



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: EA 14-002
Prompted by: PE13-035, Consumer Complaints
Date Opened: 05/12/2014
Investigator: Emily Reichard **Reviewer:** Scott Yon
Approver: Frank Borris
Subject: Spontaneous Sunroof Breakage

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Kia Motors Corporation
Products: 2011-2013 Kia Sorento
Population: 65,347

Problem Description: The sunroof may spontaneously shatter while the vehicle is in motion or stationary.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	26	123	95**
Crashes/Fires:	0	0	0
Injury Incidents:	4	14	14**
Number of Injuries:	6	16	18**
Fatality Incidents:	0	0	0
Other*:	0	101	86

*Description of Other: Warranty and goodwill claims for sunroof replacement, total indicates unique vehicles involved.

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: An Engineering Analysis has been opened.

Summary:

On October 21, 2013 the Office of Defects Investigation (ODI) opened PE13-035 in order to further examine claims that the sunroof would spontaneously break on 2011-2013 Kia Sorento vehicles. The majority of these claims occurred while the vehicle was in motion. Glass shattering while driving may distract the driver, and the resulting glass particles which enter the passenger compartment may injure occupants.

To date, ODI has received a total of 26 reports of sunroof breakage on the subject vehicles. Of those, 24 occurred while the vehicle was in motion. There were also four (4) injury incident reports for minor cuts/scratches.

Kia submitted a total of 123 field incidents related to sunroof breakage in response to ODI's information request. Of this number, ODI identified 78 unique vehicle identification numbers (VINs), with 9 matching ODI complaint vehicles. Sixty of the submitted reports occurred while the vehicle was in motion. Fourteen (14) of the submitted reports alleged minor cuts/scratches from falling glass. Kia also submitted a total of 101 warranty and goodwill claims for sunroof replacement, of which 86 unique VINs were identified.

Kia stated in its response that their field inspections identified only one potential cause for the sunroof breakage - external impacts from rocks or other foreign objects encountered while the vehicle was in motion. In the other instances, no evidence of a defect was found, however, Kia's inspection results were inconclusive as to a cause for the breakage. Kia advises that the Sorento sunroofs also have a greater surface area than many other vehicles, potentially making them more susceptible to road debris strikes. While ODI recognizes that the Sorento may be more

at risk due to its larger impact area, the rate of ODI reported incidents is concerning. Thus, the investigation has been upgraded to further analyze the scope, frequency, and consequence of these failures.

The ODI reports cited above can be reviewed online at www-odi.nhtsa.dot.gov/owners/SearchNHTSAID under the following identification (ODI) numbers: 10345933, 10410440, 10432904, 10453957, 10466987, 10478778, 10492886, 10502219, 10508983, 10514388, 10531972, 10534883, 10553341, 10555931, 10556212, 10562460, 10562516, 10563779, 10564555, 10567351, 10568629, 10572959, 10575487, 10583122, 10583626, 10584650