



Kia Motors America Technical Assistance Center

Case Number: T2395298

Vehicle Data

Model/Year: 2,012 SORENTO EX FWD

Engine:

Model Code: 74242

VIN: 5XYKU4A29CG [REDACTED]

Mileage: 6,311

Prod Date: 5/20/2011

Warranty Start Date: 12/29/2011 12:00:00AM

Dealer/Contact Data:

Dealer: GA073 Ed Voyles Kia

Phone: 7709528881

FAX: 7707015528

Contact: John Priest

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution: Faulty Component

Case History

*** NOTES 11/28/2012 07:48 AM clarify Action Type: Manager review

*** Performed by contact: John Priest, *01232012084530

*** This is a Request for Assistance ***

Problem Description :

sunroof suddenly,unexpectedly shattered on customer while driving down the road.no evidence of impact from an object which would have caused this

Diagnostics Performed :

this should be a quality review.also checking for related cases.it has the panorama sunroof

*** PHONE LOG 11/28/2012 07:59 AM Pacific Daylight Time DRichmond Action Type:Web Contact

Advice 1: Hello John, I think we have seen this before so please take pictures and attach to the case if you would. Then make the repair as needed shown in service info on KGIS. Thanks.

*** PHONE LOG 11/28/2012 12:03 PM Pacific Daylight Time DRichmond Action Type:Outgoing call

Advice 1: I called the dealer per engineer request, advised tech not to touch the vehicle until further notice. Tech has not done anything to the vehicle and he will leave it that way.

*** CASE CLOSE 12/03/2012 06:30 AM clarify

*** Performed by contact: John Priest, *01232012084530

engineer came to dealer looked @ vehicle

*** CASE CLOSE 11/07/2013 08:33 AM Pacific Daylight Time TCartagena-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Replaced sunroof assembly to resolve the concern.



Kia Motors America Technical Assistance Center

Case Number: T2436307

Vehicle Data

Model/Year: 2,013 SORENTO SX FWD

Engine: G6DCCS [REDACTED]

Model Code: 74282

VIN: 5XYKW4A28DG [REDACTED]

Mileage: 16,505

Prod Date: 5/8/2012

Warranty Start Date: 6/27/2012 12:00:00AM

Dealer/Contact Data:

Dealer: TN036 Gossett Kia South

Phone: 9013636556

FAX: 9013120794

Contact: Jesse Williams

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Sunroof Inop

DTC:

System: Accessories

Component: Roof Rack

Resolution:

Case History

*** NOTES 02/19/2013 09:47 AM clarify Action Type: Manager review

*** Performed by contact: Jesse Williams, 9013636556

*** This is a Request for Assistance ***

Problem Description :

sun roof is shattered

Diagnostics Performed :

verified cc. found impact on sun shade looks like something came through the glass. rep said open case and follow instructions.

*** PHONE LOG 02/19/2013 09:54 AM Pacific Daylight Time DRichmond Action Type:Web Contact

Advice 1: Hello, please take pictures showing damage and also inside the vehicle where the glass is. Then attach to the case. Then talk to DPSM and find out if this is warranty or not since looks like something came through the glass. Then replace what you see has damage. Thanks.

** Admin Note ***

ervice alert escalated to CA as : K2436774 on 02/19/2013

*** CASE CLOSE 02/26/2013 12:20 PM clarify

*** Performed by contact: Jesse Williams, 9013636556

kia is sending an engineer out to look a t sunroof

*** EMAIL OUT PFerry-TL Action Type:External email

Send to:[Ferry, Peter [KMA];]

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Kia Motors America Technical Assistance Center

Case Number: T2440219

Vehicle Data

Model/Year: 2,013 SORENTO EX AWD

Engine: G6DCCS [REDACTED]

Model Code: 74442

VIN: 5XYKUDA24DG [REDACTED]

Mileage: 1,708

Prod Date: 8/13/2012

Warranty Start Date: 1/25/2013 12:00:00AM

Dealer/Contact Data:

Dealer: NY095 Kia of West Nyack

Phone: 8453531919

FAX:

Contact: Austin Butler

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Improper Operation

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 02/26/2013 09:58 AM clarify Action Type: Manager review

*** Performed by contact: Austin Butler,

*** This is a Report for Quality Concern ***

Problem Description :

cust states while driving down the road, panoramic roof shattered

Diagnostics Performed :

none

*** PHONE LOG 02/26/2013 10:01 AM Pacific Daylight Time dbrisky Action Type: Web Contact

Advice 1: Please take some pictures of the concern and either attach them to the case or e mail them to dbrisky@kiausa.com. Please include the case number in the subject. Do not touch the vehicle until you have been contacted by consumer affairs.

*** RESEARCH LOG 02/26/2013 10:15 AM Pacific Daylight Time dbrisky Action Type: Administrative task

Received the pictures and attached them to the case and forwarded to C/A

*** NOTES 03/05/2013 11:38 PM Eastern Daylight Time CCapuzzo-TL Action Type: Manager review

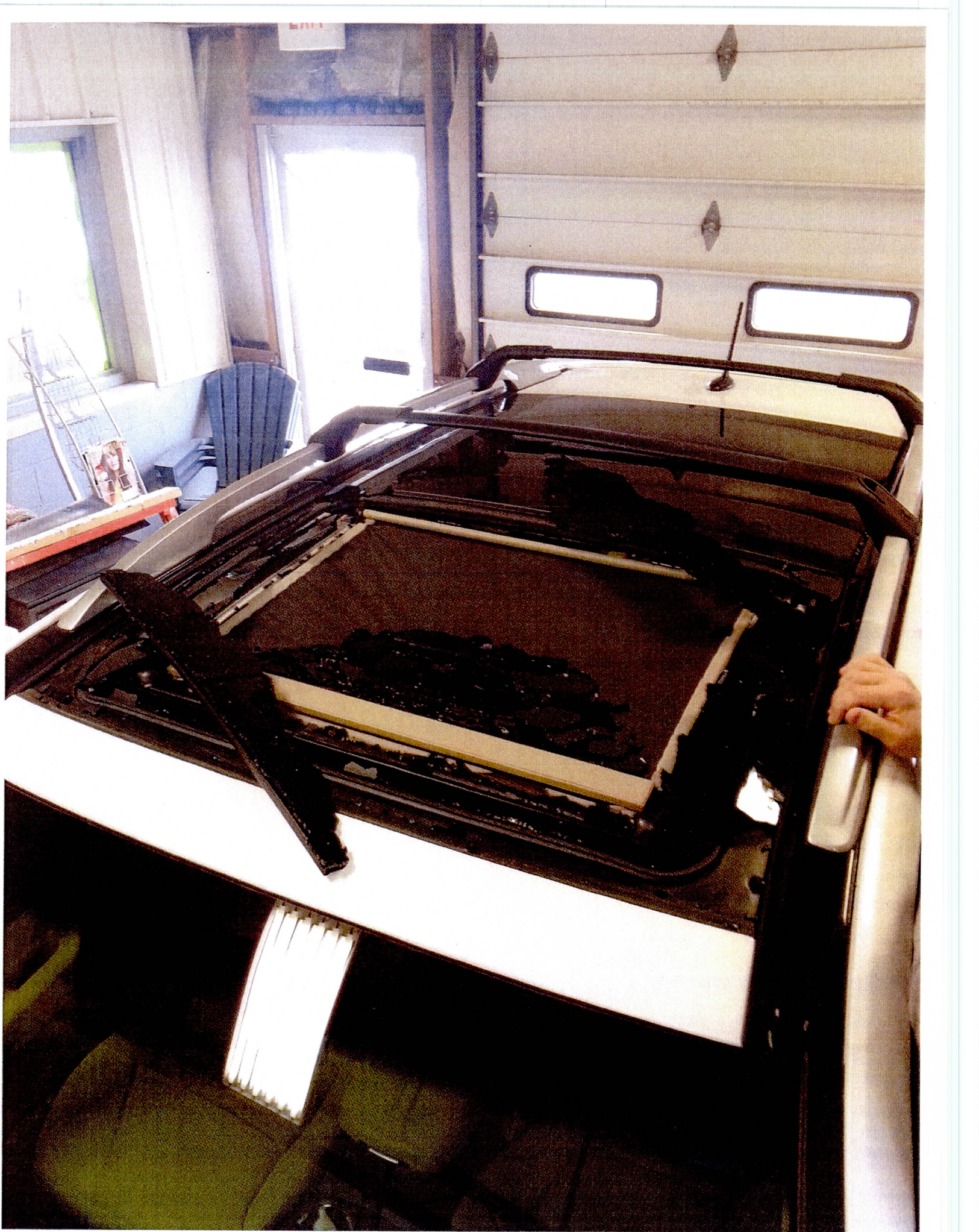
FTR Inspected vehicle on 2/28 - cannot determine root cause of impact that caused failure of glass - dlr to replace sunroof glass assembly and vacuum all loose glass from headliner, tracks and vehicle area.

*** CASE CLOSE 03/07/2013 11:22 AM clarify

*** Performed by contact: Austin Butler,

replaced sunroof







Kia Motors America Technical Assistance Center

Case Number: T2443398

Vehicle Data

Model/Year: 2,013 SORENTO SX FWD

Engine: G6DCCS [REDACTED]

Model Code: 74282

VIN: 5XYKW4A21DG [REDACTED]

Mileage: 3,823

Prod Date: 9/24/2012

Warranty Start Date: 12/3/2012 12:00:00AM

Dealer/Contact Data:

Dealer: FL056 Courtesy Kia of Brandon

Phone: 8136215757

FAX: 8138657015

Contact: Angelo Padin

Contact Title:

Service District: SO03

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: General Information

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 03/04/2013 12:47 PM clarify Action Type: Manager review

*** Performed by contact: Angelo Padin, 6788042000

*** This is a Request for Assistance ***

Problem Description :

Customer states driving down the road the sunroof exploded.

Diagnostics Performed :

Got some info from service advisor, customer said roof was in vent and this happened in North Carolina, customer continued to drive to Brandon FL with roof covered. Inspected vehicle and could not see any outside damage at this time. Cardboard on roof.

*** PHONE LOG 03/04/2013 01:06 PM Pacific Daylight Time dbrisky Action Type: Web Contact

Advice 1: Have your service manager contact your DPSM and the service alert hotline. I forwarded the case to consumer affairs. Please wait for a response from them prior to attempting any repairs on the vehicle.

*** NOTES 03/07/2013 12:07 AM Eastern Daylight Time JNelson-TL Action Type: Manager review performed investigation of panoramic sunroof and submitted FPQR. Advised tech to replace sunroof glass.

*** CASE CLOSE 03/08/2013 11:32 AM clarify

*** Performed by contact: Angelo Padin, 6788042000

Replaced sunroof glass panel.



**Kia Motors America
Technical Assistance Center**

Case Number: T2448014

Vehicle Data

Model/Year: 2,013 SORENTO SX AWD

Engine: G6DCCS [REDACTED]

Model Code: 74482

VIN: 5XYKWDA20DC [REDACTED]

Mileage: 2,551

Prod Date: 10/26/2012

Warranty Start Date: 12/22/2012 12:00:00AM

Dealer/Contact Data:

Dealer: OR002 Beaverton Kia

Phone: 5035262131

FAX: 5034699417

Contact: Aaron Strauser

Contact Title:

Service District: WE09

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Information Given

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 03/12/2013 07:37 AM clarify Action Type: Manager review

*** Performed by contact: Aaron Strauser, 5036435577

*** This is a Request for Assistance ***

Problem Description :

CUSTOMER STATES FRONT SUNROOF GLASS SHATTERED WHILE DRIVING

Diagnostics Performed :

ANY CASES LIKE THIS, NO SIGNES OF FAUL PLAY, WHAT NEXT

*** PHONE LOG 03/12/2013 08:45 AM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice I: I have forwarded the case to consumer affairs. Don't touch the vehicle until you have heard from them. Have your service manager contact your DPSM as well.

*** NOTES 03/12/2013 09:58 AM Pacific Daylight Time PFerry-TL Action Type:Manager review

Advise the Service Advisor Ed Ring at 503-526-2186 ext 2872 that we will be sending someone out to inspect this vehicle

*** EMAIL OUT •î°uR PFerry-TL Action Type:External email

Send to:[Ferry, Peter [KMA]]

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*** EMAIL IN 03/13/2013 09:13 PM Pacific Daylight Time LeonG

DPSM and RPSM inspected vehicle, they found no signs of impact. PQ has released the Parts from MOBIS. The Front Panoramic Glass and Rear Glass will need to be replaced. Note: the rear glass is part of the whole Panoramic roof assembly/frame. Recommend subletting to glass or body shop to install assembly.

FPQR - WE2013GL01758

*** CASE CLOSE 04/16/2013 07:10 AM clarify

*** Performed by contact: Aaron Strauser, 5036435577

REPLACED SUNROOF GLASSES AND TRACK ASSY



Kia Motors America Technical Assistance Center

Case Number: T2455669

Vehicle Data

Model/Year: 2,013 SORENTO SX AWD

Engine: G6DCCS [REDACTED]

Model Code: 74482

VIN: 5XYKWDA27DG [REDACTED]

Mileage: 2,533

Prod Date: 12/14/2012

Warranty Start Date: 1/19/2013 12:00:00AM

Dealer/Contact Data:

Dealer: WA029 Lee Johnson Kia

Phone: 4258230800

FAX: 4258230830

Contact: Howard Daffern

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 03/25/2013 06:40 AM clarify Action Type: Manager review

*** Performed by contact: Howard Daffern, *0410092255_131834

*** This is a Request for Assistance ***

Problem Description :

sunroof shattered while driving down the road

Diagnostics Performed :

couldnt tell if there was impact

*** PHONE LOG 03/25/2013 06:45 AM Pacific Daylight Time MGoldwasser Action Type:Web Contact

Advice I: Howard,

Please go ahead and park the vehicle and do not attempt any repairs until contacted by KMA.

This case has been forwarded to our national CA department for review.

*** EMAIL OUT •ÎquR MGoldwasser Action Type:External email

Send to:[Hillegas, Michele [KMA]]

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Kia Motors America Technical Assistance Center

Case Number: T2492092

Vehicle Data

Model/Year: 2,011 SORENTO EX 4X4

Engine: G6DCAK [REDACTED]

Model Code: 74442

VIN: 5XYKUDA21BG [REDACTED]

Mileage: 46,636

Prod Date: 11/30/2010

Warranty Start Date: 2/7/2011 12:00:00AM

Dealer/Contact Data:

Dealer: SC031 Car Town Kia USA Florence

Phone: 8432928585

FAX: 8432928557

Contact: Rodney PENDER

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Improper Operation

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 05/23/2013 11:16 AM clarify Action Type: Manager review

*** Performed by contact: Rodney PENDER, *01112012051535

*** This is a Request for Assistance ***

Problem Description :

cust states that after leaving dinner while driving down the road cust hears a loud bang and then feels glass ovetop of her head

Diagnostics Performed :

found that the sunroof was shattered

*** PHONE LOG 05/23/2013 11:23 AM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: Park the vehicle and wait for Kia Consumer Affairs to contact you.

*** EMAIL OUT ìì PFerry-TL Action Type:External email

Send to:[Ferry, Peter [KMA]]

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*** CASE CLOSE 07/11/2013 12:14 PM clarify

*** Performed by contact: Rodney PENDER, *01112012051535

replaced sunroof glass



Kia Motors America Technical Assistance Center

Case Number: T2513117

Vehicle Data

Model/Year: 2,013 SORENTO SX AWD

Engine: G6DCCS [REDACTED]

Model Code: 74482

VIN: 5XYKWDA24DG [REDACTED]

Mileage: 38,156

Prod Date: 6/4/2012

Warranty Start Date: 8/9/2012 12:00:00AM

Dealer/Contact Data:

Dealer: NJ055 Hudson Kia

Phone: 8886909385

FAX: 2014324820

Contact: Joemar Militante

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution: Faulty Component

Case History

*** NOTES 06/25/2013 06:04 AM clarify Action Type: Manager review

*** Performed by contact: Joemar Militante, 8886909385

*** This is a Request for Assistance ***

Problem Description :

customer states that while driving sunroof just exploded/shattered

Diagnostics Performed :

verify = sunroof glass is shattered..

need advise on this one.. thank you

*** NOTES 06/25/2013 06:11 AM clarify Action Type: Manager review

*** Performed by contact: Joemar Militante, 8886909385

i got this print out from my service manager about handling sunroof shatter case... he is asking about the "CA has a script to standarize data capture" he need info about this..

Additional Comments:i got this print out from my service manager about handling sunroof shatter case... he is asking about the "CA has a script to standarize data capture" he need info about this..

*** PHONE LOG 06/25/2013 06:17 AM Pacific Daylight Time RLevy-TL Action Type:Web Contact

Advice 1: I have forwarded the case to consumer affairs. Don't touch the vehicle until you have heard from them. Have your service manager contact your DPSM as well.

*** EMAIL OUT •ÔtR RLevy-TL Action Type:External email

Send to:[Kurcz, Julie [KMA];Cameron, Michele [KMA];Ferry, Peter [KMA]]

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*** NOTES 06/25/2013 08:58 AM clarify Action Type: Manager review

*** Performed by contact: Joemar Militante, 8886909385

Result of Advice 1:thank you

Additional Comments:i'll inform my manager

*** RESEARCH LOG 06/25/2013 12:56 PM Pacific Daylight Time RLevy-TL Action Type:Administrative task

Thanks

*** NOTES 07/12/2013 05:02 AM clarify Action Type: Manager review

*** Performed by contact: Joemar Militante, 8886909385

Result of Advice 1:had approval...

Additional Comments:.

*** CASE CLOSE 07/12/2013 05:04 AM clarify

*** Performed by contact: Joemar Militante, 8886909385

replace sunroof sliding glass

*** CASE CLOSE 07/12/2013 05:11 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced glass



Kia Motors America Technical Assistance Center

Case Number: T2514156

Vehicle Data

Model/Year: 2,012 SORENTO EX FWD

Engine: G6DCBS [REDACTED]

Model Code: 74242

VIN: 5XYKU4A26CG [REDACTED]

Mileage: 9,741

Prod Date: 5/21/2011

Warranty Start Date: 8/23/2011 12:00:00AM

Dealer/Contact Data:

Dealer: TX120 Perry-Ellis Kia

Phone: 9366395588

FAX: 9366348101

Contact: Patrick Henderline

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 06/26/2013 08:23 AM clarify Action Type: Manager review

*** Performed by contact: Patrick Henderline, 9366395588

*** This is a Request for Assistance ***

Problem Description :

states driving, opened window and sunroof shattered

Diagnostics Performed :

visually inspected glass from center shattered.

*** PHONE LOG 06/26/2013 08:38 AM Pacific Daylight Time RLevy-TL Action Type:Web Contact

Advice I: I have forwarded the case to consumer affairs. Don't touch the vehicle until you have heard from them. Have your service manager contact your DPSM as well.

*** EMAIL OUT [REDACTED] RLevy-TL Action Type:External email

Send to:[Kurcz, Julie [KMA];Cameron, Michele [KMA];Ferry, Peter [KMA]]

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*** CASE CLOSE 07/08/2013 09:04 AM clarify
*** Performed by contact: Patrick Henderline, 9366395588
inspected per engineer/not warranty



Kia Motors America Technical Assistance Center

Case Number: T2526967

Vehicle Data

Model/Year: 2,013 SORENTO SX AWD

Engine: G6DCCS [REDACTED]

Model Code: 74482

VIN: 5XYKWDA27DG [REDACTED]

Mileage: 24,632

Prod Date: 5/22/2012

Warranty Start Date: 7/20/2012 12:00:00AM

Dealer/Contact Data:

Dealer: IN004 Ray Skillman Kia

Phone: 3178889500

FAX: 3178875193

Contact: Jerold Challis

Contact Title:

Service District: CE09

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 07/15/2013 12:32 PM clarify Action Type: Manager review

*** Performed by contact: Jerold Challis, 3178889500

*** This is a Request for Assistance ***

Problem Description :

stationary glass shattered looks like maybe something hit it really hard to tell, has there been any cases or should customer go insurance route

Diagnostics Performed :

inspected

*** PHONE LOG 07/15/2013 12:49 PM Pacific Daylight Time RLevy-TL Action Type:Web Contact

Advice 1: I have forwarded the case to consumer affairs. Don't touch the vehicle until you have heard from them. Have your service manager contact your DPSM as well.

*** EMAIL OUT [uR RLevy-TL Action Type:External email

Send to:[Kurcz, Julie [KMA];Cameron, Michele [KMA];Ferry, Peter [KMA]]

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*** CASE CLOSE 07/29/2013 05:41 AM clarify
*** Performed by contact: Jerold Challis, 3178889500
ordered sunroof glass will be finished at that time



Kia Motors America Technical Assistance Center

Case Number: T2536676

Vehicle Data

Model/Year: 2,012 SORENTO SX AWD

Engine: G6DCBS [REDACTED]

Model Code: 74482

VIN: 5XYKWD A20CG [REDACTED]

Mileage: 33,964

Prod Date: 5/4/2011

Warranty Start Date: 9/29/2011 12:00:00AM

Dealer/Contact Data:

Dealer: NC016 Leith Kia

Phone: 9108641449

FAX: 9108646153

Contact: Frank Dorado

Contact Title:

Service District: SO08

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 07/29/2013 04:19 AM clarify Action Type: Manager review

*** Performed by contact: Frank Dorado, *08232010145015

*** This is a Request for Assistance ***

Problem Description :

CUSTOMER STATES SUNROOF SHATTERED WHILE DRIVING

Diagnostics Performed :

SUNROOF IS SHATTERED. SHOP MANAGER WANTED TECH LINE CASE OPEN.

*** EMAIL OUT • [uR RLevy-TL Action Type:External email

Send to:[Kurcz, Julie [KMA];Cameron, Michele [KMA];Stroup, Jeff [KMA]]

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*** CASE CLOSE 08/30/2013 07:23 AM clarify

*** Performed by contact: Frank Dorado, *08232010145015

REPLACED SUN ROOF GLASS



**Kia Motors America
Technical Assistance Center**

Case Number: T2545336

Vehicle Data

Model/Year: 2,013 SORENTO SX FWD

Engine: G6DCCS [REDACTED]

Model Code: 74282

VIN: 5XYKW4A21DG [REDACTED]

Mileage: 17,996

Prod Date: 10/13/2012

Warranty Start Date: 12/31/2012 12:00:00AM

Dealer/Contact Data:

Dealer: TN030 Universal Kia of Rivergate

Phone: 6158609888

FAX: 6158609934

Contact: Thomas Crowell

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 08/09/2013 08:32 AM clarify Action Type: Manager review

*** Performed by contact: Thomas Crowell, 6158609888

*** This is a Request for Assistance ***

Problem Description :

C/S was driving down highway at 70 mph and attempted to open sunroof and it shattered while she was driving.

Diagnostics Performed :

Requesting FTR assistance.

*** PHONE LOG 08/09/2013 08:35 AM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: Park the vehicle and wait for Kia Consumer Affairs to contact you./

*** EMAIL OUT •↑uR dbrisky Action Type:External email

Send to:[mcameron@kiausa.com;jstroup@kiausa.com]

CC List:[dhowells@kiausa.com;rnguyen@kiausa.com;tcartagena@kiausa.com]

FYI

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*** CASE CLOSE 08/30/2013 06:49 AM clarify
*** Performed by contact: David Bostick, 6158609888
replaced sunroof glass



**Kia Motors America
Technical Assistance Center**

Case Number: T2544773

Vehicle Data

Model/Year: 2,013 SORENTO SX FWD

Engine: G6DCCS [REDACTED]

Model Code: 74282

VIN: 5XYKW4A21DG [REDACTED]

Mileage: 17,996

Prod Date: 10/13/2012

Warranty Start Date: 12/31/2012 12:00:00AM

Dealer/Contact Data:

Dealer: TN039 Kia of Chattanooga

Phone: 4238551022

FAX: 4238947459

Contact: Jon Phipps

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Please Specify_Damage

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 08/08/2013 11:26 AM clarify Action Type: Manager review

*** Performed by contact: Jon Phipps, 4238551022

*** This is a Request for Assistance ***

Problem Description :

customer states sunroof glass shattered on its own. sunroof was closed and no physical damage is present. have you seen this before?

Diagnostics Performed :

visual inspection

*** PHONE LOG 08/08/2013 11:39 AM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: Please do not touch the vehicle and wait for someone from Kia Consumer Affairs to contact you. Thanks.

*** EMAIL OUT •]uR dbrisky Action Type:External email

Send to:[mcameron@kiausa.com;jstroup@kiausa.com]

CC List:[Pferry@kiausa.com;dhowells@kiausa.com;tcartagena@kiausa.com]

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\copubs\ClarifyOBJTL_Attachments\SendHistory\Case_T2544773_dbrisky_08-08-2013124008.doc>>

*** CASE CLOSE 08/09/2013 08:42 AM clarify

*** Performed by contact: Jon Phipps, 4238551022

no repairs made to vehicle. customer took vehicle back to home dealer in Nashville



**Kia Motors America
Technical Assistance Center**

Case Number: T2557010

Vehicle Data

Model/Year: 2,013 SORENTO EX FWD

Engine: G6DCCS [REDACTED]

Model Code: 74242

VIN: 5XYKU4A20DG [REDACTED]

Mileage: 15,050

Prod Date: 9/5/2012

Warranty Start Date: 10/1/2012 12:00:00AM

Dealer/Contact Data:

Dealer: NC016 Leith Kia

Phone: 9108641449

FAX: 9108646153

Contact: David Esposito

Contact Title:

Service District: SO08

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component:

Resolution: Information Given

Case History

*** NOTES 08/27/2013 12:17 PM clarify Action Type: Manager review

*** Performed by contact: David Esposito, 9108641449

*** This is a Request for Assistance ***

Problem Description :

CUSTOMER STATES SUNROOF GLASS BUSTED

Diagnostics Performed :

SUNROOF GLASS SHATTERED

*** PHONE LOG 08/27/2013 12:44 PM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: Please park the vehicle and wait for someone from Kia Consumer Affairs to contact you. Thanks

*** EMAIL OUT •levR dbrisky Action Type:External email

Send to:[RNguyen@Kiausa.com;dhowells@kiausa.com;mcameron@kiausa.com]

CC List:[tcartagena@kiausa.com]

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*** CASE CLOSE 10/10/2013 09:45 AM Pacific Daylight Time dbrisky

Resolution Code: Information Given
CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: T2556580

Vehicle Data

Model/Year: 2,013 SORENTO SX AWD

Engine: G6DCCS [REDACTED]

Model Code: 74482

VIN: 5XYKWDA25DC [REDACTED]

Mileage: 10,754

Prod Date: 5/9/2012

Warranty Start Date: 5/31/2012 12:00:00AM

Dealer/Contact Data:

Dealer: NJ059 Freehold Kia

Phone: 7324624422

FAX: 7324624426

Contact: Brian Gorman

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Improper Indication

DTC:

System: Body Interior & Exterior

Component: Body Panels (Roof)

Resolution:

Case History

*** NOTES 08/27/2013 07:05 AM clarify Action Type: Manager review

*** Performed by contact: Brian Gorman, 7324624422

*** This is a Request for Assistance ***

Problem Description :

i am replacing the rear panoramic roof glass i just ran into the issue that the whole assembly for rear glass is glued to vehicle body with silicone or w.e it uses how do i go about removing the whole assembly, need to get silicone or glue off so i can remove what is recommended for this?

Diagnostics Performed :

rear panoramic glass

*** PHONE LOG 08/27/2013 07:29 AM Pacific Daylight Time JTaylor-TL Action Type:Web Contact

Advice 1: It is like windshield adhesive. We normally have a glass company do these. There are instructions in the shop manual under Body - Exterior - Panorama Roof - Repair Procedures.

*** CASE CLOSE 09/09/2013 03:58 AM clarify

*** Performed by contact: Brian Gorman, 7324624422

replaced sunroof rear glas assembly



**Kia Motors America
Technical Assistance Center**

Case Number: T2560167

Vehicle Data

Model/Year: 2,013 SORENTO SX AWD

Engine: G6DCCS [REDACTED]

Model Code: 74482

VIN: 5XYKWDA27DG [REDACTED]

Mileage: 165,561

Prod Date: 8/14/2012

Warranty Start Date: 1/2/2013 12:00:00AM

Dealer/Contact Data:

Dealer: MO006 John Youngblood Kia

Phone: 4178823838

FAX: 4178823450

Contact: Eugene Bojko jr

Contact Title:

Service District: CE05

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Sunroof Inop

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 09/03/2013 06:52 AM clarify Action Type: Manager review

*** Performed by contact: Eugene Bojko jr, 4178823838

*** This is a Request for Assistance ***

Problem Description :

Customer state while driving down the highway the sunroof glass exploded.

Diagnostics Performed :

DPSM informed me to contact tech line immediately.

*** PHONE LOG 09/03/2013 07:13 AM Pacific Daylight Time JTaylor-TL Action Type:Web Contact

Advice 1: Thanks for the information. CA will need to contact the customer to review the incident.

*** Admin Note ***

Service alert escalated to CA as : K2560994 on 09/03/2013

*** CASE CLOSE 10/01/2013 07:23 AM clarify

*** Performed by contact: Eugene Bojko jr, 4178823838

Replaced sunroof glass, track assembly and panoramic glass



Kia Motors America Technical Assistance Center

Case Number: T2569405

Vehicle Data

Model/Year: 2,013 SORENTO EX FWD

Engine: G6DCCS [REDACTED]

Model Code: 74242

VIN: 5XYKU4A28DG [REDACTED]

Mileage: 19,595

Prod Date: 5/17/2012

Warranty Start Date: 7/6/2012 12:00:00AM

Dealer/Contact Data:

Dealer: TX018 Bert Ogden Kia

Phone: 9565193333

FAX: 9565196820

Contact: Juan Bernal

Contact Title:

Service District: SO05

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 09/16/2013 02:25 PM clarify Action Type: Manager review

*** Performed by contact: Juan Bernal, *08232010063514

*** This is a Request for Assistance ***

Problem Description :

Customer states that while she was driving on the highway all of the sudden the sunroof broke. What was left there of glass, you can see that it broke from bottom to top.

Diagnostics Performed :

This is the 4th car that comes in with this same concern that sunroof breaks while driving. Is this something that is happening around with veh. with sunroof?

*** PHONE LOG 09/17/2013 04:59 AM Pacific Daylight Time RLevy-TL Action Type:Web Contact

Advice 1: Please don't do anything until you are contacted by someone from Kia Motors America. Thanks

*** EMAIL OUT [REDACTED] RLevy-TL Action Type:External email

Send to:[Cameron, Michele [KMA];Howells, Dan [KMA]]

CC List:[Cartagena, Tony [KMA]]

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*** Admin Note ***

Service alert escalated to CA as : K2572845 on 09/20/2013

*** CASE CLOSE 09/23/2013 01:55 PM clarify

*** Performed by contact: Juan Bernal, *08232010063514

Replaced sunroof glass. Checked proper operation all working ok.



Kia Motors America Technical Assistance Center

Case Number: T2576043

Vehicle Data

Model/Year: 2,013 SORENTO SX AWD

Engine: G6DCCS [REDACTED]

Model Code: 74482

VIN: 5XYKWDA23DG [REDACTED]

Mileage: 24,635

Prod Date: 8/24/2012

Warranty Start Date: 10/29/2012 12:00:00AM

Dealer/Contact Data:

Dealer: KY010 Jake Sweeney Kia

Phone: 8599382020

FAX: 8593717902

Contact: Richard Middendorf

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 09/26/2013 09:09 AM clarify Action Type: Manager review

*** Performed by contact: Richard Middendorf, *07152011120017

*** This is a Request for Assistance ***

Problem Description :

Owner stated while going down highway sunroof glass shattered. Attaced some pictures of it. Do we just need to replace the glass or should we replace whole unit and the glass ?

Diagnostics Performed :

took pictures

*** PHONE LOG 09/26/2013 09:20 AM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: I'm forwarding the case to National Consumer Affairs. Please hold off on any repairs until you have been contacted by a representative. Thanks.

*** NOTES 09/26/2013 11:47 AM clarify Action Type: Manager review

*** Performed by contact: Richard Middendorf, *07152011120017

Result of Advice 1:Thanks David will hold until we hear from C A.

*** RESEARCH LOG 09/26/2013 12:07 PM Pacific Daylight Time dbrisky Action Type:Administrative task

Thanks for the update.

*** CASE CLOSE 10/16/2013 12:48 PM clarify

*** Performed by contact: Richard Middendorf, *07152011120017

Replaced sunroof glass



MANUFACTURED BY

KIA MOTORS MANUFACTURING GEORGIA, I

AUG/23/12
GAWR

GVWR 5313 lbs
TIRES

PAINT IM
RIMS

TRIM VA
COLD TIRE IN

FRONT 2977 lbs

P235/60R18

7.0JX18

33psi SIN

REAR 3197 lbs

P235/60R18

7.0JX18

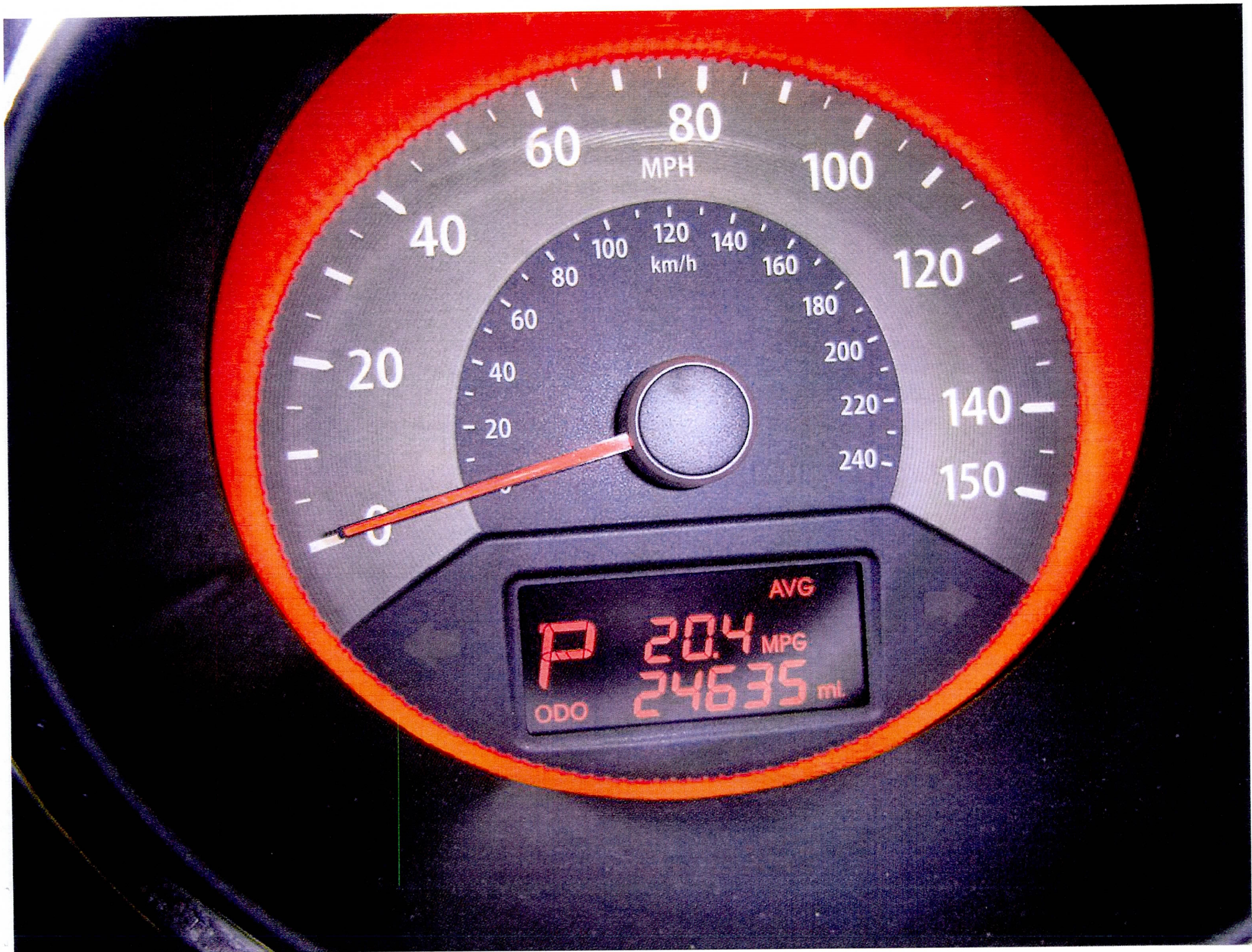
33psi SIN

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL
MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE

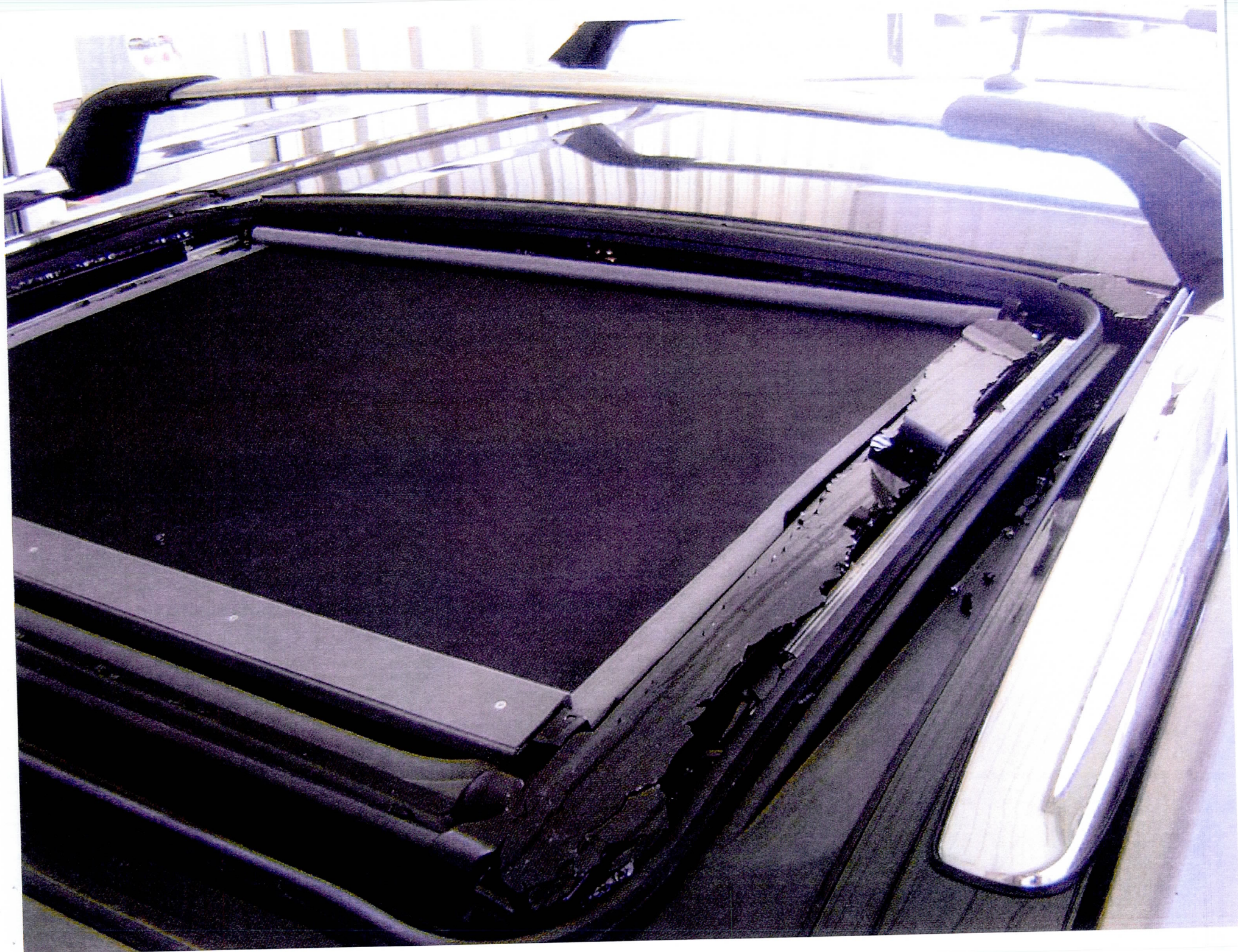
V I N 5 X Y K W D A 2 3 D G

MPV





AVG
P 20.4 MPG
ODO 24535 mi.









**Kia Motors America
Technical Assistance Center**

Case Number: T2576700

Vehicle Data

Model/Year: 2,011 SORENTO EX 4X2

Engine: G6DCAK [REDACTED]

Model Code: 74242

VIN: 5XYKU4A27BC [REDACTED]

Mileage: 44,146

Prod Date: 3/5/2010

Warranty Start Date: 5/26/2010 12:00:00AM

Dealer/Contact Data:

Dealer: MS016 Wilson Kia on Lakeland

Phone: 6019144200

FAX: 6019144209

Contact: Jonathan Pfister

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 09/27/2013 05:25 AM clarify Action Type: Manager review

*** Performed by contact: Jonathan Pfister, 6019144200

*** This is a Request for Assistance ***

Problem Description :

customer driving down the road and they said that the rear panoramic glass imploded

Diagnostics Performed :

none at this time

*** PHONE LOG 09/27/2013 05:36 AM Pacific Daylight Time RLevy-TL Action Type:Web Contact

Advice 1: Please don't do anything until you are contacted by someone from Kia Motors America. Thanks

*** EMAIL OUT •ÎkuR RLevy-TL Action Type:External email

Send to:[Cameron, Michele [KMA];Howells, Dan [KMA]]

CC List:[Cartagena, Tony [KMA]]

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*** CASE CLOSE 10/22/2013 08:46 AM clarify

*** Performed by contact: Jonathan Pfister, 6019144200
replaced panormaic sunroof glass



**Kia Motors America
Technical Assistance Center**

Case Number: T2584113

Vehicle Data

Model/Year: 2,012 SORENTO SX FWD

Engine: G6DCBS [REDACTED]

Model Code: 74282

VIN: 5XYKW4A20CG [REDACTED]

Mileage: 31,722

Prod Date: 10/12/2011

Warranty Start Date: 11/14/2011 12:00:00AM

Dealer/Contact Data:

Dealer: FL093 Bev Smith Kia

Phone: 7724658589

FAX: 7722930681

Contact: Shawn Mohammed

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Improper Operation

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

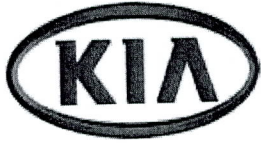
*** NOTES 10/09/2013 07:12 AM clarify Action Type: Manager review
*** Performed by contact: Shawn Mohammed, *10202010100514
*** This is a Request for Assistance ***

Problem Description :
C/S WHILE DRIVING DOWN HIGHWAY, SUNROOF EXPLODED.

Diagnostics Performed :
SERVICE MANAGER ADVISE TO ME TO CONTACT TECHLINE FOR SERVICE ALERT

*** PHONE LOG 10/09/2013 07:24 AM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: Thanks for the information. Wait until you are contacted by CA.

*** CASE CLOSE 10/24/2013 11:06 AM clarify
*** Performed by contact: Shawn Mohammed, *10202010100514
sunroof glass replaced by body shop



Kia Motors America Technical Assistance Center

Case Number: T2593292

Vehicle Data

Model/Year: 2,012 SORENTO SX FWD

Engine: G6DCBA [REDACTED]

Model Code: 74282

VIN: 5XYKW4A25CG [REDACTED]

Mileage: 35,340

Prod Date: 12/7/2011

Warranty Start Date: 1/30/2012 12:00:00AM

Dealer/Contact Data:

Dealer: OK015 Milo Gordon Kia

Phone: 5803552464

FAX: 5803519785

Contact: Walter GOODIELL

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component:

Resolution:

Case History

*** NOTES 10/24/2013 07:40 AM clarify Action Type: Manager review

*** Performed by contact: Walter GOODIELL, 5803552464

*** This is a Request for Assistance ***

Problem Description :

veh came in with sunroof blown out, cust stated that they were traveling about 70 mph, on a real windy day, all windows were up and the sunroof was closed. all of a sudden the sunroof glass blew out!

Diagnostics Performed :

contacted tech line

*** PHONE LOG 10/24/2013 08:15 AM Pacific Daylight Time DRichmond Action Type: Web Contact

Advice 1: Hello, please do NOT attempt a repair on this vehicle until you hear from a KMA engineer. Please take picture and attach to the case. If you are not sure how see below.

You can add attachments by clicking on the "Attachment" button between middle to top of page on the right hand side. IF still cannot find the attachment check with another tech to assist. Once you add the pictures then leave me a note in the case or I will not know you added them. Thanks.

*** PHONE LOG 10/24/2013 10:14 AM Pacific Daylight Time JGossling-TL Action Type: Web Contact

[!<For Internal Use Only

Tech called in for Don's E - Mail address to send him some pictures of the Sunroof. >!]

*** PHONE LOG 10/24/2013 11:15 AM Pacific Daylight Time RLevy-TL Action Type: Web Contact

Advice 1: Please take a photo of this concern/location and email them to rlevy@kiausa.com, attach the Techline case

number to the e-mail. Thanks

*** EMAIL OUT •î@uR RLevy-TL Action Type:External email

Send to:[Stroup, Jeff [KMA];Helgesen, Michael [KMA]]

CC List:[drichmond@kiausa.com]

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*** PHONE LOG 10/25/2013 12:47 PM Pacific Daylight Time SOkimura Action Type:Incoming call

Advice 1: Walter called in to check if we received the photos, we did not, he is going to resend.

*** PHONE LOG 10/28/2013 03:42 AM Pacific Daylight Time RLevy-TL Action Type:Web Contact

Advice 1: I received an e-mail with this case number but there was no photo attached.

*** PHONE LOG 10/30/2013 10:28 AM Pacific Daylight Time DRichmond Action Type:Incoming call

Advice 1: Tech called, I advised we did not receive the pictures and tech also stated he never heard back from anyone form the corporate office. Also states the vehicle has been traded in.

Advised the tech to try send in the picture to Drichmond@kiausa.com . I will let you know if I did or dint receive the pictures.

Advice 2: Also advised tech i would notify engineers/consumer affairs since tech states he did not hear back from anyone at corporate.

*** EMAIL OUT •î

uR DRichmond Action Type:External email

Send to:[Stroup, Jeff [KMA];Nguyen, Robert [KMA]]

CC List:[Cartagena, Tony [KMA];Levy, Rob [KMA];Howells, Dan [KMA]]

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*** Admin Note ***

Service alert escalated to CA as : K2597089 on 10/30/2013



5XYKW4A25CG



80
MPH

60

100

40

100

120
km/h

140

160

120

60

180

40

200

20

220

0

240

140

150

TRIP A

P2 18.8

ODO

35340 mi.



