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

Field Product Quality Report

Printed By: Russell Guss

Case Number - [redacted]

02/17/2023 04:18:51 PM

Distributor: KMA
Region/District: CE
Dealer Code: WI029
Dealer City: Oshkosh
Name: kfors kfors

Report No.:
Issue Date:
Dealer Name: Bergstrom Kia 116
Dealer State: WI

Component Group:
Component Code:
TREAD: 12. Exterior Lighting

Subject/Title: DLR-WI029 [redacted]

Vehicle Data

Model Code: J4442	Model Desc: TELLURIDE EX V6 AWD AUTO	Year: 2020
VIN [redacted]	Mileage: 14	
Engine No: G6DNKS054332	Trans No:	Trans Type: RL
Prod Date: 09/27/2019	Deliver Date: 10/21/2019	Repair Date: 11/04/2022

Part Information

Part Number:	Part Name:	
Condition:	Cause:	
Part ID/Lot:	Other Part No.:	Other Part No.:

Case History

*** 11/28/2022 11:46:00 ***
Contact = kfors kfors, Priority = Standard, Sub Status = Working

*** 11/28/2022 12:18:32 ***
Submitted from WIPBin = default-1 b [redacted]

*** 11/28/2022 12:25:37 ***
Complaint created on 11/28/2022 11:50:59 and created b [redacted]

CUSTOMER COMPLAINT

"Guest states brights don't work check and advise"

ACTUAL CONDITION

Confirmed that headlamps work normally but the solenoid to not lift the beams into the high beam position.

INVESTIGATION RESULTS

- Checked for voltage at the LH high beam solenoid at pin 2 of E53-B while commanding the high beams on and found a consistent 11.86 volts with the key on (see photo).
- Checked for voltage drop to chassis ground at pin 8 of E53-B while commanding the high beams on and found no voltage drop present.
- Used a borescope and watch the headlamp solenoid operation while being commanded and found ti attempts to move but is unable to move through it's full range of motion.
- Confirmed the same results were present on the passenger side.

POSSIBLE CAUSE

Internal headlamp failure.

CORRECTIVE ACTION

I have advised the dealer to replace the headlamp assemblies.

*** 11/28/2022 12:25:37 ***
Closed b [redacted]

Attachments

Mileage.jpeg,KOEO voltage drop at pin 8 of E53-B to chassis ground when actuating high beams.jpeg,KOEO voltage at pin 2 of E53-B when actuating high beams.jpeg,RO.jpeg,High Beam solenoid during actuation.mp4,RO.jpeg

********** End Case Report 15182050 **********

CUSTOMER #: K67423

238371

[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17DEC19 DD			** WAITER **		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:51-45582 ENG:3.8_Liter_DOHC
04NOV2022 10:57		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				GUEST STATES BRIGHTS DONT WORK CHECK AND ADVISE
	DIAG		C	DEFAULT
# B	GDVC		C	MULTI POINT INSPECTION

COMMENTS: WAIT CC CREATED 2022-10-26 10:42:00AM TAKEN BY LANEY DONCHESS

☐ **ESTIMATE:** YOU ARE ENTITLED TO A PRICE ESTIMATE FOR REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR SELECTION.

1. I request an estimate in writing before you begin repairs. Signature _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____. Signature _____
3. I do not want an estimate. Signature _____

☐ **FIRM PRICE QUOTATION:** THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and any other authorized charges.

By Signing Below: I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

Customer X _____ Date _____

Authorized Dealership Representative X _____

SHOP SUPPLY COSTS: A charge equal to 12% of the total cost of parts and labor, not to exceed $29.95, will be added to the Repair Order for shop supplies used in connection with the repair.

STORAGE CHARGES: I understand that a storage charge equal to $_____ will be assessed and shall accrue daily if I fail to pick up the vehicle within _____ working days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced components, parts or accessories will be made returned to you or, if required to be returned under a warranty or exchange agreement, will be made available for inspection.

Discard Replaced Components, Parts, Accessories _____ (INITIAL)
Save Replaced Components, Parts, Accessories _____ (INITIAL)

CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

Original Estimate (Parts & Labor)	Authorized Add'l Repairs	Original Estimated Completion Date	Authorized Add'l Time	Add'l Repairs/Time Approved By:	Date & Time of Approval
$					
Authorized by:					
New Total Price Estimate $		New Estimated Completion Date			

GUEST COPY

DealerCAP 2014 CDK Global, LLC [08/17] SERVICE INVOICE TYPE 2 - SW2C - "AS-IS" - WI - 9694584


FLUKE
88 V AUTOMOTIVE MULTIMETER
11.86
V DC
Manual 6 0
°C/°F
MIN MAX
RANGE
AutoHOLD
PEAK MIN MAX
ms
REL Δ
Hz %
Hi Res
1 Second
± TRIGGER
mV
Ω
mA A
RPM
V
μA
OFF
A
mA μA
COM
VΩ
RPM


FLUKE
88 V AUTOMOTIVE MULTIMETER
0.03
V DC
Manual 6 0
°C/°F
MIN MAX
RANGE
AutoHOLD
PEAK MIN MAX
ms
REL Δ
Hz %
Hi Res
1 Second
± TRIGGER
mV
Ω
RPM
V
mA A
V
µA
OFF


15182050
x1000rpm
64943mi
MPH
km/h