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

# Field Product Quality Report

* Required Fields

| | | | |
|---|---|---|---|
| Distributor | KMA | Report # | WE2018PJ01106 |
| Region | WE04 | Report Create | 07/20/2018 |
| Dealer* | [CA305] ANTHONY A. BATARSE INC. | Dealer City, State | VACAVILLE, CA |
| Name | Phillips, Jameson - FTS | Attached | |
| Model Number | B2522 | Model | 2014 SOUL PLUS AUTO |
| VIN* | [redacted] | Production Date | 09/30/2013 |
| Engine No | 179843 | Delivery Date | 01/02/2014 |
| Trans No | PADPA2689213 | FTS Visit Date | 07/18/2018 |
| Trans Type | Auto | RO Open Date | 07/13/2018 |
| Mileage In | 56484 | Mileage Out | 56485 |
| Part No | 93410 B2001 | Part Desc | SWITCH ASSY-LIGHTING |
| Other Part #1 | - | Other Part #2 | - |
| Condition/Nature | I11 - Operation > Inoperable > Not working | Cause | ZZ3 - Part function/operation |
| Subject* | JP-ECR-CA305-12611871 | | |

**Additional VIN List**

| VIN No | Prod.Date | Mileage | Condition/Nature | Cause |
|---|---|---|---|---|
| | | | | |

| Condition | |
|---|---|
| Customer Complaint | Customer states his lights are going out at night when driving on the freeway. |
| Actual Condition | Vehicle lighting system fails to operate intermittently during driving at night, and lighting system intermittently powers on in the middle of the night causing parasitic draw. |
| **Analysis** | |
| Investigation Results | *FTS arrived to inspect vehicle and found vehicle battery discharged. Jumped vehicle battery and started engine to pull into shop service bay. Installed charger.<br><br>*Inspected vehicle exterior lighting system for function. Found 2 aftermarket LED bulbs installed in right rear tailamp assembly. These lamps were flickering due to poor quality. All other bulbs on the exterior of the vehicle were OEM incadesent.<br><br>*FTS verified proper ROM-ID calibration loaded in BCM. Service Action update is complete.<br><br>*FTS checked multifunction switch input PIDs in BCM and found variable and rapid input value change present in headlamp/park lamp switch inputs with very gentle touching of multifunction switch. |
| Possible Cause | *Found root cause to be failure in multifunction switch<br><br>*Found cause contributor to be aftermarket LED bulbs in rear of vehicle. |
| Corrective Action | *FTS replaced LED bulbs with OEM incadescent bulbs.<br><br>*FTS recommends replacement of multifunction switch. |

**File Uploads**

| Open | File Name | Comments |
|---|---|---|
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