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

Techline Assistance Center Case Report

Printed By: **Case Number - 12400543** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
[redacted]
Mileage: 25,459
Repair Date: 07/05/2017
Warranty Start Date: 07/25/2015
RO Number: 40953

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: (727) 525-5785
Contact: Kendall Hollinger
Contact Title: Dual Technician
Contact Phone:

Case Details

Title: Lighting-Ext-Head light inop#
Symptom: Campaign
System: Body Electrical
Component: Head Lamps
Resolution: Loose, Poor Fit
Category: Repair Assistance

[redacted]

*** 07/05/2017 05:04:54 ***
Web - Problem Description created on 07/05/2017 05:04:54 and created [redacted]

CLIENT STATES THE HEADLAMP IS INOPERATIVE. BOTH HEADLAMPS APPEAR WORKING AT THIS TIME, BUT PIN #2 ON THE LH HEADLAMP BULB CONNECTOR APPEARS TO BE BURNED ONCE AGAIN. PLEASE ADVISE IF TO PERFORM ELE 093 AGAIN OR IF OTHER REPAIRS ARE SUGGESTED.

*** 07/05/2017 05:04:54 ***
Web - Diagnostics created on 07/05/2017 05:04:54 and created [redacted]

VISUAL INSPECTION OF HEADLAMP BULB CONNECTOR

*** 07/05/2017 05:36:56 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro to WIPBin defa[redacted]

*** Web - Advice created on 07/05/2017 05:41:30 and created by [redacted]
1: Has the customer experienced headlamp flickering or staying on after vehicle is parked?

[redacted]

The complaint is only "CUSTOMER STATES THE HEADLAMP IS OUT AGAIN." No mention of flickering or staying on.

*** 07/05/2017 07:41:57 ***
Web - Note created on 07/05/2017 07:41:57 and created by [redacted]

Is there any update on this?

*** Web - Advice created on 07/05/2017 08:32:29 and created by [redacted]
1: If it appears the vehicle may be repaired by performing the TSB again then do so. Make sure the pin fits are tight of the new terminals. Question the customer about the flicker and lights staying on.

*** 07/05/2017 13:09:32 ***
Case Closed with Resolution Code: Loose, Poor Fit

*** Service Alert Escalated to CA as: 12402265 on 07/06/2017 01:06:03 (PST)

Attachments

********** End Case Report 12400543 **********

Techline Assistance Center Case Report

Printed By: **Case Number - 12494783** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL

[redacted]

Engine: 1.6L GDI

Mileage: 64,241

Warranty Start Date: 01/15/2015

Model Code:

Repair Date: 09/25/2017

RO Number: 125432

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: (805) 306-3868

Contact: JIMMY MAGUGLIN

Contact Title: Service Consultant

Contact Phone:

Case Details

Title: Lighting-Ext-Head light inop#

Symptom: Headlights Inop

System: Body Electrical

Component: Head Lamps

Resolution: Faulty Component

Category: Quality Review

Case History

*** 09/25/2017 15:31:58 ***
Contact = JIMMY MAGUGLIN, Priority = Standard, Sub Status = Dispatched

*** 09/25/2017 15:31:58 ***
Web - Problem Description created on 09/25/2017 15:31:58 and created by [redacted]

WHILE DRIVING HEADLIGHTS WILL STOP WORKING AND GO OUT

*** 09/25/2017 15:31:59 ***
Web - Diagnostics created on 09/25/2017 15:31:59 and created by [redacted]

GOODWILL PER DPSM TO PERFORM TSB ELE 093-(92102F00) HEADLAMP WIRE SOCKET REPAIR(REPLACE SOCKETS AND SPLICED INTO WIRES)

*** 09/25/2017 15:36:08 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro_ Sedona_Amanti_Cadenza to WIPBin default

*** Web - Advice created on 09/25/2017 15:37:04 and created by Michael Goldwasser ***
1: Jimmy,
Thanks for the information! I will close this case out for you.

*** 09/25/2017 15:37:43 ***

Case closed by Michael Goldwasser with Resolution Code : Faulty Component
[Resolution Summary]

*** Service Alert Escalated to CA as: 12495145 on 09/26/2017 01:06:07 (PST)

Attachments

********** End Case Report 12494783 **********

Techline Assistance Center Case Report

Printed By: **Case Number - 12612199** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL [redacted]

Engine: 1.6L GDI

Model Code:

Mileage: 21,395

Repair Date: 01/24/2018

Warranty Start Date: 06/01/2015

RO Number: 63929

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: MA040 York KIA of Medford

Service District: EA02

Phone: (781) 395-6800

Contact: Joshua Barsalou

Contact Title: Technician Trainee

Contact Phone: (603) 721-6305

Case Details

Title: Duplicate - WEB Case # 1261009

Symptom: Headlights Inop

System: Body Electrical

Component: Head Lamps

Resolution: Duplicate Web Case

Category: Repair Assistance

Case History

*** 01/24/2018 07:27:32 ***
Contact = Joshua Barsalou, Priority = Standard, Sub Status = Dispatched

*** 01/24/2018 07:27:32 ***
Web - Problem Description created on 01/24/2018 07:27:32 and created by [redacted]

C/s head light is out. Confirmed issue, both high and low beams were out. Apon inspection found the connector melted.

*** 01/24/2018 07:27:32 ***
Web - Diagnostics created on 01/24/2018 07:27:32 and created by [redacted]

Visual inspection of connector to headlight, it was fine. just the connectiin at headlamp bulb connector was melted.

*** 01/24/2018 07:27:34 ***
20180124_081850.jpg added by [redacted]

*** 01/24/2018 07:27:35 ***
20180124_082230.jpg added by

*** 01/24/2018 07:28:44 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 01/24/2018 07:37:57 and created by [redacted]
1: This is a duplicate case of 12612009, please with that case .

*** 01/24/2018
Case closed b
[Resolution Su
Duplicate We

Attachments

20180124_081850.jpg.jpg, 20180124_082230.jpg.jpg

********** End Case Report 12612199 **********

Techline Assistance Center Case Report

Printed By: **Case Number - 12622343** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL [redacted]

Engine: 1.6L GDI

Model Code:

Mileage: 30,237

Repair Date: 02/02/2018

Warranty Start Date: 07/23/2015

RO Number: 16014479

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: HI001 Aloha KIA

Service District: WE03

Phone: (808) 451-3139

Contact: Michael Kane

Contact Title: Exclusive Kia Technician

Contact Phone: (808) 754-0038

Case Details

Title: Lighting-Ext-Head light inop# flicker

Symptom: Improper Operation

System: Body Electrical

Component: Head Lamps

Resolution: Cust Took Vehicle

Category: Repair Assistance

Case History

*** 02/02/2018 18:30:30 ***
Contact = Michael Kane, Priority = Standard, Sub Status = Dispatched

*** 02/02/2018 18:30:30 ***
Web - Problem Description created on 02/02/2018 18:10:21 and created by [redacted]

CUSTOMER STATES HEADLAMPS TURN SIGNALS, CLUSTER AND AUDIO LIGHTS FLICKERS ON AND OFF WHILE DRIVING. COMBO SWITCH REPLACED LAST JULY. CONDITION IS INTERMITTENT. ROAD TESTED WITH CUSTOMER BUT COULD NOT VERIFY.

*** 02/02/2018 18:30:30 ***
Web - Diagnostics created on 02/02/2018 18:20:21 and created by [redacted]

SCANNED VEHICLE AND RETRIEVED DTC IN SJB B251200 HEAD LAMP LOW RH SCG(HISTORY). INSPECTED CONNECTIONS AT BOTH HEAD LAMPS, GROUNDS GC103 AND GC104. OK. SJB I/P-E OK. ALSO PARKING LAMPS STAY ON WITH COMBO SWITCH IN HEAD LAMP POSITION WITH VEHICLE LOCKED AND ARMED. ANY SOULS KNOWN WITH THIS CONDITION. PLEASE ADVISE. THANK YOU MICHAEL KANE.

*** Service Alert Escalated to CA as: 12622505 on 02/03/2018 01:06:13 (PST)

*** 02/03/2018 07:09:09 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 02/03/2018 07:11:35 and created by [redacted]
1: Hey Michael, the multi-function switch is common, see pitstop PS483, check if the switch is bad again.
Are you able to duplicate the park lamp staying on?
Check for add on devices.

*** 02/06/2018 15:14:50 ***
Web - Note created on 02/06/2018 15:14:50 and created by [redacted]

ALOHA STEVEN, HEADLAMPS AND MULTI-FUNCTION SWITCH ARE OPERATING WITH FACTORY SPECS. COULD NOT VERIFY CUSTOMERS CONDITION. WILL BE RELEASING VEHICLE BACK TO CUSTOMER TO BE MONITORED. I'LL BE KEEPING [redacted]

[redacted] ***
1: Thank you for the update Michael.

*** 02/23/2018 12:53:23 ***
Web - Note created on 02/23/2018 12:53:22 and created by [redacted]

ALOHA STEVEN, CUSTOMER HAS NOT BEEN BACK AND HER VEHICLE IS OPERATING WITH FACTORY LIMITS. CLOSING CASE. THANK YOU.

*** 02/23/2018 12:54:38 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: INSPECT FOR PROPER OPERATION.

Attachments

********** End Case Report 12622343 **********

Techline Assistance Center Case Report

Printed By: **Case Number - 12692898** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
[redacted]
Prod Date: 04/17/2015
Port Options: CF, CN, WL
Factory Options:

Engine: 1.6L GDI
Mileage: 41,594
Warranty Start Date: 07/10/2015

Model Code:
Repair Date: 04/16/2018
RO Number: 28370

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: FL137 Dyer KIA
Phone: (866) 923-1210
Service District: SO16

Contact: zacary harper
Contact Title: Exclusive Kia Technician
Contact Phone: (863) 241-2955

Case Details

Title: Lighting-Ext-Head light inop# flicker
Symptom: Headlights Inop
System: Body Electrical
Component: Grounds (General)
Resolution: Elec Open Circuit
Category: Repair Assistance

Case History

*** 04/16/2018 13:57:47 ***
Contact = zacary harper, Priority = Standard, Sub Status = Dispatched

*** 04/16/2018 13:57:47 ***
Web - Problem Description created on 04/16/2018 13:57:47 and created by [redacted]

the headlights flicker while driving. also when you turn ac down to 1 on the fan control the cuts off.

*** 04/16/2018 13:57:47 ***
Web - Diagnostics created on 04/16/2018 13:57:47 and created by [redacted]

tested the ground side of connector MO7-A pin 6 and got 2.8 ohms. also tested ground side of connector MO2-L pin 1 and 10 and got 218ohms

*** 04/16/2018 14:22:33 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 04/16/2018 14:27:30 and created by Chris Schang ***
1: Zachary,
You have 2 separate concerns here. Due to TREAD, only one is allowed per case. I will address the head lamp concern. Do both head lamps flicker when driving? Does the customer stated they have this issue when using their turn signals?

*** Service Alert Escalated to CA as: 12693523 on 04/17/2018 01:06:35 (PST)

*** 04/17/2018 05:21:06 ***
Web - Note created on 04/17/2018 05:21:06 and created by [redacted]

yes both head lights flicker while driving. another technician has also already replaced the head lamp [redacted]

[redacted]
1: Zachary,
Check joint connector JM06 for poor pin fits and make sure GM02 is not loose.

*** 04/17/2018 07:20:12 ***
Web - Note created on 04/17/2018 07:20:11 and created by [redacted]

do i need dpsm approval to remove the dash to get to joint connector JMO6

*** Web - Advice created on 04/17/2018 08:26:24 and created by [redacted]
1: Zachary,
If you need to remove the dash for this inspection, then yes, the DPSM will have to approve the labor.

*** 04/18/2018 07:59:40 ***
Web - Note created on 04/18/2018 07:59:40 and created by zacary harper

after removing the dash to inspect the ground GM02 the ground is not loose.
also checked the JM06 joint connector and found the pins are all in good condition.

*** Web - Advice created on 04/18/2018 08:02:49 and created by [redacted]
1: Zachary,
Try upgrading the ground at GC201 and GC103. They are located behind the bumper.

*** 04/18/2018 10:54:43 ***
Web - Note created on 04/18/2018 10:54:43 and created by zacary harper

after upgrading the ground i can not duplicate the concern.
but i still have excessive resistance to chassis ground the resistan[redacted]

*** Web - Advice created on 04/18/2018 10:56:42 and created by [redacted]
1: Zachary,
What do the head light connectors and bulbs look like? Is there any corrosion on the plugs?

*** 04/18/2018 11:21:47 ***
Web - Note created on 04/18/2018 11:21:47 and created by [redacted]

there is no corrosion on the plugs the connectors are not burnt and the bulbs look like they are good condition

*** Web - Advice created on 04/18/2018 11:29:26 and created by [redacted]
1: Zachary,
Even upgraded, you have 28 ohms on the ground you just upgraded? Are the bulbs dim at all?

*** 04/18/2018 11:41:52 ***
Web - Note created on 04/18/2018 11:41:52 and created by [redacted]

the bulbs are not deam. and the resistance 28ohms is from M02-L pin 1 and 10 to chassis ground. the upgraded grades are normal readings

*** Web - Advice created on 04/18/2018 12:02:35 and created by [redacted]
1: Zachary,
Are you testing these pins with the connector disconnected to chassis ground? What are you using as a ground? Have you compared this to a known good vehicle?

*** 04/18/2018 12:23:37 ***
Web - Note created on 04/18/2018 12:23:37 and created by [redacted]

yes the connectors are disconnected. im using the dash support bracket as a chassis ground. and no i have not compared to a known good vehicle.

*** Web - Advice created on 04/18/2018 13:30:25 and created by [redacted]
1: Zachary,
I do not have specs on this test and the joint connector has several grounds going to it and you have verified that the GM02 ground was tight with no issue and all pins at the JM06 connector are tight. It would be helpful to compare to a known good vehicle since the head lamps are working normally.

*** 04/19/2018 09:12:44 ***
Web - Note created on 04/19/2018 09:12:44 and created by [redacted]

ok i have gotten a known good vehicle and the test results are 1ohm resistance from pin1 and pin10 to chassis ground

*** Web - Advice created on 04/19/2018 09:19:28 and created by [redacted]
1: Zachary,
Disconnect M02-L and JM06 and measure end to end resistance from M02-L pin 10 to JM06 pin 15. Also M02-L pin 1 to JM06 pin 8. Your excessive resistance is either in the harness of the joint connector JM06 which you stated had no issue. You also have a joint connector tied in to JM06 at MC11

pin 34.

*** 04/19/2018 12:49:34 ***
Web - Note created on 04/19/2018 12:49:33 and created by [redacted]

[redacted] -

[redacted] ***
1: Zachary,
Disconnect JM06 and measure resistance from JM06 pins 8, 15, and 20 to the GM02 ground.

*** 04/19/2018 13:47:00 ***
Web - Note created on 04/19/2018 13:47:00 and created by zacary harper

i have O.L. at pins 8 and 15. at pin 20 it has 0.3ohms with the JM06 discounnected

*** Web - Advice created on 04/19/2018 13:55:50 and created by [redacted]
1: Zachary,
Based on your findings, you have excessive resistance in the harness and the dash harness will have to be replaced. You will need DPSM approval to replace the harness.

*** 04/23/2018 13:02:44 ***
Web - Note created on 04/23/2018 13:02:44 and created by [redacted]

thanks for the help the new harness resolved the customers concern

*** 04/23/2018 13:04:22 ***
Case Closed with Resolution Code: Elec Open Circuit
Resolution Summary: replaced the dash harness due to high resistance

*** 05/24/2018 13:21:30 ***
Case Number: 12692898 Reopen Requested by zacary harper.
Reason: [the vehicle is back with the same concern customer is complaining that the dash lights will shut off for a few minutes and come back on. the headlight switch has been replaced and the dash wiring harness has been replaced]

*** 05/24/2018 13:38:48 ***
Reopened with Sub Status of Working

*** Web - Advice created on 05/24/2018 13:38:50 and created by [redacted]
1: Zachary,
Have you duplicated the concern since the repairs?

*** 05/24/2018 14:11:40 ***
Web - Note created on 05/24/2018 14:11:40 and created by zacary harper

i have not since the repairs. but this is the second time the customer brung back the vehicle with the complaint since the repair

*** Web - Advice created on 05/24/2018 14:40:17 and created by [redacted]
1: Zacary,
You will have to duplicate the issue. Is it possible to have the customer in a loaner vehicle and have you drive the vehicle at night?

*** 05/30/2018 13:49:18 ***
Web - Note created on 05/30/2018 13:49:17 and created by z[redacted]

the customer traded this vehicle in do i need to close this case or continue it?

*** Web - Advice created on 05/30/2018 14:01:21 and created [redacted]
1: Zacary,
You can close the case at this time. If it returns when it is sold for the same concern, request to have it reopened.

*** 05/31/2018 05:47:20 ***
Web - Note created on 05/31/2018 05:47:19 and created by [redacted]

OK THANKS

*** 05/31/2018 05:47:29 ***
Case Closed with Resolution Code: Elec Open Circuit
Resolution Summary: replaced the dash harness due to high resistance

Attachments

********** End Case Report 12692898 **********

Techline Assistance Center Case Report

Printed By: **Case Number - 12751962** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 2.0L GDI
Model Code:
[redacted]
Mileage: 56,072
Repair Date: 06/08/2018
Prod Date: 10/10/2014
Warranty Start Date: 12/01/2014
RO Number: 131273
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: (805) 306-3868
Contact: JIMMY MAGUGLIN
Contact Title: Service Consultant
Contact Phone:

Case Details

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

Case History

[redacted]

INSPECTED FRONT DR HEAD LAMP AND NOTICED THAT THE WIRE THAT PLUGS IN TO THE BULB WAS MELTED. THE WIRE IS PART OF THE HEAD LAMP ASSEMBLY. REPLACED HEAD LAMP AND VEHICLE IS NOW OPERATING NORMAL AT THIS TIME.

*** 06/08/2018 14:48:22 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 06/08/2018 14:49:28 and created by Frank Lusic ***
1: Hello Jimmy, thank you for this information

*** 06/08/2018 14:50:12 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

head lamp

*** Service Alert Escalated to CA as: 12752333 on 06/09/2018 10:19:51 (PST)

Attachments

********** End Case Report 12751962 **********

Techline Assistance Center Case Report

Printed By: **Case Number - 12975197** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL [redacted]

Engine: 2.0L GDI

Model Code:

Mileage: 32,136

Repair Date: 12/14/2018

Prod Date: 02/02/2015

Warranty Start Date: 05/28/2015

RO Number: 6151423

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: FL091 Bill Bryan KIA

Service District: SO04

Phone: (352) 365-1228

Contact: Derek Montemayor

Contact Title: Exclusive Kia Technician

Contact Phone: (815) 388-5807

Case Details

Title: Lighting-Ext-Head light inop# Flicker

Symptom: Headlights Inop

System: Body Electrical

Component: Switch

Resolution: Faulty Component

Category: Repair Assistance

Case History

[redacted]

The headlights flicker at times while driving.

*** 12/14/2018 09:40:43 ***
Web - Diagnostics created on 12/14/2018 09:33:10 and created by Derek Montemayor

checked KGIS for messages and found PS483. based on the info given, i checked the head lamp connectors. only the passenger headlamp connector is melted. the left side is ok. this vin is out of the production date range by a month for tsb ele093. I believe the production date should be expanded for tsb ele093 but i also believe the customer's concern is caused by the head lamp stalk as one side bulb connector will not make both lamps flicker.

*** 12/14/2018 09:45:21 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 12/14/2018 09:46:18 and created by Michael Goldwasser ***
1: Derek,
Please replace the multifunction switch and report back with your repair results.

*** 12/14/2018 09:50:18 ***
Web - Note created on 12/14/2018 09:50:18 and created by Derek Montemayor

so what should i do about the burnt headlamp bulb connector on the passenger side?

*** Web - Advice created on 12/14/2018 09:52:56 and created by Michael Goldwasser ***
1: Derek,
Please replace the connectors per electrical 093.

*** 12/14/2018 10:05:09 ***
Web - Note created on 12/14/2018 10:05:09 and created by Derek Montemayor

thank you

*** Web - Advice created on 12/14/2018 10:26:10 and created by Michael Goldwasser ***
1: No problem!

*** 12/27/2018 06:33:16 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced the head light switch and repaired the connectors at the bulbs

Attachments

********** End Case Report 12975197 **********

Techline Assistance Center Case Report

Printed By: **Case Number - 13239519** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 2.0L GDI
Model Code:
VIN [redacted]
Mileage: 28,934
Repair Date: 06/26/2019
Prod Date: 04/14/2015
Warranty Start Date: 07/20/2015
RO Number: 629914
Port Options: CF, 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: IN006 Fort Wayne KIA
Service District: CE09
Phone: (260) 482-7444
Contact: David Cole
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting-Ext-Auto Headlight In - Flickering
Symptom: Improper Indication
System: Engine Electrical
Component: Battery
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** 06/26/2019 12:24:59 ***
Contact = David Cole, Priority = Standard, Sub Status = Dispatched

*** 06/26/2019 12:24:59 ***
Web - Problem Description created on 06/26/2019 12:24:59 and created by David Cole

all vehicle lights flickering slightly. .

*** 06/26/2019 12:25:00 ***
Web - Diagnostics created on 06/26/2019 12:24:59 and created by David Cole

Vehicle was in a week or so ago complaining of lights flickering. Tested system with GR8 found faulty diode pattern in alternator. Replaced alternator under warranty. vehicle came back today with same complaint. All vehicle lights flickering slightly. today did GRD system test all passed except battery wanted diag charge. Diag charged battery (NAPA legend less than 3 months old) Battery failed testing after diag charge. replaced battery. Vehicle lights still flickering, no change. Checked and enhanced big ground near negative terminal, no change. Flickering is almost hard to notice at first but once you notice it you can't unsee it. Occurs with loads both on and off.

*** 06/26/2019 14:24:46 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro _Stinger_Sedona_Amanti _Cadenza to WIPBin default

*** Web - Advice created on 06/26/2019 14:49:54 and created by Jesse Lancaster ***
1: Is there any aftermarket or port installed items found in the vehicle? Is the customer the original owner, and when did this condition first start? Can you provide a recording and inspect and compare the operation to a like MY vehicle? Are all bulbs and items factory?

*** Service Alert Escalated to CA as: 13240262 on 06/27/2019 01:06:50 (PST)

*** 06/27/2019 10:32:49 ***
Web - Note created on 06/27/2019 10:32:49 and created by David Cole

Original owner. First noticed 2-3 months ago. No aftermarket or port installed items on vehicle. Vehicle appears 100% stock other than the new Napa battery.

*** 06/27/2019 10:33:19 ***
20190627_132649.mp4 added by David Cole on 06/27/2019 10:32:50

*** 06/27/2019 13:01:37 ***
20190627_155924.mp4 added by David Cole on 06/27/2019 13:01:25

*** Web - Advice created on 06/28/2019 08:56:16 and created by Jesse Lancaster ***
1: If there is a aftermarket batteyr installed, before we continue testing please install a known good KIA facotry battery rated for this vehicle and update the Neg cable ground and reinspect if the conditoin is still present. If it is still present let me know if the interior lights flicker as well or only related to exterior lamps?

There have been previous multifunction switch causing abnormal headlamp operation but not related to flickering as this case has indicated, more for lights flashing on and off when the switch is not commanded.

*** 07/09/2019 10:50:59 ***
Web - Note created on 07/09/2019 10:50:59 and created by David Cole

I had already enhanced grounds. Installed headlamp switch, no change. Installed KIA battery issue seems to be resolved.

*** Web - Advice created on 07/10/2019 17:29:51 and created by Jesse Lancaster ***
1: Great new, and good job. I will close out the case since the battery has corrected the concern.

*** 07/10/2019 17:30:18 ***
Case closed by Jesse Lancaster with Resolution Code : Faulty Component
[Resolution Summary]

Attachments

20190627_132649.mp4.mp4, 20190627_155924.mp4.mp4

********** End Case Report 13239519 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T2862909** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
[redacted]
Mileage: 19,550
Repair Date:
Prod Date: 06/18/2014
Warranty Start Date: 08/09/2014
RO Number: 139759
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: TX013 Crown KIA
Service District: SW02
Phone: (903) 581-7688
Contact: Neri Gutierrez
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # connector melted
Symptom: Improper Operation
System: Please Specify
Component: Please Specify
Resolution: Please Specify
Category: Repair Assistance

Case History

*** NOTES 01/03/2015 06:58 AM clarify Action Type: Dealer contact
*** Performed by contact: Dereck Tucker, 9035817688
*** This is a Request for Assistance ***

Problem Description :
melted connecters

Diagnostics Performed :
inspected connecters and assy

*** PHONE LOG 01/03/2015 08:35 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Are there any after market bulbs or accessories installed on the vehicle? Does it appear that the vehicle has ever been involved in a collision? Improve the headlight grounds by removing the bolt and scraping away the paint and installing star washers.

*** PHONE LOG 01/05/2015 09:50 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: *** Performed by contact: Neri Gutierrez, 9035817688
*** This is a Request for Assistance ***

Problem Description :
AT 11903 MILES THE CAR CAME IN WITH A DRIVERS SIED HIGH BEEN LIGHT OUT. TECH REPLACED BULB. AT 14857 CAR CAME BACK WITH SAME PROBLEM. TECH REPLACED HEADLIGHT ASSY FOR MELTED CONNECTOR INSIDE. AT 17238 CAR CAME BACK WITH PASS SIDE HIGH BEEN OUT. TECH REPLACED BULB. AT 19552 CAR CAME BACK WITH WITH SAME PROBLEM. TECH ORDERED HEADLIGHT

ASSY.

Diagnostics Performed :
TODAY I WILL REPLACE HEADLIGHT TECH ORDERED. IM MAKING A CASE DUE TO SEVERAL ATTEMPS TO REPAIR. AND TO SEE IF YALL HAVE SEEN THIS PROBLEM BEFORE. CUSTOMER ALSO SAID THAT WHEN THE LIGHT WENT OUT THIS LAST TIME THERE WAS SMOKE COMING OUT FROM STEERING COLUM AREA. I REMOVED COVERS AND INSPECTED CONNECTIONS AND DID NOT FIND ANY SIGNS OF BURNT CONNECTORS.. POSS FROM HEADLIHG CONNECTOR THAT MELTED..

*** CHNG CONTACT 01/05/2015 09:51 AM Pacific Daylight Time SOkimura
Contact changed from Dereck Tucker at Crown Kia to Neri Gutierrez at Crown Kia. Former primary phone: (903) 581-7688. Former alternate phone: .

*** PHONE LOG 01/05/2015 09:53 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Neri, if the headlamp connectors show any signs of melting connectors the headlamp assembly should be replaced. Update and close the case after replacement. Thank you

*** CASE CLOSE 01/07/2015 03:41 PM clarify
*** Performed by contact: Neri Gutierrez, 9035817688
replaced headlamp assy that had melted connection inside

Attachments

********** End Case Report T2862909 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T2863399** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 19,601
Repair Date:
Prod Date: 06/18/2014
Warranty Start Date: 08/09/2014
RO Number: 139786
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: TX013 Crown KIA
Service District: SW02
Phone: (903) 581-7688
Contact: Neri Gutierrez
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Duplicate - WEB Case # T2862909
Symptom:
System: Non System Related
Component:
Resolution: Duplicate Web Case
Category: Repair Assistance

Case History

*** NOTES 01/05/2015 09:06 AM clarify Action Type: Dealer contact
*** Performed by contact: Neri Gutierrez, 9035817688
*** This is a Request for Assistance ***

Problem Description :
AT 11903 MILES THE CAR CAME IN WITH A DRIVERS SIED HIGH BEEN LIGHT OUT. TECH REPLACED BULB. AT 14857 CAR CAME BACK WITH SAME PROBLEM. TECH REPLACED HEADLIGHT ASSY FOR MELTED CONNECTOR INSIDE. AT 17238 CAR CAME BACK WITH PASS SIDE HIGH BEEN OUT. TECH REPLACED BULB. AT 19552 CAR CAME BACK WITH WITH SAME PROBLEM. TECH ORDERED HEADLIGHT ASSY.

Diagnostics Performed :
TODAY I WILL REPLACE HEADLIGHT TECH ORDERED. IM MAKING A CASE DUE TO SEVERAL ATTEMPS TO REPAIR. AND TO SEE IF YALL HAVE SEEN THIS PROBLEM BEFORE. CUSTOMER ALSO SAID THAT WHEN THE LIGHT WENT OUT THIS LAST TIME THERE WAS SMOKE COMING OUT FROM STEERING COLUM AREA. I REMOVED COVERS AND INSPECTED CONNECTIONS AND DID NOT FIND ANY SIGNS OF BURNT CONNECTORS.. POSS FROM HEADLIHG CONNECTOR THAT MELTED..

*** CASE CLOSE 01/05/2015 09:50 AM Pacific Daylight Time SOkimura

Resolution Code: Deteriorated
CLOSING COMMENTS
I am closing this duplicate web case, refer to T2862909

Attachments

********** End Case Report T2863399 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T2885695** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL **Engine:** 1.6L GDI **Model Code:**

VIN [redacted] **Mileage:** 6 **Repair Date:**

Prod Date: 11/25/2014 **Warranty Start Date:** 03/02/2015 **RO Number:** 171998

Port Options: CB, 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: FL010 Century KIA **Service District:** SO14

Phone: (813) 872-0210

Contact: Ryan Gehret **Contact Title:** Exclusive Kia Technician **Contact Phone:** (484) 374-5489

Case Details

Title: Lighting - External - Head lights inop # not aimed properly

Symptom: Improper Operation

System: Body Electrical

Component: Head Lamps

Resolution: Improper Adjustment **Category:** Quality Review

Case History

*** NOTES 02/07/2015 07:07 AM clarify Action Type: Dealer contact
*** Performed by contact: Ryan Gehret, 2155383500
*** This is a Report for Quality Concern ***

Problem Description :
During Pre-Delviery Inspection noticed that the right front headlamp beam was not consistant with the left; drop considerably lower then the left.

Diagnostics Performed :
Performed headlight alignment to bring RF headlamp beam up to factory spec.

*** CASE CLOSE 02/07/2015 07:53 AM Pacific Daylight Time dbrisky

Resolution Code: Improper Adjustment
CLOSING COMMENTS
adjusted

Attachments

********** End Case Report T2885695 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T2919878** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 11,304
Repair Date:
Prod Date: 07/30/2014
Warranty Start Date: 09/27/2014
RO Number: 757844
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: (954) 800-2120
Contact: Samuel Taylor
Contact Title: Exclusive Kia Technician
Contact Phone: (954) 549-4393

Case Details

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

Case History

*** NOTES 04/02/2015 04:51 AM clarify Action Type: Dealer contact
*** Performed by contact: Samuel Taylor, *01062012090552
*** This is a Request for Assistance ***

Problem Description :
cust state head light inop

Diagnostics Performed :
did verity that the pass/head light not working and I found the problem the green weir the pin come out had poor connection I replace the pin and recheck and problem is fix

*** CASE CLOSE 04/02/2015 05:01 AM Pacific Daylight Time SOkimura

Resolution Code: Elec Connection Poor
CLOSING COMMENTS
Replace terminal at the headlamp connector

Attachments

********** End Case Report T2919878 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T2940884** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 37,715
Repair Date:
Prod Date: 06/18/2014
Warranty Start Date: 08/09/2014
RO Number: 144250
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: TX013 Crown KIA
Service District: SW02
Phone: (903) 581-7688
Contact: Neri Gutierrez
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Duplicate - WEB Case # T2933313
Symptom:
System: Please Specify
Component:
Resolution: Duplicate Web Case
Category: Repair Assistance

Case History

*** NOTES 05/05/2015 06:19 AM clarify Action Type: Dealer contact
*** Performed by contact: Neri Gutierrez, 9035817688
*** This is a Request for Assistance ***

Problem Description :
customer came back with same concern, need to reopen case

Diagnostics Performed :
headlight bulbs burning out and headlihgts shorting out internally

*** PHONE LOG 05/05/2015 06:47 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Neri, I am closing this dupicate case, refer to T2933313

*** CASE CLOSE 05/05/2015 06:48 AM Pacific Daylight Time SOkimura

Resolution Code: Duplicate Web Case
CLOSING COMMENTS
Duplicate case

Attachments

********** End Case Report T2940884 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T2944140** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL EV
Engine: 81.4KW MOTOR
Model Code:
VIN: [redacted]
Mileage: 246
Repair Date:
Prod
Warranty Start Date: 05/01/2015
RO Number: 220190
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: CA283 Car Pros KIA Glendale
Service District: WE02
Phone: (818) 745-1400
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # right high beam stays on
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: Elec Short to Power
Category: Repair Assistance

Case History

*** NOTES 05/09/2015 09:07 AM clarify Action Type: Dealer contact
*** Performed by contact: Edwin Torossian, 8882490706
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES RH SIDE HIGH BEAM HEADLIGHT STAYS ON EVEN IGNITION IS OFF.

Diagnostics Performed :
VERIFIED THE CONCERN, THERE IS NO DTC, CHECKED FUSE BOXES AND CONNECTORS BUT I DID NOT SEE ANY PROBLEM.
NEED YOUR ADVISE. THANK YOU

*** PHONE LOG 05/09/2015 09:26 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Please update grounds GE04 and GE05 for the right headlight assembly. Remove the bolts and scrape away the paint and install star washers.

*** NOTES 05/09/2015 09:49 AM clarify Action Type: Dealer contact
*** Performed by contact: Edwin Torossian, 8882490706
Result of Advice 1:THAT DID NO SOLVE THE PROBLEM. THERE IS 12 POWER AT YELLOW WIRE ON HEAD LIGHT CONNECTOR. BY DISCONNECTING CONNECTOR I/P-E FROM SMART JUNCTION BOX LIGHT TURNS OFF. I THINK SMART JUNCTION BOX HAS INTERNAL SHORTAGE.

*** PHONE LOG 05/09/2015 10:00 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: If you have a known good SMJ to try then I suggest trying a known good. If you don't order a new one and report your results.

*** Admin Note ***
Service alert escalated to CA as : K2944173 on 05/09/2015

*** CASE CLOSE 05/11/2015 09:42 AM clarify
*** Performed by contact: Daniel Hernandez, 8187451400
REPLACED IPDM, VEHICLE REPIRED NOW

Attachments

********** End Case Report T2944140 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T2984611** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 1,728
Repair Date:
Prod Date: 10/22/2014
Warranty Start Date: 02/16/2015
RO Number: 8395
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: FL060 Crown KIA
Service District: SO14
Phone: (727) 525-5785
Contact: Felix Crespo
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 07/10/2015 11:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Felix Crespo, 7275255785
*** This is a Request for Assistance ***

Problem Description :
pass headlamp inop

Diagnostics Performed :
upon inspection found healamp harness burned.

*** PHONE LOG 07/10/2015 11:17 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Felix, please replace the headlamp assembly, inspect the drivers side connector also. Thank you

*** CASE CLOSE 07/10/2015 11:36 AM clarify
*** Performed by contact: Felix Crespo, 7275255785
replaced pass side headlamp

Attachments

********** End Case Report T2984611 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T2990083** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 5,098
Repair Date:
Prod Date: 10/30/2014
Warranty Start Date: 01/22/2015
RO Number: 120901
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: FL117 Fuccillo KIA of Cape Coral
Service District: SO16
Phone: (239) 242-7000
Contact: GERALD MANGINA
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Front Combo. Lamp (Turn Signal
Resolution: Burned Out
Category: Quality Review

Case History

*** NOTES 07/20/2015 03:59 AM clarify Action Type: Dealer contact
*** Performed by contact: Gerald Mangina, 2392427000
*** This is a Report for Quality Concern ***

Problem Description :
left front headlamp inop

Diagnostics Performed :
connector at bulb shorted (melted), replaced headlamp asm.

*** PHONE LOG 07/20/2015 04:39 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Gerald, update and close out the case if the vehicle is now repaired, thank you

*** CASE CLOSE 07/20/2015 10:33 AM clarify
*** Performed by contact: Gerald Mangina, 2392427000
replace headlamp

Attachments

********** End Case Report T2990083 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3024002** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 317
Repair Date:
Prod Date: 03/13/2015
Warranty Start Date: 08/29/2015
RO Number: 29339
Port Options: CT, HF, 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: FL113 Regal KIA
Service District: SO14
Phone: (863) 904-1170
Contact: Reuben Farrior
Contact Title: Exclusive Kia Technician
Contact Phone: (863) 660-1216

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Head Lamps
Resolution: No Problem Found
Category: Repair Assistance

Case History

*** NOTES 09/04/2015 01:56 PM clarify Action Type: Dealer contact
*** Performed by contact: Reuben Farrior, 8639041170
*** This is a Request for Assistance ***

Problem Description :
customer state left headlight cuts on and off

Diagnostics Performed :
tech could not duplicate but found circled connector on attachment loose

*** PHONE LOG 09/04/2015 02:06 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Reuben,
Please upgrade the connector and add Stabilent 22a to the pins. Please report back with your repair results.

*** CASE CLOSE 09/28/2015 06:11 AM clarify
*** Performed by contact: Reuben Farrior, 8639041170
no problem found

Attachments

********** End Case Report T3024002 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3025110** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 1,028
Repair Date:
Prod Date: 01/05/2015
Warranty Start Date: 06/27/2015
RO Number: 6090429
Port Options: CF, EH, 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: FL121 Rountree Moore KIA
Service District: SO04
Phone: (386) 755-0630
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Electrical System - General # Cluster, dash, audio, lights go out
Symptom: Improper Operation
System: Body Electrical
Component: Meter Set (Gauge Cluster)
Resolution: Cant Duplicate
Category: Repair Assistance

Case History

*** NOTES 09/08/2015 12:18 PM clarify Action Type: Dealer contact
*** Performed by contact: Daryl Bump, *0203140755_125193
*** This is a Request for Assistance ***

Problem Description :
customer stated that going down the highway vehicle would deccel and headlights, audio and dash lights would go out

Diagnostics Performed :
inspected ipm connections, found no abnormal conditions, test drove vehicle, two times now have not been able to duplicate concern, waiting to hear from adviser to test drive home(combination of highway and city), was requested to open case for any available information you all might have

*** PHONE LOG 09/08/2015 12:30 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Daryl, pleae try manipulating the headlamp switch to duplicate the concer, try tapping on it etc...
Check for any add-on accessories. Thank you

*** NOTES 09/09/2015 05:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Daryl Bump, *0203140755_125193
Result of Advice 1:ok will attempt

*** NOTES 09/09/2015 05:49 AM clarify Action Type: Dealer contact
*** Performed by contact: Daryl Bump, *0203140755_125193

Result of Advice 1:only acc is the electro-chromatic mirroe t-tapped into the green wire at smart junction box, re-checked the iod4 and the cluster fuse, hit the headlanp switch cycled on/off numerous times as well as the fog portion, lifter and moved steering wheel around to different locations

*** PHONE LOG 09/09/2015 06:52 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Daryl, check for any DTCs in the BCM or SJB

*** NOTES 09/10/2015 08:40 AM clarify Action Type: Dealer contact
*** Performed by contact: Daryl Bump, *0203140755_125193
Result of Advice 1:ok will advise

*** RESEARCH LOG 09/10/2015 09:52 AM Pacific Daylight Time SOkimura Action Type:Administrative task

*** NOTES 09/11/2015 04:11 AM clarify Action Type: Dealer contact
*** Performed by contact: Daryl Bump, *0203140755_125193
Result of Advice 1:scanned systems this morning, and no codes avail in any of the modules

*** PHONE LOG 09/11/2015 04:22 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Daryl, 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 09/14/2015 08:46 AM clarify Action Type: Dealer contact
*** Performed by contact: Daryl Bump, *0203140755_125193
Result of Advice 1:yes sir I understand, thanks for the assistance

*** CASE CLOSE 09/14/2015 08:47 AM clarify
*** Performed by contact: Daryl Bump, *0203140755_125193
nothing

Attachments

********** End Case Report T3025110 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3036947** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
[redacted]
Engine: 1.6L GDI
Mileage: 5,846
Model Code:
Repair Date:
Prod Date: 11/04/2014
Warranty Start Date: 03/26/2015
RO Number: 37335
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: WI008 Palmen KIA of Kenosha
Service District: CE07
Phone: (262) 697-3100
Contact: Buddy Duvall
Contact Title: Maintenance Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # autolamps
Symptom: Improper Operation
System: Body Electrical
Component:
Resolution: Information Given
Category: Repair Assistance

Case History

*** NOTES 09/24/2015 08:22 AM clarify Action Type: Dealer contact
*** Performed by contact: Buddy Duvall, *10202010133514
*** This is a Request for Assistance ***

Problem Description :
customer states auto headlamps will not come on unless it is completely dark.

Diagnostics Performed :
with vehicle parked in shop, headlamp switch in auto, headlamps come on when vehicle is started, headlamps go out when vehicle is driven outside in sun, headlamps do not come on when moved back into shop, lights will come on as soon as sensor is partially covered with hand

*** PHONE LOG 09/24/2015 08:33 AM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: Have you compared the operation of the auto lamps in this vehicle to a like known good? It sounds like it's operating normally by your description. I don't know how dark your shop is.

*** PHONE LOG 09/29/2015 08:48 AM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: Any updates on this vehicle?

*** PHONE LOG 10/07/2015 10:21 AM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: Any updates?

*** CASE CLOSE 10/15/2015 02:07 PM Pacific Daylight Time JPhillips-TL

Resolution Code: Information Given
CLOSING COMMENTS
no response from tech

Attachments

********** End Case Report T3036947 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3054578** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
[redacted]
Prod Date: 11/05/2014
Port Options: BA, CF, CMC, CN, PL
Factory Options:

Engine: 2.0L GDI
Mileage: 14,912
Warranty Start Date: 12/18/2014

Model Code:
Repair Date:
RO Number: 778592

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: (954) 800-2120
Contact: Samuel Taylor
Contact Title: Exclusive Kia Technician
Contact Phone: (954) 549-4393

Case Details

Title: Lighting - External - Head lights inop # RF
Symptom: Improper Operation
System: PSEV (PS Electric Vehicle)
Component: Electric Power Control Unit
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 10/20/2015 06:02 AM clarify Action Type: Dealer contact
*** Performed by contact: Samuel Taylor, *01062012090552
*** This is a Request for Assistance ***

Problem Description :
CUST STATE PASS/FRONT HEAD LAMP INOP

Diagnostics Performed :
DID VERFIY THAT THE PASS/FRONT HEAD LAMP INOP IF I TURN ON AND OFF THE HEAD LAMP WORKS I NEED TO KNOW IF THIS HEAD LAMP HAVE A BALACE IN THE HEAD LAMP PLS ADVIS

*** PHONE LOG 10/20/2015 06:17 AM Pacific Daylight Time dbrisky Action Type:Incoming call
Advice 1: Tech called in. Advised to check voltage at pin 3 and ground at pin 7.

*** NOTES 10/20/2015 06:24 AM clarify Action Type: Dealer contact
*** Performed by contact: Samuel Taylor, *01062012090552
Result of Advice 1:I did check for voltage on pin 3 and ground on pin 7
Additional Comments:I have voltage on pin 3 and also have ground on pin 7

*** PHONE LOG 10/20/2015 06:31 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: If there aren't any loose, backed out, bent or broken pins in the headlight connector then replace the headlight assembly.

*** CASE CLOSE 10/23/2015 07:23 AM clarify
*** Performed by contact: Samuel Taylor, *01062012090552
head lamp

Attachments

********** End Case Report T3054578 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3058141** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
[redacted]
Engine: 2.0L GDI
Mileage: 7,131
Model Code:
Repair Date:
Prod Date: 04/23/2015
Warranty Start Date: 07/21/2015
RO Number: 108614
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: GA064 Carriage KIA
Service District: SO13
Phone: (678) 717-2150
Contact: Nicholas Pierson
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop # dimming while driving
Symptom: Improper Operation
System: Body Electrical
Component: Auto Headlight Control Unit
Resolution: Information Taken
Category: Repair Assistance

Case History

**** NOTES 10/24/2015 05:41:12 AM clarify Action Type:Dealer contact
*** Performed by contact: Nicholas Pierson, 6787172150
*** This is a Request for Assistance ***

Problem Description :
Customer states vehicle lights dim while driving down the road

Diagnostics Performed :
Vehicle originally came in for the same concern, checked ground resistance on the battery, then the alternator, also checked connection on body and engine grounds. Completed starting and charging system test with GR8, found diode short in alternator. Ordered the alternator, removed and replaced. Retested the system and found no short in the diode. The vehicle has returned for the same concern, checked the starting and charging system test, no problems found with the test at this time. Scanned vehicle with the KDS to check all the modules for DTC's no DTC's. Checked KGIS for any publications pertaining to the concern. No information found at this time. Have you seen any with this concern? or any additional information.

*** PHONE LOG 10/24/2015 06:59 AM Pacific Daylight Time JBrookes Action Type:Outgoing call
Advice 1: Nicholas, we have heard very recently of this condition,and that is being looked in to, as the vehicle is not there but is coming back for a different repair when ot does please check at the SJB schematic on SD921-1,the pin fir and tension of
pins 12, 21, 24, in the I/P-G connector, I will review this condition with the platform engineer , and get back to you thanks Nicholas .

** Admin Note ***
ervice alert escalated to CA as : K3058192 on 10/24/2015

*** NOTES 10/28/2015 09:27 AM clarify Action Type: Dealer contact
*** Performed by contact: Nicholas Pierson, 6787172150
vehicle still has not returned to check associated pins, any update on what the soul platform engineers said?
Additional Comments:vehicle still has not returned to check associated pins, any update on what the soul platform engineers said?

*** PHONE LOG 10/28/2015 10:16 AM Pacific Daylight Time JBrookes Action Type:Outgoing call
Advice 1: Nicholas, I found out yesterday that this being investigate by the platform engineer, I have a headlight for inspection and find the 3 pin connector for the head lamp shows signs of overheat damage, this is what is thought to cause the concern you reported, when you remove the headlight if you find the connector has signs of overheat, pleas could you take a picture and attach to the case, thank you Nicholas .

*** NOTES 10/30/2015 06:26 AM clarify Action Type: Dealer contact
*** Performed by contact: Nicholas Pierson, 6787172150
Result of Advice 1:John, I have attached some photos of the 3 pin connectors and the corresponding headlamps. I did not see any overheating damage on the bulb or the harness connector. Customer is currently waiting in the lounge please see attached and advise. Thank you, Nick

*** PHONE LOG 10/30/2015 08:17 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Nicholas, thanks as I noted in the case this condition is being investigated by the platform engineer, we have no further in formation as yet, thanks reporting you find no problem with the connector of the headlights when more is know from the platform engineer on this,we will let you know. thanks Nicholas, I will give this case to the engineer for review, thanks

*** CASE CLOSE 11/03/2015 09:40 AM clarify
*** Performed by contact: Nicholas Pierson, 6787172150
Let me know when you get some info on the fix.

*** CASE CLOSE 11/04/2015 02:51 PM Pacific Daylight Time JBrookes

Resolution Code: Information Taken
CLOSING COMMENTS
Tech closing comments.

Attachments

********** End Case Report T3058141 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3061217** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 13,451
Repair Date:
Prod Date: 07/30/2014
Warranty Start Date: 09/01/2014
RO Number: 615037
Port Options: CN, MUG, 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: CA095 Selma KIA
Service District: WE11
Phone: (559) 896-5000
Contact:
Contact Title:
Contact Phone:

Case Details

Title: General Information # Lights flicker
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: Cust Took Vehicle
Category: Repair Assistance

Case History

*** NOTES 10/29/2015 06:59 AM clarify Action Type: Dealer contact
*** Performed by contact: Alvaro Martinez, 5592946300
*** This is a Request for Assistance ***

Problem Description :
customer states that they have the headlamps on auto and at times when they are driving at night they tend to flicker like they are going to turn off. also when the headlamps flicker the interior illumination will also flicker.

Diagnostics Performed :
road tested vehicle and tried to duplicate concern. unable to duplicate at this time. checked for codes and found no codes present. have you had any concerns related to this one? or have you had issues with the sensor on dash? please advise thanks

*** PHONE LOG 10/29/2015 07:06 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Alvaro, we have not had light sensor issues. Check for add-on devices, try manipulating the headlamp switch, at the underdash fuse box, wiggle the connectors and tap on the box to try and recreate the concern.

*** NOTES 10/29/2015 02:24 PM clarify Action Type: Dealer contact
*** Performed by contact: Alvaro Martinez, 5592946300
Result of Advice 1:I have tried all those options and i still have not been able to duplicate this concern. will have customer take vehicle and bring back when concern is more common.

*** PHONE LOG 10/30/2015 05:23 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Alvaro, 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 10/30/2015 11:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Alvaro Martinez, 5592946300
Result of Advice 1:ok thank you

*** CASE CLOSE 10/30/2015 11:58 AM clarify
*** Performed by contact: Alvaro Martinez, 5592946300
unable to verify customers concern.

*** RESEARCH LOG 10/30/2015 11:58 AM Pacific Daylight Time SOkimura Action Type:Administrative task
Keep me posted

Attachments

********** End Case Report T3061217 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3064775** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 42,203
Repair Date:
Prod Date: 09/03/2014
Warranty Start Date: 02/20/2015
RO Number: 97495
Port Options: CF, CN, PL
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: (727) 815-9611
Contact: Bobby Oosting
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 11/04/2015 05:17 AM clarify Action Type: Dealer contact
*** Performed by contact: Bobby Oosting, 7278159611
*** This is a Request for Assistance ***

Problem Description :
customer states left front headlamp doesnt work even after replacing bulb.

Diagnostics Performed :
Verified complant. I found connector at the bulb melted from heat. This vehicle is used as a securty vehicle and does alot of slow speeds and idling with lights on. I have pictures of the connector if you give me you email I will send them to you

*** PHONE LOG 11/04/2015 05:45 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Bobby, inspect the right side also and replace the headlamp assembly. Thank you

*** NOTES 11/10/2015 10:20 AM clarify Action Type: Dealer contact
*** Performed by contact: Bobby Oosting, 7278159611
Result of Advice 1:waiting on pwa

*** RESEARCH LOG 11/10/2015 10:28 AM Pacific Daylight Time SOkimura Action Type:Administrative task
Thank you for the update

*** CASE CLOSE 11/12/2015 10:12 AM clarify
*** Performed by contact: Bobby Oosting, 7278159611
replaced both headlamp assembys

Attachments

********** End Case Report T3064775 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3066409** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 5,042
Repair Date:
Prod Date: 03/06/2015
Warranty Start Date: 06/22/2015
RO Number: 6286725
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: NC009 Bob King KIA
Service District: SO08
Phone: (336) 724-3866
Contact: Steve Karels jr
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

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

Case History

*** NOTES 11/06/2015 05:41 AM clarify Action Type: Dealer contact
*** Performed by contact: Steve Karels jr, 3367243866
*** This is a Request for Assistance ***

Problem Description :
Customer states right headlamp is dim compared to drivers side.

Diagnostics Performed :
Confirmed customers complaint and swapped headlamp bulbs from drivers to passenger side and saw no change. Updated grounds for passenger headlight and found no change. Checked power at headlamp assembly for low beam circuit and found B+ voltage. Checked voltage at bulb and found 1.6 vlts for same circuit. Suspect wiring inside headlight assembly is faulty. Please advise

*** PHONE LOG 11/06/2015 06:13 AM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: Steve, is there any overheating or melting of the connectors? If so, please attach photos to the case and add a note so that I know they are there.

*** PHONE LOG 11/06/2015 06:18 AM Pacific Daylight Time GPhillips-TL Action Type:Incoming call
Advice 1: Spoke with Steve. Neither of the connectors showed any sign of melting or overheating. Fault is internal to lamp based on voltage readings. Advised to get authorization to replace the headlamp assembly.

*** PHONE LOG 11/11/2015 02:36 PM Pacific Daylight Time GPhillips-TL Action Type:Web Contact

Advice 1: Steve, 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.

*** NOTES 11/12/2015 07:54 AM clarify Action Type: Dealer contact
*** Performed by contact: Steve Karels jr, 3367243866
Result of Advice 1:Customer is returning on the 13th for the repair

*** PHONE LOG 11/12/2015 08:42 AM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: Thank you Steve, please update and close the case once it is complete. Or close the case if the customer does not show up for their appointment. When they do finally come in, if there is still an issue after the part is installed, call in with this case number and have us reopen it.

*** NOTES 11/13/2015 05:29 AM clarify Action Type: Dealer contact
*** Performed by contact: Steve Karels jr, 3367243866
Result of Advice 1:Replaced right front head lamp assembly and lights are working now as designed.

*** CASE CLOSE 11/13/2015 05:30 AM clarify
*** Performed by contact: Steve Karels jr, 3367243866
Replaced right front head lamp assembly

Attachments

********** End Case Report T3066409 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3066529** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 44,401
Repair Date:
Prod Date: 10/13/2014
Warranty Start Date: 12/15/2014
RO Number: 183746
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: GA074 Jeff Smith KIA
Service District: SO06
Phone: (478) 988-8444
Contact: Richard Crabb
Contact Title: Exclusive Kia Technician
Contact Phone: (706) 819-9610

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 11/06/2015 08:06 AM clarify Action Type: Dealer contact
*** Performed by contact: Richard Crabb, *09222010120014
*** This is a Request for Assistance ***

Problem Description :
found conector to head lamp main bulb melted inside of housing

Diagnostics Performed :
have replaced headlamp assy previously for same problem

*** PHONE LOG 11/06/2015 08:10 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Richard, inspect both headlamps for melted connectors and replace the headlamp assembly as necessary.

** Admin Note ***
ervice alert escalated to CA as : K3067063 on 11/06/2015

*** PHONE LOG 11/17/2015 02:08 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Richard, checking in on the status of this case, please update and close out the case when you have a moment, thank you

*** CASE CLOSE 11/19/2015 10:31 AM Pacific Daylight Time SOkimura

Resolution Code: Faulty Component

CLOSING COMMENTS
Faulty headlamp

Attachments

********** End Case Report T3066529 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3073650** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 13,463
Repair Date:
Prod Date: 10/16/2014
Warranty Start Date: 04/01/2015
RO Number: 131031
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: (772) 465-8589
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: Head Lamps
Resolution: CA-Repaired at Dlr
Category: Repair Assistance

Case History

*** NOTES 11/17/2015 02:02 PM clarify Action Type: Dealer contact
*** Performed by contact: Shawn Mohammed, *10202010100514
*** This is a Request for Assistance ***

Problem Description :
C/S while driving with headlight on heard a clicking sound and headlights went out. Customer flashed the high beams and the low beams began to work again.

Diagnostics Performed :
Multi function switch was replaced yesterday for same concern of headlights going out while driving. Headlights operating as designed at this time. Clicking sound could possibly be relay?

*** PHONE LOG 11/17/2015 02:20 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Shawn,
Thanks for the information!
Can you please close this case out and complete the Techline survey at your earliest convenience, thanks!

*** NOTES 11/17/2015 02:24 PM clarify Action Type: Dealer contact
*** Performed by contact: Shawn Mohammed, *10202010100514
Result of Advice 1:This wasn't just information. The concern has returned after the replacement of the multi function switch.

*** PHONE LOG 11/17/2015 02:25 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Shawn,
Please check the L/F and the R/F head bulb connectors and see if they are burned or melted?

*** NOTES 11/17/2015 02:37 PM clarify Action Type: Dealer contact
*** Performed by contact: Shawn Mohammed, *10202010100514
Result of Advice 1:The middle pin on both low beam connectors have melted a ring around them but does not appear to have melted to the point of accidental contact with another pin.

*** PHONE LOG 11/17/2015 02:40 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Shawn,
Please replace both the left and right head lamp assemblies and retest.

*** Admin Note ***
Service alert escalated to CA as : K3073854 on 11/17/2015

*** NOTES 11/19/2015 12:15 PM clarify Action Type: Dealer contact
*** Performed by contact: Shawn Mohammed, *10202010100514
test drove vehicle over night. Verified headlights stayed on at this time.
Additional Comments:test drove vehicle over night. Verified headlights stayed on at this time.

*** CASE CLOSE 11/19/2015 12:15 PM clarify
*** Performed by contact: Shawn Mohammed, *10202010100514
R&R Headlamp assy (both)

Attachments

********** End Case Report T3073650 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3074450** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 9,239
Repair Date:
Prod Date: 02/26/2015
Warranty Start Date: 06/01/2015
RO Number: 327024
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: KY014 Bruce Walters Ford L/M KIA
Service District: CE03
Phone: (606) 437-9641
Contact: MATTHEW BARTLEY
Contact Title: Dual Technician
Contact Phone:

Case Details

Title: Electrical System - General # Headlamp and radio
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: Cant Duplicate
Category: Repair Assistance

Case History

*** NOTES 11/18/2015 12:35 PM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Bartley, *09162010053013
*** This is a Request for Assistance ***

Problem Description :
customer states that the headlamps go off at times also has had radio go out as well

Diagnostics Performed :
ck connectors

*** PHONE LOG 11/18/2015 12:50 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Matthew, check for add-on accessories, wiggle related harnesses and connectors, manipulate the headlamp switch to try and recreate the customers concern.

*** CASE CLOSE 01/04/2016 12:41 PM clarify
*** Performed by contact: Matthew Bartley, *09162010053013
Could not recreate any concerns

Attachments

********** End Case Report T3074450 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3080283** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 2.0L GDI
Model Code:
VIN [redacted]
Mileage: 5,186
Repair Date:
Prod Date: 04/28/2015
Warranty Start Date: 07/20/2015
RO Number: 587917
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: OH054 Vandevere KIA
Service District: CE02
Phone: (330) 253-8800
Contact: james brown
Contact Title: Exclusive Kia Technician
Contact Phone: (330) 794-6815

Case Details

Title: Lighting - External - Head lights inop # L stays on
Symptom: Please Specify_Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** NOTES 11/30/2015 01:38 PM clarify Action Type: Dealer contact
*** Performed by contact: James Brown, 3302538800
*** This is a Request for Assistance ***

Problem Description :
left front headlamp wont turn off

Diagnostics Performed :
removed headlamp checked for connecters melting every thing looks good, checked for bcm update , none found.

*** PHONE LOG 11/30/2015 01:58 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: James, disconnect the I/P-E connector, if the left headlamp goes out, replace the SJB. Thank you

*** CASE CLOSE 12/02/2015 06:57 AM clarify
*** Performed by contact: James Brown, 3302538800
replaced smart junction box

Attachments

********** End Case Report T3080283 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3111467** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 9,134
Repair Date:
Prod Date: 11/15/2014
Warranty Start Date: 05/15/2015
RO Number: 171103
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: FL114 Grieco KIA
Service District: SO02
Phone: (561) 637-5500
Contact:
Contact Title:
Contact Phone:

Case Details

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

Case History

*** NOTES 01/22/2016 08:06 AM clarify Action Type: Dealer contact
*** Performed by contact: John Fishman, 5616375500
*** This is a Report for Quality Concern ***

Problem Description :
R/SIDE HEADLAMP INOP.. FOUND HEADLAMP ASSY INTERNALLY SHORTED CAUSING FAILURE..

Diagnostics Performed :
REPLACED R/SIDE HEADLAMP ASSY.. CHECKED OPERATION AFTER REPAIR.. ALL OK AT THIS TIME.. THANK YOU, JOHN FISHMAN

*** PHONE LOG 01/22/2016 08:13 AM Pacific Daylight Time CSchang-TL Action Type:Web Contact
Advice 1: John,
Please be aware there is a TSB present, ELE 093, for burnt headlight bulb connectors. If you have verified that the connector is in good working order and not burned and the connection issue is located in the headlamp assembly, then proceed with the repair. Please report back with your findings. Thank you!

*** NOTES 01/22/2016 01:19 PM clarify Action Type: Dealer contact
*** Performed by contact: John Fishman, 5616375500
Result of Advice 1:headlamp was internally shorted causing failure.. no burnt connectors..
Additional Comments: headlamp was internally faulty.. thank you for the information.. repair is complete.. all ok..

*** PHONE LOG 01/22/2016 01:26 PM Pacific Daylight Time CSchang-TL Action Type:Web Contact
Advice 1: John,
Thank you for the information. If you have verified the repair, please close this case and complete the Techline Survey. Thank you!

*** CASE CLOSE 01/25/2016 07:05 AM clarify
*** Performed by contact: John Fishman, 5616375500
replaced headlamp assy..

Attachments

********** End Case Report T3111467 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3116604** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 56,781
Repair Date:
Prod Date: 09/03/2014
Warranty Start Date: 02/20/2015
RO Number: 12078
Port Options: CF, CN, PL
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: (727) 815-9611
Contact: Lonnie Bacon
Contact Title: Maintenance Technician
Contact Phone: (727) 359-4651

Case Details

Title: Lighting - External - Park lights inop # Left side only
Symptom: Improper Operation
System: Body Electrical
Component: Bulb
Resolution: Wrong Part
Category: Repair Assistance

Case History

**** NOTES 02/01/2016 05:50:21 AM clarify Action Type:Dealer contact
*** Performed by contact: Bobby Oosting, 7278159611
*** This is a Request for Assistance ***

Problem Description :
Customer states left front and left rear running lights are inop but do come on when using the break pedal

Diagnostics Performed :
verified complant, checked all bulbs and allare good. checked all connectors at front head lamp assembley and rear tail light assembley. all are good. checked all fuses and all fuses are good

**** PHONE LOG 02/01/2016 06:13:59 AM JGossling-TL
Advice 1: Bobby,
Check for any after market or port installed devices connected to the electrical system. I need to know if the parking lights are LED or regular bulb type and does the vehicle have projection head lights or regular head lights.

**** NOTES 02/01/2016 06:24:29 AM clarify Action Type:Dealer contact
*** Performed by contact: Bobby Oosting, 7278159611
Result of Advice 1:yes there are aftermarket devices this vehicle is used as a securty vehicle. regular bulbs and non projection

**** NOTES 02/01/2016 06:26:34 AM clarify Action Type:Dealer contact
*** Performed by contact: Bobby Oosting, 7278159611
Result of Advice 1:the aftermarket stuff has been on this vehicle since new

**** PHONE LOG 02/01/2016 06:36:44 AM JGossling-TL
Advice 1: Bobby,
If the after market system is connected to the parking light system it could be causing the concern.

*** NOTES 02/01/2016 06:51 AM clarify Action Type: Dealer contact
*** Performed by contact: Bobby Oosting, 7278159611
Result of Advice 1:nothing is hooked up to the lighting system. there is a pa system that's on power and ground and a strobe light that plugs into the lighter.

*** PHONE LOG 02/01/2016 07:15 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Bobby,
With the parking lights on check to see if you have battery power at connector I/P-A pin 9 & I/P-E pin 20.

*** NOTES 02/01/2016 07:34 AM clarify Action Type: Dealer contact
*** Performed by contact: Bobby Oosting, 7278159611
Result of Advice 1:no I don't have any voltage on either pin. If I push the brake pedal I have voltage but with just the lights on no

*** PHONE LOG 02/01/2016 07:43 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Bobby,
Based off of your information you will need to replace the I/P junction box and retest for proper operation

*** PHONE LOG 02/04/2016 08:13 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Problem Description :
Customer states left front marker light inop. also left rear tail light inop. when applying the brake, the front marker light comes on rear tail light comes on.

Diagnostics Performed :
Previous tech stared a tech case and techline advised him to replace the I/P box. Replaced I/P box and problem still accurs. with lights on LF and LF lights not working. lights only work when applying brake. passenger side lights are all working as designed

*** CHNG CONTACT 02/04/2016 08:14 AM Pacific Daylight Time JGossling-TL
Contact changed from Bobby Oosting at Friendly Kia to Lonnie Bacon at Friendly Kia. Former primary phone: (727) 815-9611. Former alternate phone: .

*** PHONE LOG 02/04/2016 08:19 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Lonnie,
Check to see if the brake light bulbs & parking light bulbs are kia factory bulbs.

*** NOTES 02/04/2016 11:10 AM clarify Action Type: Dealer contact
*** Performed by contact: Lonnie Bacon, 7278159611
Result of Advice 1:Inspected all bulbs. Found drivers rear tail light bulb was not a factory bulb, replaced with a Kia factory bulb and driver side tail light and front marker lights are now working. After replacing drivers side tail light, the passenger side front and rear lights stopped working like the left side did. Found passenger rear tail light bulb was also not a factory bulb. Replaced passenger rear tail light bulb. All lights are now working properly/as designed. Thank you for your help

*** NOTES 02/04/2016 11:10 AM clarify Action Type: Dealer contact
*** Performed by contact: Lonnie Bacon, 7278159611
Result of Advice 1:Inspected all bulbs. Found drivers rear tail light bulb was not a factory bulb, replaced with a Kia factory bulb and driver side tail light and front marker lights are now working. After replacing drivers side tail light, the passenger side front and rear lights stopped working like the left side did. Found passenger rear tail light bulb was also not a factory bulb. Replaced passenger rear tail light bulb. All lights are now working properly/as designed. Thank you for your help
Additional Comments:Result of Advice 1:Inspected all bulbs. Found drivers rear tail light bulb was not a factory bulb, replaced with a Kia factory bulb and driver side tail light and front marker lights are now working. After replacing drivers side tail light, the passenger side front and rear lights stopped working like the left side did. Found passenger rear tail light bulb was also not a factory bulb. Replaced passenger rear tail light bulb. All lights are now working properly/as designed. Thank you for your help

*** CASE CLOSE 02/04/2016 11:15 AM clarify
*** Performed by contact: Lonnie Bacon, 7278159611
Replaced I/P box and rear tail light bulbs

Attachments

********** End Case Report T3116604 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3125665** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN [redacted]
Mileage: 6,945
Repair Date:
Prod Date: 03/26/2015
Warranty Start Date: 07/28/2015
RO Number: 81457
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: FL106 Greenway KIA East
Service District: SO03
Phone: (407) 678-1717
Contact:
Contact Title:
Contact Phone:

Case Details

Title: Electrical System - General # Head lights are Flickering
Symptom: Improper Operation
System: Body Electrical
Component: Switch (General)
Resolution: Faulty Component
Category: Repair Assistance

Case History

*** NOTES 02/15/2016 07:36 AM clarify Action Type: Dealer contact
*** Performed by contact: Reinaldo Davila, 4076781717
*** This is a Request for Assistance ***

Problem Description :
customer claims lights are clicking on and off

Diagnostics Performed :
haven't duplicated concern but customer got a video off concern . am going to upload video to file. when it happened at night the head light where blinking on and off also when it happened to customer the interior light started to flicker as well after he stopped the vehicle and got key out off the ignition

*** NOTES 02/15/2016 07:43 AM clarify Action Type: Dealer contact
*** Performed by contact: Reinaldo Davila, 4076781717
video has been attached.
Additional Comments:video has been attached.

*** PHONE LOG 02/15/2016 07:59 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Reinaldo,
I will need you to confirm this concern. If you are able to confirm this concern monitor the smart junction box data to see what the head light switch indicates. (Flickering on & off).

*** NOTES 02/15/2016 08:54 AM clarify Action Type: Dealer contact
*** Performed by contact: Reinaldo Davila, 4076781717
Result of Advice 1:FORGIVE ME IN NOT ADDING THE CODE THAT IS IN HISTORY IN BCM- B1609000.

*** PHONE LOG 02/15/2016 09:18 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Reinaldo,
Check the pin fit tension of the connectors at the smart junction box with the T connector. Review TSB electrical 064 for the correct T connector.

*** PHONE LOG 02/23/2016 07:59 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Please update or close the case. Thank you,

*** CASE CLOSE 02/26/2016 02:37 PM Pacific Daylight Time JGossling-TL

Resolution Code: Information Given
CLOSING COMMENTS
No response from Technician.

*** PHONE LOG 03/02/2016 10:50 AM Pacific Daylight Time JPhillips-TL Action Type:Incoming call
Advice 1: Tech called in and stated that customer has returned wtih identical concern. Tech previously performed t-connector check on SJB connectors, and applied stabilant. I advised to turn headlamp switch on with ignition on, and lightly wiggle the headlamp switch and connector and see if concern can be duplicated that way. Tech will update with his findings.

*** PHONE LOG 03/04/2016 08:18 AM Pacific Daylight Time JPhillips-TL Action Type:Incoming call
Advice 1: Tech called in and stated that his wiggle test showed nothing. In going back to customer provided video, it is clear that problem is likely going to be with the combination switch itself having a poor internal contact. Advised to replace the switch and re-test.

*** CASE CLOSE 03/08/2016 06:29 AM clarify
*** Performed by contact: Reinaldo Davila, 4076781717
REPLACE HEADLAMP SWITCH

*** PHONE LOG 04/26/2016 07:17 AM Pacific Daylight Time JPhillips-TL Action Type:Incoming call
Advice 1: Tech called in and stated customer has returned and is stating that the problem remains, and that they noticed that the cluster backlight is intermittently functioning during even daytime hours. Tech has not duplicated at this time. I advised to check all modules for codes, and then see if he can duplicate the customer's concern. Tech may need to keep vehicle overnight for night time testing.

*** NOTES 04/26/2016 07:26 AM clarify Action Type: Dealer contact
*** Performed by contact: Reinaldo Davila, 4076781717
Result of Advice 1:AS WAS STATED ALSO CUS CLAIMS HE CAN HEAR A CLICKING NOISE COMING FROM IPM AREA{SOUNDS LIKE REALYS CLICKING} IN LIGHTS ARE FLICKERING.

*** PHONE LOG 04/26/2016 07:30 AM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: Let me know if you are able to duplicate the concern.

*** PHONE LOG 04/26/2016 10:59 AM Pacific Daylight Time JPhillips-TL Action Type:Incoming call
Advice 1: Tech called in and stated that he was able to duplicate the customer's concern. He found that while driving, the SJB started to click like a relay was cycling rapidly (I could hear it happening over the phone) Tech advised that it does it with the headlights on or off, and he cannot manipulate it to occur by pulling on connectors or harnesses. There are no aftermarket devices installed. I advised to swap SJB with a known good for testing if one is availabe. If one is not available, contact DPSM for authorization to replace it. Then re-test.

*** CASE CLOSE 05/13/2016 07:40 AM Pacific Daylight Time JPhillips-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
SJB was replaced

Attachments

81457.mov

********** End Case Report T3125665 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3133807** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VI [redacted]
Mileage: 18,063
Repair Date:
Prod Date: 01/15/2015
Warranty Start Date: 06/12/2015
RO Number: 13421
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: FL133 Fuccillo KIA of Wesley Chapel
Service District: SO14
Phone: (813) 322-3000
Contact:
Contact Title:
Contact Phone:

Case Details

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

Case History

*** NOTES 02/26/2016 10:34 AM clarify Action Type: Dealer contact
*** Performed by contact: Joshua Peace, 7278159611
*** This is a Request for Assistance ***

Problem Description :
customer states left front low beam does not work from time to time

Diagnostics Performed :
i found on the left front headlight internal harness on of the pins is burnt

*** PHONE LOG 02/26/2016 10:41 AM Pacific Daylight Time CSchang-TL Action Type:Web Contact
Advice 1: Joshua,
If you have verified that there is an internal connection failure with the headlight connector, you will need to contact your DPSM for authorization to replace the Headlamp assembly. Please report back with your findings. Thank you!

*** CASE CLOSE 03/05/2016 11:58 AM clarify
*** Performed by contact: Joshua Peace, 7278159611
replaced connector

Attachments

********** End Case Report T3133807 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3186504** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 2.0L GDI
Model Code:
VIN: [redacted]
Mileage: 13,496
Repair Date:
Prod Date: 11/06/2014
Warranty Start Date: 01/23/2015
RO Number: 22350
Port Options: MT, 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: CA285 KIA of Valencia
Service District: WE02
Phone: (661) 219-0500
Contact: Carlos Green
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Headlights Inop
System: Body Electrical
Component: Instrument Panel Module (IPM)
Resolution: Elec Open Circuit
Category: Repair Assistance

Case History

*** NOTES 05/18/2016 02:19 PM clarify Action Type: Dealer contact
*** Performed by contact: Carlos Green, 6612190500
*** This is a Request for Assistance ***

Problem Description :
driver side low beam stays on with key out of vehicle car locked pulled code b2513

Diagnostics Performed :
followed procedure performed actuation test high right head light turns on beams work fine on both sides checked fuses followed procedure checking resistance at pin 21 at I/p -e and chassis ground good light still on

*** PHONE LOG 05/18/2016 02:36 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Carlos,
Unplug the multifunction switch and let me know if the headlight turns off?

*** NOTES 05/19/2016 06:37 AM clarify Action Type: Dealer contact
*** Performed by contact: Carlos Green, 6612190500
Result of Advice 1:no change

*** PHONE LOG 05/19/2016 06:44 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call

Advice 1: Carlos,
Please disconnect the M04-B connector at the BCM and let me know if the left head lamp turns off?

*** NOTES 05/19/2016 07:07 AM clarify Action Type: Dealer contact
*** Performed by contact: Carlos Green, 6612190500
Result of Advice 1:still on only has be the sjb

*** NOTES 05/19/2016 07:07 AM clarify Action Type: Dealer contact
*** Performed by contact: Carlos Green, 6612190500
Result of Advice 1:still on only has be the sjb
Additional Comments:Result of Advice 1:still on only has be the sjb

*** PHONE LOG 05/19/2016 07:19 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Carlos,
Please replace the SJB and retest. Thanks!

*** NOTES 05/20/2016 10:01 AM clarify Action Type: Dealer contact
*** Performed by contact: Carlos Green, 6612190500
Result of Advice 1:vehicle fixed

*** CASE CLOSE 05/20/2016 10:02 AM clarify
*** Performed by contact: Carlos Green, 6612190500
sjb

Attachments

********** End Case Report T3186504 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3186903** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2014 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 37,765
Repair Date:
Prod Date: 01/14/2014
Warranty Start Date: 04/26/2014
RO Number: 6068494
Port Options: CF, 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: GA082 Atlanta West KIA
Service District: SO01
Phone: (678) 715-5399
Contact:
Contact Title:
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 05/19/2016 07:23 AM clarify Action Type: Dealer contact
*** Performed by contact: Weslie Phillips, 6787155399
*** This is a Request for Assistance ***

Problem Description :
Customer states that driver headlamp bulb is blown and smells a burning smell.

Diagnostics Performed :
Found aftermarket bulb and harness burnt up, found headlamp socket full of grease. (driver side) Tommy Wallis our service adviser says customer says there is internet info about bulbs burning up, we found no information.

*** PHONE LOG 05/19/2016 07:40 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Please review and performed TSB ELE093 related to repairing the head lamp connector for this concern.

*** RESEARCH LOG 05/24/2016 08:26 AM Pacific Daylight Time JLancaster-TL Action Type:Administrative task
Please update the case with the status of the repair.

*** CASE CLOSE 06/20/2016 07:32 PM clarify
*** Performed by contact: Weslie Phillips, 6787155399
Replaired headlamp harness

Attachments

********** End Case Report T3186903 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3192557** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 8,396
Repair Date:
Prod Date: 10/29/2014
Warranty Start Date: 03/27/2015
RO Number: 525006
Port Options: CB, 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: NM003 Jack Key KIA
Service District: SW05
Phone: (575) 524-7721
Contact:
Contact Title:
Contact Phone:

Case Details

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

Case History

*** NOTES 05/27/2016 09:15 AM clarify Action Type: Dealer contact
*** Performed by contact: Anselmo Garcia, 5755247721
*** This is a Request for Assistance ***

Problem Description :
C/S passenger headlight is not working. when it is working its flutters on and off.

Diagnostics Performed :
checked wiring saw no heat damage to wire off harness. connected to headlamp assy and is working. starting moving headlamp connector and is turning on and off. i know there is a TSB for the wire repair kit for the actual wire repair for that headlight but it is the headlight itself that is loose on the connector.

*** PHONE LOG 05/27/2016 09:22 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Anselmo, see if you can swap another head light to that connector to verify the head light itself is faulty, before replacing the head light, with dpsm authorization, thanks .

*** NOTES 05/27/2016 09:27 AM clarify Action Type: Dealer contact
*** Performed by contact: Anselmo Garcia, 5755247721
Result of Advice 1:still is doing the same.
Additional Comments:Result of Advice 1:still is doing the same.
Additional Comments:Result of Advice 1:still is doing the same.

*** PHONE LOG 05/27/2016 09:39 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Anselmo, if, you have tried a known good headlight connected to the harness of the head light that you thought was faulty, and the same condition exists, then it is a connection or connector problem, carefully examine the connector and harness for faults. thanks .

*** NOTES 05/27/2016 09:43 AM clarify Action Type: Dealer contact
*** Performed by contact: Anselmo Garcia, 5755247721
Result of Advice 1:its not the wire harness connector itself its the conenctor on the headlamp assy that is messing up. i used another one off a different vehicle and it did not do the same. i typed the wrong info last update.

*** PHONE LOG 05/27/2016 09:48 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Noted the correction that you made error in the last information, that being the case, contact the DPSM to request authorization to replace the head light.

*** NOTES 05/27/2016 09:51 AM clarify Action Type: Dealer contact
*** Performed by contact: Anselmo Garcia, 5755247721
Result of Advice 1:will do, thanks
Additional Comments:Result of Advice 1:will do, thanks

*** PHONE LOG 05/27/2016 01:13 PM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Anselmo. thanks for the update, report the result or update and close the case on completion, thanks.

*** CASE CLOSE 06/29/2016 05:26 AM clarify
*** Performed by contact: Anselmo Garcia, 5755247721
replaced headlight assy

Attachments

********** End Case Report T3192557 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3197778** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 27,179
Repair Date:
Prod Date: 02/10/2015
Warranty Start Date: 07/28/2015
RO Number: 156356
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: MS003 KIA of Laurel
Service District: SW04
Phone: (601) 649-4511
Contact: George Mccarty
Contact Title: Exclusive Kia Technician
Contact Phone:

Case Details

Title: Lighting - External - Head lights inop #
Symptom: Improper Operation
System: Body Electrical
Component: Head Lamps
Resolution: CA-Information Given
Category: Repair Assistance

Case History

*** NOTES 06/06/2016 07:22 AM clarify Action Type: Dealer contact
*** Performed by contact: George Mccarty, 6016494511
*** This is a Request for Assistance ***

Problem Description :
customer states that left side head lamp was inop this weekend but when came on service drive this morning it came on, but when i took vehicle inside shop it would not come on, also this vehicle have been in service once for same complaint and we replaced headlamp assembly

Diagnostics Performed :
checked connectors and pin tension

*** PHONE LOG 06/06/2016 07:39 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: I reviewed the warranty history and do not see a claim for the head lamp being replaced, are you sure the head lamp was replaced and not the switch. There is a TSB related to the headlamp connector, TSB ELE 093. Please test and inspect for voltage to the headlamp assembly when cycling the key and turning on head lamps. Update the ground connection and reinspect, update the case.

*** Admin Note ***
Service alert escalated to CA as : K3198517 on 06/06/2016

*** CASE CLOSE 06/20/2016 12:39 PM clarify
*** Performed by contact: George Mccarty, 6016494511
performed tsb replacing headlamp connector

Attachments

********** End Case Report T3197778 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3241809** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 34,262
Repair Date:
Prod Date: 08/14/2014
Warranty Start Date: 11/08/2014
RO Number: 107920
Port Options: CF, CN, EH
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: OH048 Spitzer KIA West
Service District: CE02
Phone: (216) 398-3000
Contact: Brian Kaufman
Contact Title: Warranty Administrator
Contact Phone: (216) 577-2544

Case Details

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

Case History

*** NOTES 08/01/2016 11:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Brian Kaufman, 3306804507
*** This is a Report for Quality Concern ***

Problem Description :
customer states headlights go off when you hit a bump

Diagnostics Performed :
after diagnosis, found switch faulty

*** CASE CLOSE 08/01/2016 12:08 PM Pacific Daylight Time JLancaster-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Head lamp switch

Attachments

********** End Case Report T3241809 **********

Techline Assistance Center Case Report

Printed By: **Case Number - T3249222** 07/28/2020 11:09:16 AM

Vehicle Data

Model/Year: 2015 SOUL
Engine: 1.6L GDI
Model Code:
VIN: [redacted]
Mileage: 19,711
Repair Date:
Prod Date: 04/28/2015
Warranty Start Date: 10/12/2015
RO Number: 164737
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: SC035 Jts KIA of Rock Hill
Service District: SO07
Phone: (803) 328-6266
Contact: Jason Rogers
Contact Title: Exclusive Kia Technician
Contact Phone: (803) 374-6477

Case Details

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

Case History

*** NOTES 08/09/2016 11:29 AM clarify Action Type: Dealer contact
*** Performed by contact: Jason Rogers, *01112012163032
*** This is a Request for Assistance ***

Problem Description :
customer states headlights will go out and then comeback intermittently while driving. this is her second time in for this couldn't duplicate last time. have driven vehicle 35 miles at night this time in and still have not been able to duplicate. checked grounds for headlamps main ground and headlight connectors are ok also. any help would be appreciated

Diagnostics Performed :
checked headlamp grounds, headlamp connector ok haven't been able to duplicate

*** PHONE LOG 08/09/2016 12:03 PM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: OK we will need to duplicate it to be able to fix it. Watch BCM current data and see if the ON signal from the multi switch is present if you are able to get it to fail.

** Admin Note ***
ervice alert escalated to CA as : K3249516 on 08/09/2016

*** PHONE LOG 08/25/2016 07:08 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: Any updates?

*** CASE CLOSE 08/26/2016 08:02 AM clarify
*** Performed by contact: Jason Rogers, *01112012163032
replaced haedlight switch. operates properly

Attachments

********** End Case Report T3249222 **********