

Techline Web Portal User Guidelines

Getting Started

After logging in with your Kia University user ID and password, you will be able to view your Home Dashboard.



My Draft Cases: The number of cases that you have created, but are in Draft status and have not yet been submitted to Kia.

My Open Cases: The number of cases that you have submitted and are work in progress or awaiting your action.

Dealer Open Cases: The number of cases that have been submitted by all users in your company.

Clicking on the count will take you to the detailed list of relevant cases.

Creating a Case

In order to create a new case, click “New Case” located on the far right side of the top header bar.



Next, if the case is related to a vehicle, enter the full 17-digit VIN and click the Validate button. Otherwise, click “No” and continue.

After the VIN is validated, check whether a solution already exists within KGIS for the issue. You can also confirm whether another case exists for the same vehicle. If neither exist, click “Create Case” and proceed to the next page.

Entering Case Details

You must first select the Case Category before filling out other case details because this option will determine which other fields are displayed.

While filling out the case details page, you will be able to save the case at any time by clicking “Save as Draft.” Once saved, you can find the case in the “My Draft Cases” page to complete and submit.

Only click “Submit Case” when you are ready to send the case to the Kia Techline Assistance Center for review.



Fields that are marked with a red asterisk indicate mandatory fields. If these fields are not filled in, you will not be able to submit the case.

The Email field will be pre-populated with the email address you registered in KDealer. If the email is incorrect or you would like to be contacted at a different email address, you can edit it directly on the case details page.

You can also choose to enter the phone number you prefer to be contacted with in the Tech Cell field.

You can add attachments to the case by clicking “Add Files” in the Attachment section at the bottom of the case details page.

Most files types, such as pdf, word doc, image jpeg, and even “. gsr” file extensions are supported.

After uploading, attachments can be deleted any time before the file is submitted. However, after submission, you will not be able to delete the file.

| 05 Attachment (1) | | | | | | |
|-------------------|---|------------------------|------------|-------------------|---|--|
| No | File Name | Description * | Date | Upload By | Delete | |
| 1 | OPTIMA HYBRID(TF HEV2013_HCU_1406 11-053107 T2715052.GSR | Attachment Description | 05/11/2017 | Pavithran, Nishad | <input type="checkbox"/> <input type="checkbox"/> | |

Viewing Advice

After a Kia Techline agent has reviewed your case, a note will be added to the case. You can view the advice by navigating to “My Open Cases” and searching for the relevant case.

The screenshot shows the KIA K-Support interface. At the top, there are navigation tabs: "My Draft Cases", "My Open Cases" (highlighted in yellow), "Dealer Open Cases", and "New Case". Below the tabs, there are buttons for "Update Case" and "Close Case", both highlighted with red boxes. The main content area is divided into sections: "01 Category" (Prior Warranty Authorization, Status: Open, Sub Status: Working, Case #: 12351431), "02 General Information", "03 Advice" (containing a text box with the message "I have replaced the battery and the issue is resolved." and a list of previous advice entries), and "04 Attachment".

If you would like additional information or need to communicate further with the Techline agent, you can enter comments in the open text box of the Advice section and click “Update Case.”

If the advice you received resolved the issue, you should click “Close Case” to close the case.

Note: After the Techline agent has provided advice, but you do not take action within the case for 30 days, the system will automatically close the case. However, once a case is closed, the case owner will have the option to request that it be reopened.

Case History Search

Next to the “New Case” option in the header bar, a magnifier glass icon is available when you want to search for a case.



Click on the magnifier glass to open the search fields.

User can search for either Techline or Consumer Affairs(CA) cases.

1. If User wants to search for Techline cases, click on “Case Type” radio button as Techline.

The screenshot shows the 'Case History' search interface. The 'Case Type' section has two radio buttons: 'Techline' (which is selected and highlighted with a yellow box) and 'Consumer Affairs'. Below this, the 'Open By' section has three radio buttons: 'Pavithran, Nishad', 'Merced Kia' (selected), and 'All Dealers'. There are also input fields for 'Opened Since *' with a calendar icon, 'VIN', 'Category' (set to 'All'), 'Status' (set to 'All'), 'Case #', and 'Title'.

User has to provide “Opened Since*” (mandatory field) by clicking on the calendar icon and select the approximate date around which the existing case was first opened.



You will be required to enter the VIN if you are looking for a case that does not belong to you.

2. If user wants to search for Consumer Affairs(CA) cases, click on “Case Type” radio button as Consumer Affairs.

The screenshot shows the 'Case History' search interface. The 'Case Type' section has two radio buttons: 'Techline' and 'Consumer Affairs' (which is selected and highlighted with a yellow box). Below this, the 'Open By' section has three radio buttons: 'Pavithran, Nishad', 'Merced Kia' (selected), and 'All Dealers'. There are also input fields for 'Opened Since *' with a calendar icon, 'VIN', 'Category' (set to 'All'), 'Status' (set to 'All'), 'Case #', and 'Title'.

User has to provide “Opened Since*” (mandatory field) by clicking on the calendar icon and select the approximate date around which the existing case was first opened.

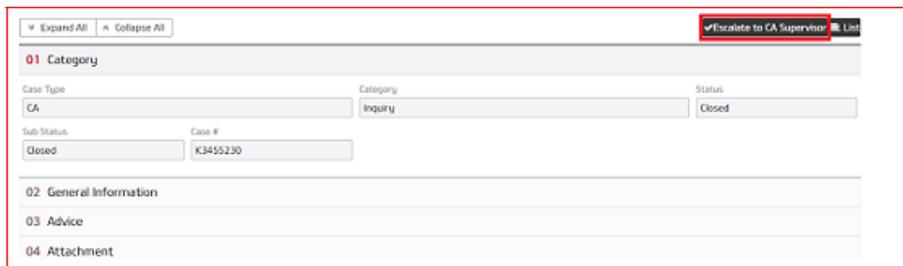


You will be required to enter the VIN if you are looking for a case that does not belong to you.

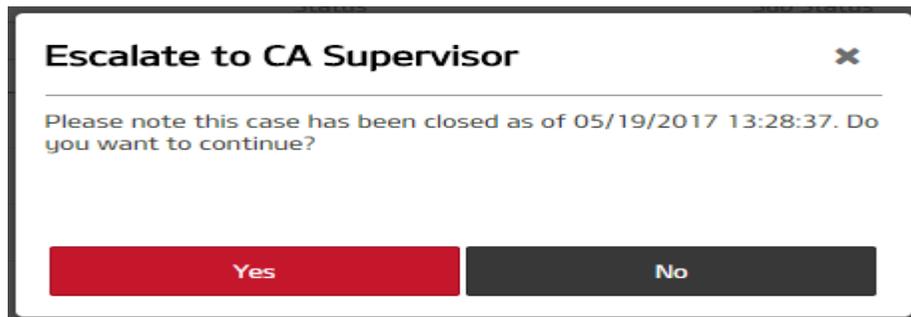
CA Case Escalation

If User feels that the CA case is not being handled appropriately or is in need of escalation to a supervisor, then he/she can escalate the CA case on click of “Escalate to CA Supervisor”.

Note: “Escalate to CA Supervisor” button will be disabled for the cases which don’t have any assigned case owner. In this scenario, please check back in 24 hours if escalation is still needed at that time.

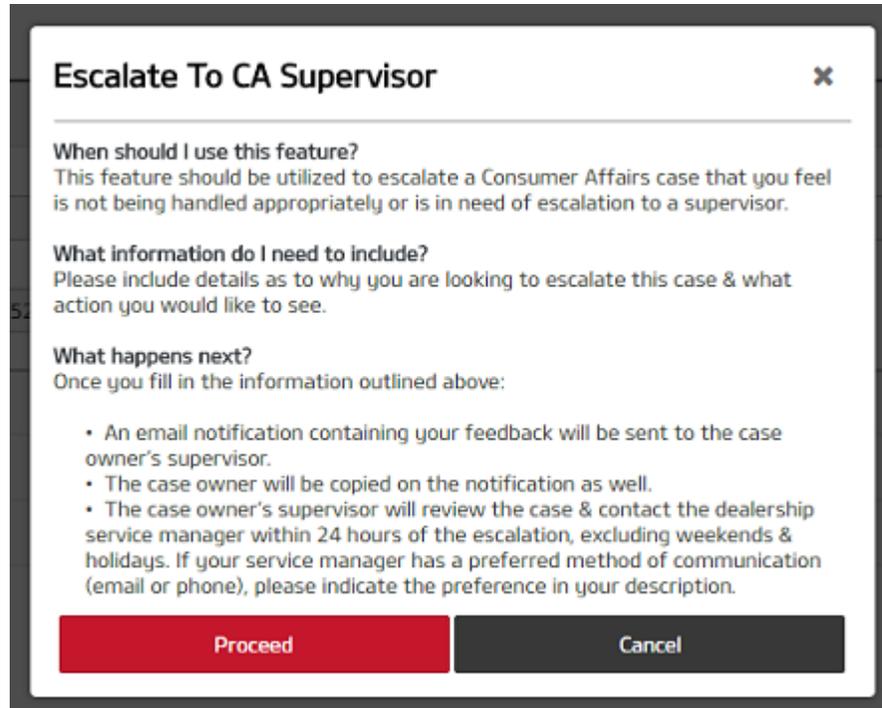


If user is escalating a closed status case on click of “Escalate to CA Supervisor”, A popup will open for confirmation.



If user confirms as “Yes” then he/she should read all the information related

to escalation of CA case to CA case supervisor. Click on “Proceed” if you want to escalate or click on “Cancel” if not.



Escalate To CA Supervisor ✕

When should I use this feature?
This feature should be utilized to escalate a Consumer Affairs case that you feel is not being handled appropriately or is in need of escalation to a supervisor.

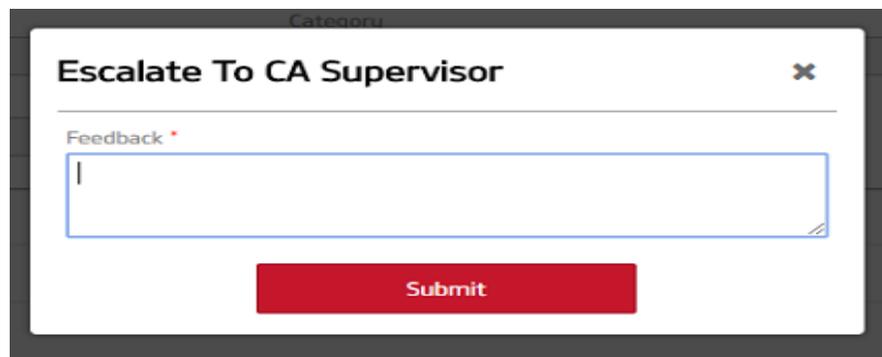
What information do I need to include?
Please include details as to why you are looking to escalate this case & what action you would like to see.

What happens next?
Once you fill in the information outlined above:

- An email notification containing your feedback will be sent to the case owner's supervisor.
- The case owner will be copied on the notification as well.
- The case owner's supervisor will review the case & contact the dealership service manager within 24 hours of the escalation, excluding weekends & holidays. If your service manager has a preferred method of communication (email or phone), please indicate the preference in your description.

Proceed **Cancel**

Next, on click of “Proceed”, You have to provide your feedback on the CA case, and click on “Submit” to successfully escalate the case.



Escalate To CA Supervisor ✕

Feedback *

Submit