



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SOUL EV+

Engine: 81.4KW MOTOR

Model Code: Y1542

VIN: KNDJX3AE3G7 [REDACTED]

Mileage: 50,663

Prod Date: 02/12/2016

Warranty Start Date: 07/02/2016

Dealer/Contact Data:

Dealer: CA317 Premier Kia of Carlsbad

Phone: 7602082237

FAX:

Contact: kfors kfors

Contact Title:

Service District: WE03

Case Details:

Case Title: [REDACTED]

Symptom:

DTC:

System:

Component:

Resolution:

Case History

CUSTOMER COMPLAINT

Customer states that after putting vehicle in park and setting emergency brake vehicle will lunge/roll backwards. Vehicle makes a creaking/sound for several minutes after putting vehicle in park/setting emergency brake.

ACTUAL CONDITION

When vehicle was in park the vehicle would roll backwards if parked on an incline intermittently.

INVESTIGATION RESULTS

I inspected this vehicle and no faults relevant. Test drove vehicle and verified that when parked on a hill and placed in park the vehicle would roll backwards making a ratcheting sound then catch in park. Inspected gear shifter and shifter mechanism, all visually ok. Tested parking brake system and verified that the latest software is in the EPB module. Verified that the parking brake system is holding vehicle on very steep hill.

POSSIBLE CAUSE

Internal failure of GRU unit.

CORRECTIVE ACTION

I recommend that the tech replace the GRU and retest.

*** Case has been auto closed by the system on 02/24/2021 23:35:50 (PST)



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2017 SOUL EV-E

Engine: 81.4KW MOTOR

Model Code: Y1512

VIN: KNDJP3AE2H7 [REDACTED]

Mileage: 38,044

Prod Date: 02/08/2017

Warranty Start Date: 09/08/2017

Dealer/Contact Data:

Dealer: CA243 Kia of Cerritos

Phone: 5628602424

FAX: 5624684213

Contact: kfors kfors

Contact Title:

Service District: WE01

Case Details:

Case Title: [REDACTED]

Symptom:

DTC:

System:

Component:

Resolution:

Case History

*** 09/21/2022 17:50:17 ***

Contact = kfors kfors, Priority = Standard, Sub Status = Working

*** 09/21/2022 17:52:37 ***

Submitted from WIPBin = default-1 by Jameson Phillips

*** 09/22/2022 10:40:13 ***

Complaint created on 09/21/2022 17:50:59 and created by Russell Guss

CUSTOMER COMPLAINT

Customer states when the vehicle is in park, the car still rolls back and has to put the e-brake to stop it from rolling.

ACTUAL CONDITION

Vehicle rolls in park

INVESTIGATION RESULTS

Found shift cable adjusted properly. Internal problem in RGU.

POSSIBLE CAUSE

Problem in RGU

CORRECTIVE ACTION

Advised dealership to replace RGU

*** 09/22/2022 10:40:13 ***
Case Closed