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Field Product Quality Report

* Required Fields

Distributor	KMA	Report #	EA2018VS01810
Region	EA10	Report Create	11/02/2018
Dealer*	[PA070] MIKE KELLY AUTOMOTIVE,LP	Dealer City, State	BUTLER, PA
Name	Von Schwedler, Peter - FTS	Attached	
Model Number	B2522	Model	2014 SOUL PLUS AUTO
VIN*	[redacted]	Production Date	09/26/2013
Engine No	G4NCDU172343	Delivery Date	10/31/2013
Trans No	PADPA2679073	FTS Visit Date	11/01/2018
Trans Type	Auto	RO Open Date	11/01/2018
Mileage In	58768	Mileage Out	58771
Part No	93410 B2001	Part Desc	SWITCH ASSY-LIGHTING
Other Part #1	-	Other Part #2	-
Condition/Nature	-	Cause	-
Subject*	PVS-ECA-PA070-12886430		

Additional VIN List

VIN No	Prod.Date	Mileage	Condition/Nature	Cause

Condition	
Customer Complaint	Customer states that the headlamps will flicker and sometimes go off while driving.
Actual Condition	Customer showed me video (On her phone) of the headlamps going off while driving at night.
Analysis	
Investigation Results	I inspected the hedlamp bulb sockets for any signs of overheating and they had none. I never duplicated the exact customer concern, but I was able to get the headlamps to go out while turned on by lightly twisting in the base of the multifunction switch.
Possible Cause	Internal multifunction switch issue.
Corrective Action	I replaced the multifuntion switch in accordance with TSB ELE152

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