

EA14-002

KIA

11/26/2014

TAB A

Consumer Complaints 2014MY

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA79EC [REDACTED]	[REDACTED]	15,122
Mequon, WI	[REDACTED]	Prod. Date: 4/24/13	Dealer: KY001	The Kia Store

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Case History

*** PHONE LOG 04/15/2014 10:16 AM US Mountain Standard Time TDonnelly

*** NOTES 04/15/2014 10:50 AM US Mountain Standard Time TDonnelly Action Type:Manager review
Dealer States(Svc mgr-Yvonna Hartzell-KY001):

1. Dpsm told me to call consumer affairs and open case file
2. Customers traveling and sun **ROOF SHATTER**ed glass **EXPLO**ded
3. Can give some details

Writer States:

1. Will need to take incident report
2. Incident report taken regarding info dealer knows regarding incident
3. Advised dealer to send photo's
4. Advised dealer to ask customer to call consumer affairs as well, provided contact info.

Dealer States:

1. Confirmed email address
2. Will have customer call consumer affairs to give report of incident.

*** NOTES 04/15/2014 11:52 AM US Mountain Standard Time SHoward Action Type:Manager review
Dispatching to NCA

1. The customer alleges that the sun **ROOF SHATTER**ed
2. Please review

*** PHONE LOG 04/17/2014 02:08 PM Pacific Daylight Time MHillegas Action Type:Incoming call
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE [REDACTED] WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT THE PLIR WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE.

*** PHONE LOG 04/17/2014 02:48 PM Pacific Daylight Time MHillegas Action Type:Incoming call
NCA reviewed case with PQ:

1. FTR or DPSM to inspect vehicle and complete an FPQR.

*** PHONE LOG 04/17/2014 02:48 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr sent email to RCAM with cc: to DPSM requesting FTR/DPSM inspection and FPQR.

*** PHONE LOG 04/17/2014 03:28 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer [REDACTED] and left a detailed VM requesting a call back.

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA79EG [REDACTED]	[REDACTED]	15,122
Mequon, WI		Prod. Date: 4/24/13	Dealer: KY001	The Kia Store

Kia Case Type Lvl1: Complaint

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Kia Case Type Lvl4: Sun **ROOF** Breakaway

Wtr received email from RCAM stating:

1. We are several weeks out right now. Both FTRs are unavailable next week.

*** PHONE LOG 04/17/2014 03:32 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email to DPSM requesting assistance to inspect vehicle.

*** PHONE LOG 04/18/2014 11:07 AM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received email from DPSM stating:

1. I will be there today.

Wtr received email from SM at KY001 forwarded by DPSM stating:

1. It is repaired and they are picking it up sometime today. Their insurance is paying all but their \$100 deductible and the rental car.

*** PHONE LOG 04/18/2014 11:08 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email to DPSM stating:

Thanks for the update. We will not be investigating claim any further since vehicle has already been repaired by the insurance company. I will update CA case and close it today.

*** CASE CLOSE 04/18/2014 11:08 AM Pacific Daylight Time MHillegas

Requiring further customer contact

Accident Report

Case [REDACTED]

Report Details

0 . End

No response selected.

1 . Do you own the vehicle?

No

1 . Do you own the vehicle?

Yes

2 . If you are not the owner, please provide the owner name:

Owner Name:

[REDACTED]

3 . If you are not the owner, please provide the owner address:

Owner Address:

[REDACTED]
Mequon Wi. [REDACTED]

4 . If you are not the owner, please provide the owner phone number:

Owner Phone Number:

[REDACTED]

5 . Was the owner driving the vehicle?

Yes

5 . Was the owner driving the vehicle?

Yes

9 . What is the age of the driver?

[REDACTED]

9 . What is the age of the driver?

No response selected.

10 . Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the vehicle)?
No

10 . Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the vehicle)?
Yes. Please describe the impact(s) the vehicle has experienced:

It was rear ended last summer

11 . What was the date of the incident?

<MM/DD/YYYY>:

This past Sat the 12th at about 10:00 AM

11 . What was the date of the incident?

No response selected.

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

4/12/2014 around 12:30 pm

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

10:00 AM

13 . What was the temperature?

Approximate temperature in Fahrenheit:

No it was a nice day between 50 and 70

13 . What was the temperature?

Approximate temperature in Fahrenheit:

mid 70's

14 . Was there precipitation?

No

14 . Was there precipitation?

Yes. What type of precipitation (e.g., rain, snow/sleet, hail, etc.) and severity?:

It was dry

15 . Were you aware of wind blowing at about that time?

No

15 . Were you aware of wind blowing at about that time?

Yes. Please describe the intensity of wind and if dust was noticeable.:

wind blowing hard around 25-30 mph

16 . Where did the incident occur?

A. Highway or Interstate

16 . Where did the incident occur?

A. Highway or Interstate

17 . Provide name and number of highway/interstate:

Name and number of highway or interstate:

dealer guess is hwy 75 but unsure of all details

17 . Provide name and number of highway/interstate:

Name and number of highway or interstate:

Highway 75 South

18 . How many lanes in your direction?

Number of lanes in your direction:

There would have been at least 3, but I don't know for sure

18 . How many lanes in your direction?

Number of lanes in your direction:

if on 75 would be 3 lanes

19 . What was the nearest city or town from the incident location?

Nearest City or Town from the incident location:

unsure

19 . What was the nearest city or town from the incident location?

Nearest City or Town from the incident location:

Lexington KY

20 . What direction were you heading?

Direction you were traveling (e.g., northbound on I-5, eastbound on I-40, etc.):

South

20 . What direction were you heading?

Direction you were traveling (e.g., northbound on I-5, eastbound on I-40, etc.):

dealer unaware

21 . What exit were you nearest?

Closest exit from the incident location?:

not sure

21 . What exit were you nearest?

Closest exit from the incident location?:

No

22 . Was that exit before or after the incident location?

Exit before or after the incident location:

After

22 . Was that exit before or after the incident location?

Exit before or after the incident location:

dealer not aware

23 . How far were you from that exit?

Distance from the nearest exit:

dealer unsure

23 . How far were you from that exit?

Distance from the nearest exit:

No

24 . Was the vehicle moving or stationary at the time of the incident?

If MOVING, what speed were you traveling at?:

At highway speeds like 70 MPH

24 . Was the vehicle moving or stationary at the time of the incident?

If MOVING, what speed were you traveling at?:

on hwy around 70-75 mph

25 . Describe traffic conditions including density of traffic [regardless of the speed] (e.g., close front and back and side

Description of traffic condition:

moderate traffic

25 . Describe traffic conditions including density of traffic [regardless of the speed] (e.g., close front and back and side

Description of traffic condition:

It was moving fine, like normal highway traffic

26 . What type of vehicles were on the road? (passenger vehicles, pick-up trucks, semi-trucks, heavy construction vehic

Type of vehicles on the road:

All types of vehicles

26 . What type of vehicles were on the road? (passenger vehicles, pick-up trucks, semi-trucks, heavy construction vehic

Type of vehicles on the road:

passenger vehicles, trucks, normal hwy mixture

27 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some holes or broken

<Obtain more details if caller says another OTHER than freshly paved.>:

normal hwy conditions

27 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some holes or broken

<Obtain more details if caller says another OTHER than freshly paved.>:

Nothing stands out in my mind, like normal.

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

58 . Were you operating the sunroof switch at the time the glass broke?

No

58 . Were you operating the sunroof switch at the time the glass broke?

No

61 . Did you hear the sunroof glass break?

Yes. Please describe the breakage sound <if anything like an "explosion" is described, be very precise as to the direction of the breakage: outward or inward >:
customers advised dealer that there was an explosion sound

61 . Did you hear the sunroof glass break?

Yes. Please describe the breakage sound <if anything like an "explosion" is described, be very precise as to the direction of the breakage: outward or inward >:
Very loud explosion type. Like gun shot.

62 . What did you first see in relation to the broken glass?

Describe what you FIRST saw when the glass broke:

I didn't see anything I just heard the wind.

62 . What did you first see in relation to the broken glass?

Describe what you FIRST saw when the glass broke:

dealer unaware

63 . Was it the movable front glass or the stationary rear glass which broke?

Movable front glass.

63 . Was it the movable front glass or the stationary rear glass which broke?

Movable front glass.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Partially broken.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Entire glass.

65 . If partially broken, which area?

Description of partially damaged area:

A circle a foot and half in the center .

66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS

UPWARDS

66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS

DOWNWARDS

67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and ho

*Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise
outside the vehicle;
anything that would have been outside of vehicle is gone because car was driving
on hwy at higher rate of speed*

67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and ho

*Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise
outside the vehicle;
None in the passenger. None of glass made it into the seating area.*

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?

Yes

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?

No

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?

No

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?

No

70 . Did the break cause a round or oval hole in the glass?

Round

70 . Did the break cause a round or oval hole in the glass?

Round

71 . Which part of the sunroof was involved in that hole?

Description of where the hole is located on the broken section of the sunroof glass.:

71 . Which part of the sunroof was involved in that hole?

Description of where the hole is located on the broken section of the sunroof glass.:

The front

72 . Was the sunshade OPEN or CLOSED at the time of the incident?

CLOSED

72 . Was the sunshade OPEN or CLOSED at the time of the incident?

CLOSED

73 . If partially closed, please estimate the percentage closed:

No response selected.

73 . If partially closed, please estimate the percentage closed:

Percent closed:

100 % closed

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?

Description of where and how much broken glass found:

most of the glass inside on sunshade some may have ended up elsewhere

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?

Description of where and how much broken glass found:

Some was on the glass that was intact and some on the front shade.

75 . Were any of the side windows open at the time of the incident?

No

75 . Were any of the side windows open at the time of the incident?

No

76 . Have you ever put anything on the roof of your vehicle?

Yes

76 . Have you ever put anything on the roof of your vehicle?

Yes

77 . What types of things have been on your roof and how often?

Please provide examples of what you have placed on your roof and how often:

cross bars and yakima skybox

77 . What types of things have been on your roof and how often?

Please provide examples of what you have placed on your roof and how often:

We have side rails and cross bars, and Yakima sky box

78 . Was anything on your roof at the time of the incident?

No

78 . Was anything on your roof at the time of the incident?

Yes. What was the item placed on the roof?:

cross bars and yakima skybox

79 . Prior to the incident, when was the last time you put something on your roof?

Please describe the item and last time you placed something on your roof:

The sky box had been on it for months and months and months.

79 . Prior to the incident, when was the last time you put something on your roof?

Please describe the item and last time you placed something on your roof:

not sure

80 . Were there any passengers inside the vehicle at the time of the incident?

Yes

80 . Were there any passengers inside the vehicle at the time of the incident?

Yes

81 . Which seating positions were they occupying?

Which seating positions were they occupying and the age and name of each occupant:

front seats, unsure of any back seat passengers

81 . Which seating positions were they occupying?

Which seating positions were they occupying and the age and name of each occupant:

The front passenger seat and the rear middle seat.

82 . Was anyone injured as a result of the incident?

No

82 . Was anyone injured as a result of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

No

84 . Was anyone injured as a result of the incident?

No

84 . Was anyone injured as a result of the incident?

No

90 . Were the police contacted?

No

90 . Were the police contacted?

No

91 . Was the insurance company contacted?

No

91 . Was the insurance company contacted?

Yes. When was the insurance company contacted, did you provide them with a statement and have you settled with the insurance company? Additionally, please provide the name of the insurance company, address, phone, policy number and claim#:

92 . Was the vehicle driven or towed following the incident?

Driven

92 . Was the vehicle driven or towed following the incident?

Driven

93 . Where is the vehicle now?

Please provide location of the vehicle:

93 . Where is the vehicle now?

Please provide location of the vehicle:

94 . Have the window repairs been completed?

No

94 . Have the window repairs been completed?

No

95 . What action are you requesting of Kia?

<Resolution sought>:

Dealer States(Svc mgr-Yvonna Hartzell-KY001):

1. Dpsm advised dealer svc mgr to call consumer affairs
2. What is email address please?
3. Will contact customer and advise to call insurance company and consumer affairs.

Writer States:

1. Advised dealer to send photo's and to have customer call consumer affairs
2. Advised case reference number

95 . What action are you requesting of Kia?

<Resolution sought>:

Whatever the trip interruption is. We were on a road trip. We had to rent a car and our Kia repaired. Kia should cover the rental.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA78EC [REDACTED]	[REDACTED]	0
na, CA	Prod. Date: 11/19/13	Dealer: IL064 Bob Rohrman Schaumburg		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Case History

*** PHONE LOG 02/10/2014 02:53 PM US Mountain Standard Time MOtteson
Writer called IL064 spoke to Manny and states

1. Calling to confirm the DSM's sun **ROOF SHATTER**ed while driving?

Manny states

1. It did **SHATTER** while driving

Thanked and call ended

*** NOTES 02/12/2014 10:59 AM Central Daylight Time SBroom Action Type:Manager review
DSM spoke with CRCAM checking on status of case stated cell # [REDACTED]

*** PHONE LOG 02/12/2014 11:06 AM US Mountain Standard Time MOtteson Action Type:Outgoing call
Writer called [REDACTED] DSM left VM stating

1. Calling in reference to your Sorento and the sun **ROOF SHATTER**ing

2. Advised need to ask some questions about it

3. Advised to call back

4. Gave case and 800#

[!<For Internal Use Only

If DSM calls back and writer is not available please get sun **ROOF** scripting >!]]

*** NOTES 02/12/2014 02:54 PM US Mountain Standard Time MOtteson Action Type:Manager review
Please contact DSM again, if no answer dispatch to NCA

*** PHONE LOG 02/13/2014 11:30 AM US Mountain Standard Time Albrahim Action Type:Incoming call
Customer States: DSM [REDACTED]

1. Calling back on case

Writer States:

1. Apologized

2. We wanted to take an incident report on the alleged Sun **ROOF SHATTER**ing.

3. Do you have time?

Customer States:

1. Yes;

2. We (my wife and [REDACTED] old son) were stopped at a traffic light when the sun **ROOF SHATTER**ed; it sounded like a Gun Shot

3. It was Saturday 02/08/2014 at around 2:30 PM

4. The temperature was approximate was 10 F and there was a precipitation- Snow.

5. The Movable front glass **SHATTER**ed and 100% of the glass spider web fell inside the cabin/compartment

Writer States:

Kia Motors America Consumer Affairs Department

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[REDACTED]	[REDACTED]	5XYKUDA78EC [REDACTED]	[REDACTED]	0
na, CA	Prod. Date: 11/19/13		Dealer: IL064	Bob Rohrman Schaumburg

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Dispatching Case to Region For:

1. As per Sun **ROOF SHATTER**ing
2. DSM [REDACTED] was the driver
3. Forwarding to the NCA for further Case Handling and Review

*** PRIORITY CHANGE 02/13/2014 12:48:30 PM Albrahim

*** PHONE LOG 02/14/2014 12:46 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called dlr IL064 and spoke with Jennifer in the Service Department:

Writer states:

1. Has the vehicle been repaired?
2. Please do not proceed with the repairs until an FTR has come out there to take a look at it
3. I will give you a call once I get an ETA

Dealer states:

1. We're waiting on parts
2. Thank You

*** PHONE LOG 02/14/2014 12:49 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called region and left message requesting FTR appointment.

*** PHONE LOG 02/14/2014 12:56 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. Calling to follow up with your 2014 KIA Sorento
2. I just got off the phone with the dealership
3. We do need to have a FTR come out and look at this vehicle
4. Are you in a rental or a loaner?
5. I left a message with the regional office so as soon as I find out, I'll let you know

DSM states:

1. Service loaner from the dealership
2. How long do you think that will take?
3. Thanks

*** NOTES 02/20/2014 03:28 PM Pacific Daylight Time SamuelKim Action Type:Manager review
Pending FTR inspection.

*** NOTES 02/20/2014 03:41 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

Received email from FTR:

I evaluated it yesterday. I believe it shows impact damage at the remaining glass. I plan to write a FPQR with pictures tonight or tomorrow.

Kia Motors America Consumer Affairs Department

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na, CA	Prod. Date: 11/19/13	Dealer: IL064 Bob Rohrman Schaumburg		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Reviewed case with PQ:

1. **SHATTER** is inconclusive
2. Pattern may possibly be due to impact, not definite

*** PHONE LOG 02/21/2014 10:27 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called dlr IL064 and left message for the Service Department:

1. Requested call back
2. Gave call back number

*** PHONE LOG 02/24/2014 10:21 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called dlr IL064 and spoke with Ryan in the Service Department:

Writer states:

1. Calling to get an update on this vehicle
2. Thank you

Dealer states:

1. He picked it up the other day
2. We submitted it under warranty

*** PHONE LOG 02/24/2014 10:24 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with customer [REDACTED]

Writer states:

1. Calling to make sure everything went well
2. If you have any questions, give us a call back

Customer states:

1. All done
2. I appreciate the call back

*** NOTES 03/13/2014 02:15 PM Pacific Daylight Time SamuelKim Action Type:Manager review
Reviewed case with CCM.

*** PHONE LOG 03/28/2014 07:53 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called dlr IL064 and spoke with Jenny in the Service Department:

Writer states:

1. Requested RO billed out at warranty pricing
2. This is a goodwill coming from NCA
3. Gave dealer call back and fax number
4. Thank You

Dealer states:

1. I'll let my manager know

*** NOTES 04/02/2014 08:38 AM Pacific Daylight Time SamuelKim Action Type:Manager review

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	VIN of 2014 SORENTO EX AWD	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA78EC [REDACTED]	[REDACTED]	0

na, CA Prod. Date: 11/19/13 Dealer: IL064 Bob Rohrman Schaumburg

Kia Case Type Lvl1: Complaint Kia Case Type Lvl3: Interior
Kia Case Type Lvl2: Quality Kia Case Type Lvl4: Sun **ROOF** Breakaway

One time, goodwill to dlr IL064 of \$469.34 for sun **ROOF** repair.

*** CLOSURE OF CASE 01/03/2014 10:00 AM BY: [REDACTED]

Accident Report

Case [REDACTED]

Report Details

0 . End

No response selected.

1 . Do you own the vehicle?

No

2 . If you are not the owner, please provide the owner name:

Owner Name:

KIA MOTORS

3 . If you are not the owner, please provide the owner address:

Owner Address:

PO BOX 52410, IRVINE CA 92619-2410

4 . If you are not the owner, please provide the owner phone number:

Owner Phone Number:

800-333-4542

5 . Was the owner driving the vehicle?

No

6 . If the driver was not the owner, please provide the driver's name:

Driver's Name:

[REDACTED]

7 . If the driver was not the owner, please provide the driver's address:

Driver's Address:

[REDACTED] ST CHARLES II [REDACTED]

8 . If the driver was not the owner, please provide the driver's phone number:

Driver's Phone Number:

[REDACTED]

9 . What is the age of the driver?

[REDACTED]

10 . Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the vehicle)?
No

11 . What was the date of the incident?

<MM/DD/YYYY>:

02/08/2014

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

2:30 PM

13 . What was the temperature?

Approximate temperature in Fahrenheit:

10 degrees F

14 . Was there precipitation?

Yes. What type of precipitation (e.g., rain, snow/sleet, hail, etc.) and severity?:

SNOW

15 . Were you aware of wind blowing at about that time?

No

16 . Where did the incident occur?

C. Stationary on roadway

37 . Were there structures around the roadway? (walls, bridges, abutments, overpasses, etc.)

Please describe the structures around the roadway:

NO...I WAS AT A TRAFFIC LIGHT STOP

38 . Were there trees or poles such as utility poles in your vicinity?

No

39 . Were there power or telephone lines in the area?

No

40 . Were any of those objects above your vehicle?

No

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

58 . Were you operating the sunroof switch at the time the glass broke?

No

61 . Did you hear the sunroof glass break?

Yes. Please describe the breakage sound <if anything like an "explosion" is described, be very precise as to the direction

of the breakage, outward or inward >:

YES. IT SOUNDED LIKE A GUNSHOT

62 . What did you first see in relation to the broken glass?

Describe what you FIRST saw when the glass broke:

THE GLASS SPIDER WEB FELL INSIDE THE COMPARTMENT

63 . Was it the movable front glass or the stationary rear glass which broke?

Movable front glass.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Partially broken.

65 . If partially broken, which area?

Description of partially damaged area:

FRONT CENTER WAS BROKEN THEN I REMOVED THE REST SO IT DOES NOT FALL DOWN.

66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS

DOWNWARDS

67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and ho

Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise

outside the vehicle:

100% INSIDE THE CABIN

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?

No

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?

No

70 . Did the break cause a round or oval hole in the glass?

Round

71 . Which part of the sunroof was involved in that hole?

Description of where the hole is located on the broken section of the sunroof glass.:

FRONT CENTER

72 . Was the sunshade OPEN or CLOSED at the time of the incident?

OPEN

73 . If partially closed, please estimate the percentage closed:

No response selected.

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?

Description of where and how much broken glass found:

95% WAS ON FRONT SEAT

75 . Were any of the side windows open at the time of the incident?

No

76 . Have you ever put anything on the roof of your vehicle?

No

80 . Were there any passengers inside the vehicle at the time of the incident?

Yes

81 . Which seating positions were they occupying?

Which seating positions were they occupying and the age and name of each occupant:

ME- DRIVER SEAT

WIFE- PASSENGER SEAT

OLD SON- REAR PASSENGER

82 . Was anyone injured as a result of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

Yes

84 . Was anyone injured as a result of the incident?

No

90 . Were the police contacted?

No

91 . Was the insurance company contacted?

No

92 . Was the vehicle driven or towed following the incident?

Driven

93 . Where is the vehicle now?

Please provide location of the vehicle:

94 . Have the window repairs been completed?

No

95 . What action are you requesting of Kia?

<Resolution sought>:

NO

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
Car	Dealer	5XYKWDA70EC [REDACTED]	[REDACTED]	200
xxx, TX	Prod. Date: 2/15/13		Dealer: TX076	Pete's Car Smart Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 06/18/2013 10:42 AM Pacific Daylight Time JMoore
Received email from DPSM Stormy Childery:

I have a new unit in stock at TX076-Pete's Car Smart in Amarillo with the rear sun**ROOF** that **EXPLO**ded. Per the dealer the unit was setting on the lot when it happened.
Pictures have been requested and I will forward when they arrive.

Received photos, scanned and attached

*** PHONE LOG 06/18/2013 11:09 AM Pacific Daylight Time JMoore Action Type:Outgoing call

- Writer states:
1. Called and spoke with Mike at dealer
 2. Took accident report
 3. Part is BO, order #216839, part number 81612-2P500
 4. Email service@petescarsmartkia.com

*** NOTES 06/20/2013 09:53 AM Pacific Daylight Time JMoore Action Type:Manager review

- Writer states:
1. Reviewed case with NCA and PQ
 2. KMA would like to dispatch FTR or DPSM for inspection

*** EMAIL OUT •I@vR JMoore Action Type:External email

Send to:[Stapleton, Paul [KMA]]
CC List:[Childery, Stormy [KMA]]
Hi Paul / Stormy,

We reviewed the info on this sun**ROOF SHATTER** at TX076 with PQ and they requested that we have an FTR or DPSM inspect so we can get an FPQR submitted. Are there any FTRs available in the near future, or could we have Stormy inspect and then forward his notes to an FTR to get the FPQR completed as we have done previously?

Thanks,

Jeremy Moore
949-468-1190

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment [REDACTED]>>

*** NOTES 06/20/2013 10:44 AM Pacific Daylight Time JMoore Action Type:Manager review

- Writer states:
1. Per RCAM, we will need to reevaluate schedules of DPSM and FTR on 6/24

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
Car	Dealer	5XYKWDA70EC [REDACTED]	[REDACTED]	200
xxx, TX	Prod. Date: 2/15/13		Dealer: TX076	Pete's Car Smart Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

2. Writer will follow up with dealer

*** PHONE LOG 06/20/2013 10:49 AM Pacific Daylight Time JMoore Action Type:Outgoing call

Writer states:

1. Called and spoke with Terry at dealer
2. Informed we will have more info on Monday

Terry states:

1. OK, I will let everyone know

*** NOTES 06/24/2013 10:27 AM Pacific Daylight Time JMoore Action Type:Manager review

Writer states:

1. Received email from DPSM:
In speaking with Richard Peralta FTR he will investigate the concern the first week of July. Richard will advised of the exact date. Richard will complete the FPQR upon completion of his inspection.

Stormy-You are now released from completing the inspection.

*** NOTES 06/24/2013 10:27 AM Pacific Daylight Time JMoore Action Type:Manager review

CORRECTION TO PREVIOUS NOTE:

1. Email came from RCAM, not DPSM

*** PHONE LOG 06/24/2013 10:34 AM Pacific Daylight Time JMoore Action Type:Outgoing call

Writer states:

1. Called and spoke with Terry at dealer
2. Informed FTR would be inspecting next week

Terry states:

1. OK, thanks

*** PHONE LOG 07/08/2013 11:52 AM Pacific Daylight Time JMoore Action Type:Incoming call

Writer states:

1. Received call from FTR

FTR states:

1. I just inspected and there is no sign of any rock chips or debris causing this issue
2. It's the back of the pano sun**ROOF** and it looks like it's just blown up
3. I will complete the FPQR tonight
4. The dealer already has the glass so I told them to go ahead with repairs

Writer states:

1. Great, thanks
2. No further actions

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
Car	Dealer	5XYKWDA70EG [REDACTED]	[REDACTED]	200
xxx, TX	Prod. Date: 2/15/13		Dealer: TX076	Pete's Car Smart Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** CASE CLOSE 07/08/2013 11:53 AM Pacific Daylight Time JMoore

No further actions

*** PHONE LOG 08/21/2013 12:09 PM Pacific Daylight Time JMoore Action Type:Outgoing call

Writer states:

1. Called and spoke with Michael at dealer (warranty admin)
2. Requested RO faxed over for reimbursement

*** NOTES 08/22/2013 10:38 AM Pacific Daylight Time JMoore Action Type:Manager review

Writer states:

1. Submitted Goodwill packet for reimbursement

*** PHONE LOG 08/29/2013 12:58 PM Pacific Daylight Time JMoore Action Type:Outgoing call

Writer states:

1. Called and left message for Michael at dealer
2. Requested invoice for sublet on RO
3. Provided contact info

*** PHONE LOG 09/03/2013 08:39 AM Pacific Daylight Time JMoore Action Type:Outgoing call

Writer states:

1. Called and left message for Michael at dealer
2. Requested invoice for sublet on RO
3. Provided contact info

*** PHONE LOG 09/06/2013 08:31 AM Pacific Daylight Time JMoore Action Type:Outgoing call

Writer states:

1. Called and spoke with Michael at dealer
2. Requested sublet RO

Michael states:

1. I will fax that over now

*** NOTES 09/06/2013 03:15 PM Pacific Daylight Time JMoore Action Type:Manager review

Writer states:

1. Received sublet invoice from dealer
2. Scanned and attached to case

*** NOTES 09/20/2013 11:09 AM Pacific Daylight Time JMoore Action Type:Manager review

Writer states:

1. Received confirmation of payment to dealer
2. No further actions

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
Car	Dealer	5XYKWDA70EG [REDACTED]	[REDACTED]	200
xxx, TX	Prod. Date: 2/15/13	Dealer: TX076 Pete's Car Smart Kia		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Other

3. Closing case

*** CASE CLOSE 09/20/2013 11:09 AM Pacific Daylight Time JMoore
No further actions

*** PHONE LOG 12/02/2013 02:23 PM US Mountain Standard Time MBurgess Action Type:Incoming call
Michael Perez from TX076
1 I was calling about the payment from KIA
2 We never got paid for the sun**ROOF** repair

wtr stated
1. Apologized
2. Advised last notes states KIA received payment confirmation to DLR
3. Advised wtr can send case back to regional office for handling
4 Advised regional office will contact DLR

Michael Perez from TX076
1 Ok thanks

*** NOTES 12/02/2013 02:25 PM US Mountain Standard Time MBurgess Action Type:Manager review
Dispatching to SRCA for handling

1. Case previously being handled by regional office
2. DLR states they did not receive payment from KIA
3. Notes state KCA regional office received payment confirmation from DLR
4 Please contact DLR- Michael Perez in Service - (806) 351-1122

*** NOTES 12/04/2013 08:14 AM US Mountain Standard Time TMorales Action Type:Manager review
Writer dispatching case to NCA because:
1. Dealer TX076 states they did not receive payment for repairs to sun**ROOF** on their in stock unit.
2. J Moore at NCA had previously been working with Dealer on this issue, and notes say payment confirmed...But Dealer states they never received payment.
3. For contact with TX076 regarding their payment.

*** PHONE LOG 12/05/2013 10:28 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to Michael Perez:
1. Michael Perez confirmed that payment was received.

*** CASE CLOSE 12/05/2013 10:28 AM Pacific Daylight Time JMojica

Accident Report

Case [REDACTED]

Report Details

1 . Do you own the vehicle?

Yes

5 . Was the owner driving the vehicle?

No

6 . If the driver was not the owner, please provide the driver's name:

Driver's Name:

Vehicle was parked.

7 . If the driver was not the owner, please provide the driver's address:

Driver's Address:

TX076

8 . If the driver was not the owner, please provide the driver's phone number:

Driver's Phone Number:

TX076

9 . What is the age of the driver?

No response selected.

10 . Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the v

No

11 . What was the date of the incident?

<MM/DD/YYYY>:

Around 6/12

12 . What time of day did the incident occur?

No response selected.

13 . What was the temperature?

No response selected.

14 . Was there precipitation?

No response selected.

15 . Were you aware of wind blowing at about that time?

No response selected.

16 . Where did the incident occur?

D. Parked

41 . Where was your vehicle parked? (e.g., covered parking garage, personal garage, open parking lot, driveway, street.

Please describe where the vehicle was parked.:

Dealer lot

42 . If vehicle was parked in a COVERED PARKING GARAGE:

No response selected.

43 . Was the vehicle parked under direct sunlight?:

Yes

44 . Were you in the vehicle at the time of the incident?

No

45 . If the vehicle was parked in a OPEN PARKING LOT, DRIVEWAY or STREET:

Describe the area where the vehicle was parked (e.g., under or near trees, near construction, under direct sunlight, in the shade.):

Open dealer lot

46 . Were there trees or poles such as utility poles in your vicinity?

No

47 . Were there power or telephone lines in the area?

Yes

48 . Were any of those objects above your vehicle?

No

49 . Were you in the vehicle at the time of the incident?

No

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

58 . Were you operating the sunroof switch at the time the glass broke?

No

61 . Did you hear the sunroof glass break?

No

62 . What did you first see in relation to the broken glass?

Describe what you FIRST saw when the glass broke:

The glass is all totally shattered but intact except for a hole at least 12 inches in diameter.

63 . Was it the movable front glass or the stationary rear glass which broke?

Stationary rear glass.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Partially broken.

65 . If partially broken, which area?

Description of partially damaged area:

center

66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS

UPWARDS

67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and how

Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise

outside the vehicle:

Some in passenger area, some on roof around shatter. Dealer contact Michael states it appears as though something punched upward

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?

Yes

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?

No

70 . Did the break cause a round or oval hole in the glass?

Round

71 . Which part of the sunroof was involved in that hole?

No response selected.

72 . Was the sunshade OPEN or CLOSED at the time of the incident?

OPEN

73 . If partially closed, please estimate the percentage closed:

No response selected.

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?

No response selected.

75 . Were any of the side windows open at the time of the incident?

No

76 . Have you ever put anything on the roof of your vehicle?

No

80 . Were there any passengers inside the vehicle at the time of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

No

84 . Was anyone injured as a result of the incident?

No

90 . Were the police contacted?

No

91 . Was the insurance company contacted?

No

92 . Was the vehicle driven or towed following the incident?

Driven

93 . Where is the vehicle now?

Please provide location of the vehicle:

94 . Have the window repairs been completed?

No

95 . What action are you requesting of Kia?

No response selected.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A72EC [REDACTED]	[REDACTED]	12,270
Port Barre, LA [REDACTED]		Prod. Date: 2/25/13	Dealer: LA036 Sterling Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Case History

*** PHONE LOG 10/01/2013 06:29 AM US Mountain Standard Time MOTTeson Action Type:Outgoing call

Writer called customer left VM stating

1. Calling in reference to your vehicle
2. Advised were notified you had you vehicle into the dealer for sun **ROOF** concern
3. Advised to call back
4. Gave case and 800#

*** NOTES 10/01/2013 06:30 AM US Mountain Standard Time MOTTeson Action Type:Manager review
WILL CALL CUSTOMER AGAIN 10/2/13

*** PHONE LOG 10/01/2013 10:24 AM US Mountain Standard Time LLClark Action Type:Incoming call

Customer called writer and states:

1. I'm calling because my sun **ROOF** blew out in my car

Writer states:

1. Apologized
2. Advised writer did find case FCM MOTTeson started
3. Advised writer will take report and forward to the appropriate office for handling

Customer states:

1. I am pretty upset about this because the dealer said that Kia is not going to want to send someone out to look at this
2. They said that Kia probably won't want to cover it because of the way the glass **BROKE**

Writer states:

1. Apologized
2. Advised the dealer has no way of knowing if Kia will cover this situation or not
3. Advised the report will be forwarded to the appropriate office for handling
4. Advised when the case is picked up, they will be able to make a firm determination on how to proceed
5. *Took incident report*

Customer states:

1. I want to send pictures as well
2. When it happened, we took pictures right away
3. When we called the dealer, they told us to close the sunshade and drive the car in to them, so the pics they took look a bit different than the ones we have

Writer states:

1. Gave PO box for KMA and case number
2. Requested up to two business days for callback

Customer states:

1. OK, thank you

Writer states:

1. Requested callback for further assistance

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A72EC [REDACTED]	[REDACTED]	12,270
Port Barre, LA [REDACTED]		Prod. Date: 2/25/13	Dealer: LA036	Sterling Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Dispatching to NCA:

1. Customer alleges sun **ROOF SHATTER**ed while driving
2. Dispatching for visibility

*** PHONE LOG 10/03/2013 04:21 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer, [REDACTED] this date.

*** PHONE LOG 10/04/2013 08:56 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr adding notes not logged in previously:

*** PHONE LOG 10/03/2013 04:21 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer, [REDACTED] on 10/3/13 and stated:

1. Name, company and case number.
2. We've received your case in our office for further review regarding the incident involving the sun **ROOF SHATTER**ing on your 2014 Sorento
3. We were sorry to hear about the incident, however, glad to hear that no one was injured as a result of it.
4. Wtr is the person that has been assigned to your case to further assist you with resolving the concern.
5. In order for us to investigate this matter further we will need to obtain photos of the damage to the vehicle preferably post-incident photos.
6. What is the current location of the vehicle?
7. Has the dealer provided you with alternate transportation?

Customer stated:

1. I took some pictures right after the sun **ROOF SHATTER**ed.
2. My mom overnighted the pictures to Kia Corporate.
3. Vehicle is currently at the dealer.
4. Dealer gave me a loaner car.
5. My mom works at the dealer.
6. Sunshade was open when the sun **ROOF** glass **SHATTER**ed but luckily I was not injured from the glass.
7. Sun **ROOF SHATTER**ed upward and outward.
8. Sun **ROOF** glass and all of the windows were closed when sun **ROOF SHATTER**ed.
9. I drove the vehicle to the dealer and they took some photos too.

Wtr stated:

1. Wtr will look out for the photos that your mom sent to us and will follow up with the dealer to request photos from them.
2. Once we receive all of the photos wtr will review your case with PQ Platform Engineer to determine Kia's next steps.
3. We may need to dispatch a Kia Rep or FTR to inspect the vehicle in order to try and determine the root cause for the concern such as evidence of impact from a rock or another outside influence that may have caused the sun **ROOF** to **SHATTER**.

Customer stated:

1. Please give me a call when you receive the photos.
2. Thank you so much for your assistance in this matter.

Wtr stated:

1. Will do.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A72E0 [REDACTED]	[REDACTED]	12,270
Port Barre, LA	[REDACTED]	Prod. Date: 2/25/13	Dealer: LA036	Sterling Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

1. Wtr is calling in regard to customer [REDACTED] 2014 Sorento with the sun **ROOF SHATTER** concern.
2. We are in the process of investigating this matter to try and determine the root cause for concern.
3. We are waiting on post-incident photos sent by customer's mom who works for your dealership.
4. Wtr understands that you've taken photos as well and that you have provided the customer with a loaner vehicle.
5. Wtr requested photos and gave wtr's email address to SM.
6. Did you perform a visual inspection of the vehicle?
7. If so, did you observe any impact marks on the sun **ROOF** or outer perimeter and leading edge of the sun **ROOF**, windshield or hood?
8. Once we receive the photos wtr will be reviewing case with PQ Engineer to determine if we need to dispatch a Kia Rep or FTR to inspect the vehicle.
9. Gave wtr's phone number to SM.

SM stated:

1. Most of the sun **ROOF** glass was gone when vehicle arrived here.
2. The movable glass **SHATTER**ed.
3. I examined the vehicle and didn't see any impact marks anywhere.
4. I will email the photos to you.

Wtr stated:

1. Thank you, wtr will give you a call back with further direction once we've completed our review.

*** PHONE LOG 10/07/2013 11:02 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received email with photos attached from SM Casey Carter at LA036 as follows:
From: ccarter@saveatsterling.com [mailto:ccarter@saveatsterling.com]
Sent: Friday, October 04, 2013 2:32 PM
To: Hillegas, Michele [KMA]
Subject: [FWD:]la036

pics of **SHATTER**ed sun **ROOF**, vin, and mileage

Casey Carter
Service Manager
Sterling Imports
337-233-7630
www.saveatsterling.com

*** PHONE LOG 10/07/2013 03:36 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer [REDACTED] and stated:

1. Name, company and case number.
2. We haven't received the photos that your mom overnighted to us last week.
3. Do you have a way to track the package?

Customer stated:

1. My mom wasn't able to overnight the photos from work because the address was to a PO Box so she sent them through US Postal Service.
2. We have a tracking number and they should arrive by tomorrow.
3. Thanks for the follow up call.

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Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A72EC [REDACTED]	[REDACTED]	12,270
Port Barre, LA	[REDACTED]	Prod. Date: 2/25/13	Dealer: LA036	Sterling Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakdown

Wtr stated:

1. Wtr will look out for the photos tomorrow and will proceed with the review process.
2. Wtr will let you know when the photos are received.

*** PHONE LOG 10/07/2013 04:46 PM Pacific Daylight Time MHillegas Action Type:Incoming call
NCA reviewed case with PQ:

1. Need to review post-incident photos taken by customer.

*** PHONE LOG 10/08/2013 07:18 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
CCM JStroup sent email to SM Casey Carter at LA036 with cc: to DPSM RWood stating:

From: Stroup, Jeff [KMA]

Sent: Tuesday, October 08, 2013 7:51 AM

To: 'Casey Carter'

Cc: Wood, Richard [KMA]

Subject: RE: [FWD:]14 SORENTO SUN **ROOF SHATTERED**

Casey,

Yes we have received your photos.

The customer is sending post incident photos which we should receive today.

Michele H spoke with the customer last night and advised once we receive her photos today, the case will be reviewed for next steps.

Michele H will contact yourself and the customer later today. if you have any questions, please let me know.

Thank you,

Jeff Stroup

Contact Center Manager

Kia Motors America

111 Peters Canyon Road Irvine, CA 92606

P: (949)468-4620 F: (949)468-4509

jstroup@kiausa.com

*** PHONE LOG 10/08/2013 03:23 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Wtr is calling to let you know that we still have not received the post-incident photos from you.
2. Do you have the tracking number?

Customer stated:

1. My wife checked with USPS tracking and was advised that the package was delivered to Kia at 3 pm Louisiana time.
2. We don't have the tracking number with us because it's at my wife's work.

Wtr stated:

1. Wtr to check with mailroom for receipt of package and will give you a call back.

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A72EC [REDACTED]	[REDACTED]	12,270
Port Barre, LA	[REDACTED]	Prod. Date: 2/25/13	Dealer: LA036	Sterling Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

*** PHONE LOG 10/08/2013 04:42 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Wtr checked with our mailroom and package has not been received yet.
2. Wtr was advised that if the package was delivered to the P.O. Box this afternoon then it should be received by our mailroom tomorrow morning.
3. Wtr will give you a call tomorrow to confirm whether or not we've received the pictures.

Customer stated:

1. Thank you.

*** PHONE LOG 10/09/2013 11:06 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email to SM Casey Carter at AL036 with cc: to DPSM RWood stating:

From: Hillegas, Michele [KMA]

Sent: Wednesday, October 09, 2013 12:00 PM

To: ccarter@saveatsterling.com

Cc: Wood, Richard [KMA]

Subject: FW: [FWD:]14 SORENTO SUN **ROOF SHATTERED**

Hi Casey,

We are still waiting on the post-incident photos from the customer. They should be here today. I spoke with the customer last night and advised him of same. As soon as we receive the photos I will review them with engineering and will give you and the customer a call back with next steps.

Thanks,

Michele Hillegas
National Consumer Affairs Analyst
Kia Motors America, Inc.
111 Peters Canyon Road
Irvine, CA 92606
949.468.4618 - Direct
949.468.4509 - Fax
mhillegas@kiausa.com

*** PHONE LOG 10/10/2013 10:44 AM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received a call from customer, [REDACTED] who stated:

1. We found out why you haven't received the pictures yet.
2. Package was delivered to the post office in Port Barre where we live not sure why.
3. It was reshipped to KMA's P.O. Box address on 10/9/13 and is currently in transit.
4. You should receive package today or tomorrow.

Wtr stated:

1. Wtr inquired if customer kept a set of photos that he could scan and email to wtr to avoid any further delays in the review process.

Customer stated:

1. I took the photos on my phone so I can email them directly to you.

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A72E0 [REDACTED]	[REDACTED]	12,270
Port Barre, LA	[REDACTED]	Prod. Date: 2/25/13	Dealer: LA036 Sterling Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

2. I would have done this sooner, however, I was told by the other Rep that I couldn't send the photos via email and that I would need to mail them to the P.O. Box address.

Wtr stated:

1. Wtr apologized for the miscommunication.
2. Wtr was under the impression based on our prior conversations and case notes that you only had hard copies of the photos and did not have them available in an electronic file.
3. Please email the photos to wtr at mhilligas@kiausa.com and wtr will review them with engineering to determine next steps.

Customer stated:

1. I will have my wife [REDACTED] email the photos to you.

Wtr stated:

1. Wtr will let you know when photos have been received.

*** PHONE LOG 10/10/2013 11:00 AM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received 6 emails from customer, [REDACTED] (wife) with a total of 18 photos attached:

1. Wtr to print and scan photos into case.

*** PHONE LOG 10/10/2013 11:02 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email to customer, [REDACTED] (wife) confirming receipt of photos.

*** PHONE LOG 10/10/2013 03:20 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received email communication from customer, [REDACTED] (wife) stating:

Pictures are on their way

USPS Tracking [REDACTED]

Thank you. The hard copies of the photos should arrive tomorrow.

I called and spoke to a CSR with the postal service.

*** PHONE LOG 10/11/2013 03:00 PM Pacific Daylight Time MHillegas Action Type:Incoming call

NCA reviewed case with PQ Engineer:

1. No evidence of impact depicted in the photos.
2. Would like Kia FTR/DPSM to inspect if available.

*** PHONE LOG 10/11/2013 03:02 PM Pacific Daylight Time MHillegas Action Type:Incoming call

CCM JStroup reviewed case with NCAM PORTIZ:

1. Dealer inspected and did not find any evidence of impact.
2. PQ reviewed photos and did not see any evidence of impact.
3. Wtr to contact RCAM to see if FTR is available to inspect in the next day or two.

*** PHONE LOG 10/11/2013 03:04 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr called RCAM CDavis and left a detailed VM requesting a call back.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A72E0 [REDACTED]	[REDACTED]	12,270
Port Barre, LA	[REDACTED]	Prod. Date: 2/25/13	Dealer: LA036	Sterling Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun **ROOF** Breakaway

*** PHONE LOG 10/14/2013 08:23 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr spoke with RCAM CDavis and stated:

1. Wtr reviewed case with RCAM and requested FTR's availability to inspect in the next day or so.

RCAM stated:

1. FTR is in Texas performing inspection and will not be available in the next day or so.
2. Check DPSM's availability; he is located about an hour from dealer.

Wtr stated:

1. Will do, thanks.

*** PHONE LOG 10/14/2013 08:37 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr spoke with DPSM Richard Wood and stated:

1. Wtr reviewed case with DPSM.
2. NCA reviewed photos with PQ.
3. No evidence of impact marks depicted in the photos.
4. We wanted to try to get FTR or DPSM to inspect in next day or so.
5. FTR is currently in TX and is not available to inspect.
6. Wtr wanted to check your availability to inspect.

DPSM stated:

1. I'm in Soul training all week and am unavailable to inspect.
2. However, I've already looked at the car previously and did not see any evidence of impact marks that would have caused the sun **ROOF** to **SHATTER**.

Wtr stated:

1. Being there is no clear evidence of impact from an outside influence we will go ahead and authorize dealer to perform a one-time goodwill repair through CA goodwill.
2. Wtr to contact SM Casey Carter and authorize repair to vehicle.

DPSM stated:

1. Okay thanks.

*** PHONE LOG 10/14/2013 08:48 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SM Casey Carter at LA036 and stated:

1. We've completed our review of all of the photos with PQ and did not see any evidence of impact marks from an outside influence.
2. DPSM advised wtr that he had already inspected vehicle and didn't see any evidence of impact marks and you had advised wtr of same.
3. Based on our review, we are authorizing you to perform a one-time goodwill repair through CA goodwill.
5. Wtr requested a copy of the invoice once the repair has been completed.
6. Wtr to submit for reimbursement through CA goodwill and credit to dealer will be reflected on the parts statement.
7. Wtr to contact customer to advise him of goodwill repair.
8. Wtr to send SM a follow up email.

SM stated:

1. We already have the part here and can complete the repair by the end of the day.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
Port Barre, LA		5XYKW4A72EG		12,270
Prod. Date: 2/25/13		Dealer: LA036 Sterling Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

- I'll send a copy of the invoice to you once we've completed repair and customer has picked up the vehicle.

*** PHONE LOG 10/14/2013 09:00 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer and stated:

- Name, company and case number.
- We've completed our review of your case and want to discuss the outcome with you.
- Wtr reviewed all of the post-incident photos with one of PQ engineers and management.
- Based on our review we did not see any clear evidence of impact marks from an outside influence that may have caused the sun **ROOF** to **SHATTER**.
- DPSM and dealer inspected the vehicle and did not see any evidence of impact marks either.
- Based on the above, we are not able to determine the root cause for the sun **ROOF** to **SHATTER**.
- Because we value you as a Kia customer, we would like to offer to repair the vehicle as one-time goodwill gesture.
- Wtr have already given authorization to SM Casey Carter to repair the vehicle under goodwill.
- SM advised wtr that they have the new part and can complete the repair by the end of the day.
- You should be receiving a call from SM today advising you when vehicle is ready for pick up.

Customer stated:

- Thank you so much, I really appreciate all your help on this.

Wtr stated:

- Thank you for allowing us an opportunity to assist you with resolving the concern.

*** PHONE LOG 10/14/2013 09:38 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email to SM Casey Carter at LA036 with cc: to DPSM and RCAM stating:

- Per our conversation this morning, we've completed our review of the above-referenced case and are unable to determine the root cause for the **SHATTER**ed sun **ROOF**.
- Therefore, we are authorizing LA036 to perform a one-time goodwill repair to the vehicle.
- We will reimburse LA036 for the repair through CA goodwill and a credit will be reflected on your parts statement.
- RO should be documented appropriately as follows:

Complaint: Customer states sun **ROOF SHATTER**ed while driving 2014 Sorento.

Cause: After investigating and reviewing condition of sun **ROOF** and vehicle with Kia Motors, there are no obvious signs of cause for sun **ROOF SHATTER**, either due to external impact or not.

Correction: Kia Motors has authorized replacement of sun **ROOF** as one-time goodwill gesture on behalf of customer.

- Please do not submit a warranty claim, send me a copy of the invoice for reimbursement through CA goodwill.

*** PHONE LOG 10/14/2013 09:43 AM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr reviewed case with CCM JStroup prior to contacting dealer and customer this date:

- NCA to authorize one-time goodwill repair for replacement of sun **ROOF** through CA goodwill.

*** NOTES 10/14/2013 03:42 PM Pacific Daylight Time SGuindi Action Type:Manager review

NCA rec'd pictures from customer. Attaching to case and reassigning to MHillegas for further handling.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A72E [REDACTED]	[REDACTED]	12,270
Port Barre, LA	[REDACTED]	Prod. Date: 2/25/13	Dealer: LA036	Sterling Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

*** PHONE LOG 11/12/2013 07:01 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr submitted GW#87685 pkg for approval and processing and attached a copy to case.

*** PHONE LOG 11/26/2013 01:19 PM Pacific Daylight Time MHillegas Action Type:Incoming call
NCA received a copy of dealer invoice for LA036 reflecting credit in the amount of \$537.23 and wtr attached a copy to case.

*** CASE CLOSE 11/26/2013 01:20 PM Pacific Daylight Time MHillegas
No further actions.

Accident Report

Case [REDACTED]

Report Details

0 . **End**

No response selected.

1 . **Do you own the vehicle?**

Yes

5 . **Was the owner driving the vehicle?**

Yes

9 . **What is the age of the driver?**

[REDACTED]

10 . **Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the v**

No

11 . **What was the date of the incident?**

<MM/DD/YYYY>:

09/28/2013

12 . **What time of day did the incident occur?**

<HH:MM> <AM/PM>:

11:00 am

13 . **What was the temperature?**

Approximate temperature in Fahrenheit:

high 70s

14 . **Was there precipitation?**

No

15 . **Were you aware of wind blowing at about that time?**

No

16 . Where did the incident occur?

A. Highway or Interstate

17 . Provide name and number of highway/interstate:

Name and number of highway or interstate:

Highway 182 eastbound

18 . How many lanes in your direction?

Number of lanes in your direction:

2

19 . What was the nearest city or town from the incident location?

Nearest City or Town from the incident location:

Sunset, LA

20 . What direction were you heading?

Direction you were traveling (e.g., northbound on I-5, eastbound on I-40, etc.):

southeast

21 . What exit were you nearest?

Closest exit from the incident location?:

Highway 754

22 . Was that exit before or after the incident location?

Exit before or after the incident location:

before

23 . How far were you from that exit?

Distance from the nearest exit:

Approximately a few hundred yards

24 . Was the vehicle moving or stationary at the time of the incident?

If MOVING, what speed were you traveling at?:

40mph

25 . Describe traffic conditions including density of traffic [regardless of the speed] (e.g., close front and back and side

Description of traffic condition:

No one was around

26 . What type of vehicles were on the road? (passenger vehicles, pick-up trucks, semi-trucks, heavy construction vehicle

Type of vehicles on the road:

N/A - No one was around at all

27 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some holes or broken
<Obtain more details if caller says another OTHER than freshly paved.>:

It's a smooth road

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

58 . Were you operating the sunroof switch at the time the glass broke?

No

61 . Did you hear the sunroof glass break?

Yes. Please describe the breakage sound <if anything like an "explosion" is described, be very precise as to the direction of the breakage: outward or inward.>
It sounded like a gun went off in the car

62 . What did you first see in relation to the broken glass?

Describe what you FIRST saw when the glass broke:

The sunshade was open to let the sun in. When the sunroof broke, it sounded like someone had shot a rifle, so I looked around the car and when I looked up, there was a hole in the sunroof.

63 . Was it the movable front glass or the stationary rear glass which broke?

Movable front glass.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Partially broken.

65 . If partially broken, which area?

Description of partially damaged area:

A hole the size of a basketball dead center in the middle of the sunroof

66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS

UPWARDS

67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and ho

Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise outside the vehicle:
There was a little bit on top of the vehicle. Some fell in the seats, some in the passenger seat and some in the passenger seat. The Sorento is not that big, there was even some in my little girl's car seat

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?

Yes

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?

No

70 . Did the break cause a round or oval hole in the glass?

Round

71 . Which part of the sunroof was involved in that hole?

Description of where the hole is located on the broken section of the sunroof glass.:

Center portion

72 . Was the sunshade OPEN or CLOSED at the time of the incident?

OPEN

73 . If partially closed, please estimate the percentage closed:

No response selected.

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?

Description of where and how much broken glass found:

Inside the passenger compartment primarily

75 . Were any of the side windows open at the time of the incident?

No

76 . Have you ever put anything on the roof of your vehicle?

No

80 . Were there any passengers inside the vehicle at the time of the incident?

Yes

81 . Which seating positions were they occupying?

Which seating positions were they occupying and the age and name of each occupant:

Mrs. [REDACTED] was in the passenger front seat, and my daughter is 2, and so she was facing forward in the right rear seat in her car seat

82 . Was anyone injured as a result of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

Yes

84 . Was anyone injured as a result of the incident?

No

90 . Were the police contacted?

No

91 . Was the insurance company contacted?

Yes. When was the insurance company contacted, did you provide them with a statement and have you settled with the insurance company? Additionally, please provide the name of the insurance company, address, phone, policy number and claim#:

They were contacted on Monday 09/30/2013

92 . Was the vehicle driven or towed following the incident?

Driven

93 . Where is the vehicle now?

Please provide location of the vehicle:

94 . Have the window repairs been completed?

No

95 . What action are you requesting of Kia?

<Resolution sought>:

Just fix it, I guess. Look at it to see what went wrong, because I'm not the only person that has been driving down the road and had the sunroof explode. If there is no resolution, I am going to want to just get out of the vehicle, because I can't have my wife driving the car and have this happen again. It would scare her, and she could jerk the wheel and roll the car, or what if a car is coming the other way?

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A75EC [REDACTED]	[REDACTED]	17,500
Irvine, CA	[REDACTED]	Prod. Date: 2/13/13	Dealer: CA273	Kia of Irvine

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Case History

*** PHONE LOG 04/04/2014 08:59 AM US Mountain Standard Time BHardt

*** PHONE LOG 04/04/2014 09:18 AM US Mountain Standard Time BHardt Action Type: Incoming call

Cust states:

1. Provided last 8: EC [REDACTED]
2. With Kelly Blue Book.
3. Veh belongs to Kia National HQ, we are testing it for a year, long term test veh.
4. Sun **ROOF** breakage, 2nd sun **ROOF**.
5. Dlr said to call you and tell you what happened.
6. Shade protected us from glass.
7. Veh is a Kia of Irvine.
8. Veh not repaired, in for regular svc, dlr said we should report incident.

Wrt states:

1. Updated info.
2. Apologized.
3. Followed sun **ROOF** script.
4. Provided case #.
5. Glad you're ok.
6. Will forward to appropriate office.
7. Advised will receive c/b in 2 business days.

Cust states:

1. Thank you.

Wrt states:

1. Offered survey, accepted.
2. Thanked for calling KMA.

*** NOTES 04/04/2014 09:38 AM US Mountain Standard Time BHardt Action Type: E-mail sent

Email sent to DTretin notifying that case being forwarded to NCA for product liability.

*** NOTES 04/04/2014 09:38 AM US Mountain Standard Time BHardt Action Type: Manager review

CALL TO ACTION:

Cust alleges sun **ROOF BROKE** on freeway.

Cust states veh owned by NCA, cust works for Kelly Blue Book.

Is long term test drive veh.

*** NOTES 04/07/2014 10:35 AM US Mountain Standard Time SCoder Action Type: Manager review

Duplicate case notes from [REDACTED]

*** PHONE LOG 04/04/2014 12:31 PM US Mountain Standard Time MOTTeson

Writer called CA273 spoke to Mark and states

1. Calling in reference to this customer

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A75EG [REDACTED]	[REDACTED]	17,500
Irvine, CA 92618		Prod. Date: 2/13/13		Dealer: CA273 Kia of Irvine

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Mark states

1. He said he was driving in AZ heard a pop sound and the damage was done

Thanked and call ended

*** PHONE LOG 04/04/2014 12:34 PM US Mountain Standard Time Motteson Action Type:Outgoing call

Writer called customer left VM stating

1. Calling in reference to your vehicle
2. Were advised you had a concern with your sun **ROOF**
3. Advised to call back
4. Gave case and 855#

[!<For Internal Use Only

If customer call back please get sun **ROOF** scripting and forward to NCA>!]]

*** PHONE LOG 04/07/2014 10:10 AM US Mountain Standard Time SCoder Action Type:Outgoing call

Writer called Zack Vlasuk and left vm

1. Wanted to follow up on behalf of Motteson who left a message last week
2. Wanted to ask some questions about your sun **ROOF** concerns
3. Requested call back
4. Left call back information

[!<For Internal Use Only

VIN: 5XYKW4A75EG [REDACTED] >!]]

*** NOTES 04/07/2014 12:29 PM Pacific Daylight Time SamuelKim Action Type:Manager review

Reviewed case with PQ.

*** NOTES 04/07/2014 12:42 PM Pacific Daylight Time SamuelKim Action Type:Manager review

Reviewed case with NCAM.

*** CASE CLOSE 04/09/2014 10:54 AM Pacific Daylight Time SamuelKim

*** NOTES 04/16/2014 04:09 PM Pacific Daylight Time SamuelKim Action Type:Manager review

Reviewed case with PQ.

1. Vehicle requires new headliner assembly

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A75EC [REDACTED]	[REDACTED]	17,500
Irvine, CA	[REDACTED]	Prod. Date: 2/13/13	Dealer: CA273	Kia of Irvine

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

*** NOTES 04/23/2014 10:46 AM Pacific Daylight Time SamuelKim Action Type:Manager review
Reviewed case with PQ. Vehicle expected to repaired by tomorrow 4/24.

*** NOTES 04/30/2014 01:40 PM Pacific Daylight Time SamuelKim Action Type:Manager review
PR to return vehicle back to customer on 5/2. Vehicle is repaired.

*** NOTES 05/05/2014 12:23 PM Pacific Daylight Time SamuelKim Action Type:Manager review
Per PR, vehicle was delivered back to customer on 5/2.

*** CASE CLOSE 05/05/2014 12:23 PM Pacific Daylight Time SamuelKim

Accident Report

Case [REDACTED]

Report Details

0 . End

No response selected.

1 . Do you own the vehicle?

No

2 . If you are not the owner, please provide the owner name:

Owner Name:

Kia National HQ, Public relations dept.

3 . If you are not the owner, please provide the owner address:

Owner Address:

Kia Motors America
PO Box 52410
Irvine, CA 92619

4 . If you are not the owner, please provide the owner phone number:

Owner Phone Number:

N/A

5 . Was the owner driving the vehicle?

No

6 . If the driver was not the owner, please provide the driver's name:

Driver's Name:

[REDACTED]

7 . If the driver was not the owner, please provide the driver's address:

Driver's Address:

[REDACTED]
Irvine, CA [REDACTED]

8 . If the driver was not the owner, please provide the driver's phone number:

Driver's Phone Number:

[REDACTED]

9 . What is the age of the driver?

[REDACTED]

10 . Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the v

No

11 . What was the date of the incident?

<MM/DD/YYYY>:

4/1

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

Approx 4 PM

13 . What was the temperature?

Approximate temperature in Fahrenheit:

80 F

14 . Was there precipitation?

No

15 . Were you aware of wind blowing at about that time?

Yes. Please describe the intensity of wind and if dust was noticeable.:

Was a bit windy

16 . Where did the incident occur?

A. Highway or Interstate

17 . Provide name and number of highway/interstate:

Name and number of highway or interstate:

Interstate 10, W of Phoenix, AZ.

18 . How many lanes in your direction?

Number of lanes in your direction:

2

19 . What was the nearest city or town from the incident location?

Nearest City or Town from the incident location:

Phoenix

20 . What direction were you heading?

Direction you were traveling (e.g., northbound on I-5, eastbound on I-40, etc.):

West

21 . What exit were you nearest?

Closest exit from the incident location?:

Exit 100

22 . Was that exit before or after the incident location?

Exit before or after the incident location:

Before.

23 . How far were you from that exit?

Distance from the nearest exit:

Between exits out there its a good 10 mi or so.

24 . Was the vehicle moving or stationary at the time of the incident?

If MOVING, what speed were you traveling at?:

75 mph

25 . Describe traffic conditions including density of traffic [regardless of the speed] (e.g., close front and back and side

Description of traffic condition:

It was light traffic and I was passing an 18 wheeler and there was another one in front of me.

26 . What type of vehicles were on the road? (passenger vehicles, pick-up trucks, semi-trucks, heavy construction vehic

Type of vehicles on the road:

2 18 wheelers next to and in front of veh.

27 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some holes or broken

<Obtain more details if caller says another OTHER than freshly paved.>:

Smooth.

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

58 . Were you operating the sunroof switch at the time the glass broke?

No

61 . Did you hear the sunroof glass break?

Yes. Please describe the breakage sound <if anything like an "explosion" is described, be very precise as to the direction of the breakage: outward or inward.>

All windows were up with A/C on, sounded like an explosion, thought a veh had a blowout, like a decompression.

62 . What did you first see in relation to the broken glass?

Describe what you FIRST saw when the glass broke:

Partially rolled back shade and saw breakage

63 . Was it the movable front glass or the stationary rear glass which broke?

Stationary rear glass.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Partially broken.

65 . If partially broken, which area?

Description of partially damaged area:

Hole in middle and cracks radiating from break, was able to drive home.

**66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS
UPWARDS**

**67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and ho
Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise
outside the vehicle:**
Shade was closed and all glass stayed in shade area.

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?

Yes

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?

No

70 . Did the break cause a round or oval hole in the glass?

Round

71 . Which part of the sunroof was involved in that hole?

Description of where the hole is located on the broken section of the sunroof glass.:

Center of glass.

72 . Was the sunshade OPEN or CLOSED at the time of the incident?

CLOSED

73 . If partially closed, please estimate the percentage closed:

No response selected.

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?

Description of where and how much broken glass found:

All glass on sunshade.

75 . Were any of the side windows open at the time of the incident?

No

76 . Have you ever put anything on the roof of your vehicle?

No

80 . Were there any passengers inside the vehicle at the time of the incident?

Yes

81 . Which seating positions were they occupying?

Which seating positions were they occupying and the age and name of each occupant:

Both in front seats.

82 . Was anyone injured as a result of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

No

84 . Was anyone injured as a result of the incident?

No

90 . Were the police contacted?

No

91 . Was the insurance company contacted?

No

92 . Was the vehicle driven or towed following the incident?

Driven

93 . Where is the vehicle now?

Please provide location of the vehicle:

94 . Have the window repairs been completed?

No

95 . What action are you requesting of Kia?

<Resolution sought>:

We want to get it fixed, don't know if it will be covered under warranty, wanted to make sure you were aware.

Kia Motors America
Consumer Affairs Department

Page 1 of 6

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A78EC [REDACTED]	[REDACTED]	10,901
Rogers, AR	[REDACTED]	Prod. Date: 3/18/13	Dealer: AR017 Frank Fletcher Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Case History

*** PHONE LOG 02/17/2014 04:25 PM US Mountain Standard Time JUTrotta
Les Service Advisor at AR017 called and States:

1. Calling in to report a sun **ROOF SHATTER**

Writer States:

1. will follow up with customer
2. thank you

Writer Called Customer and States:

1. calling regarding your vehicle sun **ROOF**
2. Please call back
3. left writer contact info and case id

*** PHONE LOG 02/19/2014 09:18 AM US Mountain Standard Time JUTrotta Action Type: Incoming call
Brenda Customer relations AR017 called and States:

1. gave vin number
2. I need to get the case number for this customer

Writer States:

1. I have been trying to reach this customer
2. gave case number
3. verified phone number for customer

Brenda States:

1. we are sending picture to Sally Hall

Writer States:

1. I will try to reach customer again

*** PHONE LOG 02/19/2014 09:44 AM US Mountain Standard Time JUTrotta Action Type: Outgoing call

Writer called [REDACTED] and States:

1. need to get some more info from you regarding your sun **ROOF**
2. do you have time now

[REDACTED] States:

1. yes

Writer took sun **ROOF scripting*

Writer states:

1. This is a matter that kia takes very seriously
2. i am going to forward your case for further review
3. you will be getting a call back in about 2 business days

Customer states:

1. so i have to wait till then

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A78EC [REDACTED]	K2657846	10,901
Rogers, AR		Prod. Date: 3/18/13	Dealer: AR017 Frank Fletcher Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

1. Yes, we do want to further look in to this
2. gave case number and writer contact info

Customer thanked and call ended

*** NOTES 02/19/2014 09:48 AM US Mountain Standard Time JUTrotta Action Type:Manager review
Forward case to NCA

customer alleges sun **ROOF SHATTER**ed while driving
please review and follow up accordingly

*** NOTES 02/20/2014 02:31 PM Pacific Daylight Time J Mojica Action Type:Manager review
Wtr schedule FTR inspection for 2/21/14.

*** PHONE LOG 02/20/2014 02:31 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoke to SVCA Les:

1. Wtr informed SVCA that inspection will take place tomorrow 2/21/14.

*** PHONE LOG 02/20/2014 02:33 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr left VM for customer:

1. Calling in reference to vehicle w/sun **ROOF SHATTER**.
2. FTR will be inspecting vehicle tomorrow.
3. Requested c/b.
4. Provided c/b # and case # for reference.

*** PHONE LOG 02/21/2014 07:59 AM Pacific Daylight Time J Mojica Action Type:Incoming call
Customer left VM requesting c/b.

*** NOTES 02/26/2014 11:04 AM Pacific Daylight Time J Mojica Action Type:Manager review
Per PQ Dept:

1. Please authorize repairs under CA GW.

*** PHONE LOG 02/26/2014 11:04 AM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoke to SVCA Lanc:

1. Authorized repairs.
2. Wtr will contact customer.

*** PHONE LOG 02/26/2014 11:16 AM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr:

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A78EC [REDACTED]	[REDACTED]	10,901
Rogers, AR	[REDACTED]	Prod. Date: 3/18/13	Dealer: AR017 Frank Fletcher Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

3. Informed customer that after investigating the incident/vehicle, we have been unable to clearly identify a cause for the sun **ROOF SHATTER**, whether due to external impact or not.
4. Therefore, KMA has authorized the replacement of the sun **ROOF** as a goodwill gesture.
5. Wtr needs to send general release that is to be signed and returned.

Customer:

1. Ok, please send it to [REDACTED]
2. What about my windshield?
3. The vehicle was delivered to us from Tulsa.
4. We noticed there's like a wave in it and it is difficult to see.
5. We never had it looked at because we didn't have time and we did not want to be without a vehicle.

Wtr:

1. Wtr will look into request and get back to customer.

*** PHONE LOG 02/26/2014 11:27 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SVCA Lane:

1. SVCA will inspect front windshield.
2. SVCA will call wtr back.

*** PHONE LOG 02/28/2014 02:47 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr left VM for SVCA Lane requesting c/b.

*** PHONE LOG 03/05/2014 01:43 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SVCM Lane:

1. SVCM stated there is an abnormality with the front windshield.
2. SVCM stated it cannot be wiped off or cleaned off.
3. SVCM emailing estimate for replacement of windshield
4. SVCM stated sun **ROOF** has been replaced, vehicle is just pending completion of body work.
5. Wtr will contact SVCM with determination of possible front windshield replacement.

*** NOTES 03/13/2014 03:26 PM Pacific Daylight Time J Mojica Action Type:Manager review

Per PQ Dept:

1. Please have dlr replace windshield.

*** PHONE LOG 03/13/2014 03:27 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr authorized replacement of windshield with SVCM Lane.

*** PHONE LOG 03/13/2014 03:33 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr:

1. Informed customer that replacement of windshield was approved under one time GW.
2. Informed customer that wtr will need to have release signed and returned

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A78EC [REDACTED]	[REDACTED]	10,901
Rogers, AR [REDACTED]		Prod. Date: 3/18/13	Dealer: AR017	Frank Fletcher Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Customer:

1. Well, I would like someone to look at the windshield.
2. There is something wrong with it.

Wtr:

1. Informed customer that windshield is being replaced in acknowledgment that cust. is stating that the windshield is distorted.
2. That is what is being documented.

Customer:

1. Ok. well thank you then.

Wtr:

1. No problem.
2. Wtr will go ahead and send over general release.
3. Thanked customer.

*** PHONE LOG 03/13/2014 03:34 PM Pacific Daylight Time J Mojica Action Type: Web Contact

Mr. [REDACTED]

Per our conversation, please see the attached release that is to be signed by you and your wife and then returned to me. If you need to fax it, my fax # is listed below.

Thank you,

*** PHONE LOG 03/14/2014 02:52 PM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr:

1. Calling to confirm receipt of release.

Customer:

1. Yes, I received it.
2. I had a question: what if something else happens to the vehicle?
3. If I sign the release does it mean it won't get covered?

Wtr:

1. Release just confirms that all of customer's concerns have been addressed as of the date that needs to be filled in by customer.
2. Any other concerns after that date would be covered under the terms of warranty or on a case by case basis.

Customer:

1. Ok, I will email it.

*** PHONE LOG 03/20/2014 09:57 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

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Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
Rogers, AR		5XYKW4A78EC		10,901
		Prod. Date: 3/18/13	Dealer: AR017 Frank Fletcher Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Wtr spoke to SVCM Lane:

1. SVCM stated vehicle was returned to customer yesterday.
2. SVCM sending over RO via email.

*** PHONE LOG 04/07/2014 07:35 AM Pacific Daylight Time J Mojica Action Type: Incoming call

SM Lane left VM:

1. Please c/b 479-271-5026

*** PHONE LOG 04/10/2014 07:49 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr spoke to SM Lane:

1. Wtr requested RO for work that was completed.
2. Wtr provided fax #.
3. SM faxing over RO today.
4. Wtr thanked and disconnected.

*** NOTES 04/11/2014 11:59 AM Pacific Daylight Time J Mojica Action Type: Manager review

Wtr received copy of RO via fax.

*** PHONE LOG 04/28/2014 11:28 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr submitted GW Request: 90069

Dlr to be reimbursed \$3906.72

*** PHONE LOG 05/21/2014 02:57 PM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax sent

Lane,

I have processed the goodwill request so that your dlr can be reimbursed. However, I need a copy of the rental invoice to finalize everything.

Please either email me a copy or send it to the fax # listed below.

Thank you,

*** PHONE LOG 05/29/2014 08:57 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr spoke to Brenda in Service:

1. Wtr requested rental invoice.
2. Wtr provided fax #.

*** PHONE LOG 06/02/2014 01:22 PM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax rec'd

Wtr received rental agreement/invoice.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A78E[REDACTED]	[REDACTED]	10,901
Rogers, AR [REDACTED]		Prod. Date: 3/18/13	Dealer: AR017	Frank Fletcher Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

*** CASE CLOSE 08/12/2014 12:54 PM Pacific Daylight Time JMojica
No further action required.

Accident Report

Case [REDACTED]

Report Details

0 . End

No response selected.

1 . Do you own the vehicle?

Yes

5 . Was the owner driving the vehicle?

Yes

9 . What is the age of the driver?

[REDACTED]

10 . Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the v

No

11 . What was the date of the incident?

<MM/DD/YYYY>:

2/15/14

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

5PM

13 . What was the temperature?

Approximate temperature in Fahrenheit:

it was about 60

14 . Was there precipitation?

No

15 . Were you aware of wind blowing at about that time?

Yes. Please describe the intensity of wind and if dust was noticeable.:

we always have a slight breeze here, it wasn't anything rare

16 . Where did the incident occur?

A. Highway or Interstate

17 . Provide name and number of highway/interstate:

Name and number of highway or interstate:

540 N

18 . How many lanes in your direction?

Number of lanes in your direction:

2 lanes

19 . What was the nearest city or town from the incident location?

Nearest City or Town from the incident location:

Rogers

20 . What direction were you heading?

Direction you were traveling (e.g., northbound on I-5, eastbound on I-40, etc.):

North

21 . What exit were you nearest?

Closest exit from the incident location?:

exit 85

22 . Was that exit before or after the incident location?

Exit before or after the incident location:

85

23 . How far were you from that exit?

Distance from the nearest exit:

half mile

24 . Was the vehicle moving or stationary at the time of the incident?

If MOVING, what speed were you traveling at?:

70 mph

25 . Describe traffic conditions including density of traffic [regardless of the speed] (e.g., close front and back and side

Description of traffic condition:

very light traffic

26 . What type of vehicles were on the road? (passenger vehicles, pick-up trucks, semi-trucks, heavy construction vehic

Type of vehicles on the road:

passenger cars

27 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some holes or broken

<Obtain more details if caller says another OTHER than freshly paved.>:

i would say its 4-5 years old no pot holes good road

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

58 . Were you operating the sunroof switch at the time the glass broke?

No

61 . Did you hear the sunroof glass break?

Yes. Please describe the breakage sound <if anything like an "explosion" is described, be very precise as to the direction of the breakage; outward or inward.>:

i thought i had been ran in to, it was like an explosion, i thought i had been rear ended, i looked in the rear view mirror and seen that black glass hit the pavement behind me, i would describe it as an explosion or gunshot

62 . What did you first see in relation to the broken glass?

Describe what you FIRST saw when the glass broke:

seen it fly out behind me

63 . Was it the movable front glass or the stationary rear glass which broke?

Movable front glass.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Entire glass.

66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS

UPWARDS

67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and ho

Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise

outside the vehicle:
the whole thing except about 2 inches left around the edges

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?

Yes

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?

No

70 . Did the break cause a round or oval hole in the glass?

Round

71 . Which part of the sunroof was involved in that hole?

Description of where the hole is located on the broken section of the sunroof glass.:

the center

72 . Was the sunshade OPEN or CLOSED at the time of the incident?

CLOSED

73 . If partially closed, please estimate the percentage closed:

No response selected.

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?

Description of where and how much broken glass found:

other than the one piece that i saw fly off, i didn't open it because my children was in the car at the time

75 . Were any of the side windows open at the time of the incident?

No

76 . Have you ever put anything on the roof of your vehicle?

No

80 . Were there any passengers inside the vehicle at the time of the incident?

Yes

81 . Which seating positions were they occupying?

Which seating positions were they occupying and the age and name of each occupant:

children were in the back

82 . Was anyone injured as a result of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

No

84 . Was anyone injured as a result of the incident?

No

90 . Were the police contacted?

No

91 . Was the insurance company contacted?

Yes. When was the insurance company contacted, did you provide them with a statement and have you settled with the insurance company? Additionally, please provide the name of the insurance company, address, phone, policy number and claim#:
I contacted them Monday, Farmers Insurance

92 . Was the vehicle driven or towed following the incident?

Driven

93 . Where is the vehicle now?

Please provide location of the vehicle:

94 . Have the window repairs been completed?

No

95 . What action are you requesting of Kia?

<Resolution sought>:

To replace my sunroof, verify that there is nothing else wrong with the rest of the glass. The front windshield is bubbly, other than you can see it when you are sitting inside, its blurry like an imperfection

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
Davis, CA		5XYKW4A7XEG		3,179
		Prod. Date: 9/19/13	Dealer: CA202 Folsom Lake Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun**ROOF** Breakaway

Case History

*** PHONE LOG 11/20/2013 12:59 PM US Mountain Standard Time LEDavis
800# VM By William CA220
Provided Customer/VIN

1. RO# 82428 Open date 11/20/13
2. Sun**ROOF SHATTER**ed.
3. Front portion of it.
4. Freeway speeds.
5. [REDACTED]

*** NOTES 11/21/2013 05:33 PM US Mountain Standard Time MWindsor Action Type:Manager review
Will call dealer and cust 11/22/13

*** PHONE LOG 11/22/2013 04:48 PM US Mountain Standard Time MWindsor Action Type:Outgoing call
CA220 Prazema states:

1. Believe cust picked up veh

***Transferred writer to SVCA VM

Writer LVM:

1. Please call back
2. 800# case# and ext

*** PHONE LOG 11/22/2013 05:06 PM US Mountain Standard Time MWindsor Action Type:Outgoing call
Cust states:

1. I have veh back
2. Driving down freeway and heard **EXPLO**sion
3. Glass cracking on top of me
4. Hole the size of a basketball
5. I see online this has happened before; shouldn't be happening
6. Is there a fix that can be done?
7. Dealer fixed under warranty
8. Thank you

Writer states:

1. Apologized
 2. Completed sun**ROOF** script
 3. Case will be forwarded to another office to review and call you back
 4. Please allow 2 business days
 5. Thank you for your time
 6. Provided 800# and case#
- Thanked and call ended

*** EMAIL OUT _ MWindsor Action Type:External email
Send to:[ASmith@kiausa.com]

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A7XEC [REDACTED]	[REDACTED]	3,179
Davis, CA	[REDACTED]	Prod. Date: 9/19/13	Dealer: CA202	Folsom Lake Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun **ROOF** Breakaway

Dispatching to NCA. Customer alleges sun **ROOF BROKE** while driving. Dealer has already fixed the vehicle.

Thanks,

Matt x46946

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment [REDACTED] >>

*** NOTES 11/22/2013 05:14 PM US Mountain Standard Time MWindsor Action Type:Manager review
Dispatching to NCA for :

1. Customer alleges sun **ROOF BROKE** while driving
2. Dealer has already repaired the vehicle
3. Please follow up with customer

*** PHONE LOG 11/25/2013 03:31 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SVCA Bill:

1. Vehicle was already repaired under warranty.
2. DPSM inspected vehicle and determined there were no signs of impact damage.
3. Wtr to call warranty admin because this needs to be submitted under CA GW.

*** PHONE LOG 11/25/2013 03:33 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM requesting c/b if customer is still in need of assistance.

*** PHONE LOG 12/02/2013 10:01 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SVCM Charlie:

1. SVCM to fax over RO.
2. Wtr will have dlr reimbursed under CA GW.

*** NOTES 12/03/2013 02:04 PM Pacific Daylight Time JMojica Action Type:Manager review
Wtr received docs from SVCA via fax.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
Davis, CA		5XYKW4A7XEC		3,179
		Prod. Date: 9/19/13	Dealer: CA202 Folsom Lake Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakage

Wtr left VM for SVCM Charlie:

1. Requested RO without charges in handwriting.
2. Please fax it or c/b.
3. Referenced last 8 of VIN.

*** NOTES 12/16/2013 10:34 AM Pacific Daylight Time JMOjica Action Type:Manager review
Wtr received revised RO.

*** NOTES 01/15/2014 09:31 AM Pacific Daylight Time JMOjica Action Type:Manager review
Wtr submitted GW request: 88503
Dlr to be reimbursed on parts statement for a total of \$786.51

*** NOTES 01/27/2014 08:19 AM Pacific Daylight Time JMOjica Action Type:Manager review
Wtr confirmed dlr reimbursed on parts statement.

*** CASE CLOSE 01/27/2014 08:20 AM Pacific Daylight Time JMOjica
No further action required.

*** PHONE LOG 02/10/2014 02:28 PM US Mountain Standard Time BHardt Action Type:Incoming call
Cust states:

1. Calling in regards to sun **ROOF**.
2. Sun **ROOF** is off track.
3. Is being repaired at Folsom Lake Kia, said it will be 3 days.
4. Am paying for rental.
5. Since this is a new car, I shouldn't be having to pay for rental.

Wrt states:

1. Updated info.
2. Apologized.
3. Advsd wrt can c/b dlr and obtain info.
4. Will work with dlr to see if rental assistance can be provided.
5. Cannot make any promises, will see what can be done.

Cust states:

1. I'm already paying for rental.

Wrt states:

1. Advised if assistance is provided, reimbursement for rental may be an option.
2. Cannot make promises.

Cust states:

1. Has this been an ongoing issue for these MY vehs.
2. Cust is weary of veh due to prior sun **ROOF** breakage.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
Davis, CA		5XYKW4A7XEC		3,179
		Prod. Date: 9/19/13	Dealer: CA202 Folsom Lake Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

1. Not an issue to wrt's knowledge.
2. Advised will c/b once has info.
3. Cannot make promises of what action can be taken.
4. Provided phone #, ext and case #.

Cust states:

1. Thank you.

Wrt states:

1. Thanked for calling KMA.

*** NOTES 02/10/2014 02:28 PM US Mountain Standard Time BHardt Action Type:Manager review

[!<For Internal Use Only
Will c/b dlr 2/11. >!]

*** PHONE LOG 02/11/2014 04:21 PM US Mountain Standard Time BHardt Action Type:Incoming call

Cust states:

1. Calling for an update.

Wrt states:

1. Apologized that wrt has not yet been able to contact dlr.
2. Will be contacting them.

Cust states:

1. Has to be taken from CA202 to Swift Kia for them to do the work.
2. I have to take the rental back and pay for it today.
3. Why haven't you been able to speak to them?

Wrt states:

1. Apologized that wrt had not been able to speak to dlr.
2. Advised that will assess with dlr, cannot make promises.

Cust states:

1. You're sounding like a recording.
2. I want to speak to a mgr.

::WARM TRANSFERRED TO RHALL::

*** NOTES 02/11/2014 04:22 PM US Mountain Standard Time BHardt Action Type:Manager review

Wrt called CA202 and stated:

1. Calling in followup to veh for cust.

Svc stated:

1. Somebody else is calling right now and speaking to mgr.

Wrt states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
Davis, CA		5XYKW4A7XEC		3,179
Prod. Date: 9/19/13		Dealer: CA202 Folsom Lake Kia		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun **ROOF** Breakdown

1. Thank you.

*** PHONE LOG 02/11/2014 05:16 PM US Mountain Standard Time RHall Action Type:Incoming call
*****SUP CALL*****

states

- 1 I am a little frustrated - I have owned 2 Kia vehicles (Also owned 2011 Sportage KNDPC3A25E
- 2 I already have a complaint filed when my sun**ROOF** blew out while driving
- 3 You honored the warranty and fixed the sun**ROOF** glass
- 4 The other day a portion of the sun**ROOF** track **BROKE** and now the entire sun**ROOF** needs to be replaccd
- 5 I had to pay out of my own pocket for a rental vehicle because I took my vehicle to CA202
- 6 He assured me he would call me back today and he didn't
- 7 He kept giving me the same message over and over that he didn't have time and couldn't promise anything
- 8 I am asking for Kia to cover 2 days of rental that I had to incur to take the vehicle to CA202 just to have to take it to CA220
- 9 Now I have to transport back to CA220 Swift Kia in Davis to do the work
- 10 I had to pay for a rental out of my own pocket

Wrt states

- 1 apologized, we can definitely review your request for reimbursement
- 2 Have you paid for the rental yet? How much did you pay?
- 3 Why did CA202 refer you to CA220?

Mr states

- 1 When the original sun**ROOF** glass went out that is who fixed it originally

Wrt states

- 1 May wrt place you on hold while wrt calls over to CA202 for diagnosis?

Mr states

- 1 Yes
- *****PUT ON HOLD*****8

Doug Svc Mgr at CA202 states

- 1 We felt like it was a workmanship issue
 - 2 Per Andre Smith request we talked to Svc Mgr at Davis Kia
 - 3 Svc Mgr at CA220 said that he would help take care of the customer - he said he would take care of customer getting a rental car but would suggest to verify that first before advising customer
 - 4 Customer got a rental on his own
- *****CALL ENDED*****

Wrt states Mr

- 1 apologized, according to dlr they feel it may be a concern with workmanship issue
- 2 So CA202 and they did advise to take the vehicle to CA220
- 3 Regarding your request for reimbursement for the rental, How much is the total bill?

Mr states

- 1 I rented the car yesterday around 12 noon
- 2 I am going to pick the vehicle up today so I don't know if they will charge me for two days or one day
- 3 I rented it for \$49.99/day plus insurance, so about \$63-\$64/day

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A7XEC [REDACTED]	[REDACTED]	3,179
Davis, CA	[REDACTED]	Prod. Date: 9/19/13	Dealer: CA202 Folsom Lake Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Wrt states

- 1 Mr [REDACTED] we appreciate you being a loyal Kia customer and we would be happy to look into this request for you
- 2 Please fax over a copy of the rental bill once you paid for it to attention Robyn, gave fax # and case #- please provide the best call back number for you tomorrow
- 3 Once wrt has an opportunity to review your receipts wrt will call you back to provide resolution to your request for rental reimbursement

Mr [REDACTED] states

- 1 Thank you so much

*** NOTES 02/11/2014 05:19 PM US Mountain Standard Time RHall Action Type:Manager review

[!<For Internal Use Only

Reviewed case with NCA/Dec Underwood - Per NCA not related to possible PL - approved reimbursement for rental charges pending review of receipts first>!]

*** NOTES 02/12/2014 11:06 AM US Mountain Standard Time RHall Action Type:Manager review

Cust owns 5XYKW4A7XEC [REDACTED] and KNDPC3A25B7 [REDACTED] Cust had sun **ROOF** replaced and now has concern with track being off. Had to have veh diagnosed at Kia dlr but referred to dlr who did original work for possible workmanship concern. Cust incurred 2 days of rental charges and is seeking reimbursement. TL Rhall approved one time goodwill reimbursement up to \$124 for rental reimbursement for customer's inconvenience.

[!<For Internal Use Only

Fax Received>!]

*** NOTES 02/12/2014 12:33 PM US Mountain Standard Time RHall Action Type:Manager review

Goodwill request processed - VRS 88503 (2) - \$123.74 - [REDACTED]

[!<For Internal Use Only

Email sent to NCA - Goodwill request processed - VRS 88503 (2) - \$123.74 - [REDACTED] >!]

*** PHONE LOG 02/12/2014 12:48 PM US Mountain Standard Time RHall Action Type:Outgoing call

Wrt called to speak to [REDACTED] - LVM

- 1 This is KMA calling you back in regards to your request for reimbursement for rental charges
- 2 Kia will reimburse you for your rental charges as a one time goodwill reimbursement for the total cost of \$123.74
- 3 It should take about two weeks to process and we will call you back once processing is completed to let you know your reimbursement check has been mailed
- 4 Any questions in the meantime please call back wrt - gave #800, case#, ext#

*** NOTES 02/12/2014 02:48 PM US Mountain Standard Time BHardt Action Type:Manager review

[!<For Internal Use Only

Will c/b dlr 2/13 on status of repair. >!]

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A7XEC [REDACTED]	[REDACTED]	3,179
Davis, CA	[REDACTED]	Prod. Date: 9/19/13	Dealer: CA202	Folsom Lake Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

*** NOTES 02/13/2014 06:00 PM US Mountain Standard Time BHardt Action Type:Manager review

[!<For Internal Use Only

Will c/b cust/dlr 2/20, as per TL RHall. >!]

*** NOTES 02/19/2014 11:17 AM US Mountain Standard Time BHardt Action Type:Manager review

Wrt called CA202 and stated:

1. Calling for info on veh for cust.
2. Was cust directed to dlr that did repairs?

Lexis, svc, states:

1. We did direct cust to dlr that did repairs.

Wrt states:

1. May I have the RO for that faxed over to me?

Lexis states:

1. Yes.

Wrt states:

1. Provided case # and fax #.
2. Thanked for time.

*** PHONE LOG 02/20/2014 09:56 AM US Mountain Standard Time BHardt Action Type:Outgoing call

Wrt called cust, lvm stating:

1. Calling in followup to veh.
2. Provided phone #, ext and case #.

[!<For Internal Use Only

Will c/b cust/dlr 2/24. >!]

*** PHONE LOG 02/24/2014 09:40 AM US Mountain Standard Time BHardt Action Type:Outgoing call

Wrt called cust, lvm stating:

1. Calling in followup to veh.
2. Wanted to make sure everything was working ok.
3. Provided phone #, case # and ext.

[!<For Internal Use Only

Will c/b cust 2/26. >!]

*** PHONE LOG 02/26/2014 09:50 AM US Mountain Standard Time BHardt Action Type:Outgoing call

Wrt called cust and stated:

1. Calling in followup on recent repairs.

Cust states:

1. Repairs were done.
2. Still awaiting reimbursement check for rental.

Kia Motors America Consumer Affairs Department

Page 8 of 8

Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A7XEC [REDACTED]	[REDACTED]	3,179
Davis, CA	[REDACTED]	Prod. Date: 9/19/13	Dealer: CA202 Folsom Lake Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

3. No further concerns.

Wrt states:

1. Thanked for working with KMA.

[!<For Internal Use Only

Keeping open pending cust GW status. >!]]

*** NOTES 03/03/2014 11:17 AM Pacific Daylight Time ADellarocca Action Type:Manager review

Writer to mail out check# [REDACTED] for \$123.71 dated 2/24/14

*** PHONE LOG 03/05/2014 10:13 AM US Mountain Standard Time BHardt Action Type:Outgoing call

Wrt called cust and stated:

1. Calling in followup to reimbursement check.
2. Advised check mailed, expect in 2 weeks.

Cust states:

1. Thank you.

Wrt states:

1. Thanked for calling KMA.

*** CASE CLOSE 03/05/2014 10:10 AM US Mountain Standard Time BHardt

Accident Report

Case 

Report Details

0 . End

No response selected.

1 . Do you own the vehicle?

Yes

5 . Was the owner driving the vehicle?

Yes

9 . What is the age of the driver?



10 . Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the v

No

11 . What was the date of the incident?

<MM/DD/YYYY>:

11/18/13, afternoon

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

Afternoon 3:30PM

13 . What was the temperature?

Approximate temperature in Fahrenheit:

70 degrees

14 . Was there precipitation?

No

15 . Were you aware of wind blowing at about that time?

No

16 . Where did the incident occur?

A. Highway or Interstate

17 . Provide name and number of highway/interstate:

Name and number of highway or interstate:

I 80, Sacramento

18 . How many lanes in your direction?

Number of lanes in your direction:

4 lanes

19 . What was the nearest city or town from the incident location?

Nearest City or Town from the incident location:

Sacramento

20 . What direction were you heading?

Direction you were traveling (e.g., northbound on I-5, eastbound on I-40, etc.):

West

21 . What exit were you nearest?

Closest exit from the incident location?:

Mace Blvd

22 . Was that exit before or after the incident location?

Exit before or after the incident location:

Half mile before the exit

23 . How far were you from that exit?

Distance from the nearest exit:

half a mile

24 . Was the vehicle moving or stationary at the time of the incident?

If MOVING, what speed were you traveling at?:

65-70 MPH

25 . Describe traffic conditions including density of traffic [regardless of the speed] (e.g., close front and back and side

Description of traffic condition:

Moving 65-70 no problem, not a lot of cars

26 . What type of vehicles were on the road? (passenger vehicles, pick-up trucks, semi-trucks, heavy construction vehic

Type of vehicles on the road:

Passenger vehicles

27 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some holes or broken
<Obtain more details if caller says another *OTHER* than freshly paved.>:

No extra bumps or potholes

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

58 . Were you operating the sunroof switch at the time the glass broke?

No

61 . Did you hear the sunroof glass break?

Yes. Please describe the breakage sound <if anything like an "explosion" is described, be very precise as to the direction of the breakage: outward or inward.>:
Explosion and cracking on top of the

62 . What did you first see in relation to the broken glass?

Describe what you *FIRST* saw when the glass broke:

I heard the cracking and put my hand up and could feel at the glass and hear the air. Pulled over and there was gigantic hole on top of roof

63 . Was it the movable front glass or the stationary rear glass which broke?

Movable front glass.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Partially broken.

65 . If partially broken, which area?

Description of partially damaged area:

Pretty much the entire thing

66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS

DOWNWARDS

67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and ho

Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise
outside the vehicle:
All got caught in the screen

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?

Yes

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?

No

70 . Did the break cause a round or oval hole in the glass?

Round

71 . Which part of the sunroof was involved in that hole?

Description of where the hole is located on the broken section of the sunroof glass.:

Front moveable part

72 . Was the sunshade OPEN or CLOSED at the time of the incident?

CLOSED

73 . If partially closed, please estimate the percentage closed:

Percent closed:

100%

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?

Description of where and how much broken glass found:

All ended in sunshade

75 . Were any of the side windows open at the time of the incident?

No

76 . Have you ever put anything on the roof of your vehicle?

No

80 . Were there any passengers inside the vehicle at the time of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

No

84 . Was anyone injured as a result of the incident?

No

90 . Were the police contacted?

No

91 . Was the insurance company contacted?

Yes. When was the insurance company contacted, did you provide them with a statement and have you settled with the insurance company? Additionally, please provide the name of the insurance company, address, phone, policy number and claim#:
AAA, they referred to body shop who referred to dealer

92 . Was the vehicle driven or towed following the incident?

Driven

93 . Where is the vehicle now?

Please provide location of the vehicle:

94 . Have the window repairs been completed?

Yes

95 . What action are you requesting of Kia?

<Resolution sought>:

Repairs were completed yesterday evening. Reading online and this seems to have happened before. Is there going to be a fix. This car is only a month old.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA7XE[REDACTED]	[REDACTED]	24,000
Eureka, MO	[REDACTED]	Prod. Date: 4/22/13	Dealer: MO003 Lou Fusz Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Case History

*** PHONE LOG 06/04/2014 09:44 AM US Mountain Standard Time TThacker Action Type:Outgoing call
Cust states

1. On vacation on the way home the sun **ROOF** imploded, headliner was closed no one was hurt and no glass is in the care
2. The shards of glass where pointing up towards the sky, when to a KIA dealer in Round Rock KIA dealer cleaned up the glass and used cardboard and box tape and sent us on the way
3. Called MO003 who ordered parts and when I got here they called me and told me to contact you

Writer states

1. Apologizes
2. Runs Sunroof script
3. Advise cust will forward case to office that handles concerns, cust may be contacted in two business days

Cust states

1. Thank you

*** NOTES 06/04/2014 10:05 AM US Mountain Standard Time TThacker Action Type:Dealer contact
Writer calls M0003 Service department - Eric

1. Advised dealer not to repair veh until contacted by KIA

Eric states

1. Got it

*** NOTES 06/04/2014 10:07 AM US Mountain Standard Time TThacker Action Type:Manager review
Dispatching to NCA

1. Cust alleges sunroof **EXPLO**ded
2. Ran script
3. Advised dealer not to repair veh untill contacted by KMA
4. Please review and follow up with cust as needed

*** EMAIL OUT •îâtR JMojica Action Type:External email

Send to:[jmojica@kiausa.com]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment: [REDACTED] >>

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA7XEG [REDACTED]	[REDACTED]	24,000
Eureka, MO	[REDACTED]	Prod. Date: 4/22/13	Dealer: MO003 Lou Fusz Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

*** PHONE LOG 06/06/2014 09:47 AM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr verified FTR inspecting vehicle 6/10/14.

*** PHONE LOG 06/06/2014 09:50 AM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr left VM for customer:
1. Calling in reference to vehicle that is at the dlr.
2. Requested c/b.
3. Provided c/b # and case # for reference.
4. Thanked and disconnected.

*** PHONE LOG 06/06/2014 09:51 AM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoke to SA Eric Meyer and confirmed FTR appointment scheduled for 6/10/14.

*** PHONE LOG 06/06/2014 10:06 AM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. Wtr apologized for the incident.
3. Wtr has set up rental through dlr, customer can pick it up at any time.
4. Vehicle needs to be dropped off at the dlr for inspection that is to take place 6/10/14 with FTR.
5. Per Kia's rental policy, customer would be responsible for ins. and gas.

Customer:

1. Ok, just so you know there is not much to look at.
2. The FTR is basically going to be looking at a big hole because it has been covered in plastic.

Wtr:

1. Yes, wtr is aware.
2. FTR still needs to inspect vehicle.

Customer:

1. Ok, I will drop it off Monday evening at the latest.

Wtr:

1. Perfect, thank you.

*** PHONE LOG 06/13/2014 10:01 AM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoke to SA Eric:
1. Wtr authorized repairs as one time GW gesture.
2. Wtr requested Final RO at warranty pricing.

*** PHONE LOG 06/13/2014 10:31 AM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax sent
[REDACTED]

Kia Motors America
Consumer Affairs Department

Page 3 of 4

Last name	First name	VIN of 2014 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA7XEG [REDACTED]	[REDACTED]	24,000
Eureka, MO [REDACTED]		Prod. Date: 4/22/13	Dealer: MO003	Lou Fusz Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Per our conversation, please see the attached offer letter that needs to be signed and returned to me.

Thank you,

*** PHONE LOG 06/16/2014 03:58 PM Pacific Daylight Time J Mojica Action Type:Incoming call

Mr. [REDACTED] left VM:

1. We have a question about the letter.
2. Please c/b at 314-921-3429 ext. 204

*** PHONE LOG 06/19/2014 10:05 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr:

1. Returning call.
2. Wtr understands customer had some questions?

Mr. [REDACTED]

1. Yes, I was looking at the letter you sent.
2. What if this was to happen again?

Wtr:

1. Explained to customer that we would not expect incident to occur again.
2. However, should it occur again then it would be reviewed as a separate incident and therefore KMA would review case accordingly.
3. Signing the offer letter does not mean that should incident occur again customer is on their own.
4. Review is done on a case by case basis.

Customer:

1. Ok, that was my question.
2. Thank you for your help.

Wtr:

1. Not a problem.
2. Wtr thanked customer and disconnected.

*** PHONE LOG 06/19/2014 10:05 AM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd

Wtr received RO via fax.

*** PHONE LOG 07/01/2014 03:19 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr submitted GW request: 91806

Dlr to be reimbursed \$654.36 on parts statement.

*** NOTES 07/18/2014 01:11 PM Pacific Daylight Time J Mojica Action Type:Dealer contact

Wtr verified dlr reimbursed on parts statement.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA7XEG [REDACTED]	[REDACTED]	24,000
Eureka, MO	[REDACTED]	Prod. Date: 4/22/13	Dealer: MO003 Lou Fusz Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

*** CASE CLOSE 07/18/2014 01:11 PM Pacific Daylight Time JMojica
no further action required.

Accident Report

Case [REDACTED]

Report Details

0 . End

No response selected.

1 . Do you own the vehicle?

Yes

5 . Was the owner driving the vehicle?

No

Husband was driving [REDACTED]

6 . If the driver was not the owner, please provide the driver's name:

No response selected.

7 . If the driver was not the owner, please provide the driver's address:

No response selected.

8 . If the driver was not the owner, please provide the driver's phone number:

Driver's Phone Number:

9 . What is the age of the driver?

10 . Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the v

No

11 . What was the date of the incident?

<MM/DD/YYYY>:

May 31 14

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

1200 Noon

13 . What was the temperature?

Approximate temperature in Fahrenheit:

85-90

14 . Was there precipitation?

No

15 . Were you aware of wind blowing at about that time?

Yes. Please describe the intensity of wind and if dust was noticeable.:

Calm wind

16 . Where did the incident occur?

A. Highway or Interstate

17 . Provide name and number of highway/interstate:

Name and number of highway or interstate:

I-35 North

18 . How many lanes in your direction?

Number of lanes in your direction:

Cust doesn't recall

19 . What was the nearest city or town from the incident location?

Nearest City or Town from the incident location:

Round Rock

20 . What direction were you heading?

Direction you were traveling (e.g., northbound on I-5, eastbound on I-40, etc.):

North

21 . What exit were you nearest?

Closest exit from the incident location?:

256

22 . Was that exit before or after the incident location?

Exit before or after the incident location:

Before

23 . How far were you from that exit?

Distance from the nearest exit:

1 Mile

24 . Was the vehicle moving or stationary at the time of the incident?

If MOVING, what speed were you traveling at?:

70-80 MPH

25 . Describe traffic conditions including density of traffic [regardless of the speed] (e.g., close front and back and side

Description of traffic condition:

Light Traffic moving, no big trucks around us, just small passenger cars

26 . What type of vehicles were on the road? (passenger vehicles, pick-up trucks, semi-trucks, heavy construction vehic

Type of vehicles on the road:

Small passenger

27 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some holes or broken

<Obtain more details if caller says another OTHER than freshly paved.>:

Smooth road, no construction or broken surfaces

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

58 . Were you operating the sunroof switch at the time the glass broke?

No

61 . Did you hear the sunroof glass break?

Yes. Please describe the breakage sound <if anything like an "explosion" is described, be very precise as to the direction of the breakage: outward or inward.>:

A loud bang, like a tire blew out

62 . What did you first see in relation to the broken glass?

Describe what you FIRST saw when the glass broke:

From the outside when we pulled over to check the veh, the edges of the glass where pointing up

63 . Was it the movable front glass or the stationary rear glass which broke?

Movable front glass.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Partially broken.

65 . If partially broken, which area?

Description of partially damaged area:

3/4 of the middle of the glass was broken out

66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS UPWARDS

67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and how much was outside the vehicle?
Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise outside the vehicle:
No glass in the passenger compartment, it stayed on the sunshade

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?
Yes

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?
No

70 . Did the break cause a round or oval hole in the glass?
Round

71 . Which part of the sunroof was involved in that hole?
Description of where the hole is located on the broken section of the sunroof glass.:
Middle of the sliding part of the glass

72 . Was the sunshade OPEN or CLOSED at the time of the incident?
CLOSED

73 . If partially closed, please estimate the percentage closed:
No response selected.

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?
Description of where and how much broken glass found:
Some of the glass may have fallen off the veh

75 . Were any of the side windows open at the time of the incident?
No

76 . **Have you ever put anything on the roof of your vehicle?**

No

80 . **Were there any passengers inside the vehicle at the time of the incident?**

Yes

81 . **Which seating positions were they occupying?**

Which seating positions were they occupying and the age and name of each occupant:

Drives and passenger seat front and back

82 . **Was anyone injured as a result of the incident?**

No

83 . **Did anyone get glass on them at the time of the incident?**

No

84 . **Was anyone injured as a result of the incident?**

No

90 . **Were the police contacted?**

No

91 . **Was the insurance company contacted?**

No

92 . **Was the vehicle driven or towed following the incident?**

Driven

93 . **Where is the vehicle now?**

Please provide location of the vehicle:

94 . **Have the window repairs been completed?**

No

95 . What action are you requesting of Kia?

<Resolution sought>:

Cust requesting veh to be repaired under warranty at no charge.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2014 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA73EC [REDACTED]	[REDACTED]	22,142
East Prairie, MO [REDACTED]		Prod. Date: 4/16/13	Dealer: MO009 Auffenberg Kia of Cape	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Case History

*** PHONE LOG 07/09/2014 10:30 AM US Mountain Standard Time MWindsor

Nathan SVC MGR MO009 called and states:

1. Have been unable to get customer to contact you
2. Alleges the sun **ROOF SHATTER**ed inward while going down the road
3. Alt# [REDACTED]
4. We've had veh since 7/1/14
5. 2nd -3rd Kia owned

Writer states:

1. Thank for calling it in
2. I will reach out to cust and get case to appropriate office

Nathan states:

1. Thank you

Writer:

Thanked and call ended

*** PHONE LOG 07/09/2014 11:17 AM US Mountain Standard Time MWindsor Action Type:Outgoing call

Called cust at main # and LVM:

1. Calling regarding veh
2. Please cb
3. 800# and case# ext

*** PHONE LOG 07/10/2014 08:50 AM US Mountain Standard Time MWindsor Action Type:Outgoing call

Called cust at alt# and LVM

1. Following up veh
2. Please cb
3. 800# case# and ext

*** NOTES 07/10/2014 08:53 AM US Mountain Standard Time MWindsor Action Type:Other (external)

Sent email to DPSM CWebster:

1. Advised case to NCA

*** NOTES 07/10/2014 08:54 AM US Mountain Standard Time MWindsor Action Type:Manager review

Dispatching to NCA:

1. Dealer alleges vehicle down for sun **ROOF SHATTER**ing
2. Unable to reach customer and obtain script
3. Review of case for additional assistance determination

*** PHONE LOG 07/14/2014 09:50 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Nathan:

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA73EC [REDACTED]	[REDACTED]	22,142
East Prairie, MO [REDACTED]		Prod. Date: 4/16/13	Dealer: MO009	Auffenberg Kia of Cape

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

2. SM stated that customer traded in vehicle after the incident for a 15 Sorento.
3. SM emailing pictures to wtr.
4. Wtr informed SM that once pictures are received, wtr will review case for possible GW.
5. Wtr thanked SM and disconnected.

*** PHONE LOG 07/14/2014 09:53 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. Wtr understands customer experienced concern with vehicle.
3. Wtr wanted to f/u to see if customer was in need of further assistance?

Customer:

1. Sorry, my mind is scrambled right now.
2. We are on vacation.
3. But no ma'am, everything is fine.

Wtr:

1. Ok, if anything changed please contact KMA.
2. Thanked customer and disconnected.

*** PHONE LOG 07/16/2014 09:50 AM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax rec'd

Wtr received pictures from SM Nathan:

this is the vehicle that has the **SHATTER**ed sun **ROOF** at dealer mo009

Thank You Nathan Followell

Service manager

*** PHONE LOG 07/21/2014 11:57 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr spoke to SM Nathan:

1. SM stated part is available, just waiting to hear back from Kia.
2. Wtr authorized repairs, and requested RO billed out at warranty pricing so dlr can be reimbursed on parts statement.
3. Wtr thanked SM and disconnected.

*** PHONE LOG 07/26/2014 09:24 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr attempted to contact MO009:

1. Service dept. is closed.

*** PHONE LOG 08/11/2014 02:01 PM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr attempted to contact SM Nathan:

1. SM gone for the day.
2. Wtr will c/b tomorrow.

*** PHONE LOG 08/13/2014 02:17 PM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax sent

Nathan

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA73EC [REDACTED]	[REDACTED]	22,142
East Prairie, MO	[REDACTED]	Prod. Date: 4/16/13	Dealer: MO009	Auffenberg Kia of Cape

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

I still need the RO billed at warranty pricing so I can have your dlr reimbursed on their parts statement. You can either scan and email me a copy or send it to the fax # listed below.

Thank you,

*** PHONE LOG 08/21/2014 01:59 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd
Wtr received email with final RO attached:

From: Donna Kuehn [mailto:dkuehn@chrisauffenberg.com]
Sent: Wednesday, July 23, 2014 12:38 PM
To: Mojica, Jeannie [KMA]
Subject: CONSUMER AFFAIRS GOODWILL CLAIM 14 KIA SORENTO [REDACTED] 4193A} MO009

JEANNIE MOJICA,

ATTACHED IS THE COPY OF THE RO BILLED AT WARRANTY PRICING REQUESTED FOR THE GOODWILL CLAIM.

{4193A}2014 KIA SORENTO EX 5XYKUDA73EC [REDACTED]

RO15230 IN 7-16-14 OUT 7-22-14 \$408.47

SUN **ROOF SHATTER**ED ON OWNER WHILE DRIVING

KIA CONSUMER AFFAIRS AGREED TO COVER REPAIR AS A GOODWILL CLAIM

REPLACED SUN **ROOF** GLASS AND CLEANED GLASS FROM TRACK AND CHANNELS

DONNA J KUEHN
WARRANTY ADMINISTRATOR
CHRIS AUFFENBERG KIA CAPE GIRARDEAU
MO009

*** NOTES 09/19/2014 01:35 PM Pacific Daylight Time ADellarocca Action Type:Dealer contact
Dlr red credit of \$408.47 on credit memo

Kia Motors America
Consumer Affairs Department

Page 1 of 5

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA71EC [REDACTED]	[REDACTED]	2,300
Lacey, WA	[REDACTED]	Prod. Date: 10/4/13	Dealer: WA005	Hanson Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 01/06/2014 03:22 PM US Mountain Standard Time BSherrick

Cust stated:

1. My car has a panoramic sun**ROOF**
2. There's a glass piece in front of that that is in front of the windguard between that and the windshield
3. It **BROKE** and is starting to crumple
4. Hanson Kia said it is not a warranty issue
5. I didn't hear anything hit it to be able to **SHATTER** it
6. This all started about a week after we got the car
7. It was a nice day out so we took it through a car wash
8. The next day it was sunny and we decided to try out the sun**ROOF** for the first time
9. I pushed the button to open it
10. There was a snap/crack sound when we did it but thought it was a normal noise since it was the first time
11. We went in a store and came out and I noticed there was a crack on the pass side of that piece of glass
12. I took it to the Kia dealership the next day and had them look at it
13. Since then it's spidered and crackled all the way across
14. It looks like it buckled
15. I brought it back in today and they told me to call you and report it

Writer stated:

1. Apologize
2. What part exactly is it that **BROKE**?
3. Do you mind holding for a moment?

Put customer on hold

Writer stated:

1. Thank you for holding
2. I wanted to see if we should consider that part of the sun**ROOF** since it is not the moveable glass
3. But I was told it is
4. So do you mind as I run a script of questions to get the details on what happened?

Ran sun**ROOF** scripting

Writer stated:

1. Thank you for doing that with me
2. What I'll do now is send your case to another office that handles these type of cases
3. They will call you in 2-3 bus days to go over your case
4. They will advise you at that point if Kia can help you out with this
5. Provided case number and ext
6. If you have any questions in the meantime, feel free to call us

Customer stated;

1. OK Thank you for your help

*** PHONE LOG 01/07/2014 08:55 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr left VM:

1. Calling in reference to glass concern.
2. Wtr would like more info

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA71EC [REDACTED]	[REDACTED]	2,300
Lacey, WA	[REDACTED]	Prod. Date: 10/4/13	Dealer: WA005 Hanson Kia	

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

4. Provided case #.

*** PHONE LOG 01/07/2014 04:57 PM Pacific Daylight Time J Mojica Action Type: Incoming call

Wtr:

1. Thanked customer for the c/b.
2. Wtr was notified of glass concern.
3. Does customer have any pictures?

Customer:

1. I don't have pictures.
2. I took it right to the dlr.
3. Then they said the glass is not warrantable.

Wtr:

1. Apologized, case is under review for further assistance determination.
2. Can customer take pictures of cracked glass and email them to wtr?

Customer:

1. Yes, I can do that.
2. Can you send me an email and I will reply with pictures tomorrow?
3. I am driving so I can't write it down.

Wtr:

1. Ok, wtr will send email out right away.
2. Thanked customer.

*** PHONE LOG 01/07/2014 05:00 PM Pacific Daylight Time J Mojica Action Type: Web Contact

Mr. [REDACTED]

Per our conversation, please send me pictures of the glass.

Thank you,

*** PHONE LOG 01/13/2014 04:26 PM Pacific Daylight Time J Mojica Action Type: Web Contact

Per your request. See attached. Still raining here in the northwest so I had to take in the garage. Sorry for the bad glare.



**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA71EC [REDACTED]	[REDACTED]	2,300
Lacey, WA		Prod. Date: 10/4/13	Dealer: WA005	Hanson Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

*** PHONE LOG 01/14/2014 12:12 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr:

1. Informed customer that vehicle will need to be looked at at the dlr.
2. Is customer available to take vehicle to the dlr?

Customer:

1. Yes, the dlr said that maybe you could arrange for a rep to look at it?

Wtr:

1. Wtr can see when rep is going to be at dlr and get back to customer with info.

*** PHONE LOG 01/14/2014 12:16 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to DPSM:

1. DPSM confirmed current arrival at WA005.
2. Wtr will call customer to check availability and get back to DPSM.

*** PHONE LOG 01/14/2014 12:17 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr confirmed customer's availability to visit the dlr today in the next hour.

*** PHONE LOG 01/14/2014 12:17 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr informed DPSM that customer will visit dlr within the next hour.

*** PHONE LOG 01/14/2014 01:17 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to DPSM:

1. DPSM inspected vehicle and noticed rock chip on windshield.
2. DPSM stated it could be why the glass cracked.
3. DPSM advised customer to file a claim with ins. co. and customer will be reimbursed for deductible under CA GW.

*** PHONE LOG 01/14/2014 01:25 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr:

1. Informed customer that based on inspection DPSM determined that this would have to be an insurance claim.
2. However, DPSM also offered to reimburse customer for deductible.
3. All wtr would need is copy of receipt showing that deductible was paid.

Customer:

1. Ok, I can email that to you once I have it.
2. I have your email address.

Wtr:

1. Ok, once wtr receives copy of receipt wtr will send over GW Offer Letter that is to be signed and returned.

Customer:

1. Ok, thank you.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA71EC [REDACTED]	[REDACTED]	2,300
Lacey, WA		Prod. Date: 10/4/13	Dealer: WA005	Hanson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

*** PHONE LOG 01/27/2014 04:14 PM Pacific Daylight Time J Mojica Action Type: Incoming call
Customer left VM:
1. I am just calling to let you know I am still waiting on my ins. co.
2. I will call you once I have the docs to submit.

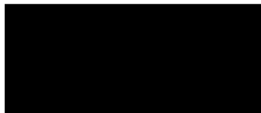
*** PHONE LOG 01/27/2014 04:18 PM Pacific Daylight Time J Mojica Action Type: Web Contact
Wtr spoke to customer:
1. Customer stated repairs are now going through a glass co.
2. Customer stated glass co. is pending receipt of parts.
3. Customer stated once customer pays deductible, customer will send over docs for reimbursement of deductible.

*** PHONE LOG 02/04/2014 02:10 PM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr spoke to customer:
1. Customer stated vehicle was returned on 1/31/14.
2. Customer will be emailing p**ROOF** of payment soon.

*** PHONE LOG 02/11/2014 01:16 PM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr left VM for customer:
1. Calling to follow up.
2. Wtr has not received docs.
3. Please send docs asap.
4. If customer is in need of further assistance, please c/b or send email.

*** PHONE LOG 03/03/2014 08:14 AM Pacific Daylight Time J Mojica Action Type: Outgoing call
Jeannie,

See attached doc. Sorry for the delay.



*** PHONE LOG 03/03/2014 08:52 AM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr submitted GW request 89917.
Customer to be reimbursed \$250.

*** PHONE LOG 03/13/2014 07:07 AM Pacific Daylight Time J Mojica Action Type: Incoming call
Customer left VM:
1. I received a gift card (bump in the road).

Kia Motors America Consumer Affairs Department

Page 5 of 5

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
Lacey, WA		5XYKWDA71EG		2,300
Prod. Date: 10/4/13		Dealer: WA005 Hanson Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

3. Please c/b.

*** NOTES 03/13/2014 02:42 PM Pacific Daylight Time JMOjica Action Type:Manager review
Wtr received check.

*** PHONE LOG 03/13/2014 02:44 PM Pacific Daylight Time JMOjica Action Type:Outgoing call
Wtr called customer:
1. Wtr informed customer that gift card that was received is separate.
2. Wtr informed customer that check will be mailed out today.
3. Wtr apologized for the inconvenience.

*** CASE CLOSE 03/13/2014 02:45 PM Pacific Daylight Time JMOjica
No further action required

Accident Report

Case [REDACTED]

Report Details

1 . Do you own the vehicle?

Yes

5 . Was the owner driving the vehicle?

Yes

9 . What is the age of the driver?

[REDACTED]

10 . Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the v

No

11 . What was the date of the incident?

<MM/DD/YYYY>:

It was about a week after we bought the car

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

Midday around 12 or 1pm

13 . What was the temperature?

Approximate temperature in Fahrenheit:

Maybe 40s

14 . Was there precipitation?

No

15 . Were you aware of wind blowing at about that time?

No

16 . Where did the incident occur?

C. Stationary on roadway

37 . Were there structures around the roadway? (walls, bridges, abutments, overpasses, etc.)

Please describe the structures around the roadway:

None

38 . Were there trees or poles such as utility poles in your vicinity?

Yes

39 . Were there power or telephone lines in the area?

Yes

40 . Were any of those objects above your vehicle?

No

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

58 . Were you operating the sunroof switch at the time the glass broke?

Yes

59 . What operation were you performing when the glass broke?

Opening sunroof.

60 . To what degree was it open at the moment it broke while operating the sunroof switch?

(e.g., 25%, 50%, etc.):

I had just pushed the button when the pop noise occurred = 0%

61 . Did you hear the sunroof glass break?

No

62 . What did you first see in relation to the broken glass?

Describe what you FIRST saw when the glass broke:

Heard a pop when we opened the sunroof for the first time. Saw a crack on the pass side that has proceeded to spider across.

63 . Was it the movable front glass or the stationary rear glass which broke?

Movable front glass.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Entire glass.

66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS

DOWNWARDS

67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and ho

Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise outside the vehicle:

All on top of the roof, its on top of the wind break

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?

Yes

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?

Yes

70 . Did the break cause a round or oval hole in the glass?

Oval

71 . Which part of the sunroof was involved in that hole?

Description of where the hole is located on the broken section of the sunroof glass.:

Its a glass piece in front of the windbreak, between the actual moveable sunroof and the windshield

72 . Was the sunshade OPEN or CLOSED at the time of the incident?

OPEN

73 . If partially closed, please estimate the percentage closed:

Percent closed:

All the way open

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?

Description of where and how much broken glass found:

Its stuck together in a resin, it hasn't shattered, just spidered

75 . Were any of the side windows open at the time of the incident?

No

76 . Have you ever put anything on the roof of your vehicle?

No

80 . Were there any passengers inside the vehicle at the time of the incident?

Yes

81 . Which seating positions were they occupying?

Which seating positions were they occupying and the age and name of each occupant:

Wife in the pass seat

Kids were in the back seat in the second row in their safety chairs

82 . Was anyone injured as a result of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

No

84 . Was anyone injured as a result of the incident?

No

90 . Were the police contacted?

No

91 . Was the insurance company contacted?

No

92 . Was the vehicle driven or towed following the incident?

Driven

93 . Where is the vehicle now?

Please provide location of the vehicle:

94 . Have the window repairs been completed?

No

95 . What action are you requesting of Kia?

<Resolution sought>:

I think it should be covered by Kia. They told me it is not a warranty repair. But I think it is a manuf defect. They have ordered the part and they have it in.

Kia Motors America
Consumer Affairs Department

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
(HISNA Employee)	██████	5XYKW4A70EG ██████	██████	7,697
999, AL	Prod. Date: 5/8/13		Dealer: AL035	Kia of Auburn

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

Case History

*** PHONE LOG 11/11/2013 03:36 PM US Mountain Standard Time DFerrick
E-mail Received:

1. ██████ HISNA employee contacted KMMA QA
2. Customer states panoramic glass **SHATTER**ed during normal vehicle operation
3. Customer's complaint was reviewed and confirmed
4. Glass had an impact mark on the left side of the vehicle which was the cause of the rear glass panel ultimately **SHATTER**ing
5. KMMG reviewed the panoramic **ROOF** with supplier
6. It was determined that the root cause of the glass **SHATTER**ing was from external impact.

Summary/pictures attached to case

*** NOTES 11/11/2013 03:38 PM US Mountain Standard Time DFerrick Action Type:Manager review

[!<For Internal Use Only
VIN detail / AS400 do not list any owner information. >!]

*** PHONE LOG 11/12/2013 09:02 AM US Mountain Standard Time MOtteson Action Type:Outgoing call

Writer called AL035 spoke to Kenny and states

1. Calling in reference to this vehicle

Kenny states

1. Its here
2. DPSM GW'd Sunroof
3. We got it in this morning
4. Yong Gong Kim is who we have it under, 334-300-0856
5. The guy works for the plant or something not sure exactly
6. He wants to observe the repair so we have to schedule a time he will come in
7. He is somebody who works for the company

Thanked and call ended

****Per attachment, Supplier from plant with be overseeing repair for further investigation****

*** NOTES 11/13/2013 11:51 AM US Mountain Standard Time MOtteson Action Type:Manager review

Will follow up with TL 11/14

*** NOTES 11/14/2013 02:06 PM US Mountain Standard Time MOtteson Action Type:Manager review

Still being reviewed, will follow up 11/20

*** NOTES 11/20/2013 08:35 AM US Mountain Standard Time MOtteson Action Type:Manager review

Kia Motors America Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
(HISNA Employee)	██████████	5XYKW4A70EC██████████	██████████	7,697
999, AL	Prod. Date: 5/8/13		Dealer: AL035	Kia of Auburn

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sunroof/Sunroof Blind

*** NOTES 11/22/2013 12:15 PM US Mountain Standard Time MOtteson Action Type:Manager review
Will follow up with TL 11/25

*** NOTES 11/25/2013 02:00 PM US Mountain Standard Time MOtteson Action Type:Manager review
Will check with TL 11/26

*** NOTES 11/25/2013 02:02 PM US Mountain Standard Time MOtteson Action Type:Manager review
Closing per TL

*** CASE CLOSE 11/25/2013 02:03 PM US Mountain Standard Time MOtteson

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA7XEC [REDACTED]	[REDACTED]	0
Ennis, MT	[REDACTED]	Prod. Date: 5/6/13	Dealer: ID010	Dennis Dillon Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun **ROOF** Breakaway

Case History

*** PHONE LOG 06/16/2014 02:34 PM US Mountain Standard Time DFerrick
E-mail received:

1. Customer heard a shot gun like sound and noticed the sun**ROOF** had **SHATTER**ed
2. Dealer verified **BROKE**n sun**ROOF**

Case created per JStroup instructions for contact

*** NOTES 06/17/2014 06:49 AM US Mountain Standard Time Jjenkins Action Type:Dealer contact
800# VM by Rachel MT008
Gave Cust/ VIN

1. R/O open 6/16/14
2. Cust states sun**ROOF SHATTER**ed; heard loud noise
3. DPSM advised to contact KCA

*** NOTES 06/17/2014 04:18 PM US Mountain Standard Time KJackson Action Type:Manager review
:Notes from Dup case:

Dealer :Butte's Mile High Kia
Technician :Dan Yother
Service Manager :Guy Perkins
Dealer Phone :4065333634
DPSM :Ruben Sandoval
Vehicle Model :SORENTO
Model Year :2014
Mileage :13053
Initial comments by Technician found in TL Case # [REDACTED]

*** Performed by contact: Dan Yother, [REDACTED]
*** This is a Report for Quality Concern ***

Problem Description :
customer heard shotgun like sound and noticed sun**ROOF SHATTER**ed.

Diagnostics Performed :
verified **BROKE**n sun**ROOF**

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** NOTES 06/18/2014 01:48 PM US Mountain Standard Time RBauer Action Type:Dealer contact
Dealer Contact: Svc Adv Rachel
Customer Name [REDACTED]
Customer phone#: [REDACTED]

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO SX AWD	Case Number	Mileage
Ennis, MT		5XYKWDA7XEC		0
		Prod. Date: 5/6/13	Dealer: ID010 Dennis Dillon Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

VIN: 5XYKWDA7XEC

MY and Mileage: 2014 Sorento, 13053 miles

Original Owner: Y

Dealer Code/Selling Dealer: MT008/UT010

RO# and Open Date:RO# 44050, Opened 6/16/14

Days Down at initial Service Alert report: 2

Current Repair Issue and Diagnosis:

- Cust states heard loud

- Waiting on KMA to complete repairs.

Able to Duplicate: Y

Parts on order (Y/N):N

Vehicle repaired & customer has possession (Y/N): N/N

Repeat Repair (Y/N), if so, how many times: N

Repair History of current concern with dates and mileage: N/N

ETA for completion of repairs: Unsure

Techline Case:

Rental/Loaner Provided/Date: Y, 6/16/14

Customer Request: N/A

Justification of Goodwill: N/A

Dealer contacted their DPSM: Y

If HEV vehicle, is dealer HEV certified: N/A

*** PHONE LOG 06/18/2014 01:49 PM US Mountain Standard Time RBauer Action Type:Outgoing call

Writer called and left VM:

1. Gave name, 800#, extension and case number.
2. Calling to review customer case.
3. Request callback.

*** PHONE LOG 06/18/2014 01:52 PM US Mountain Standard Time RBauer Action Type:Outgoing call

Writer called and left VM:

1. Gave name, 800#, extension and case number.
2. Calling to review customer case.
3. Request callback.

*** PHONE LOG 06/19/2014 07:34 AM US Mountain Standard Time RBauer Action Type:Outgoing call

Writer states:

1. Calling to follow up with you on.
2. Ran Script.
3. Advised that case will be sent to NCA for further review.
4. Advised that if needed NCA will contact customer within 2 business days.

Customer states:

1. Advised that they read this was a common issue with our Veh.

Writer states:

1. Apologized for issue.
2. Advised that there are many factors that can go into the issue happening.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 SORENTO SX AWD	Case Number	Mileage
Ennis, MT		5XYKWDA7XEC		0
		Prod. Date: 5/6/13	Dealer: ID010 Dennis Dillon Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

3. Advised that KMA will work to resolve your issue.
4. Advised to call back if additional assistance is needed.

Customer states:

1. Thanked writer.

*** NOTES 06/19/2014 07:37 AM US Mountain Standard Time RBauer Action Type:Internal
Writer sent case notes to DPSM RSandoval as FYI.

*** NOTES 06/19/2014 07:38 AM US Mountain Standard Time RBauer Action Type:Internal
Forwarding to NCA:

1. Customer claims sun **ROOF EXPLO**ded.
2. Forwarding to NCA for further review.
3. Customer requesting call back.

*** EMAIL OUT • JSuR J Mojica Action Type:External email

Send to:[jmojica@kiausa.com]

CC List:[SamuelKim@kiausa.com]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment [REDACTED] >>

*** NOTES 06/20/2014 10:02 AM Pacific Daylight Time SamuelKim Action Type:Manager review
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE [REDACTED] WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT THE PLIR WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE

*** PHONE LOG 06/20/2014 10:08 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer [REDACTED]

Writer states:

1. I will be handling your case from this point forward

Customer states:

1. Driving down the highway going about 70 MPH and it just **EXPLO**ded

Writer states:

1. Were there any other passengers in the car?
2. Was the sunshade open or closed?
3. Was anyone injured because of this?

Kia Motors America Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
Ennis, MT		5XYKWDA7XEC		0
		Prod. Date: 5/6/13	Dealer: ID010 Dennis Dillon Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Customer states:

1. There was 5 of us in the car
2. It was closed, thank god
3. No injuries

Writer states;

1. Was the vehicle towed into the dealership?
2. Did you file a claim with your insurance company?
3. Was there a police report?

Customer states:

1. From there, we drove it back home and I did my tape repair job to get it to the dealer which is almost 80 miles from where I live
2. We did talk to our insurance company, but no claim was filed
3. No police report

Writer states:

1. Did the dealership give you a rental or a loaner?

Customer states:

1. Rental
2. We're going to be leaving home and driving the KIA to Boise today to trade it off tomorrow
3. It would be wonderful if someone could put the sun **ROOF** in before we get there
4. I don't want the car at all

Writer states:

1. Unfortunately, KIA would need to inspect your vehicle before making any repairs
2. If and when you trade your vehicle in, I will work with the dealership
3. Gave customer call back number

*** NOTES 06/20/2014 10:14 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dlr MT008 and spoke with Laurie in the Service Department:

Writer states:

1. Customer advised they will be picking up their vehicle within the next hour

Dealer states:

1. Thank you for the call

*** NOTES 06/23/2014 02:11 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called ID010 and spoke with JJ in the Sales Department

Writer states:

1. Calling to see if the customer traded the vehicle over this weekend
2. Please do not make any repairs on this vehicle until KMA has had a chance to inspect this vehicle

Dealer states:

1. Yes, they did
2. You will need to speak to the Service Department

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO SX AWD	Case Number	Mileage
Ennis, MT		5XYKWDA7XEG		0
Prod. Date: 5/6/13		Dealer: ID010 Dennis Dillon Kia		

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun **ROOF** Breakaway

(Call was transferred to Service Department)

Writer states:

1. Please do not repair the vehicle until an FTR or DPSM has had a chance to inspect it
2. I can send you an email once I have a date
3. Thank You

Bill in the Service Department states

1. I will send an email to my Fixed Operations Manager
2. My email is bbouton@dennisdillon.com

*** NOTES 06/24/2014 10:53 AM Pacific Daylight Time SamuelKim Action Type:Internal
FTR unavailable until end of July.

*** NOTES 06/24/2014 10:58 AM Pacific Daylight Time SamuelKim Action Type:Manager review
Sent email to DPSM NFerdig requesting assistance.

*** NOTES 06/24/2014 01:05 PM Pacific Daylight Time SamuelKim Action Type:Manager review
DPSM to inspect vehicle on 6/26

*** NOTES 06/24/2014 01:08 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Bill in the Service Department at dlr ID010
Hi Bill,

Just wanted to let you know the DPSM Neal Ferdig will be out there this Thursday to inspect this vehicle. Please let me know if you have any questions.

2014 KIA Sorento
5XYKWDA7XEG

*** NOTES 07/02/2014 09:24 AM Pacific Daylight Time SamuelKim Action Type:Manager review
Reviewed case with PQ:

1. Pending FPQR report, if cause of **SHATTER** inconclusive, offer dealer goodwill repair.

*** NOTES 07/02/2014 09:24 AM Pacific Daylight Time SamuelKim Action Type:Internal
Sent email to DPSM NFerdig
Hi Neal,

Have you been able to complete the FPQR for the sun **ROOF SHATTER** at Dennis Dillon KIA? Did you see any signs of impact damage?

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO SX AWD	Case Number	Mileage
Ennis, MT		5XYKWDA7XEC		0
		Prod. Date: 5/6/13	Dealer: ID010 Dennis Dillon Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: sun **ROOF** Breakaway

Sent email to Bill in the Service Department at dlr ID010 (bbouton@dennisdillon.com)

Hi Bill,

Can you give me an update on this vehicle.

*** NOTES 07/08/2014 08:16 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Sent email to Lisa, Warranty Administrator at dealer ID010 (Lmartorello@dennisdillon.com)

Hi Lisa,

Thank you for all your help with this. Please forward me the rental bill, sublet bill and RO billed out at warranty pricing for the 2014 KIA Sorento sun **ROOF SHATTER** repair bearing the VIN #5XYKWDA7XEC. I will then submit it for reimbursement and it will show up on your parts statement. This is not a warranty claim. Thank you for all your help and please feel free to contact me if you have any questions.

*** NOTES 07/10/2014 04:12 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Received RO # from Krystynne Crookham, Warranty Administrator at dealer ID010 (kcrookham@dennisdillon.com)

Good morning Samuel,

As requested, here is the RO for the sun **ROOF** that **SHATTER**ed. Please let me know if there is anything else you may need.

Thank you for your time,

Krystynne Crookham
Dennis Dillon Warranty Admin
208-336-6292 or
208-336-6000 ext 4292
kcrookham@dennisdillon.com <mailto:kcrookham@dennisdillon.com>

*** NOTES 07/10/2014 04:12 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Sent email to Krystynne Crookham, Warranty Administrator at dealer ID010 (kcrookham@dennisdillon.com)

Hi Krystynne,

Thank you for all your help with this. I had one question, for the sun **ROOF** repair, there is a charge for \$27.29, could you tell me what this is? Lube Shipping?

*** NOTES 07/11/2014 04:38 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Received email from Krystynne Crookham, Warranty Administrator at dealer ID010 (kcrookham@dennisdillon.com)

Good morning again and Happy Friday,

That is a charge for the shipping, but we took care of it. It is coded under IAUT, which is an internal account of ours.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA7XE[REDACTED]	[REDACTED]	0
Ennis, MT	[REDACTED]	Prod. Date: 5/6/13	Dealer: ID010	Dennis Dillon Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun **ROOF** Breakaway

Krystynne

*** NOTES 07/15/2014 10:40 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
One time, goodwill to dealer ID010 of \$472.27 for sun **ROOF** repair.

Accident Report

Case [REDACTED]

Report Details

0 . End

No response selected.

1 . Do you own the vehicle?

Yes

5 . Was the owner driving the vehicle?

Yes

9 . What is the age of the driver?

10 . Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the v

No

11 . What was the date of the incident?

<MM/DD/YYYY>:

6/14/14

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

5:00 P.M.

13 . What was the temperature?

Approximate temperature in Fahrenheit:

65

14 . Was there precipitation?

Yes. What type of precipitation (e.g., rain, snow/sleet, hail, etc.) and severity?:

Yes rained earlier in the day

15 . Were you aware of wind blowing at about that time?

No

16 . Where did the incident occur?

A. Highway or Interstate

17 . Provide name and number of highway/interstate:

Name and number of highway or interstate:

Highway 287

18 . How many lanes in your direction?

Number of lanes in your direction:

2 Lane

19 . What was the nearest city or town from the incident location?

Nearest City or Town from the incident location:

Norris

20 . What direction were you heading?

Direction you were traveling (e.g., northbound on I-5, eastbound on I-40, etc.):

North

21 . What exit were you nearest?

Closest exit from the incident location?:

highway 84

22 . Was that exit before or after the incident location?

Exit before or after the incident location:

After

23 . How far were you from that exit?

Distance from the nearest exit:

6-7 Miles

24 . Was the vehicle moving or stationary at the time of the incident?

If MOVING, what speed were you traveling at?:

70 MPH

25 . Describe traffic conditions including density of traffic [regardless of the speed] (e.g., close front and back and side

Description of traffic condition:

Dry road, over cast, not many Veh on the Rd.

26 . What type of vehicles were on the road? (passenger vehicles, pick-up trucks, semi-trucks, heavy construction vehic

Type of vehicles on the road:

Passenger Veh, Pick up truck

27 . **What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some holes or broken**
<Obtain more details if caller says another *OTHER* than freshly paved.>:

Smooth Rd.

50 . **Did you see anything hit your vehicle at any time before your sunroof glass broke?**

No

54 . **Was the sunroof OPEN or CLOSED at the time of the incident?**

Closed

58 . **Were you operating the sunroof switch at the time the glass broke?**

No

61 . **Did you hear the sunroof glass break?**

Yes. Please describe the breakage sound <if anything like an "explosion" is described, be very precise as to the direction of the breakage, outward or inward.>
Heard an explosion and the cover started to flap with the wind.

62 . **What did you first see in relation to the broken glass?**

Describe what you *FIRST* saw when the glass broke:

There was a large hole in the sunroof

63 . **Was it the movable front glass or the stationary rear glass which broke?**

Movable front glass.

64 . **Was the entire glass broken to the metal edges or was it only partially broken?**

Partially broken.

65 . **If partially broken, which area?**

Description of partially damaged area:

The center of the sunroof

66 . **Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS**

UPWARDS

67 . **As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and how**

Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise outside the vehicle:
There was a large amount of glass that had falling into the cover but there was still glass attached to Veh.

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?

Yes

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?

No

70 . Did the break cause a round or oval hole in the glass?

Oval

71 . Which part of the sunroof was involved in that hole?

Description of where the hole is located on the broken section of the sunroof glass.:

72 . Was the sunshade OPEN or CLOSED at the time of the incident?

CLOSED

73 . If partially closed, please estimate the percentage closed:

No response selected.

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?

Description of where and how much broken glass found:

In the sunshade.

75 . Were any of the side windows open at the time of the incident?

No

76 . Have you ever put anything on the roof of your vehicle?

No

80 . Were there any passengers inside the vehicle at the time of the incident?

Yes

81 . Which seating positions were they occupying?

Which seating positions were they occupying and the age and name of each occupant:

Driver, Passenger, Two children in the middle seats, on child in third row seat.

82 . Was anyone injured as a result of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

No

84 . Was anyone injured as a result of the incident?

No

90 . Were the police contacted?

No

91 . Was the insurance company contacted?

Yes. When was the insurance company contacted, did you provide them with a statement and have you settled with the insurance company? Additionally, please provide the name of the insurance company, address, phone, policy number

*State Farm Insurance
and claim #
Agent- Joe Akey(Whitefish, MT location)*

406-862-7747

6/14/14

92 . Was the vehicle driven or towed following the incident?

Driven

93 . Where is the vehicle now?

Please provide location of the vehicle:

94 . Have the window repairs been completed?

No

95 . What action are you requesting of Kia?

<Resolution sought>:

Would like this repaired under warranty.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A79EG [REDACTED]	[REDACTED]	23,228
Stillwater, OK	[REDACTED]	Prod. Date: 4/25/13	Dealer: OK023	Big Red Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sunroof Breakaway

Case History

- For Reference -
Dispatch Date : 11/20/2013 10:14:25 AM
Services Received : Tow /Vehicle Inoperable
No. of Times : 2
Caller Name : [REDACTED]
Caller Phone : [REDACTED]
Tow Provider : SERGIO'S TOWING SERVICE

Vehicle has experienced multiple tows/jumps within a 90 day period.

If the vehicle has been towed, it has been towed to Big Red Kia. Prior to contacting the customer for any assistance, please contact the dealer to determine the cause and the status of the vehicle.

If the vehicle has been jump started multiple times, please contact the customer to determine if there are any concerns with the vehicle and provide any assistance.

*** PHONE LOG 11/22/2013 04:08 PM US Mountain Standard Time TThacker Action Type:Web Contact
Writer calling OK023 service department spoke with Bruce

1. Reason for tow: Sun **ROOF BROKE** and **SHATTER**ed into the interior of the car
2. Root Cause:
3. Status: Done and gone, removed and replaced the sun **ROOF**
4. TL involvement: N
5. Repeat repair:N
6. Rental/Loaner: N
7. If HEV vehicle, is dlr HEV certified:
8. Customer's Phone Number: [REDACTED]

*** PHONE LOG 11/22/2013 04:09 PM US Mountain Standard Time TThacker Action Type:Web Contact
Writer calling cust left vm

1. This office was advised veh is in for repairs
2. Please contact this office if you have any questions or concerns
3. Provided name number ext case number

*** NOTES 11/22/2013 04:11 PM US Mountain Standard Time TThacker Action Type:Manager review

[!<For Internal Use Only

Contact cust, find out why the sunroof **BROKE**, run script in needed>!]]

*** PHONE LOG 11/25/2013 01:19 PM US Mountain Standard Time TThacker Action Type:Outgoing call
Writer calling cust left vm

1. This office was advised veh is in for repairs
2. Please contact this office if you have any questions or concerns
3. Provided name number ext case number

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A79EC [REDACTED]	[REDACTED]	23,228
Stillwater, OK		Prod. Date: 4/25/13	Dealer: OK023	Big Red Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

*** NOTES 11/25/2013 01:27 PM US Mountain Standard Time TThacker Action Type:Manager review

Send call me letter

[!<For Internal Use Only

If cust calls in find out why the sun **ROOF BROKE**, and run sun **ROOF** script if needed.>!]

*** CASE CLOSE 11/25/2013 01:29 PM US Mountain Standard Time TThacker

*** NOTES 11/27/2013 12:49 PM US Mountain Standard Time TThacker Action Type:Manager review

Dispatching to NCA

1. Dealer states sun **ROOF SHATTER**ed, dealer replaced sun **ROOF**
2. Unable to get ahold of cust to verify how sun **ROOF SHATTER**ed, call me letter sent
3. Forwarding for viability and review

*** PHONE LOG 12/02/2013 11:00 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr spoke to SVCA Bruce:

1. SVCA confirmed that dlr did perform repairs.
2. SVCA stated that dlr will be covering repair costs.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA77EC [REDACTED]	[REDACTED]	8,978
W Sacramento, CA	[REDACTED]	Prod. Date: 9/10/13	Dealer: CA207	Roseville Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun **ROOF** Breakaway

Case History

Techline case [REDACTED] created on 2014-07-25 18:29:14 by Roseville Kia.
Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed. Thank You.

--For Reference--

TL Case created by (Dealer Technician) : Paul Ella
TL Case creator phone : *11172010140514
TL Case creator email : paulella@mail.com

Below are the notes from the TL case describing the concern:

*** Performed by contact: Paul Ella, *11172010140514
*** This is a Request for Assistance ***

Problem Description :

The customer states that the sun **ROOF SHATTER**ed while they were driving.

Diagnostics Performed :

The sun **ROOF** glass is **BROKE**n.

*** NOTES 07/28/2014 12:13 PM US Mountain Standard Time MHill Action Type:Dealer contact
Writer contacts SVC CA207 and states

1. calling to get info regarding sun **ROOF SHATTER**ing

Frank Svc Mgr states

1. RO# and open date: 2132379 7/24
2. No repairs completed
3. Did order the glass, but have not gotten in yet
4. TL wanted pics

*** PHONE LOG 07/28/2014 12:24 PM US Mountain Standard Time MHill Action Type:Outgoing call
Writer contacts [REDACTED] and states

1. calling to get some info regarding sun **ROOF SHATTER**ing

completes sun **ROOF scripting**

[REDACTED] states

1. Ok
2. Thank you

*** NOTES 07/28/2014 12:25 PM US Mountain Standard Time MHill Action Type:Manager review

DISPATCHED FOR:

1. CUSTOMER CONTACT
2. REVIEW OF SUN **ROOF SHATTER**ING

*** PHONE LOG 07/30/2014 11:28 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [REDACTED]

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA77EC [REDACTED]	[REDACTED]	8,978
W Sacramento, CA	[REDACTED]	Prod. Date: 9/10/13	Dealer: CA207	Roseville Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

2. I apologize for your situation
3. Where is the vehicle at now?
4. Did the dealership put you in a loaner?
5. Can you tell me what happened

Customer states:

1. It's at KIA Roseville
2. They did put us in a loaner vehicle

(Customer transferred phone to husband [REDACTED])

Mr. [REDACTED] states:

1. I was the 23rd, it was a Wednesday morning between 6:30 and 6:45
2. I was on my way to work driving southbound on I-99, going through Elk Grove, I was just south of Calvine Road exit
3. I was on the #3 lane, there was a big rig ahead of me
4. I was driving, I heard the pop and glass **SHATTER**ing
5. It didn't hit anything, there was no road debris
6. It didn't sound like anything hit my car
7. The sunshade was closed, sun **ROOF** itself was closed too

Writer states:

1. Was anyone injured? Was there an accident?
2. Did you have the vehicle towed or driven from the scene?
3. Was the police or fire department contacted?
4. Did you contact your insurance company?
5. How much is your deductible?
6. I am going to have an FTR come out and inspect your vehicle
7. Once the inspection is complete, I will give you a call back and go from there

Mr. [REDACTED] states:

1. No injuries, no accident
2. I drove it to the KIA dealership the next day
3. No police no fire department
4. We did, but found the deductible was more than the repairs
5. \$500

Ms. [REDACTED] states:

1. The dealership already said they were going to fix it for free
2. I know they got the part in yesterday

Writer states:

1. I would still like to have an FTR go out and inspect the vehicle
2. KIA takes safety claims very seriously
3. Requested photos of vehicle
4. Gave customer email address and call back number

Ms. [REDACTED] states:

1. We bought it because of the safety ratings
2. I was kinda upset at the time because when we brought it in, they weren't aware of the problem
3. They didn't take it seriously
4. Thank you for reaching out to us

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA77EG [REDACTED]	[REDACTED]	8,978
W Sacramento, CA	[REDACTED]	Prod. Date: 9/10/13	Dealer: CA207	Roseville Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun **ROOF** Breakaway

*** NOTES 07/30/2014 11:34 AM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with PQ.

*** NOTES 07/30/2014 11:35 AM Pacific Daylight Time SamuelKim Action Type:Internal
Called and spoke with DPSM ASmith
1. DPSM available to inspect vehicle on Friday 8/1
2. Writer advised will find out FTR's schedule and email DPSM
3. Writer advised customer states repairs have already been authorized
4. DPSM states spoke with PQ

*** NOTES 07/30/2014 03:50 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer CA207 and spoke with Service Manager Frank:
Writer states:
1. Has the vehicle been repaired?
2. Is there any signs of impact damage?
3. Please do not repair the vehicle until an FTR or DPSM has had a chance to inspect it
4. I will give you a call back once the inspection is complete
5. Thank You

Dealer states:
1. No, we're waiting on an engineer to come out and look at the vehicle
2. No sheet metal damage, nothing in the trim
3. Most of the glass is sitting on top of the sunshade
4. The young lady that brought the car in is a traffic officer
5. She said it sounded like it was a .22 going off
6. I have her in an upgraded rental car that the DPSM authorized at \$40 per day

*** NOTES 07/30/2014 03:59 PM Pacific Daylight Time SamuelKim Action Type:Internal
FTR unavailable until 8/7 or 8/8

*** NOTES 08/01/2014 08:37 AM Pacific Daylight Time SamuelKim Action Type:Internal
Sent email to DPSM ASmith and FTR
1. Requested inspection of vehicle
2. Complete FPQR

*** NOTES 08/01/2014 09:07 AM Pacific Daylight Time SamuelKim Action Type:Internal
Received call from DPSM ASmith
1. Cause of **SHATTER** inconclusive

*** PHONE LOG 08/01/2014 09:08 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received photos from customer [REDACTED]

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA77EG [REDACTED]	[REDACTED]	8,978
W Sacramento, CA	[REDACTED]	Prod. Date: 9/10/13	Dealer: CA207	Roseville Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

*** NOTES 08/01/2014 01:34 PM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with PQ

1, Cause of **SHATTER** inconclusive

*** NOTES 08/01/2014 01:36 PM Pacific Daylight Time SamuelKim Action Type:Internal
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE [REDACTED] WE BELIEVE THAT THERE IS A REASONABLE PROSPECT THAT THIS CASE MAY END UP IN LITIGATION AND REQUEST CA TO PERFORM AN INSPECTION TO PROTECT THE COMPANY IN THE EVENT OF LITIGATION. THIS WILL CONFIRM THAT THE PLIR WILL BE SUBJECT TO THE ATTORNEY CLIENT PRIVILEGE

*** NOTES 08/01/2014 01:48 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer CA207 and spoke with Frank in the Service Department

Writer states:

1. Please proceed with the repairs to the customer's vehicle
2. I will send you a confirmation email
3. Thank You

Dealer states:

1. Her's is the front glass, that's easy, I can do that in house, not a problem
2. I already ordered the glass, it's here

*** PHONE LOG 08/01/2014 01:50 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message

1. Calling to follow up with you on your 2014 Sorento
2. KIA is offering to repair your vehicle as a one-time, goodwill
3. Requested call back
4. Gave call back number

*** PHONE LOG 08/01/2014 01:58 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [REDACTED]

Writer states:

1. Calling to follow up with you on your 2014 KIA Sorento
2. Our DPSM inspected your vehicle and determined the cause of **SHATTER** as inconclusive
3. KIA at this time is offering you a one-time, goodwill repair

Customer states:

1. I know you guys are trying to figure out the contributing factors
2. I know its not super common, but it's not super rare either
3. Would you guys let us know if you find out what caused this?
4. Thank You

Writer states:

1. If at anytime KIA releases a recall or a service campaign, we will be contacting you
2. If you have any questions, you are more than welcome to contact us
3. Have a great day

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA77EG [REDACTED]	[REDACTED]	8,978
W Sacramento, CA [REDACTED]		Prod. Date: 9/10/13	Dealer: CA207	Roseville Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

*** PHONE LOG 08/06/2014 11:13 AM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:

1. This is [REDACTED] you helped us with our KIA Sorento, sun **ROOF SHATTER**
2. I'm calling just because I had some concerns today when I picked up my car
3. The Service Department at KIA Roseville had assured me that they would have vacuumed out the interior of the car and everything else and detailed it
4. And when I got there, nothing, nothing had been done in terms of that
5. And I found glass in the inside of the car
6. Anyways, and they also told me they were going to cover the full cost of the rental car, they did not
7. They advised me to call you and talk to you about it, so I am doing that
8. If you could give me a call back, my numbers [REDACTED]
9. Thank You, bye, bye

*** PHONE LOG 08/06/2014 11:15 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message:

1. Calling to follow up with you on your 2014 KIA Sorento
2. Requested call back
3. Gave call back number

*** PHONE LOG 08/08/2014 02:55 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:

1. This is [REDACTED]
2. I'm returning your call
3. It's about 15 after 2 o'clock on Friday
4. Give me a call back when you can, it's regarding our KIA Saburu [REDACTED]
5. Thank You

*** PHONE LOG 08/20/2014 09:12 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [REDACTED]
Writer states:

1. Calling to follow up with you on your 2014 KIA Sorento

Customer states:

1. When we brought the KIA in to Roseville, I was a little hit upset
2. We got really good service from you, the service department I was not happy with
3. They charged us for a bunch of stuff which they did quickly resolve
4. They had the part in 4 days later and they told me they just got the authorization
5. I called and double checked, they had the car for about 2 weeks
6. They didn't get the car in right away
7. I verified with them twice they were going to have the interior cleaned, I wanted to make sure it was done right
8. It had been 2 weeks and the car had not been cleaned out at all
9. So I took it back and he had wiped the seats out, but nothing else had been cleaned
10. As I was driving home, I found shards of glass in the cup holder
11. When we used the sun **ROOF** for the first time, it won't close, so it wasn't properly fixed
12. All the way home, it was tilted at a weird angle

Kia Motors America
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Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA77EG [REDACTED]	[REDACTED]	8,978
W Sacramento, CA	[REDACTED]	Prod. Date: 9/10/13	Dealer: CA207	Roseville Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

13. So I brought it back the next morning
14. When I had spoken to them originally, they said we will cover the cost of the rental
15. I spoke to Frank, the Service Manager and basically they paid for a part of it
16. I had initialed the paper for the insurance on the rental car thinking that's what I was supposed to do
17. So it left me with about just over \$200 for the bill
18. Frank apologized, he said he can't authorize that
19. Maybe it was my fault for not realizing, but this wasn't for like 3 days or something
20. I really love me car

Writer states:

1. Did the dealership repair your sun **ROOF**? Is it working properly now?

Customer states:

1. I brought it back and they did some adjustments
2. I have to say it's been a week and a half, I've not had a problem with it
3. I ended up vacuuming out parts of the glass
4. I still haven't had it totally detailed

Writer states:

1. Please have your vehicle detailed and send me the receipt
2. I apologize you had to go back into the service department multiple times for this
3. Please send me the receipt for the insurance on the rental bill as well
4. Gave customer mailing address
5. Thank You

Customer states:

1. I really appreciate you calling me back

*** NOTES 08/20/2014 09:20 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Sent email to Service Manager Frank at dealer CA207 (rosevillekia@yahoo.com)
Requested update on vehicle

*** NOTES 09/16/2014 01:46 PM Pacific Daylight Time SamuelKim Action Type:Internal
One time, goodwill to dealer CA207 of \$987.13 for sun **ROOF** repair and rental.

*** NOTES 09/24/2014 02:08 PM Pacific Daylight Time ADellarocca Action Type:Dealer contact
Dealer received credit memo for \$987.13

*** CASE CLOSE 09/24/2014 02:08 PM Pacific Daylight Time ADellarocca
Dealer received credit memo for \$987.13

*** CASE CLOSE 10/20/2014 03:51 PM Pacific Daylight Time JMojica
TREAD REVIEW COMPLETE.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA77EG [REDACTED]	[REDACTED]	8,978
W Sacramento, CA [REDACTED]		Prod. Date: 9/10/13	Dealer: CA207 Roseville Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

*** PHONE LOG 11/10/2014 09:02 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

Received email from customer [REDACTED]

Hi Samuel,

I am so sorry this took me so long to get to you. I got our Kia detailed finally from the sun **ROOF** after vacuuming it out myself first. Here is the charge for the rental car from Enterprise (\$212.93), and the charge for the detailing (\$125.00), total : \$337.93.

Please let me know if you need any further documentation, or a copy of the full credit card statement. My address is [REDACTED] West Sacramento, CA [REDACTED] for a reimbursement check. Thank you again for your diligence and excellent customer service. You have restored our faith in Kia, and made us feel much better about our purchase of our new Sorrento.

[REDACTED]

*** PHONE LOG 11/10/2014 09:28 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent

Sent email to customer [REDACTED]

H [REDACTED]

Good Morning. Could I get a copy of the full credit card statement or a copy of the rental bill.

Accident Report

Case [REDACTED]

Report Details

0 . End

No response selected.

1 . Do you own the vehicle?

Yes

5 . Was the owner driving the vehicle?

No

Husband

6 . If the driver was not the owner, please provide the driver's name:

Driver's Name:

[REDACTED]

7 . If the driver was not the owner, please provide the driver's address:

Driver's Address:

same

8 . If the driver was not the owner, please provide the driver's phone number:

Driver's Phone Number:

[REDACTED]

9 . What is the age of the driver?

[REDACTED]

10 . Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the v

No

11 . What was the date of the incident?

<MM/DD/YYYY>:

7/23/2014

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

6:30 a.m.

13 . What was the temperature?

Approximate temperature in Fahrenheit:

60

14 . Was there precipitation?

No

15 . Were you aware of wind blowing at about that time?

No

16 . Where did the incident occur?

A. Highway or Interstate

17 . Provide name and number of highway/interstate:

Name and number of highway or interstate:

State Route Highway 99

18 . How many lanes in your direction?

Number of lanes in your direction:

5

19 . What was the nearest city or town from the incident location?

Nearest City or Town from the incident location:

Elk Grove

20 . What direction were you heading?

Direction you were traveling (e.g., northbound on I-5, eastbound on I-40, etc.):

South

21 . What exit were you nearest?

Closest exit from the incident location?:

Calvine

22 . Was that exit before or after the incident location?

Exit before or after the incident location:

S of the exit, after

23 . How far were you from that exit?

Distance from the nearest exit:

1/4 mile

24 . Was the vehicle moving or stationary at the time of the incident?

If MOVING, what speed were you traveling at?:

65-70

25 . Describe traffic conditions including density of traffic [regardless of the speed] (e.g., close front and back and side

Description of traffic condition:

very light

26 . What type of vehicles were on the road? (passenger vehicles, pick-up trucks, semi-trucks, heavy construction vehic

Type of vehicles on the road:

one semi that was in # 4 lane the 1/8 of a mile ahead of me

27 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some holes or broken

<Obtain more details if caller says another OTHER than freshly paved.>:

normal

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

58 . Were you operating the sunroof switch at the time the glass broke?

No

61 . Did you hear the sunroof glass break?

Yes. Please describe the breakage sound <if anything like an "explosion" is described, be very precise as to the direction of the breakage: outward or inward.>:

I just heard a pop and all glass shattering and falling on me

62 . What did you first see in relation to the broken glass?

Describe what you FIRST saw when the glass broke:

I had the sunshade closed, so no glass got on me

63 . Was it the movable front glass or the stationary rear glass which broke?

Movable front glass.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Entire glass.

66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS
No response selected.

67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and ho
Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise
outside the vehicle:
no

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?
No

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?
No

70 . Did the break cause a round or oval hole in the glass?
Round

71 . Which part of the sunroof was involved in that hole?
Description of where the hole is located on the broken section of the sunroof glass.:
about 2-3 inches from the edges

72 . Was the sunshade OPEN or CLOSED at the time of the incident?
CLOSED

73 . If partially closed, please estimate the percentage closed:
No response selected.

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?
Description of where and how much broken glass found:
Most of it ended up in the sunshade and flew out

75 . Were any of the side windows open at the time of the incident?
No

76 . Have you ever put anything on the roof of your vehicle?
No

80 . Were there any passengers inside the vehicle at the time of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

No

84 . Was anyone injured as a result of the incident?

No

90 . Were the police contacted?

No

91 . Was the insurance company contacted?

Yes. When was the insurance company contacted, did you provide them with a statement and have you settled with the insurance company? Additionally, please provide the name of the insurance company, address, phone, policy number and claim#:
Deductible was \$400, no action with insurance company

92 . Was the vehicle driven or towed following the incident?

Driven

93 . Where is the vehicle now?

Please provide location of the vehicle:

94 . Have the window repairs been completed?

No

95 . What action are you requesting of Kia?

<Resolution sought>:

Just want to get the sunroof repaired and have our vehicle back. And have confidence that this is not going to happen again.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A75EC [REDACTED]	[REDACTED]	3,939
San Antonio, AK	[REDACTED]	Prod. Date: 7/12/13	Dealer: TX002	Ancira Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Case History

*** NOTES 11/10/2013 02:49 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

Sunroof **SHATTER**ed while driving on I-35 N. We were driving with kids while happened. We were driving 60Mph. We went to Ancira Kia with regards of the **SHATTER**ed **ROOF** and they said that it's not their problem. They insisted that it was caused by the rock even though we were driving. Upon research, we found that there are other Kia Sorento having similar quality sunroof issues. How would you resolve this?

*** PHONE LOG 11/11/2013 03:27 PM US Mountain Standard Time LHarrison Action Type:Incoming call

800# VM by Bobby TX002 210-684-4000

Provided Customer/VIN

1. RO opened 11-11-13
2. Sunroof **EXPLO**ded while on highway
3. Customer is in a rental
4. Customer call back is [REDACTED]

*** PHONE LOG 11/12/2013 12:07 PM US Mountain Standard Time MHill Action Type:Web Contact

Writer contacts [REDACTED]

Writer states:

1. Forwarding this to appropriate parties for review
2. Provides case #

Customer states:

1. The veh is at the dlr
2. He cares about the car, but since this happened he is scared to drive the car

*** NOTES 11/12/2013 12:08 PM US Mountain Standard Time MHill Action Type:Manager review

Dispatched to NCA for:

1. Review for sunroof **SHATTER**ing.
2. Customer contact.

*** EMAIL OUT 11 PFerry-TL Action Type:External email

Send to:[Ferry, Peter [KMA]]

<<File Attachment [REDACTED]>>

*** PHONE LOG 11/12/2013 11:38 AM Pacific Daylight Time SamuelKim Action Type:Web Contact

Called dlr TX002 and spoke with Michelle in the Service Department:

Writer states:

1. Calling in regards to a 2014 Sorento with a sunroof **SHATTER**
2. Yes, thank you very much

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Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A75EC [REDACTED]	[REDACTED]	3,939
San Antonio, AK	[REDACTED]	Prod. Date: 7/12/13	Dealer: TX002	Ancira Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Dealer states:

1. He's actually here right now, he's got everything documented
2. I just talked to somebody about 10 minutes prior
3. Do you want Stormy to email you the photos?

*** NOTES 11/12/2013 11:46 AM Pacific Daylight Time SamuelKim Action Type:Manager review

Per Legal, we have been informed about the operative facts of case [REDACTED]. We believe that there is a reasonable prospect that this case may end up in litigation and request CA perform an inspection to protect the company in the event of litigation. This will confirm that the PL-IR will be subject to the attorney client privilege.

*** NOTES 11/12/2013 11:49 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent email to DPSM Stormy:

Hi Stormy,

I believe you inspected this vehicle today for a sunroof **SHATTER**. In your opinion, were there any signs of impact damage? Would you be able to forward me the photos of your inspection and the FPQR so I can review this with our Product Quality Department. Thank you very much.

*** NOTES 11/12/2013 12:32 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

Received photos and email from DPSM:

Sir-For your review. I have a '14 Sorento at Ancira TX002 with a **SHATTER**ed sun **ROOF**. Please note the last 3 pictures (10,11 and 12) were I found a dent in the **ROOF** and scratches. It could have been caused by the glass.

The customer states the customer was driving down a highway at 60 to 70 MPG when the glass **EXPLO**ited. Dealer is contacting tech line now. The dealer has the customer in a rental. Please advise.

*** NOTES 11/12/2013 03:47 PM Pacific Daylight Time SamuelKim Action Type:Manager review

Reviewed case with PQ.

1. Pending possible KMMG inspection

*** PRIORITY CHANGE 11/12/2013 03:49:14 PM SamuelKim

*** PHONE LOG 11/12/2013 03:50 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to follow up with you on your 2014 KIA Sorento
2. I just wanted to let you know I will be handling your case
3. In the meantime, if you have any questions, please feel free to contact me
4. Gave call back number

*** PHONE LOG 11/13/2013 03:41 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A75EC [REDACTED]	[REDACTED]	3,939
San Antonio, AK	[REDACTED]	Prod. Date: 7/12/13	Dealer: TX002	Ancira Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

2. We are sending a team of experts out to take a look at your vehicle on Tuesday
3. If you have any questions, please give me a call back
4. Gave call back number

*** NOTES 11/15/2013 02:02 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.
CC'd on email from Scott Beard, KMMG:
Pete,

We have requested PQIC attendance at this investigation. They will not be available until 11-26/27. Can you schedule the visit for that timeframe?

Thanks,

*** PHONE LOG 11/15/2013 02:09 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with customer [REDACTED]

Writer states:

1. I just wanted to follow up with you on your vehicle
2. We are sending a team of experts to inspect this vehicle
3. They should be there on Tuesday
4. I will give you a call back either on Tuesday or Wednesday
5. It's a safety concern, so we want to make sure this doesn't happen to you or to anyone else
6. Impact refers to whether anything hit the vehicle or not
7. If it is due to impact damage, than it would be an insurance claim
8. Verified customer had call back number

Customer states:

1. What do you mean by impact damage?
2. Sure, okay
3. Thank you

*** NOTES 11/19/2013 08:42 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

Received email from FTR Richard Peralta:

I got a look at this vehicle. There are no impact marks on the glass. The sunshade is damaged. The headliner has bends in it. There are deep scratches on the back of the vehicle and spoiler.

I advised them that it needs a sunshade, glass, headliner, and minor body/scratch repair.

I recovered a couple of handfuls of glass, if needed.

I will complete the FPQR this evening.

The headliner is on back order. Can y'all provide a headliner for an expedited repair?

Thanks

*** PHONE LOG 11/19/2013 08:48 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr TX002 and spoke with Roberto in the Service Department:

Writer states:

1. Please go ahead and make the repairs to the vehicle
2. This is a goodwill repair from NCA, not a warranty claim

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Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A75EG [REDACTED]	[REDACTED]	3,939
San Antonio, AK	[REDACTED]	Prod. Date: 7/12/13	Dealer: TX002	Ancira Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. Once the vehicle has been repaired, bill out the RO at warranty pricing and forward the RO to me
4. I can send you an email with all the information

Customer states:

1. They started ordering some parts
2. Richard said order the whole entire assembly on it
3. Customer is in a vehicle
4. He was in a rental for like 2 days and then we got him in one of our vehicles
5. My email is bguerra@ancira.com

*** NOTES 11/19/2013 08:55 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent
Sent email to Roberto Guerra in the Service Department at dlr TX002 (bguerra@ancira.com) and CC'd DPSM.
Hi Mr. Guerra,

Thank you for all your help with this matter. Please proceed with the repairs to [REDACTED] vehicle (2014 Sorento, 5XYKW4A75EG [REDACTED] including any damages as a direct result of the sunroof **SHATTER** (eg. paint scratch on trunk due to **SHATTER**ed glass). Once completed, please forward me the invoices/ROs billed at warranty pricing. I will then submit it for reimbursement and it will show up on your parts statement. This is not a warranty claim. Please state somewhere on the RO that after reviewing/investigating sunroof **SHATTER**, there are no obvious signs of cause for sunroof **SHATTER** wither due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of the sunroof as a one-time goodwill gesture on behalf of the customer.

*** PHONE LOG 11/22/2013 09:33 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Customer states:

1. I was wondering what was going on with my vehicle?
2. We spoke last week and nobody called me
3. Thank you

Writer states:

1. The dealership is currently working on repairing your vehicle
2. Our FTR went out there to inspect the vehicle, but did not find any signs of impact damage
3. Let me find out an eta on your vehicle and I will give you a call back

*** PHONE LOG 11/22/2013 09:40 AM Pacific Daylight Time SamuelKim Action Type:Incoming call
Called dlr TX002 and spoke with Javier, Service Manager:

Writer states:

1. I'm trying to get an update on this vehicle

Dealer states:

1. The sunroof on backorder
2. They did an UPER, the field rep actually contacted KMG to see if they can release one
3. We're waiting on the parts

*** PHONE LOG 11/22/2013 09:48 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states [REDACTED]

1. I just spoke with the dealership and they are waiting on a backordered part

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A75EC [REDACTED]	[REDACTED]	3,939
San Antonio, AK [REDACTED]	[REDACTED]	Prod. Date: 7/12/13	Dealer: TX002	Ancira Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

2. Protocol is to repair the vehicle
3. Unfortunately, KIA cannot place you into another 2014 Sorento
4. But I understand, your vehicle has been down for 2 weeks now
5. Maybe I can offer you 1 month car payment for your inconveniences
6. As soon as I find out an eta, I will let you know

Customer states:

1. I mean, can you just get another car
2. I'm open to any ideas, I don't want to affect your model line
3. I appreciate your help, but it's going to be another week and half without our car
4. Anything will help
5. Thank you

*** PHONE LOG 12/03/2013 09:07 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called dlr TX002 and spoke with Preston in the Service Department:

Writer states:

1. Calling to find out the status on this vehicle
2. Requested RO and original rental bill from Enterprise
3. Gave dlr fax number

Dealer states:

1. [REDACTED] is done and gone, they picked it up yesterday
2. He was called on Friday to let him know his vehicle was ready for pickup

*** PHONE LOG 12/03/2013 09:10 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called dlr TX002 and spoke with Monica in the Finance Department:

1. Requested copy of Sales contract
2. Dlr advised they will send via fax

*** NOTES 12/03/2013 09:48 AM Pacific Daylight Time SamuelKim Action Type:Facsimile rec.
Received copy of Sales Contract from dlr TX002.

*** PHONE LOG 12/03/2013 03:48 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Writer states:

1. KIA would like to offer you a one-time, goodwill of \$699.95 for your inconveniences
2. I would need to send you a release letter
3. Please read it, if you have any questions, give me a call back
4. If not, please sign it and return it back to me
5. Verified mailing address
6. This repair was not a warranty repair, it was a one-time goodwill from KIA
7. The reason being, this was not due to a mechanical failure covered under warranty
8. KIA inspected your vehicle and did not find any signs of impact damage or not, it was inconclusive
9. As a result, KIA repaired your vehicle as a one-time, goodwill gesture
10. This does not mean KIA has nothing to do with future issues you may or may not have with your vehicle
11. What it does mean is that, for this instance only, KIA has decided to repair the vehicle at no cost to you
12. Every case is case-by-case and therefore, KIA cannot make future promises about possible issues that may or may not

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A75EC [REDACTED]	[REDACTED]	3,939
San Antonio, AK	[REDACTED]	Prod. Date: 7/12/13	Dealer: TX002	Ancira Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

happen with your vehicle

13. Yes, if you have any problems related to this repair and it is covered under the one-year warranty, KIA will repair it at no cost to you

14. I'm sorry, but we are not the lending institution that originated your loan

15. You would have to call the lending institution or the lien holder for that information

16. So I will send you the Release Letter via mail

17. Once received, the reimbursement typically takes 3 to 4 weeks

18. I will give you a call once the check is ready to be sent out

Customer states:

1. They replaced the whole sunroof and the rearview mirror, the liftgate mirror

2. And they stated that this is a one-year warranty

3. The sunroof, if there are additional problems within the first year, does that mean KIA will cover it?

4. That's the only concern

5. We do not normally don't get financing bills for our car payments

6. Thank you very much

*** PHONE LOG 12/04/2013 10:07 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED] calling from San Antonio

2. Phone number [REDACTED]

3. I just want to update you the address

4. My wife is coming there, so you have a better chance, we have a better chance of getting that mail from her

5. So here is my wife's address

6. It's [REDACTED] San Antonio [REDACTED]

7. Again the address is [REDACTED]

8. And we have a better chance of getting that mail from that address than the Datapoint Drive address

9. Thanks, bye

*** NOTES 12/04/2013 10:18 AM Pacific Daylight Time SamuelKim Action Type:Correspondence sent

Sent customer Release Letter via USPS.

*** PHONE LOG 12/11/2013 02:42 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message [REDACTED]

1. I sent you a Release Letter about a week ago

2. Calling to make sure you received it

3. If you already sent it back to me, I will keep my eye out open for it

4. Gave call back number

5. Requested call back

*** PHONE LOG 12/11/2013 04:40 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Writer states:

1. Did you get my message?

2. I didn't receive the Release Letter back

3. Gave customer mailing address

4. And do you want me to send the check to the [REDACTED] address or the Datapoint?

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A75EC [REDACTED]	[REDACTED]	3,939
San Antonio, AK [REDACTED]		Prod. Date: 7/12/13	Dealer: TX002	Ancira Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

5. Please allow 3 to 4 weeks for your check to be processed
6. If you have you any questions, give me a call back

Customer states:

1. We didn't know where to send it to
2. We'll probably send it to you no later than Friday
3. The [REDACTED] address is better, my wife is able to check that
4. Thank you

*** PHONE LOG 12/16/2013 03:32 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called dlr TX002 and spoke with Bobby in the Service Department:

Writer states:

1. Calling because I never received the RO billed out at warranty pricing for this customer
2. The rental came out to \$98 because we put him in a loaner when it became available
3. Gave dealer fax number
4. Thank you very much

Dealer states:

1. I will have it to you by tomorrow noon

*** PHONE LOG 12/19/2013 12:55 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called dlr TX002 and spoke with Bobby in the Service Department:

Writer states:

1. Calling because I never received the ROs

Dealer states:

1. I was waiting for the Enterprise bill
2. I do have it, it will be on your way here in about 3 minutes

*** PHONE LOG 12/20/2013 09:37 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called dlr TX002 and left message for Bobby in the Service Department:

1. Requested a copy of the sublet bill
2. Gave dlr fax number

*** NOTES 12/23/2013 04:35 PM Pacific Daylight Time SGuindi Action Type:Manager review
NCA rec'd copy of signed settlement agreement from customer. Attaching to case and reassigning to SamuelKim for further handling.

*** NOTES 01/03/2014 10:13 AM Pacific Daylight Time SamuelKim Action Type:Manager review
One time, goodwill to dlr TX002 of \$3,180.35 for sunroof repair.

*** NOTES 01/03/2014 10:14 AM Pacific Daylight Time SamuelKim Action Type:Manager review
One time, goodwill to customer of \$699.95 for 1 month car payment.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A75EC [REDACTED]	[REDACTED]	3,939
San Antonio, AK	[REDACTED]	Prod. Date: 7/12/13	Dealer: TX002	Ancira Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

*** PHONE LOG 01/31/2014 09:26 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called dlr TX002 and spoke with Michelle in the Service Department:
Writer states:

1. I received the RO for this customer but it wasn't billed out at warranty pricing
2. Can you send me an email with the new pricing and the part number
3. Gave dealer email address

Dealer states:

1. The RO has already been closed
2. Sure

*** PHONE LOG 01/31/2014 04:57 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from Service Department at dlr TX002:

1. This is Javier with Ancira KIA in San Antonio, we're dealer number TX002
2. We had a consumer affairs issue awhile back with a customer [REDACTED] is the customer's name
3. 14 KIA Sorento, sunroof **EXPLO**ded, caused some other damage
4. So we had to get it all done here and we're supposed to fax you some paperwork which we did and haven't received payment yet
5. So I'm trying to figure out when that payment is coming in or if it's been submitted or what's going on with it
6. It looks like I got a number here [REDACTED]
7. That makes any sense to you, I don't see anything reference to that number
8. I don't know if that's Techline or what's going on here
9. Give me a call please (210)509-2914
10. Thank You, bye-bye

*** PHONE LOG 02/06/2014 02:26 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with Javier in the Service Department at dlr TX002 (210)509-2914

Writer states:

1. I wanted to verify the figures on the invoice
2. Gave dlr email address
3. Thank You

Dealer states:

1. The rental bill wasn't added on the RO
2. The \$665.01 is for the sublet to the body shop
3. I can resend you this information

*** NOTES 02/06/2014 02:38 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.
Received email from dlr TX002 (jgomez@ancira.com)

*** NOTES 02/13/2014 09:27 AM Pacific Daylight Time SamuelKim Action Type:Correspondence sent
Sent customer check on 2/11 via FedEx. Tracking number [REDACTED]

*** CASE CLOSE 02/24/2014 02:38 PM Pacific Daylight Time SamuelKim

Accident Report

Case 

Report Details

0 . **End**

No response selected.

1 . **Do you own the vehicle?**

Yes

5 . **Was the owner driving the vehicle?**

Yes

9 . **What is the age of the driver?**



10 . **Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the v**

No

11 . **What was the date of the incident?**

<MM/DD/YYYY>:

11/10/2013 10 a.m.

12 . **What time of day did the incident occur?**

<HH:MM> <AM/PM>:

10:00 a.m.

13 . **What was the temperature?**

Approximate temperature in Fahrenheit:

55-60

14 . **Was there precipitation?**

No

15 . **Were you aware of wind blowing at about that time?**

No

16 . Where did the incident occur?

B. Surface Street

28 . What was the name of the street?

Name of street:

Military Drive

29 . What city or town did the incident occur?

Name of city or town:

San Antonio, AK

30 . How many lanes in your direction of travel?

Number of lanes in your direction of travel:

31 . Which lane were you in?

Which lane were you traveling in at the time of incident?:

right hand side

32 . Describe the traffic conditions around you at that time.

Description of traffic conditions around you at that time:

There was no cars around

33 . What direction were you heading?

Direction of travel (north bound, east bound, etc.):

East

34 . What cross-street were you nearest that you can remember?

Nearest cross-street at the time of the incident:

No

35 . Was the vehicle moving or stationary at the time of the incident?

If MOVING, what speed were you traveling at?:

40 m.p.h.

36 . What was the condition of the street? (e.g., freshly paved, normal roughness, had some holes or broken surface, wa

<Obtain more details if the caller says anything other than freshly paved.>:

normal roughness

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

No response selected.

55 . Was it slid open towards the rear or tilted up?

No response selected.

56 . If slid open towards the rear, was it fully open?

No

57 . If not fully open, estimate the amount open as a percentage.

Percent open:

0% it was closed

58 . Were you operating the sunroof switch at the time the glass broke?

No

61 . Did you hear the sunroof glass break?

Yes. Please describe the breakage sound <if anything like an "explosion" is described, be very precise as to the direction of the breakage; outward or inward >:

It sounded like a bomb. The babies were crying.

62 . What did you first see in relation to the broken glass?

Describe what you FIRST saw when the glass broke:

Didn't see nothing, just heard the sound, and then it broke and the car was shaking. too.

63 . Was it the movable front glass or the stationary rear glass which broke?

Movable front glass.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Entire glass.

66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS

UPWARDS

67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and ho

Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise

outside the vehicle;
It was mostly outside of the veh. There was a little in the car.

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?

No

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?

No

70 . Did the break cause a round or oval hole in the glass?

Round

71 . Which part of the sunroof was involved in that hole?

Description of where the hole is located on the broken section of the sunroof glass.:

All broken

72 . Was the sunshade OPEN or CLOSED at the time of the incident?

CLOSED

73 . If partially closed, please estimate the percentage closed:

No response selected.

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?

Description of where and how much broken glass found:

It ended up outside

75 . Were any of the side windows open at the time of the incident?

No

76 . Have you ever put anything on the roof of your vehicle?

No

80 . Were there any passengers inside the vehicle at the time of the incident?

Yes

81 . Which seating positions were they occupying?

Which seating positions were they occupying and the age and name of each occupant:

2 babies and 2 passengers

82 . Was anyone injured as a result of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

No

84 . Was anyone injured as a result of the incident?

No

90 . Were the police contacted?

No

91 . Was the insurance company contacted?

No

92 . Was the vehicle driven or towed following the incident?

Driven

93 . Where is the vehicle now?

Please provide location of the vehicle:

94 . Have the window repairs been completed?

No

95 . What action are you requesting of Kia?

<Resolution sought>:

I just want to know why this would have happened? We just bought the car, he does not want the car anymore. Scared to drive it.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA7XEC [REDACTED]	[REDACTED]	4,332
San Benito, TX	[REDACTED]	Prod. Date: 12/16/13	Dealer: TX031	Bert Ogden Harlingen Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Case History

*** PHONE LOG 09/18/2014 10:43 AM US Mountain Standard Time MHill

Writer contacts SVC TX031 and states

1. Calling to verify customer is stating that sunroof **SHATTER**ed while driving

Noe Svc Adv states

1. Yes
2. RO# and open date: 627161 9/15
3. I am emailing DPSM and Svc Mgr right now to find out what to do

*** PHONE LOG 09/18/2014 10:44 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer leaves VM for [REDACTED] stating

1. Calling in regards to sunroof **SHATTER**ing
2. Wanted to ask a few questions
3. Request callback
4. Provides case # and 800#

*** NOTES 09/18/2014 10:44 AM US Mountain Standard Time MHill Action Type:Manager review

[!<For Internal Use Only

If customer calls back in please complete sunroof scripting. Dispatch to Roadside queue when completed.>!]]

*** PHONE LOG 09/18/2014 11:20 AM US Mountain Standard Time HSanchez Action Type:Incoming call

Customer states:

1. Calling regarding existing case.
2. Provided case#.

Writer states:

1. Would be happy to assist.
2. Completed sun **ROOF** questionnaire.
3. Advised customer case will be forwarded to correct dept. for further review.
4. Customer will be contacted back accordingly.

*** PHONE LOG 09/22/2014 01:15 PM Pacific Daylight Time SMarino Action Type:Outgoing call

Spoke to Mike Rotta, service Mgr @ TX031

1. Writer reviewed case with Mr. Rotta and writer requested pictures of sunroof
2. Writer gave email address and contact information to Mr. Rotta

*** NOTES 09/23/2014 05:59 AM Pacific Daylight Time SMarino Action Type:Dealer contact

Received email - pictures

Reviewed

Sent email to Michael Rotta, service mgr @ TX031

SHATTER

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA7XEG [REDACTED]	[REDACTED]	4,332
San Benito, TX		Prod. Date: 12/16/13	Dealer: TX031	Bert Ogden Harlingen Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

2. Advised KMA has authorized replacement of the sunroof as a one-time good will gesture on the behalf of the customer.

*** NOTES 09/29/2014 09:29 AM Pacific Daylight Time SMarino Action Type:Dealer contact
Process GW # 92842

*** NOTES 09/29/2014 09:31 AM Pacific Daylight Time SMarino Action Type:Dealer contact
Reimbursement will be posted to dealer parts statment

*** CASE CLOSE 09/29/2014 09:31 AM Pacific Daylight Time SMarino

*** NOTES 10/03/2014 08:07 AM Pacific Daylight Time ADellarocca Action Type:Dealer contact
Dealer received credit of \$854.19 on Parts Statement

Accident Report

Case 

Report Details

0 . End

No response selected.

1 .



2 .

 San Benito TX 

3 .



4 .



5 .

No response selected.

6 .

No response selected.

7 .



8 .

No

10 .

9/14/14

11 .

1:00 PM

12 .

conditions were cloudy but dry

13 .

The vehicle was being driven on the highway/expressway.

14 .

Highway 35 South

15 .

I do not recall, but it was in the vicinity Floresville TX, just south of San Antonio.

16 .

Southbound

17 .

70 MPH

18 .

Zero traffic

19 .

No construction or freshly paved roads.

22 .

Closed

25 .

No

27 .
Yes

28 .

There was a loud "crash or boom" sound.

29 .

Moving middle panel.

30 .
CLOSED

31 .
No

36 .
Yes

37 .

38 .
Yes

39 .
Yes

40 .

had cuts to her scalp

41 .
Injury from glass.

42 .

She had cuts to the scalp.

43 .

No

44 .

No

49 .

No

58 .

Driven

59 .

@TX031

60 .

Yes we had put cardboard and tape on it to be able to drive it to the dealer.

61 .

I am requesting rental coverage assistance. And also the repair costs associated with the sunroof damage.

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA79EC [REDACTED]	[REDACTED]	16,362
Casselton, ND [REDACTED]		Prod. Date: 8/6/13	Dealer: ND003	Kia of Fargo

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Case History

*** PHONE LOG 07/01/2014 11:25 AM US Mountain Standard Time MHill

Writer contacts SVC ND003 and states

1. Wanted to verify that sun **ROOF SHATTER**ed while driving

Allison Svc Adv states

1. Yes
2. RO# and open date: 43655 6/26
3. Part is ordered
4. Rental

*** PHONE LOG 07/01/2014 11:38 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer contacts [REDACTED] and states

1. Calling with some questions regarding sun **ROOF**

completes sun **ROOF scripting**

2. If any further questions you will be contacted

[REDACTED] states

1. Ok, thank you

*** NOTES 07/01/2014 11:39 AM US Mountain Standard Time MHill Action Type:Manager review

DISPATCHED FOR:

1 CUSTOMER CONTACT

2. REVIEW OF SUN **ROOF SHATTER**ING

*** PHONE LOG 07/09/2014 12:07 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr attempted to contact SM Scott:

1. Wtr was informed SM is in a meeting.
2. Wtr will c/b at a later time.

*** PHONE LOG 07/11/2014 06:52 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr spoke to Warranty Admin Sarah:

1. Sarah stated vehicle has been repaired.
2. Sarah faxing over final RO at warranty pricing.

*** PHONE LOG 07/16/2014 11:28 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd

Wtr received copy of RO.

*** PHONE LOG 07/17/2014 01:18 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr left VM for customer requesting c/b.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA79EC [REDACTED]	[REDACTED]	16,362
Casselton, ND		Prod. Date: 8/6/13	Dcaler: ND003	Kia of Fargo

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sun **ROOF** Breakaway

Wtr left VM requesting c/b.

*** PHONE LOG 07/22/2014 01:20 PM Pacific Daylight Time J Mojica Action Type: Incoming call
Wtr left VM requesting c/b.

*** PHONE LOG 07/22/2014 01:49 PM Pacific Daylight Time J Mojica Action Type: Incoming call
Customer:
1. Thank you for the f/u.
2. Everything is fine.
3. My only concern is that you can hear the glass rattling.
4. I don't think they removed all the glass.

Wtr:

1. Ok, wtr will make sure dlr address that and completely removes all the **SHATTER**ed glass.
2. Wtr will contact dlr to make sure they address that.
3. Wtr advised customer to contact dlr to schedule appointment.

Customer:

1. Ok, thank you I will call them.

Wtr:

1. Ok, good.
2. Thanked customer and disconnected.

*** PHONE LOG 07/25/2014 01:04 PM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr spoke to SM Scott:
1. SM stated rattling noise will be looked into.
2. Wtr will make sure dlr gets reimbursed for those charges as well.
3. Wtr will f/u, thanked and disconnected.

*** PHONE LOG 08/11/2014 12:50 PM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr attempted to contact SM Scott:
1. SM OOO, wtr will c/b next week.

*** PHONE LOG 08/20/2014 02:27 PM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr attempted to contact SM Mark:
1. Wtr was informed SM is gone for the day.

*** PHONE LOG 08/27/2014 11:36 AM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr spoke to SM Scott:
1. SM stated customer did not visit dlr about rattling.
2. SM emailing over RO for repairs that took place.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA79EC [REDACTED]	[REDACTED]	16,362
Casselton, ND	[REDACTED]	Prod. Date: 8/6/13	Dealer: ND003	Kia of Fargo

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Sun **ROOF** Breakaway

*** PHONE LOG 09/04/2014 04:09 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd
Wtr received RO.

Accident Report

Case 

Report Details

0 . End

No response selected.

1 . Do you own the vehicle?

Yes

5 . Was the owner driving the vehicle?

Yes

9 . What is the age of the driver?


10 . Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the v

No

11 . What was the date of the incident?

<MM/DD/YYYY>:

6/21/14

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

10:30 a.m.

13 . What was the temperature?

Approximate temperature in Fahrenheit:

80

14 . Was there precipitation?

No

15 . Were you aware of wind blowing at about that time?

No

16 . Where did the incident occur?

A. Highway or Interstate

17 . Provide name and number of highway/interstate:

Name and number of highway or interstate:

I-94

18 . How many lanes in your direction?

Number of lanes in your direction:

2

19 . What was the nearest city or town from the incident location?

Nearest City or Town from the incident location:

Passed Alexandria, MN

20 . What direction were you heading?

Direction you were traveling (e.g., northbound on I-5, eastbound on I-40, etc.):

East

21 . What exit were you nearest?

Closest exit from the incident location?:

unknown

22 . Was that exit before or after the incident location?

Exit before or after the incident location:

n/a

23 . How far were you from that exit?

Distance from the nearest exit:

n/a

24 . Was the vehicle moving or stationary at the time of the incident?

If MOVING, what speed were you traveling at?:

70-75 m.p.h.

25 . Describe traffic conditions including density of traffic [regardless of the speed] (e.g., close front and back and side

Description of traffic condition:

fairly light

26 . What type of vehicles were on the road? (passenger vehicles, pick-up trucks, semi-trucks, heavy construction vehic

Type of vehicles on the road:

passenger vehicles

27 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some holes or broken
<Obtain more details if caller says another *OTHER* than freshly paved.>:

normal

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

58 . Were you operating the sunroof switch at the time the glass broke?

No

61 . Did you hear the sunroof glass break?

Yes. Please describe the breakage sound <if anything like an "explosion" is described, be very precise as to the direction of the breakage: outward or inward.>:
Sounded like a explosion, a gull shot

62 . What did you first see in relation to the broken glass?

Describe what you *FIRST* saw when the glass broke:

Just seen the hole in the glass

63 . Was it the movable front glass or the stationary rear glass which broke?

Movable front glass.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Entire glass.

66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS

UPWARDS

67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and ho

Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise
outside the vehicle:
just a little, but most was in the sunshade

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?

No response selected.

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?

No response selected.

70 . Did the break cause a round or oval hole in the glass?

Oval

71 . Which part of the sunroof was involved in that hole?

Description of where the hole is located on the broken section of the sunroof glass.:

towards the middle of the sunroof but more towards the front

72 . Was the sunshade OPEN or CLOSED at the time of the incident?

CLOSED

73 . If partially closed, please estimate the percentage closed:

No response selected.

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?

Description of where and how much broken glass found:

sunshade

75 . Were any of the side windows open at the time of the incident?

No

76 . Have you ever put anything on the roof of your vehicle?

No

80 . Were there any passengers inside the vehicle at the time of the incident?

Yes

81 . Which seating positions were they occupying?

Which seating positions were they occupying and the age and name of each occupant:

Fronts passenger and both rear seats

82 . Was anyone injured as a result of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

No

84 . Was anyone injured as a result of the incident?

No

90 . Were the police contacted?

No

91 . Was the insurance company contacted?

No

92 . Was the vehicle driven or towed following the incident?

Driven

93 . Where is the vehicle now?

Please provide location of the vehicle:

94 . Have the window repairs been completed?

No

95 . What action are you requesting of Kia?

<Resolution sought>:

Since I have the warranty I expect it to be replaced under that.

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A70EC [REDACTED]	[REDACTED]	12,682
North Little Rock, AR	[REDACTED]	Prod. Date: 7/26/13	Dealer: AR007	Crain Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Case History

*** PHONE LOG 03/27/2014 01:25 PM US Mountain Standard Time RChacon

*** PHONE LOG 03/27/2014 01:59 PM US Mountain Standard Time RChacon Action Type:Incoming call
[REDACTED] (husband) stated:

1. Yesterday my wife was driving the veh and the sunroof **EXPLO**ded
2. She did not hear anything hit the veh or glass and did not see anything hit the glass
3. She was on the interstate which is a 6 lane hwy, 3 lanes per each direction of travel
4. There were no cars anywhere near her or anyway someone could have thrown a rock
5. The hole in the glass is bigger than a basket ball and most of the glass flew out and hit the car behind her
6. The veh is currently @ AR007 who said the rep will be out to inspect tomorrow
7. They suggested I call in and get a case started regarding this

Writer stated:

1. I apologize for the prob
2. Updated contact info
3. Took sunroof script
4. I will forward this info to the appropriate dept for further review/ contact
5. Please allow approx 48 business hrs for further contact
6. Provided case #

Customer stated:

1. Thank you

*** NOTES 03/27/2014 02:31 PM US Mountain Standard Time RChacon Action Type:Manager review
Dispatch for:

1. Cst alleges sunroof glass **BROKE** by itself
2. Cst req Kia fix @ no cost to cst
3. Cst contact

*** PHONE LOG 03/31/2014 09:30 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SA Ron:

1. SA stated DPSM inspected vehicle on 3/28/14.

*** PHONE LOG 03/31/2014 09:31 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to DPSM:

1. DPSM sending over pictures via email.

*** EMAIL OUT Ìì PFerry-TL Action Type:External email
Send to:[Ferry, Peter [KMA]]

<<File Attachment [REDACTED]>>

Kia Motors America
Consumer Affairs Department

Page 2 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYKW4A70EG ██████████	██████████	12,682
North Little Rock, AR	██████████	Prod. Date: 7/26/13	Dealer: AR007	Crain Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

*** PHONE LOG 04/04/2014 05:26 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call

wtr spoke with Mr. ██████████ and stated:

- 1 calling in reference to vehicle
2. Jeannie is currently out of the office
3. your case has been reviewed and we will be referring you to your insurance company at this time
4. during the inspection and pictures taken, we do see a sign of impact that caused the concern

Mr. ██████████ stated:

1. i know exactly which pictures you are talking about
2. i do see the impact but how do you know the rock came and then cracked the glass or the grass cracked and then the rock impacted it
3. also, there is no rock inside the vehicle as it would of had to come into the vehicle and no vehicles were in front of her when this happened
4. this is all over the internet that you are having a concern
5. i also looked and filed a complaint with the government

wtr stated:

1. i do apologize and understand your frustrations
2. in your situation we did find an impact area and that is the reason we are referring you to your insurance company as its not a manufacturers defect
3. i would like to see if i could offer you some sort of goodwill as i do want to keep you as a happy customer but again this is not a manufacturers defect

Mr. ██████████ stated:

1. no, i will not be having this go through my insurance company

**customer started getting upset

2. you better have this re reviewed or i will take this as far as i need to
3. i will take any type of goodwill assistance, either i will pay all or kia will pay all

wtr stated:

1. ok, i will have your case re reviewed and come back with a complete decision per your request

*** NOTES 04/04/2014 05:27 PM Pacific Daylight Time JeffStroup Action Type:Manager review

[!<For Internal Use Only

wtr reviewed case with legal and pq

1. refer customer to insurance company>!]

*** PHONE LOG 04/07/2014 01:08 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. Wtr understands that customer spoke to CAFOM last week and is requesting that Kia cover sunroof repairs.
3. Unfortunately, because there are signs of impact damage having caused the sunroof to **SHATTER** customer is being referred to ins.co.

Kia Motors America Consumer Affairs Department

Page 3 of 6

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A70EC [REDACTED]	[REDACTED]	12,682
North Little Rock, AR		Prod. Date: 7/26/13	Dealer: AR007 Crain Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

4. This would have to be an insurance claim.

Customer:

1. I saw online that Kia has 64,000 vehicles that this has happened to.
2. How can you tell if the impact was before or after ?

Wtr:

1. Apologized, this has been re-reviewed and customer declined partial assistance.
2. Therefore, KMA will not be offering any assistance.

Customer:

1. Ok, I'm going to involve my lawyer.

Wtr:

1. Ok, lawyer will have to send in Letter of Rep.
2. Provided mailing address.
3. Please reference case #.

Customer:

1. Ok.
2. Is there a phone number for internal complaints.

Wtr:

1. Complaints go through KCAC.
2. Provided phone number.
3. Thanked customer and disconnected.

*** PHONE LOG 04/07/2014 01:10 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr communicated with DPSM:

1. Wtr informed DPSM that customer declined partial assistance.
2. DPSM will contact SM to inform of customer's decision.

*** CASE CLOSE 04/07/2014 01:10 PM Pacific Daylight Time JMojica

No further action required.

*** NOTES 04/09/2014 11:23 AM US Mountain Standard Time ZValenzuela Action Type:Manager review

Dup case [REDACTED]

*** PHONE LOG 04/08/2014 12:42 PM US Mountain Standard Time LHarrison

800# VM Customer states:

1. My case number is [REDACTED]
2. VIN 5xykw4a70eg [REDACTED]
3. I was told that KIA will not pay in full for sunroof
4. I would like to know if you guys would be able to pay or help pay mu deductible
5. My number is [REDACTED]

Kia Motors America Consumer Affairs Department

Page 4 of 6

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A70EC [REDACTED]	[REDACTED]	12,682
North Little Rock, AR	[REDACTED]	Prod. Date: 7/26/13	Dealer: AR007 Crain Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

*** PHONE LOG 04/09/2014 01:06 PM US Mountain Standard Time ZValenzuela Action Type:Outgoing call

Writer contacted customer and states:

1. Calling to follow up
2. Will review request
3. What is deductible?

Customer states:

1. \$250 for deductible
2. For replacement of glass is \$775
3. Tax labor and parts is included
4. This is being completed at a Kia dealer

Writer states:

1. Please send in copy of deductible
2. Gave fax number
3. Gave writer info

Customer thanked

*** PHONE LOG 04/10/2014 12:15 PM US Mountain Standard Time ZValenzuela Action Type:Outgoing call

Writer called customer LVM

1. Calling to follow up
2. Received fax
3. Cannot read second page on Fax
4. Please attempt to send again @5207704701
5. Gave KCA 1-800 and Case number, Ext.

*** CASE CLOSE 04/10/2014 12:16 PM US Mountain Standard Time ZValenzuela

pending customer docs

*** PHONE LOG 04/11/2014 09:56 AM US Mountain Standard Time ZValenzuela Action Type:Outgoing call

Writer called customer LVM

1. Calling to follow up
2. Advised customer case is being sent to region will be contacted within the next 2 business days
3. Gave KCA 1-800 and Case number if any questions or concerns before callback

*** NOTES 04/11/2014 09:57 AM US Mountain Standard Time ZValenzuela Action Type:Manager review

Dispatching for NCA

1. Sending case back per NCA
2. Customer is requesting assistance on \$250 deductible
3. Fax attached from insurance

**Kia Motors America
Consumer Affairs Department**

Page 5 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2014 SORENTO SX LTD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A70EC [REDACTED]	[REDACTED]	12,682
North Little Rock, AR	[REDACTED]	Prod. Date: 7/26/13	Dealer: AR007	Crain Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

4. Please review and contact customer

*** PHONE LOG 04/16/2014 07:37 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr spoke to SA Ron:

1. SA stated repairs should be completed today, just waiting on a part.

*** PHONE LOG 04/16/2014 07:58 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr:

1. Calling in reference to request for assistance.

Customer:

1. Yes, the car is still at the dlr.
2. They are waiting on a part, but we are hoping to have it back today or tomorrow.

Wtr:

1. Ok, please send proof of payment for deductible.
2. Once wtr receives proof of payment, wtr will send out an offer letter that needs to be signed and returned.
3. Provided fax # and email address.

Customer:

1. Ok, I will do that.
2. Thank you so much for getting back to me.

*** PHONE LOG 04/28/2014 12:43 PM US Mountain Standard Time ZValenzuela Action Type:Incoming call

Customer states:

1. Gave case number
2. JMojica gave me this Ext

Writer states:

1. Apologized
2. How can writer assist?

Customer states:

1. She gave me a fax number that does work and she won't answer my e-mails

Writer states:

1. Gave Fax number
2. Advised of her Ext
3. Gave NCA 877#
4. Will document case notes

Customer thanked

*** PHONE LOG 04/28/2014 01:47 PM Pacific Daylight Time JMojica Action Type:tel/email/fax rec'd

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2014 SORENTO SX LTD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A70EC [REDACTED]	[REDACTED]	12,682
North Little Rock, AR [REDACTED]		Prod. Date: 7/26/13	Dealer: AR007 Crain Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Hello,

Here is the invoice and receipt for the sun **ROOF** replacement we had completed.

Thanks,

*** PHONE LOG 04/28/2014 01:48 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax sent

Mr [REDACTED]

I have received proof of payment. Attached is the Goodwill Offer Letter that needs to be signed and returned to me. Please also verify that the address on the letter is your current mailing address. That is the address I will be mailing the check out to, unless otherwise noted.

Thank you,

*** NOTES 05/23/2014 04:17 PM Pacific Daylight Time J Mojica Action Type:Dealer contact

[!<For Internal Use Only
Wtr mailed out check.>!]

*** NOTES 05/23/2014 04:18 PM Pacific Daylight Time J Mojica Action Type:Dealer contact

[!<For Internal Use Only
GW request : 91124>!]

*** CASE CLOSE 05/23/2014 04:19 PM Pacific Daylight Time J Mojica
No further action required.

Accident Report

Case [REDACTED]

Report Details

1 . Do you own the vehicle?

Yes

5 . Was the owner driving the vehicle?

Yes

9 . What is the age of the driver?

1 [REDACTED]

10 . Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the v

No

11 . What was the date of the incident?

<MM/DD/YYYY>:

1. Wednesday, 03/26/2014 @ approx 3:30 pm

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

3:30 pm

13 . What was the temperature?

Approximate temperature in Fahrenheit:

1. In the 50's

14 . Was there precipitation?

No

15 . Were you aware of wind blowing at about that time?

No

16 . Where did the incident occur?

A. Highway or Interstate

17 . Provide name and number of highway/interstate:

Name and number of highway or interstate:

1. Interstate 440

18 . How many lanes in your direction?

Number of lanes in your direction:

1. There were 3 lanes of travel per direction

19 . What was the nearest city or town from the incident location?

Nearest City or Town from the incident location:

North Little Rock

20 . What direction were you heading?

Direction you were traveling (e.g., northbound on I-5, eastbound on I-40, etc.):

1. She was headed West on hwy 440

21 . What exit were you nearest?

Closest exit from the incident location?:

1. Unsure of the exit #
2. She was closest to the merge of 67/167
3. The name of the closest exit was Prothro Junction

22 . Was that exit before or after the incident location?

Exit before or after the incident location:

After

23 . How far were you from that exit?

Distance from the nearest exit:

She was a couple miles from it

24 . Was the vehicle moving or stationary at the time of the incident?

If MOVING, what speed were you traveling at?:

1. The veh was in motion traveling @ approx 72 mph

25 . Describe traffic conditions including density of traffic [regardless of the speed] (e.g., close front and back and side

Description of traffic condition:

1. Little to no traffic
2. There were no veh's in front of her in the immediate range

26 . What type of vehicles were on the road? (passenger vehicles, pick-up trucks, semi-trucks, heavy construction vehic

Type of vehicles on the road:

1. 18 wheelers behind her

27 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some holes or broken

<Obtain more details if caller says another OTHER than freshly paved.>:

1. No construction
2. This is a fairly new area which has been there for the last 10 yrs

28 . What was the name of the street?

<Obtain more details if caller says another OTHER than freshly paved.>:

1. No construction
2. This is a fairly new area which has been there for the last 10 yrs

50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?

No

54 . Was the sunroof OPEN or CLOSED at the time of the incident?

Closed

58 . Were you operating the sunroof switch at the time the glass broke?

No

61 . Did you hear the sunroof glass break?

Yes. Please describe the breakage sound <if anything like an "explosion" is described, be very precise as to the direction of the breakage; outward or inward.>:

1. Yes, it sounded like a gun shot, very loud

62 . What did you first see in relation to the broken glass?

Describe what you FIRST saw when the glass broke:

She saw truck behind her swerving to miss chunks of glass that flew out

63 . Was it the movable front glass or the stationary rear glass which broke?

Movable front glass.

64 . Was the entire glass broken to the metal edges or was it only partially broken?

Partially broken.

65 . If partially broken, which area?

Description of partially damaged area:

1. It was about 3 inches from the edge from being completely broken out

66 . Did any or all of the breakage occur in an UPWARDS direction or did all of the breakage simply fall DOWNWARDS

UPWARDS

67 . As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and how

Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise outside the vehicle:

1. Majority was out on the road
2. Very little fell inside the veh but hard to tell as we did not open the sunroof cover when this happened

68 . Did you see any glass pieces at the edge of the glass break pointed UPWARDS?

Yes

69 . Did you see any glass pieces at the edge of the glass break pointed DOWNWARDS?

Yes

70 . Did the break cause a round or oval hole in the glass?

Oval

71 . Which part of the sunroof was involved in that hole?

Description of where the hole is located on the broken section of the sunroof glass.:

1. It broke right in the middle of the front glass then it spreads out to the pass and driver side

72 . Was the sunshade OPEN or CLOSED at the time of the incident?

CLOSED

73 . If partially closed, please estimate the percentage closed:

No response selected.

74 . Did all of the broken glass end up on the sunshade or did part of the glass end up elsewhere?

Description of where and how much broken glass found:

1. Majority of glass ended up outside the veh
2. There is some on the sun shade but not that much

75 . Were any of the side windows open at the time of the incident?

No

76 . Have you ever put anything on the roof of your vehicle?

No

80 . Were there any passengers inside the vehicle at the time of the incident?

No

83 . Did anyone get glass on them at the time of the incident?

No

84 . Was anyone injured as a result of the incident?

No

90 . Were the police contacted?

No

91 . Was the insurance company contacted?

No

92 . Was the vehicle driven or towed following the incident?

Driven

93 . Where is the vehicle now?

Please provide location of the vehicle:

94 . Have the window repairs been completed?

No

95 . What action are you requesting of Kia?

<Resolution sought>:

We would like it repaired @ no cost to us

Want reassurance that you are investigating the type of glass that is used to make sure it is safe

EA14-002

KIA

11/26/2014

TAB A

Field Reports 2014MY



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO06

Dealer Code: TX076

Dealer City: Amarillo

Name: Richard Peralta FTR

Report No.: SO2013RP01996

Issue Date: 7/8/2013

Dealer Name: Pete's Car

Dealer State: TX

Component Group:

Component Code:

TREAD Code:

Subject/Title: Panoramic glass shattered.

Vehicle Data

Model Code: 74492

Model Desc: SORENTO SX

Year: 2014

VIN: 5XYKWDA70E [REDACTED]

Mileage: 316

Engine No: G6DHCS892365

Trans No:

Trans Type: Automatic

Prod Date: 2/15/2013

Delivery Date: 12/30/2013

Repair Date: 7/8/2013

Part Information

Part Number:

Part Name:

Condition: N59CRACKED

Cause: C07CRACKED

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states that the glass shattered.

ACTUAL CONDITION

The panoramic glass was shattered

INVESTIGATION RESULTS

Found no impact marks.

POSSIBLE CAUSE

Unable to determine cause

CORRECTIVE ACTION

Replace the panoramic glass.

RECOMMENDATIONS



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO12

Dealer Code: TX002

Dealer City: San Antonio

Name: Peralta, Richard FTR

Report No.: SO2013PR02152

Issue Date: 11/19/2013

Dealer Name: Ancira Kia

Dealer State: TX

Component Group:

Component Code:

TREAD Code:

Subject/Title: Customer states the sunroof

Vehicle Data

Model Code: 74282

VIN: 5XYKW4A75EG [REDACTED]

Engine No: G6DHDS051434

Prod Date: 7/12/2013

Model Desc: SORENTO SX

Mileage: 3,763

Trans No:

Delivery Date: 8/9/2013

Year: 2014

Trans Type: Automatic

Repair Date: 11/19/2013

Part Information

Part Number: 81611 2P500

Condition: N59BROKEN / CRACKED

Part ID/Lot:

Part Name: PNL

Cause: C07CRACKED

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states the sunroof shattered at highway speeds

ACTUAL CONDITION

The sunroof shattered at highway speeds

INVESTIGATION RESULTS

Found Sunroof glass shattered. Scratches on the top rear of vehicle from glass debris.

POSSIBLE CAUSE

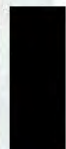
Unknown

CORRECTIVE ACTION

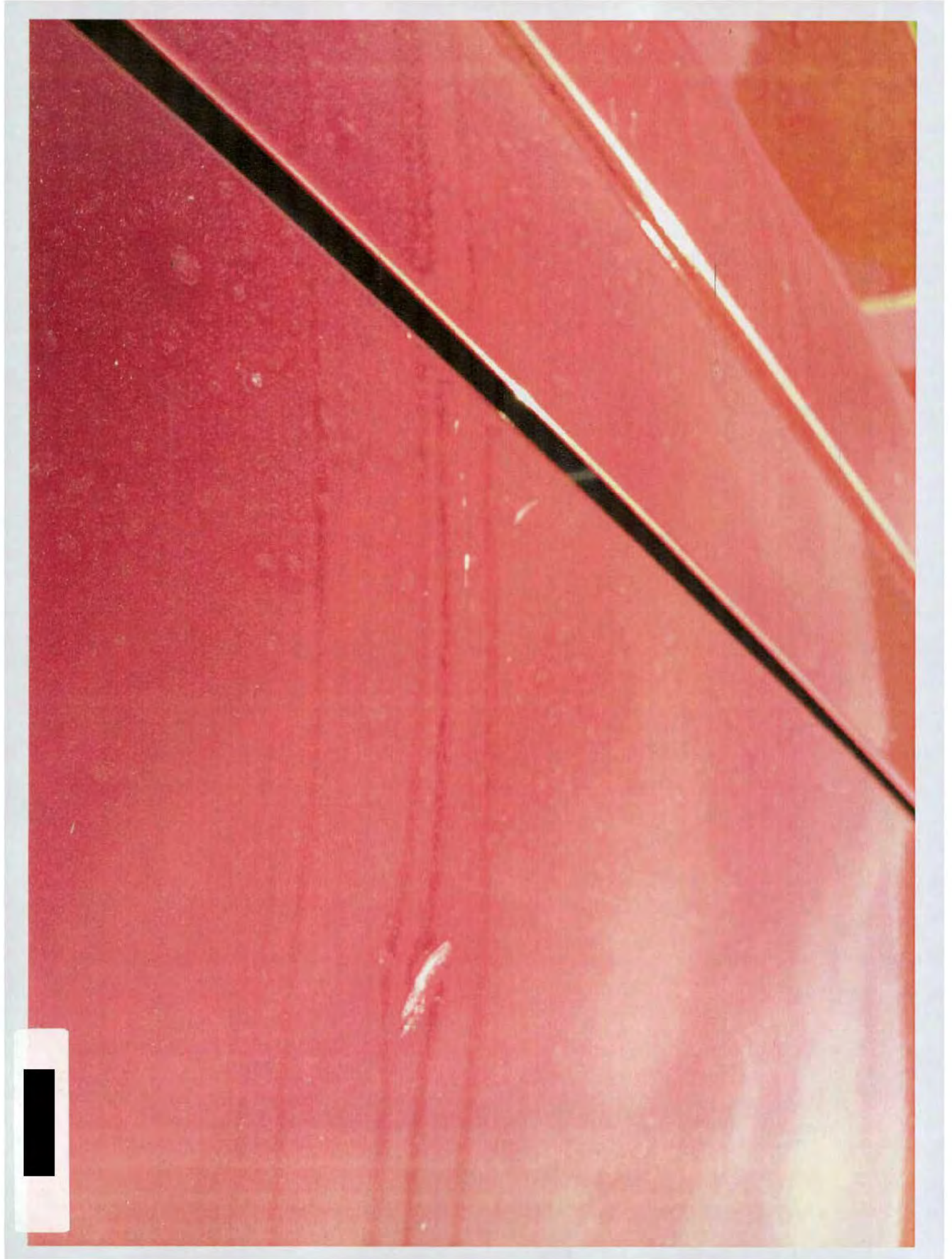
Replace the sunroof assy.

RECOMMENDATIONS





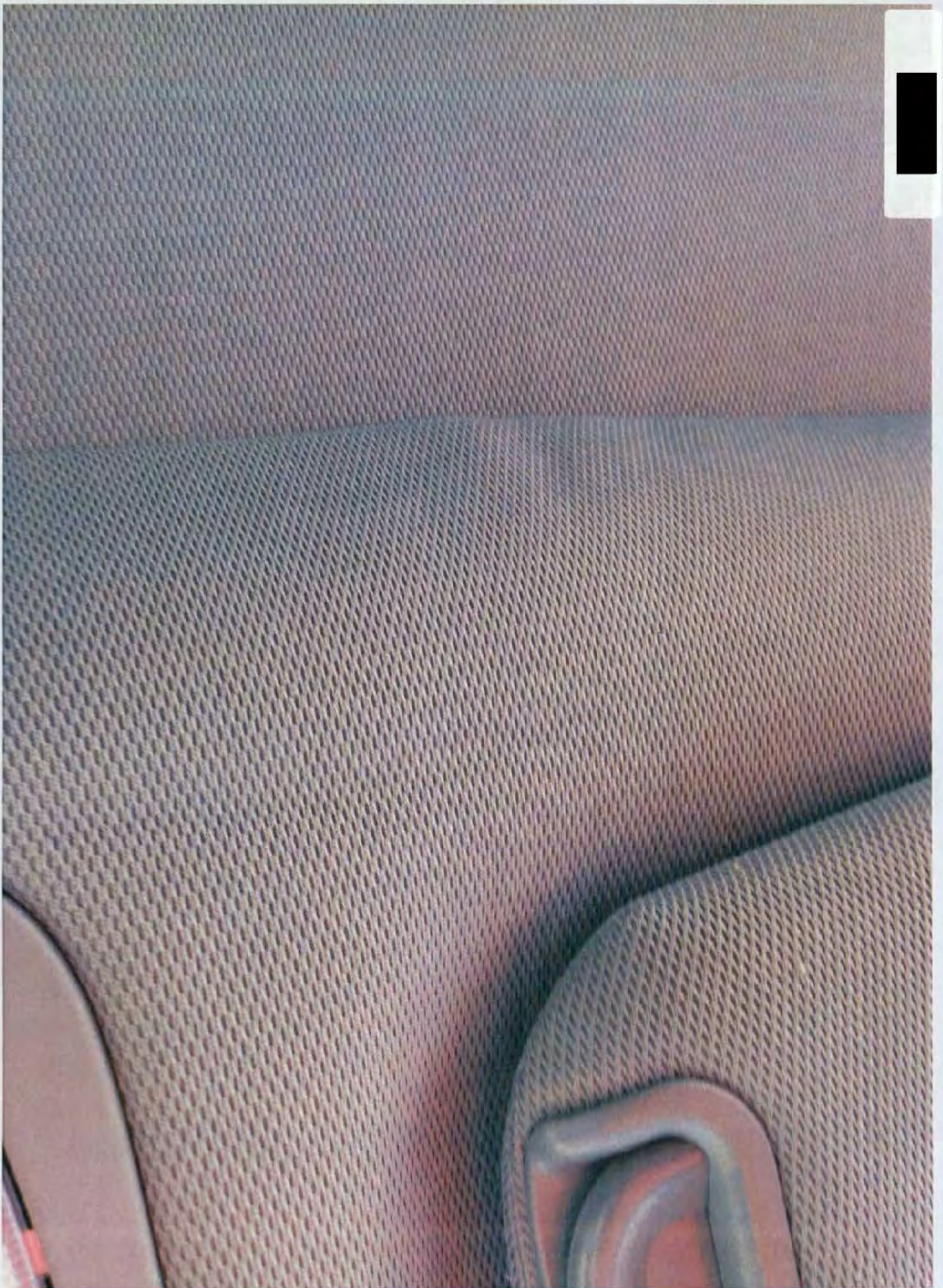








Small white rectangular label with a black redaction mark.





Kia Motors America Field Product Quality Report

Case Number [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO10

Dealer Code: AR017

Dealer City: Bentonville

Name: Melkowski, Paul FTR

Report No.:

Issue Date: 2/22/2014

Dealer Name: Frank Fletcher

Dealer State: AR

Component Group:

Component Code:

TREAD Code:

Subject/Title: Sunroof Glass Shattered

Vehicle Data

Model Code: 74292

Model Desc: SORENTO SX

Year: 2014

VIN: 5XYKW4A78EC [REDACTED]

Mileage: 10,901

Engine No: G6DHCS895603

Trans No:

Trans Type: Automatic

Prod Date: 3/18/2013

Delivery Date: 7/16/2013

Repair Date: 2/22/2014

Part Information

Part Number: 81611 2P500

Part Name: PNL

Condition: N59BROKEN / CRACKED

Cause: C07CRACKED

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Sunroof shattered while driving on the highway

ACTUAL CONDITION

Sunroof shattered while driving on the highway in light traffic Date and place of incident; 2/15/2014 [REDACTED]
 AR Approximate temperature outside; 60 deg F (no precipitation) Approximate time; 5:00 PMA Approximate speed; 70
 MPH The sunroof and all other windows were closed at time of occurrence

INVESTIGATION RESULTS

Inconclusive

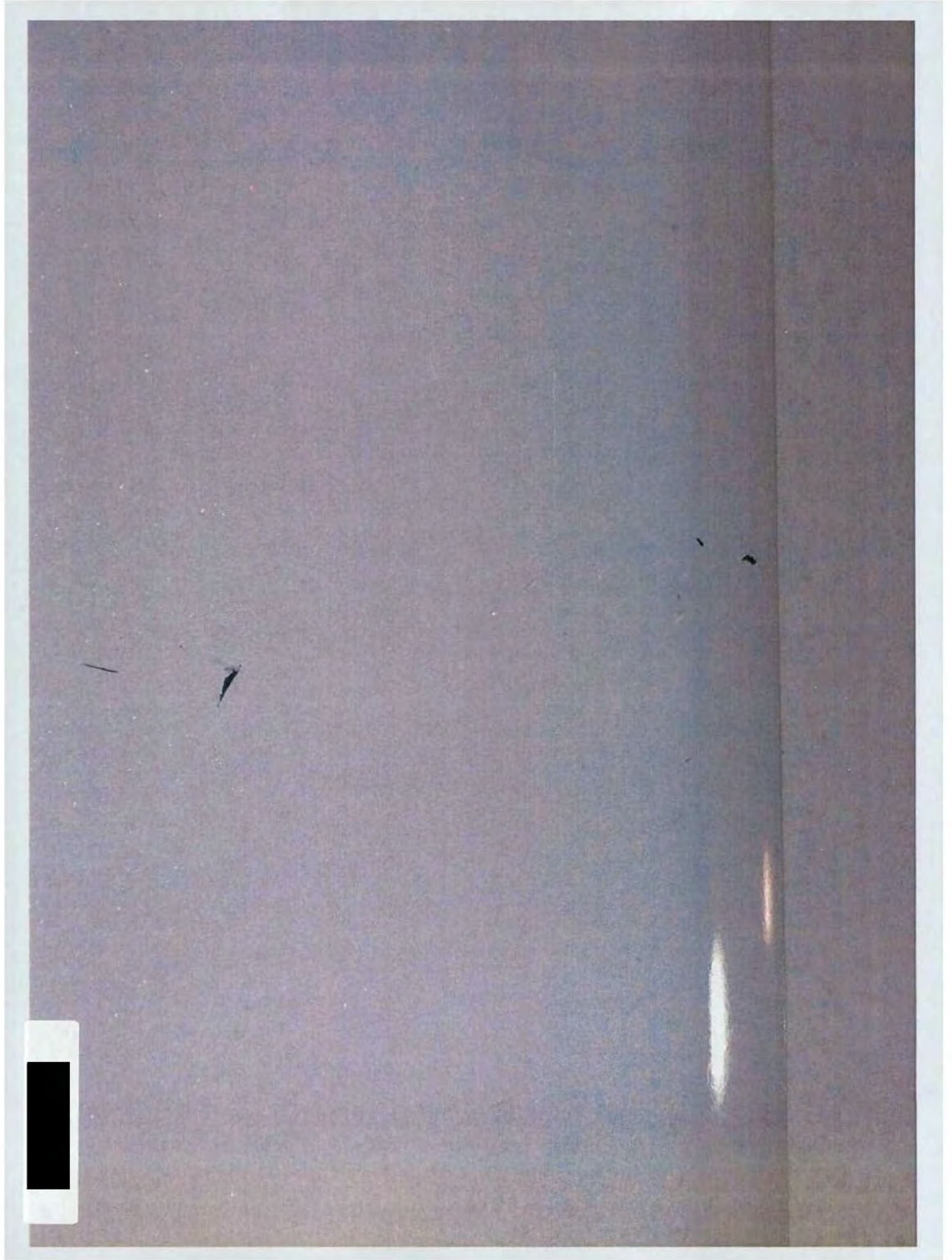
POSSIBLE CAUSE

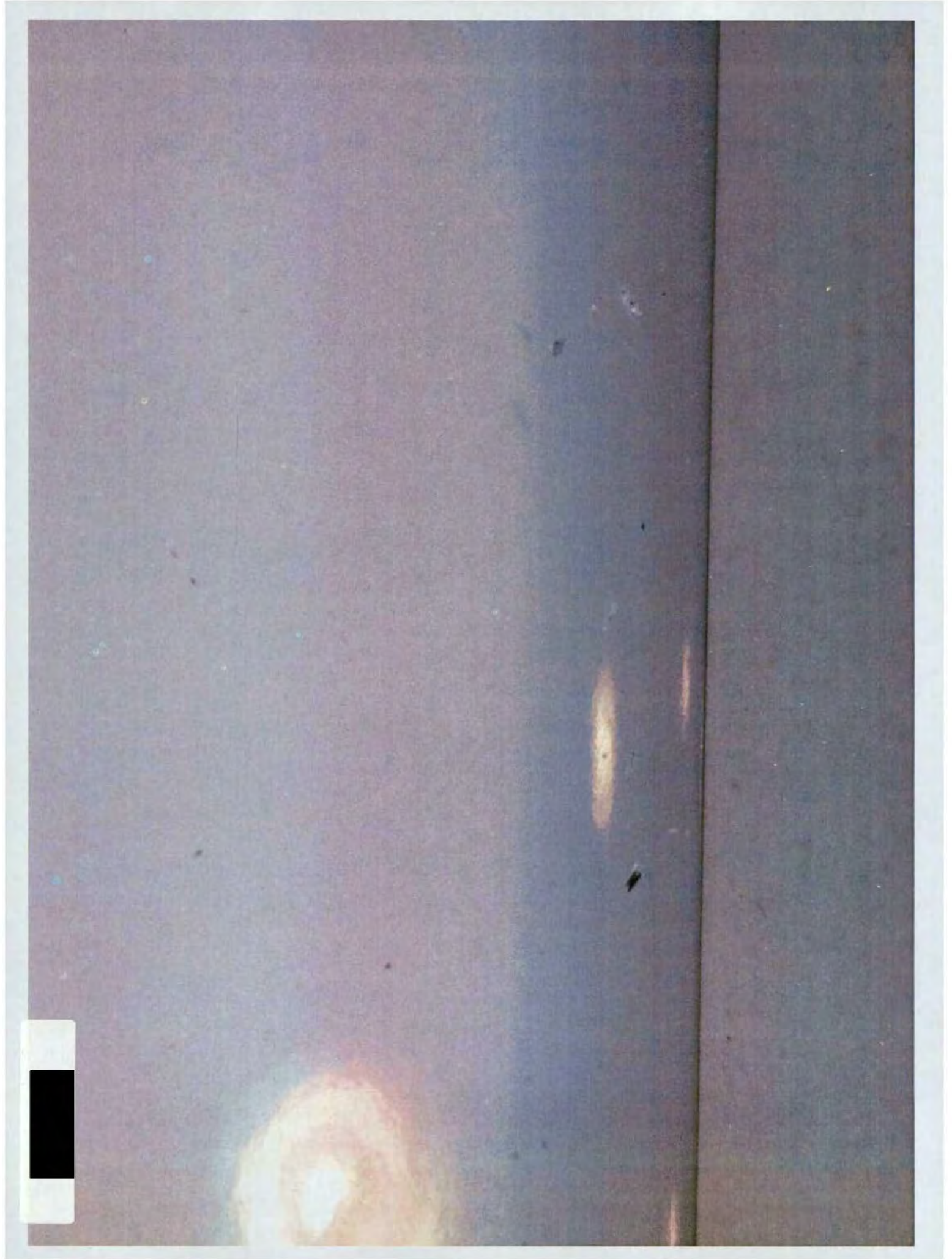
Unknown

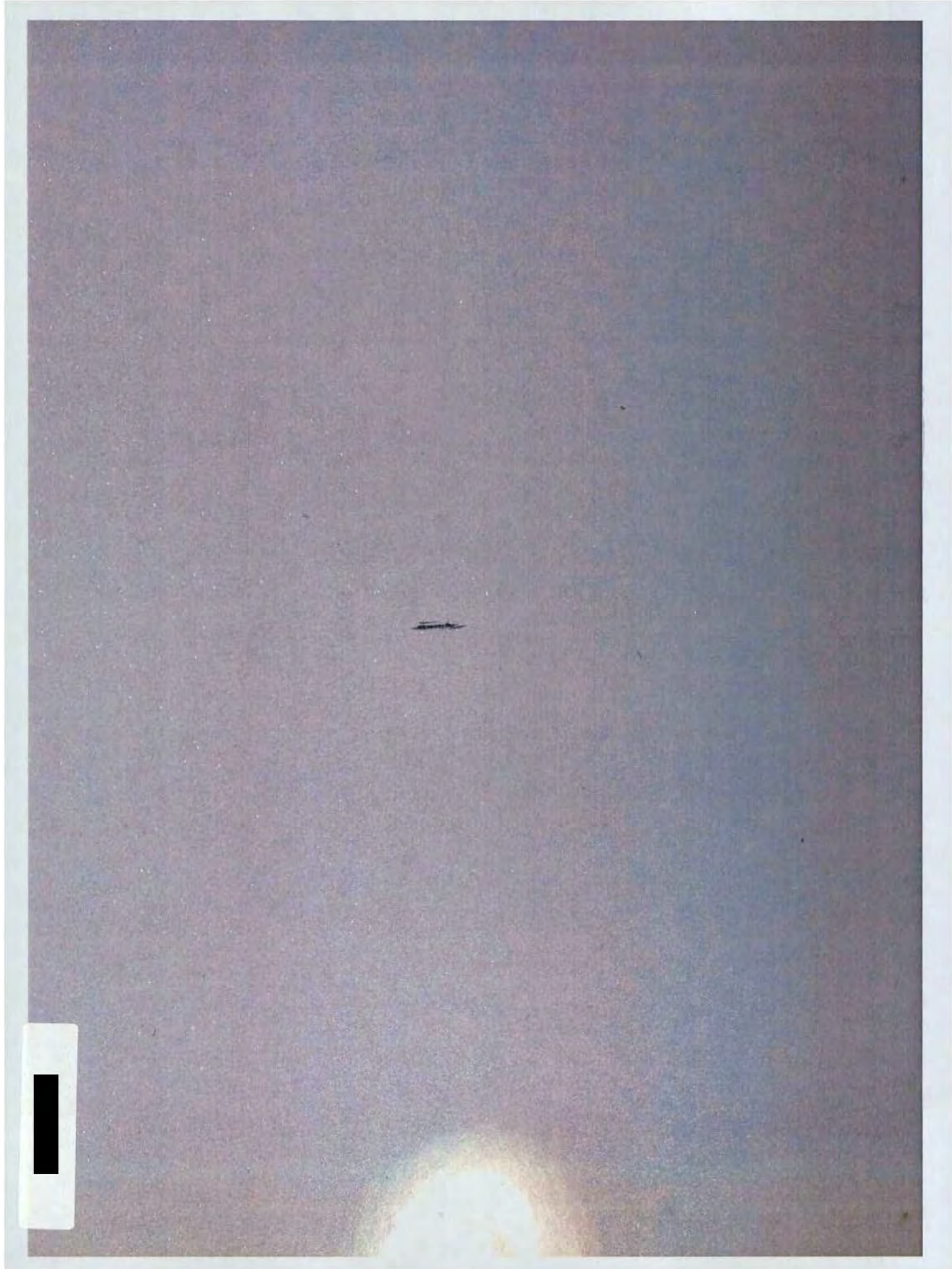
CORRECTIVE ACTION

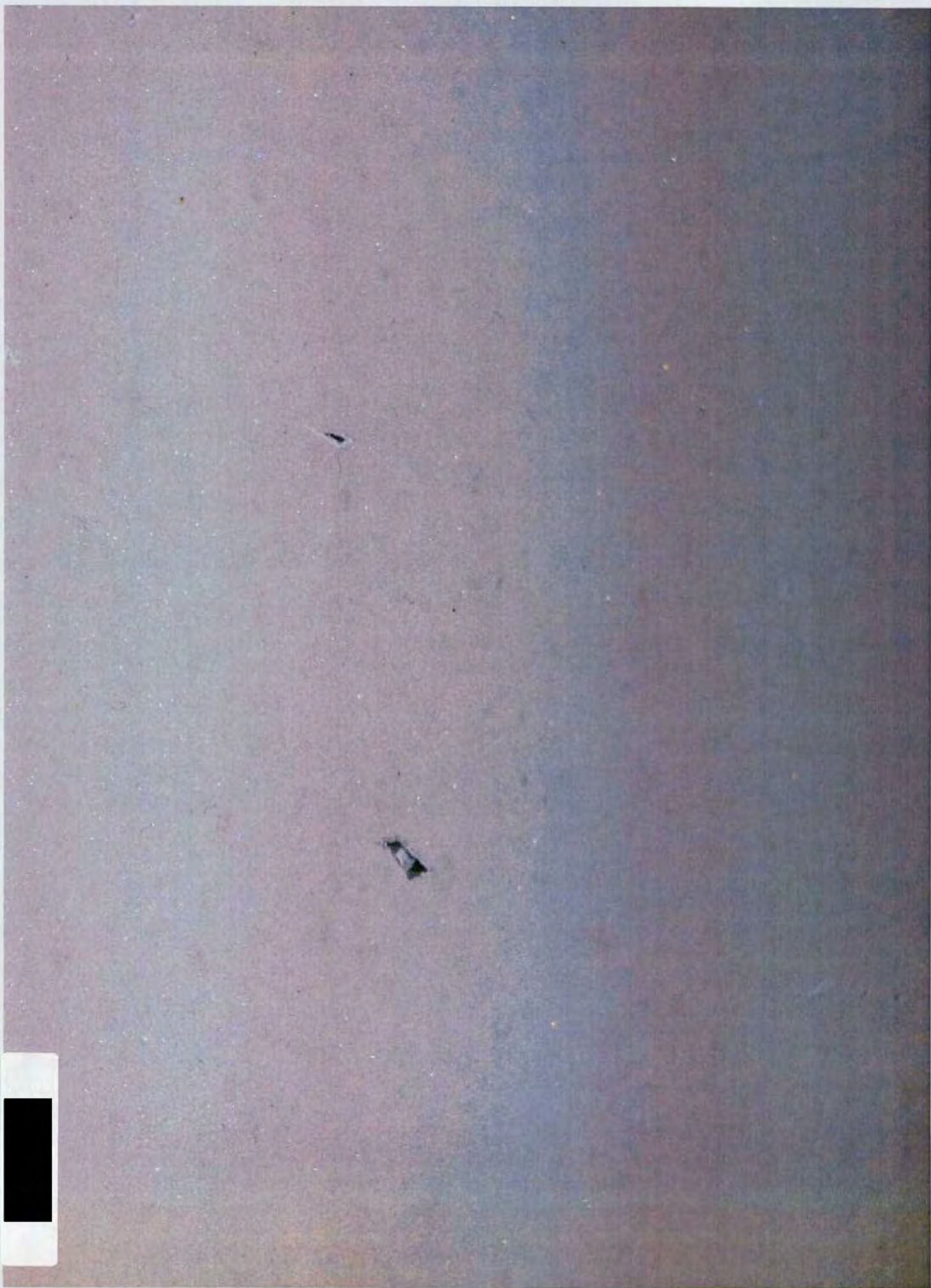
Sunroof sliding glass panel needs to be replaced
Remove sunroof frame assembly for thorough cleaning/removal of glass debris
The rear exterior roof panel and wind deflector on the liftgate need to be refinished (chips in paint from broken glass)

RECOMMENDATIONS



















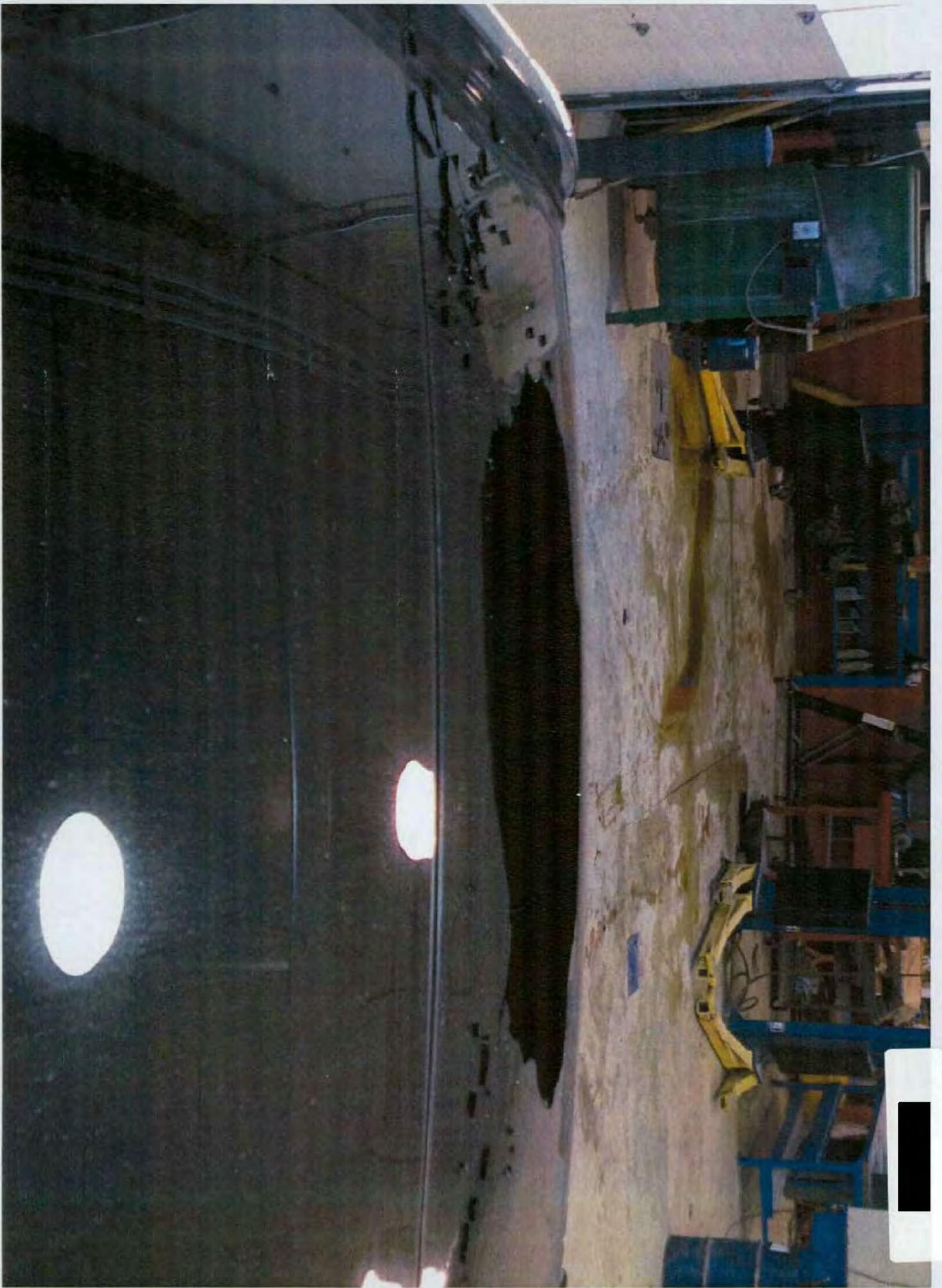
















Kia Motors America Field Product Quality Report

Case Number [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: CE01

Dealer Code: IL064

Dealer City: Schaumburg

Name: Flanagan, Jack FTR

Report No.: CE2014FJ00040

Issue Date: 2/21/2014

Dealer Name: Bob Rohrman

Dealer State: IL

Component Group:

Component Code:

TREAD Code:

Subject/Title: Panoramic Roof

Vehicle Data

Model Code: 74442

VIN: 5XYKUDA78EG [REDACTED]

Engine No: G6DHDS087788

Prod Date: 11/19/2013

Model Desc: SORENTO EX

Mileage: 1,744

Trans No:

Delivery Date: 10/13/2014

Year: 2014

Trans Type: Automatic

Repair Date: 2/21/2014

Part Information

Part Number:

Condition: N59BROKEN / CRACKED

Part ID/Lot:

Part Name:

Cause: C99OTHERS

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states the sunroof shattered. Customer: KMA demo

ACTUAL CONDITION

Panoramic roof glass shattered.

INVESTIGATION RESULTS

FTR inspected vehicle on 2/19/2014. Verified panoramic roof glass was shattered. Panel was approximately 10% intact on vehicle although entire glass panel was shattered. Inspected sunroof glass extensively and found remaining glass pattern showed cracks radiating out from a specific area.

POSSIBLE CAUSE

There are no definitive signs of impact. Cause of sunroof fracture is unknown.

CORRECTIVE ACTION

No action taken at this time. Results of inspection reported to RCAM and NCA.

RECOMMENDATIONS









Kia Motors America Field Product Quality Report

Case Number [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO10

Dealer Code: AR007

Dealer City: Sherwood

Name: Hall, Sally Manager

Report No.: SO2014HS00076

Issue Date: 3/31/2014

Dealer Name: Crain Kia

Dealer State: AR

Component Group:

Component Code:

TREAD Code:

Subject/Title: Sunroof Glass Shattered

Vehicle Data

Model Code: 74292

VIN: 5XYKW4A70EG [REDACTED]

Engine No: G6DHDS031741

Prod Date: 7/26/2013

Model Desc: SORENTO SX

Mileage: 12,682

Trans No:

Delivery Date: 8/16/2013

Year: 2014

Trans Type: Automatic

Repair Date: 3/31/2014

Part Information

Part Number: 81611 2P500

Condition: N59BROKEN / CRACKED

Part ID/Lot:

Part Name: PNL

Cause: C07CRACKED

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Sunroof shattered while driving on the highway

ACTUAL CONDITION

Sunroof shattered while driving on the highway in light traffic Date and place of incident; 3/26/2014, North Little Rock, AR Approximate temperature outside; 50 deg F (no precipitation) Approximate time; 3:30 PMA Approximate speed; 72 MPH, light traffic The sunroof and all other windows were closed at the time of the occurrence

INVESTIGATION RESULTS

Inconclusive

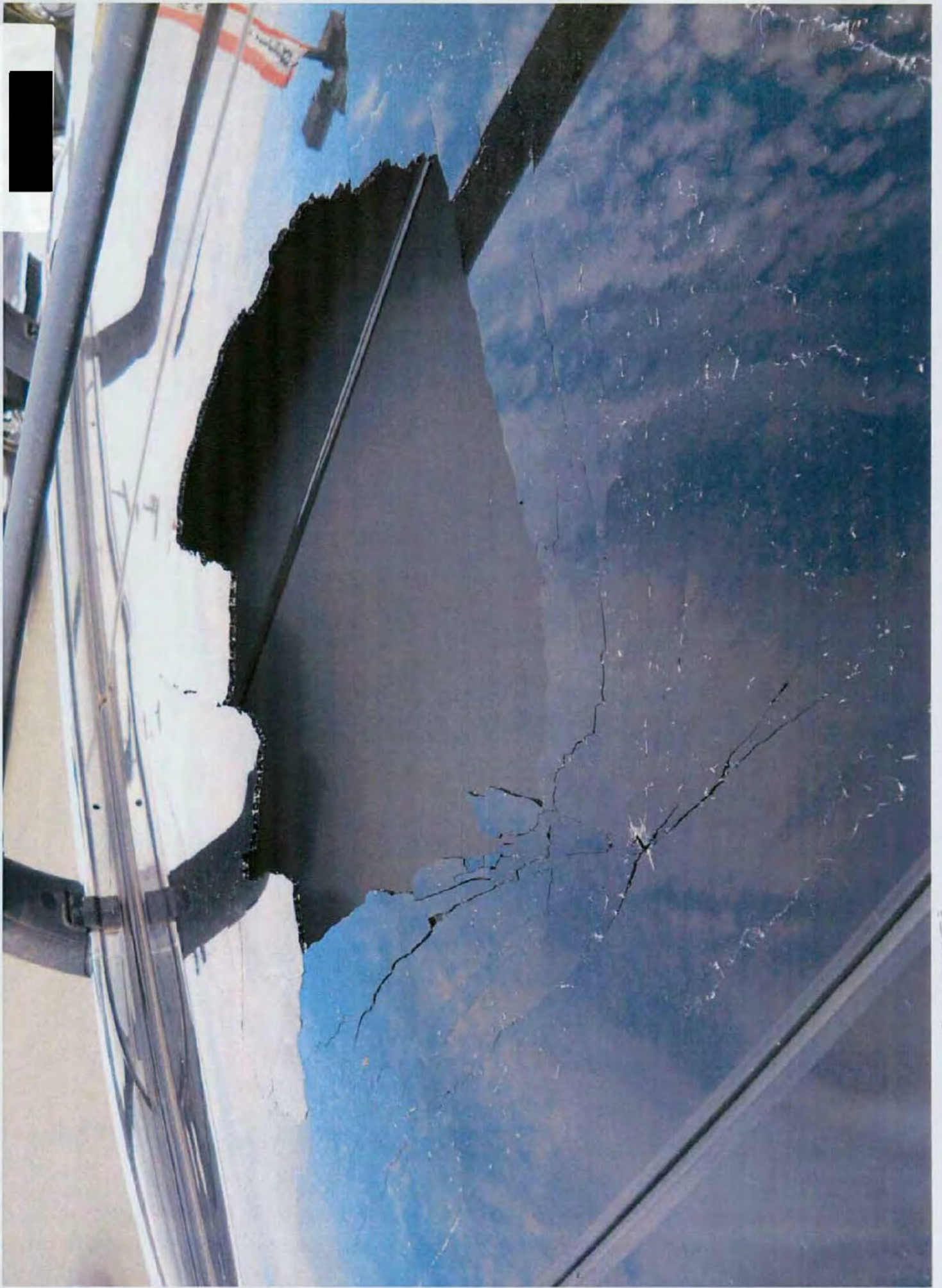
POSSIBLE CAUSE

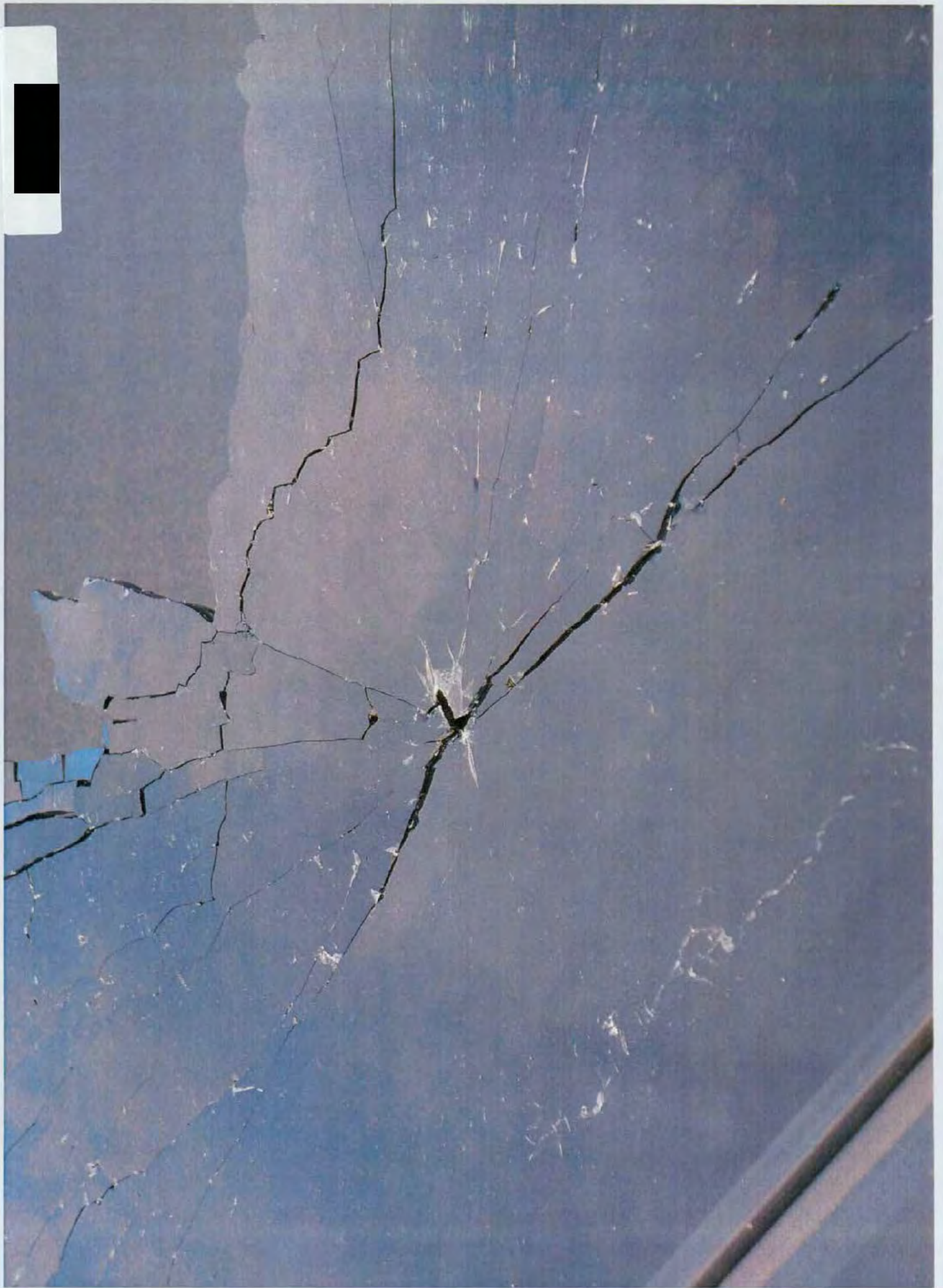
Unknown

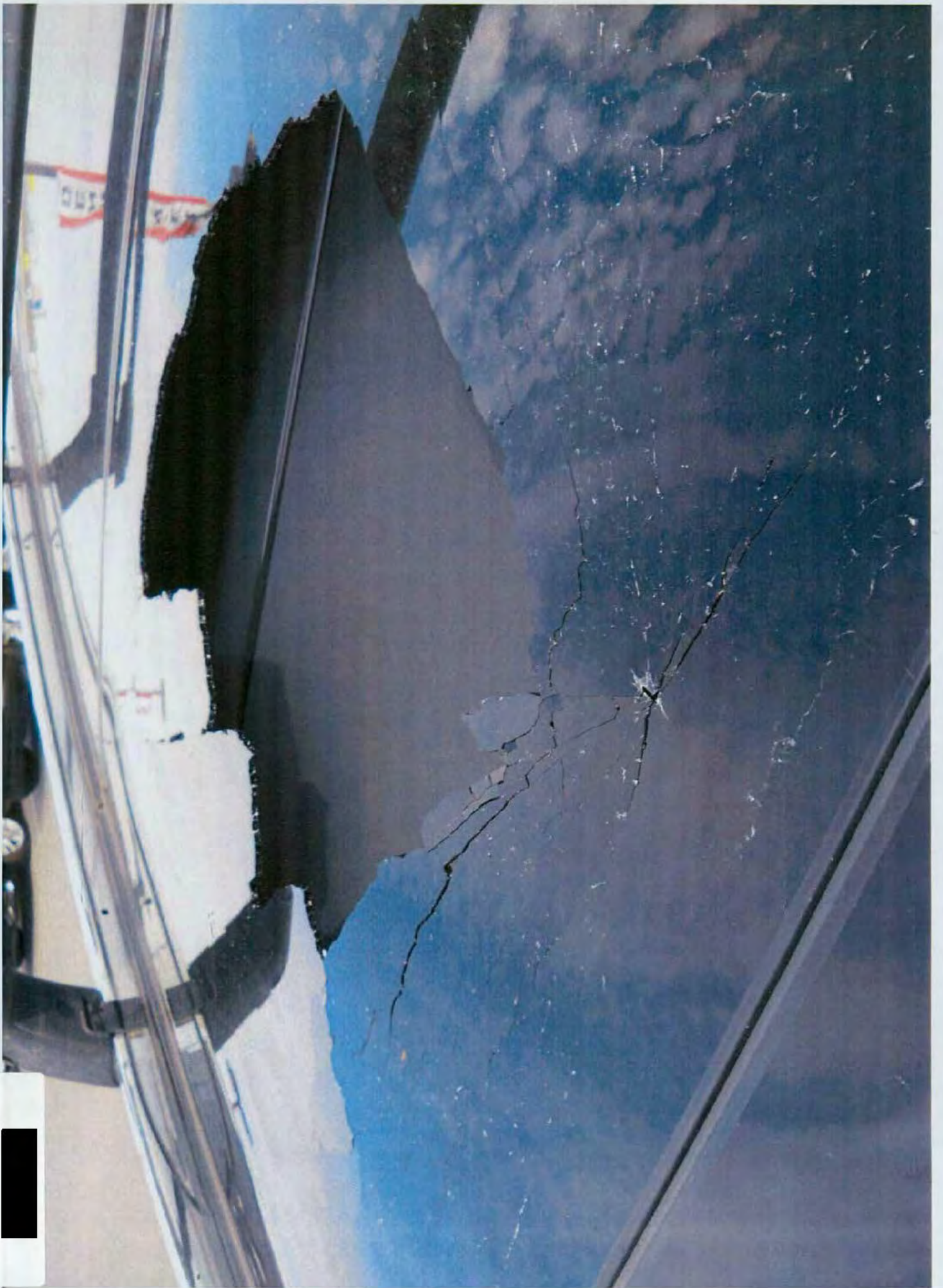
CORRECTIVE ACTION

Sunroof sliding glass panel needs to be replaced Remove sunroof frame assembly for thorough cleaning/removal of glass debris

RECOMMENDATIONS









Kia Motors America Field Product Quality Report

Case Number [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: CE04

Dealer Code: MO003

Dealer City: St Louis

Name: Rebellon, Jorge FTR

Report No.: CE2014RJ00136

Issue Date: 6/12/2014

Dealer Name: Lou Fusz Kia

Dealer State: MO

Component Group:

Component Code:

TREAD Code:

Subject/Title: Sunroof Shatter

Vehicle Data

Model Code: 74442

VIN: 5XYKUDA7XEC [REDACTED]

Engine No: G6DHCS878405

Prod Date: 4/22/2013

Model Desc: SORENTO EX

Mileage: 24,007

Trans No:

Delivery Date: 7/29/2013

Year: 2014

Trans Type: Automatic

Repair Date: 6/12/2014

Part Information

Part Number:

Condition: N99OTHERS

Part ID/Lot:

Part Name:

Cause: C07CRACKED

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states while driving in highway conditions (over 55 MPH), the sunroof glass shattered.

ACTUAL CONDITION

Panoramic roof glass failure.

INVESTIGATION RESULTS

FTR inspected vehicle on 06/10/2014. Visual inspected vehicle, verified and documented the panoramic roof was shattered. At the inspection, an out of state Kia dealer previously made a minor sunroof drop or plastic mask to cover the hole for the customer. The time of repair is unknown. The sunroof was sealed with a clear plastic sheet with weather proof tape to secure. Under the sheet was clear shipping tape attached to the sunroof glass. As attempting to remove the tape for a better view, the tape caused and produced extra damage to the glass. We decided to stop and discard only 1/2 of the shipping tape. Inspected the roof panel intensively and noted there was no evidense of outside impact. Also noted that there was NO hail damage on the front hood of the vehicle.

POSSIBLE CAUSE

The cause of the shattered damaged sunroof glass was not determined nor identified.

CORRECTIVE ACTION

Corrective action is to replace the damaged sunroof glass. Results of the inspection reported to the Platform Engineer and NCA.

RECOMMENDATIONS

MANUFACTURED BY
KIA KIA MOTORS MANUFACTURING GEORGIA, I

APR/22/13 GVWR 5182 lbs PAINT EB TRIM VA
GAWR TIRES RIMS COLD TIRE IN
FRONT 2976 lbs 235/60R18 7.5JX18 33psi SINO
REAR 3075 lbs 235/60R18 7.5JX18 33psi SINO

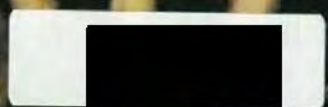
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL
MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE

VIN 5XYKUDA7XEG

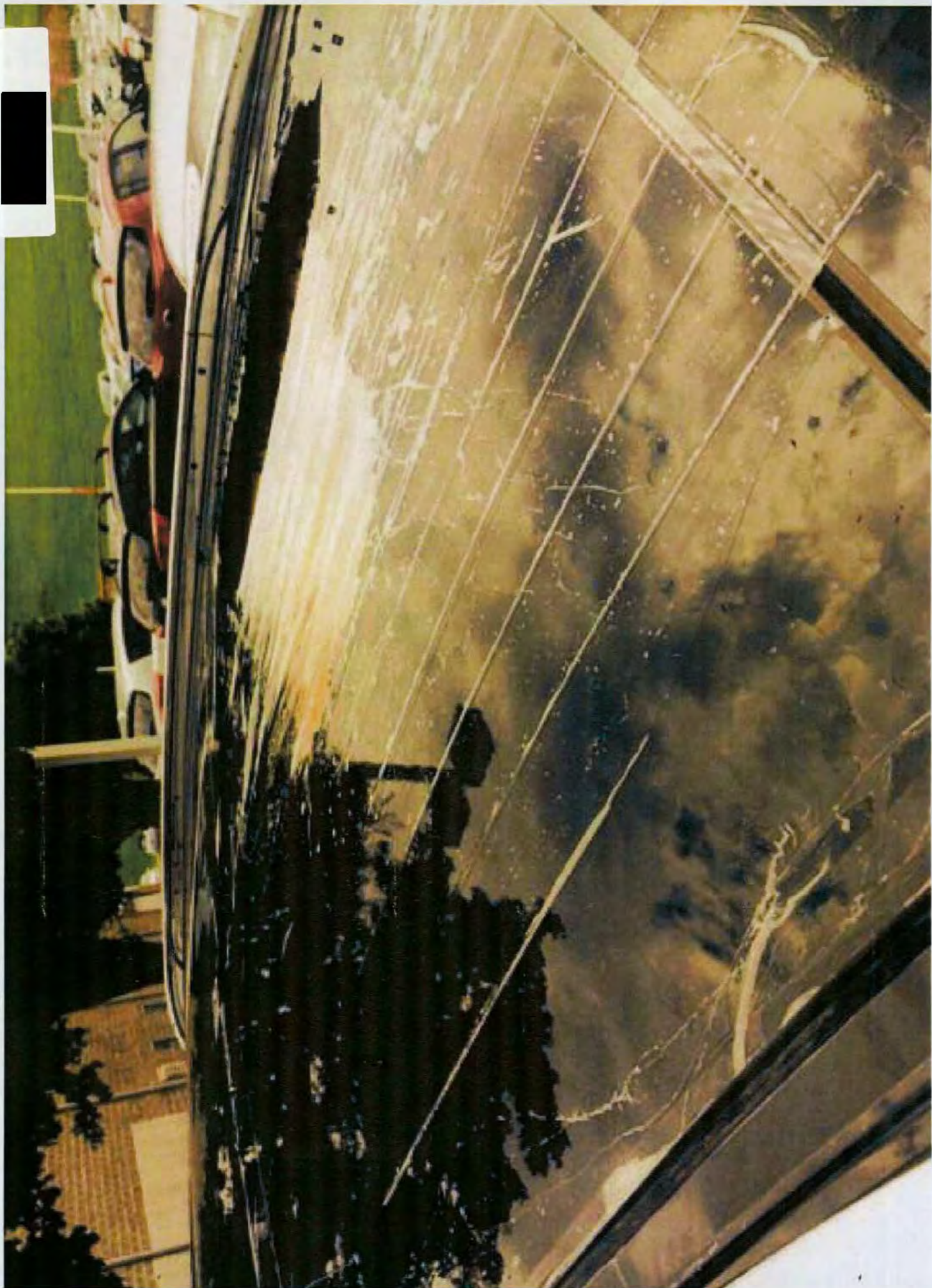
MPV

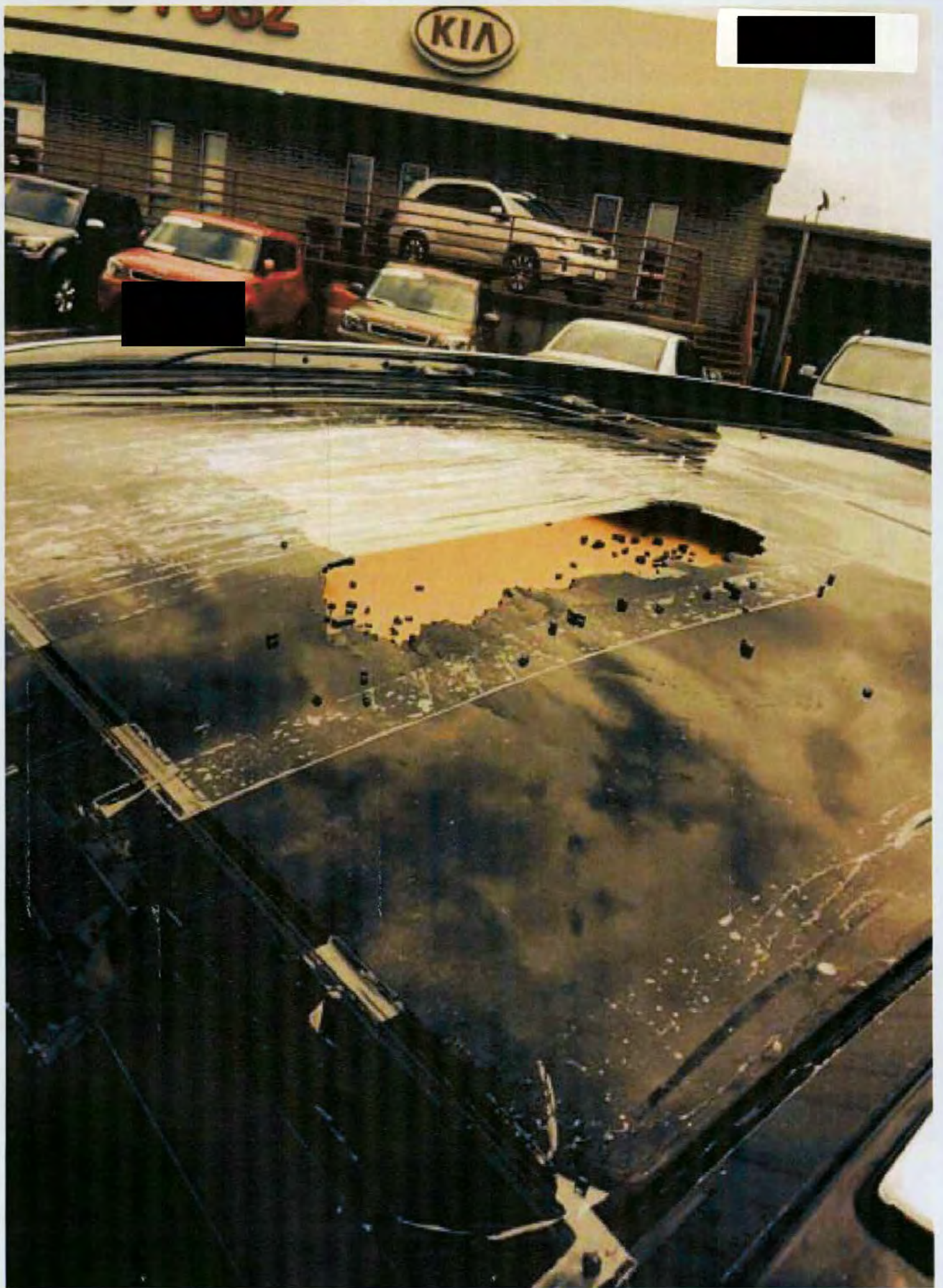


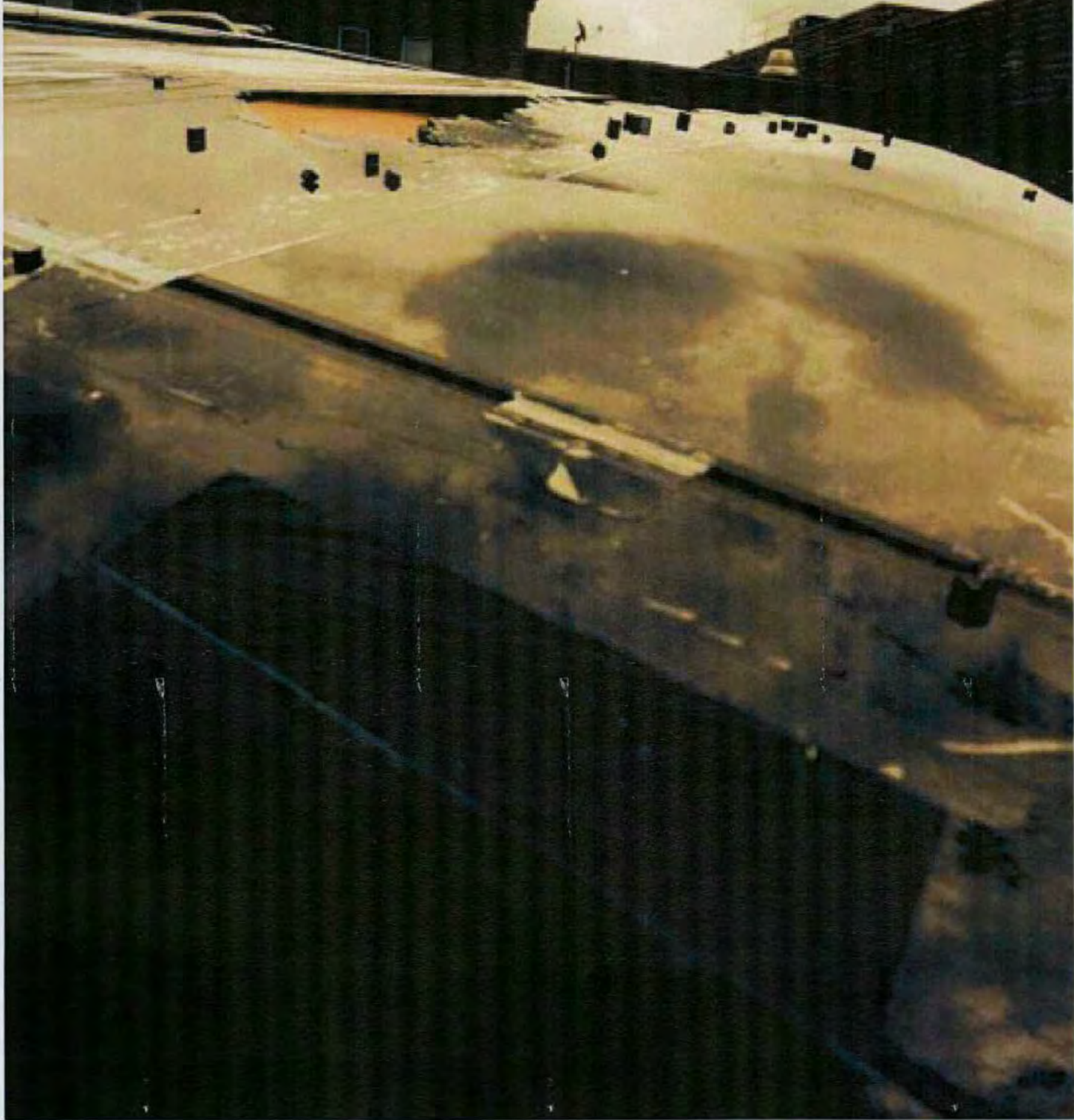
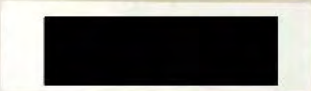
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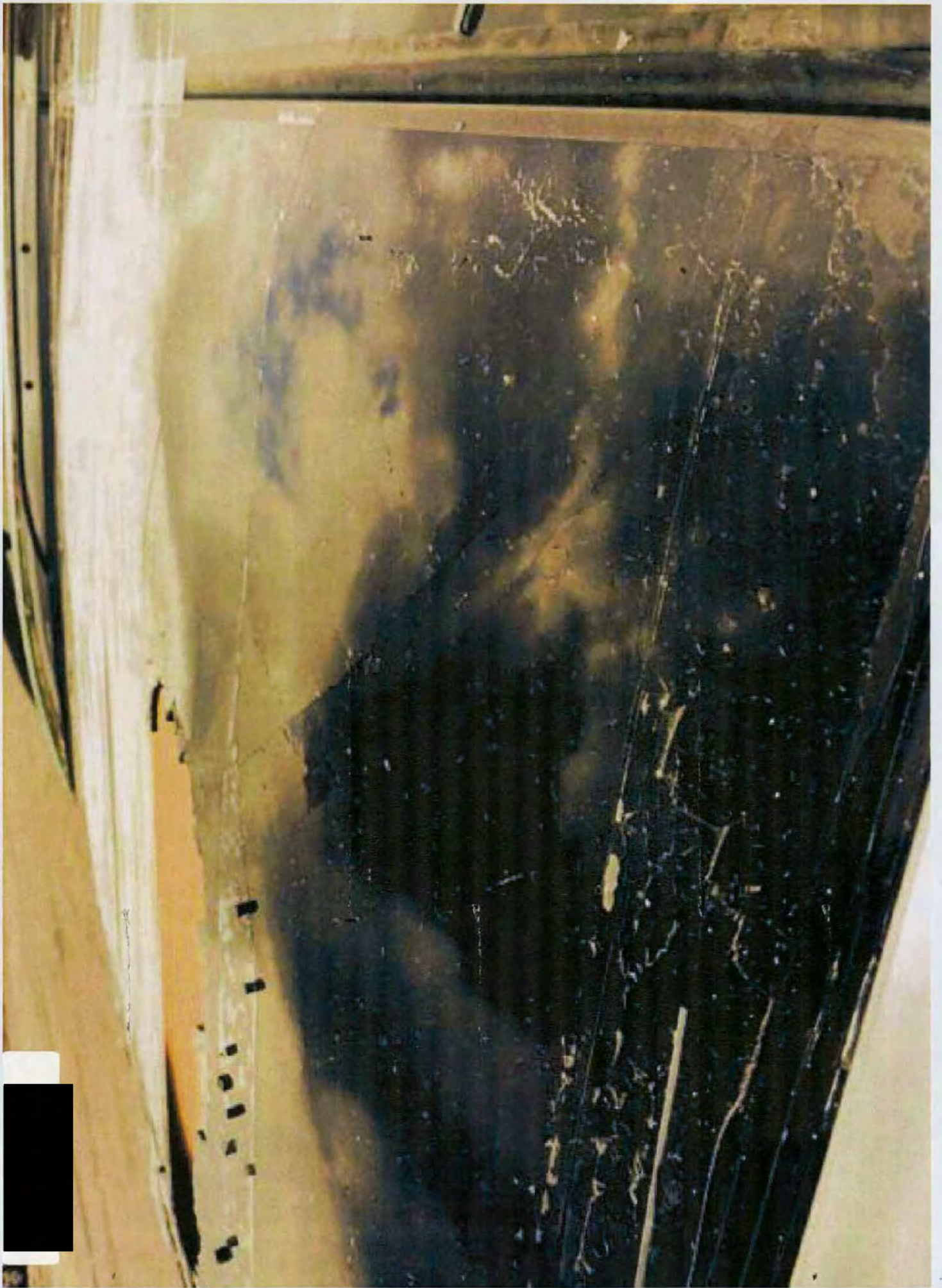












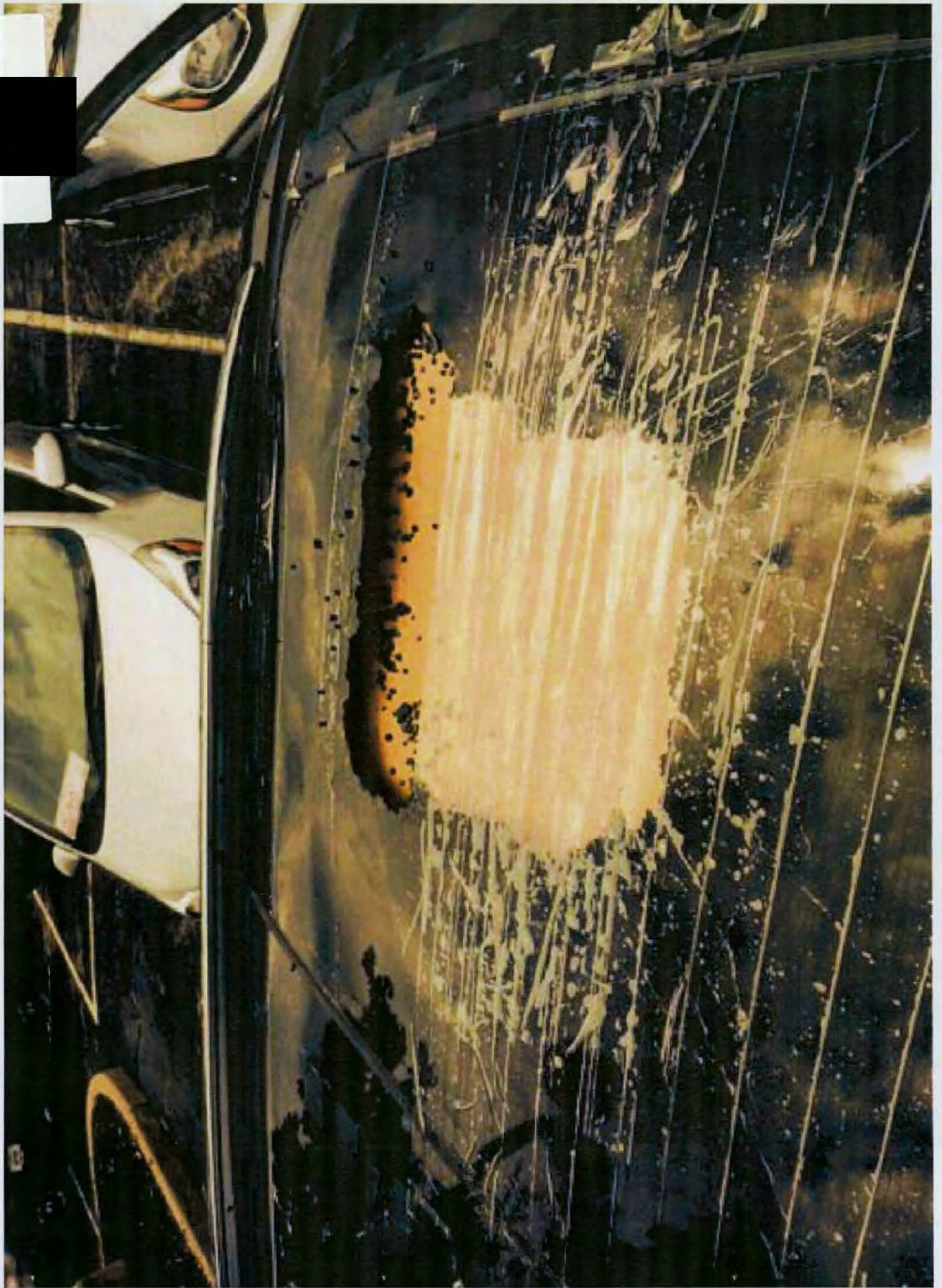














Kia Motors America Field Product Quality Report

Case Number [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: WE05

Dealer Code: CA262

Dealer City: Sacramento

Name: Perez, Alberto FTR

Report No.: WE2014PA00184

Issue Date: 8/19/2014

Dealer Name: California

Dealer State: CA

Component Group:

Component Code:

TREAD Code:

Subject/Title: Panoramic Roof

Vehicle Data

Model Code: 74492

VIN: 5XYKWDA77E [REDACTED]

Engine No: G6DHDS068812

Prod Date: 9/10/2013

Model Desc: SORENTO SX

Mileage: 8,978

Trans No:

Delivery Date: 5/18/2014

Year: 2014

Trans Type: Automatic

Repair Date: 8/19/2014

Part Information

Part Number: 81610 2P500

Condition: Q55Noise > Noise > Driving

Part ID/Lot:

Part Name: PNL

Cause: ZZ6[ZZ6] External influence

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states while driving with the sunroof closed, the glass shattered

ACTUAL CONDITION

A hole was found at the center of the closed glass sunroof panel. (see photo) An outward crack was at the front of the glass that remained in place and cracks were throughout the rest of the panel.

INVESTIGATION RESULTS

DPMS inspected vehicle on 8/1/2014. Verified panoramic roof was shattered. Panel was still 65% intact on vehicle although entire glass panel was shattered. Inspected roof panel extensively and found no evidence of impact to right outer/rear area of remaining glass.

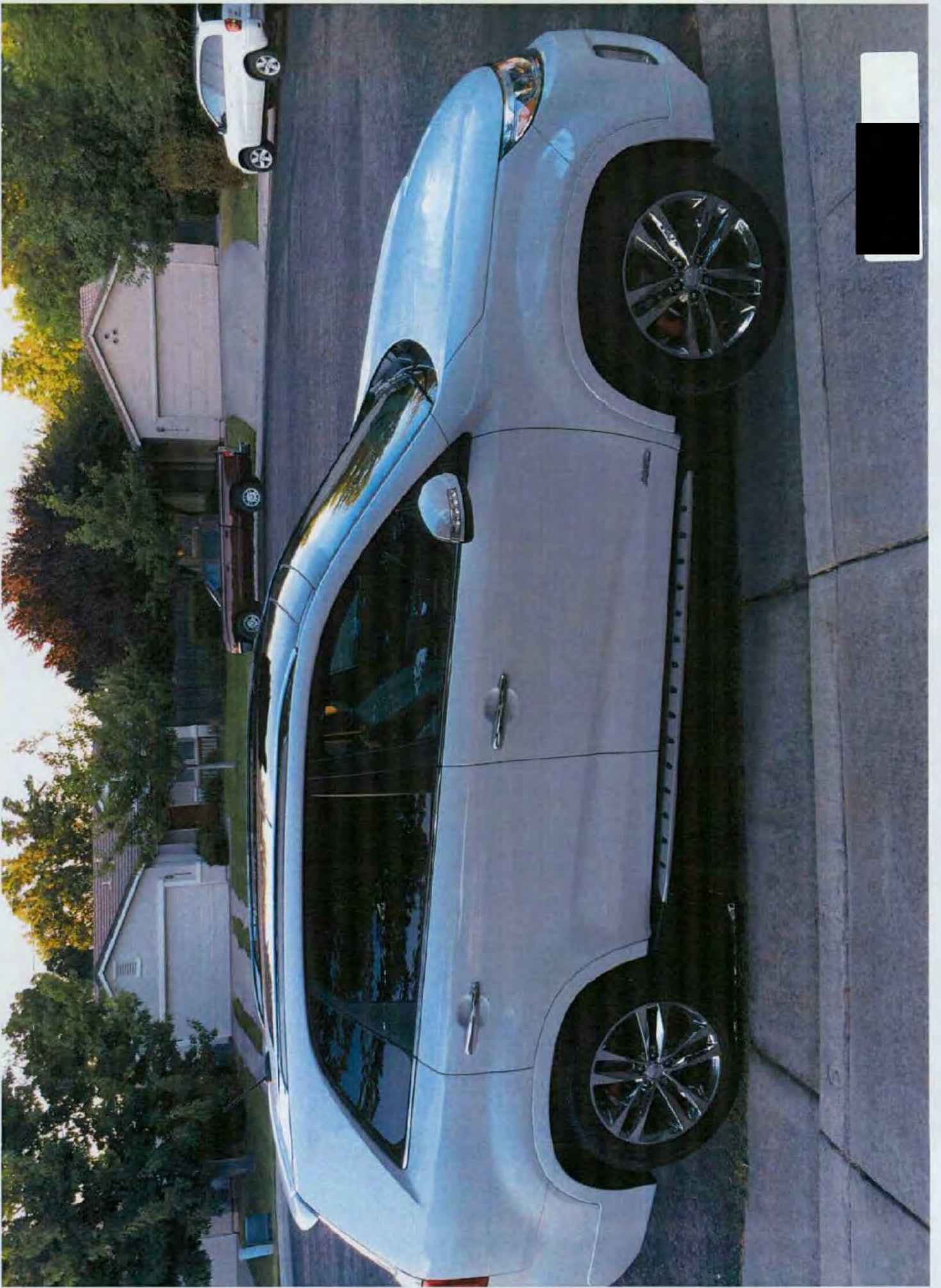
POSSIBLE CAUSE

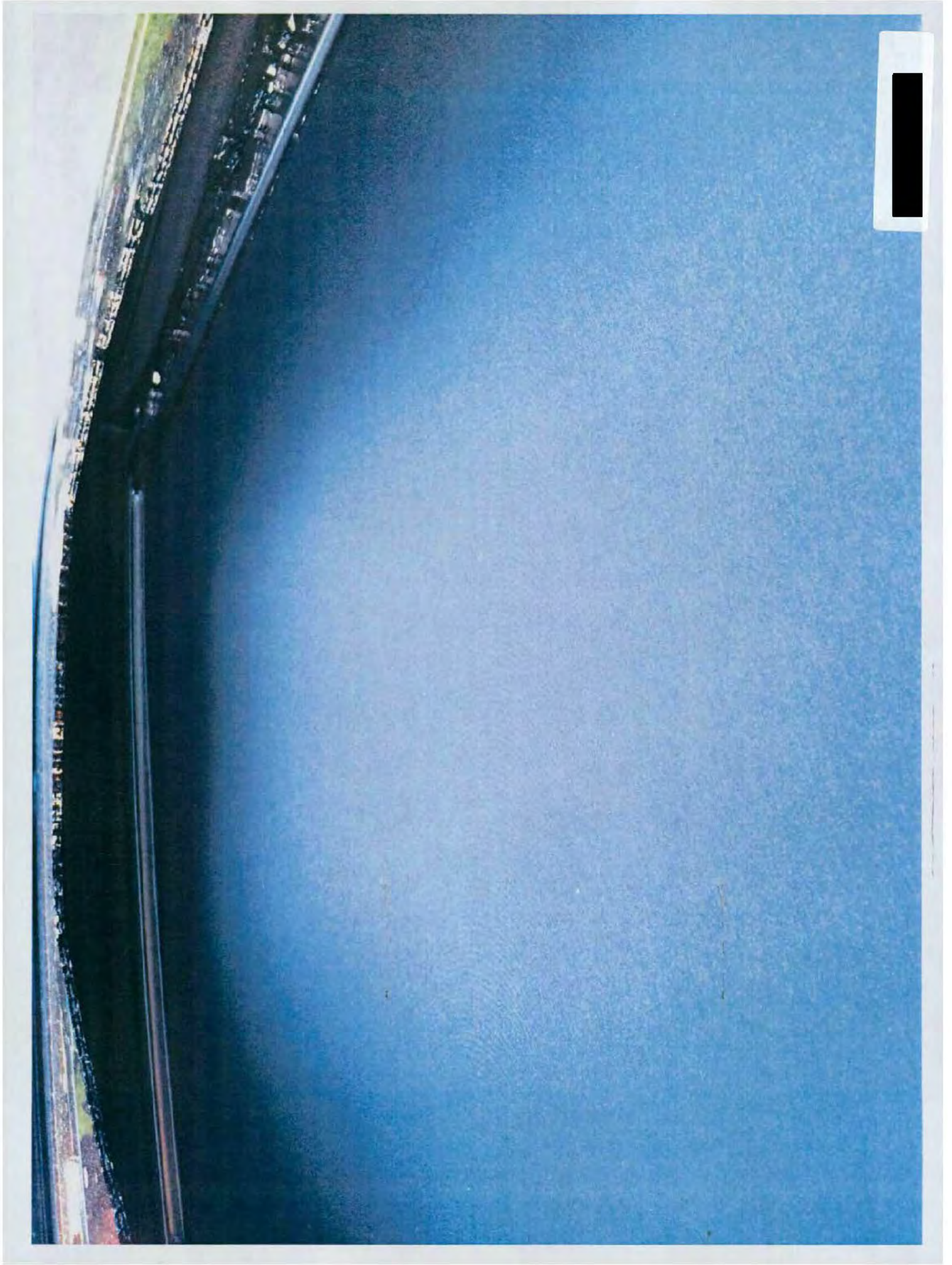
Cause unknown.

CORRECTIVE ACTION

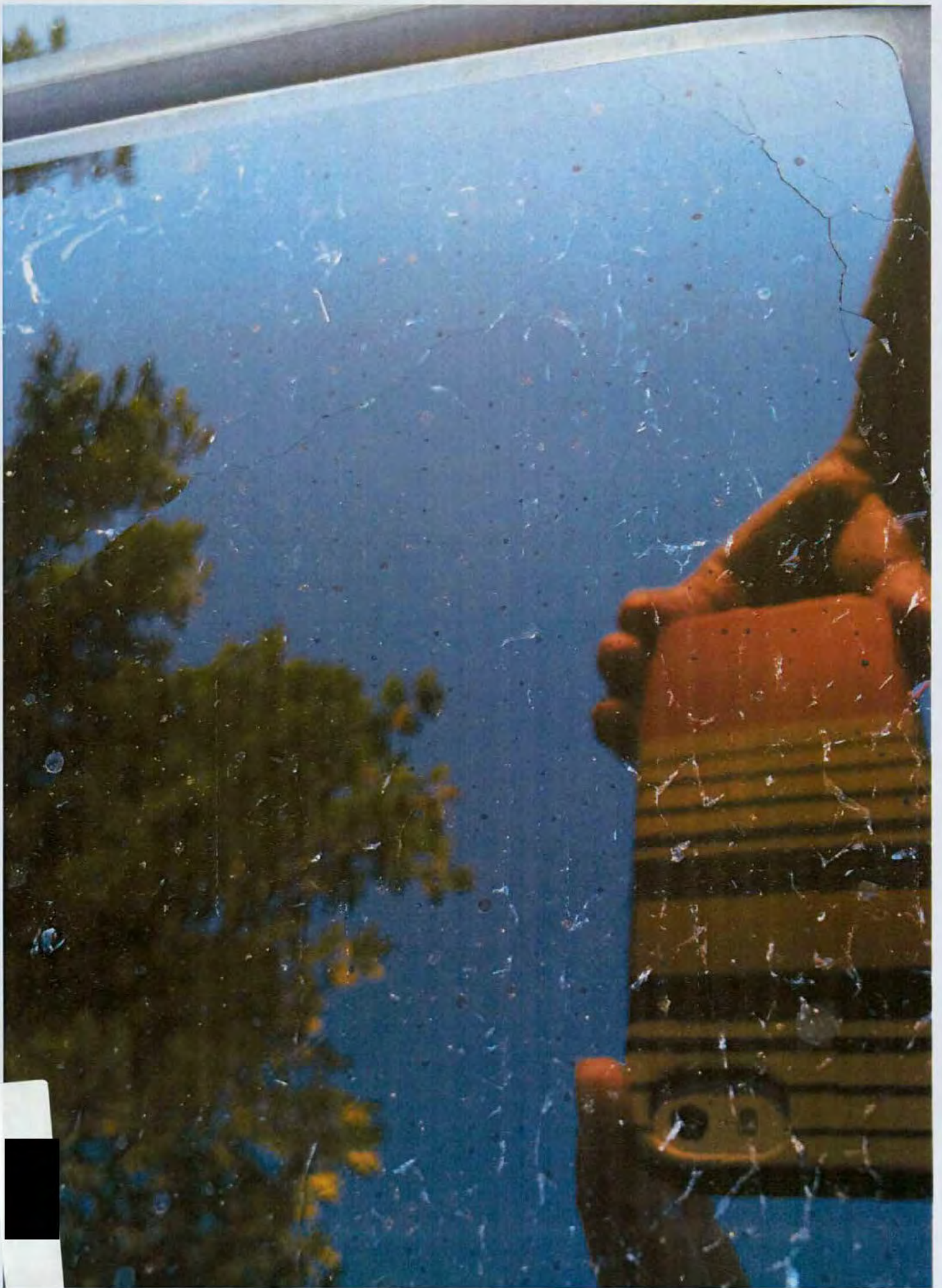
Fractured glass was cleaned from vehicle and new sliding glass was installed. Results of inspection reported to Platform Engineer and NCA.

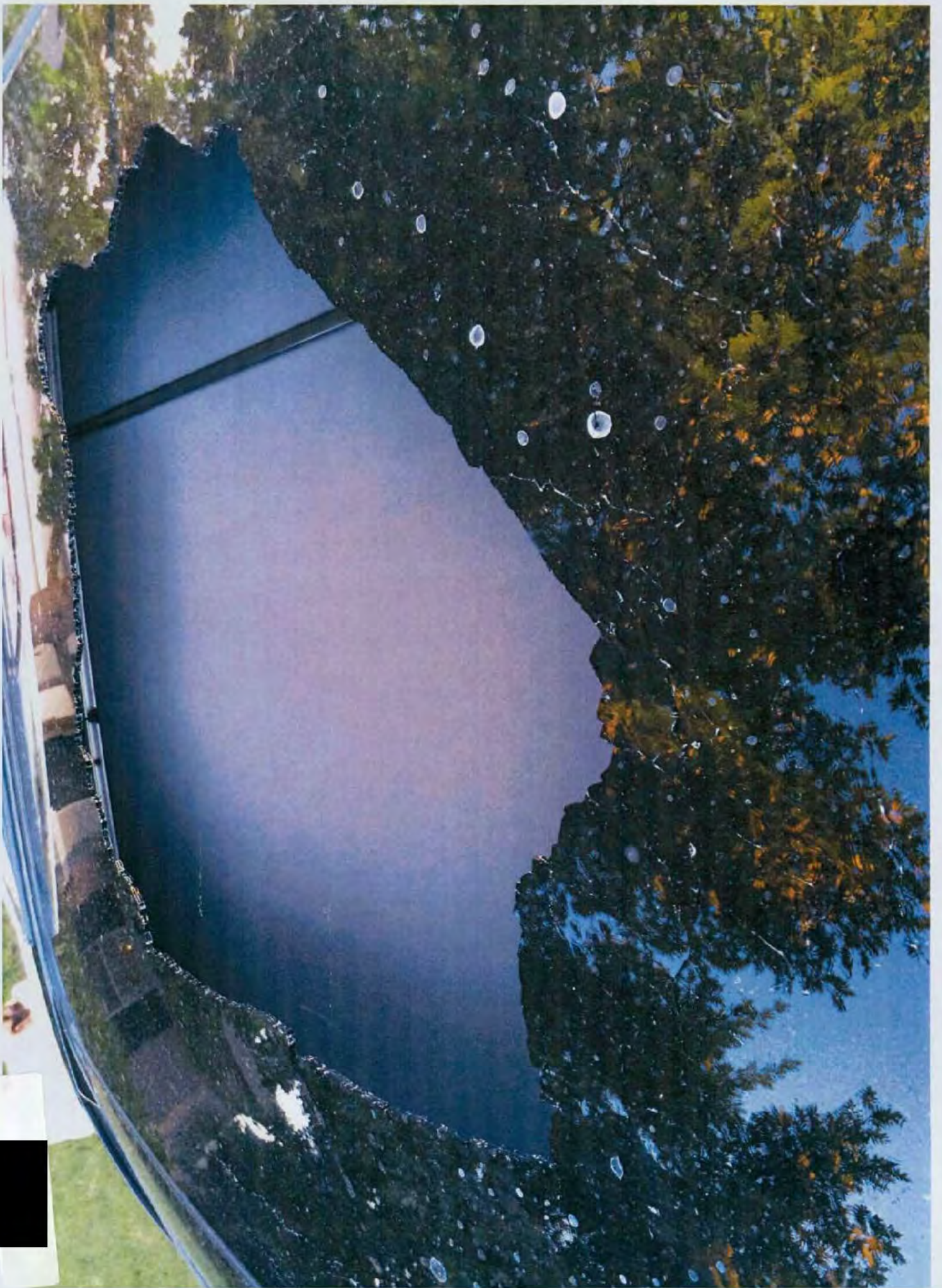
RECOMMENDATIONS



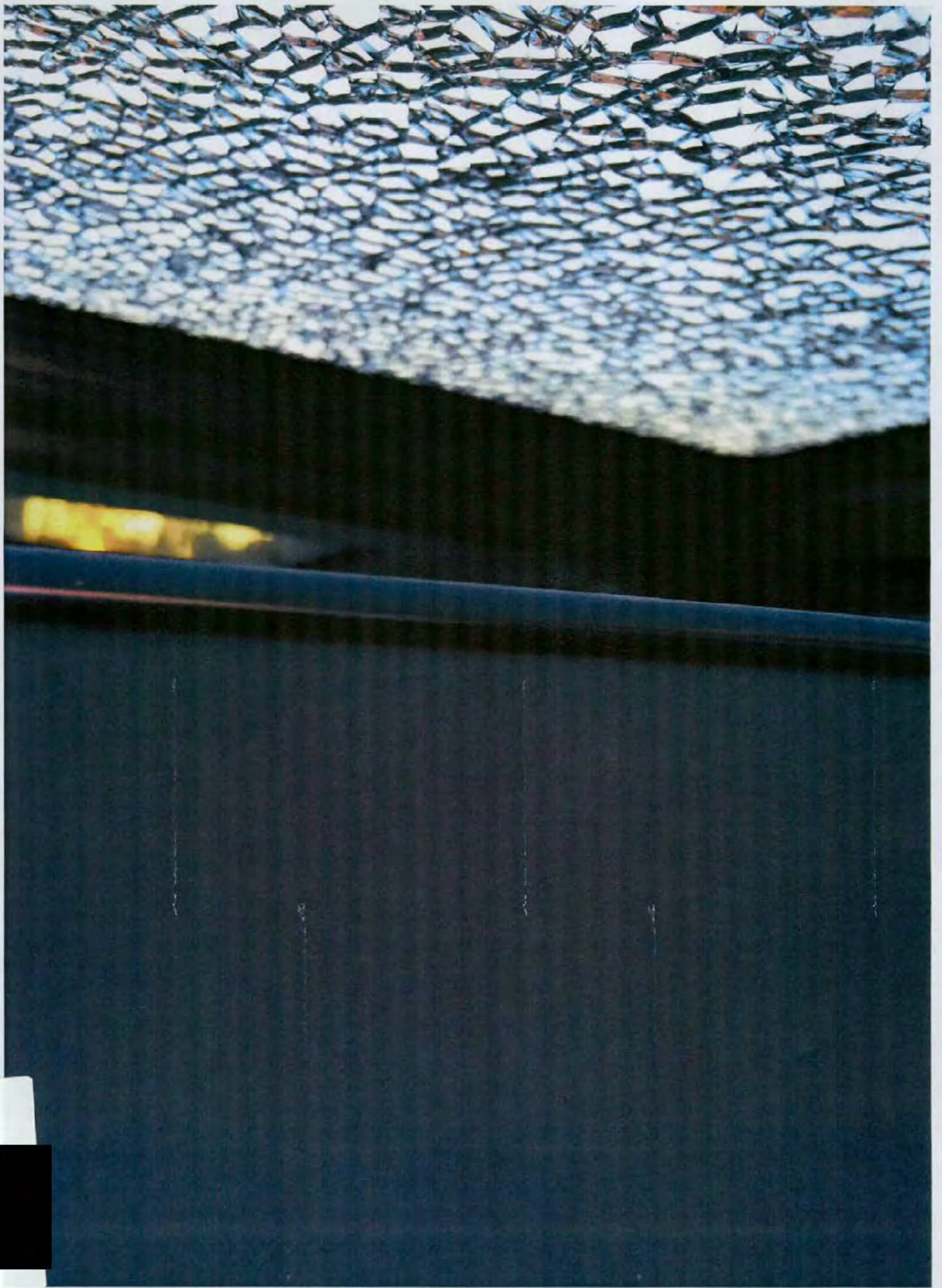


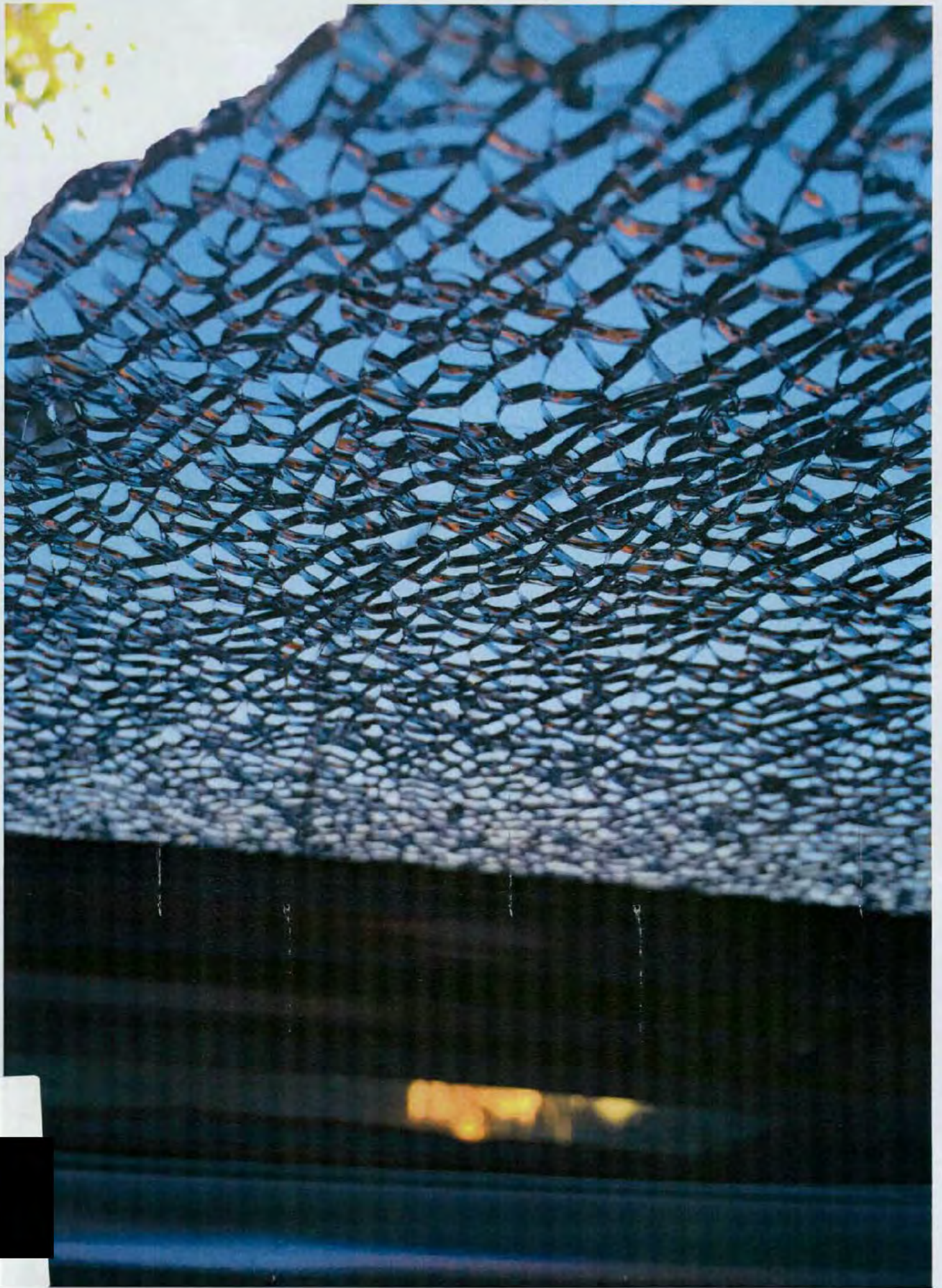


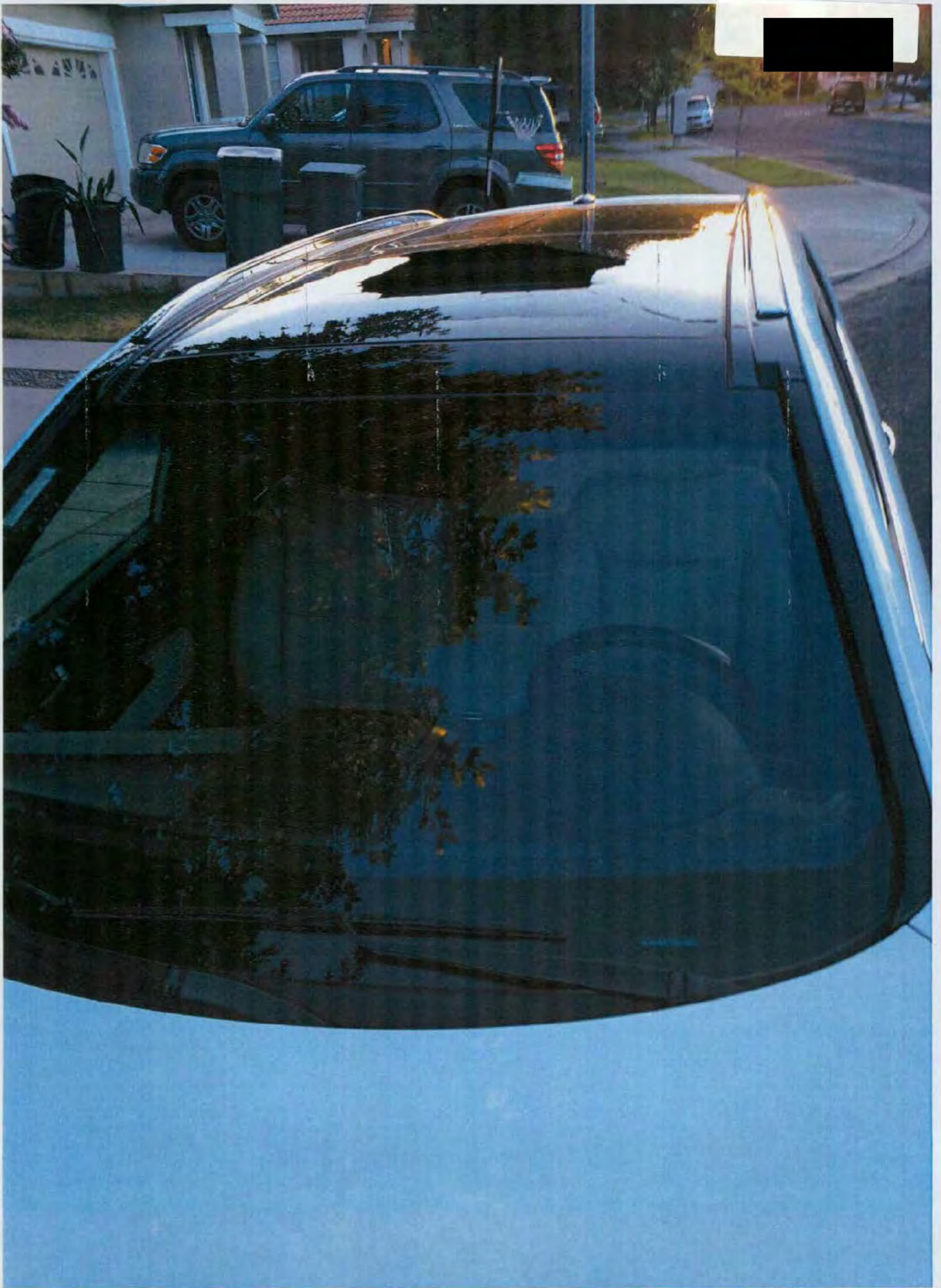


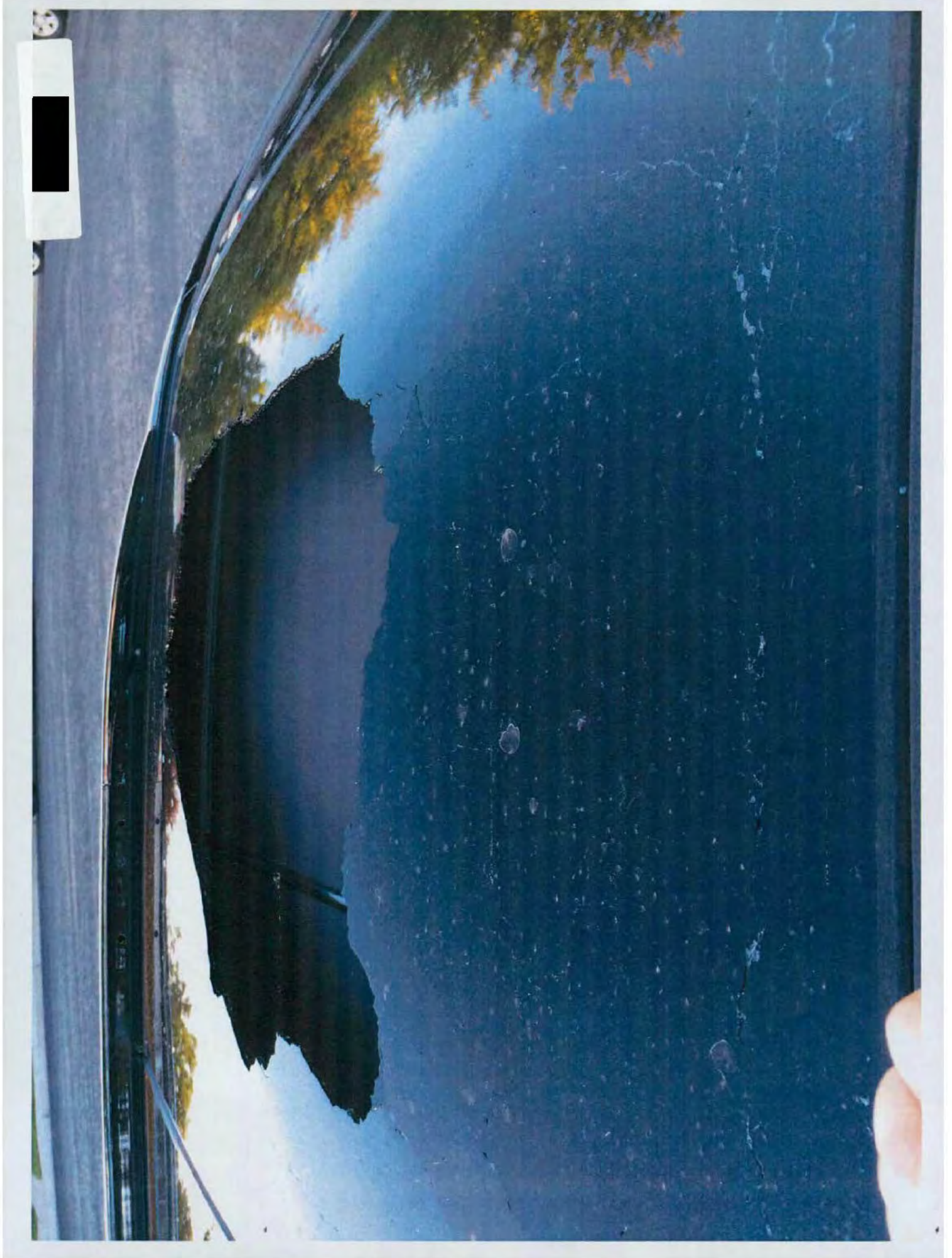


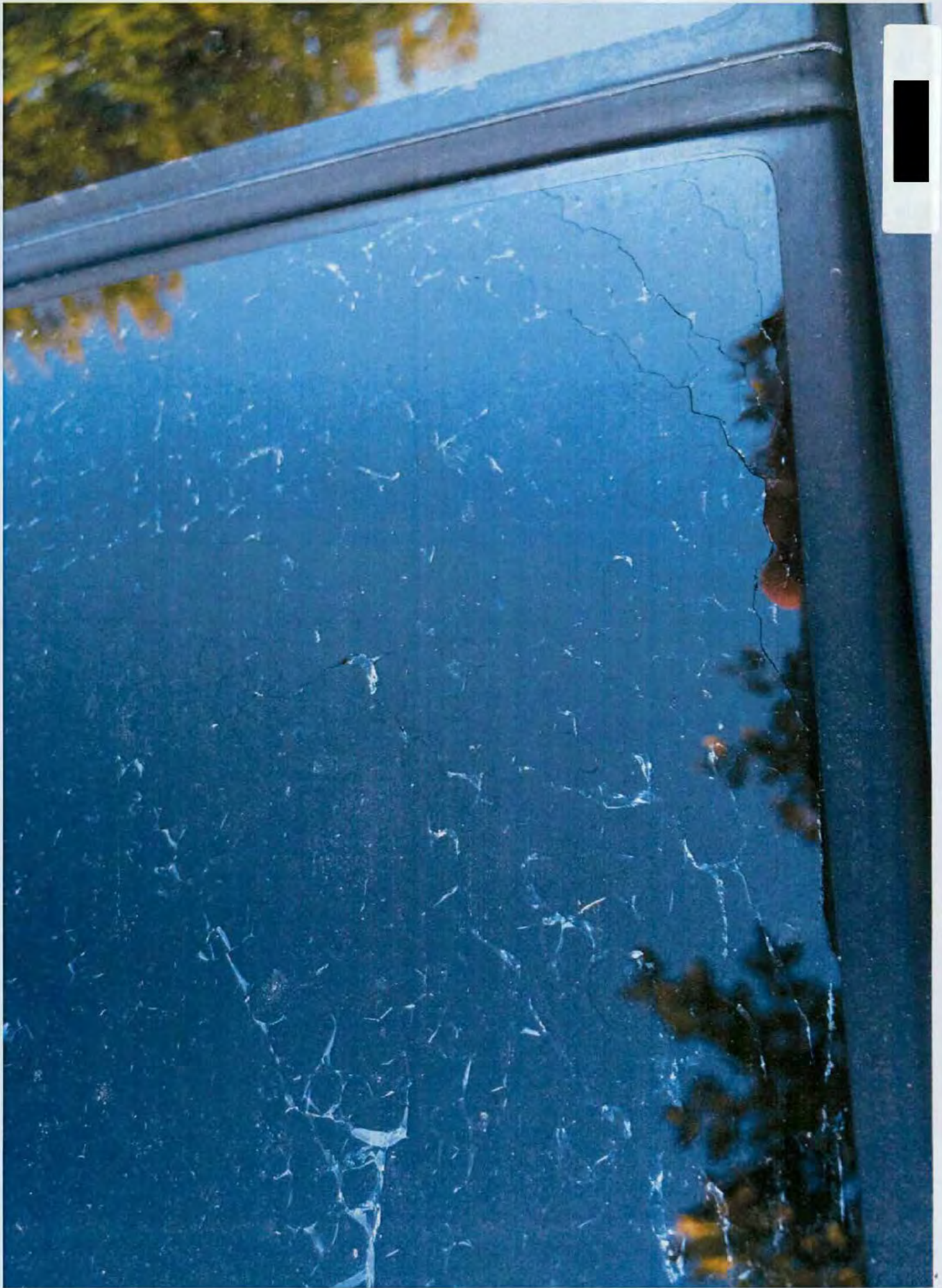




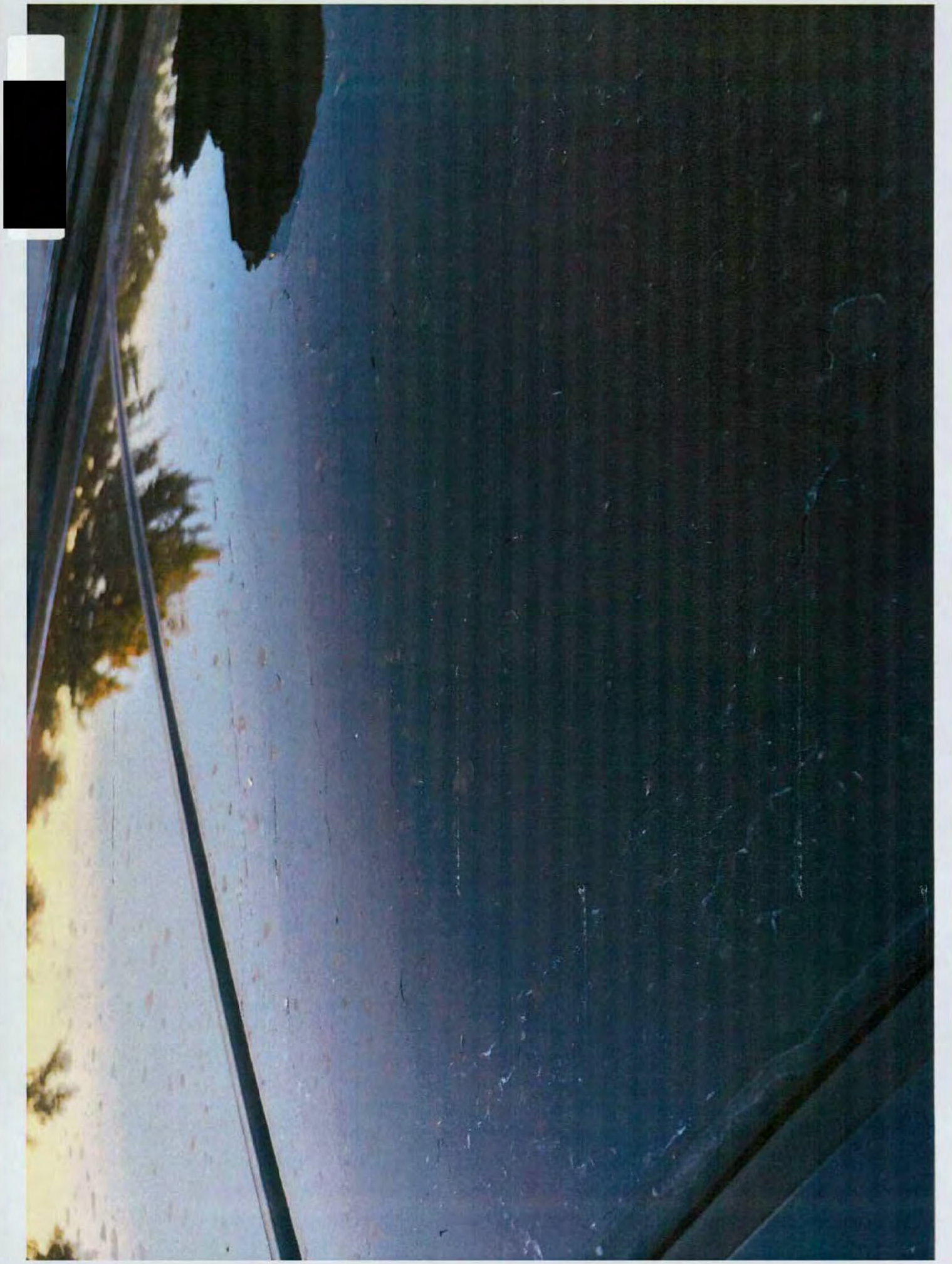




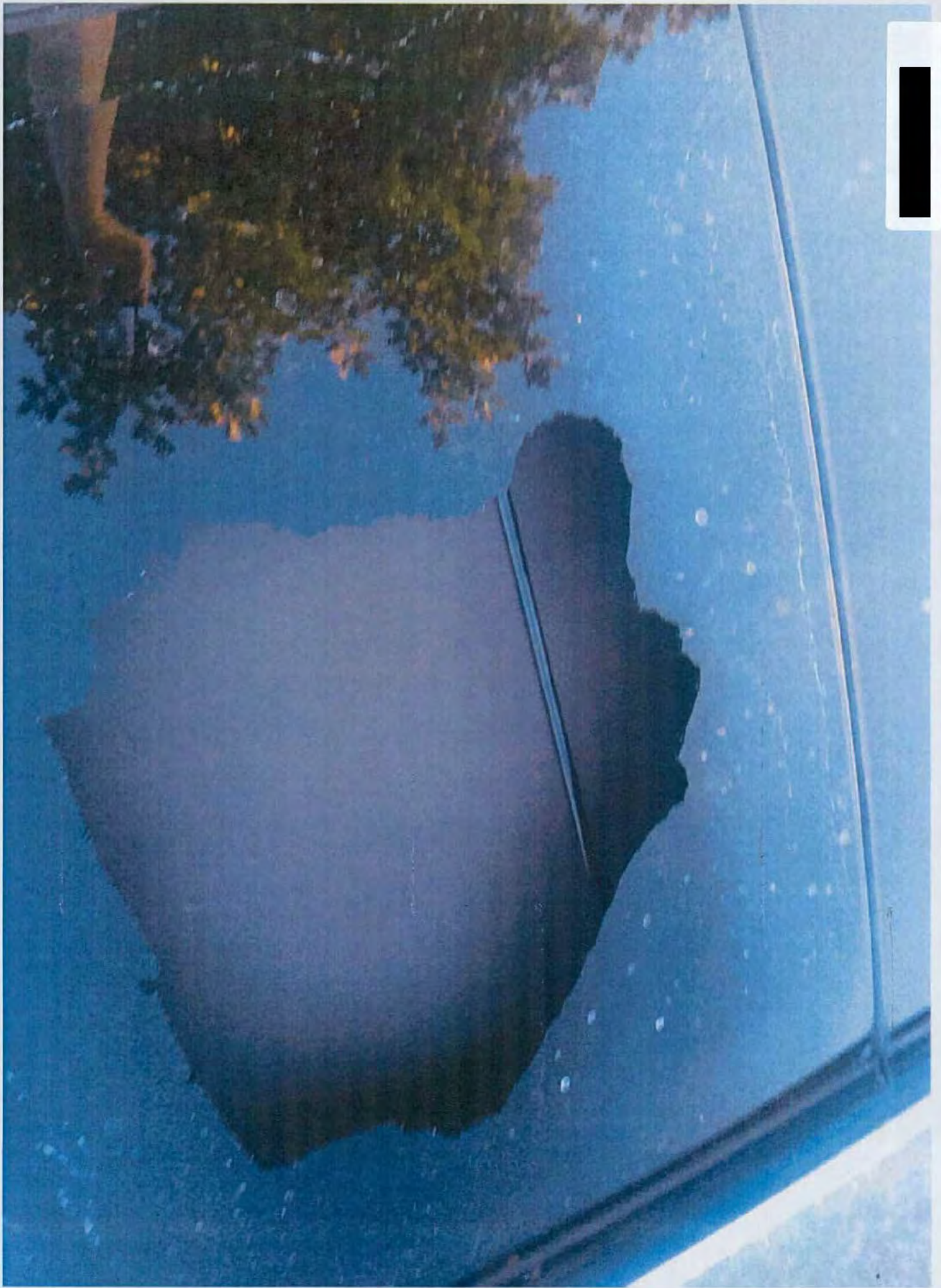


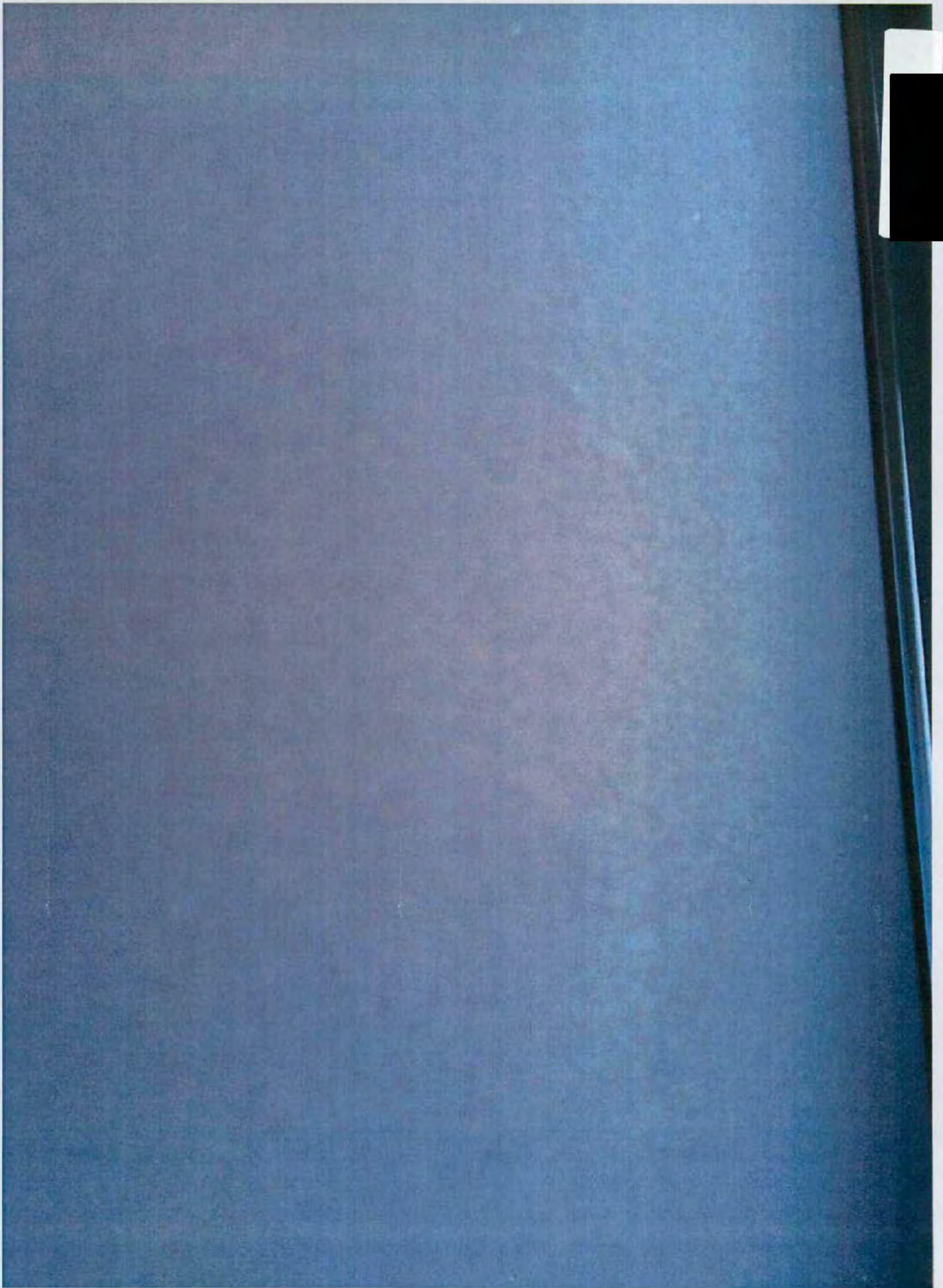


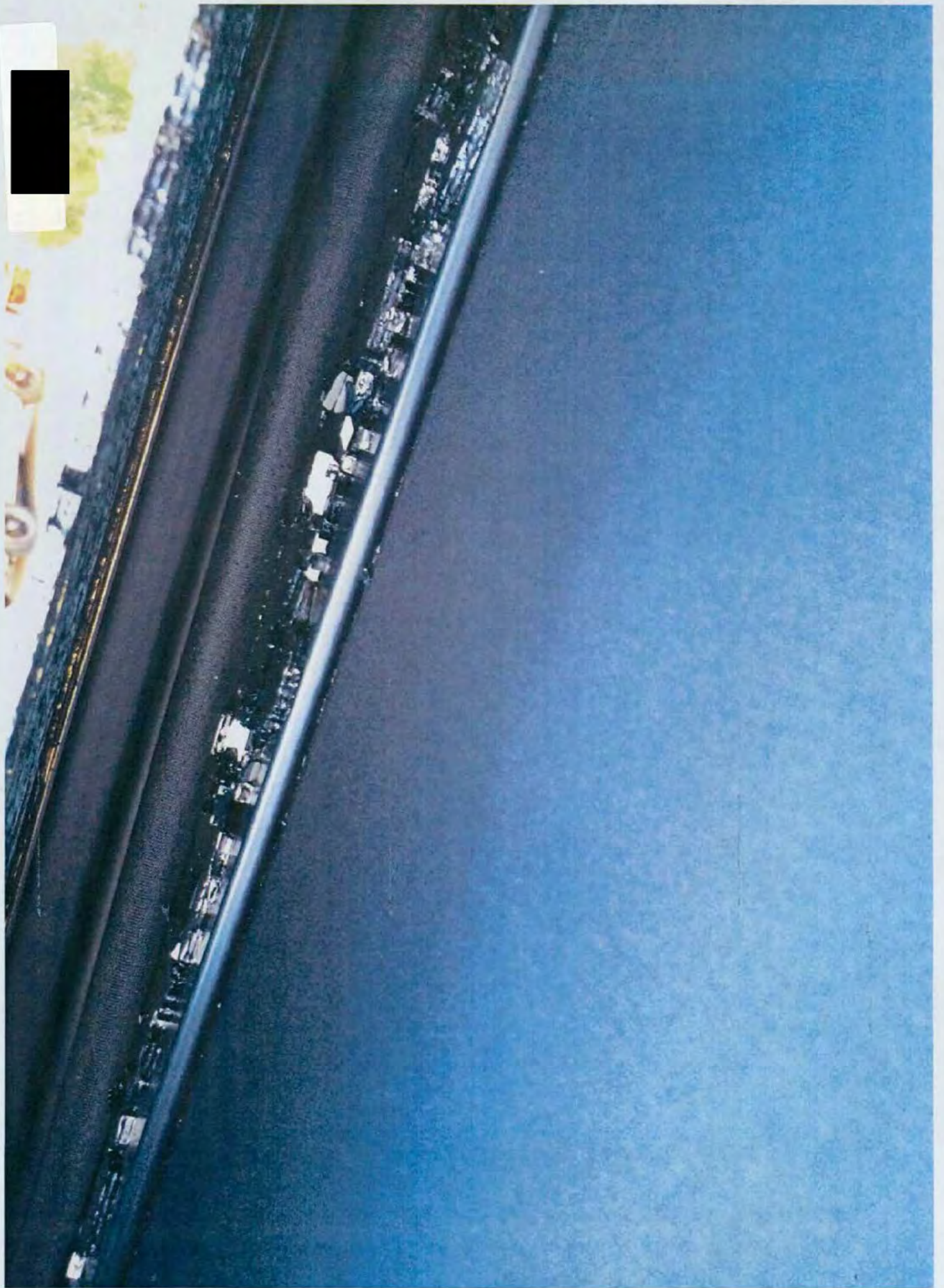


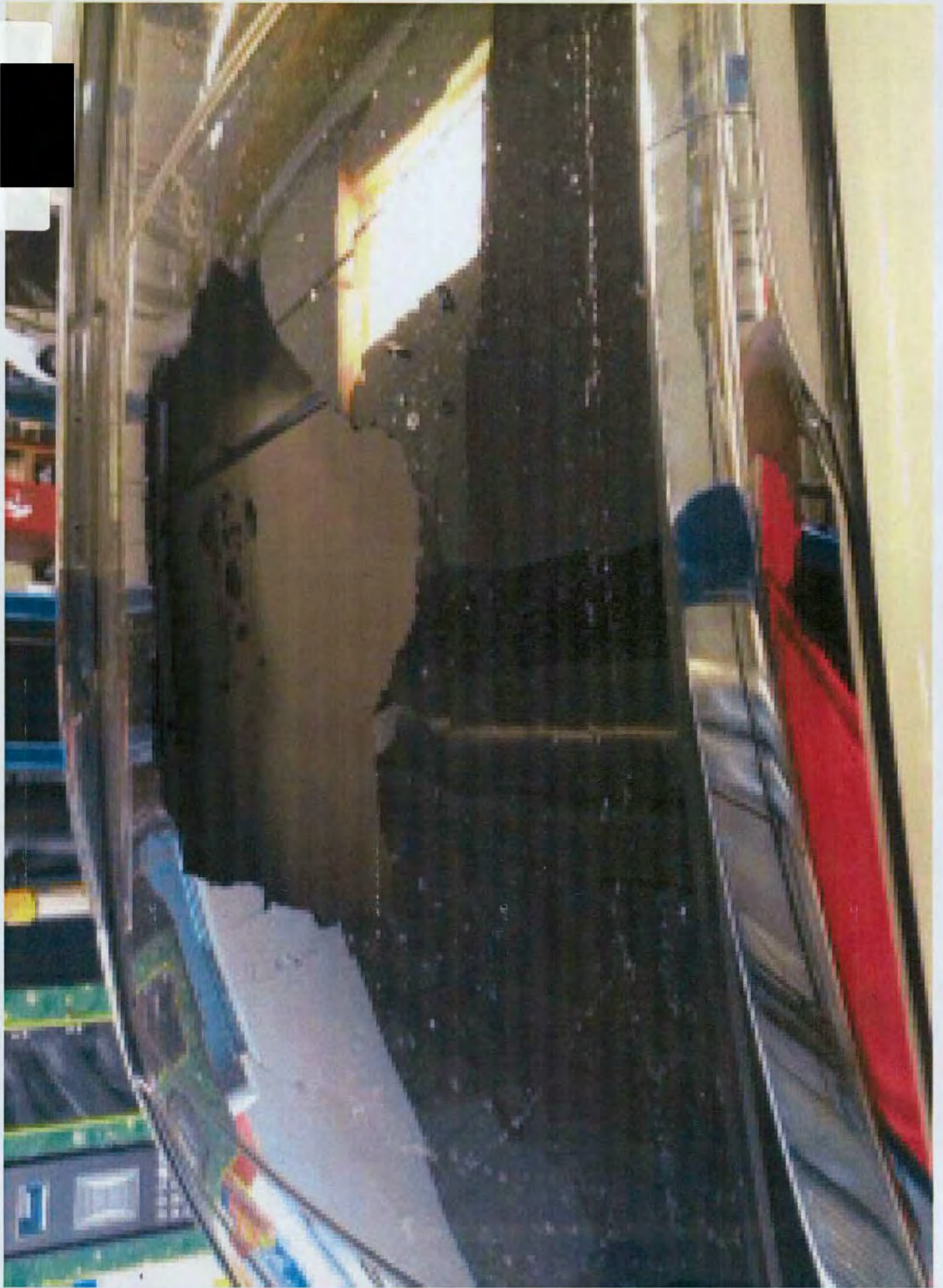












EA14-002

KIA

11/26/2014

TAB A

Technical Assistance Center
Reports 2011-2013 MY



**Kia Motors America
Technical Assistance Center**

Case Number [REDACTED]

Vehicle Data

Model/Year: 2,011 SORENTO SX FWD **Engine:** G6DCAK088213 **Model Code:** 74282
VIN: 5XYKW4A29BG [REDACTED] **Mileage:** 22,168
Prod Date: 9/20/2010 12:00:00AM **Warranty Start Date:** 5/7/2011 12:00:00AM

Dealer/Contact Data:

Dealer: TX104 Moritz Kia of Hurst
Phone: 8175958200 **FAX:** 8175958299
Contact: Don Boren **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 11/08/2013 09:22 AM clarify Action Type: Manager review
*** Performed by contact: Don Boren, 8175958200
*** This is a Request for Assistance ***

Problem Description :
Panaramic sunroof shattered while driving.

Diagnostics Performed :
.

*** PHONE LOG 11/08/2013 09:54 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Please park the vehicle and wait for someone from Kia Consumer Affairs to contact the dealer. Thanks.
*** Admin Note ***
Service alert escalated to CA as : [REDACTED] on 11/08/2013

*** CASE CLOSE 11/19/2013 11:07 AM clarify
*** Performed by contact: Don Boren, 8175958200
replaced sunroof glass



**Kia Motors America
Technical Assistance Center**

Case Number [REDACTED]

Vehicle Data

Model/Year: 2,013 SORENTO SX FWD

Engine: G6DCCS863581

Model Code: 74282

VIN: 5XYKW4A20DG [REDACTED]

Mileage: 6,345

Prod Date: 10/8/2012 12:00:00AM

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

Dealer/Contact Data:

Dealer: TX122 Sames Kia

Phone: 9567232046

FAX: 8005254169

Contact: Reymundo Rodriguez

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 11/11/2013 10:22 AM clarify Action Type: Manager review

*** Performed by contact: Reymundo Rodriguez, 9567232046

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

Problem Description :

CUSTOMER STATES THE MOONROOF GLASS EXPLODED OR SHADDERD BY ITSELF.

Diagnostics Performed :

WE INSPECTED FOR DAMAGE AND WE DID NOT FIND ANY SIGN OF ANYTHING HITTING IT, NO SIGN OF DAMAGE.

*** PHONE LOG 11/11/2013 11:04 AM Pacific Daylight Time BLall-TL 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.

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

Send to:[Kurez, Julie [KMA];Cameron, Michele [KMA]]

CC List:[Levy, Rob [KMA];Cartagera, Tony [KMA]]

You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not To be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment;

[REDACTED]

*** EMAIL OUT [] WR BLall-TL Action Type:External email

Send to:[Howells, Dan [KMA]]

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<<File Attachment:

[REDACTED]

*** CASE CLOSE 12/02/2013 02:49 PM clarify

*** Performed by contact: Reymundo Rodriguez, 9567232046

REPLACE SUNROOF GLASS



**Kia Motors America
Technical Assistance Center**

Case Number [REDACTED]

Vehicle Data

Model/Year: 2,011 SORENTO EX 4X4 Engine: G6DCAK041224 Model Code: 74442
VIN: 5XYKUDA2XB0 [REDACTED] Mileage: 53,970
Prod Date: 4/8/2010 12:00:00AM Warranty Start Date: 5/13/2010 12:00:00AM

Dealer/Contact Data:

Dealer: MN008 Rochester Kia
Phone: 5072829468 FAX: 5072825424
Contact: Dor See Contact Title: Service District: CE08

Case Details:

Case Title: Sunroof Glass Shattered #
Symptom: Damage (General) DTC:
System: Body Interior & Exterior
Component: Sunroof
Resolution:

Case History

*** NOTES 12/30/2013 02:41 PM clarify Action Type: Manager review
*** Performed by contact: Dor See, 5072829468
*** This is a Request for Assistance ***

Problem Description :
customer states the front sun roof broke when driving.

Diagnostics Performed :
confirmed customer concern, front sunroof glass
has shattered and the left and right side of the sunroof glass has also shattered. if pictures are needed i can send them

*** PHONE LOG 12/30/2013 03:05 PM 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 •IWvR RLevy-TL Action Type:External email
Send to:[Howells, Dan [KMA];Cameron, Michele [KMA]]
CC List:[Cartagena, Tony [KMA]]
You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

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<<File Attachment:

[REDACTED] >>

*** Admin Note ***
Service alert escalated to CA as [REDACTED] on 01/03/2014

*** CASE CLOSE 02/03/2014 01:51 PM clarify
*** Performed by contact: Dor See, 5072829468
replaced sunroof.



**Kia Motors America
Technical Assistance Center**

Case Number [REDACTED]

Vehicle Data

Model/Year: 2,013 SORENTO EX FWD

Engine: G6DCCS827880

Model Code: 74242

VIN: 5XYKU4A2XDC [REDACTED]

Mileage: 37,343

Prod Date: 7/20/2012 12:00:00AM

Warranty Start Date: 8/15/2012 12:00:00AM

Dealer/Contact Data:

Dealer: FL119 Southside Kia

Phone: 9044006650

FAX: 9044006651

Contact: Dalippe Chim

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 01/16/2014 07:08 AM clarify Action Type: Manager review

*** Performed by contact: Dalippe Chim, 9044006650

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

Problem Description :

customer states while driving, the panoramic sunroof shattered - states there were no other vehicles around and she did not open sunroof.

Diagnostics Performed :

verified there is broken glass everywhere - in the tracks and in between headliner and shades - suggestions on exactly what to replace or inspect

*** PHONE LOG 01/16/2014 07:11 AM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: Please park the vehicle and wait for someone from Kia consumer affairs to contact the dealer. Thanks

*** CASE CLOSE 02/07/2014 07:04 AM clarify

*** Performed by contact: Dalippe Chim, 9044006650

removed and replaced sunroof glass



**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,012 SORENTO EX AWD

Engine: G6DCBS660227

Model Code: 74442

VIN: 5XYKUDA24C0 [REDACTED]

Mileage: 36,125

Prod Date: 6/2/2011 12:00:00AM

Warranty Start Date: 8/22/2011 12:00:00AM

Dealer/Contact Data:

Dealer: TX072 Capitol Kia

Phone: 5125831900

FAX: 5125831897

Contact: Charles Stritzinger

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered # Stationary Glass Shattered While Driving

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 01/27/2014 10:16 AM clarify Action Type: Manager review

*** Performed by contact: Charles Stritzinger, *12132011153024

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

Problem Description :

2012 Sorento, customer states that the rear stationary glass shattered while they were driving down the road. I was asked to open up a tech line case for this incident. Looks like the glass can be replaced by itself. Do y'all recommend replacement of glass only or a complete sunroof assembly?

This is our 2nd panoramic glass to shatter. Any ideas of what may be going on?

Charles

Diagnostics Performed :

...

*** PHONE LOG 01/27/2014 10:38 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Charles, please take pictures of the VIN, milage, and all damaged components and attach them to the case or e-mail them to BLall@kiausa.com and include the case number in all e-mails.

Advice 2: Please park the vehicle and wait for someone from Kia consumer affairs to contact the dealer. Thanks

*** EMAIL OUT *ÏduR BLall-TL Action Type:External email

Send to:[blall@kiausa.com]

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<<File Attachment:

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*** RESEARCH LOG 02/07/2014 08:39 AM Pacific Daylight Time BLall-TL Action Type:Administrative task
Has this vehicle been repaired and released? If it has, please update the case notes and close the case. Thanks.

*** CASE CLOSE 02/17/2014 02:23 PM clarify
*** Performed by contact: Charles Stritzinger, *12132011153024
Replaced panoramic glas (rear glass) per goodwill to resolve

20/089

CAPITOL KIA
13573 N. Hwy 183
Austin, TX 78750
Phone: (512) 583-1900 • Fax (512) 583-1899
www.capitolkia.net



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI
Oil-1ZRB Oil-1ZRB Oil-1Z-2/PT	*ROTATE AND BALANCE MULTI POINT INSPECT	MI MI	49.95 0.00	*ROTATE *ROTATE TIRES		MI MI

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/03/13	204515	32317	1027	998	C	60K12LDF	*LOP SERVICE
11/18/13	204092	32219		998	I	60K12-E	EXTERIOR TRIM
				998	W	36K1Z	RECALLS
				998	C	00K1ZAF	*AIR FILTER
				998	C	00K1FILTER	*CABIN AIR FILTER

SALESPERSON NO. 908

S E R V I C E

12/KIA/SORENTO/4DR AWD V6 EX
 VIN: 5XYKUDA24CG
 LICENSE: 57594
 SERVICE CONTRACT: 08/20/11
 EXPIRES: 328
 WHT SAND BGE/BGE
 TURBO K1ZZ
 YEARS: 36, 125
 CITY: 978

APPOINTMENT: Yes No

LABOR RATE: 3

1 W 50K1Z-ZSROOF SUNROOF
c/s while driving the rear sunroof shattered

FENTRESS 50312

waiting on Consumer Affairs + settlement -

Seeatch

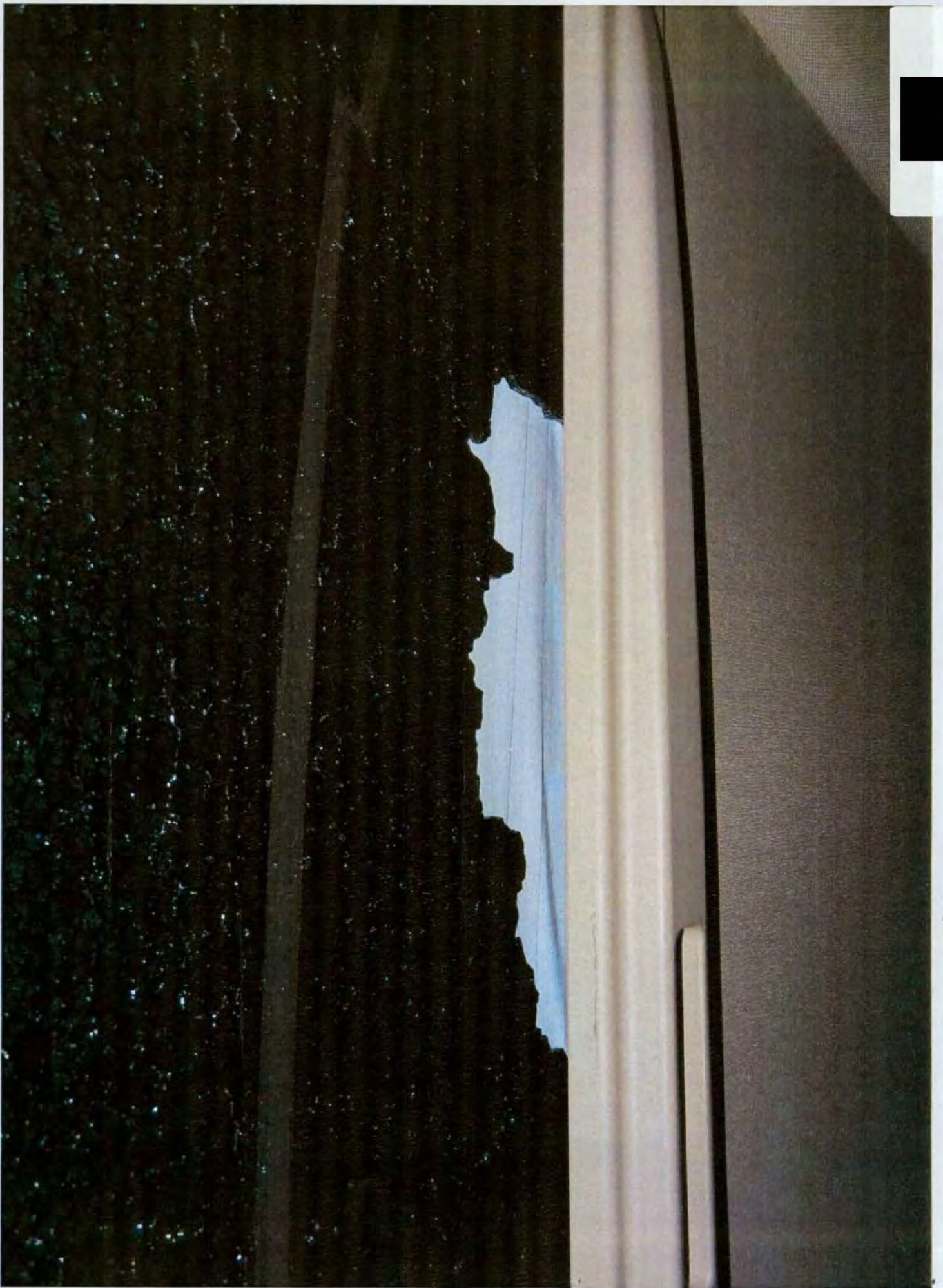
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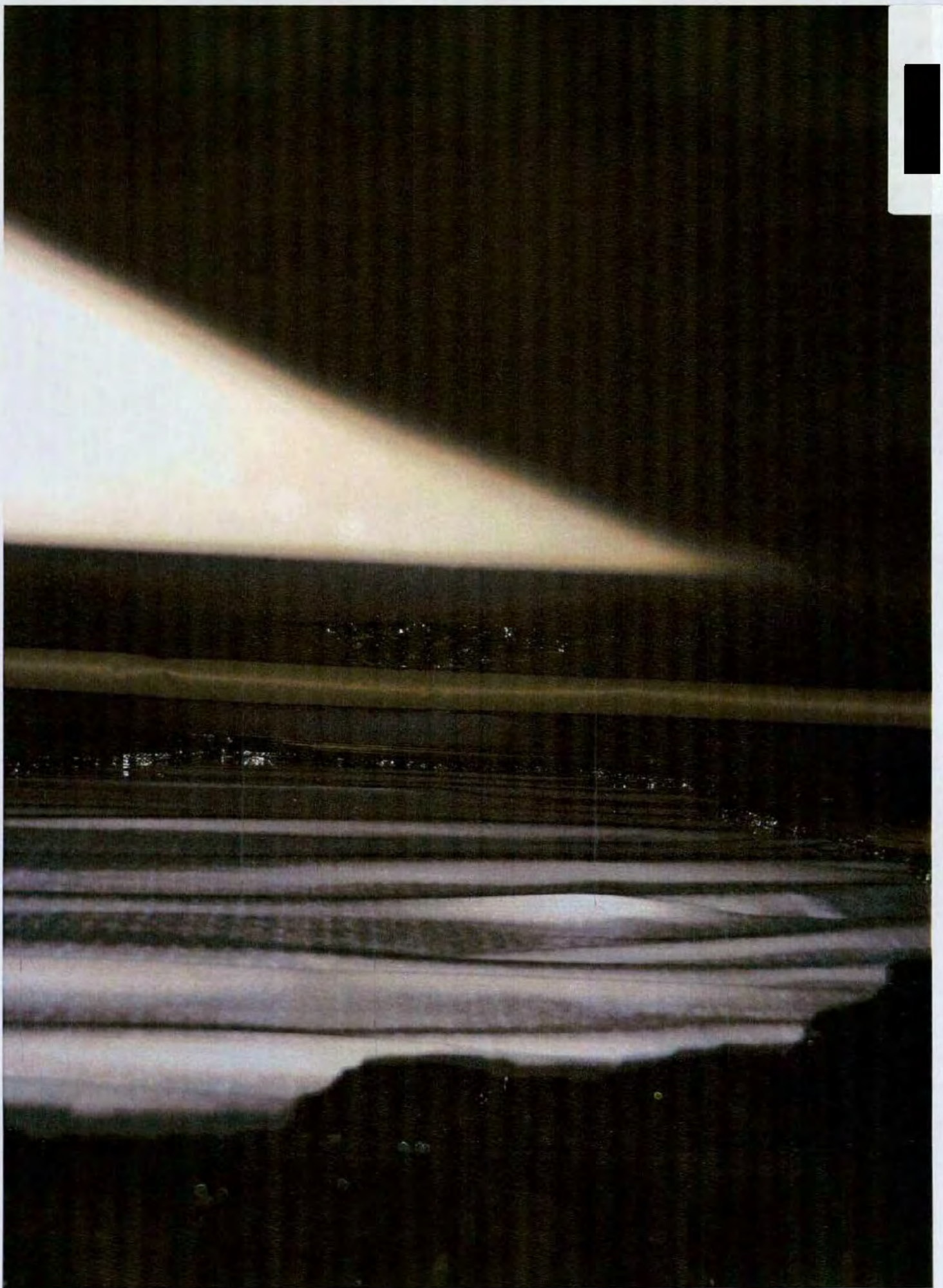
CA

5XYKUDA24CG





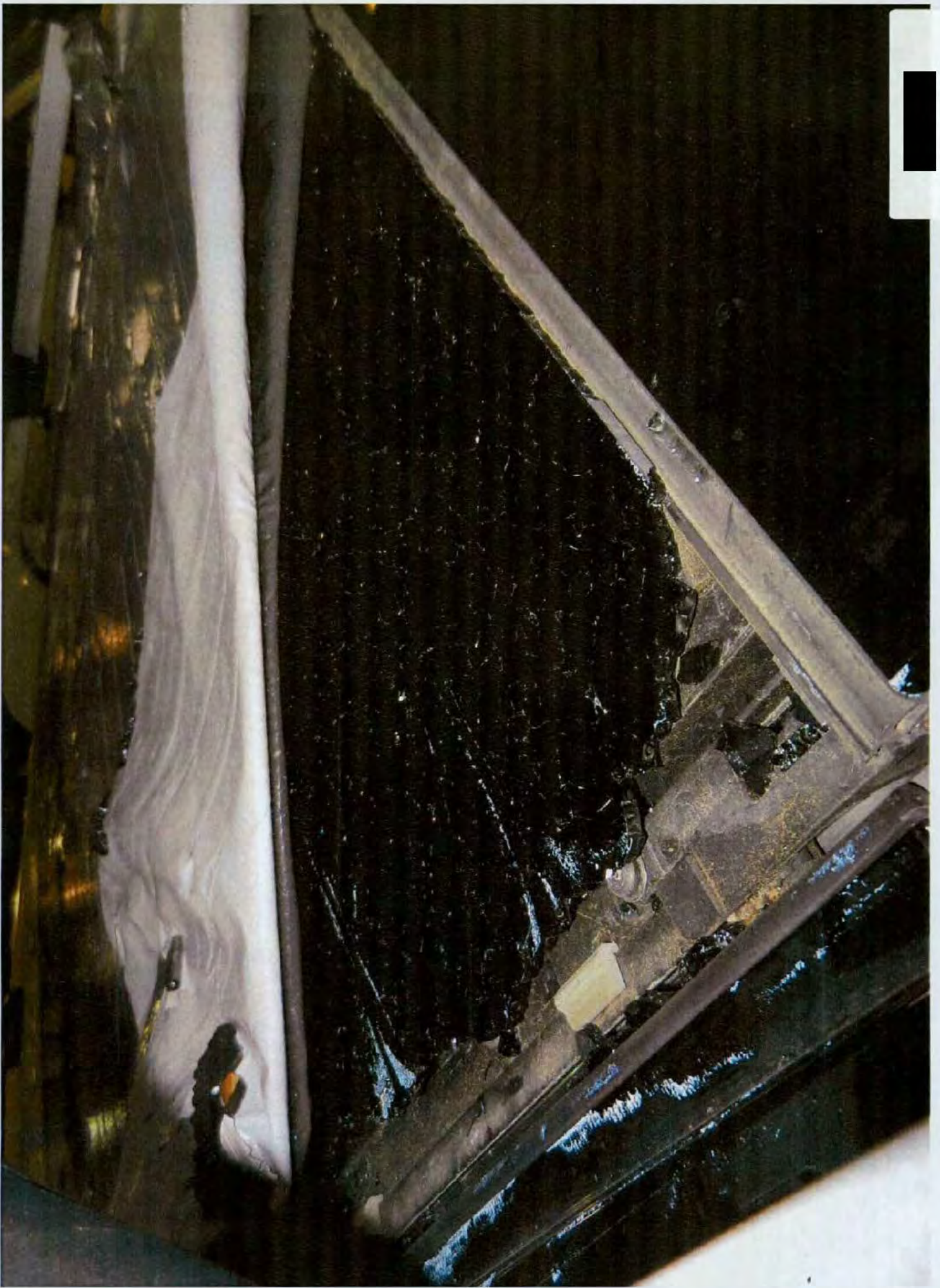








[REDACTED]





**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,012 SORENTO SX FWD

Engine: G6DCBS743842

Model Code: 74282

VIN: 5XYKW4A23CG [REDACTED]

Mileage: 34,712

Prod Date: 12/9/2011 12:00:00AM

Warranty Start Date: 12/31/2011 12:00:00AM

Dealer/Contact Data:

Dealer: FL060 Crown Kia

Phone: 7275255785

FAX: 7275224539

Contact: John Harris

Contact Title:

Service District: SO03

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 02/07/2014 05:32 AM clarify Action Type: Manager review

*** Performed by contact: John Harris, 7275255785

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

Problem Description :

I have a 2012 sorento customer states while driving over bridge sunroof shattered.

Diagnostics Performed :

*** PHONE LOG 02/07/2014 05:45 AM Pacific Daylight Time dbrisky Action Type:Web Contact

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

*** NOTES 02/07/2014 06:02 AM clarify Action Type: Manager review

*** Performed by contact: John Harris, 7275255785

Result of Advice 1:ok thank you

*** RESEARCH LOG 02/07/2014 06:05 AM Pacific Daylight Time dbrisky Action Type:Administrative task

*** NOTES 02/12/2014 01:30 PM clarify Action Type: Manager review

*** Performed by contact: John Harris, 7275255785

Result of Advice 1:We still haven't heard back from consumer affairs.

*** PHONE LOG 02/12/2014 01:40 PM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: Thanks for letting me know. I sent them an e-mail asking for an update.

*** Admin Note ***

Service alert escalated to CA as [REDACTED] on 02/12/2014

*** CASE CLOSE 02/24/2014 08:10 AM clarify

*** Performed by contact: John Harris, 7275255785

cleaned all glass and tracks. installed new sun roof glass.



**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,011 SORENTO EX 4X2

Engine: G6DCAK051954

Model Code: 74242

VIN: 5XYKU4A24BG [REDACTED]

Mileage: 57,999

Prod Date: 5/17/2010 12:00:00AM

Warranty Start Date: 8/26/2010 12:00:00AM

Dealer/Contact Data:

Dealer: CA098 San Luis Bay Motors Kia

Phone: 8052398700

FAX: 8052271185

Contact: Ian Anderson

Contact Title:

Service District: WE01

Case Details:

Case Title: Sunroof Glass Shattered # while driving

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution: Faulty Component

Case History

*** NOTES 02/10/2014 11:56 AM clarify Action Type: Manager review

*** Performed by contact: Ian Anderson, *09072010162512

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

Problem Description :

I have a 2011 Sorento that the customer was driving down the highway with know one in front of her, and had her sunroof shatter. Not much left of sunroof, but inspected roof above windshield and has no impact or signs of anything hitting the vehicle. Checking to see if seen any issues like this?

Thanks, Ian

Diagnostics Performed :

none

*** PHONE LOG 02/10/2014 12:05 PM 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 •IBuR RLevy-TL Action Type:External email

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

CC List:[Cartagena, Tony [KMA]]

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<<File Attachment:

[REDACTED] >>

*** PHONE LOG 02/20/2014 03:09 PM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Has this vehicle been repaired and released? If it has, please update the case notes and close the case. Thanks.

*** NOTES 02/20/2014 04:31 PM clarify Action Type: Manager review

*** Performed by contact: Ian Anderson, *09072010162512

Result of Advice 1: Still waiting to get sunroof glass. Guess it was back ordered and one was released and shipper damaged glass.

** Admin Note ***

Service alert escalated to CA as [REDACTED] on 02/20/2014

*** RESEARCH LOG 02/21/2014 05:08 AM Pacific Daylight Time dbrisky Action Type:Administrative task

Thanks for the update.

*** CASE CLOSE 03/04/2014 12:11 PM clarify

*** Performed by contact: Ian Anderson, *09072010162512

replaced glass on 2/28/2014, working with-in spec.

*** CASE CLOSE 03/10/2014 12:41 PM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced sunroof glass.



**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,013 SORENTO EX AWD

Engine: G6DCCS871934

Model Code: 74442

VIN: 5XYKUDA25DC [REDACTED]

Mileage: 23,367

Prod Date: 12/5/2012 12:00:00AM

Warranty Start Date: 2/8/2013 12:00:00AM

Dealer/Contact Data:

Dealer: UT010 Jerry Seiner Kia, Salt Lake

Phone: 8019563333

FAX: 8019525788

Contact: Ted Roberts

Contact Title:

Service District: WE06

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)_Sunroof Inop

DTC:

System: Body Interior & Exterior

Component: Headliner

Resolution:

Case History

*** NOTES 02/17/2014 01:16 PM clarify Action Type: Manager review

*** Performed by contact: Ted Roberts, 8019563333

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

Problem Description :

SUN ROOF GLASS SHATERED

Diagnostics Performed :

AS PER DPSM

*** PHONE LOG 02/17/2014 01:33 PM Pacific Daylight Time DRichmond Action Type:Web Contact

Advice 1: Hello Ted, please do NOT attempt a repair on this vehicle until you here from a KMA engineer. Please take pictures of the concern and attach to the case. Then add a note to the case letting me know you have added the pictures or I will not know. Thanks.

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.

*** CASE CLOSE 03/19/2014 01:18 PM clarify

*** Performed by contact: Ted Roberts, 8019563333

REPLACED SUNROOF GLASS



**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,011 SORENTO SX FWD Engine: G6DCAK102081 Model Code: 74282
VIN: 5XYKW4A24B0 [REDACTED] Mileage: 28,180
Prod Date: 11/17/2010 12:00:00 Warranty Start Date: 5/27/2011 12:00:00AM

Dealer/Contact Data:

Dealer: NC024 Folger Kia
Phone: 7045693300 FAX: 7045358204
Contact: Christopher Walker 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 03/10/2014 11:00 AM clarify Action Type: Manager review
*** Performed by contact: Christopher Walker, *09192010115510
*** This is a Request for Assistance ***

Problem Description :
I have a panoramic sunroof that the customer claims just reandomly broke apart. There's a large hole in the center.

Diagnostics Performed :
We looked for signs of rocks or anything hitting the roof and cannot find any signs. DPSM asked me to contact techline for possible things to look for.

*** PHONE LOG 03/10/2014 12:42 PM 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 *iBuR RLevy-TL Action Type:External email
Send to:[Stroup, Jeff [KMA];Hillegas, Michele [KMA]]
CC List:[Cartagena, Tony [KMA]]
You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not To be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment:
[REDACTED] >>

*** NOTES 03/12/2014 11:59 AM clarify Action Type: Manager review
*** Performed by contact: Christopher Walker, *09192010115510
Result of Advice 1: we have not been contacted yet.
Additional Comments: Mike Melton or Chris Walker 704 536 9635

*** EMAIL OUT • BuR RLevy-TL Action Type: External email
Send to: [Stroup, Jeff [KMA]; Hillegas, Michele [KMA]]
CC List: [Cartagena, Tony [KMA]]
You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

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<<File Attachment:

[REDACTED] >>

** Admin Note ***
ervice alert escalated to CA as [REDACTED] on 03/12/2014

*** PHONE LOG 03/14/2014 07:23 AM Pacific Daylight Time RLevy-TL Action Type: Web Contact
Advice 1: Advised to have the sunroof installer remove the sunroof and check for any burrs or uneven surface that possibly caused the concern before installing the new sunroof.
[!<For Internal Use Only
SM called and states no one has contacted him yet from CA.>!]

*** CASE CLOSE 03/26/2014 10:31 AM clarify
*** Performed by contact: Christopher Walker, *09192010115510
R&R sunroof assembly



**Kia Motors America
Technical Assistance Center**

Case Number: T2674209

Vehicle Data

Model/Year: 2,012 SORENTO SX FWD

Engine: G6DCBS718190

Model Code: 74282

VIN: 5XYKW4A29CG [REDACTED]

Mileage: 24,836

Prod Date: 10/7/2011 12:00:00AM

Warranty Start Date: 2/17/2012 12:00:00AM

Dealer/Contact Data:

Dealer: AZ049 Peoria Kia

Phone:

FAX:

Contact: Michael Meyers

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 03/13/2014 03:44 PM clarify Action Type: Manager review

*** Performed by contact: Michael Meyers, 6239336900

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

Problem Description :

customer says was driving 35mph and sun roof glass shattered.

Diagnostics Performed :

have police report

** Admin Note ***

ervice alert escalated to CA as [REDACTED] on 03/13/2014

*** PHONE LOG 03/14/2014 03:44 AM Pacific Daylight Time RLevy-TL Action Type:Web Contact

Advice 1: Please do not do anything until you're contacted by someone from Kia motors America. Thanks

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

Send to:[Stroup, Jeff [KMA]];Hillegas, Michele [KMA]]

CC List:[Cartagena, Tony [KMA]]

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<<File Attachment:

[REDACTED] >

*** RESEARCH LOG 03/19/2014 05:24 AM Pacific Daylight Time RLevy-TL Action Type:Administrative task
Mike, has anyone contacted you from CA?

*** CASE CLOSE 03/24/2014 08:32 AM clarify
*** Performed by contact: Michael Meyers, 6239336900
replaced sun roof glass



**Kia Motors America
Technical Assistance Center**

Case Number [REDACTED]

Vehicle Data

Model/Year: 2,012 SORENTO EX AWD

Engine: G6DCBS743990

Model Code: 74442

VIN: 5XYKUDA22C [REDACTED]

Mileage: 18,416

Prod Date: 12/17/2011 12:00:00

Warranty Start Date: 5/14/2012 12:00:00AM

Dealer/Contact Data:

Dealer: NV010 Tom Nolan's Reno Kia

Phone: 7758289666

FAX: 7758251258

Contact: Ken Evans

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Sunroof Inop_Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 04/09/2014 07:29 AM clarify Action Type: Manager review

*** Performed by contact: Ken Evans, 7758289666

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

Problem Description :

CUSTOMER STATES THE REAR SUNROOF GLASSBROKE APART

Diagnostics Performed :

DOES NOT LOOK LIKE ANYTHING HAS HIT THE GLASS. REAR GLASS APART ONLY. GLASS BLEW OUTWARD

*** PHONE LOG 04/09/2014 07:44 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Ken, please take pictures of the damage, the mileage, and the VIN on this vehicle and park the vehicle. Please attach all the pictures to the case or e-mail them to BLall@kiausa.com and cc RLevy@Kiausa.com, DBrisky@kiausa.com and Drichmond@kiausa.com. Make sure to include the case number in all e-mails.

Advice 2: Due to the type of concern I have submitted this case for NCA review. Please park the vehicle and do not perform any repairs until you have been contacted with how to proceed. Thanks

*** EMAIL OUT •KuR BLall-TL Action Type:External email

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

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

You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

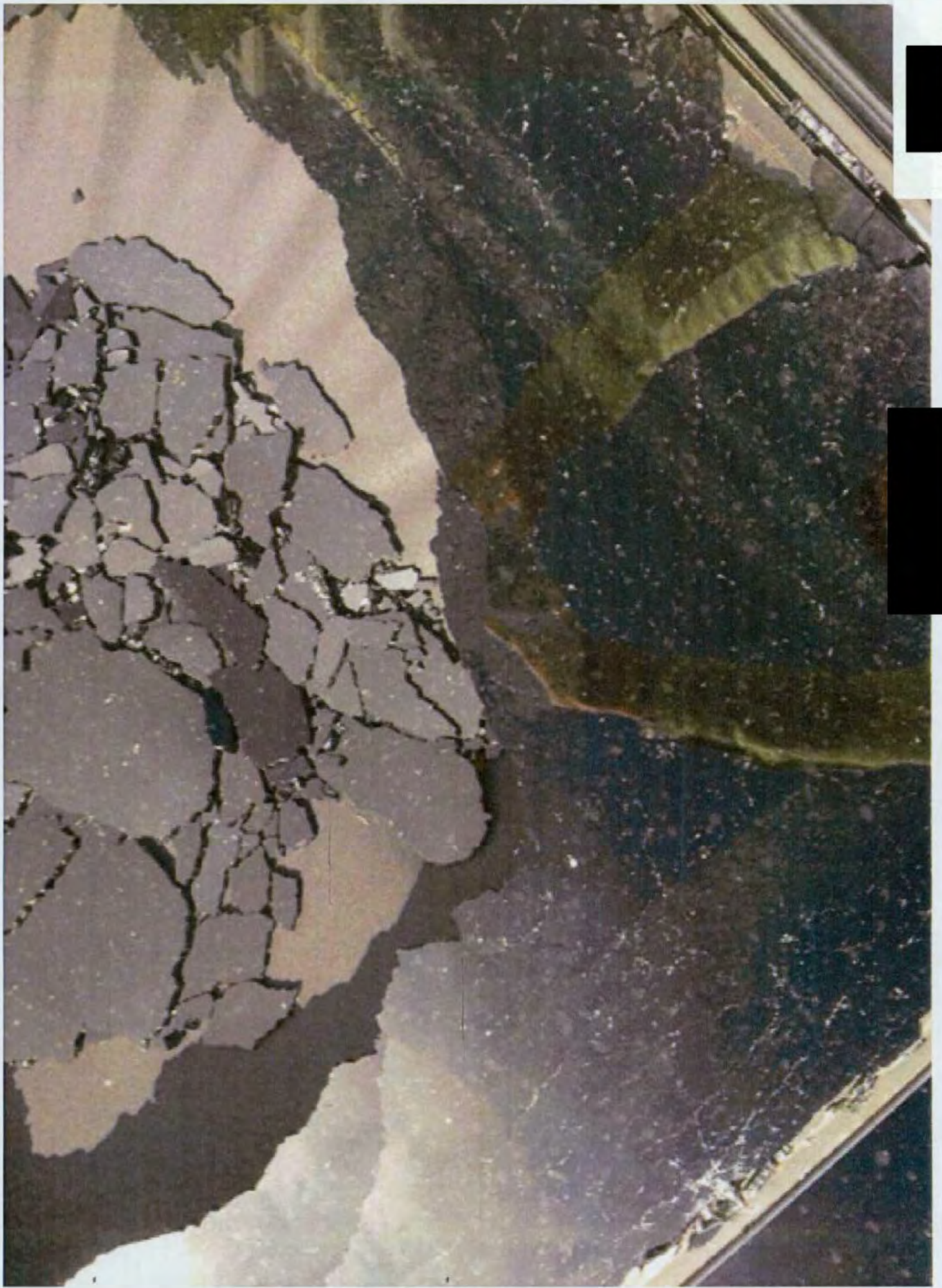
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<<File Attachment:



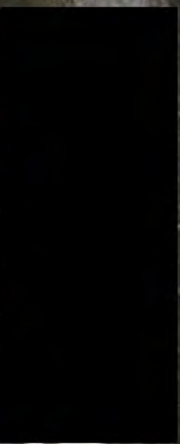
*** RESEARCH LOG 04/11/2014 11:20 AM Pacific Daylight Time BLall-TL Action Type:Administrative task
The technician e-mailed pictures of the mileage, VIN, and damaged components. All pictures have been attached to the case.

*** CASE CLOSE 04/17/2014 01:34 PM clarify
*** Performed by contact: Ken Evans, 7758289666
REPLACED SUNROOF GLASS

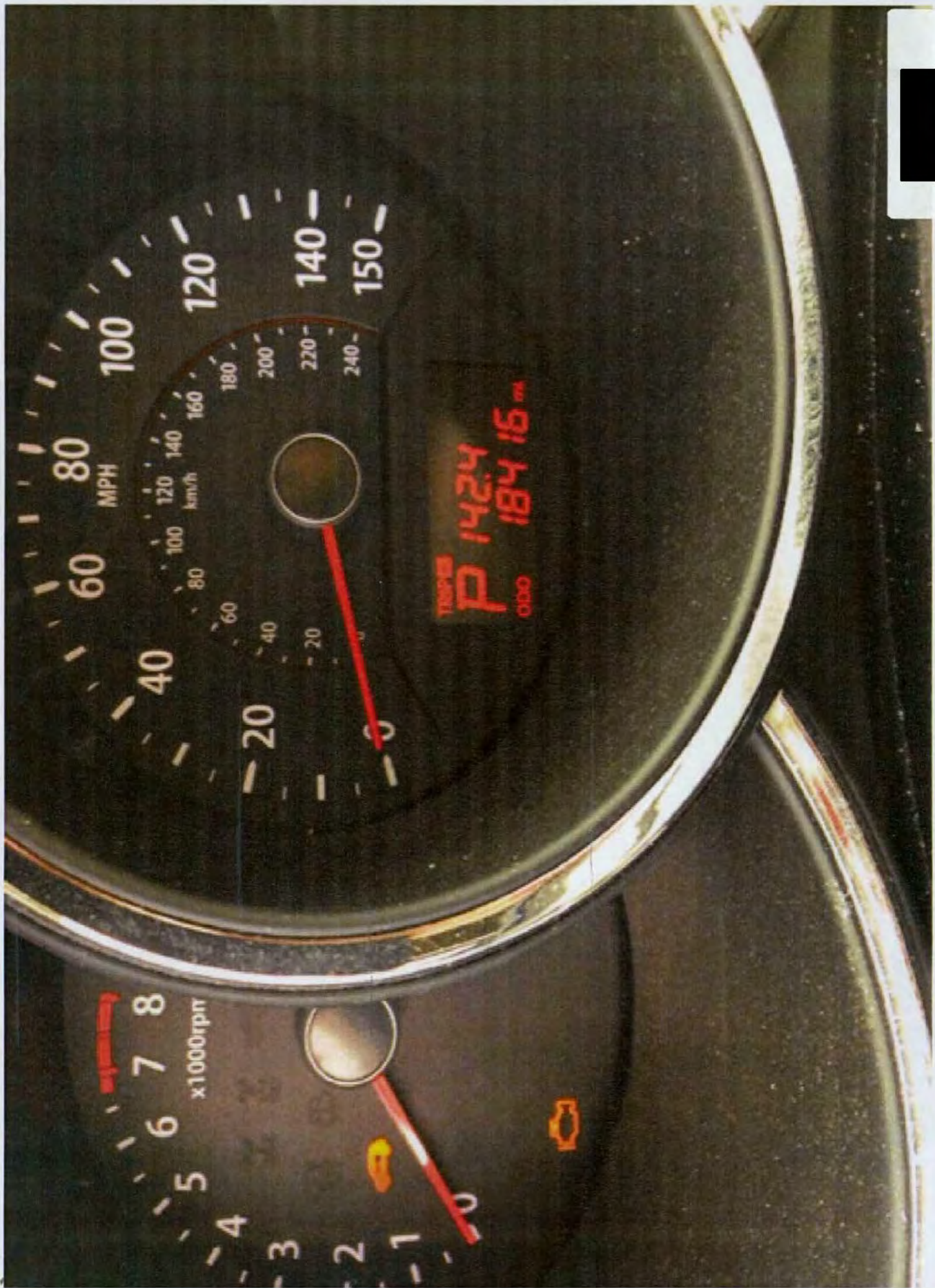




5XYKUDA22CG









**Kia Motors America
Technical Assistance Center**

Case Number [REDACTED]

Vehicle Data

Model/Year: 2,013 SORENTO EX FWD

Engine: G6DCCS833018

Model Code: 74242

VIN: 5XYKU4A21DC [REDACTED]

Mileage: 24,070

Prod Date: 8/2/2012 12:00:00AM

Warranty Start Date: 9/4/2012 12:00:00AM

Dealer/Contact Data:

Dealer: SC009 Galeana Kia

Phone: 8037797300

FAX: 8032512086

Contact: Brian Leventis

Contact Title:

Service District: SO07

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Sunroof Inop_Damage (General)

DTC:

System: Please Specify

Component: Please Specify

Resolution:

Case History

*** NOTES 04/16/2014 08:03 AM clarify Action Type: Manager review

*** Performed by contact: Brian Leventis, 8037797300

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

Problem Description :

Customer states, sunroof exploded while driving, customer states sunroof was not open and shade was closed.

Diagnostics Performed :

Verified glass completely shattered. What would cause this?

*** PHONE LOG 04/16/2014 08:32 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Brian, because of the type of case this is I have submitted it for NCA review.

Advice 2: Please park the vehicle and do not perform any repairs or diagnostics until you have been contacted about this vehicle with instructions on how to proceed. Thanks.

*** Admin Note ***

Service alert escalated to CA as [REDACTED] on 04/16/2014

*** CASE CLOSE 06/05/2014 12:06 PM clarify

*** Performed by contact: Brian Leventis, 8037797300

Replace sunroof glass assembly and align



**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,012 SORENTO SX AWD

Engine: G6DCBS699300

Model Code: 74482

VIN: 5XYKWDA23C [REDACTED]

Mileage: 44,362

Prod Date: 8/16/2011 12:00:00AM

Warranty Start Date: 9/2/2011 12:00:00AM

Dealer/Contact Data:

Dealer: FL059 Friendly Kia

Phone: 7278159611

FAX:

Contact: Bobby Oosting

Contact Title:

Service District: SO03

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution: Faulty Component

Case History

*** NOTES 04/19/2014 04:49 AM clarify Action Type: Dealer contact

*** Performed by contact: Bobby Oosting, 8133223000

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

Problem Description :

Customer states rear sunroof glass is broken. I inspected and found its shattered

Diagnostics Performed :

KGIS

*** NOTES 04/19/2014 04:53 AM clarify Action Type: Dealer contact

*** Performed by contact: Bobby Oosting, 8133223000

Talked to customer. Customer states he was driving down a smooth straight road and he heard a pop noise and sunroof just shattered

Additional Comments:Talked to customer. Customer states he was driving down a smooth straight road and he heard a pop noise and sunroof just shattered

*** PHONE LOG 04/19/2014 06:02 AM Pacific Daylight Time RLevy-TL Action Type:Outgoing call

Advice 1: Please do not do anything until you're contacted by someone from Kia motors America. Thanks

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

Send to:[Stroup, Jeff [KMA]];Hillegas, Michele [KMA]]

CC List:[Cartagena, Tony [KMA]]

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<<File Attachment:



*** RESEARCH LOG 04/24/2014 04:56 AM Pacific Daylight Time RLevy-TL Action Type:Administrative task
Any update on this case?

*** RESEARCH LOG 04/29/2014 06:05 AM Pacific Daylight Time RLevy-TL Action Type:Administrative task
Any update on this case?

*** CASE CLOSE 05/05/2014 08:04 AM clarify
*** Performed by contact: Bobby Oosting, 8133223000
replaced sunroof glass

*** CASE CLOSE 05/05/2014 08:28 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced sunroof



**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,013 SORENTO SX AWD

Engine: G6DCCS807431

Model Code: 74482

VIN: 5XYKWDA26DC [REDACTED]

Mileage: 26,863

Prod Date: 5/7/2012 12:00:00AM

Warranty Start Date: 1/17/2013 12:00:00AM

Dealer/Contact Data:

Dealer: NY073 Matthews Kia

Phone: 6077296261

FAX: 6077295584

Contact: Yortrack Sotivongsa

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 04/22/2014 08:54 AM clarify Action Type: Dealer contact

*** Performed by contact: Yortrack Sotivongsa, 6077296261

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

Problem Description :

while driving sunroof exploded

Diagnostics Performed :

Its exploded I was just wondering if this is a warranty issue I think I heard about this happening before

*** PHONE LOG 04/22/2014 09:05 AM Pacific Daylight Time dbrisky Action Type:Outgoing call

Advice 1: Please park the vehicle and wait for someone from Kia Consumer affairs to contact your dealership. Thanks.

*** CASE CLOSE 06/19/2014 05:14 AM clarify

*** Performed by contact: Yortrack Sotivongsa, 6077296261

replace sunroof and panorama



**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,012 SORENTO SX FWD Engine: G6DCCA816226 Model Code: 74282
VIN: 5XYKW4A29C [REDACTED] Mileage: 34,230
Prod Date: 2/25/2012 12:00:00AM Warranty Start Date: 5/4/2012 12:00:00AM

Dealer/Contact Data:

Dealer: TX002 Ancira Kia
Phone: 2106844000 FAX: 2105092911
Contact: Richard Flores 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 04/22/2014 10:43 AM clarify Action Type: Dealer contact
*** Performed by contact: Richard Flores, 2102546002
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES PANORAMIC SUNROOF EXPLODED WHILE DRIVING.

Diagnostics Performed :
GLASS IS CHATTERED,GONE CANT SEE ANY SIGNS OF IMPACT ANYWHERE.

*** PHONE LOG 04/22/2014 11:06 AM Pacific Daylight Time dbrisky Action Type:Outgoing call
Advice 1: Park the vehicle and wait for someone from Kia Consumer Affairs to contact your dealership.

*** PHONE LOG 04/28/2014 10:12 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr sent email to SM at TX002 with cc: to DPSM & RCAM stating:
Per our conversation earlier today, KMA has completed its investigation of the incident pertaining to the Hernandez Sorento and have been unable to clearly identify cause for the sunroof shatter. Therefore, we are authorizing replacement of the sunroof as a goodwill gesture to customer. Please do not submit a warranty claim, instead send the repair invoice to me and I will submit for reimbursement at warranty dollars through CA goodwill. Payment will be reflected as a credit on your parts statement.

The RO should be documented as follows:

- Complaint: "Customer states sunroof shattered while driving 2012 Kia Sorento"
- Cause: After investigating and reviewing condition of sunroof and vehicle with Kia Motors, there are no obvious signs of cause for sunroof shatter, either due to external impact or not"
- Correction: "Kia Motors has authorized replacement of sunroof as a one-time goodwill gesture on behalf of

customer"

If you have any additional questions, please feel free to contact me.

*** CASE CLOSE 05/05/2014 10:22 AM clarify

*** Performed by contact: Richard Flores, 2102546002
replaced sunroof glass and cleaned broken glass from frame



**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,012 SORENTO EX FWD

Engine: G6DCBS651227

Model Code: 74242

VIN: 5XYKU4A22CG [REDACTED]

Mileage: 39,167

Prod Date: 5/23/2011 12:00:00AM

Warranty Start Date: 6/3/2011 12:00:00AM

Dealer/Contact Data:

Dealer: AR015 Mark Martin Kia

Phone: 8707934461

FAX: 8707934498

Contact: Michael Reynolds

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution: Information Given

Case History

*** NOTES 05/22/2014 08:16 AM clarify Action Type: Dealer contact

*** Performed by contact: Michael Reynolds, 8707934461

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

Problem Description :

customer states back sunroof glass blew out from the inside out for no apparent reason was just driving down the road

Diagnostics Performed :

just wondering if you have seen any thing like this

*** PHONE LOG 05/22/2014 08:28 AM Pacific Daylight Time dbrisky Action Type:Web Contact

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

*** NOTES 06/10/2014 11:29 AM clarify Action Type: Dealer contact

*** Performed by contact: Michael Reynolds, 8707934461

Result of Advice 1:kia has looked at vehicale and we have replaced rear sunroof glass

*** CASE CLOSE 06/10/2014 11:38 AM Pacific Daylight Time dbrisky

Resolution Code: Information Given

CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,013 SORENTO SX FWD

Engine: G6DCCS820093

Model Code: 74282

VIN: 5XYKW4A29DC [REDACTED]

Mileage: 4,038

Prod Date: 7/11/2012 12:00:00AM

Warranty Start Date: 9/25/2012 12:00:00AM

Dealer/Contact Data:

Dealer: TX119 Mike Shaw Kia

Phone: 3619924542

FAX:

Contact: Joe Flores

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 06/18/2014 10:28 AM clarify Action Type: Dealer contact

*** Performed by contact: Joe Flores, *11302010113513

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

Problem Description :

CUSTOMER STATED THAT WHEN DOOR WAS SHUT SLIDING GLASS ON SUNROOF SHATTERED INTO PIECES.

Diagnostics Performed :

CHECKED ROOF FOR SIGNS OF IMPACTS OR OTHER CONCERNS THAT MAY HAVE CAUSED THIS TO HAPPEN. CUSTOMER HAS BROUGHT DIFFERENT TYPES OF DOCUMENTATION FROM DIFFERENT CASES THAT CUSTOMERS ARE POSTING ONLINE FOR THIS CONCERN.

*** PHONE LOG 06/18/2014 10:47 AM Pacific Daylight Time DRichmond Action Type:Outgoing call

Advice 1: Hello, please do NOT attempt a repair on this vehicle until you here 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.

*** NOTES 06/18/2014 12:54 PM clarify Action Type: Dealer contact

*** Performed by contact: Joe Flores, *11302010113513

Result of Advice 1:attached pics.

Additional Comments:let me know if you received, consumer affairs was emailed pics also. they contacted my service manager.

*** PHONE LOG 06/18/2014 01:13 PM Pacific Daylight Time DRichmond Action Type:Outgoing call
Advice 1: Joe, I received the photos and have forwarded them to the engineer. Thanks.

*** NOTES 07/28/2014 10:55 AM clarify Action Type: Dealer contact
*** Performed by contact: Joe Flores, *11302010113513
Result of Advice 1:closing case due to customer not returned for repairs.
Additional Comments:will notify you when repairs completed.

*** CASE CLOSE 07/28/2014 10:55 AM clarify
*** Performed by contact: Joe Flores, *11302010113513
customer has not returned for repairs.



**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,013 SORENTO SX AWD

Engine: G6DCCS823145

Model Code: 74482

VIN: 5XYKWDA23DC [REDACTED]

Mileage: 18,962

Prod Date: 7/2/2012 12:00:00AM

Warranty Start Date: 7/31/2012 12:00:00AM

Dealer/Contact Data:

Dealer: ID012 Edmark Kia

Phone: 2084666000

FAX: 2084660084

Contact: Jason Church

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 06/19/2014 12:27 PM clarify Action Type: Dealer contact

*** Performed by contact: Jason Church, 2084666000

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

Problem Description :

Customer states while driving that the rear sunroof glass exploded outward.

Diagnostics Performed :

I was informed to open a TECHLINE case for this Sorento. Rear glass exploded while driving. Something about consumer affairs investigation...

*** PHONE LOG 06/19/2014 12:40 PM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Jason, I have submitted this case for NCA review. Please do not perform any repairs until you have been contacted by someone from KMA regarding this vehicle.

Advice 2: Please take pictures of the broken sunroof, the VIN, and the odometer of the vehicle and send the pictures to BLall@Kiausa.com and include the case number.

Advice 3: I believe CA will want the pictures as well. Thanks.

*** NOTES 06/19/2014 01:06 PM clarify Action Type: Dealer contact

*** Performed by contact: Jason Church, 2084666000

Result of Advice 1: I guess we have already been contacted by the DPSM to order the part, and he is coming to inspect on Tuesday.

This vehicle was all over the local news reports.

Result of Advice 2:I will send you pictures in a little bit

Result of Advice 3:And attach to them to the case.

Additional Comments:Thanks.

*** RESEARCH LOG 06/19/2014 01:22 PM Pacific Daylight Time BLall-TL Action Type:Administrative task

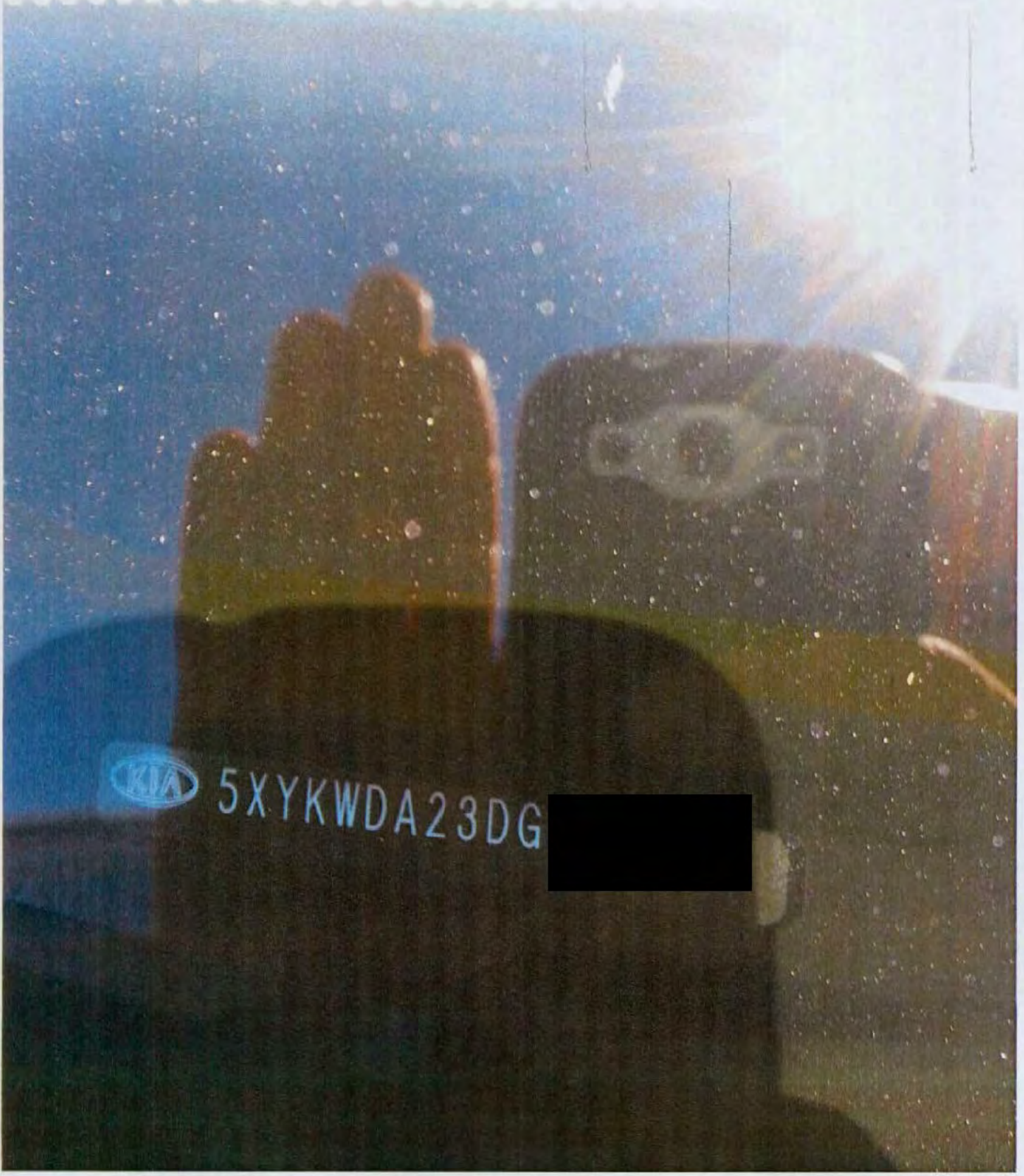
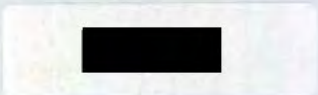
Thanks for the update.

*** CASE CLOSE 07/03/2014 12:33 PM clarify

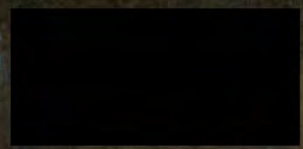
*** Performed by contact: Jason Church, 2084666000

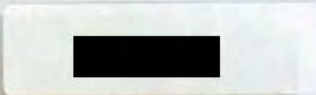
REPLACED REAR PANORAMIC GLASS





5XYKWDA23DG





TRIP B
5282
ODO **18963** mi

4 5 6 7





**Kia Motors America
Technical Assistance Center**

Case Number [REDACTED]

Vehicle Data

Model/Year: 2,013 SORENTO SX FWD **Engine:** G6DCCS860989 **Model Code:** 74282
VIN: 5XYKW4A20DG [REDACTED] **Mileage:** 34,653
Prod Date: 9/28/2012 12:00:00AM **Warranty Start Date:** 12/10/2012 12:00:00AM

Dealer/Contact Data:

Dealer: TX119 Mike Shaw Kia
Phone: 3619924542 **FAX:**
Contact: Steven Anzaldua **Contact Title:** **Service District:**

Case Details:

Case Title: Sunroof Glass Shattered # rear Panoramic sunroof glass
Symptom: Sunroof Inop_ Damage (General) **DTC:**
System: Body Interior & Exterior
Component:
Resolution:

Case History

*** NOTES 06/26/2014 01:03 PM clarify Action Type: Dealer contact
*** Performed by contact: Steven Anzaldua, 3619924542
*** This is a Request for Assistance ***

Problem Description :
c/s when driving the rear sunroof glass shattered

Diagnostics Performed :
performed insp found that glass looks like it blow out from the inside out.

*** PHONE LOG 06/26/2014 01:20 PM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Hello Steven, please do NOT attempt a repair on this vehicle until you here 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.

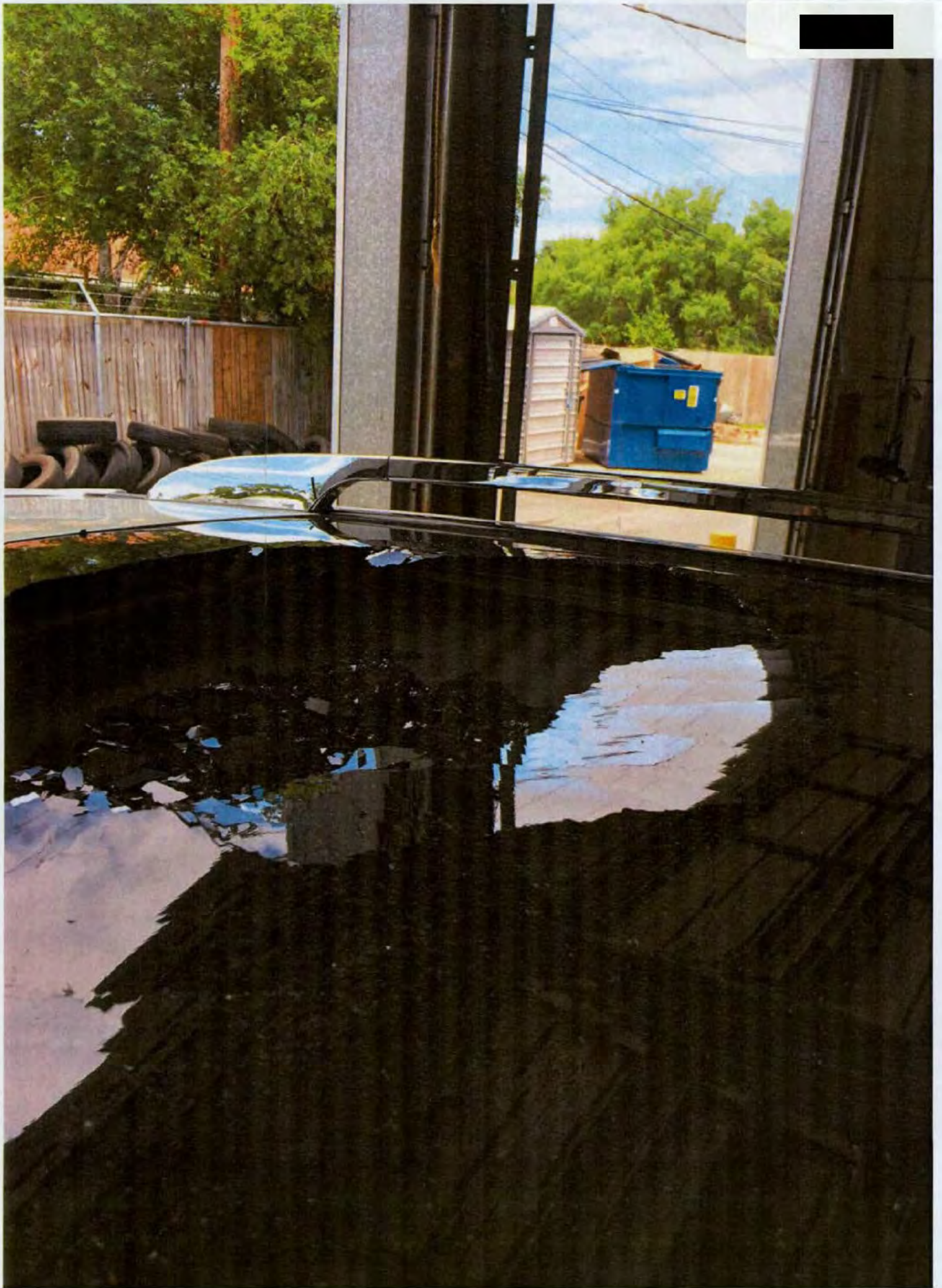
*** NOTES 07/02/2014 02:15 PM clarify Action Type: Dealer contact
*** Performed by contact: Steven Anzaldua, 3619924542
Result of Advice 1:just add pictures of sunroof

*** PHONE LOG 07/03/2014 05:14 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Thanks for the picture. Did anyone ever contact you on the next step just so I know what is going on with the vehicle. Thanks.



[REDACTED]







**Kia Motors America
Technical Assistance Center**

Case Number [REDACTED]

Vehicle Data

Model/Year: 2,011 SORENTO SX AWD

Engine: G6DCBS618101

Model Code: 74482

VIN: 5XYKWA2XBC [REDACTED]

Mileage: 50,567

Prod Date: 2/28/2011 00:00:00

Warranty Start Date: 3/21/2011 00:00:00

Dealer/Contact Data:

Dealer: IL061 Hawkinson Kia

Phone: 7087208999

FAX: 7087200657

Contact: Timothy Ward

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 07/17/2014 07:43 AM clarify Action Type: Dealer contact

*** Performed by contact: Timothy Ward, 7087208999

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

Problem Description :

customer was driving on the expressway with the panoramic moonroof closed and it shattered.

Diagnostics Performed :

glass roof is shattered

*** PHONE LOG 07/17/2014 07:58 AM Pacific Daylight Time dbrisky Action Type:Web Contact

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

*** Admin Note ***

Service alert escalated to CA as [REDACTED] n 07/21/2014

*** CASE CLOSE 07/25/2014 09:15 AM clarify

*** Performed by contact: Timothy Ward, 7087208999

REPLACED GLASS ROOF



**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,011 SORENTO EX 4X4

Engine: G6DCAK027611

Model Code: 74442

VIN: 5XYKUDA23BG [REDACTED]

Mileage: 54,838

Prod Date: 2/18/2010 00:00:00

Warranty Start Date: 7/30/2010 00:00:00

Dealer/Contact Data:

Dealer: AZ047 Camelback Kia

Phone: 6026395100

FAX: 6026395109

Contact: Nathan Pierce

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Body Panels (Roof)

Resolution:

Case History

*** NOTES 08/19/2014 09:55 AM clarify Action Type: Dealer contact

*** Performed by contact: Nathan Pierce, 9798460607

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

Problem Description :

customer brough there car in after they were driving down the road and the sunroof "exploded into little pieces" there is glass everywhere on the roof of this car. and no visible impact point on the vehicle itself.

Diagnostics Performed :

visibly saw vehicles sunroof in tiny pieces

*** PHONE LOG 08/19/2014 10:03 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: I have submitted this case for NCA review. Please do not perform any repairs until you have been contacted by someone from KMA regarding this vehicle.

Advice 2: Please take pictures of the broken sunroof, the VIN, and the odometer of the vehicle and send the pictures to BLall@Kiausa.com and include the case number.

Advice 3: I believe CA will want the pictures as well. Also try to find out if the customer was driving or stopped when the sunroof broke. Thanks.

*** PHONE LOG 08/19/2014 10:22 AM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Nathan, I got the pictures you e-mailed to me and I have attached them to the case for reference. Please do not perform any repairs until you or your service manager have been contacted by NCA about this vehicle. Thanks.

*** CASE CLOSE 09/09/2014 10:32 AM clarify
*** Performed by contact: Nathan Pierce, 9798460607
information sent to KIA customer service





[REDACTED]

EA14-002

KIA

11/26/2014

TAB A

Technical Assistance Center
Reports 2014MY



Kia Motors America Technical Assistance Center

Case Number [REDACTED]

Vehicle Data

Model/Year: 2,014 SORENTO EX AWD

Engine: G6DHDS064991

Model Code: 74442

VIN: 5XYKUDA7XEG [REDACTED]

Mileage: 4,332

Prod Date: 12/16/2013

Warranty Start Date: 5/29/2014 00:00:00

Dealer/Contact Data:

Dealer: TX031 Bert Ogden Harlingen Kia

Phone: 9564235555

FAX: 9564238261

Contact: Javier Alejandro

Contact Title:

Service District: SO05

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Sunroof Inop

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 09/16/2014 02:01 PM clarify Action Type: Dealer contact

*** Performed by contact: Javier Alejandro, 9564235555

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

Problem Description :

Customer states sunroof glass shattered while vehicle was idling, states vehicle was parked when glass broke.

Diagnostics Performed :

Glass is completely shattered, cannot find a point of impact from any object.

*** PHONE LOG 09/16/2014 02:28 PM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact

Advice 1: Javier Please place the vehicle aside. Someone from our NCA department will be in contact with you shortly with instructions on how to proceed. Thank you.

*** NOTES 09/17/2014 12:52 PM clarify Action Type: Dealer contact

*** Performed by contact: Javier Alejandro, 9564235555

Result of Advice 1:Have not been contacted yet, do i wait or is there a contact number i may call?

*** PHONE LOG 09/17/2014 01:08 PM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact

Advice 1: They usually call within a day or so, if you do not hear from them soon call Consumer Affairs 800 333 4542

*** CASE CLOSE 09/29/2014 06:00 AM clarify

*** Performed by contact: Javier Alejandro, 9564235555

Replaced sunroof glass assy.



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,014 SORENTO SX LTD

Engine: G6DHDS031741

Model Code: 74292

VIN: 5XYKW4A70EG [REDACTED]

Mileage: 12,682

Prod Date: 7/26/2013 00:00:00

Warranty Start Date: 8/16/2013 00:00:00

Dealer/Contact Data:

Dealer: AR007 Crain Kia

Phone: 5015425200

FAX: 5015425183

Contact: Charles Birmingham

Contact Title:

Service District: SO10

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Sunroof Inop

DTC:

System: Body Electrical

Component: Sunroof Motor

Resolution:

Case History

*** NOTES 04/16/2014 11:52 AM clarify Action Type: Manager review

*** Performed by contact: Charles Birmingham, *10202010064512

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

Problem Description :

CUST STATES SUNROOF GLASS BUSTED

Diagnostics Performed :

AFTER REPLACING THE GLASS AND REPLACING THE TRACK ASSY. WAS TRYING TO PERFORM
RESETTING THE PANORAMAROOF SYSTEM. FOUND THE STEPS OFF KGIS. HOLD THE CLOSE BUTTON
FOR 10SECONDS OR LONGER BUT THE SUNROOF DO NOT MOVED SLIGHTLY.

*** PHONE LOG 04/16/2014 12:25 PM Pacific Daylight Time DRichmond Action Type:Web Contact

Advice 1: Hello, please try this procedure. Thanks

1) Turn the ignition switch to the ON position.

2) According to the position of the sunroof, do the following.

- In case the sunroof is closed completely or tilted:

Push the sunroof control lever upward until the sunroof tilts completely upward.

- In case the sunroof is open:

Push the sunroof control lever forward until the sunroof closes completely. Push the sunroof control lever upward until the sunroof tilts completely upward.

3) Release the sunroof control lever.

4) Push the sunroof control lever upward until the sunroof has returned to the original tilt position after it is raised a little higher than the maximum tilt position. Then, release the lever.

5) Push the sunroof control lever upward until the sunroof operates as follows;

TILT DOWN ? SLIDE OPEN ? SLIDE CLOSE

Then, release the lever.

[!<For Internal Use Only

Tech had already replaced the glass and sunroof track assy before opening the techline case. >!]]

*** NOTES 04/16/2014 12:34 PM clarify Action Type: Manager review

*** Performed by contact: Charles Birmingham, *10202010064512

Result of Advice 1:THE SUNROOF WILL NOT TILT UPWARD

*** PHONE LOG 04/16/2014 12:55 PM Pacific Daylight Time DRichmond Action Type:Web Contact

Advice 1: Charles, first check to see if the sunroof fuses are blown for Sunroof 2 fuse 25amp, and Sunroof 1 fuse 25amp and Module 5 fuse 7.5amp all in the Smart junction box. If good then check them all for battery voltage. Let me know.

Advice 2: Also check the ground GM01 as seen in the wiring diagram.

*** NOTES 04/16/2014 01:47 PM clarify Action Type: Manager review

*** Performed by contact: Charles Birmingham, *10202010064512

Result of Advice 1:ALL 3 FUSE ARE GOOD GETTING BATTERY VOLTAGE ON BOTH SIDES OF THE FUSES 12+VOLTAGE.

Result of Advice 2:CLEAN AND PUT A STAR WATCHER ON THE GROUND GM01.

*** PHONE LOG 04/16/2014 01:58 PM Pacific Daylight Time DRichmond Action Type:Web Contact

Advice 1: Charles, pull up the wiring diagram and check connectors MR11 and RR11 to make sure they are tight. Next check voltage at the motor on pin 4 before depressing the tilt up switch and then while switch in the tilt up position. Let me know what you get.

*** NOTES 04/17/2014 05:46 AM clarify Action Type: Dealer contact

*** Performed by contact: Charles Birmingham, *10202010064512

Result of Advice 1:OK. I WENT AHEAD AND TRY SOMETHING. I TOOK THE MOTORS OF AND PUSH THE SUNROOF LEVER TO RUN THE MOTORS TO CLOSE. THE PUT THE MOTORS BACK ON. AND THE SUNROOF CLOSE, OPEN AND TILT CORROCTLY.

*** CASE CLOSE 04/17/2014 05:48 AM clarify

*** Performed by contact: Charles Birmingham, *10202010064512

RUN THE MOTORS UNTIL CLOSE THEN PUT BACK IN PLACE



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,014 SORENTO SX FWD

Engine: G6DHDS051434

Model Code: 74282

VIN: 5XYKW4A75EG [REDACTED]

Mileage: 3,763

Prod Date: 7/12/2013 00:00:00

Warranty Start Date: 8/9/2013 00:00:00

Dealer/Contact Data:

Dealer: TX002 Ancira Kia

Phone: 2106844000

FAX: 2105092911

Contact: Robert Cigarroa

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 11/12/2013 10:28 AM clarify Action Type: Manager review

*** Performed by contact: Robert Cigarroa, 2106844000

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

Problem Description :

cust states sun roof glass shattered while driving

Diagnostics Performed :

inspected for road damage none visable

*** PHONE LOG 11/12/2013 10:44 AM Pacific Daylight Time dbrisky Action Type:Web Contact

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

*** CASE CLOSE 12/04/2013 09:11 AM clarify

*** Performed by contact: Robert Cigarroa, 2106844000

sunroof glass replaced as per KIA



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,014 SORENTO SX LTD

Engine: G6DHDS068812

Model Code: 74492

VIN: 5XYKWDA77E0 [REDACTED]

Mileage: 8,978

Prod Date: 9/10/2013 00:00:00

Warranty Start Date: 5/18/2014 00:00:00

Dealer/Contact Data:

Dealer: CA207 Roseville Kia

Phone:

FAX:

Contact: Paul Ella

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Sunroof Inop

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 07/25/2014 10:29 AM clarify Action Type: Dealer contact

*** Performed by contact: Paul Ella, *11172010140514

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

Problem Description :

The customer states that the sunroof shattered while they were driving.

Diagnostics Performed :

The sunroof glass is broken.

*** PHONE LOG 07/25/2014 10:56 AM Pacific Daylight Time DRichmond Action Type:Web Contact

Advice 1: Hello, please do NOT attempt a repair on this vehicle until you here 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.

*** NOTES 07/25/2014 11:25 AM clarify Action Type: Dealer contact

*** Performed by contact: Paul Ella, *11172010140514

Result of Advice 1:sent pictures of sunroof

*** PHONE LOG 07/25/2014 12:39 PM Pacific Daylight Time DRichmond Action Type:Web Contact

Advice 1: Thanks for the pictures Paul.

*** CASE CLOSE 08/04/2014 02:59 PM clarify
*** Performed by contact: Paul Ella, *11172010140514
replaced sunroof glass

KIA KIA MOTORS MANUFACTURE


SEP/10/13 GVWR 5468 lbs PAINT SWP TRIM
GAWR TIRES RIMS COLD TIRE INFL

WT 2976 bs P235/55R19 7.5JX19 33psi SING
R 3075 bs P235/55R19 7.5JX19 33psi SING

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 5XYKWDA77E1

MPV







**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,014 SORENTO SX LTD

Engine: G6DHDS055161

Model Code: 74492

VIN: 5XYKWDA79E0 [REDACTED]

Mileage: 16,362

Prod Date: 8/6/2013 00:00:00

Warranty Start Date: 11/29/2013 00:00:00

Dealer/Contact Data:

Dealer: ND003 Kia of Fargo

Phone: 7012819165

FAX: 7012819233

Contact: Chris Schumacher

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Sunroof Inop

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 06/27/2014 07:05 AM clarify Action Type: Dealer contact

*** Performed by contact: Chris Schumacher, 7012819165

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

Problem Description :

CUSTOMER STATES SUNROOF GLASS SHATTERED SHADE WAS CLOSED TRIED TO OPEN SHADE TO COVER WINDOW SO THEY WOULDNT GET GLASS ALL OVER THEM AND SHADE WONT MOVE

Diagnostics Performed :

CHECKED FOR SUNROOF GLASS BROKEN FOUND GLASS ALL OVER IN TRACK AND SHADE AND HEADLINER NEEDS NEW GLASS AND CLEAN UP AND THEN CHECK OPERATION OF SUNSHADE

*** PHONE LOG 06/27/2014 07:27 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact

Advice 1: Chris. Update the case when the repairs are completed. Thanks.

*** CASE CLOSE 07/12/2014 01:08 PM clarify

*** Performed by contact: Chris Schumacher, 7012819165

REPLACED SUNROOF GLASS



Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,014 SORENTO SX AWD

Engine: G6DHDS030472

Model Code: 74482

VIN: 5XYKWDA7XE0 [REDACTED]

Mileage: 13,053

Prod Date: 5/6/2013 00:00:00

Warranty Start Date: 7/3/2013 00:00:00

Dealer/Contact Data:

Dealer: MT008 Butte's Mile High Kia

Phone: 4065333634

FAX: 4064942221

Contact: Dan Yother

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 06/16/2014 12:52 PM clarify Action Type: Dealer contact

*** Performed by contact: Dan Yother, *0509121520_201833

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

Problem Description :

customer heard shotgun like sound and noticed sunroof shattered.

Diagnostics Performed :

verified broken sunroof

*** PHONE LOG 06/16/2014 01:37 PM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Dan, I have submitted this case for NCA review. Please do not perform any repairs until you have been contacted by someone from KMA regarding this vehicle.

Advice 2: Please take pictures of the broken sunroof, the VIN, and the odometer of the vehicle and send the pictures to BLall@Kiausa.com and include the case number.

Advice 3: I believe CA will want the pictures as well. Also try to find out if the customer was driving or stopped when the sunroof broke. Thanks.

** Admin Note ***

ervice alert escalated to CA as [REDACTED] on 06/17/2014

*** NOTES 06/17/2014 12:11 PM clarify Action Type: Dealer contact

*** Performed by contact: Dan Yother, *0509121520_201833

sent pictures as requested

Additional Comments:sent pictures as requested

*** PHONE LOG 06/17/2014 12:23 PM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: I got the pictures and have attached them to the case for reference. Thanks.

Advice 2: Please wait to be contacted by consumer affairs if you have not already been contacted. Thanks.

*** EMAIL OUT •ÎuR BLall-TL Action Type:Internal email

Send to:[Nguyen, Robert [KMA];Moen, Neal [KMA]]

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

You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not To be distributed or disseminated to any third party without the express written consent of Kia Motors America.

Gentlemen, in case you did not see this when in came in yesterday.

<<File Attachment: \



*** NOTES 06/18/2014 11:59 AM clarify Action Type: Dealer contact

*** Performed by contact: Dan Yother, *0509121520_201833

Result of Advice 1: customer in a rental. are we ok to order the sunroof glass? will it be goodwill or? please advise

Result of Advice 2:waiting...

Additional Comments:we have not recieved any info from consumer affairs as of yet. our dpsm had us put the customer in a rental. are we ok to order the sunroof glass? will it be goodwill or? please advise.

*** PHONE LOG 06/18/2014 12:55 PM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: Dan, I cannot deturmine if it will be warranty or considered from outside damage. I will submit the case for NCA review again to try and get the attention of CA.

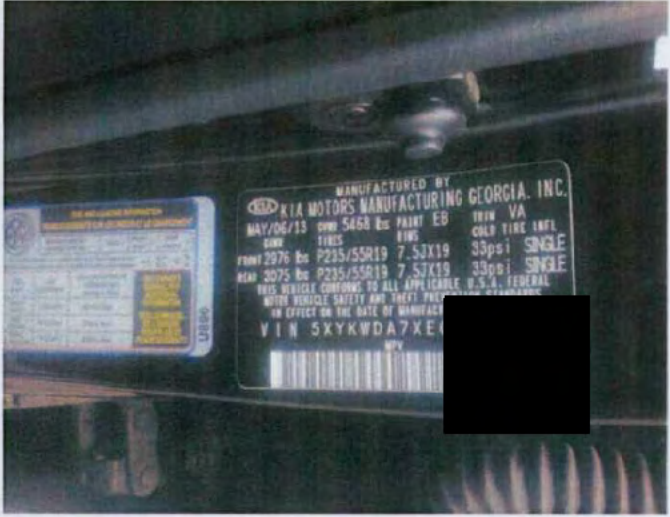
Advice 2: I think it is safe for you to order the glass. It will need to be replaced no matter what. Thanks.

*** CASE CLOSE 07/18/2014 07:36 AM clarify

*** Performed by contact: Dan Yother, *0509121520_201833

vehicle left





MANUFACTURED BY
KIA MOTORS MANUFACTURING GEORGIA, INC.
MAY/06/13
VIN 5XKWD7XE
33psi SINGLE
33psi SINGLE

