

2010-2013MY SOUL HEADLINER PLATES

Chronology re Basis of Defect Determination 573.6(c)(6)

October 21, 2014	KMA receives customer complaint of headliner plates detaching upon deployment of curtain airbag in a 2013MY Soul equipped with a sunroof. Left rear passenger experiences arm laceration and bruising.
October 21, 2014	KMA obtains customer report regarding 2012MY Soul with sunroof involved in October 2013 incident. Owner had alleged plates entered passenger compartment upon curtain airbag deployment and one contacted her forehead. KMA contacts customer and requests documentation.
October 29, 2014	KMA sends report of 2013MY Soul incident to KMC in Korea for evaluation.
November 6, 2014	KMA conducts inspection of the 2013MY Soul and determines two headliner plates detached. KMA offers to purchase subject vehicle to conduct further evaluation.
November 11, 2014	KMA identifies additional customer complaint. On October 1, 2009, owner of a 2010MY Soul with sunroof had reported curtain airbag deployment with metal displacement and ear laceration, but customer then declined further involvement.
November 14, 2014	KMA and KMC meet in Korea and jointly evaluate and plan further investigation.
November 17, 2014	KMA conducts inspection at parts warehouse and determines all 2010-2013MY Soul vehicles equipped with a sunroof have a similar headliner configuration, which is substantially different from non-sunroof vehicles. KMA confirms the headliner configuration in Soul vehicles commencing with 2014MY is also substantially different.
November 26, 2014	KMA receives 2013MY Soul incident vehicle related to first customer complaint at KMA HQ.
November 26, 2014	KMA begins field investigation to inspect Soul vehicles with deployed curtain airbags.

December 1, 2014	Customer submits a VOQ for a 2010MY Soul with sunroof from 2013 incident and alleges metal pieces “discharged” on airbag deployment. Customer sustained minor shoulder laceration. NHTSA contacts KMA for airbag technical information. With cooperation of NHTSA and customer, KMA obtains VIN and begins investigation.
December 2, 2014	KMA sends components from 2013MY Soul vehicle to KMC in Korea for evaluation.
December 16, 2014	KMC decides to conduct a voluntary safety recall. 3 Consumer Assistance Center Case Reports, no field reports, and no warranty claims received. No accidents caused by issue.