

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.

*** 12/04/2019 16:18:27 ***

Web - Note created on 12/04/2019 16:18:27 and created by Patrick Farrell

I performed the static and dynamic evaluation and did not find anything. The parking pall locks and the park brake holds properly. I could not force the shifter out of park.

*** Web - Advice created on 12/05/2019 10:34:46 and created by Brian Lall ***

1: Thanks for doing the inspections and noting the results. Please park the vehicle and do not continue until NCA has concluded their investigation and advised to proceed. Thanks.

*** Service Alert Escalated to CA as: 13471197 on 12/13/2019 01:06:42 (PST)

*** Case has been auto closed by the system on 12/21/2019 01:12:44 (PST)

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE2G7[REDACTED]	[REDACTED]	22,814
Glendale, CA 91204		12/23/2015	Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint
 Kia Case Type Lvl2: Quality
 Kia Case Type Lvl3: Product Liability
 Kia Case Type Lvl4: Other

Case History

*** 12/06/2019 10:34:08 (GMT-08:00) Pacific Time (US & Canada) ***
 Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 12/06/2019 10:34:17 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

Case number [REDACTED] has been identified by Techline for NCA review.
 Case Title: Auto Trans-No engagement # rolls in P The case owner on Techline is Brian Lall and the vehicle is a 2016 SOUL EV, with VIN KNDJP3AE2G70[REDACTED] Mileage 22814

The dealer involved is CA283, Technician is Patrick Farrell, Dealership phone number is (253) 686-3022.

The case notes are provided below. Please review this case as soon as possible and advise case owner of any necessary next steps. Thank you.

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

Case History:

*** 11/26/2019 14:19:59 ***
 Contact = Patrick Farrell, Priority = Standard, Sub Status = Dispatched

*** 11/26/2019 14:19:59 ***
 Web - Problem Description created on 11/26/2019 14:19:59 and created by Patrick Farrell

Customer states vehicle rolls back when in park position.

*** 11/26/2019 14:20:00 ***
 Web - Diagnostics created on 11/26/2019 14:20:00 and created by Patrick Farrell

I have scanned vehicle and no codes present. I tested vehicle facing up hill and putting into park, letting off brake and transmission is locked in park, repeated about 10 times and locked in park every time. Also performed same procedure facing down hill and locked into park every time. I have not been able to duplicate concern, but due to nature of concern do not want to just release vehicle without advice or CA involvement.

*** 11/26/2019 15:43:17 ***
 Web - Note created on 11/26/2019 15:43:17 and created by Patrick Farrell

I also inspected inhibitor switch adjustment and is correct. There is no damage, play, or binding of the shifter cable or the shifter.

*** 11/27/2019 06:35:42 ***
 Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Amanti_Cadenza to WIPBin default

*** Web - Advice created on 11/27/2019 06:40:44 and created by Brian Lall ***
 1: Patrick, thanks for letting me know. Due to the type of concern, I have submitted this case for NCA review. Please do not perform any repairs or diagnostics other than what has been requested until you or your service manager has been contacted by someone from KMA regarding this vehicle. While waiting for NCA to contact your dealership please notify your DPSM of the concern. 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

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE2G7	██████████	██████████	22,814
Glendale	CA 91204	12/23/2015		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

your inspection. Refer to advice 2 and advice 3.

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.

*** 12/09/2019 07:50:34 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 12/09/2019 11:29:13 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Email - External Email Sent created on 12/11/2019 15:21:59 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Service Manager Sergeh Aghajani at dealer CA283 (sergeh@carpros.com) and Service Manager Efrain Perez (efrainperez2@icloud.com)
Was this 2016 Soul EV (KNDJP3AE2G70██████████) involved in an accident?

*** 12/11/2019 15:23:14 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 12/9 (Monday) and Sub Status of Assigned

*** Email - External Email Received created on 12/12/2019 11:55:58 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Service Manager Sergeh Aghajani at dealer CA283 (sergeh@carpros.com) and sent to Service Manager Efrain Perez (efrainperez2@icloud.com), Service Manager Raymond Menasaka (raymond@carpros.com) and DPSM DBrown:

Hi,

At this time there is no major damages present on the car , nothing more than normal wear and tear scratches and customer did not mention anything about being involved in any collision, do you need me to do a car fax or auto

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE2G7	[REDACTED]	[REDACTED]	22,814
Glendale	CA 91204	12/23/2015		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

check report?

Sergeh Aghajani
Assistant Service Manager
Carpros Kia Glendale

400 S. Brand Blvd
Glendale, Ca 91204
Phone#818-745-1101
Fax#818-244-0019

*** Email - External Email Sent created on 12/12/2019 11:58:47 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Service Manager Sergeh Aghajani at dealer CA283 (sergeh@carpros.com), Service Manager Efrain Perez (efrainperez2@icloud.com), Service Manager Raymond Menasaka (raymond@carpros.com) and DPSM DBrown:
Hi,

No need to run a CarFax. If you have completed the checklist provided by Techline and have not duplicated the customer's concern, you may release the vehicle back to the customer.

*** Email - External Email Received created on 12/12/2019 12:00:34 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Service Manager Sergeh Aghajani at dealer CA283 (sergeh@carpros.com) and sent to Service Manager Efrain Perez (efrainperez2@icloud.com), Service Manager Raymond Menasaka (raymond@carpros.com) and DPSM DBrown:
OK, Will do , Thanks

Sergeh Aghajani
Assistant Service Manager
Carpros Kia Glendale

400 S. Brand Blvd
Glendale, Ca 91204
Phone#818-745-1101
Fax#818-244-0019

*** 12/12/2019 12:01:11 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Concerns Recorded
[Resolution Summary]

*** Case [REDACTED] is sent on 10/6/2023 15:36:12 by Legal User KMA
To: yvonne.dalton@hlaw.com
Cc:
Title: CA-[REDACTED]

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 1 of 4

Last name	First name	VIN of	2015 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE3F7	[REDACTED]	[REDACTED]	1,500
Van Nuys ,	CA	91401	12/03/2014	Dealer: CA230	Kia Sherman Oaks

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 12/02/2015 02:16 PM US Mountain Standard Time JGallegos

Customer States

1. I was in an accident today the car was parked on a very slight slope with the car in park I got out of the car and as I was walking way I hear a bump and my car had rolled back and hit the car behind me

The other day I was in the car and a yellow cab pulled in front of me and I had to slam real hard on the brakes for the veh to stop and at that time thank god the cars didnt hit but my dealership told me to call you guys

Writer States

1. what dealership

Customer states

1. Casa automotive group 818 670-7400

Writer States

1. Where is the veh right now?

Customer Stes

1. It is at my house in my garage right now
2. It is not severely damaged just a small scratch

*** NOTES 12/07/2015 10:53 AM US Mountain Standard Time JGallegos Action Type:Manager review

Dispatching to NCA

- 1 Customer alleges vehicle rolled back while in park
- 2 Customer requesting for Kia to inspect the vehicle
- 3 Please contact the customer with results

*** PHONE LOG 12/08/2015 04:35 PM Pacific Daylight Time AnReyes Action Type:Outgoing call

Nca spoke with customer

Writer:

1. Advised I am calling in reference to your case
2. Is your vehicle currently located at CA230?

Customer:

1. States yes it is.

Writer:

1. Advised I would like to provide the dealership instructions on how to proceed with your case
2. I do understand that your vehicle rolled and hit another vehicle is that correct?

Customer:

1. States that is correct. It happened on two different instances
2. Once I slammed on the brakes and I heard a crunching sound
3. I didn't know what that was
4. The second time the car rolled back and hit another vehicle.
5. I thought I just didn't place the vehicle in park
6. But no this was not the case.

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2015 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE3F7	██████████	██████████	1,500
Van Nuys ,	CA	91401	12/03/2014	Dealer: CA230	Kia Sherman Oaks

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Writer:

1. Advised I will have the dealership perform an inspection
2. Then I can get back to you with the results once I have them

Customer:

1. Thanked,
2. I will let you go now

Writer:

1. Thanked I will follow up with more info once I have it.

*** PHONE LOG 12/08/2015 04:37 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA called and left a VM for Svc Mgr William at dlr CA230

Writer:

1. Would like a call back in reference to this customer's case
2. I would like to provide you with instructions on how to proceed.
3. Please give me a call back or send me an email

*** PHONE LOG 12/11/2015 04:03 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA spoke with Service Mgr at dlr CA230 direct phone number ██████████

Writer:

1. Advised I am calling in reference to this customer's case
2. I have a couple of questions, have any repairs been done at this point?
3. I would like to request you hold off on any repairs until I get back to you with an update
4. I have reviewed this with our engineers, we might have someone inspect the vehicle

Dealer:

1. Okay, I am well aware of this case.
2. Keep me updated, try to get someone out here as soon as you can

Writer:

1. Will keep you updated on this.

*** PHONE LOG 12/22/2015 02:20 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA reviewed case with legal dept

*** PHONE LOG 12/22/2015 02:23 PM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA attempted to reach customer at ██████████ line rang continuously no VM set up

*** PHONE LOG 01/06/2016 08:19 AM Pacific Daylight Time AnReyes Action Type:Outgoing call
NCA called customer and left a VM

Writer:

1. Requesting a call back to discuss case
2. Please give me a call back at 949 430 3388

*** PHONE LOG 01/06/2016 10:35 AM Pacific Daylight Time AnReyes Action Type:Outgoing call

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2015 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE3F7	██████████	██████████	1,500
Van Nuys ,	CA 91401	12/03/2014		Dealer: CA230	Kia Sherman Oaks

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

NCA spoke with customer

Writer:

1. Advised calling in reference to your case open on your vehicle, is this a good time to talk?
2. Requesting clarification of the events.

Customer:

1. Yes, i can give you more information
2. When I originally thought something broke, I was driving 30-35 mph and a car turned in front of me.
3. I was going straight and the car was making a left from the other side.
4. I slammed on the brakes as fast as I could when I heard a clunk clunk
5. I thought it was the transmission
6. I pulled over to the side
7. Then I drove away and everything was normal.

Writer:

1. You're saying it was the transmission, what made you think it was the transmission?

Customer:

1. Well I don't know, I just heard the noise and thought that's what it was.
2. It all happened so fast

Writer:

1. Was there any indication that the ABS system engaged?
2. Did your brake pedal vibrate at all, or the ABS light come on?
3. What was the position of the gear shift when you slammed on the brake?
4. Was the vehicle shifted out of drive at all during the event?

Customer:

1. No I just slammed on the brakes and heard the noise.
2. The car was in drive the whole time.
3. I pulled over to the side and put the veh in park because I heard the noise, it sounded like something broke.
4. The first time it rolled backwards was when I parked the car at a slight tilt, I put the car in park and it began to roll backwards
5. I was able to stop it by putting the brakes on
6. Then I parked it with the emergency brake on.
7. The second time it happened, again at a slight tilt, I was walking away after I parked the car
8. Then I heard a thump.
9. I turned around and the back of my veh hit another car.
10. The damage to the front was from another issue.

Writer:

1. Thanked, when did you pick up your vehicle?
2. Were you in a rental at all?

Customer:

1. I was in a loaner, I cant remember when I picked up.
2. It was about a week ago.
3. I have to go back for the recall.

Writer:

1. Advised SC is for seperate issue, you will have to have it performed.
2. The reason I am asking all of these questions, Mr. ██████████ is to get a better understanding of the events that

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2015 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE3F7	[REDACTED]	[REDACTED]	1,500
Van Nuys ,	CA 91401	12/03/2014		Dealer: CA230	Kia Sherman Oaks

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

occured.

3. I would like to advise you that KMA examined the park mechanism was broken
4. The damage is consistent with the vehicle being shifted into park while moving at speeds much greater than 5mph
5. Is there any indication that anything like this occurred?
6. Perhaps at a different time, or is there any other information that you can provide to us that would be helpful?
7. We did perform the replacement of the corresponding parts, the repairs were done as a GW gesture
8. Is there anything that you are requesting of Kia?
9. Are you satisfied with the resolution ?

Customer:

1. Well no, the vehicle was in drive the whole time.
2. I can keep repeating the story but you will be hearing the same thing again.
3. I am not requesting anything, I thought this whole thing was over.
4. I do understand what you are doing though and I appreciate you asking questions
5. I am glad to have my car back, I had to return the loaner and my vehicle was dropped off,
6. I left my sunglasses in there, that is how fast the exchange happened -Laughs-

Writer:

1. Thank you for your time
2. Wanted to get clarification of the events, I appreciate you taking the time to explain
3. If there are any other questions you have for me I can answer them,
4. If there are any other questions that I might have for you I can give you a call back

Customer:

1. Thank you
2. Feel free to give me a call if you need anything.

*** CASE CLOSE 01/06/2016 10:36 AM Pacific Daylight Time AnReyes
Vehicle repaired at dealer no further action needed

*** Case [REDACTED] is sent on 10/6/2023 15:24:11 by Legal User KMA
To: yvonne.dalton@lhlaw.com
Cc:
Title: PSEV CA

Kia America **RESPONSE TO REQUEST NO. 15**
Technical Assistance Center
Case Number: [REDACTED]

Vehicle Data

Model/Year: 2015 SOUL EV **Engine:** 81.4KW MOTOR **Model Code:** Y1522
VIN: KNDJP3AE3F7[REDACTED] **Mileage:** 1,794
Prod Date: 12/03/2014 **Warranty Start Date:** 03/29/2015

Dealer/Contact Data:

Dealer: CA230 Kia Sherman Oaks
Phone: 8186707400 **FAX:** 8186707481
Contact: **Contact Title:** **Service District:** WE02

Case Details:

Case Title: Automatic Transmission - Linkage # Will Not Engage Park
Symptom: Improper Operation **DTC:**
System: Automatic Transmission
Component: Transmission
Resolution:

Case History

*** NOTES 12/08/2015 09:23 AM clarify Action Type: Dealer contact
*** Performed by contact: Pedro Orellana, 8882490706
*** This is a Request for Assistance ***

Problem Description :
vehicle towed in, C/S that the vehicle while in park rolled forward.

Diagnostics Performed :
verified customers concern, shift the transmission to park position, cluster shows "P" and the vehicle still not lock, will still move forward or back, I am going to start checking the vehicle and I keep you posted.

*** PHONE LOG 12/08/2015 09:34 AM Pacific Daylight Time JGosling-TL Action Type:Web Contact
Advice 1: Pedro,
Disconnect the shifter cable and see if you can manually shift the lever into park to see if the vehicle engages park. Thank you,

*** NOTES 12/09/2015 01:55 PM clarify Action Type: Dealer contact
*** Performed by contact: Pedro Orellana, 8882490706
Result of Advice 1:I did as told, disconnected the shifter cable, manually shift it to park and the transmission does not lock on park position.

*** PHONE LOG 12/09/2015 02:45 PM Pacific Daylight Time JGosling-TL Action Type:Web Contact
Advice 1: Pedro,
Based off of this information you will need to contact your dpsm for authorization to replace the reduction gear assembly unit. This does not require a pwa case from tech line. Thank you,

** Admin Note ***

ervice alert escalated to CA as : [REDACTED] on 12/09/2015

RESPONSE TO REQUEST NO. 15

*** NOTES 12/11/2015 11:54 AM clarify Action Type: Dealer contact

*** Performed by contact: Pedro Orellana, 8882490706

the reduction gear assembly is back order so I will let you know when arrives.

Additional Comments:the reduction gear assembly is back order so I will let you know when arrives.

*** PHONE LOG 12/11/2015 02:11 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact

Advice 1: Pedro,

Please contact parts hot line to see if they can help to expedite the order. Thank you

*** CASE CLOSE 12/23/2015 11:56 AM clarify

*** Performed by contact: Pedro Orellana, 8882490706

after the engineer Robert Scholer inspected the vehicle, went ahead and removed and replaced reduction gear assembly, tested to verify the repair, the vehicle is working normal after repair,

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 1 of 1

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE2G7	[REDACTED]	[REDACTED]	22.814
Glendale	, CA 91204	12/23/2015		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Other

Case History

Dealer : Car Pros KIA Glendale
Technician : Patrick Farrell
Service Manager : EFRAIN PEREZ
Dealer Phone :
DPSM : Dennis Brown
Vehicle Model : SOUL EV
Model Year : 2016
Mileage : 22814
Initial comments by Technician found in TL Case # [REDACTED] :

[Problem Description]

Customer states vehicle rolls back when in park position.

[Diagnostics Performed]

I have scanned vehicle and no codes present. I tested vehicle facing up hill and putting into park, letting off brake and transmission is locked in park, repeated about 10 times and locked in park every time. Also performed same procedure facing down hill and locked into park every time. I have not been able to duplicate concern, but due to nature of concern do not want to just release vehicle without advice or CA involvement.

*** Dispatched to Queue Service Alert / Techline on 12/13/2019 01:06:47 (PST)

*** 02/03/2020 07:47:07 (GMT-05:00) Eastern Time (US & Canada) ***
Accepted from Queue Service Alert / Techline to WIPBin Inbox by Ashley Lewis

*** 02/03/2020 07:53:43 (GMT-05:00) Eastern Time (US & Canada) ***
Dispatched from WIPBin Inbox to Queue ZZ Ashley Baker by Ashley Lewis

*** Note - Others created on 02/03/2020 12:43:45 and created by Ana Hernandez ***
Cust states:
vehicle rolls back when in park position.

Wtr states:

repaired at dlr
open repair date: 11/26/2019
closed repair date: 12/21/2019

*** 02/03/2020 12:45:54 ***
Closed by Ana Hernandez with Resolution Code : Repaired at Dlr
[Resolution Summary]

Kia America **RESPONSE TO REQUEST NO. 15**
Technical Assistance Center
Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SOUL EV **Engine:** 81.4KW MOTOR **Model Code:** Y1522
VIN: KNDJP3AE4G7[REDACTED] **Mileage:** 7,678
Prod Date: 06/08/2015 **Warranty Start Date:** 01/14/2016

Dealer/Contact Data:

Dealer: CA308 Kia Downtown Los Angeles
Phone: 8664145619 **FAX:** 2137415003
Contact: Romualdo Gomez **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Auto Trans-No engagement # Into park
Symptom: Transmission wont engage **DTC:**
System: PSEV (PS Electric Vehicle)
Component: Gear Reduction Unit
Resolution: UNABLE TO DUPLICATE

Case History

*** 10/26/2018 11:18:34 ***
Contact = Romualdo Gomez, Priority = Standard, Sub Status = Dispatched

*** 10/26/2018 11:18:34 ***
Web - Problem Description created on 10/26/2018 11:18:34 and created by Romualdo Gomez
CUSTOMER STATES WHEN PUTTING VEHICLE ON "PARK" VEHICLE CONTINUES TO ROLL BACKWARDS. CHECK AND ADVISE

*** 10/26/2018 11:18:34 ***
Web - Diagnostics created on 10/26/2018 11:18:34 and created by Romualdo Gomez
UNABLE TO VERIFY CLIENTS ROLL BACKWARDS WHEN PUT GEAR INTO PARK CONCERN. PERFORMED 2016 KIA SOUL EV- ALLEGED ROLLING WHILE PARKED PROCEDURE. TEST DROVE VEHICLE UPHILL AT 5 MPH AND PUT GEAR INTO PARK AND VEHICLE OPERATES NORMAL. TEST DROVE VEHICLE AT A DOWNHILL SLOPE AND AND PUT GEAR INTO PARK FROM DRIVE AND REVERSE, VEHICLE CONTINUES TO OPERATE NORMAL. SCANNED VEHICLE SYSTEM FOR ANY DTC'S USING KDS. NO CODES ARE PRESENT AT THIS TIME. REQUESTING TO TEST DRIVE WITH CUSTOMER TO DUPLICATE CONCERN.

*** 10/26/2018 11:38:35 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Amanti_Cadenza to WIPBin default

*** Web - Advice created on 10/26/2018 11:39:37 and created by Michael Goldwasser ***
1: Romualdo,
We will need to be able to duplicate the customers concern so we can properly diagnose it, please do not attempt any repairs until the concern has been duplicated. Please report back once you have been able to duplicate the customers concern, thanks!

*** Service Alert Escalated to CA as: [REDACTED] on 10/27/2018 01:04:32 (PST)

RESPONSE TO REQUEST NO. 15

*** 10/27/2018 12:16:56 ***

Web - Note created on 10/27/2018 12:16:56 and created by Romualdo Gomez
UNABLE TO DUPLICATE CLIENTS CONCERN. VEHICLE STILL STOPPING PROPERLY AT THIS TIME.

*** Web - Advice created on 10/30/2018 07:34:56 and created by Michael Goldwasser ***

1: Romualdo,
Can you please close this case out and complete the Techline survey at your earliest convenience. Thanks!

*** 10/30/2018 08:04:50 ***

Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: UNABLE TO DUPLICATE

*** 01/25/2019 16:43:06 ***

Case Number: [REDACTED] Reopen Requested by Romualdo Gomez.
Reason: [CLIENT SUBMITTED VIDEO OF OCCURRENCE. WOULD LIKE TO ATTACH FOR REVIEW.]

*** 01/28/2019 07:16:26 ***

Reopened with Sub Status of Working

*** Web - Advice created on 01/28/2019 07:16:47 and created by Michael Goldwasser ***

1: Romualdo,
Please attach your video.

*** 01/28/2019 10:05:33 ***

Web - Note created on 01/28/2019 10:05:32 and created by Albert Matus
ATTACHED VIDEO

*** 01/28/2019 10:06:23 ***

IMG_7477.MOV added by Albert Matus on 01/28/2019 10:05:33

*** Web - Advice created on 01/28/2019 11:09:52 and created by Michael Goldwasser ***

1: Romualdo,
Thanks for attaching the video! Can you get the concern to duplicate so we can properly diagnose it?

*** 01/31/2019 16:01:07 ***

KHJB0628.MOV added by Romualdo Gomez on 01/31/2019 15:59:19

*** Web - Advice created on 02/01/2019 09:37:19 and created by Michael Goldwasser ***

1: Romualdo,
I reviewed your video.
Please inspect the top of the GRU by the range switch for any physical damage. If ok please perform the shift cable adjustment on KGIS and report back with your results.

*** 02/13/2019 10:30:56 ***

Web - Note created on 02/13/2019 10:30:56 and created by Romualdo Gomez
INSPECTED TOP OF THE GRU AND THERE IS NO SIGNS OF PHYSICAL DAMAGE. PERFORMED CABLE ADJUSTMENT AS OUTLINED IN KGIS. ADVISED THE ADVISER T CONTACT CLIENT TO BRING VEHICLE THAT IS SHOWN IN VIDEO TO DUPLICATE THE CLIENTS CONCERN. DO I CLOSE THIS CASE AND REOPEN ANOTHER CASE FOR THAT VEHICLE THAT IS SHOWN IN THE VIDEO?

*** Web - Advice created on 02/13/2019 10:39:42 and created by Michael Goldwasser ***

1: Romualdo,
You do not need to open a case on the second vehicle unless assistance is needed. If assistance is need then yes please

open a new case.

RESPONSE TO REQUEST NO. 15

*** 02/13/2019 10:52:25 ***

Case Closed with Resolution Code: Cant Duplicate

Resolution Summary: UNABLE TO DUPLICATE

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 1 of 2

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4G7	[REDACTED]	[REDACTED]	7.678
Los Angeles	CA 90007	06/08/2015		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
 Kia Case Type Lvl2: Quality
 Kia Case Type Lvl3: Others
 Kia Case Type Lvl4: Other

Case History

Dealer : KIA Downtown Los Angeles
 Technician : Romualdo Gomez
 Service Manager : Gregory Thoma
 Dealer Phone :
 DPSM : Dennis Brown
 Vehicle Model : SOUL EV
 Model Year : 2016
 Mileage : 7678
 Initial comments by Technician found in TL Case # [REDACTED] :

[Problem Description]
 CUSTOMER STATES WHEN PUTTING VEHICLE ON "PARK" VEHICLE CONTINUES TO ROLL BACKWARDS. CHECK AND ADVISE

[Diagnostics Performed]
 UNABLE TO VERIFY CLIENTS ROLL BACKWARDS WHEN PUT GEAR INTO PARK CONCERN. PERFORMED 2016 KIA SOUL EV- ALLEGED ROLLING WHILE PARKED PROCEDURE. TEST DROVE VEHICLE UPHILL AT 5 MPH AND PUT GEAR INTO PARK AND VEHICLE OPERATES NORMAL. TEST DROVE VEHICLE AT A DOWNHILL SLOPE AND AND PUT GEAR INTO PARK FROM DRIVE AND REVERSE, VEHICLE CONTINUES TO OPERATE NORMAL. SCANNED VEHICLE SYSTEM FOR ANY DTC'S USING KDS. NO CODES ARE PRESENT AT THIS TIME. REQUESTING TO TEST DRIVE WITH CUSTOMER TO DUPLICATE CONCERN.

*** Assigned to WIPBin Default of Johnathan Jimenez on 10/27/2018 07:06:29 (PST)
 *** 10/30/2018 15:02:30 (GMT-07:00) Arizona ***
 Dispatched from WIP Default to Queue Service Alert / Techline by

*** 11/20/2018 07:37:51 (GMT-05:00) Eastern Time (US & Canada) ***
 Accepted from Queue Service Alert / Techline to WIPBin INBOX by Travis Widener

*** 11/20/2018 07:54:26 (GMT-05:00) Eastern Time (US & Canada) ***
 Dispatched from WIPBin INBOX to Queue ZZ Aly Church by Travis Widener

*** 11/20/2018 08:08:45 ***
 Accepted from Queue ZZ Aly Church to WIPBin INBOX by Alyson Church

*** Phone - Call - Outbound created on 11/28/2018 09:56:54 and created by Alyson Church ***
 Writer called customer @ [REDACTED]
 No answer, left voicemail.

Writer states:
 1. Advised KCAC contacting customer in regards to recent vehicle concern.
 2. Advised calling to make sure concerns were resolved.
 3. Provided case # and writer's contact information.
 4. Requested callback if additional assistance is needed.

*** 11/28/2018 10:08:45 ***

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 2 of 2

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4G7	[REDACTED]	[REDACTED]	7.678
Los Angeles	CA 90007	06/08/2015		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Others

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Closed by Alyson Church with Resolution Code : Concerns Recorded
[Resolution Summary]

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 1 of 3

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4G7	[REDACTED]	[REDACTED]	8,000
Los Angeles	CA 90007	06/08/2015		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Parking Brake

Case History

*** 11/30/2018 14:51:37 ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/30/2018 14:53:24 and created by Kayla Uhl ***

Customer states:

1. We are having a problem on a slight grade when put in park it slides
2. We can duplicate this issue pretty easily
3. We took it to the dealership and they are saying that they can not duplicate the issue
4. I have said I am going to send a driver down there and until today they have argued with me and said I cant
5. But I now have 2 going Monday at 0800

Writer states:

1. Apologize
2. Advise will follow up with the dealership after drivers go

Customer states:

1. Thank you
2. Really appreciate it

*** Phone - Call - Outbound commitment created on 11/30/2018 14:57:35 with Commitment Date 12/03/2018 and created by Kayla Uhl ***

*** Phone - Call - Outbound commitment updated on 12/05/2018 11:15:15 with Commitment Date 12/03/2018 and updated by Kayla Uhl ***

Writer states:LVM

1. calling to obtain RO information

Service coordinator states:

1. please email greg

*** Phone - Call - Outbound commitment updated on 12/05/2018 11:15:20 with Commitment Date 12/07/2018 and updated by Kayla Uhl ***

*** Phone - Call - Outbound commitment updated on 12/05/2018 11:17:50 with Commitment Date 12/07/2018 and updated by Kayla Uhl ***

Greg,

Looking for a update on VIN# KNDJP3AE4G7 [REDACTED]. If you could send me Repair Order information it would be greatly appreciated.

Thank you,
Kayla Uhl

*** Phone - Call - Outbound commitment updated on 12/05/2018 11:18:16 with Commitment Date 12/07/2018 and updated by Kayla Uhl ***

*** Phone - Call - Inbound created on 12/10/2018 13:46:51 and created by Karina Hernandez ***

Cust states:

- 1.I wanted to speak to CM
- 2.We have been able to duplicate the
- 3.I need to speak to svc engineer rectify the problem on a greater scale
- 4.I work for the [REDACTED].

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 2 of 3

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4G7	[REDACTED]	[REDACTED]	8,000
Los Angeles	CA 90007	06/08/2015		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Parking Brake

Please call [REDACTED]

*** Phone - Call - Outbound commitment updated on 12/19/2018 12:23:14 with Commitment Date 12/21/2018 and updated by Kayla Uhl ***
email sent to CA308 via FLASH

*** Phone - Call - Outbound created on 12/19/2018 12:19:53 and created by Kayla Uhl ***

Writer states:

1. calling in regards to issue that could not be duplicate

Customer states:

1. we have duplicated it
2. but the dealership has not called me back

Writer states:

1. Okay thank you
2. advise will reach out to the dealership once more

Customer states:

1. Okay thank you

*** Phone - Call - Outbound commitment fulfilled on 12/31/2018 12:40:17 with Commitment Date 12/21/2018 closed by Kayla Uhl ***
Kayla ,

Spoke to tech and he stated techline advise them if concern couldn't be duplicated they should release the vehicle .

*** 12/31/2018 12:40:24 ***

Closed by Kayla Uhl with Resolution Code : Information Given
[Resolution Summary]

*** 01/09/2019 11:12:26 ***

Reopened by Victoria Orr with Sub Status of Working

*** Phone - Call - Inbound created on 01/09/2019 11:12:49 and created by Victoria Orr ***

Cust states Mark with Fleet services of Santa Monica calling

1. follow up claim
2. been down few months
3. fleet vehicle-need fixed
4. need rental-
5. vehicle rolls back when in park ,like it was in neutral
6. took video of it on my phone-gave it to DLR
- 7 call Service manager every day-wont return calls
8. I have the vehicle
9. DLR has another vehicle with same problem

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 3 of 3

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4G7	[REDACTED]	[REDACTED]	8,000
Los Angeles	CA 90007	06/08/2015		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Parking Brake

Wrt states

1. I will be happy to help you
2. DLR needs to duplicate issue
3. vehicle needs to be at DLR to request rental
4. DLR can send video to Techline for review
5. Thanked

*** 01/09/2019 11:23:19 ***

Closed by Victoria Orr with Resolution Code : Information Given
[Resolution Summary]

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 1 of 10

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4G7	[REDACTED]	[REDACTED]	9,595
Los Angeles	CA	90007	06/08/2015	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service

Kia Case Type Lvl3: Service Process
Kia Case Type Lvl4: Rental/Loaner Request

Case History

*** 01/09/2019 11:31:37 ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 01/09/2019 11:31:42 and created by Victoria Orr ***
Cust states Mark with Fleet services of Santa Monica calling

1. follow up claim
2. been down few months since October
3. fleet vehicle-need fixed
4. need rental-
5. vehicle rolls back when in park,like it was in neutral
6. took video of it on my phone-gave to DLR
- 7 call Service manager every day-wont return calls
8. Service Manager Leslie Carmona

Wrt states

1. I will be happy to help you
2. No open service campaigns on vehicle
- 3 I will need email DLR for RO information Flash

Cust states

1. Use to be Ford mechanic
2. Think shifter latch may be eroded
3. Video shows rear view camera monitor on while shifter shown in park, can even turn off car
4. shifting not dropping into park gear

Wrt states

1. provided case number
2. I will contact you when I have more information

*** Phone - Call - Inbound commitment created on 01/09/2019 11:43:32 with Commitment Date 01/09/2019 and created by Victoria Orr ***

*** Email - External Email Sent created on 01/09/2019 16:41:19 and created by Victoria Orr ***
DLR has Flash request RO via email

From: Victoria Orr

Sent: Wednesday, January 09, 2019 5:41 PM

To: 'greg.thoma@kiaofdtla.com' <greg.thoma@kiaofdtla.com>; 'Elsbeth.gaxiola@kiaofdtla.com' <Elsbeth.gaxiola@kiaofdtla.com>

Subject: Case [REDACTED] - [REDACTED]

Hello,

Please complete the following RO information for VIN ending [REDACTED]

Customer Name: -

Customer phone #:

Customer address:

VIN: - KNDJP3AE4G7 [REDACTED]

MY and Mileage:

**Kia America
Customer Care Department**

RESPONSE TO REQUEST NO. 15

Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4G7[REDACTED]	[REDACTED]	9,595
Los Angeles CA 90007		06/08/2015	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint Kia Case Type Lvl3: Service Process
 Kia Case Type Lvl2: Service Kia Case Type Lvl4: Rental/Loaner Request

- Most recent RO# Open Date and Close date-
- Days Down at initial Service Alert report -
- Most recent Repair Issue and Diagnosis: Customer says,
- Able to Duplicate (Y or N):
- Repeat Repair (Y/N), if so, how many times?:
- Repair History of current concern with RO#, Open and Closed dates with mileage:
- ETA for completion of repairs
- Parts on order (Y/N), if so obtain part#, order#:
- Techline Case -
- Rental / Loaner Provided? If so, since when?:
- Dealer contacted DPSM-
- Vehicle repaired?:
- Customer has possession?:
- Dealer Code/Selling Dealer (Y or N):
- Original Owner (Y or N):
- What is current Customer Request

Thank you,

Victoria Orr

- VEHICLE IS DOWN FOR 10 OR MORE DAYS
- Forward to ECR
- 1 Customer states vehicle rolls when in park
- 2 CA308 has vehicle-emailed RO request per Flash
- 3 Dispatching because vehicle has been down 90 days
- 4 DPSM has been advised
- 5 Please review and follow up accordingly

*** Phone - Call - Inbound commitment fulfilled on 01/09/2019 16:46:25 with Commitment Date 01/09/2019 closed by Victoria Orr ***

*** Case [REDACTED] is sent on 1/9/2019 16:47:15 by Victoria Orr
 To: dabrown@kiausa.com
 Cc: vorr@kiaconsumeraffairs.com
 Title: NO ACTION REQUIRED - Case Escalation:CA308, [REDACTED] [REDACTED]

*** Email - External Email Received created on 01/10/2019 10:53:19 and created by Victoria Orr ***
 From: ELSBETH GAXIOLA [mailto:elsbeth.gaxiola@kiaofdtla.com]
 Sent: Thursday, January 10, 2019 9:56 AM
 To: Victoria Orr <vorr@kiaconsumeraffairs.com>; Greg Thoma <greg.thoma@kiaofdtla.com>
 Subject: Re: Case [REDACTED] - [REDACTED]

Customer Name: - [REDACTED]
 Customer phone #: [REDACTED]
 Customer address: [REDACTED] MONICA CA [REDACTED]
 VIN: - KNDJP3AE4G7[REDACTED]
 MY and Mileage: 16 EV SOUL MILES 7685
 Most recent RO# Open Date and Close date- 238924 - 1/8/19 CURRENTLY OPEN
 Days Down at initial Service Alert report -
 Most recent Repair Issue and Diagnosis: Customer says,

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 3 of 10

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Los Angeles	CA	90007	06/08/2015	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Service Process

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Rental/Loaner Request

CUSTOMER STATES WHEN PUTTING VEHICLE TO PARK, VEHICLE DOES NOT ENGAGE AND CONTINUES TO ROLL BACKWARDS. EMERGENCY BRAKE HAS TO BE APPLIED. CHECK AND ADVISE

Able to Duplicate (Y or N): YES

Repeat Repair (Y/N), if so, how many times?: YES , ONCE

Repair History of current concern with RO#, Open and Closed dates with mileage: 231955 10/11/18(open) 1/2/19 (closed) miles 7685

ETA for completion of repairs - none as of now

Parts on order (Y/N), if so obtain part#, order#: none

Techline Case - no

Rental / Loaner Provided? If so, since when?: no

Dealer contacted DPSM- not as of yet

Vehicle repaired?: no

Customer has possession?: no

Dealer Code/Selling Dealer (Y or N):

Original Owner (Y or N):

What is current Customer Request

*** 01/10/2019 11:27:53 ***

Dispatched from WIPBin = Default to Queue Western Region ECR by Victoria Orr
Reason:

*** 01/11/2019 08:07:42 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** 01/11/2019 08:27:58 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin default of Jesse Martinez by Esther Kong
Reason:

*** 01/11/2019 09:50:58 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin default and Sub Status of Assigned

*** Email - External Email Sent created on 01/11/2019 15:08:55 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***

ECR emailed svc mgr CA308

From: Martinez, Jesse [KMA]

Sent: Friday, January 11, 2019 3:09 PM

To: Greg Thoma

Cc: Vince Rejkowski; 'ELSBETH GAXIOLA'

Subject: KNDJP3AE4G7 - 16 Soul EV

Hello Greg,

Can you please provide some information on this vehicle? I see that it was in sometime in October of 2018 for concern regarding vehicle not shifting into park, rolling as if on neutral.

Is this vehicle still down since then? Or was it picked up and then ended up returning for same concern? What is the current status?

Thank you!

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4G7	[REDACTED]	[REDACTED]	9,595
Los Angeles	CA 90007	06/08/2015		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service

Kia Case Type Lvl3: Service Process
Kia Case Type Lvl4: Rental/Loaner Request

Jesse Martinez | Western Region Escalated Case Representative

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.4471 F 949.468.4509
E JMartinez@kiausa.com

*** Email - External Email Received created on 01/14/2019 11:12:06 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR received email from svc CA308

From: ELSBETH GAXIOLA [mailto:elsbeth.gaxiola@kiaofdtla.com]
Sent: Saturday, January 12, 2019 8:52 AM
To: Martinez, Jesse [KMA]; Greg Thoma
Cc: Vince Rejkowski
Subject: Re: KNDJP3AE4G7 [REDACTED] - 16 Soul EV

Good morning Jesse,

This vehicle is down here for service regarding the concern for the shifting and rolling back, seems like we aren't able to duplicate the concern if we can't get any duplication of the concern by Monday 1/14/19 we will be releasing vehicle back to customer.

*** Email - External Email Sent created on 01/25/2019 10:53:41 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR emailed svc CA308

From: Martinez, Jesse [KMA]
Sent: Friday, January 25, 2019 10:53 AM
To: 'ELSBETH GAXIOLA'; Greg Thoma
Cc: Vince Rejkowski
Subject: RE: KNDJP3AE4G7 [REDACTED] - 16 Soul EV

Hello Elsbeth,

Can you please provide an update on this vehicle?

Thank you,

Jesse Martinez | Western Region Escalated Case Representative

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.4471 F 949.468.4509
E JMartinez@kiausa.com

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 5 of 10

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4G7	[REDACTED]	[REDACTED]	9,595
Los Angeles	CA	90007	06/08/2015	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service

Kia Case Type Lvl3: Service Process
Kia Case Type Lvl4: Rental/Loaner Request

*** 01/25/2019 10:55:02 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 5. Friday and Sub Status of Assigned

*** Email - External Email Received created on 01/25/2019 16:41:16 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR received email from svc CA308

From: Greg Thoma [mailto:greg.thoma@kiaofdtla.com]
Sent: Friday, January 25, 2019 4:39 PM
To: Martinez, Jesse [KMA]; ELSBETH GAXIOLA
Cc: Vince Rejkowski
Subject: RE: KNDJP3AE4G7 [REDACTED] - 16 Soul EV

Jesse,

Customer [REDACTED] states the vehicle rolls backwards while transmission selector is in park ,we have not replicated the concern a TAC case was opened because the drivers sent a video of the concern. The shop foreman Albert will down load the video to TAC and wait for their direction. We have not had the problem. Car is still here.

Regards

Greg

Greg Thoma
Fixed Operations Director
T: 213-342-0900 ex 208
greg.thoma@kiaofdtla.com | www.kiaofdtla.com
1945 S Figueroa St Los Angeles, CA 90007

*** Email - External Email Sent created on 01/30/2019 17:46:50 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR emailed svc mgr CA308

From: Martinez, Jesse [KMA]
Sent: Wednesday, January 30, 2019 5:47 PM
To: Greg Thoma
Cc: 'ELSBETH GAXIOLA'
Subject: KNDJP3AE4G7 [REDACTED] - 16 Soul EV

Hello Greg,

Is there an update on this vehicle?

Thank you!

Jesse Martinez | Western Region Escalated Case Representative

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 6 of 10

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Los Angeles	CA	90007	06/08/2015	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service

Kia Case Type Lvl3: Service Process
Kia Case Type Lvl4: Rental/Loaner Request

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.4471 F 949.468.4509
E JMartinez@kiausa.com

*** Email - External Email Received created on 01/31/2019 10:26:02 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR received email from svc mgr CA308

From: Greg Thoma [mailto:greg.thoma@kiaofdtla.com]
Sent: Wednesday, January 30, 2019 6:25 PM
To: Martinez, Jesse [KMA]; Albert Matus; Leslie Carmona
Cc: ELSBETH GAXIOLA
Subject: RE: KNDJP3AE4G7 - 16 Soul EV

Jesse,

Vehicle has been found to be operating as factory intent. Compared to same year like model, same operation. No codes no problem found. Customer should demonstrate with shop foreman on test drive. Video sent by customer not conclusive.

Regards

Greg

Greg Thoma
Fixed Operations Director
T: 213-342-0900 ex 208
greg.thoma@kiaofdtla.com | www.kiaofdtla.com
1945 S Figueroa St Los Angeles, CA 90007

*** Email - External Email Sent created on 01/31/2019 10:26:32 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR emailed svc mgr CA308

From: Martinez, Jesse [KMA]
Sent: Thursday, January 31, 2019 10:26 AM
To: 'Greg Thoma'; Albert Matus; Leslie Carmona
Cc: ELSBETH GAXIOLA
Subject: RE: KNDJP3AE4G7 - 16 Soul EV

Hello Greg,

Has the vehicle been picked up?

Thank you,

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 7 of 10

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Los Angeles	CA	90007	06/08/2015	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service

Kia Case Type Lvl3: Service Process
Kia Case Type Lvl4: Rental/Loaner Request

Jesse Martinez | Western Region Escalated Case Representative

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.4471 F 949.468.4509
E JMartinez@kiausa.com

*** Email - External Email Received created on 01/31/2019 13:46:48 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR received email from svc CA308

From: ELSBETH GAXIOLA [mailto:elsbeth.gaxiola@kiaofdtla.com]
Sent: Thursday, January 31, 2019 12:09 PM
To: Martinez, Jesse [KMA]; Greg Thoma; Albert Matus; Leslie Carmona
Subject: Re: KNDJP3AE4G7 - 16 Soul EV

Jesse,

Vehicle is still here in service.

Thank you,
Elsa

*** Email - External Email Sent created on 01/31/2019 13:48:39 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR emailed svc CA308

From: Martinez, Jesse [KMA]
Sent: Thursday, January 31, 2019 1:47 PM
To: 'ELSBETH GAXIOLA'; Greg Thoma; Albert Matus; Leslie Carmona
Subject: RE: KNDJP3AE4G7 - 16 Soul EV

Hello Elsebeth,

Is there any more work to be done with the vehicle? Or will the customer be picking it up?

Thank you,

Jesse Martinez | Western Region Escalated Case Representative

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.4471 F 949.468.4509
E JMartinez@kiausa.com

*** 01/31/2019 17:08:29 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 2. Tuesday and Sub Status of Assigned

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Los Angeles	CA	90007	06/08/2015	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service

Kia Case Type Lvl3: Service Process
Kia Case Type Lvl4: Rental/Loaner Request

*** Email - External Email Received created on 02/01/2019 14:26:47 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR received email from svc CA308

From: ELSBETH GAXIOLA [mailto:elsbeth.gaxiola@kiaofdtla.com]
Sent: Friday, February 01, 2019 11:27 AM
To: Martinez, Jesse [KMA]; Greg Thoma; Albert Matus; Leslie Carmona
Subject: Re: KNDJP3AE4G7 - 16 Soul EV

Jesse ,

They seem to have to check the vehicle for the same concern regarding the rolling back when vehicle is on the emergency brake on.

*** 02/05/2019 16:16:08 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 3. Wednesday and Sub Status of Assigned

*** Email - External Email Sent created on 02/07/2019 16:06:58 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR emailed svc mgr CA308

From: Martinez, Jesse [KMA]
Sent: Thursday, February 07, 2019 4:07 PM
To: 'Greg Thoma'
Subject: KNDJP3AE4G7 - 16 Soul EV

Hello Greg,

What is the current status of this vehicle?

Has it been picked up?

Thank you,

Jesse Martinez | Western Region Escalated Case Representative

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.4471 F 949.468.4509
E JMartinez@kiausa.com

*** Email - External Email Sent created on 02/14/2019 12:14:58 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR emailed svc mgr CA308

From: Martinez, Jesse [KMA]
Sent: Thursday, February 14, 2019 12:13 PM
To: 'Greg Thoma'

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Los Angeles	CA	90007	06/08/2015	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service

Kia Case Type Lvl3: Service Process
Kia Case Type Lvl4: Rental/Loaner Request

Subject: RE: KNDJP3AE4G7 [REDACTED] - 16 Soul EV

Hello Greg,

Is there an update on this one?

Thank you!

Jesse Martinez | Western Region Escalated Case Representative

Kia Motors America, Inc.
111 Peters Canyon Rd, Irvine, CA 92606
T 949.468.4471 F 949.468.4509
E JMartinez@kiausa.com

*** Email - External Email Received created on 02/14/2019 14:25:05 (GMT-08:00) Pacific Time (US & Canada) and created by Jesse Martinez ***
ECR received email from svc CA308

From: ELSBETH GAXIOLA [mailto:elsbeth.gaxiola@kiaofdtla.com]
Sent: Thursday, February 14, 2019 1:33 PM
To: Greg Thoma; Martinez, Jesse [KMA]
Subject: Re: KNDJP3AE4G7 [REDACTED] - 16 Soul EV

Jesse ,

This vehicle has been picked up 2/13/19 .

customer states- CUSTOMER STATES WHEN PUTTING VEHICLE TO PARK, VEHICLE DOES NOT ENGAGE AND CONTINUES TO ROLL BACKWARDS. EMERGENCY BRAKE HAS TO BE APPLIED. CHECK AND ADVISE

cause - UNABLE TO DUPLICATE CLIENTS CONCERN. OPENED TECH CASE ON 10/26/108. TECH CASE # [REDACTED] PERFORMED 2016 KIA SOUL EV- ALLEGED ROLLING BACK PROCEDURE. TECH LINE ADVISED NOT TO PERFORM ANY PROCEDURES IF UNABLE TO DUPLICATE CLIENTS CONCERN. CLIENT HAS SENT 2 VIDEOS OF VEHICLE SHIFT KNOB NOT LOCKING INTO PLACE PROPERLY AND OF VEHICLE ROLLING BACK. REOPENED TECH LINE CASE # [REDACTED] ON 1/28/2019. TECH LINE REQUEST TO PERFORM INSPECTION OF TOP OF GRU BY THE RANGE SWITCH FOR ANY PHYSICAL DAMAGE. INSPECTED TOP OF GRU AND FOUND NO INDICATIONS OF PHYSICAL DAMAGE. PERFORMED SHIFT CABLE ADJUSTMENT AS OUTLINED IN KGIS PER TECH LINE. REQUEST FOR CLIENT TO BRING VEHICLE THAT IS SHOWN IN VIDEO TO PROPERLY DIAG THAT SPECIFIC VEHICLE THAT CLIENT HAS SENT VIDEOS OF.

Thank you,
Elsa

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 10 of 10

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE4G7	[REDACTED]	[REDACTED]	9,595
Los Angeles	CA	90007	06/08/2015	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Service Process

Kia Case Type Lvl2: Service

Kia Case Type Lvl4: Rental/Loaner Request

*** 02/14/2019 14:25:31 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Jesse Martinez with Resolution Code : Concerns Recorded

[Resolution Summary]

*** Case [REDACTED] is sent on 10/6/2023 15:37:28 by Legal User KMA

To: yvonne.dalton@lhlaw.com

Cc:

Title: CA-[REDACTED]

Kia America **RESPONSE TO REQUEST NO. 15**
Technical Assistance Center
Case Number: XXXXXXXXXX

Vehicle Data

Model/Year: 2015 SOUL EV	Engine: 81.4KW MOTOR	Model Code: Y1522
VIN: KNDJP3AE5F7 XXXXXXXXXX	Mileage: 21,792	
Prod Date: 03/31/2015	Warranty Start Date: 08/28/2016	

Dealer/Contact Data:

Dealer: GA097 Carriage Kia of Woodstock			
Phone: 6787442000	FAX: 6787442052		
Contact: justin morris	Contact Title: Exclusive Kia Technician	Service District: SO13	

Case Details:

Case Title: Auto Trans-No engagement # GRU Rolls in park
Symptom: Transmission wont engage **DTC:**
System: PSEV (PS Electric Vehicle)
Component: Gear Reduction Unit
Resolution: COULD NOT DUPLICATE

Case History

*** 11/01/2018 08:23:13 ***
Contact = justin morris, Priority = Standard, Sub Status = Dispatched

*** 11/01/2018 08:23:13 ***
Web - Problem Description created on 11/01/2018 08:23:13 and created by justin morris
CUSTOMER STATES SHE PUT HER CAR IN PARK, TURNED CAR OFF AND GOT OUT OF VEHICLE AND IT STARTED TO ROLL AWAY

*** 11/01/2018 08:23:14 ***
Web - Diagnostics created on 11/01/2018 08:23:14 and created by justin morris
SCANNED FOR CODES NO CODES PRESENT, TEST DROVE VEHICLE CANNOT DUPLICATE CONCERN AT THIS TIME

*** 11/01/2018 08:40:21 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Amanti_Cadenza to WIPBin default

*** Web - Advice created on 11/01/2018 08:41:47 and created by Michael Goldwasser ***
1: Justin,
I have forwarded this case to our NCA department for further review.
We will need to be able to duplicate the customers concern so we can properly diagnose it, please do not attempt any repairs until the concern has been duplicated. Please report back once you have been able to duplicate the customers concern, thanks!

*** 11/29/2018 12:57:54 ***
Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: COULD NOT DUPLICATE

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 1 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJP3AE5F7	[REDACTED]	[REDACTED]	17.664
		03/31/2015		Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

*** 11/09/2018 15:58:46 (GMT-07:00) Arizona ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/09/2018 15:58:51 (GMT-07:00) Arizona and created by Brenda Hernandez ***

Customer alleges vehicle rolled when vehicle was in park
Please contact customer and escalate case

*** 11/09/2018 16:01:25 (GMT-07:00) Arizona ***

Assigned to WIPBin 0. Default of Roxana Montano by Brenda Hernandez
Reason:

*** Phone - Call - Outbound created on 11/12/2018 13:35:42 (GMT-07:00) Arizona and created by Roxana Montano ***

Wrt contacted [REDACTED]

Wrt

1. I am following on a report
2. for veh being in park and rolled back

wrt started script and cancelled*

Cust

1. I do not know the date of the incident

Wrt

1. I will contact your husband
2. thank you

<For Internal Use Only

Driver : [REDACTED] WOODSTOCK GA [REDACTED]
[REDACTED] years of age>

*** Phone - Call - Outbound created on 11/12/2018 13:49:27 (GMT-07:00) Arizona and created by Roxana Montano ***

Wrt contacted [REDACTED]

Wrt

1. I am following on report for veh
2. in park shift and rolled back
3. Please contact us back with more info
4. 800# case#
5. Thank you

*** Phone - Call - Inbound commitment created on 11/12/2018 13:58:04 (GMT-07:00) Arizona with Commitment Date 11/13/2018 and created by Roxana Montano ***

*** 11/12/2018 12:59:25 (GMT-07:00) Arizona ***

Case moved into WIPBin 0. Default and Sub Status of Assigned

*** Phone - Call - Outbound created on 11/13/2018 12:07:58 (GMT-07:00) Arizona and created by Roxana Montano ***

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJP3AE5F7			17.664
		03/31/2015		Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Wrt contacted [REDACTED] *LVM*

Wrt

1. I am following on report for veh
2. in park shift and rolled back
3. Please contact us back with more info
4. 800# case#
5. Thank you

*** Phone - Call - Inbound commitment fulfilled on 11/13/2018 12:09:53 (GMT-07:00) Arizona with Commitment Date 11/13/2018 closed by Roxana Montano ***

*** Note - Others created on 11/13/2018 12:10:20 (GMT-07:00) Arizona and created by Roxana Montano ***
*****CALL TO ACTION*****

Wrt is dispatching to NCA due to

- 1 Customer alleges vehicle rolled when vehicle was in park
- 2 Please review and follow up accordingly

*** 11/13/2018 12:12:41 (GMT-07:00) Arizona ***

Dispatched from WIPBin = 6. Working to Queue National CA by Roxana Montano
Reason:

*** 11/14/2018 07:37:34 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 11/14/2018 07:42:24 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Dany Chittamany by Jeff Stroup

Reason:

*** Phone - Call - Outbound created on 11/15/2018 10:28:26 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***

Wrt contacted Cus:

1. Hello giving you a call in regards to a case you opened with us recently. Your vehicle was in park but it rolled backwards?

Cus replied:

1. Yes. It happened 10/8/2018. We actually brought it in to the dealer for 3 days but they were not able to duplicate our concerns. It has been driving fine.
2. However, now whenever we park we put the E-brake up as well.

Wrt replied:

1. Not a problem. I'll go ahead and give that dealer a call to get a status update.
2. We typically have our own checklist that we send to them.
3. What is the name of the dealer?

Cus replied:

1. KIA Carriage Woodstock GA 630 Olde rope
2. Joseph is the Svc Rep so please ask for him in reference to that checklist

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJP3AE5F7	██████████	██████████	17.664
		03/31/2015		Dealer:	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Wrt relief:

1. Ok give me a day or two to get in touch with them. Thank you.

*** Phone - Call - Outbound commitment created on 11/15/2018 10:35:44 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/16/2018 and created by Dany Chittamany ***

*** 11/15/2018 10:36:25 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Default and Sub Status of Assigned

*** Phone - Call - Outbound commitment fulfilled on 11/16/2018 13:56:24 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/16/2018 closed by Dany Chittamany ***

*** Phone - Call - Outbound created on 11/16/2018 13:57:20 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***

Wrt contacted Svc Mngr:

1. Hi I'm calling in to call about a cus bringing in vehicle in regards to a rolling from brake concern.

Svc Mngr replied:

1. We were not able to duplicate her concern

Wrt replied:

1. Ok.

*** Phone - Call - Outbound commitment created on 11/16/2018 14:02:20 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/19/2018 and created by Dany Chittamany ***

*** Phone - Call - Outbound commitment fulfilled on 11/16/2018 14:07:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/19/2018 closed by Dany Chittamany ***

*** Phone - Call - Outbound commitment created on 11/16/2018 14:09:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/19/2018 and created by Dany Chittamany ***
for inspection and rental

*** Phone - Call - Outbound created on 11/16/2018 14:12:21 (GMT-08:00) Pacific Time (US & Canada) and created by Dany Chittamany ***

Wrt contacted Cus:

1. Hi ██████████
2. Dealer was not able to duplicate any of your concerns

Cus replied:

1. I see.
2. I'll have to double check with my husband.
3. To see if he wants to take it to the dealer for second time again.

Wrt replied:

1. I can resend the dealer the checklist again if you decide to do that

Cus replied:

1. Ok no problem

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2015 SOUL EV</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJP3AE5F7	██████████	██████████	17.664
		03/31/2015		Dealer:	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Phone - Call - Outbound commitment fulfilled on 11/19/2018 08:24:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/19/2018 closed by Dany Chittamany ***

*** 11/19/2018 08:24:11 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Dany Chittamany with Resolution Code : Concerns Recorded
[Resolution Summary]
Dealer could not duplicate concerns. Will wait it out.

*** Case ██████████ is sent on 10/6/2023 15:28:48 by Legal User KMA
To: yvonne.dalton@hlaw.com
Cc:
Title: ██████████

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE6G7	[REDACTED]	[REDACTED]	20,642
Puyallup	, WA 98372	06/03/2015		Dealer: WA008	Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

*** 08/10/2018 13:21:49 (GMT-07:00) Arizona ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/10/2018 13:21:06 (GMT-07:00) Arizona and created by Brenda Hernandez ***

Customer alleges vehicle rolled back when in park
Follow up with customer and escalate as needed

*** 08/10/2018 13:22:27 (GMT-07:00) Arizona ***

Assigned to WIPBin 0. Default of Roxana Montano by Brenda Hernandez
Reason:

*** Phone - Call - Outbound created on 08/10/2018 13:39:22 (GMT-07:00) Arizona and created by Roxana Montano ***

Wrt contacted [REDACTED] [REDACTED]

Wrt

1. I am following on your concern
2. for your veh rolling on the park shift

Cust

1. It has happened several times
2. I set it on park
3. and rolls 6 to 7 feet forward
4. I took veh to serv
5. they were not able to duplicate

Wrt

1. Apologized
2. When do you notice it happens
3. After what action

cust

1. After I reverse it wont lock on park
2. intermittently

Wrt

1. Do you park on a hill
2. or a slanted area

Cust

1. drive has a slight slant
2. at the movies it was completely flat

wrt

1. Do you notice any click
2. on the shifter

Cust

1. No click nothing it appears normal
2. It seems that computer recognizes
3. that veh is in park

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE6G7	██████████	██████████	20,642
Puyallup	, WA 98372	06/03/2015		Dealer: WA008	Kia of Puyallup

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

- 4. but not the transmission
- 5. Until I take my foot off the brake
- 6. it starts rolling forward

Wrt

- 1. How do you keep it in park
- 2. What do you do next

Cust

- 1. I turn off veh
- 2. Move the shifter
- 3. Turn it back on and set in park

Wrt

- 1. You have not been involved in any accident

Cust

- 1. No

Wrt

- 1. What did serv dept mention

Cust

- 1. They were not able to duplicate
- 2. and they requested a video

Wrt

- 1. apologized
- 2. I will be involving a different resource
- 3. please allow 2-3 days for contact back

*** Note - Others created on 08/10/2018 13:59:20 (GMT-07:00) Arizona and created by Roxana Montano ***
*****CALL TO ACTION*****

- 1 Customer alleges veh rolls when in park shift
- 2 Please review and follow up accordingly

*** 08/10/2018 14:01:24 (GMT-07:00) Arizona ***

Dispatched from WIPBin = 0. Default to Queue National CA by Roxana Montano
Reason:

*** 08/13/2018 07:51:18 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 08/13/2018 08:17:57 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE6G7	██████████	██████████	20,642
Puyallup	, WA 98372	06/03/2015		Dealer: WA008	Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** Phone - Call - Outbound created on 08/13/2018 13:52:14 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:

1. Calling in regards to the vehicle.
2. See you had a concern regarding the vehicle rolling in park.
3. I am happy to have the dealer investigate it.
4. Schedule an appointment and I can send the dealer a checklist to perform.

The customer replied:

1. Okay, will do.

*** Phone - Call - Inbound commitment created on 08/13/2018 13:53:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/20/2018 and created by Ryan Ristow ***

*** 08/13/2018 14:02:24 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Phone - Call - Inbound commitment updated on 08/20/2018 11:00:51 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/20/2018 and updated by Ryan Ristow ***
Wrt left a VM for the customer requesting an update regarding the appointment.

*** Phone - Call - Inbound commitment updated on 08/20/2018 11:00:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2018 and updated by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 08/20/2018 13:58:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/23/2018 closed by Ryan Ristow ***

Customer called back:

1. My appointment is scheduled for 8/29.
2. Talk to Carson or JR at Puyallup.
3. I will also send a video.

Wrt replied:

1. Thanks for the C/B.

*** Phone - Call - Outbound commitment created on 08/20/2018 14:02:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/24/2018 and created by Ryan Ristow ***

*** Phone - Call - Outbound commitment updated on 08/27/2018 16:18:33 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/28/2018 and updated by Ryan Ristow ***

*** Phone - Call - Outbound commitment fulfilled on 08/28/2018 15:05:03 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/28/2018 closed by Ryan Ristow ***

Hi Tom,

The above customer informed me that she has an appointment schedule with JR or Carson tomorrow. She is having a rolling in park concern. We would like to have the attached checklist performed. Per usual, I will be able to reimburse the dealer the tech time needed. I can authorize about an hour, but let me know if more time is needed and I will review.

Best,

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE6G7	██████████	██████████	20,642
Puyallup	, WA 98372	06/03/2015		Dealer: WA008	Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** Email - External Email Received commitment created on 08/28/2018 15:05:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/29/2018 and created by Ryan Ristow ***

*** Email - External Email Received commitment updated on 08/29/2018 08:17:04 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/30/2018 and updated by Ryan Ristow ***

*** Email - External Email Received commitment updated on 08/30/2018 14:17:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/04/2018 and updated by Ryan Ristow ***

*** Case note has been appended from duplicated auto-case on 08/31/2018 01:03:38 (PST)

Comments from Service Alert - TL

Dealer : KIA of Puyallup
Technician : Christopher Ford
Service Manager : TOM EVANS
Dealer Phone :
DPSM : Mark White
Vehicle Model : SOUL EV
Model Year : 2016
Mileage : 20515
Initial comments by Technician found in TL Case # ██████████ :

[Problem Description]

customer states that the vehicle does not go into park at times. when she backs up in her drive way puts the car in park and turns off the car, the car will roll down the driveway, customer has opened consumer affairs case,

[Diagnostics Performed]

talked to customer, this only happens once every couple weeks. in the video it shows the car rolling forward 10 feet. the customer has the restart the vehicle, back up into the parking spot and put it into park and the vehicle will stay there.

i tried to reopen previous case but no response

*** Email - External Email Received commitment updated on 09/04/2018 13:37:12 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/04/2018 and updated by Ryan Ristow ***
Wrt requested an update from the dealer

*** Email - External Email Received commitment updated on 09/04/2018 13:37:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/06/2018 and updated by Ryan Ristow ***

*** Email - External Email Received commitment fulfilled on 09/06/2018 13:29:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/06/2018 closed by Ryan Ristow ***
Ryan,

We are in the process of ordering a gear drive for it. Part # 44500-18410

Thanks,

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE6G7	██████████	██████████	20,642
Puyallup	, WA 98372	06/03/2015		Dealer: WA008	Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** Others - Others commitment created on 09/06/2018 13:30:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/12/2018 and created by Ryan Ristow ***

*** Others - Others commitment updated on 09/12/2018 13:55:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/12/2018 and updated by Ryan Ristow ***
Wrt requested an update

*** Others - Others commitment updated on 09/12/2018 13:55:58 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/14/2018 and updated by Ryan Ristow ***

*** Others - Others commitment fulfilled on 09/12/2018 14:22:30 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/14/2018 closed by Ryan Ristow ***
Ryan,

Customer picked up vehicle earlier today (9/12/18)

Thanks,

*** 09/12/2018 14:27:05 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Repaired at Dlr
[Resolution Summary]
Case closed pending further contact.

*** 10/10/2018 11:27:50 (GMT-07:00) Arizona ***
Reopened by Jessica Weaver with Sub Status of Working

*** Others - Others created on 10/10/2018 11:28:46 (GMT-07:00) Arizona and created by Jessica Weaver ***
*****Duplicate case notes*****

Dealer : KIA of Puyallup
Technician : jay jones
Service Manager : TOM EVANS
Dealer Phone :
DPSM : Mark White
Vehicle Model : SOUL EV
Model Year : 2016
Mileage : 20642
Initial comments by Technician found in TL Case # ██████████ :

[Problem Description]

customer states that after transmission was replaced she got home the veh will still roll down the driveway when in park.

[Diagnostics Performed]

test drove vehicle and could not verify concern. parked on many steep and shallow inclines and the veh did not roll backwards or forwards. do you have any other suggestions since the transmission was just replaced? scanned for codes and found none. checked live data and each gear indicates true when selected and false when not selected.

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE6G7	[REDACTED]	[REDACTED]	20,642
Puyallup	WA	98372	06/03/2015	Dealer: WA008	Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** Assigned to WIPBin Default of Johnathan Jimenez on 09/19/2018 07:06:31 (PST)
*** Phone - Call - Inbound created on 09/26/2018 09:00:34 and created by Zachary Gamerman ***
cust states:
1 I brought the vehicle back in and the dealer asked me to request an FTS

Writer states:
1 Thanked and apologized
2 Advised customer will contact dealer for followup
3 Asked customer
-Where is veh?
-Has veh been diagnosed?
-Which dlr?
-Who at dlr?
-What are they advising?
-What action are you requesting from Kia?

Customer States:
1 Current concern is transmission
2 Vehicle is currently at
3 Speaking to JR and Andre at Kia dealer
4 Being advised need FTS to look at vehicle
5 Requesting FTS be sent out
6 Would like to be contacted via phone

Writer states:
1 Apologized
2 Advised customer will gather information from dealership and follow up with an update
3 Advised customer to call back with further questions or concerns
4 Provided case#, offered survey, thanked and ended call

*** Phone - Call - Outbound created on 09/26/2018 09:07:12 and created by Zachary Gamerman ***
Writer Called Dealer WA008 and Spoke to Svc Dept
1. I'm calling to gather some basic RO information
2. Provided VIN#

Svc Adv/Mgr. JR States:
1. Vehicle is still down, can't duplicate
2. customer also mentioned buyback

Customer Name: [REDACTED]
Customer Phone #: [REDACTED]
Customer Address: [REDACTED] PUYALLUP WA [REDACTED]
VIN: KNDJP3AE6G7
MY: 2016 SOUL EV
Mileage: 20,642
Current Service Advisor: Andre
Most recent RO#: [REDACTED] | Open Date: 9/18/18 | Close Date: OPEN |
Most recent Repair Issue and Diagnosis:
*** C/S: car rolls backwards while in park

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE6G7	[REDACTED]	[REDACTED]	20,642
Puyallup	WA 98372	06/03/2015		Dealer: WA008	Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** Cause: Can not duplicate

Able to Duplicate? (Y/N): N

Repeat Repair? If so, how many times? (Y/N): Y, 2nd repair

If yes, please provide the following information if available:

RO# [REDACTED] | Open Date 8/29 | Closed Date 9/11 | Mileage: 20515 | Correction: replaced transmission |

ETA for completion of repairs (if applicable): n/a

Parts on order? (Y/N): N

Techline Case (if applicable): [REDACTED]

Rental / Loaner Provided? (Y/N): Y

If so, since when?: 9/18

Dealer contacted DPSM? (if needed) (Y/N): N

Vehicle repaired? (Y/N): N

Customer has possession? (Y/N): N

Current Dealer Code: WA008

Selling Dealer? (Y/N): N

Original Owner? (Y/N): N

What is current Customer Request (if needed): n/a

*** 09/26/2018 09:18:07 ***

Dispatched from WIP Default to Queue Service Alert / Techline by

*** 09/27/2018 11:04:20 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue Service Alert / Techline to WIPBin Inbox by Ashley Lewis

*** 09/27/2018 11:08:42 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIP Inbox to Queue ZZ Breonna Lester by Johnathan Jimenez

*** 09/27/2018 11:10:40 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue ZZ Breonna Lester to WIPBin working by Breonna Lester

*** Phone - Call - Outbound created on 10/04/2018 11:15:49 (GMT-05:00) Eastern Time (US & Canada) and created by Breonna Lester ***

Called [REDACTED] @ [REDACTED]

writer states:

1. calling about vhl repair.
2. will call drl and call you when i have updates.

customer states:

1. no its not
2. very upset
3. havent heard anything.
4. okay thank you.

*** Phone - Call - Outbound created on 10/04/2018 11:22:17 (GMT-05:00) Eastern Time (US & Canada) and created by Breonna Lester ***

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED]

VIN: KNDJP3AE6G7 [REDACTED]

MY and Mileage: 16 soul/ 20642

Most recent RO #: [REDACTED]

Open Date: 9/18/18

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE6G7██████████	██████████	20,642
Puyallup, WA 98372		06/03/2015	Dealer: WA008 Kia of Puyallup	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Close Date: still open

Days Down at initial Service Alert report:

Most recent Repair Issue and Diagnosis:

1. customer states: that after transmission was replaced she got home the veh will still roll down the driveway when in park.

2 Dealer states: replaced trasmission ast visit but still happeneing.
cant duplicate.

Repeat Repair, if so, how many times?:

Repair History of current concern with dates and mileage:

Open:

Closed:

ETA for completion of repairs:

Parts on order?

-Part #

-Order #

Techline Case:

Rental / Loaner Provided? yes rental

Dealer contacted DPSM :

Vehicle repaired?: n

Customer has possession?:n

Dealer Code/Selling Dealer:

Original Owner: y

doesnt feel safe. tried to get her to pick up vhl on 25th.

*** 10/04/2018 11:24:20 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin = working to Queue Western Region ECR by Breonna Lester

Reason:

*** 10/05/2018 08:12:01 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** 10/05/2018 08:22:43 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin ECR of Jessica Weaver by Esther Kong

Reason:

*** Phone - Call - Inbound commitment created on 10/05/2018 09:47:46 (GMT-07:00) Arizona with Commitment Date 10/09/2018 and created by Jessica Weaver ***

*** Phone - Call - Inbound created on 10/09/2018 06:32:43 and created by Judith Taylor ***

Cust States

1. My car rolls back and the transmission has been replaced and it still rolls back in my driveway and I know it should not do that.

2. I want Kia toi send a specialist in Kia EV's to diagnose and finally find out what is wrong with the car

3. The dealership called and wants me to pick up my car because they cannot duplicate the problem and it is because it just does it randomly

Wtr States

1. Apologized

2. I will note the case so that the escalation dept know that you called to day and that the dealership wants you to pickup your car and turn in your rental

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE6G7	[REDACTED]	[REDACTED]	20,642
Puyallup	, WA 98372	06/03/2015		Dealer: WA008	Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Cust States

1. I will not put my children in that car anymore I want a buy back or for Kia to send someone that can fix my car I am tired of them telling me my car is fixed and I take it home and it does the same thing

Wtr States

1. I understand your frustration so I will get so I am sure that the escalation dept will do their best to help get this resolved

cust States

1. thank you

*** Phone - Call - Inbound commitment fulfilled on 10/10/2018 11:28:34 (GMT-07:00) Arizona with Commitment Date 10/09/2018 closed by Jessica Weaver ***

*****End duplicate case notes*****

*** Phone - Call - Outbound created on 10/10/2018 11:30:24 (GMT-07:00) Arizona and created by Jessica Weaver ***
Writer called cust @ [REDACTED]

Writer states:

1. Calling to follow up
2. Was able to locate old case with same concern, being handled by our national department
3. Will need to resend to that department and cust should received callback within 2-3 days

Cust states:

1. Okay thank you
2. The sooner the better
3. Thanked

*** Others - Others created on 10/10/2018 11:32:57 (GMT-07:00) Arizona and created by Jessica Weaver ***
Dispatching to NCA

1. Customer alleges veh rolls back while in park
2. Case previously handled by NCA pending customer callback
3. Please review

*** 10/10/2018 11:34:00 (GMT-07:00) Arizona ***
Dispatched from WIPBin = ECR to Queue National CA by Jessica Weaver
Reason:

*** 10/11/2018 08:08:10 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 10/11/2018 08:46:02 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 10/11/2018 10:06:27 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt requested dealer perform alleged rolling in park checklist. Wrt sent checklist to the dealer.

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE6G7	[REDACTED]	[REDACTED]	20,642
Puyallup	WA 98372	06/03/2015		Dealer: WA008	Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** Phone - Call - Outbound created on 10/11/2018 10:11:47 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for the customer.

*** Phone - Call - Inbound commitment created on 10/11/2018 10:12:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/18/2018 and created by Ryan Ristow ***

*** 10/11/2018 10:12:45 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Phone - Call - Inbound commitment fulfilled on 10/15/2018 13:35:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/18/2018 closed by Ryan Ristow ***

Ryan,
I am trying to by email to get at update on my car. I have been in a rental for 6 weeks now. I am very frustrated at this point and need better communication from your company. This is the 3rd time my car has been in for the same issue. It's a huge safety concern at this point.

What is wrong with my car? Can you fix it? If not what are you going to do to resolve the issue? I have 3 options in mind that would be acceptable.

Please email me back or call me at [REDACTED] to discuss this.

Thank you,

Case # [REDACTED]

*** Phone - Call - Outbound created on 10/15/2018 13:40:35 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:
1. Hello, I received your email.
2. I am calling in regards to your vehicle.
3. I am awaiting to hear some info back from the dealer.

The customer replied;
1. Well the vehicle is rolling in park still.

Wrt replied:
1. Let me follow up and see.

Customer replied;
1. okay.

*** Phone - Call - Outbound created on 10/15/2018 13:47:55 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted svc mgr:
1. Confirmed that the vehicle is operating as designed per the checklist.

*** Phone - Call - Outbound commitment created on 10/15/2018 13:48:59 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/16/2018 and created by Ryan Ristow ***

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE6G7	██████████	██████████	20,642
Puyallup	, WA 98372	06/03/2015		Dealer: WA008	Kia of Puyallup

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Phone - Call - Outbound commitment fulfilled on 10/16/2018 09:18:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/16/2018 closed by Ryan Ristow ***

Wrt contacted the customer:

1. Hello, calling to provide an update regarding the vehicle.
2. I have been in contact with the dealer and they have advised that they are unable to duplicate the concern after performing the check list.

The customer replied;

1. But something is wrong.
2. We can do 3 things.
3. You give me a new car.
4. You buy out my loan.
5. Or you buy the car back.

Wrt replied:

1. At this time, we have not duplicated a concern.
2. The vehicle is ready for pick up.
3. The svc mgr advised that he'd be willing to drive with you.

The customer replied:

1. It is too random.
2. What good would that do?

Wrt replied:

1. Well it could help us diagnose a concern.

The customer replied;

1. Are you calling me a liar?

Wrt replied:

1. No, just at this time the concern has not been duplicated.

The customer replied:

1. Fine, I'll pick the car up.
2. Would you be comfortable with me trading this car in?

Wrt replied:

1. It is your car.
2. You may do what you please.

The customer replied;

1. I will walk my a** over to Nissan then.

Wrt replied;

1. I am sorry to hear that, but a concern has not been duplicated.
2. The dealer will contact you regarding the rental.

The customer replied;

1. I cannot return that yet.
2. I will return it when I can.

Wrt replied:

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE6G7	██████████	██████████	20,642
Puyallup	, WA 98372	06/03/2015		Dealer: WA008	Kia of Puyallup

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

1. I can cover while we have been talking 10/10 until tomorrow.
2. Anything before that should be discussed with the dealer.

The customer replied:

1. I am not paying anything.

Wrt replied:

1. The dealer will call you soon.

*** 10/16/2018 09:20:21 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Ryan Ristow with Resolution Code : Information Given

[Resolution Summary]

Case closed pending further contact.

*** 01/04/2019 10:22:45 (GMT-07:00) Arizona ***

Reopened by Jessica Weaver with Sub Status of Working

*** 01/04/2019 09:24:35 (GMT-07:00) Arizona ***

Case moved into WIPBin ECR and Sub Status of Working

*** Phone - Call - Outbound created on 01/04/2019 10:23:16 (GMT-07:00) Arizona and created by Jessica Weaver ***

*****Writer called WA008 on another case, spoke to Keegan Service Advisor *****

Keegan states:

1. We were supposed to received payment on this for a diagnosis and rental for a CND.

Writer states:

1. Please send RO
2. Provided email.

Keegan states:

1. Will get sent.
2. Thanked.

*** Email - External Email Received created on 01/17/2019 18:10:14 (GMT-07:00) Arizona and created by Jessica Weaver ***

Email received from WA008 - with RO attached

*** Phone - Call - Inbound created on 04/05/2019 13:17:25 and created by Jacob Adams ***

dealer states

- 1 i am calling to checking the status of the reimbursement to the dealer

writer states

- 1 let me check with the case manager
- 2 she says she apologizes and will submit it today
- 3 she also advised will request to have expedited

*** 04/05/2019 13:44:09 (GMT-08:00) Pacific Time (US & Canada) ***

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE6G7	██████████	██████████	20,642
Puyallup	, WA 98372	06/03/2015		Dealer: WA008	Kia of Puyallup

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Goodwill #: 149008 Submitted

*** Others - Others commitment created on 04/05/2019 13:44:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/03/2019 and created by Ryan Ristow ***

*** 04/05/2019 13:47:58 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 1. Intro Calls and Sub Status of Working

*** 04/29/2019 08:01:08 ***

Goodwill #: 149008 Submitted

*** Others - Others commitment updated on 05/02/2019 09:27:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/10/2019 and updated by Ryan Ristow ***
Pending Dealer credit memo

*** Others - Others commitment updated on 05/09/2019 14:28:36 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/24/2019 and updated by Ryan Ristow ***
Pending Dealer credit memo

*** 05/10/2019 17:15:48 (GMT-08:00) Pacific Time (US & Canada) ***

Goodwill #: 149008 Final Approved

*** Others - Others commitment created on 04/05/2019 13:44:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 05/31/2019 and created by Ryan Ristow ***

*** Others - Others commitment created on 04/05/2019 13:44:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/03/2019 and created by Ryan Ristow ***
Pending dlr credit memo

*** Others - Others commitment created on 04/05/2019 13:44:21 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/07/2019 and created by Ryan Ristow ***
Pending dlr credit memo

*** Others - Others commitment fulfilled on 06/06/2019 08:20:42 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 06/07/2019 closed by Ryan Ristow ***
Dlr credit memo issued.

*** 06/06/2019 08:20:49 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Ryan Ristow with Resolution Code : Information Given

[Resolution Summary]

Case closed pending further contact.

*** Case ██████████ is sent on 10/6/2023 15:38:32 by Legal User KMA

To: yvonne.dalton@hlaw.com

Cc:

Title: CA-██████████

Kia America **RESPONSE TO REQUEST NO. 15**
Technical Assistance Center
Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SOUL EV	Engine: 81.4KW MOTOR	Model Code: Y1522
VIN: KNDJP3AE6G7 [REDACTED]	Mileage: 19,872	
Prod Date: 06/03/2015	Warranty Start Date: 11/07/2015	

Dealer/Contact Data:

Dealer: WA008 Kia of Puyallup		
Phone: 2532868000	FAX: 2532866061	
Contact: jay jones	Contact Title: Exclusive Kia Technician	Service District: WE08

Case Details:

Case Title: Auto Trans-No engagement # Park

Symptom: Improper Operation **DTC:**

System: PSEV (PS Electric Vehicle)

Component: Gear Reduction Unit

Resolution:

Case History

*** 08/02/2018 10:59:23 ***
Contact = Christopher Ford, Priority = Standard, Sub Status = Dispatched

*** 08/02/2018 10:59:23 ***
Web - Problem Description created on 08/02/2018 10:59:23 and created by Christopher Ford
customer states when they back into a parking spot and put the vehicle into park and shut off vehicle, it will roll about six feet back

*** 08/02/2018 10:59:24 ***
Web - Diagnostics created on 08/02/2018 10:59:23 and created by Christopher Ford
test drove vehicle yesterday, did not roll back for me. retested today as per service advisor. did not act up for me

no dtcs, perform most current bms logic update.

was requested to open a techline case about this concern by the service advisor

*** 08/02/2018 11:07:52 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Amanti_Cadenza to WIPBin default

*** Web - Advice created on 08/02/2018 11:10:20 and created by Michael Goldwasser ***
1: Christopher,
I have forwarded this case to our NCA dept. Please do not attempt any repairs at this time.

*** 08/02/2018 12:58:33 ***
Web - Note created on 08/02/2018 12:58:32 and created by Christopher Ford
should i wait to hear back from you before i ship this vehicle? will they be contacting me for any info? whats my next step with this vehicle

*** Web - Advice created on 08/02/2018 13:08:09 and created by Michael Goldwasser ***

1: Christopher,

Please check the GRU unit for any cracks or damage where the shifter assembly enters the GRU case. Please report back with your finding.

*** 08/02/2018 13:46:29 ***

Web - Note created on 08/02/2018 13:46:29 and created by Christopher Ford
I inspected the gdu case where the shifter goes in, I do not see any cracks

*** Web - Advice created on 08/02/2018 13:51:23 and created by Michael Goldwasser ***

1: Christopher,

Lets drain the GRU fluid into a clean container and check it for metal. If the fluid is clean go ahead and put it make into the GRU. Please update me on your findings?

*** 08/03/2018 10:54:29 ***

Web - Note created on 08/03/2018 10:54:29 and created by Christopher Ford
drained gru, found fluid to be slightly dark in color, decent gear oil smell, used a paper funnel with a screen on it, found a very small amount of shavings in the bottom, at this moment of time it is hard for me to get a decent picture, will try to get it out to take a picture

would you like me to reuse the old fluid or put new fluid in it?

*** 08/03/2018 11:04:53 ***

Web - Note created on 08/03/2018 11:04:53 and created by Christopher Ford
I just attached 2 pics, one is of the slight shaving and the other is the color of the gear oil on a white plastic tray

*** 08/03/2018 11:04:53 ***

IMG_1515.jpg added by Christopher Ford on 08/03/2018 11:04:53

*** 08/03/2018 11:04:54 ***

IMG_1516.jpg added by Christopher Ford on 08/03/2018 11:04:54

*** Web - Advice created on 08/03/2018 11:08:09 and created by Michael Goldwasser ***

1: Christopher,

Go ahead and refill the GDU. I will have the platform engineer review these pictures and I will get back with you.

*** Web - Advice created on 08/03/2018 13:10:17 and created by Michael Goldwasser ***

1: Christopher,

Per your pictures and test results the GDU appears to be operating as designed. Lets request the customer to come in and see if they can duplicate the concern for you.

*** 08/03/2018 13:31:05 ***

Web - Note created on 08/03/2018 13:31:05 and created by Christopher Ford
alright thank you

*** Web - Advice created on 08/03/2018 13:33:02 and created by Michael Goldwasser ***

1: No problem!

*** 08/03/2018 14:21:49 ***

Web - Note created on 08/03/2018 14:21:49 and created by Christopher Ford
talked to advisor, recommed cust to come in to show us there concern or take a very detailed video of this concern, will close this case early next week

*** Web - Advice created on 08/06/2018 07:22:44 and created by Michael Goldwasser ***

1: Christopher thanks for the update! I will go ahead and close this case for you.

*** 08/06/2018 07:23:41 ***

Case closed by Michael Goldwasser with Resolution Code : Information Taken
[Resolution Summary]

*** 08/29/2018 09:58:41 ***

Case Number: [REDACTED] Reopen Requested by Christopher Ford.
Reason: [Customer thought back back vehicle with a video of her concern]

*** 08/30/2018 08:49:54 ***

Reopened with Sub Status of Working

*** Web - Advice created on 08/30/2018 08:50:00 and created by Jesse Lancaster ***

1: Please attach the video to this case for review and any test or inspections performed and results. Is there any after market or port installed items found?

*** 08/30/2018 09:06:04 ***

Web - Note created on 08/30/2018 09:06:04 and created by Christopher Ford
i'm adding the customer video now,i do not see any aftermarket parts on this vehicle

*** 08/30/2018 09:06:39 ***

20180816_115310.mp4 added by Christopher Ford on 08/30/2018 09:06:04

*** Web - Advice created on 08/30/2018 11:34:04 and created by Jesse Lancaster ***

1: If the GRU has not been replaced I suspect the GRU internal failure for the park position and will recommend to replace and retest.

*** 08/30/2018 12:37:32 ***

Web - Note created on 08/30/2018 12:37:32 and created by Christopher Ford
do i need a pwa for that?

*** Web - Advice created on 08/30/2018 14:44:33 and created by Jesse Lancaster ***

1: Yes please complete the PWA form and I can create the PWA case for approval.

*** Service Alert Escalated to CA as: [REDACTED] on 08/31/2018 01:05:15 (PST)

*** 08/31/2018 08:18:14 ***

Web - Note created on 08/31/2018 08:18:14 and created by Christopher Ford
Wrtty127 is included now

*** 08/31/2018 08:18:16 ***

image.jpg added by Christopher Ford on 08/31/2018 08:18:14

*** Web - Advice created on 08/31/2018 10:17:58 and created by Jesse Lancaster ***

1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved. replace the GRU and calibrate and retest.

*** 08/31/2018 10:19:13 ***

PWA Case [REDACTED] created by Jesse Lancaster

*** 09/08/2018 11:02:30 ***

Web - Note created on 09/08/2018 11:02:29 and created by Jorge Gonzalez
i jorge gonzalez was told to replace special ordered part on this vehicle, went out to move vehicle before replacing special part, notice vehicle having a bang feeling when applying the brakes, removed and reinstalled special part following kgis procedure, after replacing part vehicle still has banging feeling when only applying brakes. would you like me to close this

case and start a new one. (tech id A.K.Y.B)

RESPONSE TO REQUEST NO. 15

*** Web - Advice created on 09/10/2018 08:45:04 and created by Jesse Lancaster ***

1: Yes please open a case for the current condition reported and close this case.

*** Web - Advice created on 09/18/2018 15:52:01 and created by Michael Goldwasser ***

1: *** 09/18/2018 15:41:45 ***

Web - Problem Description created on 09/18/2018 15:41:45 and created by jay jones

customer states that after transmission was replaced she got home the veh will still roll down the driveway when in park.

*** 09/18/2018 15:41:45 ***

Web - Diagnostics created on 09/18/2018 15:41:45 and created by jay jones

test drove vehicle and could not verify concern. parked on many steep and shallow inclines and the veh did not roll backwards or forwards. do you have any other suggestions since the transmission was just replaced? scanned for codes and found none. checked live data and each gear indicates true when selected and false when not selected.

*** Web - Advice created on 09/18/2018 15:52:31 and created by Michael Goldwasser ***

1: Jay,

We will need to be able to duplicate the customers concern so we can properly diagnose it, please do not attempt any repairs until the concern has been duplicated. Please report back once you have been able to duplicate the customers concern, thanks!

This case will be forwarded to our NCA department for further review.

*** Case has been auto closed by the system on 10/19/2018 01:08:58 (PST)

*** Service Alert Escalated to CA as: 12919450 on 10/27/2018 01:04:32 (PST)

RESPONSE TO REQUEST NO. 15

*** 10/27/2018 12:17:23 ***

Web - Note created on 10/27/2018 12:17:23 and created by Romualdo Gomez
UNABLE TO DUPLICATE CLIENTS CONCERN. VEHICLE STILL STOPPING PROPERLY AT THIS TIME.

*** Web - Advice created on 10/30/2018 07:36:07 and created by Michael Goldwasser ***

1: Ramualdo,

Can you please close this case out and complete the Techline survey at your earliest convenience. Thanks!

*** 10/30/2018 08:04:25 ***

Case Closed with Resolution Code: Cant Duplicate
Resolution Summary: UNABLE TO DUPLICATE

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 1 of 2

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	9.609
Los Angeles	CA 90007	06/02/2015		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

Case History

Dealer : KIA Downtown Los Angeles
Technician : Romualdo Gomez
Service Manager : Gregory Thoma
Dealer Phone :
DPSM : Dennis Brown
Vehicle Model : SOUL EV
Model Year : 2016
Mileage : 9609
Initial comments by Technician found in TL Case # [REDACTED] :

[Problem Description]

CUSTOMER STATES VEHICLE CONTINUES TO ROLL BACKWARDS AFTER VEHICLE IS PUT ON "PARK" CHECK AND ADVISE

[Diagnostics Performed]

UNABLE TO VERIFY CLIENTS ROLL BACKWARDS WHEN PUT GEAR INTO PARK CONCERN. PERFORMED 2016 KIA SOUL EV- ALLEGED ROLLING WHILE PARKED PROCEDURE. TEST DROVE VEHICLE UPHILL AT 5 MPH AND PUT GEAR INTO PARK AND VEHICLE OPERATES NORMAL. TEST DROVE VEHICLE AT A DOWNHILL SLOPE AND AND PUT GEAR INTO PARK FROM DRIVE AND REVERSE, VEHICLE CONTINUES TO OPERATE NORMAL. SCANNED VEHICLE SYSTEM FOR ANY DTC'S USING KDS. NO CODES ARE PRESENT AT THIS TIME. REQUESTING TO TEST DRIVE WITH CUSTOMER TO DUPLICATE CONCERN.

*** Assigned to WIPBin default of Amanda Cromer on 10/27/2018 07:06:29 (PST)

*** 10/29/2018 07:12:21 (GMT-07:00) Arizona ***

Dispatched from WIP default to Queue Service Alert / Techline by

*** 11/20/2018 07:38:37 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue Service Alert / Techline to WIPBin INBOX by Travis Widener

*** 11/20/2018 07:55:15 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin INBOX to Queue ZZ Raven Tyler by Travis Widener

*** 11/20/2018 08:06:13 ***

Accepted from Queue ZZ Raven Tyler to WIPBin Default by Raven Tyler

*** 11/20/2018 14:06:10 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin INBOX to Queue ZZ Kelsey Peace by Travis Widener

*** 11/21/2018 05:11:02 ***

Accepted from Queue ZZ Kelsey Peace to WIPBin Inbox by Kelsey Peace

*** 11/27/2018 12:34:21 ***

Closed by Kelsey Peace with Resolution Code : Referred to Dlr

[Resolution Summary]

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJP3AE9G7	██████████	██████████	9.609
Los Angeles	CA 90007	06/02/2015		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Slip/Impact(Changing Speed)

*** 09/26/2019 11:04:28 (GMT-07:00) Arizona ***
Reopened by Debra Rustin with Sub Status of Working

*** Phone - Call - Inbound created on 09/26/2019 11:04:35 (GMT-07:00) Arizona and created by Debra Rustin ***

MARK ZAMORAH /CITY OF SANTA MONICA states
1.having issues sames as some others
2.taking a while to get answers
3.we fianlly had to take the vrh
4. they couldnt find any problems
5. now doing it again
6. its roilling back when it is in park
70. if you google it there are a lot of people complaining about it

Writer states
1.Apologized
2.when were you at the dlr?

Customer states
1.october of last year
2.then in feb 2019
3. they put a note that we didnt have time to drive with them
4. i did, i drove with them and showed them the video

writer states
1.we need to get it back into the dealership
2.i would advise a different dealership
3. please contact us after your vehicle is at the dlr

Customer states
1.ok, thank you

****accepted survey*****

*** 09/26/2019 11:05:02 (GMT-07:00) Arizona ***
Closed by Debra Rustin with Resolution Code : Referred to Dlr
[Resolution Summary]

until the investigation and/or repairs are completed. 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.

*** 10/28/2019 09:45:33 ***

Web - Note created on 10/28/2019 09:45:33 and created by Patrick Farrell
Still trying to get video. it is unusual format and having trouble getting it open.

*** 10/28/2019 15:42:50 ***

Web - Note created on 10/28/2019 15:42:49 and created by Patrick Farrell
I performed the inspection evaluation for static test and found nothing abnormal. Only had a couple history codes for in ODS and AIRBAG systems for low battery voltage. I then performed the dynamic evaluation on a small hill that comes into our shop and the vehicle locked in park every time, the electric park brake holds vehicle in both directions, and no codes in systems.

*** Research - Advice created on 10/29/2019 12:32:10 and created by Brian Lall ***

1: Thanks for the update.

*** 11/12/2019 11:47:04 ***

Web - Note created on 11/12/2019 11:47:04 and created by Patrick Farrell
I have not been able to get the video to you. What should I do with this vehicle. I have no word from NCA and customer is calling about vehicle. Maybe I can have the service advisor send video to someones email directly and then try to open it.

*** Web - Advice created on 11/13/2019 13:02:02 and created by Brian Lall ***

1: Have you duplicated the concern at all? Please try to attach the video to the case again or try to e-mail it to BLall@kiausa.com and make sure the case number is in the e-mail subject line.

*** Case has been auto closed by the system on 11/29/2019 01:05:22 (PST)

*** 12/17/2019 17:06:47 ***

Case Number: [REDACTED] Reopen Requested by Patrick Farrell.
Reason: [WHAT IS THE STATUS HOW THIS CASE IS BEING HANDLED]

*** 12/19/2019 07:52:34 ***

Reopened with Sub Status of Working

*** Web - Advice created on 12/19/2019 07:54:29 and created by Brian Lall ***

1: Has the concern ever been duplicated? You can reach out to C/A to see if the vehicle can be released since the concern was not duplicated.

RESPONSE TO REQUEST NO. 15

*** 12/19/2019 12:00:00 ***

Web - Note created on 12/19/2019 12:00:00 and created by Patrick Farrell
No has not been duplicated by me or the FTR when he checked it.

*** Web - Advice created on 12/23/2019 06:16:34 and created by Brian Lall ***

1: If you and the FTS cannot duplicate the concern then I cannot recommend any repairs. Please contact NCA or your DPSM to find out if the vehicle should be released to the customer or to find out if they are still investigating the concern.

*** Case has been auto closed by the system on 01/08/2020 01:12:12 (PST)

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	11.873
Glendale , CA	91204	06/02/2015		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

Dealer : Car Pros KIA Glendale
 Technician : Patrick Farrell
 Service Manager : EFRAIN PEREZ
 Dealer Phone :
 DPSM : Dennis Brown
 Vehicle Model : SOUL EV
 Model Year : 2016
 Mileage : 11873
 Initial comments by Technician found in TL Case # [REDACTED] :

[Problem Description]

Customer states when vehicle is engaged in park and on a decline vehicle will roll as if it were in neutral and customer is also able to push vehicle a good distance when in park position.

[Diagnostics Performed]

i scanned vehicle and no codes present. i tested on incline and decline about 50 times. I let it roll forward then put into park and felt it lock. back into drive, roll forward, then back into park. Also performed this in reverse and steep hill. I could not duplicate the concern. The customer has video showing shifter in park and he is pushing vehicle forwards and backwards, but I have not been able to duplicate the concern. I have checked the shift linkage, inhibitor switch, and not able to find any faults. I saw the previous case at another dealer for this concern.

*** Dispatched to Queue Service Alert / Techline on 10/18/2019 01:07:23 (PST)

*** 10/21/2019 07:52:53 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Intro Calls of Ashley Vazquez by Jeff Stroup
Reason:

*** Phone - Call - Outbound created on 10/23/2019 15:50:54 and created by Ashley Vazquez ***

Wtr called CA283 and LVM for c'b

1. Introduced self
2. Calling in ref to case
3. Requesting veh info and updated customer contact info

*** Phone - Call - Outbound created on 10/23/2019 16:40:07 and created by Ashley Vazquez ***

Wtr emailed service manager at efrainp@carpros.com requesting status update on t/l checklist sent and updated customer contact info

*** Phone - Call - Outbound created on 10/25/2019 17:16:19 and created by Ashley Vazquez ***

Wtr called CA283 and spoke with Arnold:

1. Calling in ref to case
2. Requesting to speak with adviser on case

Arnold states:

1. It would be Alex but he is not available at the moment
2. I will put you on hold

Wtr was unable to leave message

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	11.873
Glendale, CA	91204	06/02/2015		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** Phone - Call - Outbound created on 10/31/2019 14:33:07 and created by Ashley Vazquez ***
Wtr called CA283 and LVM for svc manager and svc adviser Alex requesting c'b for customer's case

*** Email - External Email Sent created on 10/31/2019 14:38:14 and created by Ashley Vazquez ***
Wtr emailed raymond@carpros.com requesting update and customer contact

*** Phone - Call - Outbound created on 11/12/2019 14:41:31 and created by Ashley Vazquez ***
Wtr spoke with receptionist at CA283:

1. Calling in ref to case
2. Requesting updated contact info and to speak with adviser Alex

Rep states:

1. Contact we have is for [REDACTED]
Ph: [REDACTED] - [REDACTED]
2. Alex is not in today but he will be tomorrow

Wtr thanked for info

*** Phone - Call - Outbound created on 11/12/2019 14:25:29 and created by Ashley Vazquez ***
Wtr spoke with Mark at 310-458-8516:

1. Introduced self
2. Calling in ref to case
3. Please advise

Mark states:

1. On two occasions we took it over to Kia of DTLA
2. They kept it and they didn't do anything with it
3. They could not find anything either but in my opinion there is a problem with the shifting mechanisms
4. There are drops when it is put in reverse or drops when put in park
5. It should not have to cradle between both
6. I drove the veh back and I went to put it in park
7. I turned off veh and I step out only to see veh rolling back
8. I recorded a video of this happening
9. This also happened another time with the building inspector who told us the veh was rolling back

Wtr states:

1. Thank you for information
2. Would you be able to provide me with that video so that I can review on my end?

Customer states:

1. Yes, I can send it to you
2. Because of the file you would have to open it in chrome
3. email is marc.zamora@smgov.net

Wtr states:

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	11.873
Glendale	, CA 91204	06/02/2015		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

1. I will f/u with email and I will begin review with my team

Customer states:

1. Thank you
2. Would i be able to also request a rental while this is taking place?

Wtr states:

1. I will go ahead and authorize one through the dealer
2. Thank you

*** 11/12/2019 14:52:11 ***

Email is sent on 11/12/2019 14:50:10 by Ashley Vazquez
To: MARC.ZAMORA@SMGOV.NET
Cc:
Title: Kia Consumer Assistance Center Case# [REDACTED]

*** Email - External Email Sent created on 11/12/2019 14:50:10 and created by Ashley Vazquez ***
Hello Marc,

Thank you for taking the time to speak with me.As per our conversation, please forward the video of the vehicle concern so that I may review further with our engineers for next steps. I will also request rental assistance from the kia dealer and I will follow up as soon as I have an update. If you have any questions in the meantime, please let me know.

Best,

Ashley V.
949-468-4646
Kia Motors America

11/13/2019 08:20:17

Email is received on 11/13/19 08:20:05 from Marc.Zamora@SMGOV.NET
Attachments:
IMG_7944.MOV

*** Email - External Email Received created on 11/13/2019 08:20:05 and created by Ashley Vazquez ***
Good morning Ashley,
The following is the video clip you requested.
Please let us know if the rental ASAP. It would get some of the pressure off our division.
Thanks again,
Marc

*** 11/13/2019 16:20:56 ***

Email is sent on 11/13/2019 16:20:21 by Ashley Vazquez
To: MARC.ZAMORA@SMGOV.COM
Cc:
Title: Kia Consumer Assistance Center Case# [REDACTED]

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	11.873
Glendale , CA	91204	06/02/2015		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Email - External Email Sent created on 11/13/2019 16:20:21 and created by Ashley Vazquez ***
Hello Marc,I will go ahead and reach out tomorrow with an update for both case and rental.

Best,Ashley V.949-468-4646
Kia Motors America

*** Note - Others created on 11/14/2019 17:16:58 and created by Ashley Vazquez ***
Rev'd with KMA Engineers

*** Email - External Email Sent created on 11/18/2019 10:22:40 and created by Ashley Vazquez ***
From: Vazquez, Ashley [KMA]
Sent: Friday, November 15, 2019 4:01 PM
To: Raymond Mensaka
Cc: 'sergeh@carpros.com'
Subject: Kia Motors America: [REDACTED] / KNDJP3AE9G7 [REDACTED]

Hello Raymond,

Can your dealer please assist with the checklist above for the customer with the VIN above? Can we also go ahead and authorize a rental until checklist is complete?

Best,

*** Others - Others created on 11/20/2019 09:43:10 and created by Ashley Vazquez ***
Wtr requested status update from CA283

*** Others - Others created on 11/20/2019 18:05:20 and created by Ashley Vazquez ***
Checklist has been completed--pending details of findings from CA283

*** Others - Others created on 11/24/2019 11:07:47 and created by Ashley Vazquez ***
Requested update from CA283

*** Phone - Call - Outbound created on 11/25/2019 12:48:24 and created by Ashley Vazquez ***
Wtr spoke with Marc at (310) 458-8516:
1. Calling in ref to case
2. I wanted to follow up with an update
3. I did review with our engineers and we did send out a checklist to the dealer for further inspection

Marc states:

1. I did get a call last week after we spoke
2. I was going to set up a rental with Alex at the dealer
3. I haven't heard back

Wtr states:

1. I will go ahead and reach out to the dealer about that
2. I do apologize

Customer states:

1. No I appreciate your help
2. Thank you

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED] KNDJP3AE9G7 [REDACTED]	[REDACTED]	[REDACTED] 11.873
Glendale, CA	91204	06/02/2015	Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** Others - Others created on 11/25/2019 12:51:38 and created by Ashley Vazquez ***
Wtr requested CA283 to assist with rental for customer and update on status of diagnosis

*** Others - Others created on 11/26/2019 10:20:22 and created by Ashley Vazquez ***
Confirmed rental authorization for customer
Rec'd diagnosis--pending engineer review

*** Phone - Call - Outbound created on 11/26/2019 10:20:57 and created by Ashley Vazquez ***
Wtr spoke with Marc at (310) 458-8516:
1. Calling in ref to case
2. I wanted to confirm rental had been set up

Marc states:

1. Yes, one of our mechanics is down there picking it up
2. We weren't aware about the deposit so we are trying to figure that out

Wtr states:

1. I do apologize
2. That is something that I can't change as it would be up to the rental company
3. In ref to case, I rec'd information from the dealer and I am waiting to review with our engineer

Customer states:

1. Okay thank Ashley
2. I will wait to hear from you

Wtr states:

1. I will follow up when I have an update

*** Phone - Call - Outbound created on 12/03/2019 12:36:33 and created by Ashley Vazquez ***

Wtr called CA283 and spoke with Sean:

1. Calling to speak with Marc

Sean states:

1. Marc is off today
2. He will be in tomorrow

Wtr states:

1. Thank you
2. I will reach out to him tomorrow

*** Others - Others created on 12/30/2019 10:54:05 and created by Ashley Vazquez ***

wtr spoke with sergeh at CA283

1. checklist performed
2. concerns were unable to be duplicated
3. releasing vehicle back to the customer

Wtr thanked for information

*** Phone - Call - Outbound created on 01/14/2020 17:33:42 and created by Ashley Vazquez ***

Wtr called CA283 and LVM for c'b

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJP3AE9G7	[REDACTED]	[REDACTED]	11.873
Glendale , CA	91204	06/02/2015		Dealer: CA283	Car Pros Kia Glendale

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** Phone - Call - Outbound created on 02/04/2020 09:35:23 and created by Ashley Vazquez ***
Wtr called [REDACTED] and LVM with rep for c'b

*** Phone - Call - Outbound created on 02/17/2020 09:48:42 and created by Ashley Vazquez ***
Wtr called CA283 and spoke with Oli and confirmed vehicle has been picked up.

*** 02/17/2020 11:40:46 ***
Closed by Ashley Vazquez with Resolution Code : Information Given
[Resolution Summary]
Pending further customer contact.

*** Case [REDACTED] is sent on 10/6/2023 15:39:48 by Legal User KMA
To: yvonne.dalton@lhlaw.com
Cc:
Title: CA-[REDACTED]

Kia America **RESPONSE TO REQUEST NO. 15**
Technical Assistance Center
Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SOUL EV+	Engine: 81.4KW MOTOR	Model Code: Y1542
VIN: KNDJX3AE1G7[REDACTED]	Mileage: 12,787	
Prod Date: 04/06/2016	Warranty Start Date: 09/19/2016	

Dealer/Contact Data:

Dealer: CA253 Weseloh Kia Carlsbad			
Phone: 7604381001	FAX: 7605472022		
Contact: Thomas Cruz	Contact Title: Exclusive Kia Technician	Service District: WE03	

Case Details:

Case Title: AutoTrans-Erratic Shift/Flair#

Symptom: Transmission shifting

System: Non System Related

Component: No Repairs Performed

Resolution: The customer is taking the

DTC:

Case History

*** 09/04/2018 14:39:04 ***

Contact = Thomas Cruz, Priority = Standard, Sub Status = Dispatched

*** 09/04/2018 14:39:04 ***

Web - Problem Description created on 09/04/2018 14:39:04 and created by Thomas Cruz
The customer states "The vehicle registers the wrong transmission position, when in reverse, the backup camera came on and still went forward. And when in drive the vehicle went backwards.

*** 09/04/2018 14:39:05 ***

Web - Diagnostics created on 09/04/2018 14:39:04 and created by Thomas Cruz
There are no codes stored in the system. Have you heard of anything like this?

*** 09/04/2018 14:42:07 ***

Web - Note created on 09/04/2018 14:42:07 and created by Thomas Cruz
I havent been able to duplicate the customers concern. The shift cable is secured and the inhibitor switch is secured as well.

*** 09/04/2018 15:16:51 ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Amanti_Cadenza to WIPBin default

*** Web - Advice created on 09/04/2018 15:17:31 and created by Jesse Lancaster ***

1: I have not had cases reporting this condition, was the customer fully stopped or still rolling when shifting gears when the condition was present? This may be user operation or driving style that may have created it if this has only happened random or an isolated condition.

*** 09/04/2018 15:20:39 ***

Web - Note created on 09/04/2018 15:20:39 and created by Thomas Cruz
I accidentally clicked on "yes" for a repeat repair. It is not a repeat repair.

*** Web - Advice created on 09/04/2018 16:29:23 and created by Jesse Lancaster ***

1: Ok thanks.

*** 09/05/2018 11:23:02 ***

[REDACTED].jpg added by Thomas Cruz on 09/05/2018 11:22:58

*** 09/05/2018 11:28:15 ***

Screenshot_20180905-112636.png added by Thomas Cruz on 09/05/2018 11:28:15

*** 09/05/2018 11:28:16 ***

Screenshot_20180905-112643.png added by Thomas Cruz on 09/05/2018 11:28:15

*** 09/05/2018 11:28:16 ***

Screenshot_20180905-112649.png added by Thomas Cruz on 09/05/2018 11:28:16

*** 09/05/2018 11:48:31 ***

Web - Note created on 09/05/2018 11:48:31 and created by Thomas Cruz

I received the "Alleged Unintended Acceleration Case Handling" form. To clarify, an unintended acceleration is not the customers concern. I still performed the steps in section 2 of the form. My results are as follows. Step 1-The service writer contacted the customer and went over the situation/concern. Step 2- The drivers floor is clear. see attached photo. Step 3-accelerator pedal, aps connector, brake pedal, stoplamp switch adjustment and function are good. I monitored the stoplamp switch with the KDS to verify its operation. Step 4-electric motor compartment is clean. (no throttle body, plate or sensor). Step 5-concern is not cruise control related. Step 6-vehicle is under 20,000 and does not have throttle body or plate. Step 7-no codes stored, see attached screen shots Step 8-there is no throttle to test. Step 9-There is no need to road test. The customers concern is not an unintended acceleration, it is a shift selector concern. I moved the shift lever selector from park to reverse and to drive 60 times. Each time when in reverse, the car moved backwards. When in drive, the car moved forwards. When in low, the car moved forward. The car did not move in park or neutral. I could not duplicate the customers concern at any time during the 60 gear selection changes. I did not take any recordings. Step 10- not equipped the a throttle body smart pedal system. Step 11- How do we handle the customer from here?

*** 09/05/2018 11:49:13 ***

Web - Note created on 09/05/2018 11:49:13 and created by Thomas Cruz

I added three screen shots of DTC search. And I added a picture of the drivers floor area as requested by KIA

*** Web - Advice created on 09/05/2018 13:47:35 and created by Jesse Lancaster ***

1: If you are unable to duplicate the concern see if the customer will approval someone driving the vehicle home to monitor over a view extended road tests and try to duplicate the condition.

*** 09/10/2018 10:53:12 ***

Case Closed with Resolution Code: Cant Duplicate

Resolution Summary: The customer is taking the vehicle. No work performed at this time. Unable to duplicate

*** Service Alert Escalated to CA as: [REDACTED] on 09/11/2018 01:03:02 (PST)

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 1 of 5

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE1G7	[REDACTED]	[REDACTED]	25,000
Carlsbad , CA	92008	04/06/2016		Dealer: CA253	Weseloh Kia Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

*** 09/04/2018 15:57:11 (GMT-07:00) Arizona ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/04/2018 15:51:18 (GMT-07:00) Arizona and created by Amanda Cromer ***

Customer states:

1. my wife started veh, put veh in reverse, saw back up camera come on, she accelerated and the veh moved forward instead of reverse.
2. When she accelerated it was just like she was in drive.
3. this happened before, I took it to the dlr and there were no codes.
4. this is the second time it has happened.
5. she doesn't feel safe in this car.
6. The dlr is saying they can't duplicate the concern, there are no codes.
7. I am working with Daniel Pulsifer in the service dpt
8. I have also spoken with the svc mgr
9. this happened about 1:30 pm today, before that it was about 6 weeks ago.
10. it was clear and sunny
11. This time the veh was off for 15 minutes.
12. the last time, she shut the veh off, put it in park, the veh was still rolling. we had to start veh and shift it back into park for it to register it was in park.

writer states;

1. thanked and apologized
2. advised customer will escalate case to NCA, please allow 2-3 business days for follow up.
3. provided case#, thanked and ended call

*** 09/04/2018 15:57:49 (GMT-07:00) Arizona ***

Dispatched from WIPBin = default to Queue National CA by Amanda Cromer
Reason:

*** 09/05/2018 08:06:48 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 09/05/2018 08:18:26 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 1. Intro Calls of Ryan Ristow by Jeff Stroup
Reason:

*** Email - External Email Sent created on 09/05/2018 09:51:17 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt sent alleged unintended acceleration checklist to Daniel at the dealer.

*** Email - External Email Received commitment created on 09/05/2018 09:52:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/07/2018 and created by Ryan Ristow ***

*** 09/05/2018 09:53:01 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 1. Intro Calls and Sub Status of Assigned

*** Case note has been appended from duplicated auto-case on 09/07/2018 01:01:18 (PST)

Comments from UPER

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE1G7	[REDACTED]	[REDACTED]	25,000
Carlsbad , CA	92008	04/06/2016		Dealer: CA253	Weselo Kia Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Part ordered for customer vehicle has been placed into the UPER status on 09/06/2018 00:00:00

Dealer Name : WESELOH MOTORS, INC. Weselo Kia Carlsbad
Dealer Contact name : PHIL STAUCH
Dealer Phone : 760 438 1001
Part No# : 42700 02200 Weselo Kia Carlsbad
Order No# : 18248A
Order Qty# : 1

Dealer Comment : CAR DOWN IN SHOP. RO OPENED 9/04

Please Update Customer with the status of the vehicle and part ordered

*** Email - External Email Received commitment fulfilled on 09/07/2018 14:12:19 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/07/2018 closed by Ryan Ristow ***
Hi Daniel,

I saw the T/L case, it looks like nothing was duplicated. Will you be having someone drive the vehicle?

Best,

*** Phone - Call - Inbound commitment created on 09/07/2018 14:13:08 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/10/2018 and created by Ryan Ristow ***

*** Phone - Call - Inbound commitment fulfilled on 09/10/2018 10:10:56 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/10/2018 closed by Ryan Ristow ***

Wrt contacted the dealer:

1. Have you been able to duplicate anything?

The dealer replied:

1. I have not, but we are thinking of it possibly being the inhibitor switch.
2. We are planning on replacing it.

Wrt replied;

1. If no one as duplicated anything, is it customer pay?

The dealer replied:

1. No it is warranty.

Wrt replied:

1. Did the DPSM approve that?

The customer replied;

1. I haven't spoken to him.

Wrt replied;

1. If you are not duplicating any concerns, then we would not be able to approve any repairs under warranty.
2. If you think that might be the cause, you can send a pic to T/L to see what they think.

Customer replied;

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████	KNDJX3AE1G7	██████████	██████████	25,000
Carlsbad , CA	92008	04/06/2016		Dealer: CA253	Weseloh Kia Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

1. Okay, we wont do the repair.
2. Any other recommendations.

Wrt replied;

1. I suggest seeing if the customer can duplicate the concern for you.
2. Otherwise, contact T/L.

*** Phone - Call - Outbound created on 09/10/2018 10:11:45 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***

Wrt contacted the customer:

1. Calling in regards to the vehicle.
2. I am working with the dealer to diagnose further.

The customer replied:

1. They ordered a part, but it is on backorder.

Wrt replied:

1. Yes, but I spoke with them and no concerns have been duplicated so I advised them to diagnose further.

The customer replied;

1. While the vehicle rolled in park.
2. And rolled forward while in reverse.

Wrt replied;

1. okay, I will have the dealer perform a rolling in park checklist and we can see from there.

The customer replied;

1. I need a rental then.

Wrt replied;

1. Okay, I can approve a rental up to \$35.00 a day while the checklist is being performed.
2. You are responsible for gas and insurance.

the customer replied;

1. okay

*** Email - External Email Sent created on 09/10/2018 10:38:05 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Jim,

Please have the tech perform the attached checklist. I can reimburse for the tech time. It usually takes about an hour to perform. Also, please provide a rental for the customer. I can reimburse up to \$35.00 a day, but the customer is responsible for gas and insurance.

Best,

*** Phone - Call - Outbound commitment created on 09/10/2018 10:39:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/13/2018 and created by Ryan Ristow ***

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████	KNDJX3AE1G7	██████████	██████████	25,000
Carlsbad , CA	92008	04/06/2016		Dealer: CA253	Weseloh Kia Carlsbad

Kia Case Type Lvl1: Complaint Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl2: Quality Kia Case Type Lvl4: Other

*** Case note has been appended from duplicated auto-case on 09/11/2018 01:03:02 (PST)

Comments from Service Alert - TL

Dealer : Weseloh KIA Carlsbad
Technician : Thomas Cruz
Service Manager : Jim Allen
Dealer Phone :
DPSM : Robert Leal
Vehicle Model : SOUL EV+
Model Year : 2016
Mileage : 12787
Initial comments by Technician found in TL Case # ██████████ :

[Problem Description]

The customer states "The vehicle registers the wrong transmission position, when in reverse, the backup camera came on and still went forward. And when in drive the vehicle went backwards.

[Diagnostics Performed]

There are no codes stored in the system. Have you heard of anything like this?

*** Phone - Call - Outbound commitment fulfilled on 09/13/2018 15:20:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/13/2018 closed by Ryan Ristow ***
Hi Jim,

Just wanted to check the status on this vehicle? Was the second checklist performed?

Best,

*** Phone - Call - Outbound created on 09/13/2018 15:20:29 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt contacted the svc mgr:
1. Calling to follow up on the case?

Svc Mgr replied:
1. The customer picked the car up.
2. He wanted to drive it to see if he could duplicate it.

Wrt replied;
1. Okay, I'll contact the customer.

*** Phone - Call - Outbound created on 09/13/2018 15:41:21 (GMT-08:00) Pacific Time (US & Canada) and created by Ryan Ristow ***
Wrt left a VM for the customer

*** Others - Others commitment created on 09/13/2018 15:41:52 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/18/2018 and created by Ryan Ristow ***

*** 09/13/2018 16:47:27 ***

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████	KNDJX3AE1G7	██████████	██████████	25,000
Carlsbad , CA	92008	04/06/2016		Dealer: CA253	Weseloh Kia Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Goodwill #: 137737 Submitted

*** Others - Others commitment updated on 09/13/2018 16:51:32 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/16/2018 and updated by Ryan Ristow ***

*** 09/24/2018 16:28:09 ***
Goodwill #: 137737 Submitted

*** 10/01/2018 17:33:35 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 137737 Final Approved

*** Others - Others commitment updated on 10/15/2018 15:25:18 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 10/31/2018 and updated by Ryan Ristow ***

*** Others - Others commitment created on 09/13/2018 15:41:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/09/2018 and created by Ryan Ristow ***

*** Others - Others commitment fulfilled on 11/08/2018 09:07:01 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 11/09/2018 closed by Ryan Ristow ***
Dealer credit memo issued.

*** 11/08/2018 09:07:25 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Ryan Ristow with Resolution Code : Concerns Recorded
[Resolution Summary]
Case closed pending further contact.

*** Case ██████████ is sent on 10/6/2023 15:46:4 by Legal User KMA
To: yvonne.dalton@lhlaw.com
Cc:
Title: CA- ██████████

*** Case ██████████ is sent on 10/6/2023 15:46:59 by Legal User KMA
To: yvonne.dalton@lhlaw.com
Cc:
Title: CA- ██████████

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Los Angeles	CA	90007	12/08/2015	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Parking Brake

Case History

*** 09/10/2018 16:27:28 ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 09/10/2018 16:26:20 and created by Xavier Bonner ***

Customer states

1. Car was just in park but then went and rolled down into my wall
2. Not sure what had happened other than i put it in park and somehow still kept going when i got out of it

Writer stats

1. Apologiezd
2. Let me fill out this incident
- **Filed incident report**
3. Shall be about 2-3 business days for National Team to follow up

Customer states

1. Ok thank you
2. Also i have pictures and Email would be the best to contact me with.

*** 09/10/2018 16:39:11 ***

Dispatched from WIPBin = 1. Default to Queue National CA by Xavier Bonner

Reason:

*** 09/11/2018 07:55:21 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted from Queue National CA to WIPBin Inbox/Need To Call by Jeff Stroup

*** 09/11/2018 08:01:14 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup

Reason:

*** Phone - Call - Inbound created on 09/12/2018 11:48:27 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr LVM for [REDACTED]

*** Phone - Call - Inbound commitment fulfilled on 09/12/2018 13:33:46 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/19/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound created on 09/12/2018 13:33:48 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with Mr. [REDACTED]

1. Wtr verified situation
2. Wtr advised if appointment can be made at dlr
3. Cust advised vehicle at dlr
4. Wtr advised will call dlr to have perform checklist

call ended

*** Phone - Call - Inbound created on 09/12/2018 13:53:50 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with leslie, service advisor:

1. advised on checklist
2. Wtr sent dlr checklist via email

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Los Angeles	CA	90007	12/08/2015	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Brake

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Parking Brake

call ended

*** Phone - Call - Inbound commitment created on 09/12/2018 13:59:55 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/14/2018 and created by Gustavo Villela ***

*** 09/14/2018 07:36:31 ***
IMG_2264.JPG added by [REDACTED] on 09/14/2018 07:36:31

*** 09/14/2018 07:36:32 ***
IMG_2267.JPG added by [REDACTED] on 09/14/2018 07:36:31

*** 09/14/2018 07:36:32 ***
Web - Note created on 09/14/2018 07:36:32 and created by [REDACTED]
Your service department could not duplicate the issue but when this thing rolls away and kills somebody, I want everybody to know I did everything in my power to let you know there was a problem. I filed a complaint with <https://www-odi.nhtsa.dot.gov/VehicleComplaint> and continue to tell anyone who will listen.
FYI-
M

*** Phone - Call - Inbound created on 09/14/2018 10:28:42 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with Leslie in service:

1. Leslie advised vehicle was returned back due to NPF a cnd
2. Wtr thanked, call ended

*** Phone - Call - Inbound commitment fulfilled on 09/14/2018 10:34:26 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/14/2018 closed by Gustavo Villela ***

*** Phone - Call - Inbound commitment created on 09/17/2018 09:18:28 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/21/2018 and created by Gustavo Villela ***

*** Phone - Call - Inbound commitment fulfilled on 09/21/2018 11:42:09 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/21/2018 closed by Gustavo Villela ***

*** 09/21/2018 11:42:28 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Gustavo Villela with Resolution Code : Information Given
[Resolution Summary]
Pending further dlr contact for possible reimbursement

*** 09/24/2018 15:52:02 ***
Reopened by Xavier Bonner with Sub Status of Working

*** 09/24/2018 15:52:35 ***
Dispatched from WIPBin = 1. Default to Queue National CA by Xavier Bonner
Reason:

*** 09/25/2018 07:33:22 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted, from Queue = National CA to WIPBin Inbox/Need To Call

*** 09/25/2018 07:56:24 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin Default of Gustavo Villela by Jeff Stroup
Reason:

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Los Angeles	CA	90007	12/08/2015	Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Parking Brake

*** Phone - Call - Inbound created on 09/25/2018 09:11:04 and created by Xavier Bonner ***

Customer states

1. Calling on case
2. Trying to see if Gustavo is available

Writer states

1. One moment
2. Looks like unavailable
3. Can let Gustavo know that you called and he can reach back out to you hopefully soon and let you know an update on case

Customer states

1. OK thank you

*** Phone - Call - Inbound created on 09/25/2018 09:34:59 (GMT-08:00) Pacific Time (US & Canada) and created by Gustavo Villela ***

Wtr spoke with Mr. [REDACTED]

1. Advised if anything else has happened to the vehicle
2. Mr [REDACTED] stated no, but idk what else to do
3. Wtr advised to speak with insurance since npf with inspection
4. Cust thanked

call ended

*** 09/25/2018 10:11:09 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Gustavo Villela with Resolution Code : Information Given

[Resolution Summary]

Pending further dlr contact for possible reimbursement

*** 10/15/2018 11:23:04 ***

Reopened by Young Park with Sub Status of Working

*** Web - Note created on 10/15/2018 11:23:10 and created by Young Park ***

=====

SOCIAL MEDIA CONTACT 9/14/2018

CUSTOMER [REDACTED]

Monday I got out of my 2016 KIA SOUL EV to clear a spot to park, and it rolled down my driveway into the wall- in PARK. Anybody else experience this?

https://scontent.xx.fbcdn.net/v/t1.0-9/41677632_10216699009657504_5141529943024336896_n.jpg?_nc_cat=0&oh=b08bdbae49e902db3e5ab26154ed508e&oe=5C2558E0

KMA 09/14/18

Hello [REDACTED] - We understand your concerns and would like to assist. Please private message your VIN and contact number and we will have a member of our team contact you. ^RM

CUSTOMER 09/15/2018

I took it to KIA DTLA but issue would not present for them at that time. I found a lot of chatter on KIA Soul EV forums regarding the issue so I know it's not an isolated incident.

Thanks!!!

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE1G7	██████████	██████████	20,781
Los Angeles	CA 90007	12/08/2015		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Parking Brake

RE: KIA Soul EV Rolling in Park
Case # ██████████

=====
=====
*** Web - Note created on 10/15/2018 11:26:09 and created by Young Park ***

*** 10/13/2018 14:49:52 ***

Contact = ██████████, Priority = Standard, Sub Status = Dispatched

*** 10/13/2018 14:49:52 ***

Web - Note created on 10/13/2018 14:49:52 and created by ██████████

On 09/10/18 I put my car in PARK and exited to clear my parking spot. When I turned around the car had rolled down the driveway and into a wall.

It was still in PARK.

Took it to KIA/DTLA and they said there's nothing wrong with it- that they can find, anyway.

Plenty of chatter on KIA Soul EV Users Forum concerning KIA Soul EVs rolling in park, and I see you had a recall in 2015 for cars that failed to engage

in PARK, so this is not an isolated incident.

I have logged a complaint with the NHTSA and am in the process of writing scathing reviews on every website I can find the KIA Soul EV on.

Long story short- KIA says there's nothing wrong with this car- but I've got \$2000 worth of damage proving that there is.

Customer Assistance has not assisted me so far, so I guess I'm just going to have to take KIA/USA and Car Pros KIA Glendale to Small Claims Court and

let the judge figure this one out. And you can bet I'm going to be naming Byung Mo Ahn, David Kim, and Michael Sprague in my complaint.

Maybe then I will receive some Customer Assistance. Thanks!

*** 10/13/2018 14:50:30 ***

Web - Note created on 10/13/2018 14:50:30 and created by ██████████

On 09/10/18 I put my car in PARK and exited to clear my parking spot. When I turned around the car had rolled down the driveway and into a wall.

It was still in PARK.

Took it to KIA/DTLA and they said there's nothing wrong with it- that they can find, anyway.

Plenty of chatter on KIA Soul EV Users Forum concerning KIA Soul EVs rolling in park, and I see you had a recall in 2015 for cars that failed to engage

in PARK, so this is not an isolated incident.

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let the judge figure this one out. And you can bet I'm going to be naming Byung Mo Ahn, David Kim, and Michael Sprague in my complaint.

Maybe then I will receive some Customer Assistance. Thanks!

*** 10/13/2018 14:51:28 ***

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE1G7	██████████	██████████	20,781
Los Angeles	CA 90007	12/08/2015		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Parking Brake

Web - Note created on 10/13/2018 14:51:28 and created by ██████████

On 09/10/18 I put my car in PARK and exited to clear my parking spot. When I turned around the car had rolled down the driveway and into a wall.
It was still in PARK.
Took it to KIA/DTLA and they said there's nothing wrong with it- that they can find, anyway.
Plenty of chatter on KIA Soul EV Users Forum concerning KIA Soul EVs rolling in park, and I see you had a recall in 2015 for cars that failed to engage in PARK, so this is not an isolated incident.
I have logged a complaint with the NHTSA and am in the process of writing scathing reviews on every website I can find the KIA Soul EV on.
Long story short- KIA says there's nothing wrong with this car- but I've got \$2000 worth of damage proving that there is. Customer Assistance has not assisted me so far, so I guess I'm just going to have to take KIA/USA and Car Pros KIA Glendale to Small Claims Court and let the judge figure this one out. And you can bet I'm going to be naming Byung Mo Ahn, David Kim, and Michael Sprague in my complaint.
Maybe then I will receive some Customer Assistance. Thanks!

*** 10/13/2018 14:52:05 ***

Web - Note created on 10/13/2018 14:52:05 and created by ██████████

On 09/10/18 I put my car in PARK and exited to clear my parking spot. When I turned around the car had rolled down the driveway and into a wall.
It was still in PARK.
Took it to KIA/DTLA and they said there's nothing wrong with it- that they can find, anyway.
Plenty of chatter on KIA Soul EV Users Forum concerning KIA Soul EVs rolling in park, and I see you had a recall in 2015 for cars that failed to engage in PARK, so this is not an isolated incident.
I have logged a complaint with the NHTSA and am in the process of writing scathing reviews on every website I can find the KIA Soul EV on.
Long story short- KIA says there's nothing wrong with this car- but I've got \$2000 worth of damage proving that there is. Customer Assistance has not assisted me so far, so I guess I'm just going to have to take KIA/USA and Car Pros KIA Glendale to Small Claims Court and let the judge figure this one out. And you can bet I'm going to be naming Byung Mo Ahn, David Kim, and Michael Sprague in my complaint.
Maybe then I will receive some Customer Assistance. Thanks!

*** 10/13/2018 14:57:59 ***

Web - Note created on 10/13/2018 14:57:58 and created by ██████████

On 09/10/18 I put my car in PARK and exited to clear my parking spot. When I turned around the car had rolled down the driveway and into a wall.
It was still in PARK.
Took it to KIA/DTLA and they said there's nothing wrong with it- that they can find, anyway.
Plenty of chatter on KIA Soul EV Users Forum concerning KIA Soul EVs rolling in park, and I see you had a recall in 2015 for cars that failed to engage in PARK, so this is not an isolated incident.
I have logged a complaint with the NHTSA and am in the process of writing scathing reviews on every website I can find the KIA Soul EV on.
Long story short- KIA says there's nothing wrong with this car- but I've got \$2000 worth of damage proving that

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE1G7	██████████	██████████	20,781
Los Angeles	CA 90007	12/08/2015		Dealer: CA308	Kia Downtown Los

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Parking Brake

there is.

Customer Assistance has not assisted me so far, so I guess I'm just going to have to take KIA/USA and Car Pros KIA Glendale to Small Claims Court and let the judge figure this one out. And you can bet I'm going to be naming Byung Mo Ahn, David Kim, and Michael Sprague in my complaint. Maybe then I will receive some Customer Assistance. Thanks!
Marv

*** Web - Note created on 10/15/2018 11:26:36 and created by Young Park ***

=====

So my 2016 KIA Soul EV rolled into a wall while in "PARK" but KIA/DTLA says there's nothing wrong with it. I guess that's what I'll say when I take it back when my lease ends. KIA Corporate was real nice until they stopped returning my phone calls. So I've got \$2K in damage to a car that has nothing wrong with it. LOL.

https://scontent.xx.fbcdn.net/v/t1.0-9/44049111_10216908198087084_2380460133177098240_n.jpg?_nc_cat=105&oh=b032e89b958ef0d6cf40a105a7935926&oe=5C57FB36

KMA 10/15/2018

Hello ██████████ - We were able to locate your existing case & web case. After review of your case, it appears your representative communicated our decision regarding this incident to you on 9/25. Do you have any additional information to provide at this time? ^YP

=====

*** 10/15/2018 12:05:57 ***

Closed by Young Park with Resolution Code : Concerns Recorded
[Resolution Summary]

*** 08/03/2018 10:24:40 ***

Web - Note created on 08/03/2018 10:24:39 and created by Salvador Menchaca
No contact made yet.

*** Web - Advice created on 08/03/2018 10:25:15 and created by Michael Goldwasser ***

1: Salvador,
I will re escalate this case. Thanks!

*** 08/07/2018 12:35:13 ***

Web - Note created on 08/07/2018 12:35:12 and created by Salvador Menchaca
Any advise on this case? Customer requesting rental vehicle if further diagnostic is required. Rental covered by warranty? Thanks!

*** Web - Advice created on 08/07/2018 13:12:07 and created by Michael Goldwasser ***

1: Salvador,
Your dealer and the customer should have been contacted by our NCA department. I will re escalate this case to NCA again.

*** 08/07/2018 16:13:01 ***

Web - Note created on 08/07/2018 16:13:01 and created by Salvador Menchaca
No contact has yet been made. Will wait for further instructions.

*** Web - Advice created on 08/09/2018 07:19:08 and created by Michael Goldwasser ***

1: Salvador,
I have re escalated this case hopefully someone from NCA has contacted you or the customer.

*** 08/09/2018 07:39:02 ***

Web - Note created on 08/09/2018 07:39:02 and created by Salvador Menchaca
Thank you. We will attempt to contact CA on our behalf since no contact has yet been made.

*** Web - Advice created on 08/09/2018 08:07:30 and created by Michael Goldwasser ***

1: Salvador,
I have also emailed the NCA manager. I hope this case gets addressed today.

*** 08/16/2018 08:27:15 ***

Web - Note created on 08/16/2018 08:27:15 and created by Salvador Menchaca
Still no contact/advise from CA. Thanks,

*** Web - Advice created on 08/16/2018 08:48:04 and created by Michael Goldwasser ***

1: Salvador,
I just spoke with the NCA manager. Someone will be contacting you shortly.

*** 08/16/2018 14:48:23 ***

Web - Note created on 08/16/2018 14:48:23 and created by Salvador Menchaca
Received inspection/testing instructions. Will perform steps as requested and report results. Thank you.

*** Web - Advice created on 08/16/2018 14:52:39 and created by Michael Goldwasser ***

1: No problem!

*** 08/21/2018 20:01:12 ***

Web - Note created on 08/21/2018 20:01:12 and created by Salvador Menchaca
Static (Parked) Evaluation:

1. Take clear pictures of any pre existing accident damage. -Upon inspection found signs of body repair performed to LF driver door. Driver door exhibits signs of 'Orange Peel' condition present in paint due to being repainted. No further damage

found upon visual inspection.

2. Check for DTCs in all modules. -Vehicle was scanned for codes, retrieved OCS system DTC B11210 Ignition Voltage Low. DTC found in historical state. No freeze frame data for DTC stored in module memory, collected DTC status information and cleared DTC.

3. Check for out-of-position/stacked floor mats or foreign objects that may interfere with brake pedal movement. -Area near driver floor was inspected as instructed, no interferences found.

4. Inspect the parking brake operation. -Parking brake operation (EPB) was tested, Vehicle was turned on, shifted to drive, EPB applied and hydraulic brake released. EPB operation was re tested with transmission shifted into reverse. EPB system operated normally.

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. -Interlock function was tested as requested, unable to move shifter from park to reverse indicating shift interlock operating normally.

6. For shift by wire vehicles. -N/A

7. With key on, engine off, shift from park to reverse to neutral to drive. Verify that the gear selector position is indicated by the corresponding letter in the gauge cluster display (P, R, N, D and respectively). -With key on, engine off shifter was moved through shifter selections (P, R, N, D and B). Verified corresponding position was indicated in cluster display.

8. Repeat the previous step in reverse order (D, N, R and P). -Repeated previous test in reverse order, (B, D, N, R and P). Verified corresponding position was indicated in cluster display.

9. Take clear pictures showing any concerns found. Document findings. -No abnormalities present beside paint repair found upon visual inspection from step 1. Pictures taken and filed.

Dynamic (Driving) Evaluation:

1. Position the vehicle in a downhill orientation where 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. -Tested parking pawl mechanism as requested with the vehicle in a decline/downhill position. Gear selector was moved from drive into park and verified parking pawl detained vehicle from rolling. Verified parking pawl normal operation with vehicle in downhill position.

2. Repeat the previous step while the vehicle is in an uphill orientation. -Performed previous test now with the vehicle in an uphill/inclined orientation as advised. Gear selector was moved from drive into park and verified parking pawl detained vehicle from rolling. Verified parking pawl normal operation with vehicle in uphill position.

3. With the transmission in neutral , verify the parking brakes effectiveness with the vehicle oriented both uphill and downhill. -Tested EPB operation with vehicle in neutral in both downhill and uphill orientations. With EPB applied vehicle did not roll, verified EPB operation.

4. Check again for DTCs in all modules. -Vehicle was re scanned for DTCs post testing, No DTCs found.

5. Document Findings. -Reference Notes.

*** Service Alert Escalated to CA as: [REDACTED] on 08/22/2018 01:02:59 (PST)

*** Web - Advice created on 08/22/2018 07:10:07 and created by Michael Goldwasser ***

1: Salvador,

Thanks for the detailed notes!

Please make sure you notify the NCA rep as well on the outcome of your test.

*** 08/22/2018 09:20:41 ***

Web - Note created on 08/22/2018 09:20:41 and created by Salvador Menchaca

Test results and notes E-mailed to assistant manager. Assistant manager will forward to NCA. Thanks!

*** Web - Advice created on 08/22/2018 09:34:15 and created by Michael Goldwasser ***

1: Thanks for the update!

*** 08/23/2018 20:28:22 ***

Web - Note created on 08/23/2018 20:28:21 and created by Salvador Menchaca

NCA advised vehicle to be released. Thank you for your assistance.

*** 08/23/2018 20:30:01 ***

Case Closed with Resolution Code: Cant Duplicate

Resolution Summary: Performed testing/inspection as per NCA dep. Unable to duplicate customer concern. Vehicle operating normally.

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE2G7 [REDACTED]	[REDACTED]	30,741
Orange, CA	92867	01/15/2016	Dealer: CA302	Kia of Orange

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Accelerator Operation

Case History

*** 08/08/2018 09:12:08 ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 08/08/2018 09:04:13 and created by Ashley Rivers ***

Rene from CA302 states:

1. Concern customer having is vehicle lurching forward when they pull off
2. TL has told me to hold the car while they escalate
3. Customer needs rental and I need it to be authorized by you guys first

Writer states:

1. Thanked for calling
2. Do you have an RO open for this?

Rene from CA302:

1. Yes we do

Writer states:

1. Can authorize rental for up to 3 days as we diagnose
2. Can I please get the RO info?

Customer name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED] STE H ORANGE, CA [REDACTED]

VIN #: KNDJX3AE2G7 [REDACTED]

MY and Mileage: 2016 SOUL EV+ // 30741

Most recent RO#: [REDACTED]

Open date: 07/31/18

Close date: OPEN

Days down at initial Service Alert report: 9+ DAYS

Most recent Repair Issue: UNPROVOKED ACCELERATION

Diagnosis: STILL PENDING TL

Able to Duplicate (Y/N)? N

Repeat Repair (Y/N)? N/A

Repair History of Current Concern with dates (open/closed) and mileage: N/A

ETA for completion of Repairs: PENDING TL DIAGNOSIS

Parts on Order (Y/N)? N

Techline Case: [REDACTED]

Rental/Loaner provided (Y/N)? Y, 08/8/18

Dealer contacted DPSM? N

Vehicle Repaired (Y/N)? N

Customer has possession (Y/N)? N

Dealer Code/Selling Dealer (Y/N): CA302

Original owner (Y/N): Y

What is current Customer Request? RENTAL

Writer states:

1. Thank you
2. Please provide the customer with a rental for the next 3 days
3. Call back Friday if TL still has not responded, or further diagnostic time is needed
4. If no warranty claim opened for this case please reference case number [REDACTED] and ARivers ext 27102 for billing

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
████████	████████	KNDJX3AE2G7	████████	████████	30,741
Orange	, CA 92867	01/15/2016		Dealer: CA302	Kia of Orange

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Accelerator Operation

Rene in service at CA302 states:

1. Okay thank you

Writer states:

1. Thank you

*** Phone - Call - Inbound created on 08/08/2018 12:22:30 (GMT-05:00) Eastern Time (US & Canada) and created by Dennis Whitman ***

Cust States:

1. I'm calling today because I got a call from someone in Consumer affairs
2. Currently I wanted to let you know that the vehicle moves without someone in the vehicle
3. I'm a State Farm Insurance agent and this is a company car
4. I've been advised that this vehicle may not be safe to drive and I wanted to get this documented and on file
5. On several occasions when we power off the vehicle it still rolls
6. This has happened on several occasions - If there is any other 3rd party damage we want to ensure that we notify State Farm as well and I'm making sure State Farm and KIA are both aware of this problem
7. I just want to make sure that its especially emphasized that the vehicle is a company car
8. The vehicle is currently at the DLR and someone was supposed to be examining the vehicle?

Wtr States:

1. Apologized
2. Will document concerns
3. Referred to DLR
4. Advised that KCAC would need to document and follow up with your concerns
5. Once we have more information we will work with you and your DLR to work towards a resolution
6. TCS will document your concerns and KCAC will follow up with you
7. Thanked

Cust States:

1. Thank you

<For Internal Use Only
714-633-3020 - Ext. 4>

*** Phone - Call - Outbound created on 08/10/2018 08:52:46 and created by Sarah Samples ***
wrt called CA302 @ ██████████

1. Calling to check on diagnosis of vehicle with RO # ██████████

dlr states:(spoke to christian)

1. Unable to diagnosis and we are waiting on a field tech to come out.
2. There is not a ETA on when that will happen.

wrt states:

1. Inquired if the rental for customer was going to be extended past the 3 days that KCAC approved?

dlr states:

1. Since we are waiting on TL there should be no issue with them extending the reservation out till this is repaired.

wrt states:

1. Thank you

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Orange	CA	92867	01/15/2016	Dealer: CA302	Kia of Orange

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Accelerator Operation

*** Phone - Call - Inbound created on 08/10/2018 08:58:19 and created by Sarah Samples ***
cust states:

1. Calling to find out what is going on with my vehicle and the rental vehicle that I am in.

wrt states:

1. apologized
2. advised that dealership stated field tech will be coming out to diagnose vehicle
3. advised they will be extending reservation for rental vehicle

cust states;

1. Ok thank you

*** Phone - Call - Inbound created on 08/14/2018 16:54:50 (GMT-07:00) Arizona and created by Jim Smith ***
Customer Mr [REDACTED] states:

1. What is the status of the veh?
2. CA302 does not return my calls

Writer states:

1. Apologize for inconvenience

- Writer tried to contact CA302 service dept - Writer was placed on long hold - no one answered the line

- Writer tried to contact Steven chen service manager CA302 (626) 552-5384 no answer - mail box is full

Customer states:

1. Ok
2. Thank You

Writer states:

1. Thank You

*** Case [REDACTED] is sent on 8/14/2018 17:5:8 by Jim Smith

To: JLAWYER@KIAUSA.COM

Cc:

Title: ACTION REQUIRED - Repair Review:CA302, [REDACTED] [REDACTED]

*** Phone - Call - Inbound created on 08/15/2018 15:06:06 (GMT-07:00) Arizona and created by Angel Soto ***
cust states:

1. I still havent gotten any info regarding my veh
2. Veh moves on its own when in park
3. They wont release it because it is a safety concern
4. The veh was taken in on 07/31/18
5. They stated an engineer from Kia is going to look at the veh
6. Dlrshp is not answering so I dont know when and it has been over a week since I heard that
7. I want to know what is happening with my veh
8. I am going to file a lawsuit with an attorney because it is there, no one calls back, dlrshp VM is full, it seems like they are holding my veh hostage

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Orange	CA	92867	01/15/2016	Dealer: CA302	Kia of Orange
		KNDJX3AE2G7			30,741

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Accelerator Operation

9. I had to argue with them to begin with

Writer states:

1. Apologized
2. Adv cust to look in WCIM for further info
3. What writer can do is call the dlrshp and see if writer can get some info for cust

HOLD

Writer called CA302

1. no one answers the phone in service

Writer called CA302:

1. Someone picked up the phone and placed it back on hold in service without speaking

Writer called CA302:

1. need veh info
2. Is an FTS coming out out to see cust veh anytime soon?

Rene SVCA:

1. Our tech keeps emailing TL about this
2. All we get is we are escalating it and hold the veh we are waiting for instructions
3. We have no further msg

Writer conference in cust

Rene reiterated what he stated to writer

Writer states:

1. What writer can do at this point is to escalate your case to the appropriate office for further assistance
2. Please give them approx 2 -3 business days for contact

*** Case [REDACTED] is sent on 8/15/2018 15:37:57 by Angel Soto

To: JLAWYER@KIAUSA.COM

Cc: ASoto@kiaconsumeraffairs.com

Title: NO ACTION REQUIRED - Case Escalation:CA302, [REDACTED] [REDACTED]

*** Phone - Call - Inbound created on 08/15/2018 15:38:03 (GMT-07:00) Arizona and created by Angel Soto ***

Writer sent case notes to DPSM Janet Lawyer

*** Phone - Call - Inbound created on 08/15/2018 15:38:18 (GMT-07:00) Arizona and created by Angel Soto ***

Forward to ECR:

1. Cust alleges veh moves forward on its own
2. Did it multiple times with power to engine off
3. Cust very upset that dlrshp does not keep in contact and cust unable to get through to dlr
4. Was told FTS was requested
5. Dlr states TL has requested multiple times to have case escalated for an FTS,
- msg is keep veh until further notice, dont want to give veh back to cust being a possible liability
6. Cust is going to seek an Attorney
7. Veh is in CA at CA302
8. DPSM Janet Lawyer notified
9. Please review and follow up accordingly

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE2G7	██████████	██████████	30,741
Orange	, CA 92867	01/15/2016		Dealer: CA302	Kia of Orange

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Accelerator Operation

*** Phone - Call - Inbound created on 08/08/2018 09:23:07 (GMT-07:00) Arizona and created by Angel Soto ***
No answer, left VM

1. Intro
2. Calling to follow up on rental request
3. Rene in service at CA302 will be contacting you to provide a rental
4. Will escalate case to NCA and someone

*** 08/15/2018 15:43:42 (GMT-07:00) Arizona ***
Dispatched from WIPBin = Inbox to Queue Western Region ECR by Angel Soto
Reason:

*** 08/16/2018 07:52:15 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** 08/16/2018 07:56:35 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Kristina Pedrosa by Esther Kong
Reason:

*** 08/16/2018 08:48:24 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Email - External Email Sent created on 08/16/2018 08:55:15 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Subject: Kia Motors America ██████████ / KNDJX3AE2G7 ██████████

Good morning Rene,

Thank you for speaking with me. As discussed, could you please have the attached checklists completed and advise of results. I will be able to reimburse up to 2.4 hours total for the inspection.

Please let me know if you have any questions.

Thank you,

*** Phone - Call - Inbound commitment created on 08/16/2018 08:55:29 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/20/2018 and created by Alex Villalpando ***

*** 08/16/2018 08:55:41 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin default and Sub Status of Assigned

*** Phone - Call - Outbound created on 08/20/2018 11:46:22 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt attempted contact with cust. Left message for CB

*** Phone - Call - Inbound commitment fulfilled on 08/20/2018 11:46:40 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/20/2018 closed by Alex Villalpando ***

*** Phone - Call - Inbound commitment created on 08/20/2018 11:46:54 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/22/2018 and created by Alex Villalpando ***

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Orange	CA	92867	01/15/2016	Dealer: CA302	Kia of Orange

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Accelerator Operation

*** Phone - Call - Outbound created on 08/20/2018 11:48:11 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Cust states

1. Hello returning call

Wrt states

1. thank you for returning call
2. Please advise

Cust states

1. This is my car but used for business purposes
2. I do not drive the car at all
3. Car is used for an employee and it has happened multiple times that the vehicle will begin rolling back after being shut off
4. Car was taken to dlr for this concern and for key fob not working and for the battery not holding charge since the 31st of last month
5. they will not release the car back to us
6. They said it is a safety concern
7. They are impossible to get a hold of

Wrt states

1. Thank you for information
2. Apologize for time vehicle has been down
3. Will work with dlr in regards to rolling in park concern and follow up
4. Please contact me if you have any questions

Cust states

1. Okay thank you

*** Case note has been appended from duplicated auto-case on 08/22/2018 01:02:59 (PST)

Comments from Service Alert - TL

Dealer : Kia of Orange
Technician : Salvador Menchaca
Service Manager : Steven chen
Dealer Phone :
DPSM : Janet Lawyer
Vehicle Model : SOUL EV+
Model Year : 2016
Mileage : 30741
Initial comments by Technician found in TL Case # [REDACTED] :

[Problem Description]

Customer states vehicle was parked and driver door was closed, vehicle then lurched forward about 4ft with transmission in park gear/position. Customer states he had to hop into vehicle and manually stop it. Customer states this has happened 4 times.

[Diagnostics Performed]

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
Orange	CA	92867	01/15/2016	Dealer: CA302	Kia of Orange

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Accelerator Operation

Vehicle was test driven and put into park multiple times under the conditions in which the customer stated concern occurs. Vehicle transmission parking mechanism operating normally. Re tested system operation in slight incline and decline directions. Parking and related systems operating normally.

*** Phone - Call - Inbound commitment updated on 08/22/2018 17:03:37 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/27/2018 and updated by Alex Villalpando ***

*** Phone - Call - Outbound created on 08/27/2018 16:28:03 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***

Wrt contacted customer. Wrt advised

1. Dlr has completed inspection of vehicle
2. Unable to duplicate concern at this time
3. If problem does occur again, please contact me or dlr

Cust states

1. Okay
2. Thank you

*** Phone - Call - Inbound commitment updated on 08/27/2018 16:29:31 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 08/29/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment updated on 08/29/2018 09:32:00 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/05/2018 and updated by Alex Villalpando ***

*** Phone - Call - Inbound commitment fulfilled on 09/05/2018 10:12:38 (GMT-08:00) Pacific Time (US & Canada) with Commitment Date 09/05/2018 closed by Alex Villalpando ***

*** 09/05/2018 10:13:20 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Alex Villalpando with Resolution Code : Concerns Recorded

[Resolution Summary]

Pending further contact.

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE4G7 [REDACTED]	[REDACTED]	33,250
Morrow	GA 30260	06/04/2015	Dealer: GA054	Kia Atlanta South

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

Case History

*** 11/27/2017 18:03:19 (GMT-05:00) Eastern Time (US & Canada) ***
Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 11/27/2017 18:12:02 (GMT-05:00) Eastern Time (US & Canada) and created by Thomas Beam ***

Cust

- 1.) I am calling because I took my vehicle in for service.
- 2.) They could not help me with it and they said to report it to KCA
- 3.) I took it to Kia Atlanta South in Morrow GA
- 4.) I spoke to Tim there. He was a service adviser.
- 5.) I took it in because when the car is in park and idling the vehicle starts to roll by itself.
- 6.) The last time it started to happen, my son was in the car with me.
- 7.) It started a slow roll and stopped when the tires hit the curb.
- 8.) The second time it happened, my wife was in a parking lot talking on the phone while it was in park.
- 9.) This has happened 3 times.
- 10.) Once, it kept rolling a bit even after I turned the car off.
- 11.) They were not able to duplicate it at the dealership but this is not safe.
- 12.) They said something about the cold cranking amps dropping while it is cold.
- 13.) The theory there is that this is related to the rolling problem but they could not determine that for sure.

Writer

- 1.) Apologized
- 2.) Informed would get the case escalated for more assistance.
- 3.) Informed would try to get info from dealership
- 4.) Gave case number
- 5.) Informed customer of 2-3 business days.
- 6.) Attempted to call dealership for RO info.

Cust

- 1.) Ok. Thank you.

GA054 (770) 968-3400

Customer Name: [REDACTED]

Customer phone #: [REDACTED]

Customer address: [REDACTED]

VIN: KNDJX3AE4G7 [REDACTED]

MY and Mileage: 2016 Soul EV

Repeat concern? N

RO#: [REDACTED]

Open date: 11/24/17

Closed date: 11/27/17

Concern: Cust states vehicle rolls while in park. Battery will not charge

Diagnosis: Could not duplicate rolling issue.

Corrections: The tech said that when he tested the battery it said to do a diag charge. It usually takes a couple hours to charge but it only took 5 minutes and it said it was full charged. So the tech said that MAY be the cause but he was not sure. We could not duplicate

Vehicle repaired?: N

Customer has possession?: Y

Days Down at initial Service Alert report (if applicable): 4

Able to Duplicate (Y or N): N

ETA for completion of repairs (if applicable): Complete

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE4G7	██████████	██████████	33,250
Morrow	, GA 30260	06/04/2015		Dealer: GA054	Kia Atlanta South

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sudden Acceleration

Parts on order (Y/N), if so obtain part#, order#: N

Techline Case (if applicable): N

Rental / Loaner Provided? If so, since when?: N

Dealer contacted DPSM (if needed): N

Dealer Code/Selling Dealer (Y or N): GA089, N

Original Owner (Y or N): Y

*** Phone - Call - Inbound commitment fulfilled on 11/27/2017 18:13:27 (GMT-05:00) Eastern Time (US & Canada) with Commitment Date 11/27/2017 closed by Thomas Beam ***

Escalating to NCA

- 1.) Cust alleges vehicle rolls while in park
- 2.) Dealer states CND
- 3.) Emailed DPSM
- 4.) Escalating due to PL
- 5.) Please review and call accordingly

*** 11/27/2017 18:14:07 (GMT-05:00) Eastern Time (US & Canada) ***

Dispatched from WIPBin = Inbox 1 to Queue National CA by Thomas Beam
Reason:

*** 11/28/2017 08:31:47 (GMT-08:00) Pacific Time (US & Canada) ***

Accepted, from Queue = National CA to WIPBin Default

*** 11/28/2017 08:40:35 (GMT-08:00) Pacific Time (US & Canada) ***

Assigned to WIPBin 24/24 of Samuel Kim by Gustavo Villela
Reason:

*** 11/30/2017 10:59:08 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Phone - Call - Outbound created on 11/30/2017 11:04:23 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called dealer GA054 and spoke with Grant Allison in the Service Department

Writer states:

1. Requested RO # ██████████
2. Gave fax number
3. Thank you

Dealer states:

1. I'm going to get this to Tim, he was the Service Advisor

*** Fax - Fax Received created on 11/30/2017 12:12:44 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received RO # ██████████ from dealer GA054 via fax.

*** Note - Others created on 12/05/2017 14:35:07 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Reviewed case with KMA Engineer:

1. How far does the vehicle roll?

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE4G7	██████████	██████████	33,250
Morrow	, GA 30260	06/04/2015		Dealer: GA054	Kia Atlanta South

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sudden Acceleration

*** 12/05/2017 15:24:44 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Legal Review and Sub Status of Assigned

*** Phone - Call - Outbound created on 12/12/2017 15:13:38 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called customer and left message:

1. Calling in regards to a 2016 Kia Soul EV
2. Requested call back
3. Left call back number

*** 12/12/2017 15:14:24 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin Dealership Inspection and Sub Status of Assigned

*** Phone - Call - Inbound created on 12/13/2017 13:35:02 and created by Amber Deslatte ***

Cust states:

1. called in 2 weeks ago to report a problem with my vehicle idling and starting to roll
2. rep took my info and said someone from kia would be contacting me in 3-4 business days
3. no one called me until yesterday and i called them back not even a minute after they called me

Wrt states:

1. okay let me see if the case manager is available right now
2. if not, would you like to leave a VM if theyre not available?

Cust states:

1. no i want to speak with mgr if one exists
2. doesnt sound like there was real effort was put into contacting me
3. no im not interested in leaving a message ive left 2 and called 3 times

Wrt states:

1. okay theyre in a different dept.
2. i can find out who the mgr is, can contact the mgr and give them your info to call you back

Cust states:

1. okay
2. do you have my contact #?

Wrt states:

1. ██████████ correct?

Cust states:

1. yes

Wrt states:

1. okay i will send them an email with your contact info and ask them to get back to you by today

Cust states:

1. okay if not i will call again tomorrow to follow up

Wrt states:

1. okay, was there anything else i can help with?

Cust states:

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE4G7	██████████	██████████	33,250
Morrow	, GA 30260	06/04/2015		Dealer: GA054	Kia Atlanta South

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

1. no, thank you

*** Phone - Call - Outbound created on 12/13/2017 14:41:34 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

wtr spoke with customer and stated:

1. calling in reference to vehicle
2. in reviewing the repair order, I am unable to determine all of the items they inspected
3. I would be more than happy to invite you to the dealer and we would have the dealer perform a set of instructions

customer stated:

1. yes, that would be good
2. thank you

wtr stated:

1. all I would ask is for you to make an appointment and call me back with the date so I can then follow up
2. thank you

*** 12/13/2017 14:44:05 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin Waiting on Callback and Sub Status of Assigned

*** Phone - Call - Outbound created on 12/21/2017 12:31:35 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called dealer GA054 and spoke with Grant Allison in the Service Department

Writer states:

1. Calling to see if the customer has scheduled an appointment
2. I will send you instructions via email
3. Thank you

Dealer states:

1. He is supposed to coming in tomorrow
2. My email is ██████████

*** Email - External Email Sent created on 12/21/2017 12:42:22 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Sent email to Grant Allison in the Service Department at dealer GA054 (grantallison@comcast.net) and CC'd Service Manager Kimberly Riley (██████████) and DPSM H Baik:

Hi Grant,

Thank you for all your help with this. Per our conversation, Mr. ██████████ states his 2016 Kia Soul EV (KNDJX3AE4G70██████████) will intermittently roll out of park. It appears he brought the vehicle into your dealership Kia Atlanta South (GA054) on 11/24 (RO # ██████████). He has an appointment scheduled for tomorrow and we would like you to perform the following:

- Please the customer in a loaner or a rental (no gas, no insurance) and Kia will reimburse you per the Kia Service Rental Program (KSRP) Warranty Reimbursement Rates. Loaner/rental is being authorized for a maximum of 3 days.
- Complete the attached Rolling While In Park Checklist
- Document thoroughly on the RO of your findings as the customer is making a product liability allegation (eg. codes, what was inspected? what was verified? was the vehicle road tested? etc.)
- The vehicle has ***open SC155***. This should be completed prior to releasing the vehicle back to the customer.

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE4G7	██████████	██████████	33,250
Morrow	, GA 30260	06/04/2015		Dealer: GA054	Kia Atlanta South

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Sudden Acceleration

If you do not duplicate the customer's concerns, you may release the vehicle back to the customer.
If you do duplicate the customer's concerns, please open up a Techline case and proceed with their instructions.

If you have any questions, I'm here to help.

*** Fax - Fax Received created on 01/03/2018 13:39:36 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received RO # ██████████ from dealer GA054 via fax.

*** 01/03/2018 13:41:17 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

*** Case ██████████ is sent on 10/6/2023 15:52:12 by Legal User KMA
To: yvonne.dalton@lhlaw.com
Cc:
Title: CA- ██████████

Kia America **RESPONSE TO REQUEST NO. 15**
Technical Assistance Center
Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SOUL EV+ **Engine:** 81.4KW MOTOR **Model Code:** Y1542
VIN: KNDJX3AE3G7 [REDACTED] **Mileage:** 36,072
Prod Date: 02/12/2016 **Warranty Start Date:** 07/02/2016

Dealer/Contact Data:

Dealer: CA253 Weseloh Kia Carlsbad
Phone: 7604381001 **FAX:** 7605472022
Contact: Rodney Ledet **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Auto Trans-Linkage # No Park engagement Intermittently
Symptom: Improper Operation **DTC:**
System: Automatic Transmission
Component: Transmission
Resolution: Performed checks as

Case History

*** 04/17/2020 08:24:37 ***

Contact = Rodney Ledet, Priority = Standard, Sub Status = Dispatched

*** 04/17/2020 08:24:37 ***

Web - Problem Description created on 04/17/2020 08:20:52 and created by Rodney Ledet
Customer states she put her car in park and exited the vehicle. She states she locked the doors and walked away. She then states the car began to roll backwards and hit a pole. She states this has happened a few times but has been able to catch it before.

*** 04/17/2020 08:24:37 ***

Web - Diagnostics created on 04/17/2020 08:20:52 and created by Rodney Ledet
I have been unable to duplicate customers concern at this time but I did check the shift cable / inhibit switch adjustment and centered the cable in the NEUTRAL shift position and aligned hole in inhibit switch with shift arm above it. I checked for repair info for parking gear but could find nothing. I guess its NON SERVICEABLE?
Have there been any issues with the park gear in the GDU on this model ?

*** 04/17/2020 08:25:10 ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Amanti_Cadenza_Seltos to WIPBin default

*** Web - Advice created on 04/17/2020 08:37:32 and created by Jerry Gosling ***

1: Rodney,
I am going to NCA review this case for assistance fro Consumer Affairs. Please park the vehicle and don't attempt any repairs until connected by Consumer Affairs. Please contact your DPSM and make him/her aware of the situation.
Thank you

*** Web - Advice created on 04/17/2020 08:39:13 and created by Jerry Gosling ***

1: Rodney,
Correction to my statement, contacted by Consumer affairs.

*** Web - Advice created on 04/17/2020 08:55:34 and created by Jerry Gosling ***

1: Rodney,

Please follow the listed information and provide the results when done. Thank you **RESPONSE TO REQUEST NO. 15**

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: 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.

Thank you

*** 04/20/2020 12:47:14 ***

Web - Note created on 04/20/2020 12:47:14 and created by Rodney Ledet

No fault codes found in any module.

Only has one factory floor mat that is clipped into position and not interfering with brake pedal.

Has EPB that is functioning properly at this time e.

I can not shift out of Park with out the brake pedal depressed.

This vehicle is shift by cable.

With key on and engine off and shifting from park to reverse to neutral to drive to B position the correct indicator was illuminated on dash display.

While shifting from B to drive to neutral to reverse then to park the correct corresponding indicator was illuminated on dash display.

See attached photo of damage to right front door

*** 04/20/2020 12:47:17 ***

15874113992884225487347839330424.jpg added by Rodney Ledet on 04/20/2020 12:47:15

*** Web - Advice created on 04/20/2020 13:44:49 and created by Jerry Gossling ***

1: Rodney,

Thank you for the information. Please wait to be contacted by CA.

Thank you

*** 04/30/2020 09:53:56 ***

Case Closed with Resolution Code: No Problem Found

Resolution Summary: Performed checks as requested with no problems duplicated at this time.

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE3G7	[REDACTED]	[REDACTED]	50,675
Carlsbad, CA	92008	02/12/2016		Dealer: CA317	Premier Kia of Carlsbad

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

*** 04/20/2020 08:24:04 (GMT-08:00) Pacific Time (US & Canada) ***
Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Note - Others created on 04/20/2020 08:24:13 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

*** 04/17/2020 08:24:37 ***
Contact = Rodney Ledet, Priority = Standard, Sub Status = Dispatched

*** 04/17/2020 08:24:37 ***
Web - Problem Description created on 04/17/2020 08:20:52 and created by Rodney Ledet

Customer states she put her car in park and exited the vehicle. She states she locked the doors and walked away. She then states the car began to roll backwards and hit a pole. She states this has happened a few times but has been able to catch it before.

*** 04/17/2020 08:24:37 ***
Web - Diagnostics created on 04/17/2020 08:20:52 and created by Rodney Ledet

I have been unable to duplicate customers concern at this time but I did check the shift cable / inhibit switch adjustment and centered the cable in the NEUTRAL shift position and aligned hole in inhibit switch with shift arm above it. I checked for repair info for parking gear but could find nothing. I guess its NON SERVICEABLE?
Have there been any issues with the park gear in the GDU on this model ?

*** 04/17/2020 08:25:10 ***
Accepted, from Queue = TL_Rio_Soul_Forte_Niro_Stinger_Sedona_Amanti_Cadenza_Seltos to WIPBin default

*** Web - Advice created on 04/17/2020 08:37:32 and created by Jerry Gossling ***
1: Rodney,
I am going to NCA review this case for assistance fro Consumer Affairs. Please park the vehicle and don't attempt any repairs until connected by Consumer Affairs. Please contact your DPSM and make him/her aware of the situation.
Thank you

*** 04/20/2020 10:38:15 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin default of Alex Villalpando by Jeff Stroup
Reason:

*** Phone - Call - Inbound created on 04/23/2020 09:25:07 (GMT-08:00) Pacific Time (US & Canada) and created by Alex Villalpando ***
Wrt contacted Cory at dlr. Dlr advised
1. cust picked up vehicle yesterday
2. TL case opened
3. did not duplicate concern.

*** 04/23/2020 09:26:20 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Alex Villalpando with Resolution Code : Concerns Recorded
[Resolution Summary]
pending further contact.

*** 01/19/2021 07:42:40 (GMT-08:00) Pacific Time (US & Canada) ***

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE3G7	██████████	██████████	50,675
Carlsbad , CA	92008	02/12/2016		Dealer: CA317	Premier Kia of Carlsbad

Kia Case Type Lvl1: Complaint Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl2: Quality Kia Case Type Lvl4: Other

Reopened by Jeff Stroup with Sub Status of Working

*** Note - Others created on 01/19/2021 07:42:59 (GMT-08:00) Pacific Time (US & Canada) and created by Jeff Stroup ***

*** 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

*** Phone - Call - Inbound created on 01/19/2021 11:59:55 and created by Sheri Trull ***

Ryan CA317 svc manager states:

1. DPSM asked me to open up a product liability case
2. Thats why I'm calling

Writer states:

1. Apologized
2. Adv case is open

Ryan states:

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE3G7██████████	██████████	50,675
Carlsbad, CA	92008	02/12/2016	Dealer: CA317	Premier Kia of Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

1. Ok CA253 was our old dlrship number

*** 01/20/2021 07:03:25 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 24/24 of Samuel Kim by Jeff Stroup
Reason:

*** 01/20/2021 18:38:30 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Assigned

*** Phone - Call - Outbound created on 01/22/2021 14:48:16 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called customer and left message:

1. Calling in regards to a 2016 Kia Soul EV
2. Requested call back
3. Left call back number

*** 01/22/2021 14:49:08 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 1/20 (Wednesday) and Sub Status of Assigned

*** Phone - Call - Inbound created on 01/25/2021 19:12:26 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer:

1. Hey Sam
2. My name is ██████████ I also go by ██████████ but ██████████ I think is the name you have
3. And I am calling you back regarding my Kia Soul
4. I really appreciate your call as I've, as you have probably have learned I have some weird issues going on with it
5. That have been going on for since before the recall of this issue
6. Where my car was falling out of park if you will, once it was put into park
7. So I am looking forward to talking with you, give me a call
8. I have meetings back-to-back all day today, but if you give me a call back, I may be able to pick up
9. My phone number you already have, but it is ██████████
10. And you can text me at that number too and let me know when a good time is that we might be able to connect
11. But I really look forward to talking with you
12. One of the things that have happened with this car at the very beginning, one of the very first times is that
13. I actually had parked the car and the car left the vehicle and the car actually rolled after I left the vehicle and it hit a pole
14. So I have a small dent in my car that I still haven't gotten fixed
15. And I was told by my Service, my Service Center, the Kia Service Center in Carlsbad that I needed to get in touch with you guys about that
16. Because it's possible that maybe you'll help with even that
17. It's a small repair, but again everybodys, times are tough
18. So anyway, I look forward to talking with you
19. I love, love, love my car and I love this car and I love the Kia Soul
20. So I'm also thinking that it would be a great, great thing to be able to figure out what's going on with it
21. Thanks so much, bye

*** Phone - Call - Outbound created on 02/02/2021 16:34:39 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called customer and left message:

1. Apologized for the phone tag
2. Requested call back

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE3G7	██████████	██████████	50,675
Carlsbad , CA	92008	02/12/2016		Dealer: CA317	Premier Kia of Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

3. Left call back number

*** Phone - Call - Outbound created on 02/04/2021 16:37:19 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called and spoke with ██████████

Writer states:

1. Calling in regards to a 2016 Kia Soul EV
2. Apologized for the phone tag

Customer states:

1. I had noticed when I was putting my car into park and it would kind of move out of gear, it got worse and worse
2. I was on a flat surface in a parking garage, I left the vehicle and it rolled a few inches and hit a pole
3. I brought it into the dealership and they said they couldn't duplicate the problem
4. I guess they reached out to you at Kia corporate, we just kind of left it
5. Sure enough I got the recall notice SC191, so I took it to the dealer and they fixed whatever it was you told them to do
6. There actually were some new things that happened after that
7. Every single time I would get in, the brake indicator would come on in the console, after I would drive, the light would go off
8. I was going down a hill and I remember the car almost felt like they had put the emergency brake on and it just stopped
9. More recently my boyfriend has been driving my car and he said this is not okay
10. So I brought it into Kia, this is now the current incident
11. Then I got a call from Ryan and he said we were able to duplicate the problem
12. He told me Kia had given his permission to replace the entire transmission, he was also trying advocate for me to get the body work done

Writer states:

1. Apologized
2. I do see in the T/L notes that it states, "During dynamic inspection was able to duplicate concern...Found parking pawl not engaging properly."
3. Let me get this reviewed and I will follow up with you

Customer states:

1. I get a call from a woman named Elizabeth and she said they want us to do an adjustment of the parking brake
2. But then Ryan called us and said ignore that cause your car doesn't have that part
3. I love my car, I think it would be awesome to get it fixed
4. First I'm in rental, but now in a loaner
5. I gotta go, I missed 4 golf balls

*** Note - Others created on 02/08/2021 14:53:03 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Reviewed case w/ KMNA SO Engineer (143A):

1. Dispatch FTS

*** 02/08/2021 15:16:56 (GMT-08:00) Pacific Time (US & Canada) ***

Inspection requested by Samuel

Request Code: PL-CA317-██████████

Request Details: Customer states vehicle rolled out of park and hit pole in 4/2020. SC191 performed in 9/2020. Customer states concern still present. Please review with KMNA SO Engineer (143A) prior to visit.

*** 02/08/2021 15:44:37 ***

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE3G7	[REDACTED]	[REDACTED]	50,675
Carlsbad	CA	92008	02/12/2016	Dealer: CA317	Premier Kia of Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

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

*** Email - External Email Received created on 02/26/2021 15:38:35 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Elizabeth Casey in the Service Department at dealer CA317 (ecasey@premierofcarlsbad.com) and CC'd to Service Manager Ryan Perkins (rperkins@premierkiaofcarlsbad.com)
Hello Samuel,

Attached to this email will be the bodyshop estimate for [REDACTED]

If you have any questions, please do not hesitate to contact me.

Thank you,

Elizabeth Casey
Service Consultant
Office: (760) 496-3142
Cell: [REDACTED]

*** Phone - Call - Outbound created on 02/26/2021 15:49:28 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Advised DPSM RLeal

*** Email - External Email Received created on 03/04/2021 15:46:53 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Service Manager Ryan Perkins at dealer CA317 (rperkins@premierkiaofcarlsbad.com) and sent to DPSM RLeal:
Hello Samuel, the part is still on order
I believe it's still in transit from Korea as of Tuesday.

We gave the approval to body shop and are just waiting on parts.

Thank you,

Ryan Perkins | KIA Service Drive Manager
Premier Kia of Carlsbad
5331 Paseo Del Norte
Carlsbad, CA 92008
Phone (760) 438-1001 | Direct (760) 496-0480

*** Email - External Email Sent created on 03/29/2021 16:35:58 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Sent email to Service Manager Ryan Perkins at dealer CA317 (rperkins@premierkiaofcarlsbad.com) and CC'd Elizabeth Casey in the Service Department (ecasey@premierofcarlsbad.com) and DPSM RLeal:
3rd request for update.

*** Email - External Email Received created on 03/29/2021 17:53:49 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
Received email from Service Manager Ryan Perkins at dealer CA317 (rperkins@premierkiaofcarlsbad.com) and CC'd to Elizabeth Casey in the Service Department (ecasey@premierofcarlsbad.com) and DPSM RLeal:
The service work has been completed and the vehicle is now in body shop,

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE3G7	[REDACTED]	[REDACTED]	50,675
Carlsbad	CA	92008	02/12/2016	Dealer: CA317	Premier Kia of Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

I do not have a body shop update at this time, but from what I can see it is being worked on and I'll get you a timeline tomorrow for completion

Thank you,

Ryan Perkins | KIA Service Drive Manager
Premier Kia of Carlsbad
5331 Paseo Del Norte
Carlsbad, CA 92008
Phone (760) 438-1001 | Direct (760) 795-0168

*** Email - External Email Received created on 04/07/2021 13:27:29 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***
From: RYAN PERKINS <RPERKINS@premierofcarlsbad.com>
Sent: Monday, April 5, 2021 4:18 PM
To: Kim, Samuel [KMA] <SamuelKim@Kiausa.com>
Subject: Fw: [REDACTED] Estimate, 2016 Soul EV, [REDACTED]

Rudick vehicle is going to be completed tomorrow from body shop. All repairs will be completed (service and bodyshop), please instruct me on the next procedure that KIA wants for the completion of this vehicle.

Thank you,

Ryan Perkins | KIA Service Drive Manager
Premier Kia of Carlsbad
5331 Paseo Del Norte
Carlsbad, CA 92008
Phone (760) 438-1001 | Direct (760) 795-0168

*** 04/07/2021 13:28:05 (GMT-08:00) Pacific Time (US & Canada) ***
Closed by Samuel Kim with Resolution Code : Goodwill Issued
[Resolution Summary]

*** 04/16/2021 17:51:55 (GMT-08:00) Pacific Time (US & Canada) ***
Reopened by Samuel Kim with Sub Status of Working

*** Phone - Call - Inbound created on 04/16/2021 17:51:59 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Received message from customer:

1. Hey Samuel, this is [REDACTED] about the Kia Soul that was in Carlsbad
2. I don't know if you know this, but I still do not have my car back
3. And now I just was contacted by the dealership that something is wrong with my battery, not my auxiliary battery, but my actual car battery
4. And I am, I feel like I've been more than patient
5. They've had my car now going on 4 months sir or a little over 4 months actually and this just doesn't seem to be okay
6. So now they're saying that my battery's only charging to 35 miles and when I dropped off my car my battery was charging and getting an actual 90 miles
7. So what the heck is the deal, it seems like something is dramatically wrong with my car and I am really, really upset

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE3G7	██████████	██████████	50,675
Carlsbad	CA	92008	02/12/2016	Dealer: CA317	Premier Kia of Carlsbad

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

- 8. And I don't have my car and I don't know if I should get an attorney but it just seems like somethings really wrong here
- 9. But maybe this dealership does not know what they're doing, maybe they ruined my battery, maybe I need a whole new battery
- 10. But not having my car for 4 months is bad enough, but now its seems like somethings totally wrong again
- 11. I need help and I need your advice, so please call me back as soon as you can (██████████)7 or actually ██████████
- 12. Thank you

*** Case note has been appended from duplicated auto-case on 04/17/2021 01:05:38 (PST)

Comments from Service Alert - TL

Dealer : Premier KIA of Carlsbad
Technician : Jose Sandoval
Service Manager : Ryan Perkins
Dealer Phone :
DPSM : Robert Leal
Vehicle Model : SOUL EV+
Model Year : 2016
Mileage : 50675
Initial comments by Technician found in TL Case # ██████████ :

[Problem Description]

After replacing 12v battery, vehicle was placed on charger to charge high voltage battery, Vehicle was left over night to charge, Disconnected in morning and noticed that range was at 70miles.

[Diagnostics Performed]

Monitored bms data, state of health of battery showing 95 percent. No bms updates available. Saw in repair history that a high voltage battery had been replaced at 36,072 miles on 4/22/20.

*** 04/19/2021 15:27:51 (GMT-08:00) Pacific Time (US & Canada) ***
Case moved into WIPBin 24/24 and Sub Status of Working

*** Phone - Call - Outbound created on 04/21/2021 14:56:55 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called dealer CA317 and spoke with Service Manager Ryan Perkins

Writer states:

- 1. Calling in regards to RO # ██████████
- 2. Customer states vehicle now has a battery concern?

Dealer states:

- 1. It's the EV battery, I went to drive it, I went to charge it, it said 69 miles until empty
- 2. There is an open Techline case, they want us to go through a few cycles of charging
- 3. It's under warranty

*** Phone - Call - Outbound created on 04/21/2021 15:17:02 (GMT-08:00) Pacific Time (US & Canada) and created by Samuel Kim ***

Called and spoke with ██████████

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE3G7	██████████	██████████	50.675
Carlsbad , CA	92008	02/12/2016		Dealer: CA317	Premier Kia of Carlsbad

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Writer states:

1. I received your message, apologized for the delay

Customer states:

1. I don't know if you know this, but the battery was replaced last year
2. What if the the problem is not the battery, what if it's the component that is supposed to re-charge the battery?

Writer states:

1. The dealership is currently working with Techline to address the battery concern
2. Your vehicle is still under 5/60 BLW
3. Sure, not a problem

Customer states:

1. I think your logic is very, very true
2. The last time I waited for a battery for 2 months
3. I appreciate you calling me back, if you can help that I'm getting communication

*** 04/21/2021 15:25:25 (GMT-08:00) Pacific Time (US & Canada) ***

Case moved into WIPBin 4/19 (Monday) and Sub Status of Working

*** 05/20/2021 15:19:59 (GMT-08:00) Pacific Time (US & Canada) ***

Closed by Samuel Kim with Resolution Code : Goodwill Issued

[Resolution Summary]

*** Case ██████████ is sent on 10/6/2023 15:51:9 by Legal User KMA

To: yvonne.Dalton@lhlaw.com

Cc:

Title: CA-██████████

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE7G7	[REDACTED]	[REDACTED]	8,011
North Hills, CA	91343	07/09/2015		Dealer: CA296 Galpin Kia	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Tire/Wheel
Kia Case Type Lvl4: Other

Case History

*** 07/17/2017 15:02:22 (GMT-07:00) Arizona ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/17/2017 14:59:03 (GMT-07:00) Arizona and created by Karen Johnson ***

Customer:

- 1 - my wife was driving on the freeway when the tire blew out for no reason
- 2 - she did not have any brakes for about a mile and then was able to pull over and had the tire towed to the closest kia dealer
- 3 - they say there is more damage to the wheel well
- 4 - I am faced with a \$400 bill on a car we've only had for 4 months and it is hard for me to believe that none of this is covered

5 - she also said several weeks ago, the car was parked and rolled back towards her about 6"

6 - she said the emergency brake was on

Writer:

- 1 - apologized
- 2 - tires are warranted by tire manufacturer, not by Kia
- 3 - this is in the nature of road hazard (she says she did not hit anything) and an insurance claim
- 4 - will discuss with dealer and would like to talk to wife to get first person account of these incidents

Customer:

1 - OK

*** Phone - Call - Inbound created on 07/17/2017 15:02:53 (GMT-07:00) Arizona and created by Karen Johnson ***

Called ca296 and Dan stated:

- 1 - although customer stated she drove 1 mile without brakes, there is not a mark on the rim
- 2 - I don't see how that could have happened
- 3 - the speed sensor might have been affected, the abs system engaged, almost certainly the braking would have felt different
- 4 - the inner fender is also damaged
- 5 - she mentioned there had been construction on the road
- 6 - the rolling might have occurred if she had just put the car in park and was on an incline

*** Phone - Call - Inbound commitment created on 07/17/2017 15:05:58 (GMT-07:00) Arizona with Commitment Date 07/18/2017 and created by Karen Johnson ***

*** Phone - Call - Inbound created on 07/21/2017 10:09:04 (GMT-07:00) Arizona and created by Karen Johnson ***

Called customer and left VM requesting CB

<For Internal Use Only

cta: get details for tire blow out and for alleged veh roll>

*** Phone - Call - Inbound commitment fulfilled on 07/21/2017 10:11:08 (GMT-07:00) Arizona with Commitment Date 07/21/2017 closed by Karen Johnson ***

*** Phone - Call - Inbound commitment created on 07/21/2017 10:09:49 (GMT-07:00) Arizona with Commitment Date 07/25/2017 and created by Karen Johnson ***

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE7G7	██████████	██████████	8,011
North Hills,	CA	91343	07/09/2015	Dealer: CA296	Galpin Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Tire/Wheel
Kia Case Type Lvl4: Other

*** Phone - Call - Inbound commitment created on 07/21/2017 10:09:49 (GMT-07:00) Arizona with Commitment Date 07/25/2017 and created by Karen Johnson ***

*** Phone - Call - Inbound commitment created on 07/21/2017 10:09:49 (GMT-07:00) Arizona with Commitment Date 07/25/2017 and created by Karen Johnson ***
"Call me" letter mailed to customer

*** Phone - Call - Inbound commitment fulfilled on 07/25/2017 10:39:03 (GMT-07:00) Arizona with Commitment Date 07/25/2017 closed by Karen Johnson ***

*** 07/25/2017 10:40:10 (GMT-07:00) Arizona ***
Closed with Resolution Code : Information Given
[Resolution Summary]

*** 07/26/2017 14:23:57 (GMT-07:00) Mountain Time (US & Canada) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on 07/26/2017 14:26:47 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

Customer States:

1. Brake issues have not been addressed.
2. Incident was on freeway/ tire blew then brakes would not engage.
3. once veh stopped due to an incline. turned veh off then started veh again and brakes were working.
4. I need assistance with the brakes to be diagnosed.
- 5 DLR certified EV has not been able to duplicate.
6. DLR informed that tire hit brake sensor causing the the brakes not to work.
7. I do not feel safe driving this veh.
- 8 Is there anything else that can be done to insure the brake system is working correctly.

Writer States:

1. Apologized.
- 2 Will inform TCS of update
3. Is there anything else I can assist with?

Customer States:

- 1.Thank you nothing else.

Writer States:

- 1.Thank you for calling KCAC.

*** Phone - Call - Inbound created on 07/26/2017 14:26:41 (GMT-07:00) Mountain Time (US & Canada) and created by Linda Welter ***

.

*** 07/26/2017 14:40:56 (GMT-07:00) Mountain Time (US & Canada) ***
Assigned to WIPBin 1 - Default of Karen Johnson by Linda Welter
Reason:

*** Phone - Call - Inbound commitment created on 07/26/2017 15:01:38 (GMT-07:00) Arizona with Commitment Date 07/27/2017 and created by Karen Johnson ***

**Kia America
Customer Care Department**

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE7G7	██████████	██████████	8,011
North Hills, CA	91343	07/09/2015		Dealer: CA296 Galpin Kia	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Tire/Wheel
Kia Case Type Lvl4: Other

*** Phone - Call - Inbound commitment created on 07/26/2017 15:01:38 (GMT-07:00) Arizona with Commitment Date 08/01/2017 and created by Karen Johnson ***
Called customer Mr. ██████████ at ██████████ and stated:
1 - have been unsuccessful in reaching wife
2 - can you recommend a time to reach her?

Customer:
1 - verified phone number
2 - about 9 am

*** Phone - Call - Inbound commitment created on 07/26/2017 15:01:38 (GMT-07:00) Arizona with Commitment Date 08/02/2017 and created by Karen Johnson ***

*** Phone - Call - Inbound commitment created on 07/26/2017 15:01:38 (GMT-07:00) Arizona with Commitment Date 08/07/2017 and created by Karen Johnson ***

*** 09/18/2017 11:00:05 (GMT-07:00) Arizona ***
Dispatched from WIP 9 - commitment to Queue by Linda Welter

*** 09/18/2017 11:01:07 (GMT-07:00) Arizona ***
Accepted from Queue ZZ Karen Johnson to WIPBin 1 - Default by Karen Johnson

*** 09/18/2017 14:09:58 (GMT-07:00) Arizona ***
Case moved into WIPBin 1 - Default and Sub Status of Working

*** Phone - Call - Inbound commitment created on 07/26/2017 15:01:38 (GMT-07:00) Arizona with Commitment Date 10/11/2017 and created by Karen Johnson ***

*** 10/10/2017 15:29:15 (GMT-07:00) Arizona ***
Case moved into WIPBin 9 - commitment and Sub Status of Working

*** Phone - Call - Inbound commitment created on 07/26/2017 15:01:38 (GMT-07:00) Arizona with Commitment Date 10/13/2017 and created by Karen Johnson ***

*** Phone - Call - Inbound commitment created on 07/26/2017 15:01:38 (GMT-07:00) Arizona with Commitment Date 10/17/2017 and created by Karen Johnson ***

*** Phone - Call - Outbound created on 10/17/2017 10:52:09 (GMT-07:00) Arizona and created by Karen Johnson ***
Called ca296 and Veronica stated:
1 - dan is no longer with company
2 - 9920, tpms light, will not read; replaced valve 7/21/17
3 - ro 9778, 7/8; flat tire tow in; cust: brakes hard and did not go to floor; worked after a mile; cnd; checked for codes; test drove veh on normal streets and highway; inspected brake components; replaced wheel guard

*** Phone - Call - Inbound commitment created on 07/26/2017 15:01:38 (GMT-07:00) Arizona with Commitment Date 10/18/2017 and created by Karen Johnson ***

*** Phone - Call - Inbound commitment fulfilled on 11/17/2017 11:51:53 (GMT-07:00) Arizona with Commitment Date 10/18/2017 closed by Karen Johnson ***

*** 11/17/2017 11:51:58 (GMT-07:00) Arizona ***

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE7G7	██████████	██████████	8,011
North Hills,	CA	91343	07/09/2015	Dealer: CA296	Galpin Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Tire/Wheel
Kia Case Type Lvl4: Other

Closed with Resolution Code : Information Given
[Resolution Summary]

*** 12/12/2018 12:30:07 (GMT-07:00) Arizona ***
Reopened by Heather Orosco with Sub Status of Working

*** Phone - Call - Inbound created on 12/12/2018 12:30:15 (GMT-07:00) Arizona and created by Heather Orosco ***
Customer States:

1. I am calling to check what dealer will be able to work on the Soul EV for a Brake concern
2. The Kia that i used to take the vehicle to was Galpin Kia have now closed down
3. It's ok i will call the dealer and schedule the appt time myself

Writer States:

1. Apologized
2. Closest Kia dealer for SOUL EV Car pros kia Glendale
3. Writer offered to call dealer customer declined

*** 12/12/2018 14:40:36 (GMT-07:00) Arizona ***
Closed by Heather Orosco with Resolution Code : Referred to Dlr
[Resolution Summary]

*** Case ██████████ is sent on 10/6/2023 15:54:13 by Legal User KMA
To: yvonne.dalton@hlaw.com
Cc:
Title: CA-██████████

Kia America **RESPONSE TO REQUEST NO. 15**

Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2016 SOUL EV+

Engine: 81.4KW MOTOR

Model Code: Y1542

VIN: KNDJX3AE8G7 [REDACTED]

Mileage: 24,422

Prod Date: 01/06/2016

Warranty Start Date: 06/20/2016

Dealer/Contact Data:

Dealer: CA243 Kia of Cerritos

Phone: 5628602424

FAX: 5624684213

Contact: James Skokos

Contact Title: Exclusive Kia Technician

Service District: WE01

Case Details:

Case Title: Auto Trans-Linkage # Does not hold in park

Symptom: Improper Operation

DTC:

System: PSEV (PS Electric Vehicle)

Component: Gear Reduction Unit

Resolution: replaced broken axle, will

Case History

*** 07/19/2017 11:20:21 ***

Contact = James Skokos, Priority = Standard, Sub Status = Dispatched

*** 07/19/2017 11:20:21 ***

Web - Problem Description created on 07/19/2017 11:20:21 and created by James Skokos
Customer states vehicle had a grease type smell and vehicle would not move.

*** 07/19/2017 11:20:21 ***

Web - Diagnostics created on 07/19/2017 11:20:21 and created by James Skokos
found right axle shaft was broken, no apparent outside influence, was cleanly sheared at the inner ball joint. replaced axle shaft.
vehicle drives normally, no vibration or pulling, but when placed in park vehicle will still roll.

*** 07/19/2017 11:23:14 ***

Accepted, from Queue = TL_Rio_Soul_Forte_Niro to WIPBin default

*** Web - Advice created on 07/19/2017 11:27:48 and created by Michael Goldwasser ***

1: James,

The parking pawl in the transmission most likely broke.

Please close this case and complete the Techline survey, then please open a separate Techline warranty authorization case per warranty bulletin 2014-09 (This bulletin is available on KDealer) and request authorization to replace the transmission assembly, thanks!

*** 07/19/2017 11:35:41 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: replaced broken axle, will need to replace transmission

*** Service Alert Escalated to CA as: 12419908 on 07/20/2017 01:06:11 (PST)

Kia America Customer Care Department

Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8G7	[REDACTED]	[REDACTED]	24,422
Cerritos, CA	90703	01/06/2016		Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Case History

Dealer : KIA OF CERRITOS
Technician : James Skokos
Service Manager :
Dealer Phone :
DPSM : Tom Steinwinter
Vehicle Model : SOUL EV+
Model Year : 2016
Mileage : 24422
Initial comments by Technician found in TL Case # [REDACTED] :

[Problem Description]

Customer states vehicle had a grease type smell and vehicle would not move.

[Diagnostics Performed]

found right axle shaft was broken, no apparent outside influence, was cleanly sheared at the inner ball joint. replaced axle shaft. vehicle drives normally, no vibration or pulling, but when placed in park vehicle will still roll.

*** Assigned to WIPBin Default of Julie Miller on 07/20/2017 07:06:19 (PST)

*** 07/20/2017 10:50:13 (GMT-07:00) Mountain Time (US & Canada) ***

Dispatched from WIP Default to Queue by

*** 08/03/2017 12:53:31 (GMT-07:00) Arizona ***

Accepted from Queue KCAC SA/TL West to WIPBin 3. Wednesday by Justina Sinclair

*** 08/03/2017 13:34:48 (GMT-07:00) Arizona ***

Dispatched from WIP 3. Wednesday to Queue by Julie Miller

*** 08/03/2017 15:02:12 (GMT-05:00) Eastern Time (US & Canada) ***

Accepted from Queue ZZ Jada to WIPBin CA SA/TL by Jada Jones

*** 08/05/2017 12:48:37 (GMT-05:00) Eastern Time (US & Canada) ***

Case moved into WIPBin CA SA/TL and Sub Status of Working

*** 08/23/2017 15:18:13 (GMT-05:00) Eastern Time (US & Canada) ***

Case moved into WIPBin 3-Wednesday and Sub Status of Working

*** 08/23/2017 15:35:24 (GMT-05:00) Eastern Time (US & Canada) ***

Case moved into WIPBin InBox and Sub Status of Working

*** 09/01/2017 05:29:57 (GMT-05:00) Eastern Time (US & Canada) ***

Case moved into WIPBin 3-Wednesday and Sub Status of Working

*** 09/01/2017 05:41:01 (GMT-05:00) Eastern Time (US & Canada) ***

Case moved into WIPBin CA SA/TL and Sub Status of Working

*** 09/14/2017 17:34:04 (GMT-05:00) Eastern Time (US & Canada) ***

Case moved into WIPBin 2-Tuesday and Sub Status of Working

*** 09/14/2017 17:56:14 (GMT-05:00) Eastern Time (US & Canada) ***

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8G7	██████████	██████████	24,422
Cerritos, CA	90703	01/06/2016		Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Accepted from Queue Western Region ECR to WIPBin 0. default by Esther Kong

*** 11/22/2017 07:40:29 (GMT-08:00) Pacific Time (US & Canada) ***
Assigned to WIPBin 0. Default of Clare Segar by Esther Kong
Reason:

*** Email - External Email Sent created on 11/22/2017 08:24:31 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Theresa (Svc Admin) CA243 requesting ROs

*** Email - External Email Received created on 11/27/2017 09:24:29 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted by Theresa (Svc Admin) CA243
-received and attached ROs

*** Phone - Call - Outbound created on 11/27/2017 11:08:53 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Cust at ██████████

Wrt states:

1. Calling from KMA
2. I understand your vehicle was recently at CA243 for repairs
3. I would like to offer you GW for the time your vehicle was down at the dealership
4. But I would also like to confirm that your concerns are resolved

Cust states:

1. It is fine
2. What do you mean GW?

Wrt states:

1. I would like to offer you a car pmt for the time your vehicle was down
2. In order to do so, I need to review your sales contract
3. Can you send me a copy?

Cust states:

1. Yes
2. Can you email me? I do not have access to a pen right now

Wrt states:

1. Of course
2. Confirmed email

Cust states:

1. Thank you

Thanked and call ended

*** Email - External Email Sent created on 11/27/2017 11:16:08 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Segar, Clare [KMA]
Sent: Monday, November 27, 2017 11:16 AM

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8G7██████████	██████████	24,422
Cerritos, CA 90703		01/06/2016	Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

To: ██████████
Subject: ██████████ 2016 Kia Soul Ev

Hello Mr. ██████████

Thank you for speaking with me earlier, per our conversation please send me a copy of your sales contract so I can review to provide you a customer service gesture.

Thank you,

*** Note - Others created on 11/27/2017 11:24:17 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR reviewed ROs

*** Email - External Email Received created on 11/27/2017 17:25:44 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: ██████████ [mailto:██████████]
Sent: Monday, November 27, 2017 4:17 PM
To: ██████████ Segar, Clare [KMA]
Subject: Pics

Received sales contract pictures

*** Phone - Call - Outbound created on 11/27/2017 17:29:11 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Cust at ██████████

Wrt states:

1. Thank you for sending your sales contract
2. Is now an okay time to discuss GW?

Cust states:

1. Yes

Wrt states:

1. I would like to offer you two and a half car pmts
2. One for each visit, and half for the inconvenience of repairs so early into ownership
3. Is that something you want to accept at this time?

Cust states:

1. What else can you offer?

Wrt states:

1. Typically I can offer a maintenance plan in lou of car pmts, however that would not do you much good as your vehicle requires minimal maintenance
2. Do you have something else in mind?

Cust states:

1. No
2. Just wanted to hear the options
3. I made a comment to the service manager about being upset that the transmission died within a year

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8G7	██████████	██████████	24,422
Cerritos	CA	90703	01/06/2016	Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Wrt states:

1. I understand
2. I can see how you would not expect that early into ownership
3. However, our warranty is in place not to say you will never need repairs but when you do they are covered
4. We have the best warranty in the industry so the transmission is covered 10/100
5. This GW is to help restore your faith in Kia and apologize for the inconvenience of repairs

Cust states:

1. Okay
2. I will accept the offer

Wrt states:

1. Okay
2. I will draft the offer of \$1087 (2.5 car pmts) and get that out to you via email

Cust states:

1. Do I just e-sign?

Wrt states:

1. Unfortunately we do not have that capability at this time
2. Please print the document and sign and either scan or take a picture of all the pages

Cust states:

1. Okay

Thanked and call ended

*** Email - External Email Sent created on 11/28/2017 11:44:11 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Segar, Clare [KMA]
Sent: Tuesday, November 28, 2017 11:44 AM
To: ██████████
Subject: ██████████ 2016 Kia Soul EV

Hello Mr. ██████████

Per our verbal agreement, attached is the offer letter for a one time goodwill offer for the inconvenience with your vehicle. Please confirm the address on the offer letter is correct, review, sign, and return all 4 pages to me via fax or e-mail to proceed.

If you have any questions or concerns you can contact me at 949.430.3239 or via email.

Thank you,

*** Email - External Email Received created on 11/28/2017 16:59:22 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: ██████████ [mailto:██████████]
Sent: Tuesday, November 28, 2017 2:13 PM
To: Segar, Clare [KMA]

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8G7	[REDACTED]	[REDACTED]	24,422
Cerritos	CA	90703	01/06/2016	Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Subject: Re: [REDACTED] 2016 Kia Soul EV

Clare , We have read the "settlement agreement" that you emailed me. At this time we are formally declining your offer. This decision was made in part because of the verbiage in the agreement releasing KMA from all past, present and future claims. We are not willing to sign any documentation that covers any future problems that have not occurred. Thank you.

*** Email - External Email Sent created on 11/28/2017 16:59:41 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Segar, Clare [KMA]
Sent: Tuesday, November 28, 2017 4:59 PM
To: [REDACTED]
Subject: RE: [REDACTED] 2016 Kia Soul EV

Hello Mr. [REDACTED]

The letter is our standard offer letter for goodwill. If you would like to make revisions to the letter I can review your changes with the appropriate team to determine if we can come to an agreement.

Best Regards,

*** Phone - Call - Outbound created on 12/04/2017 10:49:36 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Cust at [REDACTED]

Wrt states:

1. Calling from KMA
2. Received your email declining the offer
3. I sent a follow up but I have not heard from you so I wanted to call to discuss your concerns

Cust states:

1. My concern is it pretty much removes Kia from all future concerns
2. I am really concerned because I have had two major repairs very early into ownership
3. Don't get me wrong, your customer service is impeccable
4. It is the fact that I have had to have the transmission replaced and the charger within a little more than a year

Wrt states:

1. I apologize
2. If you would like to make some changes to the offer I can review them with the appropriate team to see if we can come to an agreement
3. Would that make you more comfortable?

Cust states:

1. That and maybe increasing the offer
2. Perhaps a combination of both
3. My friend has a Kia and he sold me on Kia
4. I am concerned of the future statements
5. The past concerns I get it, it is over and you are making it right

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8G7	██████████	██████████	24,422
Cerritos	CA	90703	01/06/2016	Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

6. But I do not want to sign away my rights for the future

Wrt states:

1. I understand
2. If you want to make changes and send them over I can review with the appropriate team
3. I can review to see if I can offer more

Cust states:

1. Okay
2. Thank you

Thanked and call ended

*** Phone - Call - Inbound created on 12/04/2017 14:41:03 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR received VM from Cust requesting call back

*** Phone - Call - Outbound created on 12/04/2017 14:41:25 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Cust at ██████████

Wrt states:

1. Returning you call
2. How can I help?

Cust states:

1. Have you had time to review to see what more you can offer?

Wrt states:

1. No I have not
2. I apologize
3. What I would like to do is go up to 3 car pmts

Cust states:

1. This morning you said you would double your offer

Wrt states:

1. I apologize
2. I did not make that offer
3. I am sorry for the miscommunication
4. I said I could review for additional consideration

Cust states:

1. Were these repairs in relation to recalls?

Wrt states:

1. No

Cust states:

1. Can you explain why this is happening?
2. How did you get this case?

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8G7	██████████	██████████	24,422
Cerritos	CA	90703	01/06/2016	Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Wrt states:

1. TL alerted us
2. TL is technical assistance we provide to the dealership

Cust states:

1. My lawyer told me not to sign this or to make changes
2. Where can he send you a letter?

Wrt states:

1. My signature in my email is the correct address to send mail to
2. I understand it is your right to seek outside counsel, however, I would like to help
3. If you have questions or concerns I am happy to help and answer questions

Cust states:

1. I am going to talk to my wife and get back to you

Wrt states:

1. Okay
2. I understand
3. Let me know if you have questions

Thanked and call ended

*** Phone - Call - Inbound created on 12/07/2017 14:29:13 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR received VM from Cust requesting call back

*** Phone - Call - Outbound created on 12/07/2017 14:30:35 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR LVM for Cust at ██████████ requesting call back

*** Phone - Call - Inbound created on 12/08/2017 09:54:46 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR received VM from Cust requesting call back at ██████████

*** Phone - Call - Outbound created on 12/08/2017 09:55:41 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted Cust at ██████████

Wrt states:

1. Calling from KMA
2. Sorry we have been missing each other

Cust states:

1. I talked to my wife
2. We are interested in moving forward
3. But it mentions the future concerns in the release and that makes me hesitant
4. In the cover letter in mentions that the warranty will still be in tact, so how does that work?

Wrt states:

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8G7	██████████	██████████	24,422
Cerritos	CA	90703	01/06/2016	Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

1. The goodwill offer is considered a full resolution of your concerns
2. Your warranty will still be in tact
3. We are still able to help with concerns as well, it is my understanding that it is saying no future GW will be offered from KMA
4. But you are more than welcome to review it with whomever you see fit

Cust states:

1. Lets say hypothetically speaking, we need the transmission replaced two more times, that would fall under the CA lemon law

Wrt states:

1. I am not legally trained, so I cannot speak on that
2. However, it is meant to be a full resolution of your concerns

Cust states:

1. Okay
2. I might go through and mark this letter up and you can see if you can approve the changes
3. I remember vividly that you said you would double my offer

Wrt states:

1. I am sorry I am not able to authorize that amount
2. I am sorry if I misspoke

Cust states:

1. Review for what you can do for me and get back to me
2. I will go through the offer and make changes and we can see if we can meet in the middle

Wrt states:

1. Thank you

Thanked and call ended

*** Note - Others created on 12/12/2017 13:13:02 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR reviewed GW with Ekong

*** Phone - Call - Outbound created on 12/12/2017 13:15:18 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR LVM for Cust at ██████████ advising calling to discuss GW
-Requested call back
END VM

*** Phone - Call - Inbound created on 12/12/2017 13:36:07 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted by Cust

Cust states:

1. Did you review to up the offer?

Wrt states:

1. I did
2. The most I can do is 4 cp- \$1,739.20

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8G7	[REDACTED]	[REDACTED]	24,422
Cerritos	CA 90703	01/06/2016		Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Cust states:

1. Okay so I did make some suggestions, how do we go about that?

Wrt states:

1. I will draft the new offer letter, it is identical to the old one besides the change in the amount
2. If you can make your edits to the new offer I will review it with the appropriate team
3. I do want to forewarn you, this might be a lengthy process

Cust states:

1. That is fine

Wrt states:

1. I will be in touch shortly
2. Thank you

****Call ended****

*** Email - External Email Sent created on 12/12/2017 15:08:01 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***

From: Segar, Clare [KMA]
Sent: Tuesday, December 12, 2017 3:08 PM
To: [REDACTED]
Subject: RE: [REDACTED] 2016 Kia Soul EV

Hello Mr. [REDACTED]

Attached is the offer letter with the revised amount of four car payments. Please confirm the address on the offer letter is correct, review, sign, and return all 4 pages to me via fax or e-mail to proceed.

If you have any questions or concerns you can contact me at 949.430.3239 or via email.

Thank you,

*** Email - External Email Received created on 12/13/2017 09:57:05 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***

From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, December 13, 2017 7:51 AM
To: Segar, Clare [KMA]
Subject: Re: [REDACTED] 2016 Kia Soul EV

Clare, I spoke to my wife and we can up with a counteroffer. If you guys are will to do 7 payments (\$3043.80). We will sign the agreement as is with no motifications. Thank you

[REDACTED]

*** Email - External Email Received created on 12/13/2017 09:57:26 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***

From: [REDACTED] [mailto:[REDACTED]]

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	██████████	AE8G7██████████	██████████	24,422
Cerritos	CA	90703	01/06/2016	Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

Sent: Wednesday, December 13, 2017 9:22 AM
To: Segar, Clare [KMA]
Subject: Re: ██████████ 2016 Kia Soul EV

Here is the document with the changes. The item highlighted in red is what I would like to be removed. I only attached 1 page. Thank you.

██████████

Received 1 page of release

*** Email - External Email Sent created on 12/13/2017 10:07:34 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Segar, Clare [KMA]
Sent: Wednesday, December 13, 2017 10:07 AM
To: ██████████
Subject: RE: ██████████ 2016 Kia Soul EV

Hello Mr. ██████████

I will review your request and get back to you.

Best,

*** Email - External Email Sent created on 12/13/2017 14:18:12 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Segar, Clare [KMA]
Sent: Wednesday, December 13, 2017 2:18 PM
To: ██████████
Subject: RE: ██████████ 2016 Kia Soul EV

Hello Mr. ██████████

I reviewed your request and I am unable to offer more than my previous offer, 4 car payments amounting to \$1,739.20. Please let me know if you would like to proceed with this offer.

Best Regards,

*** Email - External Email Received created on 12/13/2017 17:06:58 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: ██████████ [mailto:██████████]
Sent: Wednesday, December 13, 2017 2:35 PM
To: Segar, Clare [KMA]
Subject: Re: ██████████ 2016 Kia Soul EV

Clare, There is no need to have your Manager contact me. I am submitting a counter of 6 payments(\$2608.80). I this offer is fair. Please let me know. Thank you.

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8G7	[REDACTED]	[REDACTED]	24,422
Cerritos	CA	90703	01/06/2016	Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

[REDACTED]

*** Email - External Email Sent created on 12/13/2017 17:07:21 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
On Dec 13, 2017 at 2:27 PM, < Clare [KMA] Segar > wrote:
Hello Mr. [REDACTED]

I reviewed this offer with my manager. If you would like still like someone to contact you I will put in the request.

Best Regards,

*** Email - External Email Received created on 12/13/2017 17:07:40 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, December 13, 2017 2:35 PM
To: Segar, Clare [KMA]
Subject: Re: [REDACTED] 2016 Kia Soul EV

Clare, There is no need to have your Manager contact me. I am submitting a counter of 6 payments(\$2608.80). I this offer is fair. Please let me know. Thank you.

[REDACTED]

*** Email - External Email Sent created on 12/13/2017 17:08:02 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
On Dec 13, 2017 at 2:58 PM, < Clare [KMA] Segar > wrote:
Hello Mr. [REDACTED]

I apologize, the most I can offer is four car payments.

Best,

*** Email - External Email Received created on 12/13/2017 17:08:23 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, December 13, 2017 3:04 PM
To: Segar, Clare [KMA]
Subject: Re: [REDACTED] 2016 Kia Soul EV

Ok thank you.

[REDACTED]

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8G7	[REDACTED]	[REDACTED]	24,422
Cerritos	CA	90703	01/06/2016	Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

*** Email - External Email Received created on 12/20/2017 09:14:20 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: [REDACTED] [mailto:[REDACTED]]
Sent: Tuesday, December 19, 2017 11:47 AM
To: Segar, Clare [KMA]
Subject: Re: [REDACTED] 2016 Kia Soul EV

Clare, After speaking with my wife we would like you too talk to your manger and see if they will carefully consider a counteroffer of 5 car payments (\$2174.00)? We are willing to sign the agreement today, with no modifications within the hour. Awaiting your response. Thank you.

[REDACTED]

*** Phone - Call - Inbound created on 12/20/2017 09:51:48 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR contacted by Cust

Cust states:
1. I sent you an email yesterday
2. I wanted to see if you were in the office

Wrt states:
1. I was out of the office yesterday
2. I am just getting through my emails

Cust states:
1. Can you pull it up?

Wrt states:
1. Yes
2. So you are requesting 5 car payments?

Cust states:
1. Correct

Wrt states:
1. As previously discussed, my maximum offer is four car payments
2. I reviewed with my manager

Cust states:
1. I think this is fair

Wrt states:
1. I apologize
2. Do you have a reason for thinking this offer is justified?
3. Your vehicle was down 24 days for both repairs. I think four car payments is more than a generous offer

Cust states:
1. Just review with your manager and let him know it is going in for the recall
2. Two of the major components were replaced and that makes me leery

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8G7██████████	██████████	24,422
Cerritos, CA 90703		01/06/2016	Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

3. Two months after that the charging system was replaced and now it has to go in for the recall

Wrt states:

- 1. Okay
- 2. I will do that

****Thanked and call ended****

*** Email - External Email Sent created on 12/20/2017 11:39:06 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Segar, Clare [KMA]
Sent: Wednesday, December 20, 2017 11:39 AM
To: ██████████
Subject: RE: ██████████ 2016 Kia Soul EV

Hello Mr. ██████████

I reviewed with my manager and at this time our offer of four car payments remains.

Our offer is based on the time your vehicle was out of service, your vehicle was out of service a total of 24 days. We are reimbursing you a car payment for the time your vehicle was at the dealership and giving you three additional car payments for the inconvenience. We have the best warranty in the industry, so although I do not hope your vehicle will need future repairs, if you do, they will be covered at no charge to you so long as you are within the warranty period.

If you have additional questions I am more than happy to assist, however at this time our offer is as stands.

Best Regards,

*** Phone - Call - Inbound created on 12/20/2017 15:30:54 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR received VM from Cust
-Signed the agreement and sent it over
-Thank you
****End VM****

*** Email - External Email Sent created on 12/20/2017 15:33:39 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Segar, Clare [KMA]
Sent: Wednesday, December 20, 2017 3:32 PM
To: ██████████
Subject: RE: ██████████ 2016 Kia Soul EV

Hello Mr. ██████████

I received your voicemail stating you signed and sent the offer letter. I have not received it at this time.

Can you please resend it?

Thank you,

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of 2016 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AE8G7 [REDACTED]	[REDACTED]	24,422
Cerritos, CA	90703	01/06/2016	Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

*** Email - External Email Received created on 12/21/2017 08:10:46 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***

From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, December 20, 2017 4:15 PM
To: Segar, Clare [KMA]
Subject: [REDACTED] 2016 Kia Soul EV

I sent the fax again. Thank you.

[REDACTED]

*** Email - External Email Sent created on 12/21/2017 08:11:08 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***

From: Segar, Clare [KMA]
Sent: Wednesday, December 20, 2017 4:25 PM
To: [REDACTED]
Subject: RE: [REDACTED] 2016 Kia Soul EV

Hello Mr. [REDACTED]

I received it, thank you. I will process your goodwill payment and follow up to advise when the check will be sent. This process can take up to 45 days but if you have any additional questions or need immediate assistance do not hesitate to contact me directly.

Best Regards,

*** Email - External Email Sent created on 12/21/2017 08:11:44 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***

From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, December 20, 2017 4:44 PM
To: Segar, Clare [KMA]
Subject: Re: [REDACTED] 2016 Kia Soul EV

Thank you.

[REDACTED]

*** 12/21/2017 08:44:03 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 127136 Submitted

*** Fax - Fax Received created on 12/22/2017 11:20:27 (GMT-08:00) Pacific Time (US & Canada) and created by Brecon Crosby ***
NCA rec'd signed release. Attaching to case.

*** 01/24/2018 13:23:52 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 127136 Submitted

Kia America
Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2016 SOUL EV	Case Number	Mileage
██████████	██████████	KNDJX3AE8G7	██████████	██████████	24,422
Cerritos	, CA 90703	01/06/2016		Dealer: CA243	Kia of Cerritos

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Kia Case Type Lvl4: Eng Stall(Idle/Unconfirmed)

*** 01/24/2018 13:30:01 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 127136 Submitted

*** 01/24/2018 13:31:53 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 127136 Submitted

*** 01/24/2018 13:32:47 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 127136 Submitted

*** 01/26/2018 13:53:12 (GMT-08:00) Pacific Time (US & Canada) ***
Goodwill #: 127136 Final Approved

*** Letter - Letter Sent created on 02/01/2018 12:07:08 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
ECR mailed check no. ██████████ in the amount of \$1,739.20 to Cust via USPS

*** Email - External Email Sent created on 02/01/2018 12:08:55 (GMT-08:00) Pacific Time (US & Canada) and created by Clare Segar ***
From: Segar, Clare [KMA]
Sent: Thursday, February 01, 2018 12:09 PM
To: ██████████
Subject: RE: ██████████ 2016 Kia Soul EV

Hello Mr. ██████████

I mailed your check out today via USPS. You can expect to receive it in the next few days.

Thank you for your willingness to work with me.

Best,

*** 02/01/2018 12:09:08 (GMT-08:00) Pacific Time (US & Canada) ***
Closed with Resolution Code : Goodwill Issued
[Resolution Summary]

*** Case ██████████ is sent on 10/6/2023 15:57:24 by Legal User KMA
To: yvonne.dalton@lhlaw.com
Cc:
Title: CA- ██████████

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

Page 1 of 1

Last name	First name	VIN of	2015 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXF7	[REDACTED]	[REDACTED]	6,458
		04/02/2015	Dealer:		

Kia Case Type Lvl1: Inquiry
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Noise(Brake)

Case History

*** 07/30/2019 06:22:29 ***

Contact = [REDACTED] Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on 07/30/2019 06:22:17 and created by Christopher Underwood ***

Mr. [REDACTED] (owner) states
1. calling to see nearest ev dlr
2. veh makes popping noise

Wrt states

1. Apologize
2. nearest ev dlr is west nyack
3. do you need assistance
4. provided case number

MR. [REDACTED] hart states

1. I'll call them
2. quite some distance from house

*** 07/30/2019 06:22:51 ***

Closed by Christopher Underwood with Resolution Code : Referred to Dlr
[Resolution Summary]

*** 07/30/2019 08:02:48 ***

Reopened by CHARLOTTE PEERY with Sub Status of Working

*** Phone - Call - Inbound created on 07/30/2019 08:05:21 and created by CHARLOTTE PEERY ***

[REDACTED] states:
1. The car no longer stops in Park
2. I had intially I heard a pop noise when I put it in park
3. Now I have to use my E brake

Wrt states:

1. Apologized
2. Advised of 5/60 wty

Cust states:

1. Ok. Thank you.

*** 07/30/2019 08:06:15 ***

Closed by CHARLOTTE PEERY with Resolution Code : Referred to Dlr
[Resolution Summary]

*** Web - Advice created on 08/01/2019 11:01:39 and created by Brian Lall ***

1: Please attach a complete WRTY127 transmission PWA form to this case. Thanks **RESPONSE TO REQUEST NO. 15**

*** 08/01/2019 12:05:38 ***

RO# [REDACTED].pdf added by Jorge Mizhquiri on 08/01/2019 12:05:37

*** 08/01/2019 12:05:45 ***

Web - Note created on 08/01/2019 12:05:45 and created by Jorge Mizhquiri
OK I ATTACHED IT

*** 08/02/2019 11:05:36 ***

PWA Case [REDACTED] created by Brian Lall

*** Web - Advice created on 08/02/2019 11:06:27 and created by Brian Lall ***

1: I have generated a PWA case for you: please validate the vehicle warranty so the PWA can be approved. I recommend that you replace the Gear Reduction Unit following normal service procedures.

*** Case has been auto closed by the system on 08/18/2019 01:05:34 (PST)

Kia America Customer Care Department

RESPONSE TO REQUEST NO. 15

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Last name	First name	VIN of	2015 SOUL EV	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJX3AEXF7	[REDACTED]	[REDACTED]	6,556
West Nyack	NY 10994	04/02/2015		Dealer: NY128	Kia of West Nyack

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Other

Case History

Dealer : KIA of West Nyack
Technician : Jorge Mizhquiri
Service Manager : Paul Matthews
Dealer Phone :
DPSM : Robert Speer
Vehicle Model : SOUL EV+
Model Year : 2015
Mileage : 6556
Initial comments by Technician found in TL Case # [REDACTED] :

[Problem Description]

Park does not hold car and have to put ebrake on so car can stay still or it will roll over

[Diagnostics Performed]

Technician scanned for codes and had no codes and confirmed customer complaint.

*** Dispatched to Queue Service Alert / Techline on 08/01/2019 01:05:08 (PST)

*** Note - Others created on 01/02/2020 15:26:00 and created by Vanessa Varelas ***

Per Warranty History tab

1. Veh RO opened 07/31/2019
2. Veh RO closed 08/21/2019
3. Mileage 7,677

*** 01/02/2020 15:26:50 ***

Closed by Vanessa Varelas with Resolution Code : Repaired at Dlr

[Resolution Summary]