

August 12, 2014

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Kia Motors North America
111 Peters Canyon Road
Irvine, CA 92606

OCT 7 2014

Yesterday (8/11/14) I was driving my 2013 Kia Sorrento up 95 north near the Philadelphia Airport when I heard a loud pop like a gunshot and my sunroof shattered into a million little pieces. Had it not been for the shade that caught the glass I would have been in very serious trouble. I called roadside assistance who contacted the towing company and brought it to Value Kia in Essington, PA. I live in NJ and purchased it from Kia in Vineland, NJ but since Value Kia was the closest dealership that is where it was towed.

I had the unfortunate opportunity to meet the Service Manager, Don Baney. He could not have been more rude, condescending and arrogant. He immediately told me that Kia corporate expects him to handle all the service issues with only 4 techs and that he wouldn't help me. He outright told me to take it to another dealer. When I asked questions or tried to explain the situation, he stopped me short and said I was telling the wrong person that he wasn't going to do anything to assist me.

It should be pointed out that while I was waiting in the lobby at Value Kia, Alex Garcia, Sales Manager, saw I was distraught and stopped to ask how he could help. He and the other staff were extremely kind to me. Everyone there had the same negative feelings toward the Service Manager and I could tell it made it an uncomfortable workplace because of him.

I had to contact roadside assistance again, wait another hour for the tow company to pick it back up and it was taken to Cherry Hill Kia (NJ) who couldn't have treated me any nicer. George Turner, Service Advisor, treated me with respect and compassion and the staff there could not have been any kinder.

I am aware that there has been an investigation into this issue with Sorrentos for years. I also need to voice that both my husband and myself have over 5 hours of lost wages due to this event and the fact that it was exasperated by Value Kia and the unwillingness of their Service Manager to assist us. I also had to pay \$20 cash out of pocket for the bridge toll of the tow truck. In the last 24 hours, it has cost me over \$300 (to date) which I expect to be reimbursed by your company.

[REDACTED]
Mickleton, NJ [REDACTED]

cc: NHTSA

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Updated 2015 CTS

REPORT

65k Kia Sorento models face NHTSA probe for shattering sunroof



By [REDACTED]

Posted May 20th 2014 4:32PM

The National Highway Traffic Safety Administration isn't ready to give up its investigation into spontaneously shattering sunroofs in the 2011-2013 Kia Sorento yet. In fact, it has actually broadened it into a full engineering analysis affecting as many as 65,347 vehicles.

The investigation started in 2013 when NHTSA received 15 complaints about breaking sunroofs in the crossover. Since then, the regulator requested data from Kia and found that there have been 95 complaints of the roof abruptly breaking. In many of those cases, the vehicle was moving at the time. People have been injured when this happens; NHTSA found 14 incidents where at least one person in the vehicle suffered from cuts or scrapes.

According to the investigation document, Kia also conducted its own internal review but couldn't find any defects. The company claims that the only way for the roof to break is for an object to strike it. Although, it does admit that the large surface of the sunroof on the Sorento could be the cause of the high frequency of damage. NHTSA's Office of Defects Investigation isn't convinced and calls it "concerning." It's pressing forward to find more details in the engineering analysis.

The situation is somewhat similar to a problem with the Hyundai Veloster. NHTSA received complaints about its sunroof shattering and investigated, and it eventually led to a recall by Hyundai.

Kia has responded to our request for comment in the form of an emailed statement. The company says, in part, "To date, only debris and hail have been identified as the cause of sunroof breakage in product investigations, supporting the conclusion that the sunroof is appropriately designed and suffers from no defect trend." Company PR reps were unwilling to speculate about a link to the sunroof issues with the Veloster. Scroll down to view the full statement from Kia, as well as the NHTSA investigation report.

News Source: National Highway Traffic Safety Administration via Just Auto

Image Credit: Copyright 2014 [REDACTED] / AOL

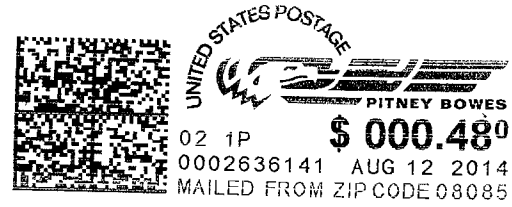
Category: Safety, Crossover, Kia

Tags: 2011 kia sorento, 2012 kia sorento, 2013 kia sorento, kia, kia sorento, national highway traffic safety administration, nhtsa, nhtsa investigation

Kia Sorento Information

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Mickleton, NJ



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