	Customer Satisfaction Bulletin 1801	**Issued Date** September 2018
	Subject 2014 MY Soul Multi-Function Switch Replacement	

The purpose of this bulletin is to provide information related to the extension of the New Vehicle Limited Warranty for the Multifunction Switch on some **2014 MY Soul (PS) vehicles to 15 years and unlimited mileage starting from the date of first service** to original and subsequent vehicle owners.

The warranty coverage of the **multi-function switch** has been extended to address issues with wear at contact points that may lead to intermittent flickering of the high/low beams as stated in **Technical Service Bulletin ELE152**.

If at any time during the extended warranty period a customer presents a complaint relating to intermittent flickering of the headlamps, dealers should inspect and diagnose the cause of failure at no cost to the customer.

- If after inspection the Kia dealer finds the failure to be unrelated to the one described in the referenced TSB, the dealer must inform the customer the concern is not eligible for the warranty extension and the cost of correction would be at the owner's expense.
- If the diagnosis indicates the headlamp multi-function switch is worn, the Kia dealer should replace the headlamp multi-function switch assembly at no cost to the customer according to TSB ELE0152.
- Owner's that have experienced this issue and incurred expense to remedy this concern prior to the date of the notice, should mail the 'Request for Reimbursement form' provided in their notification letter, along with their documentation directly to Kia for review and consideration.

The dealer should follow the inspection procedures outlined in TSB ELE152 multi-function switch and when necessary replace the component once the concern is duplicated. For complete details regarding inspection and correction of this concern, refer to **TSB ELE152 Multi-Function Switch Replacement for Headlamp Flickering**, and confirm vehicle eligibility prior to attempting a repair. Standard Warranty policy applies to any covered repairs under this Warranty Extension.

This warranty extension is NOT a service campaign that requires mandatory repair for all eligible vehicles. Unless the vehicle exhibits the headlamps flickering (indicating that the multi-function switch contact points are worn) the headlamp multi-function switch assembly should not be replaced under this warranty extension.

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All claims must be coded according to the table below.

WARRANTY INFORMATION:
N Code: B11 C Code: ZZ3

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	93410 B2000	0	Multi-Function Switch Replacement	93410F00	0.5 M/H	93410 B2001	1
						93410 B2011	
						93410 B2101	
						93410 B2111	
						12290 05121	2

Vehicles eligible for this warranty extension are identified in the “Remark” section of the Warranty Coverage Validation screen in Web DCS as shown below:

