SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

TECHNICIAN WORKSHEET · 1.6L KAPPA GDI HYBRID
RA-KHEV-123456-20261028

2019 Kia Niro · Niro Hybrid (DE, 2017–2022) · FWD

KNDCB3LC3K5123456

ODOMETER IN: 85,000 | DOOR-JAMB BUILD (MM/YY): | RO #: | TECHNICIAN / DATE:

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

23V-534 · Hydraulic clutch actuator fluid leak, fire risk (2017–2022 Niro HEV / PHEV) ☐ Open ☐ Done ☐ N/A

Factory powertrain warranty · may still apply (Kia usually 10 years or 100,000 mi, original owner). Check the in-service date before quoting engine or transmission work; covered repairs go to a Kia dealer. ☐ Covered ☐ Expired ☐ Unknown

18V-257 (Hydraulic clutch actuator cap seal (2017 Niro)): not listed by NHTSA for MY2019. Confirm on the dealer printout.

18V-260 (Hydraulic clutch actuator cap seal (2017 Ioniq Hybrid)): not listed by NHTSA for MY2019. Confirm on the dealer printout.

B · INSPECTION POINTS, IN PLAN ORDER

1. Hydraulic clutch actuator fluid leak, fire risk (recalled)

Recall · Listed for this model and year: check by VIN

- Check the VIN for open recalls ☐ OK ☐ Watch ☐ Fix
- Inspect the actuator cap and connector for fluid ☐ OK ☐ Watch ☐ Fix
- Scan the hybrid control unit for DTCs ☐ OK ☐ Watch ☐ Fix
- Fluid at the actuator: yes / no

Parts (Niro): Ask your parts supplier for the OE part number for this VIN.

2. Coolant loss through the EGR cooler or exhaust heat exchanger (overheating, head gasket)

Check now · Inside the range (60,000–112,000 mi, the middle half of 13 owner reports)

- Check coolant level and condition (cold) ☐ OK ☐ Watch ☐ Fix
- Pressure-test the cooling system 15–20 min ☐ OK ☐ Watch ☐ Fix
- Unplug the EGR valve on the road test: fewer misfires points to the EGR cooler ☐ OK ☐ Watch ☐ Fix
- Check the heat recovery bypass valve ☐ OK ☐ Watch ☐ Fix
- Coolant level: full / low
- Pressure drop: none / >1 psi

Scan for: P0300, P0128

Parts (Niro): Ask your parts supplier for the OE part number for this VIN.

3. 6-speed DCT: double clutch noise, shift shock and wear

Watch · Any mileage (Usually after about 6,000 mi (Kia bulletin); owner reports span low and high mileage)

- Road test 4–3 downshift at 31–44 mph ☐ OK ☐ Watch ☐ Fix
- Repeated pull-away test for shift shock ☐ OK ☐ Watch ☐ Fix
- Scan TCU for DTCs ☐ OK ☐ Watch ☐ Fix
- Downshift noise: yes / no
- Shift shock: yes / no

Parts (Niro): Ask your parts supplier for the OE part number for this VIN.

4. Lean misfire and hesitation from the cylinder head (2017–2019 Niro)

Watch · Any mileage (2017–2019 Niro HEV / PHEV built Jan 2016 to Nov 13, 2018)

- Scan for misfire DTCs ☐ OK ☐ Watch ☐ Fix
- Road test 24–37 mph with and without the EGR valve connected ☐ OK ☐ Watch ☐ Fix
- Check vehicle and head production dates ☐ OK ☐ Watch ☐ Fix
- Misfire counts: none / some

Scan for: P0300, P0301, P0302, P0303, P0304

Parts (Niro): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE

Not on this report for this car. Check the service records and the maker's schedule (brake fluid, spark plugs, coolant, transmission fluid).

☐ Records checked ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 1.6L KAPPA GDI HYBRID, QUICK CHECKS

- **Brakes** (151 complaints): Brake feel and regenerative / integrated brake unit complaints; not an engine fault.
- **Hybrid system warnings / power relay** (80 complaints): Mixed hybrid-system faults; the power relay assembly overheating is covered by recalls 18V-666 / 22V-836 (Niro) and 18V-704 / 22V-459 (Ioniq), listed under recalls.
- **Stalling / loss of power** (78 complaints): Mixed causes: clutch actuator, power relay, cooling and hybrid-system faults.
- **Airbags** (40 complaints): Airbag and occupant-sensing complaints; not an engine fault.
- **12V battery** (31 complaints): 12-volt battery drain and no-start reports; not an engine fault.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. Coolant loss through the EGR cooler or exhaust heat exchanger (overheating, head gasket)
The EGR cooler and the exhaust heat recovery system (a coolant heat exchanger in the exhaust) can leak coolant internally. At 85,000 mi your car is in the mileage range where owners report it. Our price is $900, before tax and shop supplies.
Ask: have you noticed coolant level keeps dropping with no puddle, or engine overheat warning, coolant boiling in the reservoir?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.