

# Kia America Technical Assistance Center

Case Number: [REDACTED]

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## Vehicle Data

**Model/Year:** 2017 SOUL EV

**Engine:** 81.4KW MOTOR

**Model Code:** Y1522

**VIN:** KNDJP3AE7H7 [REDACTED]

**Mileage:** 8,333

**Prod Date:** 04/06/2017

**Warranty Start Date:** 09/14/2017

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## Dealer/Contact Data:

**Dealer:** NY097 Nemet Kia

**Phone:** 7185235858

**FAX:** 7189432076

**Contact:** David Sheinin

**Contact Title:** Dual Technician

**Service District:** EA05

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## Case Details:

**Case Title:** Unusual Noise-Auto Trans #

**Symptom:** Unusual Noise

**DTC:**

**System:** PSEV (PS Electric Vehicle)

**Component:** Gear Reduction Unit

**Resolution:** with dpsm approval replacing

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## Case History

\*\*\* 06/25/2019 12:16:28 \*\*\*

Contact = David Sheinin, Priority = Standard, Sub Status = Dispatched

\*\*\* 06/25/2019 12:16:29 \*\*\*

Web - Problem Description created on 06/25/2019 12:16:28 and created by David Sheinin customer states when vehicle is put into park the vehicle will still roll and vehicle makes noise when accelerator is released no signs of physical damage to front or rear of vehicle.

\*\*\* 06/25/2019 12:16:29 \*\*\*

Web - Diagnostics created on 06/25/2019 12:16:29 and created by David Sheinin tech verified vehicle will roll even in park- verified shifter adjustment. no diag. procedure found for park pawl in gear reduction unit.

\*\*\* 06/25/2019 14:03:12 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Amanti\_Cadenza to WIPBin default

\*\*\* Web - Advice created on 06/25/2019 14:07:03 and created by Jesse Lancaster \*\*\*

1: If there is a internal fault in the gear reduction unit related to the park pawl not engaging properly and making noise I recommned contacting your DPSM for approval to replace the gear reduction unit and reinspect the condition.

\*\*\* 06/26/2019 06:32:56 \*\*\*

Web - Note created on 06/26/2019 06:32:55 and created by David Sheinin  
THANK YOU placed call into dpsm

\*\*\* Web - Advice created on 06/26/2019 09:46:22 and created by Jesse Lancaster \*\*\*

1: .

\*\*\* 06/28/2019 08:15:56 \*\*\*

Case Closed with Resolution Code: Faulty Component  
Resolution Summary: with dpsm approval replacing gear reduction unit

# Kia America Technical Assistance Center

Case Number: [REDACTED]

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## Vehicle Data

**Model/Year:** 2017 SOUL EV+

**Engine:** 81.4KW MOTOR

**Model Code:** Y1542

**VIN:** KNDJX3AE6H7 [REDACTED]

**Mileage:** 19,202

**Prod Date:** 05/24/2017

**Warranty Start Date:** 01/19/2018

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## Dealer/Contact Data:

**Dealer:** CT032 Napoli Kia

**Phone:** 2037835850

**FAX:** 2033015044

**Contact:** Kyle Johnson

**Contact Title:** Exclusive Kia Technician

**Service District:** EA04

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## Case Details:

**Case Title:** Auto Trans-No engagement # Park Position

**Symptom:** Shift Lock Inop

**DTC:**

**System:** Drive Train

**Component:** Shift motor

**Resolution:** removed and replaced gdu

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## Case History

\*\*\* 02/10/2020 10:15:12 \*\*\*

Contact = Nathaniel Santiago, Priority = Standard, Sub Status = Dispatched

\*\*\* 02/10/2020 10:15:12 \*\*\*

Web - Problem Description created on 02/10/2020 10:14:00 and created by Nathaniel Santiago  
When parking vehicle, vehicle rolls forward or backwards when vehicle is parked in slight incline.

\*\*\* 02/10/2020 10:15:12 \*\*\*

Web - Diagnostics created on 02/10/2020 10:14:00 and created by Nathaniel Santiago  
Check data for shifter selector in all gears, all gears working normally. Remove shifter cable and manually apply pressure to shifter gear lever on trans, it will go into its park position.

\*\*\* 02/10/2020 10:48:13 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Amanti\_Cadenza\_Seltos to WIPBin default

\*\*\* Web - Advice created on 02/10/2020 11:44:37 and created by Jesse Lancaster \*\*\*

1: Is the gear traction motor have a internal fault with the parking pawl?

\*\*\* 02/11/2020 10:09:27 \*\*\*

Web - Note created on 02/11/2020 10:09:27 and created by Nathaniel Santiago  
In order for the parking pawl to engage I would have to manually turn the shift lever for it to lock in place.

\*\*\* Web - Advice created on 02/11/2020 17:22:34 and created by Jesse Lancaster \*\*\*

1: Can you provide a recording of the condition to be reviewed?  
Will the traction motor or shift lever repair the condition reported?

\*\*\* 02/12/2020 06:39:53 \*\*\*

Web - Note created on 02/12/2020 06:39:53 and created by Nathaniel Santiago  
Please review video attachment of vehicle rolling in park. Also notice when jamming shifter into park . Vehicle goes into lock position in park.

\*\*\* 02/12/2020 06:40:22 \*\*\*

20200212\_093156.mp4 added by Nathaniel Santiago on 02/12/2020 06:39:54

\*\*\* Web - Advice created on 02/12/2020 12:07:34 and created by Jesse Lancaster \*\*\*

1: If you can move the gear shift selector forward and park engages I rec removed the trim and inspect the shift linkage from the shift to the traction motor and adjust per KGIS outlined in Shift Cable repair procedure and reinspect if operating properly.

\*\*\* Case has been auto closed by the system on 02/28/2020 01:13:39 (PST)

\*\*\* 03/02/2020 14:17:28 \*\*\*

Reopened with Sub Status of Working

\*\*\* Phone - Advice created on 03/02/2020 14:29:34 and created by Eric Patterson \*\*\*

1: Thank you for the call. Based on the information provided the GDU looks like it needs replaced due to the parking paw concern.

Tech has aligned the neutral switch with the special tool pin. Then pushes the vehicle and it does not want to engage the parking paw. With the cable hooked up the shifter needs pushed forwards to get the parking paw to drop down internally inside the transmission.

2: Looks like the parking paw internal is our cause. I will check and see if a PWA case is necessary or DPSM approval.

\*\*\* Web - Advice created on 03/02/2020 14:40:52 and created by Eric Patterson \*\*\*

1: Thank you, Please obtain approval through the DPSM, there is no PWA needed for the repair. Looks like the labor op will be associated with a manual transmission replacement.

<For Internal Use Only

44500-18410>

\*\*\* Service Alert Escalated to CA as: [REDACTED] on 03/03/2020 01:05:02 (PST)

\*\*\* Web - Advice created on 03/11/2020 10:27:05 and created by George Hall \*\*\*

1: Have you engage the EPB, electronic parking brake system and see if the vehicle rolls? Automatic Application of EPB Force (Auto Apply)– When the vehicle is stopped while the Auto Vehicle Hold (AVH) is switched ON, the EPB will be automatically applied after the engine has turned off.

Monitor the Electronic parking brake module data for any abnormality.

\*\*\* 03/19/2020 04:40:40 \*\*\*

Case Closed with Resolution Code: Faulty Component

Resolution Summary: removed and replaced gdu unit

# Kia America Technical Assistance Center

Case Number: [REDACTED]

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## Vehicle Data

**Model/Year:** 2016 SOUL EV+

**Engine:** 81.4KW MOTOR

**Model Code:** Y1542

**VIN:** KNDJX3AE1G7[REDACTED]

**Mileage:** 22,584

**Prod Date:** 01/28/2016

**Warranty Start Date:** 04/20/2017

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## Dealer/Contact Data:

**Dealer:** WA029 Lee Johnson Kia

**Phone:** 4258230800

**FAX:** 4258230830

**Contact:** Wyatt Plumb

**Contact Title:** Exclusive Kia Technician

**Service District:** WE08

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## Case Details:

**Case Title:** Auto Trans-No engagement # rolls in P

**Symptom:** Improper Operation

**DTC:**

**System:** Automatic Transmission

**Component:** Transmission

**Resolution:** Warranty Exclusion-Auto

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## Case History

\*\*\* 09/03/2020 10:25:13 \*\*\*

Contact = Wyatt Plumb, Priority = Standard, Sub Status = Dispatched

\*\*\* 09/03/2020 10:25:13 \*\*\*

Web - Problem Description created on 09/03/2020 10:25:13 and created by Wyatt Plumb  
Vehicle rolls after being put into park

\*\*\* 09/03/2020 10:25:14 \*\*\*

Web - Diagnostics created on 09/03/2020 10:25:14 and created by Wyatt Plumb  
rolling confirmed by service manager and tech multiple times, first time vehicle rolled back about 2 feet then stopped rolling, second time, vehicle rolled back about 6 feet before tech applied brakes and shifted out of park and back into park. vehicle will roll after being put into park with key on. scanned for codes, no codes found relating to this symptom. issue seems to be intermittent. shifting out of park and back into park seems to engage the parking pall and allows it to no longer roll. Concern occurred before epb update as well as after the update had been performed

\*\*\* 09/03/2020 13:38:08 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Amanti\_Cadenza\_Seltos to WIPBin defaults

\*\*\* Web - Advice created on 09/03/2020 13:43:54 and created by Sam Camarillo \*\*\*

1: Is there anything aftermarket installed on the vehicle? Is the shift cable properly adjusted,?

\*\*\* 09/10/2020 11:22:14 \*\*\*

Web - Note created on 09/10/2020 11:22:13 and created by Wyatt Plumb  
nothing aftermarket found on vehicle. are you asking about where its adjusted on the inhibitor switch? or is there a further adjustment that can be performed on that shift cable?

\*\*\* Web - Advice created on 09/10/2020 13:04:21 and created by Sam Camarillo \*\*\*

1: on the gear reduction unit make sure the lever is going fully into P position, if the cable is misadjusted it could pop out of gear

\*\*\* 09/16/2020 10:41:48 \*\*\*

Web - Note created on 09/16/2020 10:41:48 and created by Wyatt Plumb

Inspected shift cable, seems to be adjusted properly, lever moves to the park position properly and holds.

\*\*\* Web - Advice created on 09/16/2020 11:27:06 and created by Sam Camarillo \*\*\*

1: Based on the information provided I would recommend a transmission replacement(gear reduction unit for this model) .

\*\*\* Web - Advice created on 09/16/2020 11:27:38 and created by Sam Camarillo \*\*\*

1: I have generated a PWA case for you. I recommend that you replace the Gear reduction unit following normal service procedures.

\*\*\* 09/16/2020 11:28:06 \*\*\*

PWA Case 13794032 created by Sam Camarillo

\*\*\* 09/16/2020 11:28:08 \*\*\*

I have generated and approved a PWA case for you.

\*\*\* Service Alert Escalated to CA as: [REDACTED] on 09/18/2020 01:05:59 (PST)

# Kia America Technical Assistance Center

Case Number: [REDACTED]

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## Vehicle Data

**Model/Year:** 2016 SOUL EV+

**Engine:** 81.4KW MOTOR

**Model Code:** Y1542

**VIN:** KNDJX3AE8G7 [REDACTED]

**Mileage:** 27,808

**Prod Date:** 01/27/2016

**Warranty Start Date:** 03/26/2016

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## Dealer/Contact Data:

**Dealer:** HI002 Aloha Kia Leeward

**Phone:** 8087271978

**FAX:** 8086783144

**Contact:** william onnagan

**Contact Title:** Exclusive Kia Technician

**Service District:** WE03

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## Case Details:

**Case Title:** Auto Trans-No engagement # rolls forward in P

**Symptom:** Improper Operation

**DTC:**

**System:** PSEV (PS Electric Vehicle)

**Component:** Gear Reduction Unit

**Resolution:**

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## Case History

\*\*\* 09/03/2020 11:04:53 \*\*\*

Contact = william onnagan, Priority = Standard, Sub Status = Dispatched

\*\*\* 09/03/2020 11:04:53 \*\*\*

Web - Problem Description created on 09/03/2020 10:55:50 and created by william onnagan

C/S VEHICLE STILL ROLLS EVEN WHEN ITS IN PARK IT HAPPENS ONES AT CUSTOMER DRIVE WAY THINGS HAPPEN ONLY AFTER THE EPB UPDATE SC191

\*\*\* 09/03/2020 11:04:53 \*\*\*

Web - Diagnostics created on 09/03/2020 10:55:50 and created by william onnagan

WENT AHEAD AND TEST DRIVE AND PARK IT ON A HILL VEHICLE HOLDS WITH EITHER IGNITION ON/OFF PARKING BRAKE ALSO ENGAGE AFTER WITH IGNITION OFF. UPON RELEASING VEHICLE TO THE CUSTOMER AND IT DID HAPPEN WHILE CUSTOMER ABOUT TO LEAVE YOU CAN SEE VEHICLE SLOWLY ROLLING BACK AND IT TAKES A WHILE BEFORE TRANS START TO ENGAGE TO PARK. MONITOR EPB AND PERFORMED ACTUATION ALL OK, MONITOR VMCU ALL OK ALSO CHECK INHIBITOR ALIGNMENT OK INSPECT SHIFTER FOR ANY OBJECT THAT MIGHT GET STUCK OK, ( PLEASE SEE VIDEO ATTACHMENT) PLEASE ADVISE THANKS WILLIAM

\*\*\* 09/03/2020 11:06:45 \*\*\*

Skye Kelly Soul EV.mp4 added by william onnagan on 09/03/2020 11:06:44

\*\*\* 09/03/2020 14:17:15 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Amanti\_Cadenza\_Seltos to WIPBin Everyday Cases

\*\*\* Web - Advice created on 09/03/2020 14:29:17 and created by Chris Schang \*\*\*

1: William,

The video attached has no image, its just a black screen. If you have verified the issue, the GRU will have to be replaced. Since your dealership has DSA privileges, your service manager can approve the GRU replacement.

\*\*\* 09/03/2020 14:48:33 \*\*\*

Web - Note created on 09/03/2020 14:48:33 and created by william onnagan

CAN YOU PLEASE DEFINE GRU THANKS

\*\*\* Web - Advice created on 09/03/2020 16:15:30 and created by Chris Schang \*\*\*

1: William,

The GRU is the gear reduction unit. Essentially the EV "transmission".

\*\*\* 09/04/2020 11:11:48 \*\*\*

Web - Note created on 09/04/2020 11:11:48 and created by william onnagan  
NEVER MIND FIGURED IT OUT

\*\*\* 09/04/2020 11:12:09 \*\*\*

Web - Note created on 09/04/2020 11:12:09 and created by william onnagan  
THANKS

\*\*\* Web - Advice created on 09/04/2020 12:31:51 and created by Chris Schang \*\*\*

1: No problem.

\*\*\* Case has been auto closed by the system on 09/20/2020 01:11:00 (PST)

# Kia America Technical Assistance Center

Case Number: [REDACTED]

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## 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

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## Dealer/Contact Data:

**Dealer:** CA317 Premier Kia of Carlsbad

**Phone:** 7602082237

**FAX:**

**Contact:** Jose Sandoval

**Contact Title:** Exclusive Kia Technician

**Service District:** WE03

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## Case Details:

**Case Title:** Brakes - Parking brake Inop # Alleged Rolling in Park

**Symptom:** Delayed Engagement

**DTC:**

**System:** Brakes

**Component:** Parking Brake System

**Resolution:** waiting on CA to contact

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## Case History

\*\*\* 01/15/2021 14:27:01 \*\*\*

Contact = Jose Sandoval, Priority = Standard, Sub Status = Dispatched

\*\*\* 01/15/2021 14:27:01 \*\*\*

Web - Problem Description created on 01/15/2021 14:01:12 and created by Jose Sandoval

Customer states that vehicle will lunge/ roll backwards after setting parking brake. Vehicle will make a creaking sound for several minutes after setting parking brake. Customer has been in for this concern before. Has not been duplicated.

\*\*\* 01/15/2021 14:27:01 \*\*\*

Web - Diagnostics created on 01/15/2021 14:01:12 and created by Jose Sandoval

Checked for stored codes, none found, Test drove vehicle and set parking brake, unable to duplicate concern. Vehicle does not lunge forward or roll backwards.

\*\*\* 01/15/2021 15:41:02 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Amanti\_Cadenza\_Seltos to WIPBin All Others

\*\*\* Web - Advice created on 01/15/2021 15:43:14 and created by Eric Patterson \*\*\*

1: Lets check the adjustment of the parking shoes. Possibly they are not adjusted properly.

Thank you for trying to duplicate.

let me know if the shoes are adjusted properly since this is a safety concern.

\*\*\* 01/15/2021 18:09:25 \*\*\*

Web - Note created on 01/15/2021 18:09:25 and created by Jose Sandoval

Vehicle is not equipped with parking shoes, only actuator on caliper.

\*\*\* 01/16/2021 12:14:44 \*\*\*

Web - Note created on 01/16/2021 12:14:44 and created by KORY ENGER

CUSTOMERS ADDITIONAL CONCERN IS THAT IT WILL ROLL BACKWARDS WHILE IN PARK

\*\*\* Web - Advice created on 01/18/2021 05:39:12 and created by Eric Patterson \*\*\*

1: We would like you to perform a one-time goodwill inspection to address the customer's alleged brake failure concern. Below are instructions that we would like you to follow during your inspection.

#### AUTOMATIC TRANSMISSIONS

Static (Parked) Evaluation:

1. Take clear pictures of any preexisting accident damage.
2. Check for DTCs in all modules.
3. Check for out-of-position/stacked floor mats or foreign objects that may interfere with brake pedal movement.
4. Inspect the parking brake operation and—if cable style—check but do not change its adjustment.
5. With the service brake pedal not depressed, check the interlock function by attempting to move the gear selector from Park to Reverse using mild to moderate force, both in short and prolonged motions. IMPORTANT: Do not use excessive force, or the mechanism may become damaged.
6. For shift-by-wire vehicles, place the transmission in Drive, and then turn the key off to check the auto-shift-to-Park feature.
7. With key on, engine off, shift from Park to Reverse to Neutral to Drive (and into Sport Mode + and -, if the vehicle is equipped). Verify that the gear selector position is indicated by the corresponding letter in the gauge cluster display (P, R, N, D, 1, and 2, respectively).
8. Repeat the previous step in the reverse order (1, 2, D, N, R, and P).
9. Take clear pictures showing any concerns found. Document findings.

2: Dynamic (Driving) Evaluation: 1. Position the vehicle in a downhill orientation where it will roll easily if placed in Neutral. While stopped, move the gear selector from Drive or Reverse into Park and verify that the parking pawl mechanism keeps the vehicle from rolling.

2. Repeat the previous step while the vehicle is in an uphill orientation.
3. With the transmission in Neutral, verify the parking brake's effectiveness with the vehicle oriented both uphill and downhill.
4. Check again for DTCs in all modules.
5. Document findings

3: I have Escalated the Case for the CA Department to review.

They will be contacting the Dealer and the Customer over the concern.

Please list the inspection results to the case notes Thank you Kory

\*\*\* 01/18/2021 09:43:39 \*\*\*

20210118\_093704.mp4 added by Jose Sandoval on 01/18/2021 09:43:13

\*\*\* 01/18/2021 09:48:31 \*\*\*

Web - Note created on 01/18/2021 09:48:31 and created by Jose Sandoval

Checked for stored codes, no stored codes.

No stacked floor mats.

Parking brake operation found in good working order.

Interlock mechanism found working properly.

With key on and ec ready shifted vehicle through all gears and shows correctly in cluster display.

\*\*\* 01/18/2021 09:51:41 \*\*\*

Web - Note created on 01/18/2021 09:51:41 and created by Jose Sandoval

During dynamic inspection was able to duplicate concern. Intermittently found when vehicle is placed in park with out parking brake will roll forward on down hill and backward on up hill. Found the parking pawl not engaging properly. I have attached video.

\*\*\* Web - Advice created on 01/18/2021 11:15:32 and created by Eric Patterson \*\*\*

1: Thank you, The lever on the trans is adjusted properly as well?

Looks like the internal GDU has the issue. Please inspect the vehceil carefully for any previous accident repairs or current damage. If the trans linkage is installed properly and adjusted the GDU looks like it will need replaced.

No damage was incurred by this concern?

\*\*\* 01/18/2021 16:02:06 \*\*\*

16110137575351874844885.jpg added by Jose Sandoval on 01/18/2021 16:02:05

\*\*\* 01/18/2021 16:02:07 \*\*\*

16110138061531696900715.jpg added by Jose Sandoval on 01/18/2021 16:02:06

\*\*\* 01/18/2021 16:02:09 \*\*\*

16110138165411125969651.jpg added by Jose Sandoval on 01/18/2021 16:02:08

\*\*\* 01/18/2021 16:11:34 \*\*\*

Web - Note created on 01/18/2021 16:11:34 and created by Jose Sandoval

Checked trans lever and linkage. Performed inspection and adjustment on inhibitor switch and linkage using sst. Found out of adjustment, readjusted, Rechecked for proper operation, Not able to duplicate concern, Vehicle now not rolling after shifting into park. I have attached picture of adjustment.

Customer did mention on last visit that damage on door was caused when vehicle rolled. I have attached picture.

\*\*\* Web - Advice created on 01/18/2021 16:19:06 and created by Eric Patterson \*\*\*

1: Thank you At this time I have NV+CA reviewed the case. Thank you for checking the adjustment and adding the pictures tot eh case. The CA department will review all the information in the case and contact the Customer and the Dealer. please park the vehicle for now, and advise the DPSM on the concern as we are waiting for the CA to contact everyone . thank you again Jose  
2: I do not see any related repairs that look to be related to the adjustment on the transmission.

\*\*\* 02/08/2021 15:16:57 (GMT-08:00) Pacific Time (US & Canada) \*\*\*

CA case# [REDACTED] was escalated to an FTS. Update will be provided after this request is reviewed.

\*\*\* 02/08/2021 15:44:36 \*\*\*

An FTS is scheduled to inspect this VIN on 02/15/2021 at CA317.

\*\*\* 03/11/2021 07:04:15 \*\*\*

Web - Note created on 03/11/2021 07:04:14 and created by Thomas Cruz

FTS inspected the vehicle. His recommendation is to replace the drive motor unit(transmission). We are still waiting for the part.

\*\*\* Web - Advice created on 03/11/2021 13:32:32 and created by Eric Patterson \*\*\*

1: Thank you

\*\*\* 04/27/2021 12:20:23 \*\*\*

Case Closed with Resolution Code: Duplicate Web Case

Resolution Summary: waiting on CA to contact Dealer. Parking linkage mis adjusted causing parking paw to become inop RR door  
Damage

# Kia America Technical Assistance Center

Case Number: [REDACTED]

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## Vehicle Data

**Model/Year:** 2016 SOUL EV+

**Engine:** 81.4KW MOTOR

**Model Code:** Y1542

**VIN:** KNDJX3AEXG7 [REDACTED]

**Mileage:** 31,542

**Prod Date:** 12/08/2015

**Warranty Start Date:** 12/07/2016

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## Dealer/Contact Data:

**Dealer:** NV012 Towbin Kia

**Phone:** 7025678000

**FAX:** 7029403365

**Contact:** KEVIN WILLIAMS

**Contact Title:** Dual Technician

**Service District:** WE11

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## Case Details:

**Case Title:** Auto Trans-No engagement # No Park

**Symptom:** Transmission shifting

**DTC:**

**System:** EV-Hybrid.High Voltage

**Component:** Trans Mounted Electric

**Resolution:** GRU

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## Case History

\*\*\* 11/10/2021 08:15:27 \*\*\*

Contact = KEVIN WILLIAMS, Priority = Standard, Sub Status = Dispatched

\*\*\* 11/10/2021 08:15:27 \*\*\*

Web - Problem Description created on 11/10/2021 08:15:27 and created by KEVIN WILLIAMS when in park the vehicle still rolls

\*\*\* 11/10/2021 08:15:28 \*\*\*

Web - Diagnostics created on 11/10/2021 08:15:28 and created by KEVIN WILLIAMS

Verified when the vehicle is shifted into park the vehicle will roll

Removed the shift cable from the trans gear assy and manually shifted to park and the vehicle still rolls

\*\*\* 11/10/2021 08:29:11 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Amanti\_Cadenza\_Seltos\_Carnival to WIPBin Default

\*\*\* Phone - Advice created on 11/10/2021 08:36:47 and created by Charles Patera \*\*\*

1: Kevin Thanks for the call, Currently reviewing the case.

\*\*\* Web - Advice created on 11/10/2021 08:46:51 and created by Steven Okimura \*\*\*

1: Kevin, have you inspected the vehicle for recent repairs, collision damage/repairs?

\*\*\* 11/10/2021 09:01:35 \*\*\*

Web - Note created on 11/10/2021 09:01:35 and created by KEVIN WILLIAMS

Yes there are no physical signs of any damage done to the vehicle.

I noticed this in Sept when the vehicle came in for the EV battery concern,

The SC191 was done this morning so is this the Park Mechanism damage the bulletin refers to?

\*\*\* Web - Advice created on 11/10/2021 09:07:26 and created by Steven Okimura \*\*\*

1: Kevin, the park mechanism is damaged and the GRU should be replaced. Yes similar to the condition in SC191. I have generated and approved a PWA case for you.

\*\*\* Web - Advice created on 11/10/2021 09:08:03 and created by Steven Okimura \*\*\*  
1: Actually you are a DSA dealer so a PWA case is not required for GRU replacement.

\*\*\* Service Alert Escalated to CA as: 14315120 on 11/11/2021 01:07:33 (PST)

\*\*\* Case has been auto closed by the system on 11/26/2021 01:11:04 (PST)

# Kia America Technical Assistance Center

Case Number: [REDACTED]

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## Vehicle Data

**Model/Year:** 2016 SOUL EV+

**Engine:** 81.4KW MOTOR

**Model Code:** Y1542

**VIN:** KNDJX3AE1G7[REDACTED]

**Mileage:** 52,237

**Prod Date:** 12/15/2015

**Warranty Start Date:** 03/24/2017

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## Dealer/Contact Data:

**Dealer:** PA085 Kia On The Boulevard

**Phone:** 2156719000

**FAX:** 2156719252

**Contact:** roberto norwood

**Contact Title:** Technician Trainee

**Service District:** EA09

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## Case Details:

**Case Title:** Auto Trans-Linkage # rolls when in P

**Symptom:** General Information

**DTC:**

**System:** EV-Hybrid.High Voltage

**Component:** Gear Reduction Unit

**Resolution:** Warranty Exclusion-Auto

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## Case History

\*\*\* 11/23/2021 08:54:28 \*\*\*

Contact = roberto norwood, Priority = Standard, Sub Status = Dispatched

\*\*\* 11/23/2021 08:54:28 \*\*\*

Web - Problem Description created on 11/23/2021 07:04:28 and created by roberto norwood  
CUSTOMER STATES WHEN DRIVING UP HILL VEHICLE WILL ROLL BACK AND WHEN IN PARK VEHICLE WILL ROLL THEN LOCK INTO PARK.

\*\*\* 11/23/2021 08:54:29 \*\*\*

Web - Diagnostics created on 11/23/2021 07:04:28 and created by roberto norwood  
PERFORMED INSPECTION OF CONCERN OF VEHICLE ROLLING WHILE IN PARK. ABLE TO DUPLICATE CONCERN WHEN COMING TO A STOP AND PUTTING VEHICLE IN PARK VEHICLE WILL KEEP ROLLING. I WATCHED THE RANGE SWITCH LOCK INTO PARK AND HEARD A INTERNAL LOCK TURNING INSIDE DRIVE MOTOR ONCE NOISE OF MOTOR STOPPED VEHICLE CAME TO A COMPLETE STOP. SO MY QUESTION IS WHAT IS INSIDE THE DRIVE MOTOR THAT IS TURNING AND PUTTING VEHICLE INTO PARK/LOCK MODE BECAUSE THAT SOUNDS LIKE IT IS ACTUATING SLOW I THINK. I SEARCHED ON KGIS FOR CONCERN OF ROLLING IN PARK AND FOUND SC191 FOR ECM UPDATE. ECM UPDATE HAS ALREADY BEEN PERFORMED.

\*\*\* 11/23/2021 13:12:08 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Amanti\_Cadenza\_Seltos\_Carnival to WIPBin default

\*\*\* Web - Advice created on 11/23/2021 13:18:40 and created by Brian Lall \*\*\*

1: Please take a video of the concern and attach it to the case. The P operation and lock is in the GRU. Please check and note what the GRU fluid level and condition is. Thanks.

\*\*\* Case has been auto closed by the system on 12/09/2021 01:32:16 (PST)

\*\*\* 12/15/2021 13:06:12 \*\*\*

Case Number: [REDACTED] Reopen Requested by roberto norwood.

Reason: [never finished working on car.]

\*\*\* 12/15/2021 13:07:04 \*\*\*

Reopened with Sub Status of Working

\*\*\* Web - Advice created on 12/15/2021 13:07:43 and created by Brian Lall \*\*\*

1: Did the vehicle leave and return or did it never leave? Please attach the video to the case. Thanks.

\*\*\* Service Alert Escalated to CA as: [REDACTED] on 12/16/2021 01:08:10 (PST)

\*\*\* 12/16/2021 11:34:05 \*\*\*

Web - Note created on 12/16/2021 11:34:05 and created by roberto norwood  
It never left.

\*\*\* 12/16/2021 11:34:08 \*\*\*

IMG\_4360.mov added by roberto norwood on 12/16/2021 11:34:06

\*\*\* Web - Advice created on 12/16/2021 13:33:53 and created by Brian Lall \*\*\*

1: Thanks for letting me know what you found. Based on the information you provided, my recommendation is to replace the GRU. I am going to create and authorize a PWA case for you. It is going to show that the authorization is for automatic transmission. Thanks.

\*\*\* 12/16/2021 13:35:38 \*\*\*

PWA Case [REDACTED] created by Brian Lall

\*\*\* 12/16/2021 13:35:43 \*\*\*

I have generated and approved a PWA case for you.

# Kia America Technical Assistance Center

Case Number: [REDACTED]

---

## Vehicle Data

**Model/Year:** 2016 SOUL EV+

**Engine:** 81.4KW MOTOR

**Model Code:** Y1542

**VIN:** KNDJX3AE2G7 [REDACTED]

**Mileage:** 56,833

**Prod Date:** 04/15/2016

**Warranty Start Date:** 07/29/2016

---

## Dealer/Contact Data:

**Dealer:** OR002 Beaverton Kia

**Phone:** 5035262131

**FAX:** 5034699417

**Contact:** Dedrick Oyamot

**Contact Title:** Maintenance Technician

**Service District:** WE09

---

## Case Details:

**Case Title:** Brakes - Parking brake Inop #

**Symptom:** General Information

**DTC:**

**System:** Brakes

**Component:** Parking Brake System

**Resolution:**

---

## Case History

\*\*\* 12/02/2021 11:19:01 \*\*\*

Contact = Dedrick Oyamot, Priority = Standard, Sub Status = Dispatched

\*\*\* 12/02/2021 11:19:01 \*\*\*

Web - Problem Description created on 12/02/2021 11:15:35 and created by Dedrick Oyamot

Customer states when vehicle is park on a incline hill facing down vehicle with roll down about a foot before coming to a park. Scan vehicle for codes. no codes found or stored in any system

\*\*\* 12/02/2021 11:19:02 \*\*\*

Web - Diagnostics created on 12/02/2021 11:15:35 and created by Dedrick Oyamot

Able to verify customer concern. First we replaced gear shifter assembly thinking vehicle was not getting into park.. test drove vehicle and still same thing.. check for latest software. all software been updated to latest.. Unable to find anything on kgis if this normal or there any tsb? What else should I check?

\*\*\* 12/02/2021 16:29:11 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Amanti\_Cadenza\_Seltos\_Carnival to WIPBin Default

\*\*\* Web - Advice created on 12/02/2021 16:31:48 and created by John Nguyen \*\*\*

1: Dedrick, are the EPB's actuating when the vehicle is shifted into park? Please review in KDS live data for the PID.

2: Please also check for proper pin fitment at the EPB connectors.

3: If you raise the vehicle and turn the rear wheels by hand are the calipers engaged but weak?

\*\*\* Service Alert Escalated to CA as: [REDACTED] on 12/03/2021 01:08:28 (PST)

\*\*\* 12/07/2021 08:23:00 \*\*\*

Web - Note created on 12/07/2021 08:23:00 and created by Dedrick Oyamot

1...Vehicle EPB does actuate when vehicle goes into park..

2...Check pin fit at the EPB connector.. found all pin was good

3...Raised vehicle in air and spin rear tires by hand, tire spins freely and does not feel weak

\*\*\* Web - Advice created on 12/07/2021 08:43:34 and created by John Nguyen \*\*\*

1: Dedrick, please clarify when the vehicle was raised in the air. The EPB's are engaged but you are still able to spin rear tires freely?

\*\*\* 12/07/2021 15:14:08 \*\*\*

Web - Note created on 12/07/2021 15:14:08 and created by Dedrick Oyamot

Sorry I was spinning the rear tires when the EBP was off.. When EBP is on rear brakes does not move at all

\*\*\* Web - Advice created on 12/07/2021 15:21:47 and created by John Nguyen \*\*\*

1: Dedrick, if you try to duplicate the concern does the vehicle roll when putting the vehicle into park with the auto apply EPB? Does the issue occur if you do the manual application of the EPB?

\*\*\* 12/07/2021 16:24:00 \*\*\*

Web - Note created on 12/07/2021 16:24:00 and created by Dedrick Oyamot

its when vehicle is put into park and the auto EPB comes on. Vehicle just rolls about 1/4 foot forward when it stops..

\*\*\* Web - Advice created on 12/07/2021 16:29:58 and created by John Nguyen \*\*\*

1: Dedrick, please note the condition of the brake pads and brake rotors. Are they worn? Any signs of glazing or contamination on embedded on the brake pads?

\*\*\* 12/07/2021 16:34:49 \*\*\*

Web - Note created on 12/07/2021 16:34:49 and created by Dedrick Oyamot

rotors are not too glazed and rear pads at 7mm

\*\*\* Web - Advice created on 12/08/2021 07:36:47 and created by John Nguyen \*\*\*

1: Dedrick, according to google the weather in your area is stormy and close to freezing temperatures. Please inquire with the customer if this concern happens in dry weather too? Warm weather?

\*\*\* Web - Advice created on 12/08/2021 07:44:11 and created by John Nguyen \*\*\*

1: Please also check if the parking pawl is adjusted properly and make sure the trans linkage is engaging securely.

\*\*\* Case has been auto closed by the system on 12/24/2021 01:20:26 (PST)

# Kia America Technical Assistance Center

Case Number: [REDACTED]

---

## Vehicle Data

**Model/Year:** 2017 SOUL EV+

**Engine:** 81.4KW MOTOR

**Model Code:** Y1542

**VIN:** KNDJX3AEXH7 [REDACTED]

**Mileage:** 38,662

**Prod Date:** 06/20/2017

**Warranty Start Date:** 08/31/2017

---

## Dealer/Contact Data:

**Dealer:** DE008 Kia of Wilmington

**Phone:** 3026563100

**FAX:** 3026562494

**Contact:** ERIC ARMSTRONG

**Contact Title:** Exclusive Kia Technician

**Service District:** EA09

---

## Case Details:

**Case Title:** Auto Trans-Linkage # does not go into park

**Symptom:** Improper Operation

**DTC:**

**System:** Automatic Transmission

**Component:** Shift motor

**Resolution:**

---

## Case History

\*\*\* 01/14/2022 08:13:01 \*\*\*

Contact = eric armstrong, Priority = Standard, Sub Status = Dispatched

\*\*\* 01/14/2022 08:13:01 \*\*\*

Web - Problem Description created on 01/14/2022 08:06:00 and created by eric armstrong  
cust has no park most of time will not hold till ign. turned off and brake system. holds car

\*\*\* 01/14/2022 08:13:01 \*\*\*

Web - Diagnostics created on 01/14/2022 08:06:01 and created by eric armstrong  
no code in any system. park shows on scanner when in park but car rolls. cust says was all ways like that from when new ??? but  
any way at times it will hold and when turned off i can here a click noise and the rear brakes engage with auto hold.

\*\*\* 01/14/2022 09:19:00 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Amanti\_Cadenza\_Seltos\_Carnival to WIPBin Repair Assistance

\*\*\* Web - Advice created on 01/14/2022 09:27:28 and created by Jay Jurado \*\*\*

1: Please verify that the range switch is properly aligned to the gear reduction unit and that the cable is properly adjusted to the range switch at this time. Verify park operation afterwards.

\*\*\* 01/14/2022 10:52:57 \*\*\*

Web - Note created on 01/14/2022 10:52:57 and created by eric armstrong  
ok tried adj range switch a few times both directions and still dose not hold

\*\*\* Web - Advice created on 01/14/2022 12:47:52 and created by Jay Jurado \*\*\*

1: Are you using the installation tool? Please see KGIS for more information.

\*\*\* 01/14/2022 13:15:17 \*\*\*

Web - Note created on 01/14/2022 13:15:17 and created by eric armstrong  
yes inhibitor switch guide pin ok948-e400 was used its not the switch

\*\*\* Web - Advice created on 01/14/2022 15:26:52 and created by Jay Jurado \*\*\*

1: If you feel that the gear reduction unit is faulty, please get DPSM authorization to replace it at this time. Thank you.

\*\*\* Service Alert Escalated to CA as: [REDACTED] on 01/18/2022 01:08:12 (PST)

\*\*\* 01/18/2022 09:59:12 \*\*\*

Web - Note created on 01/18/2022 09:59:12 and created by eric armstrong  
dpsm oked gear box replaced thanks for your time

\*\*\* Web - Advice created on 01/18/2022 10:45:38 and created by Jay Jurado \*\*\*

1: Thanks for the update Eric. You may close the case if no longer needed. Thank you.

\*\*\* 01/26/2022 11:39:14 \*\*\*

Web - Note created on 01/26/2022 11:39:14 and created by ALFRED WAYCHUNAS  
part is still on back order

\*\*\* Web - Advice created on 01/27/2022 14:47:11 and created by Jay Jurado \*\*\*

1: Thanks for the update.

\*\*\* 02/07/2022 08:03:53 \*\*\*

Web - Note created on 02/07/2022 08:03:53 and created by ALFRED WAYCHUNAS  
parts still on backorder

\*\*\* Web - Advice created on 02/07/2022 10:28:51 and created by Jay Jurado \*\*\*

1: Thanks for the update.

\*\*\* 02/18/2022 12:36:10 \*\*\*

Web - Note created on 02/18/2022 12:36:10 and created by ALFRED WAYCHUNAS  
unit still on backorder , has been upgraded since order , with no eta

\*\*\* Web - Advice created on 02/22/2022 07:14:54 and created by Jay Jurado \*\*\*

1: Thanks for the update.

\*\*\* 03/07/2022 08:51:36 \*\*\*

Web - Note created on 03/07/2022 08:51:36 and created by ALFRED WAYCHUNAS  
trans unit still on backorder

\*\*\* Web - Advice created on 03/07/2022 13:30:09 and created by Jay Jurado \*\*\*

1: Thanks for the update.

\*\*\* 03/18/2022 12:45:57 \*\*\*

Web - Note created on 03/18/2022 12:45:57 and created by ALFRED WAYCHUNAS  
still on back order

\*\*\* Web - Advice created on 03/18/2022 14:22:04 and created by Jay Jurado \*\*\*

1: Thanks for the update.

\*\*\* 03/29/2022 12:53:01 \*\*\*

Web - Note created on 03/29/2022 12:53:01 and created by ALFRED WAYCHUNAS  
still on back order

\*\*\* Web - Advice created on 03/30/2022 08:04:07 and created by Jay Jurado \*\*\*

1: Thanks for the update.

\*\*\* Case has been auto closed by the system on 04/15/2022 01:15:59 (PST)

# Kia 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:** Marcos Cortes

**Contact Title:** Exclusive Kia Technician

**Service District:** WE01

---

## Case Details:

**Case Title:** Auto Trans-No engagement # Moves when in P

**Symptom:** Shift Lock Inop

**DTC:**

**System:** Automatic Transmission

**Component:** Transmission

**Resolution:** Warranty Exclusion-Auto

---

## Case History

\*\*\* 07/27/2022 17:06:22 \*\*\*

Contact = Marcos Cortes, Priority = Standard, Sub Status = Dispatched

\*\*\* 07/27/2022 17:06:22 \*\*\*

Web - Problem Description created on 07/27/2022 16:56:55 and created by Marcos Cortes

Customer states when vehicle is in park the car still rolls forward or back, customer has to apply E brake in order to stop it from rolling.

\*\*\* 07/27/2022 17:06:23 \*\*\*

Web - Diagnostics created on 07/27/2022 17:06:23 and created by Siebel eSupport

Confirmed customers concern found vehicle still moves with shifter in park. Scanned vehicle for dtcs none found at this time related to concern. Tested 12v auxiliary battery found in good condition. Inspected vehicle for damage to drivetrain none found. Inspected both fuse boxes for blown/open fuses none found at this time. Inspected shift cables for binding or damage none found confirmed they are moving properly with shifter. Inspected inhibitor/ range switch confirmed it is properly adjusted in neutral. Inspected current data found gear state would change properly while shifting. Please advise possible internal damage to gear drive unit? Thank you.

\*\*\* 07/30/2022 06:26:18 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Amanti\_Cadenza\_Seltos\_Carnival to WIPBin default

\*\*\* Web - Advice created on 07/30/2022 07:48:49 and created by Brian Lall \*\*\*

1: Thanks for letting me know what you found. Please get a video showing the concern and attach it to the case. We would like you to perform a one-time goodwill inspection to address the customer's alleged concern. Below are instructions that we would like you to follow during your inspection. Refer to advice 2 for the dynamic test

Static (Parked) Evaluation:

1. Take clear pictures of any preexisting accident damage.
2. Check for DTCs in all modules.
3. Check for out-of-position/stacked floor mats or foreign objects that may interfere with brake pedal movement.
4. Inspect the parking brake operation and—if cable style—check but do not change its adjustment.

5. With the service brake pedal not depressed, check the interlock function by attempting to move the gear selector from Park to Reverse using mild to moderate force, both in short and prolonged motions. IMPORTANT: Do not use excessive force, or the mechanism may become damaged.
  6. For shift-by-wire vehicles, place the transmission in Drive, and then turn the key off to check the auto-shift-to-Park feature.
  7. With key on, engine off, shift from Park to Reverse to Neutral to Drive (and into Sport Mode + and -, if the vehicle is equipped). Verify that the gear selector position is indicated by the corresponding letter in the gauge cluster display (P, R, N, D, 1, and 2, respectively).
  8. Repeat the previous step in the reverse order (1, 2, D, N, R, and P).
  9. Take clear pictures showing any concerns found. Document
- 2: Dynamic (Driving) Evaluation:
1. Position the vehicle in a downhill orientation where it will roll easily if placed in Neutral. While stopped, move the gear selector from Drive or Reverse into Park and verify that the parking pawl mechanism keeps the vehicle from rolling.
  2. Repeat the previous step while the vehicle is in an uphill orientation.
  3. With the transmission in Neutral, verify the parking brake's effectiveness with the vehicle oriented both uphill and downhill.
  4. Check again for DTCs in all modules.
  5. Document findings.

\*\*\* Web - Advice created on 08/02/2022 09:42:01 and created by Brian Lall \*\*\*

1: I was advised that there will be an engineer visiting your dealer tomorrow to inspect this vehicle. It appears C/A has tried to contact your service manager to confirm arrangements but had to leave a voicemail. Please do not do any further diag or repair to the vehicle until it has been inspected and make sure it will be available tomorrow. Please also let your service manager know. Thanks.

\*\*\* 08/02/2022 11:07:03 \*\*\*

Web - Note created on 08/02/2022 11:07:02 and created by Marcos Cortes  
Thank you for information sounds good I will let shop foreman and Manager know thank you.

\*\*\* Web - Advice created on 08/05/2022 08:40:01 and created by Brian Lall \*\*\*

1: Sorry for any confusion. The engineer informed me that they could not visit the dealer so they will reschedule. Thanks.

\*\*\* 08/09/2022 09:52:30 \*\*\*

Web - Note created on 08/09/2022 09:52:30 and created by Marcos Cortes  
Sounds good thank you would there by any ETA by any chance just to inform customer.

\*\*\* Web - Advice created on 08/10/2022 05:19:40 and created by Brian Lall \*\*\*

1: Sorry for not getting back to you sooner. The engineer messaged me late yesterday and advised they tried to get in touch with the dealer but could not. They would like to look at this vehicle today if possible. Is it still available?

\*\*\* 08/10/2022 09:05:37 \*\*\*

Web - Note created on 08/10/2022 09:05:36 and created by Marcos Cortes  
No worries thank you, yes vehicle is still here.

\*\*\* Web - Advice created on 08/12/2022 10:02:28 and created by Brian Lall \*\*\*

1: I was advised by the engineer that shifter cable replacement was advised as the first step. Has that been replaced yet?

\*\*\* 08/14/2022 09:24:04 \*\*\*

Web - Note created on 08/14/2022 09:24:04 and created by Marcos Cortes  
No, not yet parts are on order when they arrive I will install and retest. I will update case with results thank you.

\*\*\* Research - Advice created on 08/15/2022 13:14:55 and created by Brian Lall \*\*\*

1: Thanks for the update.

\*\*\* 08/17/2022 13:27:25 \*\*\*

Web - Note created on 08/17/2022 13:27:25 and created by Marcos Cortes  
Replaced shift cable for vehicle but it still rolls in park, please advise on next step.

\*\*\* Web - Advice created on 08/22/2022 15:48:08 and created by Brian Lall \*\*\*

1: I have reached out to the engineer to find out how to proceed. If you disconnect the shifter cable will P engage correctly again? Are there any worn, broken, or damaged motor or trans mounts allowing engine movement? Is the shifter cable pulled under pressure when installed?

\*\*\* Web - Advice created on 08/22/2022 16:24:00 and created by Brian Lall \*\*\*

1: Based on the engineering recommendation I am recommending replacing the GRU. I am going to create and authorize a PWA case for you. Please make sure to set the parts that are removed to the side for collection and the engineer will be in contact with your dealership to make arrangements for collection. Thanks.

\*\*\* 08/22/2022 16:24:26 \*\*\*

PWA Case [REDACTED] created by Brian Lall

\*\*\* 08/22/2022 16:24:33 \*\*\*

I have generated and approved a PWA case for you.

\*\*\* 08/27/2022 12:27:51 \*\*\*

Reopened with Sub Status of Working

\*\*\* Web - FTS Note created on 08/27/2022 12:28:07 and created by Jameson Phillips \*\*\*

I was visiting the dealership for another vehicle, and they asked me to take a look at this vehicle after replacement of the shift cable. Found that there is slack in the park pawl assembly in the RGU, not allowing vehicle to be placed in park. Advised on RGU replacement to remedy concern.

\*\*\* 08/27/2022 12:29:41 \*\*\*

An FTS has reviewed this case and will provide assistance over the phone and/or via the case notes.

\*\*\* 08/27/2022 12:30:04 \*\*\*

An FTS is scheduled to inspect this VIN on 08/23/2022 at CA243.

\*\*\* 08/27/2022 12:34:14 \*\*\*

Case closed by Jameson Phillips with Resolution Code : Warranty Exclusion-Auto Close

[Resolution Summary]

Warranty Exclusion-Auto Close

# Kia America Technical Assistance Center

Case Number: [REDACTED]

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## Vehicle Data

**Model/Year:** 2017 SOUL EV

**Engine:** 81.4KW MOTOR

**Model Code:** Y1522

**VIN:** KNDJP3AE4H7 [REDACTED]

**Mileage:** 13,856

**Prod Date:** 12/02/2016

**Warranty Start Date:** 08/04/2017

---

## Dealer/Contact Data:

**Dealer:** OR014 Team Kia of Bend

**Phone:** 5415505555

**FAX:** 5415505565

**Contact:** RICK LANCASTER

**Contact Title:** Shop Foreman

**Service District:** WE09

---

## Case Details:

**Case Title:** Auto Trans-No engagement # Park

**Symptom:** Information Given

**DTC:**

**System:** Brakes

**Component:** EPB Module

**Resolution:** Warranty Exclusion-Auto

---

## Case History

\*\*\* 09/02/2022 10:17:59 \*\*\*

Contact = RICK LANCASTER, Priority = Standard, Sub Status = Dispatched

\*\*\* 09/02/2022 10:17:59 \*\*\*

Web - Problem Description created on 09/02/2022 10:13:38 and created by RICK LANCASTER  
STATES WILL NOT GO INTO PARK AND AND WILL STILL ROLL WHEN IT SAYS ITS IN PARK,,,STATES HAS TO TURN  
IGNITION ON/OFF TO GET IT TO ENGAGE PARK GEAR

\*\*\* 09/02/2022 10:17:59 \*\*\*

Web - Diagnostics created on 09/02/2022 10:13:39 and created by RICK LANCASTER  
I confirmed the issue you place it in Park the door all unlock and park indicator shows Park position but the Vehicle still rolls away.  
Turn it off and back on and then it engages the EPB. I aware of the Recall for this condition SC191 But its Just out side the year  
Is this a manual update i can Try ?

\*\*\* 09/06/2022 07:46:20 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Cadenza\_Seltos\_Carnival to WIPBin default

\*\*\* Web - Advice created on 09/06/2022 08:01:56 and created by Steven Okimura \*\*\*

1: Rick, there are no upgrades I can find for the 2017 MY. If you can verify the cable is physically engaging the Reduction gear unit  
into park I will create a PWA case for Reduction gear replacement.

\*\*\* 09/06/2022 08:12:00 \*\*\*

Web - Note created on 09/06/2022 08:12:00 and created by RICK LANCASTER  
Just looking for an Up Date. The customer is asking. I have found no issues with the Shift cable or Adjustment. But the parking  
gear will not engage in the Reduction gear unit.

\*\*\* 09/06/2022 08:22:37 \*\*\*

Web - Note created on 09/06/2022 08:22:37 and created by RICK LANCASTER  
Ok sounds good and Yes the cable is fine and i can even manually shift it and it will not engage Park Gear

\*\*\* 09/06/2022 09:05:32 \*\*\*

Web - Note created on 09/06/2022 09:05:32 and created by RICK LANCASTER  
Just waiting for you to open a PWA Thanks

\*\*\* Web - Advice created on 09/06/2022 09:05:34 and created by Steven Okimura \*\*\*  
1: I have generated and approved a PWA case for you.

\*\*\* 09/06/2022 09:05:53 \*\*\*

PWA Case [REDACTED] created by Steven Okimura

\*\*\* 09/06/2022 09:06:03 \*\*\*

I have generated and approved a PWA case for you.

\*\*\* 09/06/2022 09:06:03 \*\*\*

Web - Note created on 09/06/2022 09:06:03 and created by RICK LANCASTER  
Thanks

# Kia America Technical Assistance Center

Case Number: [REDACTED]

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## Vehicle Data

**Model/Year:** 2016 SOUL EV+

**Engine:** 81.4KW MOTOR

**Model Code:** Y1542

**VIN:** KNDJX3AE5G7 [REDACTED]

**Mileage:** 59,265

**Prod Date:** 06/16/2015

**Warranty Start Date:** 07/24/2015

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## Dealer/Contact Data:

**Dealer:** WA029 Lee Johnson Kia

**Phone:** 4258230800

**FAX:** 4258230830

**Contact:** Kyle Marchi

**Contact Title:** Exclusive Kia Technician

**Service District:** WE08

---

## Case Details:

**Case Title:** Auto Trans-No engagement # Not Engaging P

**Symptom:** General Info

**DTC:**

**System:** Automatic Transmission

**Component:** Transmission

**Resolution:**

---

## Case History

\*\*\* 12/15/2022 11:08:23 \*\*\*

Contact = Kyle Marchi, Priority = Standard, Sub Status = Dispatched

\*\*\* 12/15/2022 11:08:23 \*\*\*

Web - Problem Description created on 12/15/2022 11:08:23 and created by Kyle Marchi  
Customer states car will roll away when in park. 3 different occasions.

\*\*\* 12/15/2022 11:08:23 \*\*\*

Web - Diagnostics created on 12/15/2022 11:08:23 and created by Kyle Marchi  
B28VAWA0292212150101 No dtc's. Inspected EPB rom ID. Rom current - V1.3. Inspected parking brake operation. Parking brake operating as designed. Inspected parking pawl operation with EPB OFF. Parking pawl operating as designed at time of inspection. Please advise.

\*\*\* 12/17/2022 12:20:41 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Cadenza\_Seltos\_Carnival to WIPBin default

\*\*\* Web - Advice created on 12/17/2022 12:26:42 and created by Brian Lall \*\*\*

1: Due to the type of concern, I am submitting the case for NCA review. We would like you to perform a one-time goodwill inspection to address the customer's alleged brake failure concern. Below are instructions that we would like you to follow during your inspection. After the inspection is completed, do not do any further diag or repairs until advised to proceed by Techline or NCA. Complete the static evaluation in advice 2 and the dynamic evaluation in advice 3. Thanks.

2: Static (Parked) Evaluation:

1. Take clear pictures of any preexisting accident damage.
2. Check for DTCs in all modules.
3. Check for out-of-position/stacked floor mats or foreign objects that may interfere with brake pedal movement.
4. Inspect the parking brake operation and—if cable style—check but do not change its adjustment.
5. With the service brake pedal not depressed, check the interlock function by attempting to move the gear selector from Park to Reverse

using mild to moderate force, both in short and prolonged motions. IMPORTANT: Do not use excessive force, or the mechanism may become damaged.

6. For shift-by-wire vehicles, place the transmission in Drive, and then turn the key off to check the auto-shift-to-Park feature.
7. With key on, engine off, shift from Park to Reverse to Neutral to Drive (and into Sport Mode + and -, if the vehicle is equipped). Verify that the gear selector position is indicated by the corresponding letter in the gauge cluster display (P, R, N, D, 1, and 2, respectively).
8. Repeat the previous step in the reverse order (1, 2, D, N, R, and P).
9. Take clear pictures showing any concerns found. Document findings.

3: Dynamic (Driving) Evaluation:

1. Position the vehicle in a downhill orientation where it will roll easily if placed in Neutral. While stopped, move the gear selector from Drive or Reverse into Park and verify that the parking pawl mechanism keeps the vehicle from rolling.
2. Repeat the previous step while the vehicle is in an uphill orientation.
3. With the transmission in Neutral, verify the parking brake's effectiveness with the vehicle oriented both uphill and downhill.
4. Check again for DTCs in all modules.
5. Document findings.

\*\*\* 12/19/2022 15:41:02 \*\*\*

Web - Note created on 12/19/2022 15:41:02 and created by Kyle Marchi  
Advise 2-

- 1- No accident damage found
- 2- No DTC's B28VAWA029221219023I
- 3- 1 OE floor mat correctly installed. Nothing foreign obstructing either pedal.
- 4- Parking brake is electronic - apply and release functions operating as designed from switch and with ignition off.
- 5- Shift interlock operating as designed
- 6- Shifter is cable type
- 7- Gear selector position and cluster display correspond accordingly.
- 8- Reverse operation of gear selector corresponding accordingly
- 9- No concerns found

Advise 3-

- 1- Parking pawl inspection downhill - Pass
- 2- Parking pawl inspection uphill - Pass
- 3- Parking brake hold test uphill & downhill - Pass
- 4- DTC scan B28VAWA029221219026I No DTC's.
- 5- Nothing abnormal found at time of inspection

Please advise

\*\*\* Web - Advice created on 12/20/2022 13:41:11 and created by Brian Lall \*\*\*

1: Thanks for letting me know you could not duplicate any abnormal operation. Please park the vehicle and do not continue with any additional diagnostics or repairs until your dealer is contacted by NCA or advised by Techline how to proceed following NCA investigation. Thanks.

\*\*\* 01/09/2023 07:32:45 \*\*\*

Web - Note created on 01/09/2023 07:32:45 and created by Kyle Marchi  
Update - To my knowledge, no further information/update has been given at this time.

\*\*\* Web - Advice created on 01/09/2023 14:01:37 and created by Brian Lall \*\*\*

1: I have not received any updates but there is an active customer care case where it appears they are working on a customer interview about the concern. Until your dealer is contacted directly by NCA and advised to proceed with repairs or Techline is contacted then advises you to proceed, please leave the vehicle parked and do not attempt any repairs. Thanks.

\*\*\* Web - Advice created on 03/17/2023 08:56:05 and created by Sam Camarillo \*\*\*

1: From the CA case:  
Could not duplicate, cust advised to bring vehicle back in if this reoccurs while vehicle is off and in park

\*\*\* 03/17/2023 08:56:25 \*\*\*

Case closed by Sam Camarillo with Resolution Code : Cant Duplicate  
[Resolution Summary]

# Kia America Technical Assistance Center

Case Number: [REDACTED]

---

## Vehicle Data

**Model/Year:** 2017 SOUL EV+

**Engine:** 81.4KW MOTOR

**Model Code:** Y1542

**VIN:** KNDJX3AE3H7 [REDACTED]

**Mileage:** 73,816

**Prod Date:** 10/06/2016

**Warranty Start Date:** 11/02/2017

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## Dealer/Contact Data:

**Dealer:** GA099 Jim Ellis Kia of Kennesaw

**Phone:** 6787125191

**FAX:** 7703704894

**Contact:** stephen luyo

**Contact Title:** Exclusive Kia Technician

**Service District:** SO01

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## Case Details:

**Case Title:** Auto Trans-Linkage # Rolls in Park

**Symptom:** General Information

**DTC:**

**System:** Drive Train

**Component:** Grounds (General)

**Resolution:**

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## Case History

\*\*\* 09/11/2023 11:47:10 \*\*\*

Contact = stephen luyo, Priority = Standard, Sub Status = Dispatched

\*\*\* 09/11/2023 11:47:10 \*\*\*

Web - Problem Description created on 09/11/2023 11:41:59 and created by stephen luyo

C/S WHEN ON A HILL AND IN PARK THE VEHICLE WILL ROLL AND NOT STAY STATIONARY(HAPPENS 50% OF THE TIME)  
C/S VEHICLE HAS LOSS OF ACCELERATION GOING UPHILL SOMETIMES. HAPPENS INTERMITTENTLY

\*\*\* 09/11/2023 11:47:10 \*\*\*

Web - Diagnostics created on 09/11/2023 11:41:59 and created by stephen luyo

CONFIRMED THAT THE VEHICLE SOMETIMES DOES NOT STAY IN PARK WHEN ON A HILL AND WILL ROLL. HAVE NOT BEEN ABLE TO RECREATE THE LOSS OF POWER CONCERN. CHECKED FOR CODES AND FOUND TEO FOR THE ELECTRONIC WATER PUMP. CHECKED FOR ANY RELATED BULLETINS OR UPDATES AND DIDNT FIND ANYTHING. CHECKED AUX BATTERY AND IT TESTED GREAT. VEHICLE ALSO HAS THE SC267 RECALL THAT IT NEEDS TO BE PERFORMED AND I AM WONDERING IF IT COULD BE CAUSING

\*\*\* 09/11/2023 12:54:34 \*\*\*

Accepted, from Queue = TL\_Rio\_Soul\_Forte\_Niro\_Stinger\_Sedona\_Cadenza\_Seltos\_Carnival to WIPBin PWA cases

\*\*\* Web - Advice created on 09/11/2023 13:05:39 and created by Juan Vazquez \*\*\*

Advice 1: Stephen, we would like you to perform a one-time goodwill inspection to address the customer's alleged brake failure concern. Below are instructions that we would like you to follow during your inspection.

AUTOMATIC TRANSMISSIONS Static (Parked) Evaluation:

1. Take clear pictures of any preexisting accident damage.
2. Check for DTCs in all modules.

3. Check for out-of-position/stacked floor mats or foreign objects that may interfere with brake pedal movement.
4. Inspect the parking brake operation and—if cable style—check but do not change its adjustment.
5. With the service brake pedal not depressed, check the interlock function by attempting to move the gear selector from Park to Reverse using mild to moderate force, both in short and prolonged motions. IMPORTANT: Do not use excessive force, or the mechanism may become damaged.
6. For shift-by-wire vehicles, place the transmission in Drive, and then turn the key off to check the auto-shift-to-Park feature.
7. With key on, engine off, shift from Park to Reverse to Neutral to Drive (and into Sport Mode + and -, if the vehicle is equipped). Verify that the gear selector position is indicated by the corresponding letter in the gauge cluster display (P, R, N, D, 1, and 2, respectively).
8. Repeat the previous step in the reverse order (1, 2, D, N, R, and P).
9. Take clear pictures showing any concerns found. Document findings.

Advice 2:

Dynamic (Driving) Evaluation:

1. Position the vehicle in a downhill orientation where it will roll easily if placed in Neutral. While stopped, move the gear selector to 1st gear and verify that the transmission keeps the vehicle from rolling. Repeat in Reverse gear.
2. Repeat the previous step while the vehicle is in an uphill orientation.
3. With the transmission in Neutral, verify the parking brake's effectiveness with the vehicle oriented both uphill and downhill.
4. Document findings.

\*\*\* 09/12/2023 06:10:50 \*\*\*

Web - Note created on 09/12/2023 06:10:50 and created by stephen luyo  
INSPECTED VEHICLE AND FOUND NO SIGN OF ACCIDENT DAMAGE, NO RELATED CODES PRESENT, AND NO OBSTRUCTIONS TO THE BRAKE PEDAL. ATTEMPTED TO SHIFT VEHICLE OUT OF PARK WITHOUT PRESSING THE BRAKE PEDAL AND IT WOULD NOT MOVE. VERIFIED THAT THE GEAR SELECTED ON THE SHIFTER MATCHED THE GEAR SHOWN ON THE CLUSTER. GOING UPHILL WITH THE GEAR PLACED IN DRIVE OR FIRST THE VEHICLE WOULD ROLL BACKWARDS UNTIL THE BRAKE WAS PRESSED. AFTER BRAKE WAS PRESSED THE VEHICLE WOULD STAY PUT. IN REVERSE GOING DOWN HILL THE VEHICLE WOULD STAY IN PLACE AND NOT ROLL. IN THE VEHICLE IN NEUTRAL THE VEHICLE WOULD ROLL GOING UPHILL OR DOWNHILL

\*\*\* Web - Advice created on 09/12/2023 07:02:23 and created by Juan Vazquez \*\*\*

Advice 1: Thank you Stephen for the update. Please park vehicle and await further instructions from NCA, thank you.

\*\*\* 09/12/2023 07:25:51 \*\*\*

Web - Note created on 09/12/2023 07:25:50 and created by stephen luyo  
WILL DO

\*\*\* Web - Advice created on 09/12/2023 07:29:26 and created by Juan Vazquez \*\*\*

Advice 1: Thank you

\*\*\* 09/21/2023 07:44:20 \*\*\*

Web - Note created on 09/21/2023 07:44:20 and created by stephen luyo  
NO FURTHER ADVICE YET? I DONT WAT THIS CASE TO GET CLOSED

\*\*\* Web - Advice created on 09/21/2023 08:18:30 and created by Juan Vazquez \*\*\*

Advice 1: