



GROUP
GEN

MODEL
2015MY~
Soul EV (PS EV)

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TECHNICAL SERVICE BULLETIN

SUBJECT: ELECTRIC VEHICLE (EV) SERVICE HANDLING PROCEDURES

* NOTICE

This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.

This Technical Service Bulletin will address proper Electric Vehicle (EV) customer and service handling procedures. There are unique EV related service procedures, special service tool requirements and service training that must be employed for safe and effective Electric Vehicle repair.

In order to perform EV warranty repairs, an authorized Kia dealership must (i) have entered into a Dealership Participation Agreement with Kia Motors America, Inc. (KMA) (the "Participation Agreement") authorizing such repairs, and (ii) be in full compliance with such Agreement at all times (a dealer that meets these conditions will be referred to in this Agreement as a "Participating Dealership"). In addition, all EV warranty repairs must be completed by the Participating Dealership's service technicians who have successfully completed all service training courses and certification tests (including all web-based and instructor-led training) relating to the EV vehicle that is the subject of the repair.

A Kia dealership that has not entered into a Participation Agreement (a "Non-Participating Dealership") is NOT permitted to perform EV warranty repairs, except in strict compliance with the limited exception described in the tables below.

File Under: GENERAL

Circulate To: General Manager Service Manager Parts Manager
 Service Advisors Technicians Body Shop Manager Fleet Repair

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The following tables summarize the requirements for EV warranty and maintenance work for Participating and Non-Participating Dealerships.

Participating Dealerships	Non-Participating Dealerships
Overview	
<p>A Kia Tech Line case must be opened on ANY warrantable repair.</p> <p>NOTE: All vehicles towed by Roadside Assistance to a Participating Dealership will automatically have a Kia Consumer Affairs case generated and the dealer will be contacted by a Kia Consumer Affairs representative.</p>	<p>KMA may consider a limited exception to the prohibition on the performance of an EV warranty repair by a Non-Participating Dealership, where KMA determines that (i) such dealership is qualified, trained and able to properly perform such repair and has any necessary EV tools, and (ii) granting permission for such repair is in the best interests of the customer. In order to be considered for this exception, the dealership must open a Kia Tech Line case and must receive authorization from KMA before performing the repair (a "Warranty Authorization"). Under no circumstances will KMA permit a Non-Participating Dealership to repair any of the following warrantable components:</p> <ul style="list-style-type: none"> • EV Components and related harnesses • Motor (including vehicle management system components, including HV Battery, subcomponents/accessories mounted to the motor and related motor components) • Transmission (including related transmission components) • Brake Systems (including related brake system components)
Service Technical Training	
<p>Technician performing EV maintenance or repair must complete the following:</p> <ul style="list-style-type: none"> • ILC: Diagnosing With GDS VE (GDS6) • ILC: Automotive Electrical Diagnosis Course • Web: Introduction to Soul EV Course & Test - NEW! • ILC: 2015 Soul Electric Vehicle Diagnosis (SEVD) Course 	<p>Technician performing EV maintenance must complete the following:</p> <ul style="list-style-type: none"> • ILC: Diagnosing With GDS VE (GDS6) • ILC: Automotive Electrical Diagnosis Course • Web: Introduction to Soul EV Course & Test - NEW!
Maintenance	
<p>1. If during maintenance service, an inspection determines a warrantable repair is required:</p> <ol style="list-style-type: none"> a. Diagnose customer concern b. Open a Tech Line case via the Web and then call Kia Tech Line 	<p>1. If during maintenance service, an inspection of the vehicle determines a warrantable repair is required, the dealership should, <u>prior to performing any repair</u>, open a Tech Line case via the Web and then call Kia Tech Line to determine whether KMA will grant a Warranty Authorization. The dealership may not perform any warrantable repair unless KMA grants such advance authorization.</p>

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Participating Dealerships	Non-Participating Dealerships
Electric Vehicle Towed-In or Driven In (Non Maintenance Concerns)	
<ol style="list-style-type: none"> 1. Diagnose customer concern 2. Open a Tech Line case via the Web and then call Kia Tech Line 	<ol style="list-style-type: none"> 1. Prior to diagnosis, open a Tech Line case via the Web and then call Kia Tech Line to determine whether KMA will grant a Warranty Authorization. The dealership may not perform any warrantable repair unless KMA grants such advance authorization.
Pre-Delivery Inspection (PDI)	
<ol style="list-style-type: none"> 1. If during PDI, inspection determines a warrantable repair is required: <ol style="list-style-type: none"> a. Diagnose concern b. Open a Tech Line case via the Web and then call Kia Tech Line 	N/A
Warranty Claims	
<ol style="list-style-type: none"> 1. EV system components are covered by a 10 year/100,000 mile (whichever occurs first) limited warranty that is transferable. 2. All EV warranty work must be performed by an EV trained technician. 3. During the Early Warning Monitoring (EWR) program (a minimum of 150 days after launch for each new vehicle) All EV warranty claims will be processed through the EWR warranty review as 'V' status claims. A Tech Line Case number must be included in the warranty claim comments, OR if a Technical Service Bulletin (including Service Action), a Service Campaign, or a Recall Campaign is performed, then the appropriate TSB, SA, or SC number must be included in the warranty claim comments. 	<ol style="list-style-type: none"> 1. In the event that KMA grants a Warranty Authorization, KMA will provide instructions to the dealership concerning the submission of a claim for reimbursement.
Parts	
<ol style="list-style-type: none"> 1. All participating dealers MUST have HazMat certified personnel for the "High-Voltage (HV) Battery" shipping. 	N/A

*** NOTICE**

It is not required to create a Tech Line case when performing a repair solely as described in a Technical Service Bulletin (including Service Actions), a Service Campaign, or a Recall Campaign. The corresponding TSB, SA, or SC number must be noted in the warranty claim.

If a repair described in a Technical Service Bulletin (including Service Actions), a Service Campaign or Recall Campaign DOES involve any deviations from the TSB procedure, then a Tech Line case MUST be opened and the Tech Line case number must be noted in the warranty claim in addition to the corresponding TSB, SA, or SC number.