Low LH SCG) in history

*** PHONE LOG 07/31/[redacted]1:07 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Shawn, inspect the harnesses for damage, if ok replace the SJB. Thank you

*** CASE CLOSE 08/06/[redacted]4:20 AM clarify
*** Performed by contact: Shawn Mohammed, *[redacted]0514
R&R Smart Junction Block

Attachments

********** End Case Report T[redacted]63 **********

[redacted]

CLOSING COMMENTS
No response from Technician.

Attachments

********** End Case Report T[redacted]32 **********

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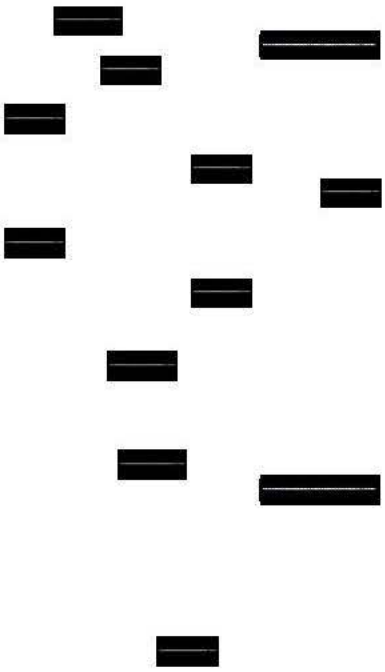
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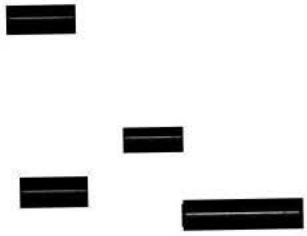
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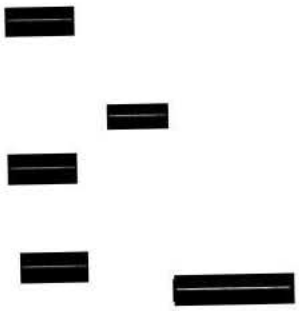
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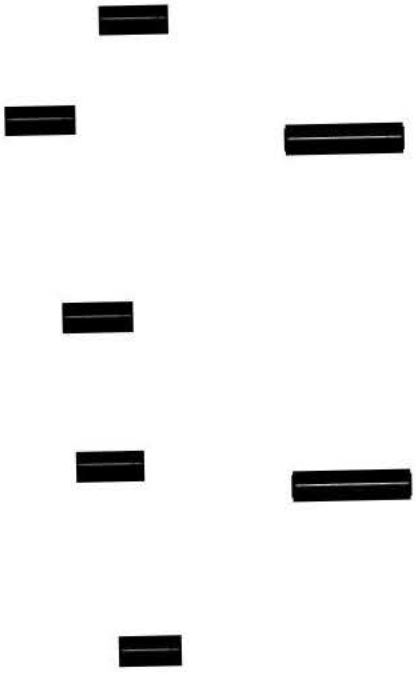
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Resolution Code: Faulty Component
CLOSING COMMENTS

Attachments

********** End Case Report T[redacted]40 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]36** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 21,105
Repair Date:
Prod Date: 01/03/2014
Warranty Start Date: 04/04/2014
RO Number: [redacted]3
Port Options: CF, CN, HF, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX115 Patterson KIA of Arlington
Service District: SW06
Phone [redacted]
Contact: Leonel Hernandez
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # turn off while driving
Symptom: Headlights Inop
System: Body Electrical
Component:
Resolution: Information Given
Category: Repair Assistance

Case History

*** NOTES 09/23/[redacted]1:29 AM clarify Action Type: Dealer contact
*** Performed by contact: Leonel Hernandez, [redacted]
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATED HEADLIGHT GO OUT WHILE DRIVING AT TIMES
BUT DASH LIGHT DONT !

Diagnostics Performed :
HAVE YEAL SEEN SOMETHING LIKE THIS BEFORE?? VEHICLE HAS AND INER LOCK SYSTEM LOOK'S LIKE GOING AROUND IPM UNER DASH!! COULD THAT BE A PROBLEM?? I COULD NOT DUPLICATE DUE TO INER LOCK SYSTEM/ AND COULDENT TEST DRIVE FAR PLEASE ADVISE THANK YOU!!

*** PHONE LOG 09/23/[redacted]2:11 PM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: Leonel, check pin tensions at the lamps and the SJB and see if the bulb connectors are damaged. If you cannot duplicate it, see if the customer will allow you to drive it overnight with the GDS installed to see if the lights will go out and if the SJB is seeing the command from the switch for the lights still.

*** NOTES 09/23/[redacted]2:20 PM clarify Action Type: Dealer contact
*** Performed by contact: Leonel Hernandez, [redacted]
Result of Advice 1:ok
Additional Comments:ok I get back at you, thank you

*** RESEARCH LOG 09/23/[redacted]1:09 PM Pacific Daylight Time GPhillips-TL Action Type:Administrative task
Thanks, let me know.

*** PHONE LOG 09/30/[redacted]1:27 PM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: Leonel, do you have an update on this case? If I do not hear from you within a day or two, I will need to close the case. Please update me as soon as possible. Thank you.

*** CASE CLOSE 10/05/[redacted]8:44 AM Pacific Daylight Time GPhillips-TL

Resolution Code: Information Given
CLOSING COMMENTS
No response from technician.

Attachments

********** End Case Report T[redacted]36 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]57** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN: [redacted]
Prod Date: 02/04/2014
Port Options: CF
Factory Options:

Engine: 2.0L GDI
Mileage: 18,924
Warranty Start Date: 03/29/2014

Model Code:
Repair Date:
RO Number: [redacted]5

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: WA012 Chuck Olson KIA
Service District: WE08
Phone [redacted]
Contact: Josh Schifferl
Contact Title: Dual Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Left head light
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: Damaged Component
Category: Repair Assistance

Case History

*** NOTES 09/25/[redacted]1:00 PM clarify Action Type: Dealer contact
*** Performed by contact: Josh Schifferl, [redacted]
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES LEFT LOWBEAM CONNECTOR IS MELTED.

Diagnostics Performed :
BROUGHT VEHICLE IN AND FOUND BOTH HEADLAMPS WORKING. REMOVED LEFT FRONT CAP AND FOUND LOWBEAM CONNECTOR MELTED ON HARNESS SIDE, SO IT WILL NEED A NEW HEADLAMP. REINSTALLED AND LEFT HEADLAMP NOW INOP. CAN WIGGLE CONNECTOR TO GET LAMP TO WORK. WE HAVE HAD A COUPLE OF THESE SOULS WITH MELTED CONNECTORS AT THE HEADLAMP, HAVE YOU GUYS SEEN A COMMON PROBLEM WITH THESE>

*** PHONE LOG 09/25/[redacted]1:06 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Josh,
Based off of your information you will need to replace the left head light assembly. Note, make sure to inspect the right head light as well. Thank you,

*** NOTES 09/25/[redacted]1:11 PM clarify Action Type: Dealer contact
*** Performed by contact: Josh Schifferl, [redacted]
Result of Advice 1:HAVE YOU GUYS SEEN WHAT MIGHT BE CAUSING THEM TO OVERHEAT?

*** PHONE LOG 09/25/[redacted]1:14 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Josh,
The issue is under investigation.

*** CASE CLOSE 10/12/[redacted]8:47 AM clarify
*** Performed by contact: Josh Schifferl, [redacted]
LEFT HEADLAMP REPLACED

Attachments

********** End Case Report T[redacted]57 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]93** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 11,278
Repair Date:
Prod Date: 11/16/2013
Warranty Start Date: 02/25/2014
RO Number: [redacted]3
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL025 Gunther KIA
Service District: SO02
Phone: [redacted]
Contact: John Adams
Contact Title: Service Manager
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # turn off while driving
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: CA-Information Given
Category: Repair Assistance

Case History

*** NOTES 09/29/[redacted]6:43 AM clarify Action Type: Dealer contact
*** Performed by contact: John Adams, *[redacted]
*** This is a Request for Assistance ***

Problem Description :
C/S INTERMITANTLY WHEN DRIVING AT NIGHT WITH THE HEADLIGHTS ON
? AUTOMATIC MODE THEY WILL TURN OFF.

Diagnostics Performed :
THIS IS THE SECOND TIME IN & WE CAN NOT DUPLICATE CUSTOMER CONCERN I DROVE THROUGH OUR PARKING GARAGE & THE LIGHTS COME ON & GO OFF WHEN THEY ARE SUPPOSE TO I DID THIS 10 TIMES ,SINCE IT IS THE SECOND TIME IN I THOUGHT I WOULD OPEN A CASE

*** PHONE LOG 09/29/[redacted]6:53 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: John, remove the headlamp connector cover and inspect the light purple colored connectors for overheating. If okay, try manipulating the headlamp switch to duplicate the concern. Thank you

*** NOTES 09/29/[redacted]7:26 AM clarify Action Type: Dealer contact
*** Performed by contact: John Adams, *[redacted]
Result of Advice 1:there is no sign of connectors over heating the pins are a little loose I tightened them now im letting the vehicle run with light on I will let you know what happens

*** RESEARCH LOG 09/29/[redacted]7:37 AM Pacific Daylight Time SOkimura Action Type:Administrative task
Keep me posted

*** NOTES 09/29/[redacted]8:35 AM clarify Action Type: Dealer contact
*** Performed by contact: John Adams, *[redacted]
Result of Advice 1:let vehicle run with lights on for 1.5 hours lights did not go off

*** PHONE LOG 09/29/[redacted]8:51 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: John, you will need to duplicate the customers concern so a proper diagnosis can be made, please do not attempt any repairs until the concern has been duplicated. Thank you

*** CASE CLOSE 09/29/[redacted]9:19 AM clarify
*** Performed by contact: John Adams, *[redacted]
nothing

Attachments

********** End Case Report T[redacted]93 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]67** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL [redacted]
VIN [redacted]
Prod Date: 11/15/2013
Port Options: CF, CMC
Factory Options:

Engine: 2.0L GDI
Mileage: 17,565
Warranty Start Date: 01/03/2014

Model Code:
Repair Date:
RO Number: [redacted]6

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CO032 Fisher KIA
Phone [redacted]
Contact: Paul Boggs

Service District: SW08
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # turn off w/driving
Symptom: Improper Operation
System: Body Electrical
Component:
Resolution: No Problem Found
Category: Repair Assistance

Case History

*** NOTES 09/29/[redacted]9:06 AM clarify Action Type: Dealer contact
*** Performed by contact: Paul Boggs, [redacted]
*** This is a Request for Assistance ***

Problem Description :
Headlights turning on and off in auto mood at night, happening at idle and while driving.

Diagnostics Performed :
Verified headlights working with photo sensor during day time, by uncovering and covering sensor. Headlights did not shut off while running test.

*** PHONE LOG 09/29/[redacted]9:18 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Paul, remove the headlamp connector cover and inspect the light purple colored connectors for overheating. If okay, try manipulating the headlamp switch to duplicate the concern. Thank you

*** NOTES 09/29/[redacted]1:58 PM clarify Action Type: Dealer contact
*** Performed by contact: Paul Boggs, [redacted]
Result of Advice 1:Light purple connectors show no signs of overheating or corrosion. Manipulating the the headlamp switch did not duplicate the concern.
Additional Comments:Customer states only has happened 3 times in the last 30 days, only started 30 days ago. Lights only go out for about 5 seconds. Customer took car.

*** PHONE LOG 09/30/[redacted]5:34 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Paul, I am closing the case, if the vehicle returns for the same issue, call in and we can reopen it. Thank you

*** CASE CLOSE 09/30/[redacted]5:34 AM Pacific Daylight Time SOkimura

Resolution Code: No Problem Found
CLOSING COMMENTS

Attachments

********** End Case Report T[redacted]67 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]30** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 35,097
Repair Date:
Prod Date: 10/10/2013
Warranty Start Date: 11/27/2013
RO Number: [redacted]5
Port Options: CF, CN
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SC020 KIA of Greer
Service District: SO07
Phone [redacted]
Contact: David Ellenburg
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 09/30/[redacted]1:20 AM clarify Action Type: Dealer contact
*** Performed by contact: David Ellenburg, [redacted]
*** This is a Request for Assistance ***

Problem Description :
customer state that the head lights occasionally cut off while driving

Diagnostics Performed :
test drove the vehicle and was unable to verify the customers concern of the head lights cut off while driving..

*** NOTES 09/30/[redacted]1:35 AM clarify Action Type: Dealer contact
*** Performed by contact: David Ellenburg, [redacted]
got a little more information from the customer on the concern, customer states that it does it more when it is damp and humid
Additional Comments:got a little more information from the customer on the concern, customer states that it does it more when it is damp and humid

*** PHONE LOG 09/30/[redacted]1:42 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: David, remove the headlamp connector cover and inspect the light purple colored connectors for overheating. If okay, manipulate the headlamp switch to recreate the customers complaint. Thank you

*** NOTES 09/30/[redacted]2:08 PM clarify Action Type: Dealer contact
*** Performed by contact: David Ellenburg, [redacted]

Result of Advice 1:removed the cover to gain access to the headlight bulb connector to inspect it and found no evidence of over heating. moved the head light switch around and the headlights did not go off. i also tried moving the head lamp assembly connector around and the head light did not go off. also moved the connector to the bulb around and the head lights did not go off

*** PHONE LOG 09/30/[redacted]2:12 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: David, you will need to duplicate the customers concern so a proper diagnosis can be made, please do not attempt any repairs until the concern has been duplicated. Thank you

*** CASE CLOSE 10/01/[redacted]1:59 PM clarify
*** Performed by contact: David Ellenburg, [redacted]
no further repair made was unable to dulicate the concern

Attachments

********** End Case Report T[redacted]30 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]73** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 31,535
Repair Date:
Prod Date: 12/19/2013
Warranty Start Date: 02/23/2014
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL090 Greenway KIA West Palm Beach
Service District: SO02
Phone [redacted]
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Bulb
Resolution: Bad Ground
Category: Repair Assistance

Case History

*** NOTES 10/01/[redacted]2:35 PM clarify Action Type: Dealer contact
*** Performed by contact: James Priester, [redacted]
*** This is a Request for Assistance ***

Problem Description :
driver side headlight assy. found on the low beem plug the plug and harness were burnt and casuing the driver side light to be inop. wire harness burnt at plug and in wire into the headlight housing

Diagnostics Performed :
driver side headlight assy. found on the low beem plug the plug and harness were burnt and casuing the driver side light to be inop. wire harness burnt at plug and in wire into the headlight housing replaced headlamp assy.

*** PHONE LOG 10/01/[redacted]2:45 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: James,
Please replace the drivers head lamp assembly as needed and perform electrical TSB 058.

*** CASE CLOSE 10/09[redacted]2:19 PM clarify
*** Performed by contact: James Priester, [redacted]
replaced headlamp assy

Attachments

********** End Case Report T[redacted]73 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]16** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 40,111
Repair Date:
Prod Date: 09/23/2013
Warranty Start Date: 12/20/2013
RO Number [redacted]
Port Options: CF, CN, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL094 Citrus KIA
Service District: SO14
Phone [redacted]
Contact: Chris Williams
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Elec Open Circuit
Category: Repair Assistance

Case History

*** NOTES 10/02/[redacted]6:19 AM clarify Action Type: Dealer contact
*** Performed by contact: Chris Williams, [redacted]
*** This is a Request for Assistance ***

Problem Description :
customer states the pass side headlight is inoperative.

Diagnostics Performed :
inspected headlight connectors and found both left and right side headlamp connectors are showing signs of overheating and melting. both headlamp assemblies were replaced in december 2014 for the same issue.

*** PHONE LOG 10/02/[redacted]6:25 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Chris,
Please replace the head lamp assemblies as needed and perform Body TSB 058 if it has not been completed yet.

*** NOTES 10/02/[redacted]7:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Chris Williams, [redacted]
Result of Advice 1:bod tsb 058 came up for first year sorento xm. when searching i saw elec 058 which was a ps soul which refers to a bcm upgrade for the welcome function of the headlights. please clarify just want to be sure.

*** PHONE LOG 10/02/[redacted]7:07 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Chris,
Body Electrical 058 BCM upgrade for the welcome function of the headlights.

*** Admin Note ***
Service alert escalated to CA as : K[redacted]57 on 10/02/2015

*** NOTES 10/17/[redacted]6:39 AM clarify Action Type: Dealer contact
*** Performed by contact: Chris Williams, [redacted]
replaced both headlamp assemblies and performed upgrade
Additional Comments:replaced both headlamp assemblies and performed upgrade

*** CASE CLOSE 10/17/[redacted]6:39 AM clarify
*** Performed by contact: Chris Williams, [redacted]
replaced headlamps

Attachments

********** End Case Report T[redacted]16 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]19** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 20,048
Repair Date:
Prod Date: 10/07/2013
Warranty Start Date: 01/02/2014
RO Number: [redacted]94
Port Options: CF, CT, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY104 Karp KIA
Service District: EA05
Phone [redacted]
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 10/05/[redacted]1:39 AM clarify Action Type: Dealer contact
*** Performed by contact: David Sheinin, [redacted]
*** This is a Request for Assistance ***

Problem Description :
both left and right head lamps inop- traced and located burn connectors inside headlamp. verified factory bulbs and verified bcm update completed.

Diagnostics Performed :
installed known good lamp and system working as intended. will need left and right lamp assembles is there anything else to ck?

*** PHONE LOG 10/05/[redacted]2:16 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: David, please replace the headlamp assemblies.

Based on the production date, perform TSB ELE058 also. Thank you

*** CASE CLOSE 10/07/[redacted]0:48 AM clarify
*** Performed by contact: David Sheinin, [redacted]
replaced lamp

Attachments

********** End Case Report T[redacted]19 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]61** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 38,796
Repair Date:
Prod Date: 10/15/2013
Warranty Start Date: 12/02/2013
RO Number: [redacted]7
Port Options: CF, CN, CT, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AL023 Brewbaker KIA
Service District: SO06
Phone [redacted]
Contact: Chris Matherson
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #When using the blinker the light cut out
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** NOTES 10/08/[redacted]7:11 AM clarify Action Type: Dealer contact
*** Performed by contact: Chris Matherson, [redacted]
*** This is a Request for Assistance ***

Problem Description :
c\s with rt blinker on turning right headlamps go out and back on does not happen often but cutomer got it to do it on service lane

Diagnostics Performed :
checked terminal tightness at headlamp\blinker switch

*** NOTES 10/08/[redacted]7:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Chris Matherson, [redacted]
Result of Advice 1:Problem is very intermittent,Iwas on service lane when customer pulled in and saw when he was able to duplicate concern,I am unable to get vehicle to act up while monitoring headlamp switch data.

*** PHONE LOG 10/08/[redacted]8:31 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Chris,
Please see if the customer will allow you to test drive the vehicle home for a few days with the GDS/KDS connected and set up to monitor the head light switch. Thank you

*** CASE CLOSE 12/23[redacted]8:24 AM clarify

*** Performed by contact: Chris Matherson, [redacted]
Replaced headlamp switch

Attachments

********** End Case Report T[redacted]61 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]93** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 33,631
Repair Date:
Prod Date: 10/24/2013
Warranty Start Date: 01/10/2014
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL059 Friendly KIA
Service District: SO14
Phone [redacted]
Contact: Jay Turner
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # come on by themselves
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: CA-Information Given
Category: Repair Assistance

Case History

*** NOTES 10/09/[redacted]3:49 AM clarify Action Type: Dealer contact
*** Performed by contact: Jay Turner, *[redacted]014
*** This is a Request for Assistance ***

Problem Description :
Customer states that at times the parking lights will come on in the middle of the night and cause battery to go dead. Customer also stated that the lights went off when the door was opened. Customer also states that at times the interior lights will not shut off. Customer feels this started after another dealer did some "update"

Diagnostics Performed :
I have not been able to duplicate this concern this is her third time in for this complaint. In history it had the accel pedal recall and has had an airbag module and bcm replaced.

*** PHONE LOG 10/09/[redacted]4:36 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Usually when I see this concern it is due to the customer leaving the headlights in the "on" position and the vehicle is not equipped with auto head lights. I would advise the customer to turn the headlights off when exiting the vehicle.

*** NOTES 10/09/[redacted]9:33 AM clarify Action Type: Dealer contact
*** Performed by contact: Jay Turner, *[redacted]014
Result of Advice 1:Confirmed that the vehicle headlamp switch was in the on position and the vehicle is not equiped with autoheadlamps. Will advise customer to leave lights in the off position when not in use.

*** CASE CLOSE 10/09/[redacted]9:34 AM clarify
*** Performed by contact: Jay Turner, *[redacted]014
No repairs made will inform customer to leave lamps in the off position

Attachments

********** End Case Report T[redacted]93 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]24** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 40,125
Repair Date:
Prod Date: 12/13/2013
Warranty Start Date: 04/05/2014
RO Number [redacted]38
Port Options: CN, CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA211 Riverside KIA
Service District: WE06
Phone [redacted]
Contact: Mario Salmon
Contact Title: Exclusive Kia Technician
Contact Phone [redacted]

Case Details

Title: Lighting - External - Auto Headlights Inop #
Symptom: General Information
System: Body Electrical
Component: Combo. Sw. (Strg Column Contr.
Resolution: Cant Duplicate
Category: Repair Assistance

Case History

*** NOTES 10/12/[redacted]1:47 AM clarify Action Type: Dealer contact
*** Performed by contact: Mario Salmon, *[redacted]2031
*** This is a Request for Assistance ***

Problem Description :
customer states that at night time auto headlights and dashboard lights come on automatically, will not go off when using remote, causing battery to drain, must turn on vehicle and turn off.

Diagnostics Performed :
checked vehicle found vehicle does not have auto on light switch. with cover over were light sensor sits lights do not turn on automatically. dash lights come on when you turn on vehicle. asked to start case by service manager he verified findings with another tech and myself.

*** PHONE LOG 10/12/[redacted]1:57 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Mario, so based on your notes the customer is complaing about a feature that this vehicle is not equipped with correct?

*** NOTES 10/12/[redacted]2:02 PM clarify Action Type: Dealer contact
*** Performed by contact: Mario Salmon, *[redacted]2031
Result of Advice 1:from all the test that we have done yes

*** PHONE LOG 10/12/[redacted]2:30 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Mario, since the vehicle is normal, update and close the case when you have a moment.

*** NOTES 10/12/[redacted]4:14 PM clarify Action Type: Dealer contact
*** Performed by contact: Mario Salmon, *[redacted]2031
Result of Advice 1:talked with customer since this is the fourth time customer has complained of this issue. customer states the issue happens after vehicle has been shut off for a while then when she comes back to the vehicle the lights are on and she has to tour the car on then off for the lights to turn off then re arm the vehicle.

*** PHONE LOG 10/13/[redacted]4:28 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Mario, check for any DTCs in the BCM or SJB, try manipulating the head lamp switch to recreate and erratic light opertion.
Did they specify if all head and park lights come on?

*** PHONE LOG 10/15/[redacted]5:18 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Mario, we are interested in visiting your Dealer to inspect this vehicle, please do not perform any repair attempts other than trying to duplicate it. Let me know if the vehicle is still present. Thank you

*** PHONE LOG 10/19/[redacted]3:49 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Marioo, checking in on the status of this case, please update and close out the case when you have a moment, thank you

*** CASE CLOSE 10/22[redacted]3:25 PM clarify
*** Performed by contact: Mario Salmon, *[redacted]2031
checked lighting system

Attachments

********** End Case Report T[redacted]24 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]43** 07/28/[redacted]1:06:38 AM

Vehicle Data

Mod[redacted] **Engine:** 1.6L GDI **Model Code:**

VIN:[redacted] **Mileage:** 26,607 **Repair Date:**

Prod Date: 09/06/2013 **Warranty Start Date:** 11/08/2013 **RO Number:** [redacted]

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY093 Fuccillo KIA of Clay **Service District:** EA11

Phone[redacted]

Contact: Adam Simon **Contact Title:** Service Manager **Contact Phone:**

Case Details

Title: Electrical System - General # Lights dim

Symptom: Improper Operation

System: Body Electrical

Component: Head Lamps

Resolution: Cant Duplicate **Category:** Repair Assistance

Case History

*** NOTES 10/13/[redacted]6:37 AM clarify Action Type: Dealer contact
*** Performed by contact: Adam Simon, [redacted]
*** This is a Request for Assistance ***

Problem Description :
customer states while driving the head lights will dim and the instrument cluster lights dim

Diagnostics Performed :
tested system with g8 and system passed, cleaned all grounds for system, have road tested several times and not duplicated concern.

*** PHONE LOG 10/13/[redacted]6:47 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Adam, check for DTCs in the SJB and BCM, try manipulating the head lamp switch to recreate the customers complaint.

** Admin Note ***
ervice alert escalated to CA as : K[redacted]32 on 10/13/2015

*** NOTES 10/14/[redacted]4:46 AM clarify Action Type: Dealer contact
*** Performed by contact: Adam Simon, [redacted]
scan system and no codes in any modules and performed wiggle test on switch no lights flicker or dim, could it just be switch?
Additional Comments:scan system and no codes in any modules and performed wiggle test on switch no lights flicker or dim, could it just be switch?

*** PHONE LOG 10/14/[redacted]4:48 AM Pacific Daylight Time SOkimura Action Type:Web Contact

Advice 1: Adam, you will need to duplicate the customers concern so a proper diagnosis can be made, please do not attempt any repairs until the concern has been duplicated. Thank you

*** NOTES 10/14/[redacted]4:58 AM clarify Action Type: Dealer contact
*** Performed by contact: Adam Simon, [redacted]
Result of Advice 1:understood. I felt same way. Driven car several times and have 3 hours into inspecting and cleaning grounds.
Additional Comments:will close this case and refer back to case number if the concern is found at later date

*** CASE CLOSE 10/14[redacted]4:59 AM clarify
*** Performed by contact: Adam Simon, [redacted]
none

Attachments

********** End Case Report T[redacted]43 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]40** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN [redacted]
Prod Date: 02/22/2014
Port Options: CF, CN, MUG, PED
Factory Options:

Engine: 1.6L GDI
Mileage: 18,641
Warranty Start Date: 08/06/2014

Model Code:
Repair Date:
RO Number: [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX122 Sames KIA
Phone: [redacted]
Contact: Juan Santamaria

Service District: SW05
Contact Title: Exclusive Kia Technician

Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Burned Out

Category: Repair Assistance

Case History

*** NOTES 10/15/[redacted]6:33 AM clarify Action Type: Dealer contact
*** Performed by contact: Juan Santamaria, [redacted]
*** This is a Request for Assistance ***

Problem Description :
LEFT HEADLIGHT GO OUT OVER BUMP. .REPLACE HEADLIGHT UNIT COMPLETE WITH BUILT IN HARNESS ,MARCH 30,2015 VEHICLE HAD 9490 MILES

Diagnostics Performed :
CHECK LEFT HEADLIGHT FOUND MELTED CONNECTOR AT HEADLIGHT BULB CENTER PIN . DO I REPLACE HEADLIGHT AGAIN AND STABILZER 22 TO CONNECTOR OR THIS SOMETIME I SHOULD LOOK FOR. CHECK RIGHT SIDE HEADLIGHT NO SIGN OF DAMAGE .

*** PHONE LOG 10/15/[redacted]6:38 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Juan,
Please replace the left head lamp assembly and perform electrical TSB 058.

*** Admin Note ***
Service alert escalated to CA as : K[redacted]83 on 10/15/2015

*** NOTES 10/30/[redacted]2:16 PM clarify Action Type: Dealer contact
*** Performed by contact: Juan Santamaria, [redacted]
replace headlight unit wxterior light working fine
Additional Comments:replace headlight unit wxterior light working fine

*** CASE CLOSE 10/30/[redacted]2:17 PM clarify
*** Performed by contact: Juan Santamaria, [redacted]
left front head light unit

Attachments

********** End Case Report T[redacted]40 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]44** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 14,610
Repair Date:
Prod Date: 02/05/2014
Warranty Start Date: 06/02/2014
RO Number: [redacted]
Port Options: CF, MUG, SP
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA270 KIA of Alhambra
Service District: WE02
Phone [redacted]
Contact: Donald Ellis
Contact Title: Service Manager
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # R/S
Symptom: Headlights Inop
System: Body Electrical
Component:
Resolution: Auto Closed
Category: Repair Assistance

Case History

*** NOTES 10/15/[redacted]9:23 AM clarify Action Type: Dealer contact
*** Performed by contact: Donald Ellis, [redacted]
*** This is a Request for Assistance ***

Problem Description :
RIGHT HEADLAMP INOPERATIVE,

Diagnostics Performed :
INTERNAL CONNECTOR FOR HEADLAMP BULB MELTED. NO AFTERMARKET BULB IN HEADLAMP. LEFT HEADLAMP PREVIUOSLY REPLACED FOR SAME CONCERN. RO#[redacted]6/12/15 @ [redacted] MILES

*** PHONE LOG 10/15/[redacted]9:34 AM Pacific Daylight Time SCamarillo-TL Action Type:Outgoing call
Advice 1: Get approval to replace the right side headlight assembly, update the case once parts are installed.

Attachments

********** End Case Report T[redacted]44 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]20** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN [redacted]
Mileage: 10,090
Repair Date:
Prod Date: 10/31/2013
Warranty Start Date: 12/28/2013
RO Number: [redacted]1
Port Options: CF
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL062 KIA Autosport
Service District: SO06
Phone [redacted]
Contact: Doug Auchey
Contact Title: Maintenance Technician
Contact Phone:

Case Details

Title: Lighting - External - Park lights inop # Come on
Symptom: Improper Operation
System: Body Electrical
Component: Fuse Box Cover
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** NOTES 10/16/[redacted]6:55 AM clarify Action Type: Dealer contact
*** Performed by contact: Doug AUCHEY, [redacted]
*** This is a Request for Assistance ***

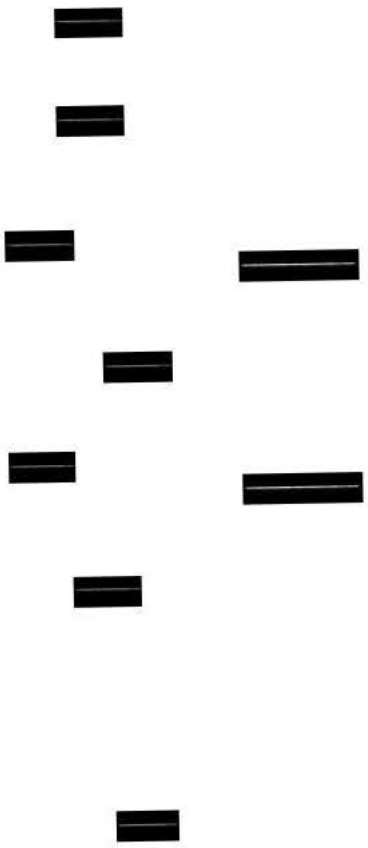
Problem Description :
customer states parking lights will sometimes come on by themselves

Diagnostics Performed :
not equipped with auto headlights...with headlight switch on...headlights and parking lights shut off when locking doors with remote. found no aftermarket accessories installed.

*** PHONE LOG 10/16/[redacted]6:09 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Doug, check for DTCs in the BCM and SJB, try manipulating the head lamp switch to duplicate the concern.

Compare with another Soul to see if operation of the remotes/lights are normal.

*** NOTES 10/16/[redacted]6:24 AM clarify Action Type: Dealer contact
*** Performed by contact: Doug AUCHEY, [redacted]
Result of Advice 1:found no codes but I have duplicated the concern. found the parking lights staying on with headlight switch turned on. compared to another car , the parking lights should shut off when looking doors and headlight switch on.



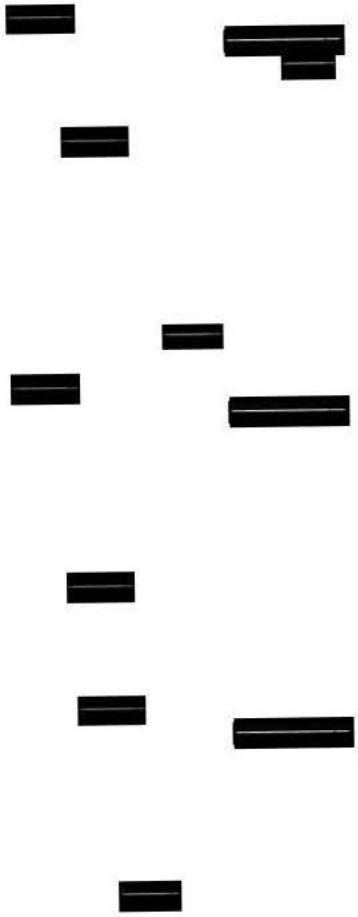
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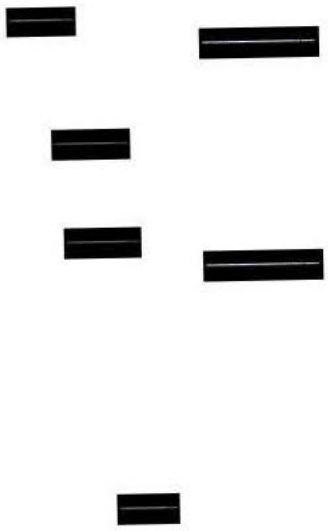
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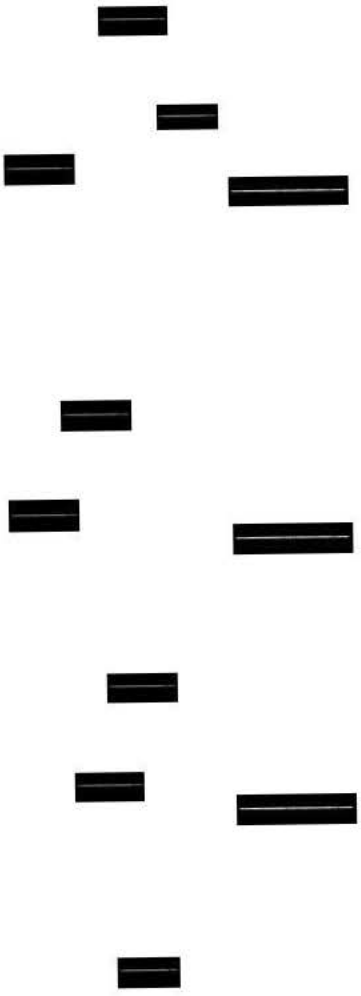
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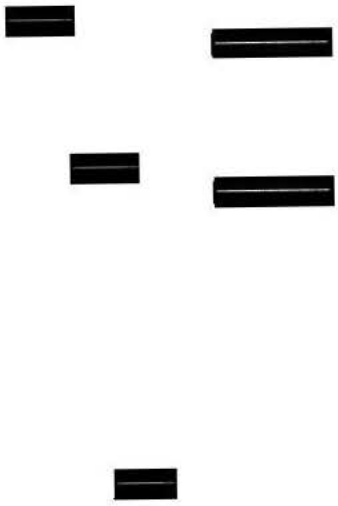
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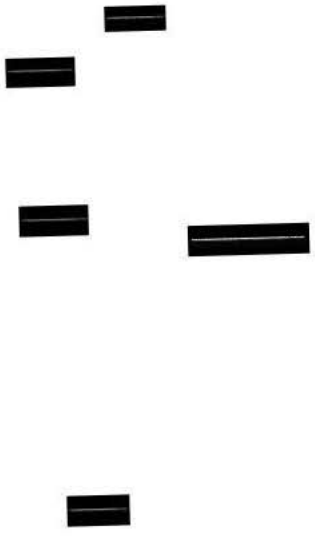
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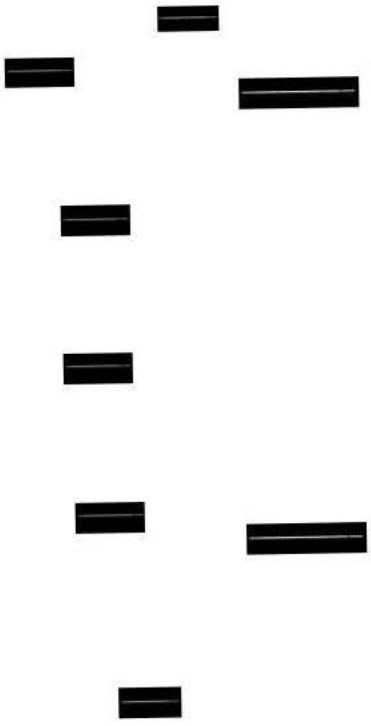
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[redacted]

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]98** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 70,938
Repair Date:
Prod Date: 09/25/2013
Warranty Start Date: 10/31/2013
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: SC019 KIA Country
Service District: SO04
Phone [redacted]
Contact: Aaron Kimmel
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Electrical System - General # head and illumination goes out
Symptom: Improper Operation
System: Body Electrical
Component: Connectors (General)
Resolution: Cant Duplicate
Category: Repair Assistance

Case History

*** NOTES 06/07/[redacted]5:16 AM clarify Action Type: Dealer contact
*** Performed by contact: Aaron Kimmel, *[redacted]534
*** This is a Request for Assistance ***

Problem Description :
Customer states headlamps and interior lights go out when driving

Diagnostics Performed :
2nd visit, customer states headlamps and interior lights go out while driving. Unable to duplicate concern. No repair attempt at either visit.

*** PHONE LOG 06/07/[redacted]5:20 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Aaron, check for any add-on devices and accident/rodent damage to the wire harnesses. Try manipulating the headlamp switch to recreate the concern. Check for any BCM or SJB DTCs.

*** NOTES 06/07/[redacted]5:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Aaron Kimmel, *[redacted]534
Result of Advice 1:No aftermarket accessories, no evidence of accident or rodent damage to harness. Tried manipulating switch, harness near switch and harness/connectors at SJB. Full systems scan did not produce any DTC.

*** PHONE LOG 06/07/[redacted]5:48 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Aaron, find out what position the switch is in when the lights go out, auto or head?
Measure resistance between pins M02-1 pins 1 & 3 or 4 depending on what position the failure occurs. See if you can recreate erratic resistance readings.

*** NOTES 06/07/[redacted]6:01 AM clarify Action Type: Dealer contact
*** Performed by contact: Aaron Kimmel, *[redacted]534
Result of Advice 1:Doesn't have auto lights, will perform resistance check in head position.

*** RESEARCH LOG 06/07/[redacted]6:39 AM Pacific Daylight Time SOkimura Action Type:Administrative task
Keep me posted

** Admin Note ***
ervice alert escalated to CA as : K[redacted]16 on 06/07/2016

*** NOTES 06/08/[redacted]8:59 AM clarify Action Type: Dealer contact
*** Performed by contact: Aaron Kimmel, *[redacted]534
Cannot duplicate DVOM readings are staying consistent.
Additional Comments:Cannot duplicate DVOM readings are staying consistent.

*** PHONE LOG 06/08/[redacted]9:09 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Aaron, if the switch is testing good you will have to duplicate the concern to diagnose any further. Thank you

*** NOTES 06/09/[redacted]4:56 AM clarify Action Type: Dealer contact
*** Performed by contact: Aaron Kimmel, *[redacted]534
Result of Advice 1:Customer took vehicle, cannot duplicate.

*** CASE CLOSE 06/09/[redacted]4:56 AM clarify
*** Performed by contact: Aaron Kimmel, *[redacted]534
Cannot duplicate

*** PHONE LOG 07/18/[redacted]6:23 AM Pacific Daylight Time BLall-TL Action Type:Incoming call
Advice 1: Aaron called to have the case re-opened. He stated this is the 3rd time the vehicle is back and he still cannot duplicate the concern. He has test driven the vehicle in various conditions including bumpy roads and performed a wiggle test on the connectors going to the IPM. He even tapped on the IPM and the dash and could not duplicate the concern. Advised since he cannot duplicate the concern to try and have the customer duplicate it for them.
Advice 2: I reviewed the case with my supervisor and since the concern cannot be duplicated, even though this is the 3rd time in for the concern I cannot escalate the case. In cases where the concern can't be confirmed see if the customer can take a video of the concern with their phone or camera so you can confirm it.

*** CASE CLOSE 09/21/[redacted]6:49 AM clarify
*** Performed by contact: Aaron Kimmel, *[redacted]534
Cannot duplicate

Attachments

********** End Case Report T[redacted]98 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]50** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 34,603
Repair Date:
Prod Date: 11/18/2013
Warranty Start Date: 01/27/2014
RO Number: [redacted]
Port Options: HF, WL, CF, CMC
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL106 Greenway KIA East
Service District: SO03
Phone [redacted]
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Duplicate - WEB Case # T[redacted]54
Symptom: Information Given
System: Non System Related
Component:
Resolution: Duplicate Web Case
Category: Repair Assistance

Case History

*** NOTES 06/07/[redacted]1:24 PM clarify Action Type: Dealer contact
*** Performed by contact: Reinaldo Davila, [redacted]
*** This is a Request for Assistance ***

Problem Description :
CUS CLAIM WHILE DRIVING WITH HEADLAMP SWITCH IN AUTO MODE.. HEADLAMPS WILL TURN OFF AND CUS WILL HAVE TO CYCLE SWITCH OF THEN ON TO HAVE LIGHT WORK AGAIN.

Diagnostics Performed :
CUS HAS BEEN IN BEFORE FOR CONCERN... CUS SAID BEFORE LIGHTS WAS FLICKERING... PERFORM SYSTEM CHECK .. NOT ABLE TO CONFIRM CUS CONCERN AT THIS TIME...

*** PHONE LOG 06/07/[redacted]1:28 PM Pacific Daylight Time CSchang-TL Action Type:Web Contact
Advice 1: Reinaldo,
This is a duplicate case and will be closed. I will re-open and attach your notes to the previous case. Thank you!

*** CASE CLOSE 06/07/[redacted]1:28 PM Pacific Daylight Time CSchang-TL

Resolution Code: Duplicate Web Case
CLOSING COMMENTS
T[redacted]54

Attachments

********** End Case Report T[redacted]50 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]36** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 32,779
Repair Date:
Prod Date: 12/16/2013
Warranty Start Date: 04/03/2014
RO Number: 5377
Port Options: CF, CN, HF
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX022 Demontrond KIA
Service District: SW01
Phone [redacted]
Contact: Maurice Grant
Contact Title: Service Manager
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # flickering
Symptom: Improper Operation
System: Body Electrical
Component: Combo. Sw. (Strg Column Contr.
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 06/21/[redacted]6:10 AM clarify Action Type: Dealer contact
*** Performed by contact: Maurice Grant, *[redacted]514
*** This is a Request for Assistance ***

Problem Description :
customer states his headlights flicker while driving at night. after 10-15 minutes of driving. usually after using the turn signal. intermittent but every day. also battery went dead.

Diagnostics Performed :
I haven't seen the flickering but have seen the marker lights come on by themselves.

*** PHONE LOG 06/21/[redacted]6:22 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: 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 2: Please test the battery, starting, and charging system using the GR8. Make sure to check the charging system with the engine cold and hot, and with and without loads. Let me know what you find. Thanks.

** Admin Note ***
ervice alert escalated to CA as : K[redacted]60 on 06/21/2016

*** NOTES 06/22/[redacted]1:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Maurice Grant, *[redacted]514
there are no added accessories. the battery and charging system are normal, hot and cold
Additional Comments:there are no added accessories. the battery and charging system are normal, hot and cold

*** PHONE LOG 06/22/[redacted]2:19 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Please inspect the wiring inside the headlamps and the connectors to the bulbs. Let me know what you find.
Advice 2: Please check and upgrade the main ground from the negative battery cable to the body 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.

*** NOTES 06/23/[redacted]7:24 AM clarify Action Type: Dealer contact
*** Performed by contact: Maurice Grant, *[redacted]514
Result of Advice 1:these measures have already been done. the customer say he can stop the flickering by turning off and then on the headlamp switch
Result of Advice 2:already done

*** PHONE LOG 06/23/[redacted]7:40 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: If possible, please test with a known good headlight switch from a like vehicle and let me know if the concern changes. Thanks.

*** PHONE LOG 06/23/[redacted]7:41 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Please also perform SA164 if it has not already been done. Thanks.

*** PHONE LOG 06/24/[redacted]2:53 PM Pacific Daylight Time JPhillips-TL Action Type:Incoming call
Advice 1: Tech called in and stated that he knows the BCM was replaced in this vehicle, but did not verify ROM-ID. I advised that it is not in service history as to whether SA164 was completed or not, and that I would like him to compare ROM-ID. Tech noted that he was able to get it to happen to him but only momentarily. Asked if it was ever noted if the green headlamp indicator flickers at the same time, and he is unsure and will ask the customer. Requested tech to also check the headlamp connectors per ELE093. He stated the left side was repaired about a month ago, but not the right. Advised to double check both sides. Tech will update with his findings.

*** NOTES 06/27/[redacted]5:09 AM clarify Action Type: Dealer contact
*** Performed by contact: Maurice Grant, *[redacted]514
Result of Advice 1:the rom id is not included in the sa164. I checked both headlamp connectors and they are not damaged at all. waiting for the customers response on whether or not the headlamp inbdicator flashes when the lights flash

*** PHONE LOG 06/28/[redacted]6:12 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Does the scan tool show that any updates are available for this vehicle?

*** CASE CLOSE 07/12/[redacted]2:22 PM clarify
*** Performed by contact: Maurice Grant, *[redacted]514
replaced the turn signal switch

Attachments

********** End Case Report T[redacted]36 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]67** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 46,605
Repair Date:
Prod Date: 12/03/2013
Warranty Start Date: 03/21/2014
RO Number: [redacted]
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY100 Vision KIA of Canandaigua
Service District: EA11
Phone [redacted]
Contact: Kenneth Smith
Contact Title: Dual Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # cut out/park lights come on at night
Symptom: Improper Operation
System: Body Electrical
Component:
Resolution: Information Given
Category: Repair Assistance

Case History

*** NOTES 06/22/[redacted]6:06 AM clarify Action Type: Dealer contact
*** Performed by contact: Ken Smith, *[redacted]4355
*** This is a Request for Assistance ***

Problem Description :
customer states the headlamps will intermitently cut out while driving.they havenoticed just recently that in the morning they will come out and the taillights will be on and the battery is dead.

Diagnostics Performed :
have not been able to duplicate. checked all major connections in the headlamp etm.

*** PHONE LOG 06/22/[redacted]6:16 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Ken, check for any add-on devices and accident/rodent damage to the wire harnesses. Try manipulating the headlamp switch to recreate the concern, inspect the headlamp connectors for signs of overheating. Check for any BCM or SJB DTCs. Thank you

*** CASE CLOSE 10/05/[redacted]6:25 AM Pacific Daylight Time SOkimura

Resolution Code: Information Given
CLOSING COMMENTS
Case closed due to no activity over 30 days.

Attachments

********** End Case Report T[redacted]67 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]97** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 33,890
Repair Date:
Prod Date: 11/13/2013
Warranty Start Date: 02/07/2014
RO Number: [redacted]
Port Options: CT, IL, CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX107 Beck & Masten KIA
Service District: SW01
Phone [redacted]
Contact: Richard Raderchak
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Switch (General)
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** NOTES 06/28/[redacted]2:43 PM clarify Action Type: Dealer contact
*** Performed by contact: Richard Raderchak, [redacted]
*** This is a Request for Assistance ***

Problem Description :
when turning sometimes the head lights turn off when using the turn signal.

Diagnostics Performed :
test drove and have been unable to duplicate problem.

*** PHONE LOG 06/28/[redacted]1:09 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Richard, please try and manipulate the turn signal switch to recreate the customers complaint. Thank you

*** NOTES 06/28/[redacted]1:21 PM clarify Action Type: Dealer contact
*** Performed by contact: Richard Raderchak, [redacted]
Result of Advice 1:I turned the turn signals on each direction and wiggled the turn signal around in gentle circles and lights are working properly.

*** PHONE LOG 06/28/[redacted]1:34 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Richard, you will need to duplicate the customers concern so a proper diagnosis can be made, please do not attempt any repairs until the concern has been duplicated. Thank you

*** NOTES 06/28/[redacted]2:25 PM clarify Action Type: Dealer contact
*** Performed by contact: Richard Raderchak, [redacted]
Result of Advice 1:im going to keep driving it and see what happens

*** RESEARCH LOG 06/28/[redacted]3:45 PM Pacific Daylight Time SOkimura Action Type:Administrative task
Keep me posted

*** NOTES 06/29/[redacted]7:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Richard Raderchak, [redacted]
Result of Advice 1:when using turn signal the head lamps and dash lights intermittently flicker. happened twice this morning.

*** PHONE LOG 06/29/[redacted]8:00 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Richard, based on the information provided the headlamp switch should be replaced. Thank you

*** CASE CLOSE 06/29/[redacted]8:24 AM clarify
*** Performed by contact: Richard Raderchak, [redacted]
replaced turn signal switch and verified proper operation.

Attachments

********** End Case Report T[redacted]97 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]44** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 50,800
Repair Date:
Prod Date: [redacted]
Warranty Start Date: 11/18/2013
RO Number: [redacted]
Port Options: CF, CN
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OK021 Bob Moore KIA Northwest
Service District: SW02
Phone: [redacted]
Contact: Ryan Blankinship
Contact Title: Exclusive Kia Technician
Contact Phone [redacted]

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: Cust Took Vehicle
Category: Repair Assistance

Case History

*** NOTES 06/29/2016 12:11 PM clarify Action Type: Dealer contact
*** Performed by contact: Ryan Blankinship, [redacted]
*** This is a Request for Assistance ***

Problem Description :
customer states exterior lights cutting out while driving customer provided video of headlamps cutting out while driving

Diagnostics Performed :
inspected headlamp connectors and headlamps for damage found nothing abnormal unable to duplicate at this time

*** PHONE LOG 06/29/[redacted]2:30 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Ryan,
[redacted]

*** PHONE LOG 06/29/[redacted]1:39 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Ryan,
Thanks for the video!
I would like you to replace the multifunction switch and retest.

*** CASE CLOSE 07/11[redacted]8:26 AM clarify

*** Performed by contact: Ryan Blankinship, [redacted]
part ordered

Attachments

[redacted]

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]40** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL [redacted]
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 26,328
Repair Date:
Prod Date: 10/01/2013
Warranty Start Date: 02/23/2015
RO Number: [redacted]1
Port Options: CF, CN
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NC072 Fayetteville KIA
Service District: SO15
Phone: [redacted]
Contact: James McGarvey
Contact Title: Exclusive Kia Technician
Contact Phone: [redacted]

Case Details

Title: Electrical System - General # flickering
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: CA-Referred to Ins.
Category: Repair Assistance

Case History

**** NOTES 06/30/[redacted]9:38:39 AM clarify Action Type:Dealer contact
*** Performed by contact: James Mcgarvey, *[redacted]7
*** This is a Request for Assistance ***

Problem Description :
cus. complaint- headlamp flickering on and off the interior lights are doing same.

Diagnostics Performed :
checked battery voltage. turned on bunch of acces. to see if loads make lights flicker. check fuses. played with headlamp switch to see if lights flicker due to road bounce. no codes in vehicle

**** PHONE LOG 06/30/[redacted]9:46:18 AM SOkimura
Advice 1: James, It was unclear in your notes, are you able to duplicate the flickering concern?

**** NOTES 06/30/[redacted]9:47:01 AM clarify Action Type:Dealer contact
*** Performed by contact: James Mcgarvey, *[redacted]7
Result of Advice 1:im not bu our service manager was able to while driving the car the other day

*** PHONE LOG 06/30/[redacted]9:56 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: James, operate the turn signals to recreate the concern.

I have seen issues with the head lamp connectors but not interior lights, see TSB ELE093

*** NOTES 06/30/[redacted]0:13 AM clarify Action Type: Dealer contact
*** Performed by contact: James Mcgarvey, *[redacted]7
Result of Advice 1:turn signals did not replicate the issue. took vehicle on testdrive and no issue. I will refer to TSB ELE093

*** RESEARCH LOG 06/30/[redacted]0:16 AM Pacific Daylight Time SOkimura Action Type:Administrative task
Keep me posted

*** CASE CLOSE 07/06/[redacted]8:02 AM clarify
*** Performed by contact: James Mcgarvey, *[redacted]7
rewired harness heat damage

Attachments

********** End Case Report T[redacted]40 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]48** 07/28/[redacted]1:06:38 AM

Vehicle Data

Mode[redacted] **Engine:** 1.6L GDI **Model Code:**

VIN: **Mileage:** 18,349 **Repair Date:**

Prod Date: 01/17/2014 **Warranty Start Date:** 03/27/2014 **RO Number:** [redacted]8

Port Options: CF

Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: FL109 Deland KIA **Service District:** SO03

Phone[redacted]

Contact: David Greene **Contact Title:** Technician Trainee **Contact Phone:**

Case Details

Title: Electrical System - General # flicker

Symptom: Improper Operation

System: Body Electrical

Component: Head Lamps

Resolution: Cant Duplicate **Category:** Repair Assistance

Case History

*** NOTES 07/01/[redacted]6:00 AM clarify Action Type: Dealer contact
*** Performed by contact: David Greene, [redacted]
*** This is a Request for Assistance ***

Problem Description :
c/s headlamps flickered and went out this morning at 5am. c/s dash lights flicker intermittently. customer said has happened Wednesday, Thursday, and Friday. happens more frequently when wet out.

Diagnostics Performed :
turned on headlights and wiggle tested connections to multi switch, IPM, and both headlamps. checked connection to grounds in engine room and left vehicle running with lights on. wiggle tested multi switch, have not been able to duplicate customer concern

*** PHONE LOG 07/01/[redacted]6:14 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: David, inspect headlamp connector for overheating per TSB ELE093.
Check for any DTC's in the SJB or BCM.

*** NOTES 07/01/[redacted]7:16 AM clarify Action Type: Dealer contact
*** Performed by contact: David Greene, [redacted]
Result of Advice 1:read TSB ELE093 and checked both front headlamp bulb connections. no burnt connectors or bulb pins. ran DTC search BCM and SJB, no DTC's found

*** PHONE LOG 07/01/[redacted]7:46 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: David, please monitor current data for the headlamp switch when trying to duplicate the concern. A flight recording may be the best way to capture the failure occurring. Thank you

*** NOTES 07/01/[redacted]0:53 AM clarify Action Type: Dealer contact
*** Performed by contact: David Greene, [redacted]
Result of Advice 1:opened current data on GDS for BCM to monitor multi switch data. with headlight turned on headlamp switch and headlamp low signal output reads "ON" when high beams turned on head lamp high switch reads "ON". monitored headlamp output while performing wiggle test to multi switch and switch connector, SJB harness, and tap test to SJB and multi switch. no change in status still remains on with no flickering in head lamps noted

*** PHONE LOG 07/01/[redacted]1:08 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: David, try to recreate the concern by operating the turn signals, let me know if it acts up.

*** NOTES 07/01/[redacted]1:12 AM clarify Action Type: Dealer contact
*** Performed by contact: David Greene, [redacted]
Result of Advice 1:started vehicle with headlights on low. operated L and R turn signal multiple times with no change in head light operation. still cannot duplicate concern

*** PHONE LOG 07/01/[redacted]2:03 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: David, you will need to duplicate the customers concern so a proper diagnosis can be made, please do not attempt any repairs until the concern has been duplicated. Thank you

*** CASE CLOSE 07/06/[redacted]4:47 AM clarify
*** Performed by contact: David Greene, [redacted]
returned vehicle to customer

Attachments

********** End Case Report T[redacted]48 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]18** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
[redacted]
Prod Date: 12/19/2013
Port Options: CF, CN
Factory Options:

Engine: 1.6L GDI
Mileage: 14,267
Warranty Start Date: 03/01/2014

Model Code:
Repair Date:
RO Number: [redacted]6

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NV008 Jim Marsh KIA
Phone[redacted]
Contact:

Service District: WE11
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # Flicker
Symptom: Improper Operation
System: Body Electrical
Component: Front Combo. Lamp (Turn Signal
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** NOTES 07/01/[redacted]1:44 PM clarify Action Type: Dealer contact
*** Performed by contact: John Visperas, [redacted]
*** This is a Request for Assistance ***

Problem Description :
Customer states headlights flicker

Diagnostics Performed :
previous visit headlamp harness update was performed. Test drove vehicle and could not get the headlights to flicker. Checked all connectors for poor connection from switch to headlights. Nothing abnormal found. Checked all grounds , all grounds ok at this time.

*** PHONE LOG 07/01/[redacted]2:06 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: If you have not yet duplicated the concern please try and duplicate by tapping on the multifunction switch and trying to get the concern to happen.

*** Admin Note ***
Service alert escalated to CA as : K[redacted]33 on 07/01/2016

*** CASE CLOSE 07/12/[redacted]9:39 AM clarify
*** Performed by contact: John Visperas, [redacted]
Replaced headlight switch

Attachments

********** End Case Report T[redacted]18 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]09** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN: [redacted]
Prod Date: 10/07/2013
Port Options: CF
Factory Options:

Engine: 1.6L GDI
Mileage: 31,808
Warranty Start Date: 11/25/2013

Model Code:
Repair Date:
RO Number: [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AR004 Superior KIA
Service District: SW03
Phone [redacted]
Contact: Cory Cryder
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Auto Headlight Control Unit
Resolution: Manufacturing Defect
Category: Repair Assistance

Case History

*** NOTES 07/05/[redacted]5:54 AM clarify Action Type: Dealer contact
*** Performed by contact: Corey Cryder, [redacted]
*** This is a Request for Assistance ***

Problem Description :
Customer states that the headlights will go off and come back on while driving.

Diagnostics Performed :
Checked fuses and wiring, both seem to be good. Headlights work at this time but customer states they come on and will sometimes go off. Customer has been pulled over by police 2 times now because of this problem.

*** PHONE LOG 07/05/[redacted]6:22 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Corey, please inspect the headlamp connectors per TSB ELE093. Thank you

*** NOTES 07/05/[redacted]6:34 AM clarify Action Type: Dealer contact
*** Performed by contact: Corey Cryder, [redacted]
Result of Advice 1:inspected headlight plugs on both headlights. They are both tight and making good connection.
Additional Comments:Also the BCM upgrade has been done already.

*** PHONE LOG 07/05/[redacted]6:51 AM Pacific Daylight Time SOkimura Action Type:Web Contact

Advice 1: Corey, check for any DTCs in the BCM and SJB, try and recreate the concern by manipulating the head lamp switch and using the turn signals. Thank you

*** NOTES 07/05/[redacted]9:18 AM clarify Action Type: Dealer contact
*** Performed by contact: Corey Cryder, [redacted]
Result of Advice 1:The customer had to leave and took the car so as of right now I can not check it for codes.
Additional Comments:I did try to make the headlights act as the customer described by messing with the headlight switch but could not duplicate the concern.

*** PHONE LOG 07/05/[redacted]0:08 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Corey, I will close the case and if the vehicle returns you can call in and have the case reopened. Thank you

*** CASE CLOSE 07/05/[redacted]0:08 AM Pacific Daylight Time SOkimura

Resolution Code: Cust Took Vehicle
CLOSING COMMENTS

*** PHONE LOG 07/05/[redacted]1:16 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: *** Performed by contact: Corey Cryder, [redacted]
*** This is a Request for Assistance ***

Problem Description :
Customer states the headlights will come on and off while going down the road.

Had an open case but got closed by tech line because the customer had to leave with the car but will be bringing it back. I need to know what to do next or how to fix this issue, the customer has been stopped by police 2 times already.

Diagnostics Performed :
I have checked connections, messed with the headlight switch, BCM upgrade was done before I received the car.

*** PHONE LOG 07/05/[redacted]1:20 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Corey, I will forward your case to the Soul platform engineer to review this case and update when I hear back.
If you do not hear back by tomorrow afternoon, add a note as a reminder. Thank you

*** EMAIL OUT ĖI SOkimura Action Type:External email
Send to:[Thomas, Stephen [KMA];Van der Reest, Neem [KMA]]
CC List:[Cartagena, Tony [KMA];Levy, Rob [KMA]]

Stephen,

I have a PS that the head lamps turn off while driving, the dealership is unable to duplicate at this time. The head lamp connectors are not overheated per TSB ELE 093. Do you have any new information on this concern?

Thank you,
SteveO

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.

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*** NOTES 07/06/[redacted]0:44 AM clarify Action Type: Dealer contact
*** Performed by contact: Corey Cryder, [redacted]
Result of Advice 1:Have you heard anything yet about the headlights?
Additional Comments:.

*** PHONE LOG 07/06/[redacted]1:08 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Corey, suggestion from the engineer was 'check the headlight-turn signal stalk/switch, by lightly tapping on it and/or moving it (with the headlights ON).' Only thing you may have not done is tap on the switch?

*** NOTES 07/11/[redacted]9:23 AM clarify Action Type: Dealer contact
*** Performed by contact: Corey Cryder, [redacted]
Result of Advice 1:I have tapped on it, wiggled it, went from bright to dim, bumped it, tried moving the steering wheel up and down and cant get them to act up.
Additional Comments:I do recall I had a soul that on light went out and I replaced the head light assembly. But to me I don't see both going bad at the same time.

*** PHONE LOG 07/11/[redacted]9:59 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: The only time I have seen both head lamps cause an issue both head lamp connectors were overheated Thank

*** NOTES 07/14/[redacted]6:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Corey Cryder, [redacted]
Result of Advice 1:Should we try replacing both headlight assemblies?
Additional Comments:Everything seems to be checking to be fine, the only thing left would be an internal issue inside the assembly itself.

*** PHONE LOG 07/14/[redacted]6:49 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Corey, find out if its only the head lamps or is do the dash illumination lights go out or flicker?

Is the vehicle at your dealer? If yes, try turning the high beams on and using the turn signal, turning the steering wheel to cancel signals. Thank you

*** NOTES 07/14/[redacted]7:28 AM clarify Action Type: Dealer contact
*** Performed by contact: Corey Cryder, [redacted]
Result of Advice 1:customer states that when the headlights go out the dash lights go out and flicker as well.
Additional Comments:.

*** PHONE LOG 07/14/[redacted]7:36 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Corey, based on the history of this vehicle, check if your DPSM would like to replace the head lamp switch without duplication of the complaint. Thank you

*** CASE CLOSE 07/25/[redacted]6:03 AM clarify
*** Performed by contact: Corey Cryder, [redacted]
replaced headligh switch

Attachments

Case_T[redacted]09_SOkimura_07-[redacted]doc

********** End Case Report T[redacted]09 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]43** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 36,250
Repair Date:
Prod Date: 12/19/2013
Warranty Start Date: 02/17/2014
RO Number: SEELEY
Port Options: CF, CN
Factory Options:

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: NY058 KIA of East Syracuse
Service District: EA11
Phone: [redacted]
Contact: LAWRENCE BACKUS
Contact Title: Dual Technician
Contact Phone: [redacted]

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Switch (General)
Resolution: Cust Took Vehicle
Category: Repair Assistance

Case History

*** NOTES 07/07/[redacted]6:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Lawrence Backus, [redacted]
*** This is a Request for Assistance ***

Problem Description :
intermit. when driving vehicle, the headlights turn off and then come back on. I drove the vehicle over 50 miles and verified it once.
customer was on a road trip and had to keep pulling over when driving because of the headlamps turning off.

Diagnostics Performed :
no dtc's stored, no warning lights, checked to see if there was a bcm update available-none available. not sure where to start because the issue is so intermit.

*** PHONE LOG 07/07/[redacted]6:46 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Check the head lamp connections for signs of burning or damage. When you did duplicate it, what position did you have the lights in?

*** NOTES 07/07/[redacted]7:05 AM clarify Action Type: Dealer contact
*** Performed by contact: Lawrence Backus, [redacted]
Result of Advice 1:no signs of burning or damage and the headlamps were in the auto position

*** PHONE LOG 07/07/[redacted]7:33 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Did they come back on by themselves or did you move the switch?

*** NOTES 07/07/[redacted]7:43 AM clarify Action Type: Dealer contact
*** Performed by contact: Lawrence Backus, [redacted]
Result of Advice 1:they come back on by themselves

*** PHONE LOG 07/07/[redacted]7:56 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Replace the combination switch and retest.

*** Admin Note ***
Service alert escalated to CA as : K[redacted]70 on 07/07/2016

*** NOTES 07/18/[redacted]9:14 AM clarify Action Type: Dealer contact
*** Performed by contact: Lawrence Backus, [redacted]
customer is returning later this week for part install. it just came in today. I will update accordingly.
Additional Comments:customer is returning later this week for part install. it just came in today. I will update accordingly.

*** CASE CLOSE 07/18/[redacted]9:14 AM clarify
*** Performed by contact: Lawrence Backus, [redacted]
will install sop switch upon return and further test

Attachments

********** End Case Report T[redacted]43 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]41** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN [redacted]
Prod Date: [redacted]
Port Options: CF, CN, IL
Factory Options:

Engine: 1.6L GDI
Mileage: 28,125
Warranty Start Date: 02/10/2014

Model Code:
Repair Date:
RO Number: [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: AL030 Dothan KIA
Service District: SO06
Phone [redacted]
Contact: Nicholas Shelley
Contact Title: Shop Foreman
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 07/12/[redacted]6:14 AM clarify Action Type: Dealer contact
*** Performed by contact: Nicholas Shelley, [redacted]
*** This is a Request for Assistance ***

Problem Description :
cs head lights go off while driving int. and stay off for miles sometimes

Diagnostics Performed :
check headlamps i have not duplicated issue my service writer stayed when the vehicle came in customer got the headlamps to go oof for 5 seconds
check both head lamp connectors for melting none at this time

*** PHONE LOG 07/12/[redacted]6:46 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Nichaolas,
We have been seeing some multifunction switch failures. Please replace the multifunction switch and retest.

*** CASE CLOSE 07/21/[redacted]8:10 AM clarify
*** Performed by contact: Nicholas Shelley, [redacted]
replace multifuction switch

Attachments

********** End Case Report T[redacted]41 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]29** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 44,968
Repair Date:
Prod Date: 02/08/2014
Warranty Start Date: 04/22/2014
RO Number: [redacted]1
Port Options: CF, CN, PED, SP, WL
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: TX115 Patterson KIA of Arlington
Service District: SW06
Phone [redacted]
Contact: BOBBY HICKMAN
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Connectors (General)
Resolution: Burned Out
Category: Repair Assistance

Case History

*** NOTES 07/12/[redacted]0:30 AM clarify Action Type: Dealer contact
*** Performed by contact: Emanuel Hernandez, [redacted]
*** This is a Request for Assistance ***

Problem Description :
HEADLAMP BULB CONNECTOR IS MELTED ON RH.
HEADLAMPS WERE REPLACED ON RO# [redacted]3 ON 08/11/15 AT [redacted] MILES.

Diagnostics Performed :
I KNOW THAT THERE IS A HEADLAMP CONNECTOR KIT AVAILABLE NOW BUT WOULD YO HAPPEN TO KNOW IF THIS KIT IS UPDATED?
THIS WOULD BE THE 2ND TIME THIS VEHICLE HAS THIS CONCERN. PLEASE ADVISE

*** PHONE LOG 07/12/[redacted]0:45 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Emanuel,
Please complete electrical TSB 093 it will resolve this concern.

** Admin Note ***
ervice alert escalated to CA as : K[redacted]99 on 07/12/2016

*** CASE CLOSE 07/18/2016 10:51 AM clarify
*** Performed by contact: Emanuel Hernandez, [redacted]
REPLACED CONNECTOR

*** RESEARCH LOG 12/20/[redacted]5:12 AM Pacific Daylight Time SCamarillo-TL Action Type:Administrative task
In a duplicate case tech stated:
** Performed by contact: Emanuel Hernandez, [redacted]
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES THAT HEADLIGHTS ARE INOP INTERMITTENTLY. EACH AT DIFFERENT TIMES.

Diagnostics Performed :
I HAVE NOT BEEN ABLE TO DUPLICATE CUSTOMERS CONCERN YET BUT TGHEY WERE ABLE TO DUPLICATE IT ON THE DRIVE. I WILL ASK THE SERVICE ADVISOR ABOUT IT IN THE MORNING. I'VE INSPECTED CONNECTORS AND FOUND THAT LH BULB CONNECTOR APPEARS TO BE MELTING. THIS VEHICLE HAS BEEN IN NUMEROUS TIME ALL FOR THE SAME CONCERN. BOTH HEAD LAMPS WERE REPLACED BEFORE LOW BEAM CONNECTORS WERE AVAILABLE BY THEMSELVES. RH LOW BEAM CONNECTOR HAS BEEN REPLACED, AND BOTH BULBS HAVE BEEN REPLACED AS WELL. PLEASE ADVISE

*** PHONE LOG 12/20/[redacted]5:17 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: Emanuel other than replacing the connector again the TSB usually repairs the condition. Let me run it by the engineer see what his take is on it.

*** PHONE LOG 12/20/[redacted]8:33 AM Pacific Daylight Time SCamarillo-TL Action Type:Outgoing call
Advice 1: Please take pictures of the damaged connector, also take a snapshot of the BCM ROM ID. Please attach these to the case and let me know when they are uploaded. I see you replaced the bulbs earlier, those were Kia bulbs correct?

*** NOTES 12/20/[redacted]9:48 AM clarify Action Type: Dealer contact
*** Performed by contact: Emanuel Hernandez, [redacted]
Result of Advice 1:YES THEY WERE KIA BULBS

*** PHONE LOG 12/20/[redacted]9:58 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: Ok thanks, please get the BCM ROM ID and the pictures of the connector, let me know when the pictures are available.

*** NOTES 12/20/[redacted]1:44 AM clarify Action Type: Dealer contact
*** Performed by contact: Emanuel Hernandez, [redacted]
Result of Advice 1:IVE SENT IMAGES OF BCM ROM ID AND LH BULB CONNECTOR. THE CONNECTOR ON RH BULB HAS BEEN RECENTLY REPLACED

*** PHONE LOG 12/20/[redacted]2:26 PM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: Ok please replace that connector that is damaged, I am forwarding this info to our engineer for review .

*** EMAIL OUT İİ SCamarillo-TL Action Type:External email
Send to:[Thomas, Stephen [KMA] <[redacted]>]
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.

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*** CASE CLOSE 12/27/[redacted]1:19 AM clarify
*** Performed by contact: Emanuel Hernandez, [redacted]
REPLACED LH BULB CONNECTOR

*** CHNG CONTACT 03/30[redacted]6:34 AM Pacific Daylight Time JLancaster-TL
Contact changed from Emanuel Hernandez at Patterson Kia of Arlington to Bobby Hickman at Patterson Kia of Arlington. Former primary phone[redacted]. Former alternate phone: .

*** PHONE LOG 03/30/[redacted]6:35 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Problem Description :
right headlight out again car has been in for this problem 4 time the another tech replaced both headlight assembly car came back with both headlight going out while driving customer plays with headlight switch and light come back on the tech replaced headlight switch. car comes back tech opens case was told to complete tsb #093 witch he did car comes back and now the right head light is out . connector has power and ground I swaped the bulb and headlight is working di to headlight history I opened this case

Diagnostics Performed :
see all above

Advice 2: Please replace the head lamp bulbs and reinspect to verify proper operation.

*** CASE CLOSE 05/03/[redacted]6:52 AM clarify
*** Performed by contact: Bobby Hickman, [redacted]

bad connector

Attachments

Case_[redacted]329_SCamarillo-TL_12-[redacted].doc, [redacted]220_[redacted]3[1].jpg, SOUL(PS)_bulbs[1].jpg

********** End Case Report T[redacted]29 **********

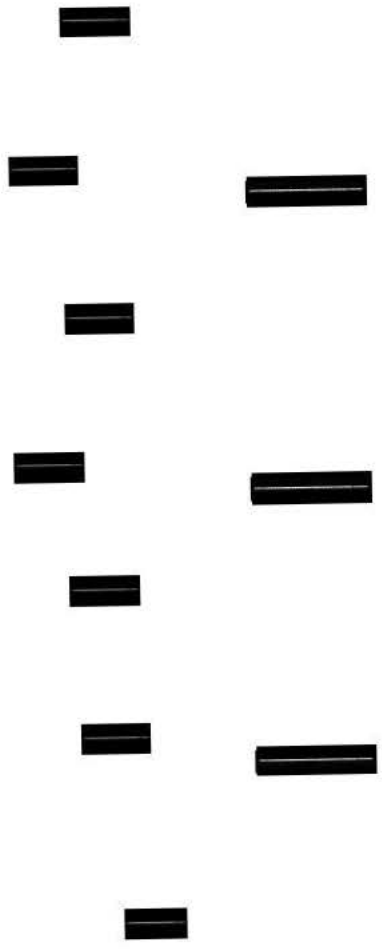
cus took veh

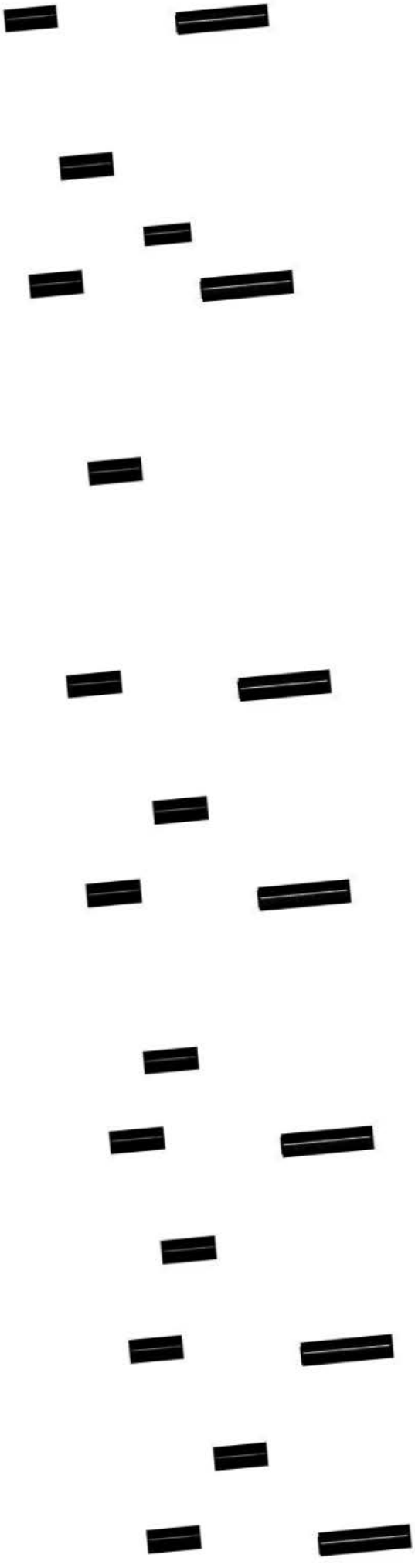
Attachments

********** End Case Report T[redacted]08 **********

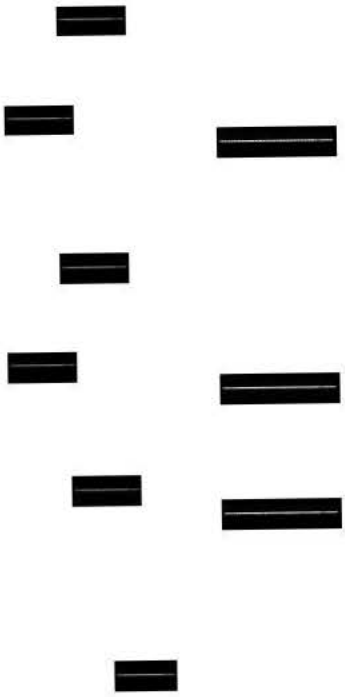
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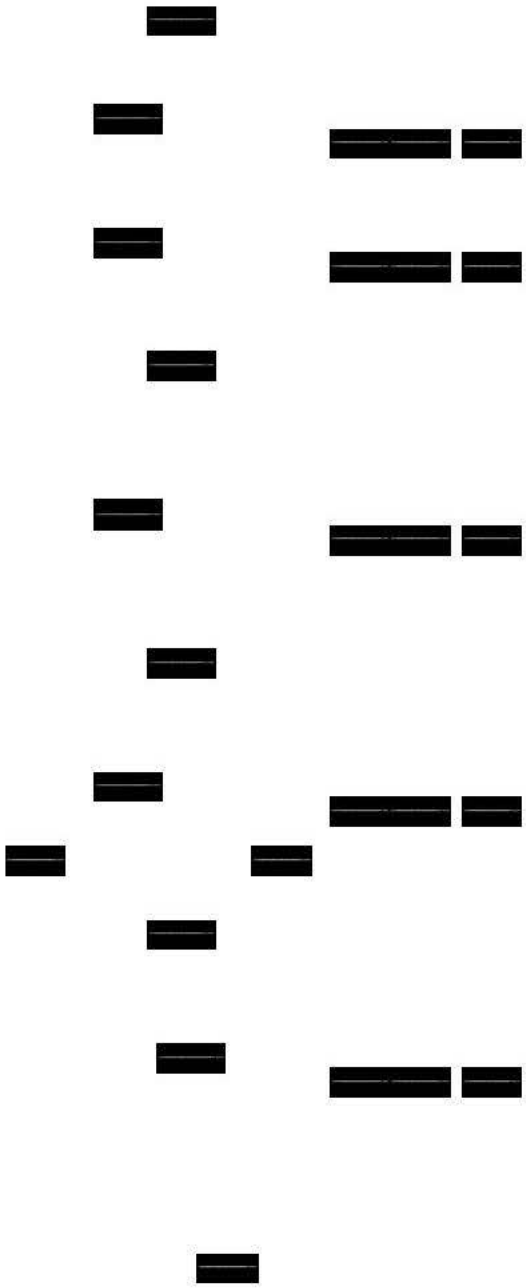
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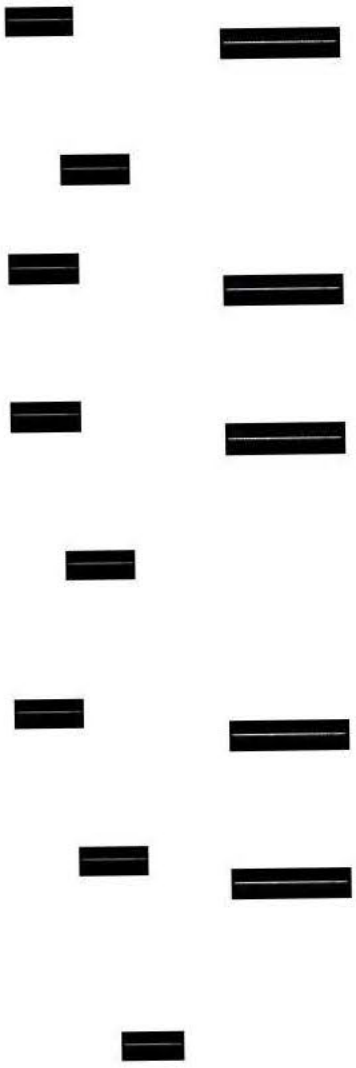
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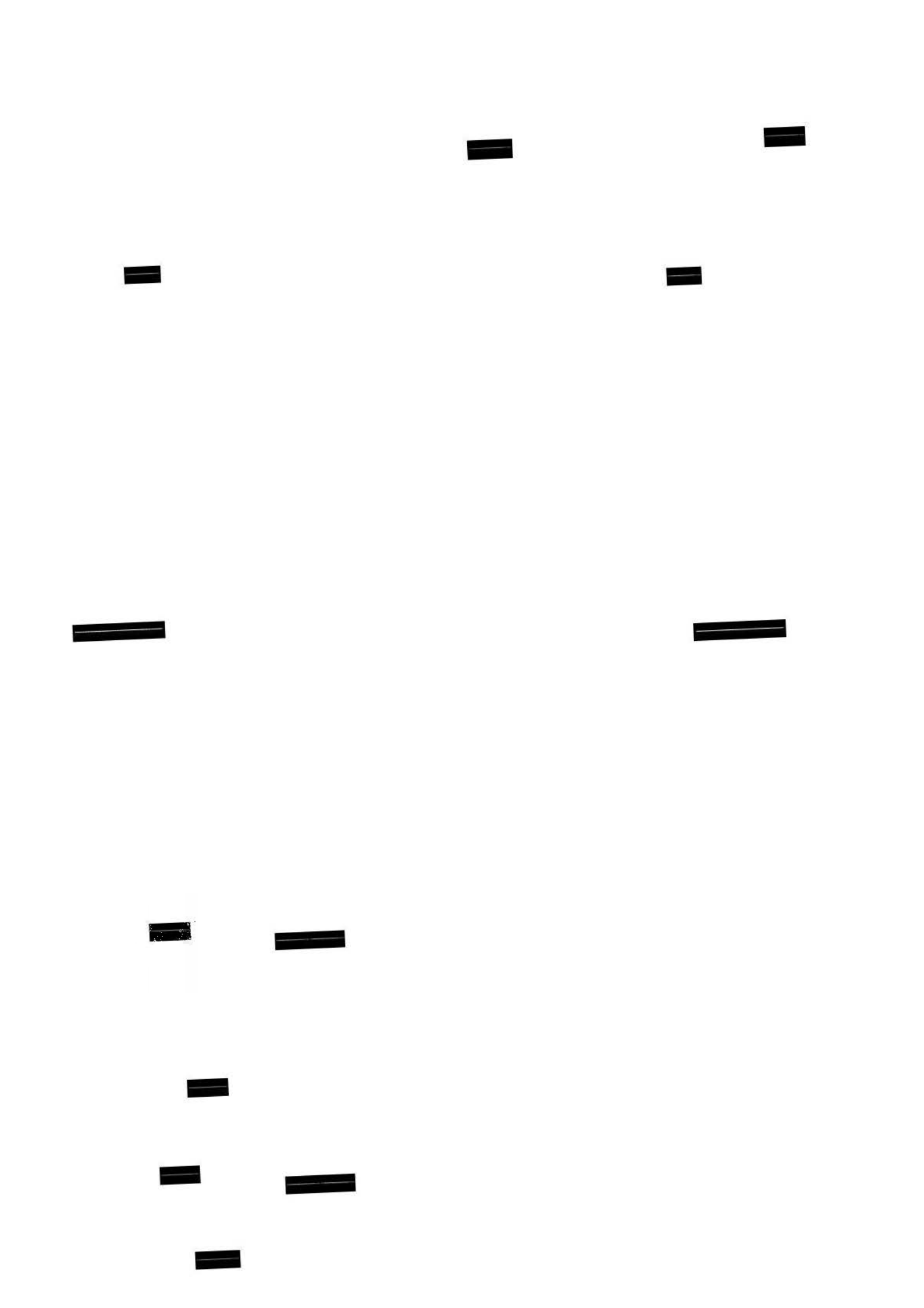
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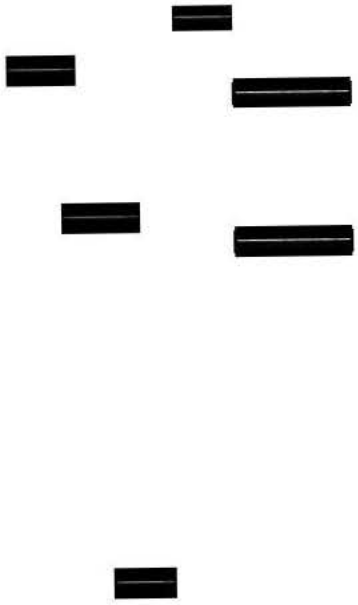
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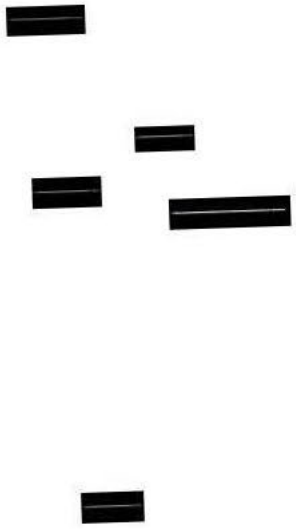
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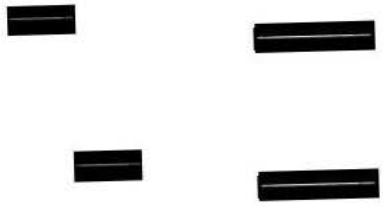
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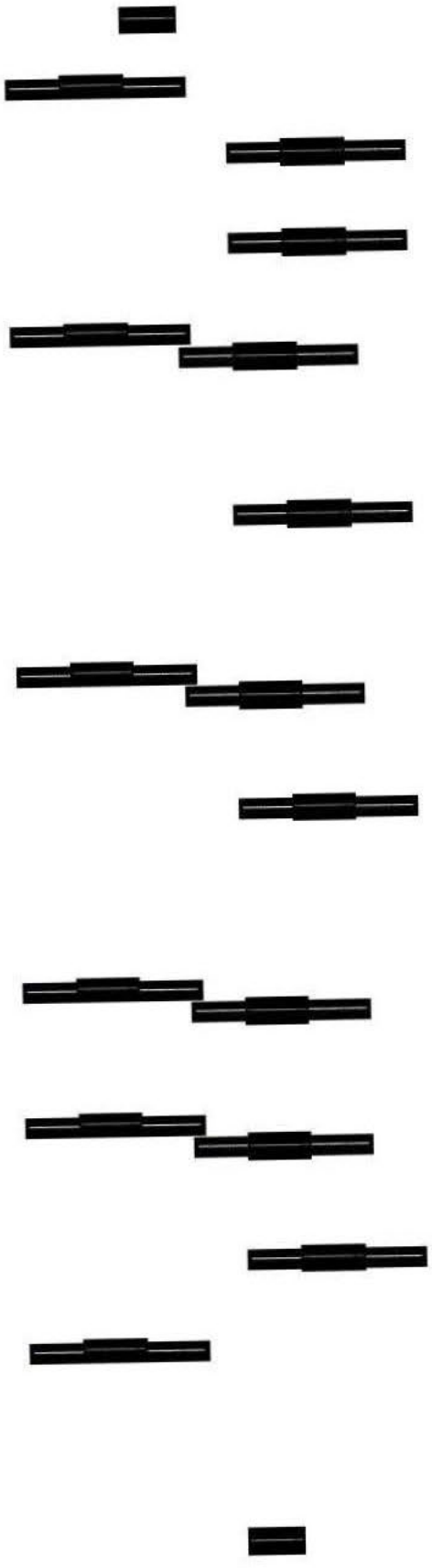
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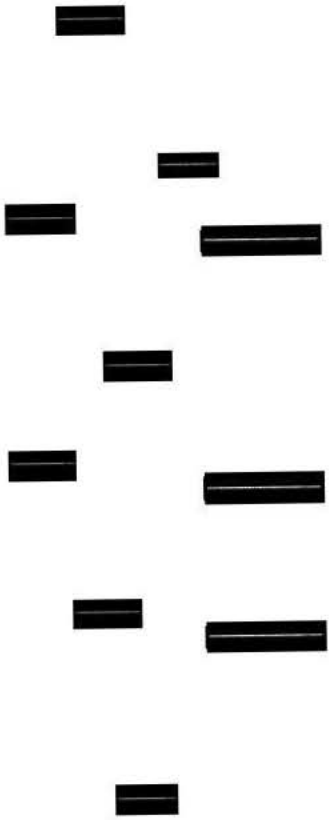
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Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]63** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 52,031
Repair Date:
Prod Date: 12/17/2013
Warranty Start Date: 03/01/2014
RO Number: [redacted]80
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA233 Valley KIA
Service District: WE06
Phone [redacted]
Contact: Nelson Castellon
Contact Title: Exclusive Kia Technician
Contact Phone: [redacted]

Case Details

Title: Lighting - External - Head lights inop # all lights flickering
Symptom: Improper Operation
System: Body Electrical
Component: Combo. Sw. (Strg Column Contr.
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 04/21/[redacted]8:03 AM clarify Action Type: Dealer contact
*** Performed by contact: Nelson Castellon, [redacted]
*** This is a Request for Assistance ***

Problem Description :
when turning left or right
all light flicker outside and inside cavin

Diagnostics Performed :
inspect battery 12.7 volt
altenator charging 13.9 volts on load

*** PHONE LOG 04/21/[redacted]8:27 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Please perform SA164 for this concern and if it still present inspect the operation of the head lamp multifunction switch. I have seen this concern related to faulty switched replace with new and reinspect if available.

*** CASE CLOSE 05/01/[redacted]8:00 AM clarify
*** Performed by contact: Nelson Castellon, [redacted]
replace turn signal switsh

Attachments

********** End Case Report T[redacted]63 **********

Techline Assistance Center Case Report

Printed By: **Case Number -** [redacted]467 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 41,035
Repair Date:
Prod Date: 03/15/2014
Warranty Start Date: 04/16/2014
RO Number: [redacted]9
Port Options: CF
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: CA139 First KIA
Service District: WE02
Phone [redacted]
Contact: ROBYN HARRIS
Contact Title: Service Consultant
Contact Phone: [redacted]

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component:
Resolution:
Category: Repair Assistance

Case History

*** NOTES 04/27/[redacted]1:52 AM clarify Action Type: Dealer contact
*** Performed by contact: Robyn Randle, [redacted]
*** This is a Request for Assistance ***

Problem Description :
rt frt headlight is out

Diagnostics Performed :
hjeadlamp repair kit

*** PHONE LOG 04/27/[redacted]2:07 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Has the head lamp concern been repaired? Is the connector damaged or melted, and is the connector and electrical pins available to repair if it is damaged?

Attachments

********** End Case Report T[redacted]67 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]96** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
VIN: [redacted]
Prod Date: 09/24/2013
Port Options: CF, CN
Factory Options:

Engine: 1.6L GDI
Mileage: 60,751
Warranty Start Date: 11/01/2013

Model Code:
Repair Date:
RO Number: [redacted]

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: GA084 Bulldog KIA
Service District: SO13
Phone [redacted]
Contact: Matthew Coddington
Contact Title: Exclusive Kia Technician
Contact Phone: [redacted]

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Interior Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** NOTES 05/01/[redacted]1:38 AM clarify Action Type: Dealer contact
*** Performed by contact: Kenneth Hill, [redacted]
*** This is a Request for Assistance ***

Problem Description :
C/s that while driving vehicle the headlamps come on randomly.

Diagnostics Performed :
i have been test driving the vehicle for a few days i have not verified the concern this is the second time the customer has been in for this in the last six months. just curious if there have been any other cases like this one? thanks

*** PHONE LOG 05/01/[redacted]1:56 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: Coming on randomly is not a common concern, does the vehicle have automatic headlights?

*** NOTES 05/02/[redacted]2:32 PM clarify Action Type: Dealer contact
*** Performed by contact: Kenneth Hill, [redacted]
Result of Advice 1:no. the only thing that I thought was weird about the car was when under a load it ran a little sluguish. I did a systems check and everything was a pass.

*** PHONE LOG 05/02/[redacted]2:37 PM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: If you can duplicate it see in BCM current data if the lights are commanded on.

*** [redacted] ***
Case Closed with Resolution Code: Cant Duplicate
*** [redacted] ***
Reopened with Sub Status of Working

*** Web - Advice created on [redacted] and created by Steven Okimura ***
1: Contact = Matthew Coddington, Priority = Standard, Sub Status = Dispatched

*** [redacted] ***
Web - Problem Description created on [redacted] and created by Matthew Coddington

when driving at night, the radio, and dash lights flicker randomly.

*** [redacted] ***
Web - Diagnostics created on [redacted] and created by Matthew Coddington

this car was at mall of ga kia for a long time with this concern. kenny has been driving it for weeks trying to duplicate it. i drove it last night and found the light do flicker.
i found the stalk seems to be the fualt. if i apply light pressure to the headlamp switch, the lights will filcker ant he head lamps remain on.
being this has been a on going problem before the warranty ran out. here we are.

*** [redacted] ***
Contact Changed from Kenneth Hill to Matthew Coddington

*** Web - Advice created on [redacted] and created by Steven Okimura ***
1: Please replace the headlamp switch and inspect the headlamp connectors per TSB ELE093. Thank you

*** Service Alert Escalated to CA as: [redacted]341 on [redacted] (PST)

*** [redacted] ***
Case Closed with Resolution Code: Faulty Component

Attachments

********** End Case Report T[redacted]96 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]63** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 31,147
Repair Date:
Prod Date: 11/21/2013
Warranty Start Date: 07/02/2014
RO Number: [redacted]3
Port Options: CF, CN, IL, SP
Factory Options:

Freeze Frame Data		
STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OR010 Butler KIA
Service District: WE09
Phone [redacted]
Contact: ADAM DECKER
Contact Title: Exclusive Kia Technician
Contact Phone: [redacted]

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component:
Resolution:
Category: Repair Assistance

Case History

*** NOTES 05/04/[redacted]8:37 AM clarify Action Type: Dealer contact
*** Performed by contact: Adam Decker, [redacted]
*** This is a Request for Assistance ***

Problem Description :
customer states headlamps stay on after vehicle is off and drains battery.

Diagnostics Performed :
had headlamps stay on time for 274sec. for one time, then headlamps shut off and parking lamps stay on. now headlamps and parking lamps shut off at the 30sec interval. have code for b[redacted]0- headlamp low LH SCG

*** PHONE LOG 05/04/[redacted]8:56 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Adam,
Please check the connections at the left and right head lamp bulbs and make sure they are not melted and the pins are not loose, also check the I/P-E connector at the SJB.

*** NOTES 05/04/[redacted]9:34 AM clarify Action Type: Dealer contact
*** Performed by contact: Adam Decker, [redacted]
Result of Advice 1:CHECK BOTH THE RIGHT AND LEFT FRONT HEADLAMP CONNECTORS- NO SIGN OF MELTED. CHECK HEADLAMP BULBS CONNECTOR- NO PROBLEMS FOUND. CHECK PIN TENSION- TEST OK. CHECK CONNECTOR I/P-E= CONNECTOR CHECK OK. CHECK FOR PIN TENSION ON ALL PINS-TEST OK.

*** PHONE LOG 05/04/[redacted]9:37 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Adam,
At this point I recommend replacing the SJB. Please report back with your repair results.

*** NOTES 05/08/[redacted]7:34 AM clarify Action Type: Dealer contact
*** Performed by contact: Adam Decker, [redacted]
Result of Advice 1:ordered I/p fuse block. waiting for fuse block.

*** Case has been auto closed by the system on [redacted] (PST)

Attachments

********** End Case Report T[redacted]63 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T[redacted]38** 07/28/[redacted]1:06:38 AM

Vehicle Data

Model/Year: 2014 SOUL [redacted]
VI [redacted]
Prod Date: 10/28/2013
Port Options: CF
Factory Options:

Engine: 1.6L GDI
Mileage: 32,665
Warranty Start Date: 12/26/2013

Model Code:
Repair Date:
RO Number: [redacted]4

Freeze Frame Data

STFT Bankk1:	**LTFT Bank1:**	**Fuel Status Bank:**
STFT Bank2:	**LTFT Bank2:**	**Fuel Status Bank 2:**
RPM:	**Coolant Temp:**	**CALC Load:**
Vehicle Speed:	**APS Sensor 1%:**	**APS Sensor 2%:**
Absolute TPS 1%:	**Absolute TPS 2%:**	**Engine Run Time:**

Deler/Contact Data

Dealer: OH003 Halleen KIA
Service District: CE02
Phone [redacted]
Contact: RICK LEAR
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Electrical System - General # headlamp flicker
Symptom: Improper Operation
System: Body Electrical
Component:
Resolution:
Category: Repair Assistance

Case History

*** NOTES 05/05/[redacted]1:45 AM clarify Action Type: Dealer contact
*** Performed by contact: Rick Lear, [redacted]
*** This is a Request for Assistance ***

Problem Description :
Customer States every once in awhile his headlamps will flicker on an off Sometime staying off for five minutes

Diagnostics Performed :
Second visit, Last visit headlamp connector tsb was done .I wiggle wiring,inspected new connectors ok,ran car twice for two hours with lights on was unable to duplicate condtion!No codes in any of the modules.

*** PHONE LOG 05/05/[redacted]2:00 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Rick, try manipulating the turn signal switch to recreate the customers complaint.

*** Admin Note ***
Service alert escalated to CA as : K[redacted]57 on 05/05/2017

Attachments

********** End Case Report T[redacted]38 **********