

	GROUP <b>General</b>	MODEL <b>N/A</b>
	NUMBER <b>PS470</b>	DATE <b>October 2016</b>
		
<b>SUBJECT:</b>	<b>KIA TECHNICAL ASSISTANCE CENTER GUIDELINES (2016)</b>	

The purpose of the Kia Technical Center (Techline) is to assist Kia dealers with Kia vehicle repair related technical concerns.

### When to Use the Technical Assistance Center

- When all normal repair resources have been exhausted (see Techline Readiness for more information).
- Vehicle is in for the second repair attempt or you have spent more than ½ hour diagnosing the vehicle without identifying the root cause of the concern.
- To report quality concerns on Kia vehicles and to report any concerns during the first 150 days of a new model launch (EWR)

### How to use the Technical Assistance Center

- **ALL TECHLINE CASES MUST BE STARTED ON THE WEB PORTAL PRIOR TO CALLING IN.**
- All Kia Dealer Technicians must have their own username and password to access the Techline. Please register with Kia University (K.U.).
- Log onto the Techline web portal from KGIS using your assigned K.U. username and password. Access KGIS through KDealer.
- Start a New Techline **Repair Assistance** Case and include all available information (i.e., customer's concern and where and when it happened, what you have done already, DTC's, freeze frame data, compression and leak down test results if applicable, etc.)
- To report a quality concern or report an issue that has been found on a new model within the first 150 days of the launch date (required by Kia), please open a **Quality Concern** case (regardless whether or not you need assistance to repair). Input all the pertinent information in the case notes and attach photos and any other supporting documentation to the case so it can be reviewed by the Techline Agent handling the case. All Quality Concern cases must be closed immediately upon resolution with detailed feedback and the warranty claim should be submitted as soon as possible.
- **Please allow a minimum of 15 minutes for the Techline agent to respond to your case before calling in. This time is needed to research the concern.**
- **TECHNICAL ASSISTANCE CENTER NUMBER: (800) 494-4542**
- **Techline Hours of Operation are Monday thru Friday 5:00 AM to 4:30 PM PST and Saturday's 7:00 AM to 2:00 PM PST.**

## Additional Guidelines

- If diagnosis leads to engine long/short block or automatic transmission failure, please open a Techline **Prior Warranty Authorization (PWA)** case for authorization unless your dealer has DSA "A" Status. DSA "A" status dealers are not required to open a TL PWA case for Warranty Authorizations. Refer to Warranty Bulletin 2016-22 for more information on the TL PWA program.
- All other major component warranty claims (aside from engine long, short block, and automatic transmissions) are approved by your DPSM unless dealer has DSA "A" status.
- Please do not open a case just for documentation purposes except when opening a Quality Concern case or during the first 150 days of a new vehicle launch in which we ask for a case to be created for tracking new vehicle concerns. Other than this, all documentation should be done on the dealerships repair order.
- Only Kia dealers can use the Kia Technical assistance center.
- Always have the vehicle present and attempt a repair or diagnosis prior to starting a Techline case.
- **For all Warranty questions, please contact the Warranty Hotline at (800) 225-3217**
- **For all Parts questions, please contact the Kia Parts Hotline at (800) 542-5611**
- All Techline cases should be closed in a timely manner after the case has been resolved. Please provide a detailed description of the resolution, close the case, and complete the Technician Satisfaction Survey.

## Techline Readiness

The following points must be addressed prior to creating a Techline case.

**Did you duplicate the concern?**

**a) If concern can be duplicated:**

Provide all details about the concern (e.g., when, where, speed, how often, feel, hear, see, area, etc.,)

**b) If concern cannot be duplicated, but you have documentation supporting the concerns existence (e.g., photos, videos):**

Provide all documentation and details about the concern (e.g., photos, videos, when, where, speed, how often, feel, hear, see, area, etc.,)

**c) If concern cannot be duplicated, and there is no documentation supporting its existence (e.g., photos, videos):**

1. Do not perform any repairs or replace any components if the concern cannot be duplicated and if you do not have any supporting information about its existence.
2. Document the following in the Repair Order:
  - All diagnostic steps that were carried out in order to duplicate the concern
  - Document the start and end mileage if vehicle was driven in order to duplicate the concern
  - Clearly state that the concern cannot be duplicated
  - Document if customer's vehicle was compared to a "known good" vehicle and operated same as the "known good" vehicle
  - All concern relevant details (e.g., speed, location, unique conditions, etc.)

**Did you check all of the following sources?**

- Recalls
- Service Actions
- Campaigns
- TSBs
- Service Info
- Pitstops
- Tech Tips
- Tech Times
- Technician Basics
- KDS
- GDS

**Do you have all of the supporting information/documents ready to upload?** (e.g., photos/videos, screen shots, measurement values, etc.,)

**Did you ask a Master Elite Technician or your Shop Foreman for assistance?**