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Field Product Quality Report

* Required Fields

Distributor	KMA	Report #	WE2019MA00427
Region	WE04	Report Create	03/08/2019
Dealer*	[CA305] ANTHONY A. BATARSE INC.	Dealer City, State	VACAVILLE, CA
Name	Mills, Alex - FTS	Attached	
Model Number		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	03/06/2019
Trans Type	Auto	RO Open Date	01/28/2019
Mileage In	61184	Mileage Out	61266
Part No		Part Desc	
Other Part #1	-	Other Part #2	-
Condition/Nature	-	Cause	-
Subject*	AM-ECA-CA305-13014472		

Additional VIN List

VIN No	Prod.Date	Mileage	Condition/Nature	Cause

Condition	
Customer Complaint	Customer states that the headlights flicker intermittently and the door locks do no lock.
Actual Condition	Could not duplicate.
Analysis	
Investigation Results	• Operated door locks multiple times throughout inspection and door lock worked normally every time. • Inspected light bulbs and found the wrong light bulb installed in the RH middle taillamp socket. Bulb spec is for a 168/194, installed was a 921. (see photos) • Turned headlights on and off multiple times and manipulated headlight switch while head lights were on per TSB ELE052 and could not duplicate any flickering. • Inspected headlamp connectors per TSB ELE093 and found the RH side had been replaced but the LH had not. TSb states to replace both if any show signs of heat damage. • Checked pin tension on all pins of connectors M02-L, M04-D, JM02, M04-B, I/P-G and I/P-E using KIA SST062 and found all pins had good tension. • Test drove vehicle for 82 miles while monitoring voltage at the LH Headlamp low beam and voltage drop to ground and found the voltage stayed steady throughout the test drive and the headlamps did not flicker.
Possible Cause	Could not duplicate concern.
Corrective Action	Could not duplicate customer concern. Replaced the wrong bulb in the RH center taillamp with the correct bulb type and replaced both front headlamp connectors per TSB ELE093





File Uploads

Open	File Name	Comments
Open	Wrong bulb in RH center taillamp.jpg	
Open	Correct bulb in LF center taillamp.jpg	



