

EA14-002

KIA

11/26/2014

TAB A

Consumer Complaints 2011-  
2013MY

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA23DC [REDACTED]	[REDACTED]	18,963
Meridian, ID [REDACTED]	Prod. Date: 7/2/12		Dealer: ID012 Edmark 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 06/17/2014 05:07 PM US Mountain Standard Time AGrantha Action Type:Dealer contact  
Forwarding to National office for further handling

1. customer alleges the sunroof **SHATTER**ed
2. customer states KMA should look into this further
3. Please review case to see what action is needed
4. Please follow up with the customer

\*\*\* PHONE LOG 06/18/2014 07:43 AM US Mountain Standard Time LThayer Action Type:Outgoing call  
Writer states

1. Advised the case is being reviewed
- a. What can be further assisted?

Mr. [REDACTED] states

1. Doing more research I am more upset
2. Its a defect and should be a recall
3. I want a time frame

Writer states

1. Advised it takes 2 working days for them to review your case then they would contact you

Customer states

1. What does this mean financially for me?
- a. Is there going to be a deductible or?

Writer states

1. Advised to ask the agent who would be calling you once they review your case
- a. Advised they would be able to address your concerns once they review your case

Customer states

1. Thank you

\*\*\* PHONE LOG 06/19/2014 09:49 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr called customer, [REDACTED] and left a detailed VM requesting a call back.

\*\*\* PHONE LOG 06/19/2014 08:57 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with SA Martin at ID012 and stated:

1. Wtr is calling in regard to customer, [REDACTED] 2013 Sorento with the rear glass **SHATTER**.
2. Is vehicle currently at your dealership?

SA stated:

1. Customer spoke to our service manager and advised that vehicle will be brought in either today or tomorrow.

Wtr stated:

1. Wtr is awaiting a call back from customer and will follow up with her on when she will be bringing vehicle into dealer.
2. Thanks.



# Kia Motors America

## Consumer Affairs Department

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA23DG [REDACTED]	[REDACTED]	18,963
Meridian, ID [REDACTED]	Prod. Date: 7/2/12		Dealer: ID012 Edmark Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 06/19/2014 10:11 AM Pacific Daylight Time MHillegas Action Type:Incoming call

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

1. We've received your case in our office for further review regarding sunroof concern with your 2013 Sorento.
2. We were sorry to hear about the concern, however, glad to hear that no one was injured as a result of it.
3. Wtr is the person that has been assigned to your case to further assist you with resolving the concern.
4. KMA would like to investigate this incident to determine the root cause of the **SHATTER**.
5. Wtr was advised by the dealer that you are planning to take vehicle to dealer today or tomorrow.
6. Will you be needing alternate transportation?
7. Do you have any post-incident photos that you can send to wtr?
8. We will be reviewing case further with engineering and most likely we will be dispatching a Kia Rep to inspect vehicle.

Customer stated:

1. I am getting ready to take the vehicle to the dealer today.
2. I took some photos that I can email to you and there is a video you can watch on new station website at [REDACTED]
3. I am currently driving a truck from work.
4. Dealer is going to give me a ride back home in their shuttle today.
5. I spoke with SM Craig Harris and was advised that DPSM will be inspecting the vehicle.

Wtr stated:

1. Wtr will contact DPSM and dealer to discuss case and will provide you with an update before COB today.
2. Gave wtr's email address to customer.

Customer stated:

1. Thank you very much.
2. My cell phone# is [REDACTED]

\*\*\* PHONE LOG 06/19/2014 10:14 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with DPSM Neal Ferdig (949) 910-2293 and stated:

1. Wtr reviewed details of the case with DPSM.
2. When will you be inspecting the vehicle?

DPSM stated:

1. I will be at ID012 on Tuesday, June 24, 2014 to inspect vehicle.
2. I've given authorization to SM Craig Harris to put customer in a rental today.
3. I sent link for video to NCAM.

Wtr stated:

1. PQ will need an FPQR completed.

DPSM stated:

1. Will do.

\*\*\* PHONE LOG 06/19/2014 10:16 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SA Martin at ID012 and stated:

1. Customer, [REDACTED] is bringing the vehicle to dealer today.
2. DPSM will be inspecting vehicle next Tuesday, June 24, 2014.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA23DC [REDACTED]	[REDACTED]	18,963
Meridian, ID		Prod. Date: 7/2/12	Dealer: ID012	Edmark Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. DPSM has given SM authorization to put customer in a rental today.

SA stated:

1. SM just advised me to set up customer with a rental.
2. Thanks for the update.

\*\*\* PHONE LOG 06/19/2014 10:22 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Wtr is calling to provide you with an update.
2. DPSM will be inspecting your vehicle next Tuesday, June 24, 2014.
3. DPSM has given dealer authorization to provide you with a rental today.

Customer stated:

1. I just dropped off the vehicle at the dealer and am riding back to my house in their shuttle.
2. Dealer offered to put me in a rental, however, I told them that I didn't need a rental at this time since I have other alternate transportation right now.
3. Dealer told me they have an open ticket for the rental and give them a call if I need it.

Wtr stated:

1. Wtr will be back in contact with you next Tuesday, June 24, 2014 after DPSM inspects vehicle to advise you of our findings and decision in this matter.
2. If there are no obvious signs of impact from an outside influence and root cause of **SHATTER** is undetermined then KMA will be offering to repair vehicle as a goodwill gesture to customer.
3. If you need a rental just give us a call back.

Customer stated:

1. I had filed an insurance claim, however, I haven't proceeded with claim.
2. I really appreciate Kia stepping up and taking care of this for me.

\*\*\* NOTES 06/19/2014 10:23 AM Pacific Daylight Time MHillegas 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 06/19/2014 10:46 AM Pacific Daylight Time MHillegas Action Type:Internal

Wtr adding link to news story to case:  
[REDACTED]

\*\*\* PHONE LOG 06/24/2014 02:36 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd

Wtr received email with pictures attached from customer, [REDACTED] stating:

From: [REDACTED]

Sent: Friday, June 20, 2014 8:22 PM

To: Hillegas, Michele [KMA]

Subject: [REDACTED]

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA23DG [REDACTED]	[REDACTED]	18,963
Meridian, ID [REDACTED]	Prod. Date: 7/2/12		Dealer: ID012 Edmark Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Hi Michelle,

Here are some pictures you requested. Please let me know when you get them.



\*\*\* PHONE LOG 06/24/2014 02:39 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent  
Wtr sent email to customer, [REDACTED] stating:  
From: Hillegas, Michele [KMA]  
Sent: Tuesday, June 24, 2014 3:28 PM  
To: [REDACTED]  
Subject: RE: K2733966

Hi [REDACTED]

I received a total of 7 pictures.

Thank you,  
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 06/24/2014 02:55 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with DPSM Neal Ferdig (949) 910-2293 and stated:

1. Wtr is calling to obtain inspection results of 2013 Sorento with sunroof **SHATTER**.

DPSM stated:

1. Inspected vehicle and took photos.
2. There is an oval hole in the rear stationary glass.
3. **BROKE**n glass fell down onto the shade.
4. Shade is undamaged, however, it's bowed from the weight of the **BROKE**n glass laying on it.
5. I didn't see any obvious signs of impact from an external object.
6. I can email photos to you later.
7. Send me an email and I will just reply to it.

Wtr stated:

1. Wtr to send DPSM email.
2. Wtr to review photos with PQ and will let you know outcome.
3. PQ usually requires an FPQR.

\*\*\* PHONE LOG 06/24/2014 03:52 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent

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**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYKWDA23DC		18,963
Meridian, ID		Prod. Date: 7/2/12	Dealer: ID012	Edmark Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

From: Hillegas, Michele [KMA]

Sent: Tuesday, June 24, 2014 4:43 PM

To: Ferdig, Neal [KMA]

Subject: - 2013 Sorento - Sunroof **SHATTER** - ID012

Hi Neal,

As discussed, please email photos and your findings from inspection of the above-referenced vehicle to me for further review with engineering.

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 06/25/2014 08:45 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd

Wtr received email with photos attached from DPSM NFerdig stating:

From: Ferdig, Neal [KMA]

Sent: Wednesday, June 25, 2014 8:41 AM

To: Hillegas, Michele [KMA]

Subject: RE: - 2013 Sorento - Sunroof **SHATTER** - ID012

Here's what I have.

I inspected the vehicle yesterday and there is no visual indication of an impact. Please see the attached photos for more information.

Neal Ferdig

DPSM, WE09

949-910-2293

\*\*\* NOTES 06/25/2014 09:51 AM Pacific Daylight Time MHillegas Action Type:Internal

NCA reviewed case with PQ:

1. Reviewed photos.
2. No obvious signs of impact from an external object.
3. Unable to determine root cause of **SHATTER**.
4. Recommend goodwill repair.

\*\*\* PHONE LOG 06/25/2014 10:21 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, and stated:

1. Wtr is calling to provide you with an update on your case.

2. DPSM inspected and took photos of vehicle.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
		5XYKWDA23DC		18,963
Meridian, ID		Prod. Date: 7/2/12	Dealer: ID012	Edmark Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. DPSM did not find any signs of impact.
4. Wtr received photos and reviewed them with engineering.
5. Based on our review there are no obvious signs of impact from an external object and we were unable to determine the root cause of the **SHATTER**.
6. Therefore, KMA will authorize replacement of the sunroof as a goodwill gesture to customer.
7. Wtr to advise dealer of our decision and will authorize goodwill repair and rental coverage.
8. Wtr will need to send you a goodwill offer letter for your review and signature.

Customer stated:

1. I will review letter and if acceptable will sign it and send it back to you.
2. I've been using a work vehicle for alternate transportation since the incident, however, I will be picking up the rental today.
3. I believe dealer ordered the part so repair shouldn't take too much longer.
4. Thank you for your assistance in this matter.

\*\*\* PHONE LOG 06/25/2014 10:30 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with SA Martin at ID012 and stated:

1. Wtr is calling in regard to customer, [REDACTED] Sorento with sunroof **SHATTER**.
2. Wtr requested to speak with SM Craig Harris.
3. KMA is authorizing replacement of sunroof as a goodwill gesture to customer.
4. Wtr would like to send email to SM authorizing goodwill repair.

SA stated:

1. SM is currently unavailable.
2. SM's email address is craigharris@edmarknampa.com.

\*\*\* PHONE LOG 06/25/2014 10:40 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent  
Wtr sent email to SM CHarris at ID012 with cc: to DPSM and RCAM stating:  
From: Hillegas, Michele [KMA]  
Sent: Wednesday, June 25, 2014 11:33 AM  
To: 'craigharris@edmarknampa.com'  
Cc: Ferdig, Neal [KMA]; Wirz, Margie [KMA]  
Subject: [REDACTED] - 2013 Sorento - Sunroof **SHATTER** - ID012  
Importance: High

Hi Craig,

KMA has completed its investigation of [REDACTED] 2013 Sorento with the sunroof **SHATTER**. We have been unable to clearly identify a cause for the sunroof **SHATTER**, whether due to external impact or not, therefore, KMA will authorize replacement of the sunroof and cover rental car as a goodwill gesture.

Please do not submit a warranty claim. Instead, submit the RO to me for payment via CA goodwill. RO should be documented as follows:

- Complaint: "Customer states sunroof **SHATTER**ed while driving 2013 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"

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA23DG [REDACTED]	[REDACTED]	18,963
Meridian, ID [REDACTED]	Prod. Date: 7/2/12		Dealer: ID012 Edmark Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Please let me know if you have any questions.

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 06/25/2014 12:54 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent  
Wtr sent email with offer letter attached to customer, [REDACTED] stating:  
From: Hillegas, Michele [KMA]  
Sent: Wednesday, June 25, 2014 1:48 PM  
To: [REDACTED]  
Subject: RE: [REDACTED]

Hi [REDACTED]

Please see attached offer letter for your review and signature.

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 06/30/2014 01:26 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr left a detailed VM for Martin at ID012 requesting a call back from SM CHarris.

\*\*\* PHONE LOG 07/02/2014 09:13 AM Pacific Daylight Time MHillegas Action Type:Incoming call  
Wtr received a VM from Quinton at ID012 requesting a call back at (208) 466-6000.

\*\*\* PHONE LOG 07/02/2014 09:14 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr left a VM for Quinton at ID012 requesting a call back.

\*\*\* PHONE LOG 07/02/2014 08:39 AM Pacific Daylight Time MHillegas Action Type:Incoming call

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYKWDA23DG ██████████	██████████	18,963
Meridian, ID ██████████	Prod. Date: 7/2/12		Dealer: ID012 Edmark Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Wtr spoke with SA Clint at ID012 and stated:

1. Wtr calling to check status of sunroof repair.

SA Clint-ID012 stated:

1. We are waiting on a sunroof shade to come in.
2. It should arrive today.
3. We should be able to complete repairs either by the end of today or at the latest tomorrow.

Wtr stated:

1. Wtr sent email to SM CHarris regarding proper documentation on RO and instructions to submit invoice to wtr for reimbursement through CA goodwill.
2. Payment will be reflected as a credit on the parts statement.

SA Clint-ID012 stated:

1. I will get the information from SM.

\*\*\* PHONE LOG 07/03/2014 10:52 AM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received VM from SA Clint at ID012 stating:

1. SM CHarris did not receive your email.
2. Please call back and I will give you my email address.

\*\*\* PHONE LOG 07/03/2014 10:52 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr left a message with SA Martin at ID012 requesting a call back from SA Clint.

\*\*\* PHONE LOG 07/03/2014 02:31 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr spoke with SA Clint at ID012 who stated:

1. We delivered vehicle to customer today.
2. Found a scratch about the size of a 50 cent piece on the **ROOF** either from **SHATTER**ed glass or installation of glass.
3. We tried to buff it out, however, it didn't work.
4. We have to do a paint repair.
5. Customer is supposed to contact us after he gets back from a trip to set up appt to fix scratch.
6. We're waiting on the rental bill.
7. Please forward email that you had previously sent to SM Craig Harris.
8. We've completed two recalls as well as the sunroof repair.
9. We can submit recalls through warranty system and send you the sunroof repair along with rental bill.

Wtr stated:

1. Will do.

\*\*\* PHONE LOG 07/03/2014 02:32 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr forwarded email to SA Clint at ID012.

\*\*\* PHONE LOG 07/10/2014 10:00 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd

Wtr received email with RO attached from SA Clint Hutchison at ID012 stating:

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA23DG [REDACTED]	[REDACTED]	18,963
Meridian, ID [REDACTED]	Prod. Date: 7/2/12		Dealer: ID012 Edmark Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Sent: Tuesday, July 08, 2014 8:29 AM

To: Hillegas, Michele [KMA]

Cc: Craig Harris

Subject: RE: [REDACTED] - 2013 Sorento - Sunroof **SHATTER** - ID012

Michele:

Here is the repair invoice for [REDACTED]

\*\*\* PHONE LOG 07/10/2014 10:01 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent

Wtr sent email to SA Clint Hutchison at ID012 stating:

From: Hillegas, Michele [KMA]

Sent: Thursday, July 10, 2014 10:53 AM

To: 'Clint Hutchison'

Subject: RE: [REDACTED] - 2013 Sorento - Sunroof **SHATTER** - ID012

Importance: High

Hi Clint,

Received the repair invoice, however, the rental car invoice was not attached to the paperwork. Please forward rental invoice so that I can submit for reimbursement through CA goodwill.

Thanks,

Michele Hillegas  
National Consumer Affairs Analyst  
Kia Motors America, Inc.  
111 Peters Canyon Road  
Irvine, CA 92606  
877.220.3189 x7848  
949.468.4509 - Fax  
mhillegas@kiausa.com

\*\*\* PHONE LOG 07/10/2014 11:05 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Wtr is giving you a follow up call regarding the sunroof repair to your vehicle.
2. Wtr was advised by dealer that vehicle has been repaired and that you have picked it up.
3. Wtr wanted to see how everything is going since vehicle was returned to you.
4. Wtr also wanted to confirm you received goodwill offer letter and wanted to check the status of it.

Customer stated:

1. We picked up the vehicle and everything is going fine so far.
2. We have to take vehicle back to the dealer for a paint repair for a scratch that they tried to buff out.
3. I think the scratch happened when they were replacing the glass.
4. I received your offer letter, however, I wanted to wait and send it back until after paint repair was done.
5. I also wanted to confirm that by signing the letter it doesn't negate the 24 month Lemon Law in case same concern happens again.
6. I don't believe concern was caused by an engineering defect; I believe it was due to the glass.
7. We are currently on vacation in Lake Tahoe and will be returning on Saturday.



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA23DG [REDACTED]	[REDACTED]	18,963
Meridian, ID [REDACTED]	Prod. Date: 7/2/12		Dealer: ID012 Edmark Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

8. I will send you the letter after we get back and paint repair is done.

9. Thank you for the follow up call.

Wtr stated:

1. Wtr is glad to hear that everything is going well with the vehicle.

2. Enjoy the rest of your vacation.

\*\*\* PHONE LOG 07/10/2014 11:31 AM Pacific Daylight Time MHillegas Action Type: Incoming call  
Wtr received email with rental and glass sublet invoices attached from SA Clint Hutchison at ID012 stating:  
From: Clint Hutchison [mailto:clinhutchison@edmarknampa.com]  
Sent: Thursday, July 10, 2014 11:07 AM  
To: Hillegas, Michele [KMA]  
Subject: RE: [REDACTED] 2013 Sorento - Sunroof **SHATTER** - ID012

Rental and sublet invoice attached

\*\*\* NOTES 07/10/2014 11:32 AM Pacific Daylight Time MHillegas Action Type: Internal  
File submitted for GW processing.

\*\*\* NOTES 07/30/2014 09:27 AM Pacific Daylight Time MHillegas Action Type: Internal  
NCA received ID012 dealer invoice reflecting credit for \$1,546.78 posted on 7/21/14.

\*\*\* CASE CLOSE 07/30/2014 09:28 AM Pacific Daylight Time MHillegas  
1. Goodwill repair completed by dealer.  
2. NCA reimbursed dealer for repair.

# Broken Sunroof 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?**

**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>:*

*6/17/14*

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

*<HH:MM> <AM/PM>:*

*~4:30 pm*

**13 . What was the temperature?**

*Approximate temperature in Fahrenheit:*

*67 degrees*

**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:*

Meridian RD

**29 . What city or town did the incident occur?**

*Name of city or town:*

Meridian

**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?:*

left hand turn lane

**32 . Describe the traffic conditions around you at that time.**

*Description of traffic conditions around you at that time:*

Some what busy

**33 . What direction were you heading?**

*Direction of travel (north bound, east bound, etc.):*

--

**34 . What cross-street were you nearest that you can remember?**

*Nearest cross-street at the time of the incident:*

n/a

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

*STATIONARY but on roadway.*

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

*Please describe the structures around the roadway:*

No

**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.>:*

*Heard a loud pop*

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

*No response selected.*

**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?**

*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 how**

*No response selected.*

**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*

**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?**

*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?**

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

**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 states requesting

- want kia to prevent the glass from the front glass from breaking
- dont feel like driving
- KMA need to set up a SC / Investigated

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A22CG [REDACTED]	[REDACTED]	39,167
Lafe, AR [REDACTED]		Prod. Date: 5/23/11	Dealer: AR015 Mark Martin 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 05/23/2014 10:18 AM US Mountain Standard Time MHill

Writer contacts Service Department AR015

Writer states:

1 Calling to verify sunroof **SHATTER**ed while driving

Keith Svc Mgr states:

1 Yes

2 What is odd, the glass is out, it is not blown in

3 RO# and open date: 5/22 12653

\*\*\* PHONE LOG 05/23/2014 10:28 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer contacts [REDACTED]

Writer states:

1 Calling to ask a few questions regarding sunroof **SHATTER**ing

\*\*completes sunroof scripting\*\*

2 You will be contacted with further questions or concerns

Customer states:

1 Ok, thank you

\*\*\* NOTES 05/23/2014 10:28 AM US Mountain Standard Time MHill Action Type:Manager review

DISPATCHED FOR:

1 Review for sunroof **SHATTER**ing

2 Customer contact

\*\*\* PHONE LOG 05/27/2014 11:57 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SM Keith:

1. Wtr requested pictures of vehicle.

2. Wtr provided email address.

3. SM emailing over pictures.

\*\*\* PHONE LOG 05/28/2014 07:31 AM Pacific Daylight Time J Mojica Action Type:Incoming call

Wtr received pictures from SM Keith.

\*\*\* EMAIL OUT •ÎtuR J Mojica 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.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A22CG [REDACTED]	[REDACTED]	39,167
Lafe, AR [REDACTED]		Prod. Date: 5/23/11	Dealer: AR015 Mark Martin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 06/02/2014 08:30 AM Pacific Daylight Time J Mojica Action Type:Outgoing call  
Wtr confirmed FTR inspection will take place 6/02/14.

\*\*\* PHONE LOG 06/02/2014 08:31 AM Pacific Daylight Time J Mojica Action Type:Outgoing call  
Wtr left VM for customer:

1. Calling in reference to vehicle that is over at the dlr.
2. Informed customer that vehicle will be inspected today, 6/02/14.
3. Wtr will be in touch.
4. In the mean time if customer has any questions, please c/b.
5. Provided c/b # and case # for reference.
6. Thanked customer and disconnected.

\*\*\* PHONE LOG 06/06/2014 12:37 PM Pacific Daylight Time J Mojica Action Type:Outgoing call  
Wtr spoke to SM Keith:

1. Wtr authorized repairs as one time GW.
2. Wtr will contact customer to relay info.

\*\*\* PHONE LOG 06/06/2014 12:45 PM Pacific Daylight Time J Mojica Action Type:Outgoing call  
Wtr:

1. Calling in reference to vehicle.
2. Wtr informed customer that after investigating the incident/vehicle, we have been unable to clearly identify a cause for the sunroof **SHATTER**, whether due to external impact or not.
3. Therefore, KMA will authorize replacement of the sunroof as a goodwill gesture.
4. Wtr has already spoke to dlr and authorized repairs.
5. Wtr will need to send out GW offer letter that needs to be signed and returned to wtr.

Customer:

1. Ok, thank you so much.
2. My printer is out of ink so I will have to find where to print and send it back to you.
3. You can email it to [REDACTED]
4. I will be on vacation until next week.

Wtr:

1. Not a problem, wtr will go ahead and send email out now.
2. Wtr believes vehicle should be ready by the time customer is back.
3. Wtr thanked customer and disconnected.

\*\*\* PHONE LOG 06/06/2014 01:12 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax sent

Per our conversation, attached is the Offer Letter that needs to be signed and returned to me



**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A22CG [REDACTED]	[REDACTED]	39,167
Lafe, AR [REDACTED]		Prod. Date: 5/23/11	Dealer: AR015 Mark Martin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Have a safe trip!

Thank you,

\*\*\* PHONE LOG 06/12/2014 11:01 AM Pacific Daylight Time JMoica Action Type:Outgoing call

Wtr spoke to SM Keith:

1. SM stated vehicle has been repaired.
2. SM faxing over RO with charges at warranty pricing.

\*\*\* PHONE LOG 06/19/2014 08:57 AM Pacific Daylight Time JMoica Action Type:Ltr/email/fax rec'd

Wtr received copy of final RO.

\*\*\* PHONE LOG 06/25/2014 01:21 PM Pacific Daylight Time JMoica Action Type:Outgoing call

Wtr submitted GW request: 91742

Dlr to be reimbursed \$512.14 on parts statement.

\*\*\* NOTES 07/18/2014 01:04 PM Pacific Daylight Time JMoica Action Type:Dealer contact

Wtr verified dlr was reimbursed on parts statement.

\*\*\* CASE CLOSE 07/18/2014 01:04 PM Pacific Daylight Time JMoica

# Broken Sunroof 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>:

6:45 a.m. 5/21/2014

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

6:45 a.m.

13 . What was the temperature?

Approximate temperature in Fahrenheit:

cool, 70

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:*

2 lanes, 34E

**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:*

Between Lafe and Marmaduke

**20 . What direction were you heading?**

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

E

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

unk

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

*No response selected.*

**23 . How far were you from that exit?**

*No response selected.*

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

*If MOVING, what speed were you traveling at?:*

50-55 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:*

no traffic

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

*No response selected.*

**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.>:*

Yes, sounded like a shot gun going off

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

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

**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?**

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:*

only a little

**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?**

*No response selected.*

**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?**

*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 went out, only a little got into 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?**

*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>:*

Find out why it would shatter while driving down the road

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A22CC [REDACTED]	[REDACTED]	58,981
Fallbrook, CA [REDACTED]	Prod. Date: 9/22/11		Dealer: CA107 North County 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 09/17/2014 01:04 PM US Mountain Standard Time HFBerdine Action Type:Incoming call  
SVCN Greg @ CA107 North County Kia states:

1. Was adv by DPSM to contact Kia for authorization for moon **ROOF**
2. Provides VIN

Writer states:

1. Apologized
2. Verified cust contact info
3. Adv that DPSM would be the person for authorization
4. Will open case and contact cust to get more info

SVCN Greg states:

1. Thanked
2. I have the email with the instructions
3. DPSM has already authorized the part

\*\*\* PHONE LOG 09/17/2014 01:08 PM US Mountain Standard Time HFBerdine Action Type:Outgoing call  
Writer calls cust and LVM:

1. Calling to follow up on cust moon **ROOF** concern
2. Provided case # and 800#
3. Requesting C/B to further review case

\*\*\* NOTES 09/17/2014 01:10 PM US Mountain Standard Time HFBerdine Action Type:Manager review  
\*\*\*DISPATCHING TO NCA\*\*\*

1. Per dealer stating cust alleges moon **ROOF SHATTER**ed
2. Pending contact with cust
3. [REDACTED]
4. 2012 SORENTO 58,981
5. Veh is at North County Kia CA107
6. Please review and follow up accordingly

\*\*\* PHONE LOG 09/22/2014 03:05 PM Pacific Daylight Time SMarino Action Type:Outgoing call  
Spoke to Craig Meer, service mgr @ CA107

1. Writer reviewed case with Mr. Meer and requested pictures
2. Writer gave email address

\*\*\* PHONE LOG 09/22/2014 02:45 PM Pacific Daylight Time SMarino Action Type:Incoming call  
Spoke to service mrg. \* Greg Meer @ CA107

1. Greg stated DPSM authorized the repair on 9/19
2. Writer requested a copy of the repair invoice

\*\*\* NOTES 09/23/2014 09:04 AM Pacific Daylight Time SMarino Action Type:Dealer contact  
Process GW # 92769

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A22CG [REDACTED]	[REDACTED]	58,981
Fallbrook, CA [REDACTED]		Prod. Date: 9/22/11	Dealer: CA107 North County Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Case pending check

\*\*\* NOTES 10/03/2014 08:10 AM Pacific Daylight Time ADellarocca Action Type:Dealer contact  
Dealer received credit of \$538.85 on Parts Statement

\*\*\* CASE CLOSE 10/03/2014 08:11 AM Pacific Daylight Time ADellarocca  
Dealer received credit of \$538.85 on Parts Statement



**Kia Motors America**  
**Consumer Affairs Department**

Page 1 of 5

Last name	First name	VIN of 2013 SORENTO EX FWD	Case Number	Mileage
		5XYKU4A21DG		24,070
Columbia, SC		Prod. Date: 8/2/12	Dealer: SC009	Galeana 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 04/16/2014 09:36 AM US Mountain Standard Time MHill

Writer contacts SVC SC009

Writer states:

1 Calling to verify sunroof **SHATTER**ed while driving

Doug SVCA states:

1 Sunroof **SHATTER**ed while driving

2 Sunroof was not open

3 Shade was closed

4 RO# 404895 4/16

\*\*\* PHONE LOG 04/16/2014 09:56 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer contacts

Writer states:

1 Calling to get further info regarding sunroof

**\*\*completes sunroof scripting\*\***

2 Will further review concern

3 Once further info is gathered, you will be contacted

Customer states:

1 Thank you

2 Curious to know why this would have happened

\*\*\* NOTES 04/16/2014 09:57 AM US Mountain Standard Time MHill Action Type:Manager review

DISPATCHED FOR:

1 Review of sunroof **SHATTER**ing

2 Customer contact

\*\*\* PHONE LOG 04/17/2014 11:52 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer:

Writer states:

1. Calling to follow up with you on your 2013 Sorento

2. Can you tell me what happened

Writer states:

1. I would call it a spontaneous sunroof explosion

2. The vehicle had been parked in the garage most of the day

2. We took it out to drive it to Outback Steak House which is about a mile and a half, ate dinner

3. Headed eastbound to go to downtown Columbia, St Andrew's Road exit

4. It sounded like an explosion

5. My wife thought someone had hit the side window

6. Walked around the vehicle and didn't see any damage

7. Looked at the sunroof and pieces everywhere

8. 62, 63 degrees, no rain, no hail, normal driving conditions

9 Wind about 10MPH

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYKU4A21DG ██████████	██████████	24,070
Columbia, SC ██████████	Prod. Date: 8/2/12		Dealer: SC009 Galeana Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

10. Not near any semis, in the center lane

Writer states:

1. Was anyone injured because of this?

Customer states:

1. No, fortunately the sunshade was closed
2. Usually we keep it open, had it been open we would be eating glass

Writer states:

1. Was the vehicle driven to the dealership?

Customer states:

1. This was late Tuesday afternoon, time was about 6:20PM
2. The dealership was closed so we took it back to our house
3. I drove it down Wednesday morning and left it with them

Writer states:

1. Did the dealership give you a rental or a loaner vehicle?

Customer states:

1. It was offered but we're scheduled to take a trip to Ohio
2. They offered me a KIA Optima or a Jeep Patriot
3. If he had offered me a Sorento that would be a different story
4. We'll be out of town for a week beginning tomorrow at least
5. The parts we could collect are in the trunk area

Writer states:

1. Did you file a claim with your insurance company?
2. There have been some cases reported to NHSTA, KIA is currently looking into this
3. Every case is case by case
4. I will get in contact with the dealership and keep you informed of the progress
5. I will give you a call next week
6. Gave customer call back number

Customer states:

1. I talked to my local representative, no claimed was filed
2. I just mentioned this
3. You know I had a sunroof on my BMW happen like this
4. As I understand the NHSTA is conducting an investigation
5. I appreciate the call and I appreciate KIA looking into this vigorously

\*\*\* PHONE LOG 04/17/2014 11:59 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr SC009 and spoke with Tim in the Service Department

Writer states:

1. Calling to get some information on this vehicle
2. Was the DPSM contacted?
3. We will need someone to go out and inspect this vehicle
4. I will give you a call back once we get a firm date

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX FWD	Case Number	Mileage
		5XYKU4A21DC		24,070
Columbia, SC		Prod. Date: 8/2/12	Dealer: SC009	Galeana 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. We have started a Techcase
2. We've ordered a sunroof glass
3. We were advised not to touch this vehicle until further notice from NCA
4. No DPSM, but I'll give her a call to let her know what's going on
5. I've known this guy for awhile, really good customer

\*\*\* PHONE LOG 04/17/2014 12:22 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Pending response from region for FTR appointment.

\*\*\* PHONE LOG 04/17/2014 03:32 PM Eastern Daylight Time LMitchell Action Type:Outgoing call

Wtr states:

1. Per Samuel Kim of National CA, writer emailed FTR asking when he can inspect vehicle.

\*\*\* NOTES 04/17/2014 02:31 PM Pacific Daylight Time SamuelKim Action Type:Internal  
FTR to inspect vehicle on 4/23.

\*\*\* NOTES 04/18/2014 06:53 AM US Mountain Standard Time LEDavis Action Type:Dealer contact

\*\*\*\*\*DUPLICATE CASE NOTES\*\*\*\*\*

Dealer :Galeana Kia

Technician :Brian Leventis

Service Manager :Cliff Sharpe

Dealer Phone :8037797300

DPSM :Michelle Maiorello

Vehicle Model :SORENTO

Model Year :2013

Mileage :24070

Initial comments by Technician found in TL Case

\*\*\* 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 **SHATTER**ed. What would cause this?

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

\*\*\*\*\*END DUPLICATE CASE NOTES\*\*\*\*\*

\*\*\* NOTES 04/18/2014 12:42 PM Pacific Daylight Time SamuelKim Action Type:Manager review

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A21DC [REDACTED]	[REDACTED]	24,070
Columbia, SC [REDACTED]		Prod. Date: 8/2/12	Dealer: SC009	Galeana Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

DPSM to inspect vehicle today 4/18.

\*\*\* PHONE LOG 04/21/2014 07:39 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

DPSM inspected vehicle. Cause of **SHATTER** inconclusive. DPSM authorized repairs.

\*\*\* NOTES 04/23/2014 11:35 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

\*\*\* NOTES 04/23/2014 11:49 AM Pacific Daylight Time SamuelKim Action Type:Manager review

FTR inspected vehicle on 4/17

\*\*\* PHONE LOG 04/23/2014 11:53 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr SC009 and spoke with Tim in the Service Department:

Writer states:

1. Calling to get an update on this vehicle
2. This is a goodwill repair from NCA

Dealer states:

1. He started the process now
2. ETA, I think about tomorrow
3. timw@galeanasc.com

\*\*\* PHONE LOG 04/23/2014 12:02 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Sent email to Tim in the Service Department at dlr SC009 (timw@galeanasc.com) and CC'd DPSM:

Hi Tim,

Thank you for all your help with this. Once the vehicle has been repaired, please forward me the RO (and sublet bill) billed out 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 note on the RO that after reviewing/investigating sunroof **SHATTER**, there are no obvious signs of cause for sunroof **SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sunroof as a one-time goodwill gesture on behalf of the customer. If you have any questions, please feel free to contact me.

[REDACTED]  
5XYKU4A21DC [REDACTED]  
Galeana KIA (SC009)

\*\*\* NOTES 04/23/2014 03:23 PM Pacific Daylight Time SamuelKim Action Type:Manager review

Reviewed case with PQ. Cause of **SHATTER** inconclusive.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A21DG [REDACTED]	[REDACTED]	24,070
Columbia, SC [REDACTED]	Prod. Date: 8/2/12		Dealer: SC009 Galeana Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* NOTES 04/30/2014 11:33 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr SC009 and spoke with Tim in the Service Department:

Dealer states:

1. Vehicle is ready for pickup
2. There was no sublet, we installed the glass ourselves
3. I will have the paperwork by the end of the day
4. Verified fax number

Writer states:

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

\*\*\* PHONE LOG 05/08/2014 02:11 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called and spoke with customer:

Writer states:

1. Calling to follow up with you on your 2013 KIA Sorento
2. If in the near future, KIA issues a recall, we will definitely notify you

Customer states:

1. My major concern is if this is a systematic concern or if it's due to the tension in the frame
2. We were very fortunate to have sunshade closed
3. Glass used in windshields and glass on the moonroof is not the same
4. And I just wondered if the industry is going to have to go to a laminate glass as well
5. It is kinda unusual to have something blow up like that
6. We weren't under anything
7. I do appreciate KIA's followup on this and the local dealership has been wonderful
8. 10 years ago you used the word KIA and people thought it was junk
9. Now it's kinda like a poor man's Lexus
10. Thank You

\*\*\* NOTES 05/13/2014 08:55 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
One time, goodwill to dlr SC009 of \$377.39 for sunroof repair.

\*\*\* CASE CLOSE 05/19/2014 01:11 PM Pacific Daylight Time SamuelKim

# Broken Sunroof 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>:*

*4/15/2014 @ 6:30 p.m.*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

*6:30 p.m.*

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

*68-70 degrees*

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.:*

*Out of the North and we were headed SE*

*It was blowing maybe 12 m.p.h.*

**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 26 E bound

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

3

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

*Nearest City or Town from the incident location:*

Columbia, SC

**20 . What direction were you heading?**

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

Heading E on Interstate 26

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

Between Piney Grove Exit and St. Andrews Exit

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

*Exit before or after the incident location:*

Piney Grove

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

2 1/2 miles

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

*If MOVING, what speed were you traveling at?:*

60 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:*

Traffic was moderate, were not bumper to bumper, fair amount of space with vehicle's.

**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, pick-up trucks

**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 conditions, dry, were not any tire tread to dodge, no small rocks or sand

**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 was like putting an explosive inside glass cubicle and setting it off.

When it happened, I thought that somebody had brushed us or side window was hit by a rock. Pulled over, I did a walk and looked on top and saw the sunroof glass. It was loud.

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

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

Pulled over the vehicle. Checked out all the windows then looked on the roof and saw it shattered.

**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;*  
Shards of glass under the rear lid that had blown back, small pieces. Most of it remained from the sunshade or hanging from the frame. Frame was dislodged in places.

**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?**

*Yes*

**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 only parts that were intact were on the very edge. The rest was in shards 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:*

Most of the glass ended up on the sunshade. Part of the glass did fly off from the roof. Some even ended up in the rear end of the vehicle.

**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:*

Passenger front seat, wife

**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>:*

Want to know why this happened? WHY it would just shatter the way it did.

**Kia Motors America**  
**Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2012 SORENTO SX AWD	Case Number	Mileage
		5XYKWDA23CC		46,206
Afton, OK		Prod. Date: 9/8/11	Dealer: MO012 Roper 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 03/21/2014 12:49 PM US Mountain Standard Time GRomero

Josh, SVCA:

1. Sunroof **SHATTER**ed while driving.
2. There isn't enough to really tell if there was impact damage

\*\*\* PHONE LOG 03/24/2014 12:46 PM US Mountain Standard Time GRomero Action Type:Outgoing call

Writer calls customer and left msg:

1. Gave writer information
2. Advised following up on vehicle
3. Gave case number
4. Advised to call back for further assistance

\*\*\* PHONE LOG 03/26/2014 12:09 PM US Mountain Standard Time GRomero Action Type:Outgoing call

Writer calls customer and left msg:

1. Gave writer information
2. Advised following up on vehicle
3. Gave case number
4. Advised to call back for further assistance

\*\*\* NOTES 03/26/2014 12:10 PM US Mountain Standard Time GRomero Action Type:Manager review

Sending case to NCA:

- Dlr reports sunroof allegedly **SHATTER**ed
- Dlr reports no impact damage present
- Customer cannot be reached for scripting
- Assist Determination
- Contact customer if necessary

\*\*\* PHONE LOG 03/27/2014 03:14 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling in regards to your 2012 KIA Sorento
2. Requested call back
3. Gave call back number

\*\*\* PHONE LOG 03/31/2014 11:24 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling in regards to your 2012 KIA Sorento
2. Requested call back
3. Gave call back number

\*\*\* NOTES 04/04/2014 02:02 PM Pacific Daylight Time SamuelKim Action Type:Correspondence sent

Sent customer call me letter.

\*\*\* CASE CLOSED 04/04/2014 02:02 PM BY JF D. KIM - C. KIM

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA23CG [REDACTED]	[REDACTED]	46,206
Afton, OK [REDACTED]		Prod. Date: 9/8/11	Dealer: MO012 Roper Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Closing case pending further customer contact.

# Kia Motors America

## Consumer Affairs Department

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	5xyku4a26bg [REDACTED]	[REDACTED]	41,000
Willingboro, NJ [REDACTED]		Prod. Date: 3/22/10	Dealer: NJ028	Burlington 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 03/31/2014 02:56 PM US Mountain Standard Time HFBerdine

\*\*\* PHONE LOG 03/31/2014 03:28 PM US Mountain Standard Time HFBerdine Action Type:Incoming call

[REDACTED] states:

1. My sunroof **BROKE** while we were out
2. I need a rental while the veh is being repaired at the dealer

Writer states:

1. Apologized
2. Updated contact info
3. Ran Sunroof script
4. Provided case # and 800#
5. Adv cust that case will be reviewed by NCA
6. Will contact appropriate offices about cust request for rental

Cust states:

1. Thanked
2. Accepted survey

\*\*\* NOTES 04/02/2014 09:58 AM US Mountain Standard Time HFBerdine Action Type:Manager review

Writer calls Burlington Kia NJ028 and speaks to SVCA Jared:

1. Adv of cust veh case being sent to NCA
2. Provided veh and cust
3. Adv to discontinue repairs until NCA gets a hold of dealer
4. Adv of cust request for rental

SVCA Jared states:

1. Will stop working on car
2. Speak to SVCM about rental

\*Writer trans to SVCM\*

1. Adv of cust request for rental
2. What is diag info

Mike SVCM states:

1. Cust not a regular
2. We do not have any rentals

RO: 44142

3/31/14

@ 44062

\*thanked and disconnected\*

\*\*\* NOTES 04/02/2014 09:00 AM US Mountain Standard Time HFBerdine Action Type:Manager review

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5xyku4a26bg ██████████	██████████	41,000
Willingboro, NJ ██████████	Prod. Date: 3/22/10		Dealer: NJ028 Burlington Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\*Dispatching to NCA\*\*\*

1. Cust alleges sunroof **SHATTER**ed
2. Cust requesting rental assistance
3. Veh currently at Burlington Kia NJ028

\*\*\* PHONE LOG 04/04/2014 09:37 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer ██████████ and stated:

1. Name, company and case number.
2. We've received your case in our office for further review regarding the concern you are having with the sunroof on your 2011 Kia Sorento.
3. Wtr apologized for the incident with the **SHATTER**ed sunroof, however, glad to hear that no one was injured as a result of it.
4. In order to begin our investigation of the incident we will need to gather more information such as details of the incident and photos.
5. Wtr reviewed details of the incident with customer.
6. Wtr requested photos of damage to vehicle.
7. Wtr will be reviewing case further with engineering to determine if we will be dispatched a Kia FTR or DPSM to inspect the vehicle to try and determine cause for concern.
8. Have you been provided with any type of alternate transportation.

Customer stated:

1. It was raining, roads were smooth.
2. There were no rocks or debris on the road.
3. No rocks or anything hit the hood or windshield prior to **SHATTER**.
4. We were slowing down approaching a stop light which was turning yellow.
5. We were going about 25 mph at the time of the **SHATTER**.
6. It happened before we got to the stop light.
7. My husband took a picture of the damage to the sunroof and a picture of the road where it happened.
8. There was a big bulk on the sunshade where all of the **BROKE**n glass was sitting.
9. We drove vehicle to the nearest gas station and had all of the **BROKE**n glass removed from the sunshade by gas station attendant and my husband.
10. It was raining so we drove to the nearest store and purchased trash bags and masking tape so we could cover up sunroof with plastic so the rain didn't come inside vehicle.
11. We called the police, however, they didn't send anyone out.
12. Dealer didn't have a loaner available and they said KMA doesn't provide rentals.
13. I'm driving currently driving my mother-in-law's vehicle.
14. We went on line and found 15 cases of **SHATTER**ed sunroofs.

Wtr stated:

1. Gave wtr's contact information to customer.
2. Wtr will look out for the photos on wtr's email.
3. Wtr will be making contact with dealer to discuss options for rental coverage and will be reviewing your case further with engineering.
4. Wtr will give you a call back today with an update.

Customer stated:

1. Thank you.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	5xyku4a26bg [REDACTED]	[REDACTED]	41,000
Willingboro, NJ [REDACTED]		Prod. Date: 3/22/10	Dealer: NJ028 Burlington 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 09:40 AM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received email with two photos from customer. [REDACTED] stating:

From: [REDACTED]mailto:[REDACTED]

Sent: Friday, April 04, 2014 10:27 AM

To: Hillegas, Michele [KMA]

Cc: [REDACTED]

Subject: IMG\_0577.JPG - [REDACTED] 2011 Kia Sorento sunroof damage

Per our conversation today, here are the pics you requested of the sunroof damage and the location where we had pulled over at when the sunroof exploded.

If you could confirm receipt of email once you have received it, I would greatly appreciate it.

Thank you very much,

New Jersey Schools Development Authority P.O. Box 991

Trenton, NJ [REDACTED]

Office: [REDACTED]

Fax: [REDACTED]

Email: [REDACTED]

\*\*\* PHONE LOG 04/04/2014 09:41 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email to customer confirming receipt of photos.

\*\*\* PHONE LOG 04/04/2014 10:52 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr called SM Michael Morris at NJ028 and left a detailed VM requesting a call back.

\*\*\* PHONE LOG 04/04/2014 12:57 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr called SM Michael Morris at NJ028 and left a detailed VM requesting a call back.

1. Trying to get the customer into a loaner or rental today.
2. KMA will cover the cost of the rental while we complete our investigation of the sunroof **SHATTER** incident.

\*\*\* PHONE LOG 04/04/2014 02:09 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer [REDACTED] and stated:

1. Wtr was unable to make direct contact with SM at the dealer to arrange for a loaner or rental.
2. Wtr apologized to customer.
3. Wtr will follow up with SM on Monday 4-7-13 and will call you back with an update.

Customer stated:

1. Okay, thank you for calling back today.

\*\*\* PHONE LOG 04/07/2014 08:55 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5xyku4a26bg ██████████	██████████	41,000
Willingboro, NJ ██████████	Prod. Date: 3/22/10		Dealer: NJ028 Burlington Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

1. Wtr reviewed case with DPSM.
2. FTR for this area is in Georgia at K900 training week of 4/7/14.
3. I will be in the Region week of 4/7/14.
4. Wtr to review case further with PQ for direction and next steps.

\*\*\* PHONE LOG 04/07/2014 09:02 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr called SM Michael Morris at NJ028 and left a detailed VM:

1. Wtr is working with PQ to coordinate an FTR inspection of vehicle.
2. Would like to get the customer into a loaner or rental.
3. KMA will cover the cost of the rental while we complete our investigation of the sunroof **SHATTER** incident.
4. Wtr requested a call back.

\*\*\* PHONE LOG 04/07/2014 12:41 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received a VM from FTR JSelz stating:

1. I will be at NJ028 on Wed, Thurs & Fri and can inspect vehicle.
2. Please send email with information on what you are requesting.

\*\*\* PHONE LOG 04/07/2014 12:42 PM Pacific Daylight Time MHillegas Action Type:Incoming call

PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CASE ██████████ 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 04/07/2014 12:53 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email to FTR with cc: to DPSM, RCAM, PQ stating:

We would like you to inspect above-referenced vehicle with VIN 5XYKU4A26BG ██████████ at ██████████ as soon as you can to investigate sunroof **SHATTER** incident.  
We will need an FPQR completed per standard protocol.

\*\*\* PHONE LOG 04/07/2014 01:08 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr spoke with SM Michael Morris at ██████████ and who stated:

1. We can get customer set up in a rental today.
2. I'll have SA Jared contact Enterprise first to see what they have available.
3. Then I will have SA contact the customer.
4. There is a \$5 fee charged on rentals in NJ for Homeland Security.

Wtr stated:

1. KMA will pay up to \$30/day for daily rental fee.
2. We do not pay for insurance, gas or other misc fees.
3. FTR will be inspecting vehicle on either Wed, Thurs or Friday.
4. Thanks for your assistance in this matter.

\*\*\* PHONE LOG 04/07/2014 01:10 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr received a VM from customer Jackie Cochran 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 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5xyku4a26bg ██████████	██████████	41,000
Willingboro, NJ ██████████	Prod. Date: 3/22/10		Dealer: NJ028 Burlington Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 04/07/2014 01:14 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, ██████████ and stated:

1. Wtr was able to make direct contact with SM Michael Morris who is in the process of setting up rental with Enterprise.
2. You should receive a call from SA Jared to coordinate picking up rental car this afternoon.
3. KMA pays for daily rental fee up to \$30/day excluding gas and insurance.
4. SM advised writer that rental co's charge a \$5.00 fee in NJ for Homeland Security which would be customer pay.
5. A KMA FTR will be inspecting vehicle either on Wed, Thur or Friday.
6. Once we receive and review results of inspection wtr will contact you back with our findings.

Customer stated:

1. Okay, thank you for the update.
2. If I don't hear from dealer in 30 mins I will give them a call.

\*\*\* PHONE LOG 04/09/2014 10:57 AM Pacific Daylight Time MHillegas Action Type:Incoming call

NCA reviewed case with PQ:

1. FTR inspected vehicle on 4/8/14 and completed FPQR.
2. Reviewed FPQR.
3. Cause of sunroof **SHATTER** is undetermined.
4. Consequential water damage to sunshade, carpet, cup holder.
5. NCA to authorize replacement of sunroof and sunshade and any other components damaged by water.
6. Wtr to advise customer and dealer of FTR's findings and Kia's decision on claim.

\*\*\* PHONE LOG 04/09/2014 11:50 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, ██████████ and stated:

1. Wtr is calling to provide you with an update on your case.
2. FTR inspected vehicle yesterday and sent his findings to engineering.
3. Wtr reviewed case with engineering.
4. Based on FTR's findings there were a few chips in the windshield and hood and most of the sunroof glass was gone.
5. Root cause of sunroof **SHATTER** is undetermined.
6. Since we have been unable to clearly identify a cause for the sunroof **SHATTER**, KMA will authorize replacement of the sunroof & sunshade and any other consequential damage to vehicle as a goodwill gesture to customer.
7. We were advised by the FTR that there is water damage to the carpet.
8. Wtr will need to send you an offer letter and release for review and signature.
9. Wtr will contact dealer to authorized repairs to vehicle.

Customer stated:

1. It had poured down rain on Saturday 3/29/14 travelling from Danville, VA to Richmond, VA on our way back to NJ.
2. Incident occurred 20 miles outside of Richmond, VA.
3. The garbage bags and sunshade weren't able to keep all of the water from coming inside vehicle.
4. I was soaking wet by the time I got home.
5. There was water in the cup holders and on the carpet.
6. I parked my car in the driveway because we use our garage for storage.
7. We didn't get home until midnight on Saturday; then on Sunday it rained even more so.
8. We took the vehicle to the dealer on Monday morning 3/31/14 when they reopened.
9. What about the rental car?
10. Do you know how long it will take for completion of repairs?

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
██████████	██████████	5xyku4a26bg ██████████	██████████	41,000
Willingboro, NJ ██████████	Prod. Date: 3/22/10		Dealer: NJ028 Burlington Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Wtr stated:

1. KMA will pay for rental during the time repair is being done and vehicle is ready for pick up.
2. Wtr will try to obtain an ETA from dealer and will let you know.
3. Wtr to email offer letter and release to customer.

Customer stated:

1. Thank you for all your help in this matter.

\*\*\* PHONE LOG 04/09/2014 12:08 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SA Jared at NJ028 and stated:

1. We've received results of FTR's inspection and reviewed case with PQ.
2. FTR was unable to determine root cause of sunroof **SHATTER**.
3. Since we were unable to determine cause of **SHATTER** we are authorizing dealer to replace sunroof, sunshade and any other components damaged by water coming into vehicle.
4. Repair should be done at warranty dollars, however, NCA will be paying dealer through CA goodwill.
5. Wtr to send confirmation email to SM Mike Morris authorizing repairs.
6. Customer is requesting ETA for completion of repairs.

SA stated:

1. Sunroof glass, sunshade, deflector, front carpet and headliner need replaced.
2. There is consequential water damage to carpet and headliner.
3. Carpet has mold and mildew smell from water and headliner is water stained.
4. SM is out today, however, you can send email to him at mikem@burlingtonkia.com.
5. I will start ordering the parts to day.
6. We will keep customer and you apprised of ETA.

\*\*\* PHONE LOG 04/11/2014 02:42 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SM Mike Morris and stated:

1. Wtr is calling to check on status of parts and repair of ██████████ Sorento.
2. Wtr is in the process of sending you a confirmation email authorizing repairs to vehicle.

SM stated:

1. Parts have been ordered, probably won't receive them until next Tues 4/15/14.
2. I should have a better idea on ETA once parts are received.

Wtr stated:

1. Wtr to send email to SM with cc: to DPSM & RCAM.
2. Wtr to follow up with you next week on ETA for completion of repairs.

\*\*\* PHONE LOG 04/15/2014 06:33 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email to SM MMorris at NJ028 with cc: to SA Jared-NJ028, DPSM and RCAM stating:

Hi Mike,

Per our previous conversation, after investigating the incident regarding Ms. ██████████ 2011 Sorento KMA has been unable to clearly identify a cause for the sunroof **SHATTER**, whether due to external impact or not. Therefore, KMA has authorized replacement of the sunroof and sunshade and any other components damaged by water coming into vehicle. KMA will also cover the cost of the rental car.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	5xyku4a26bg [REDACTED]	[REDACTED]	41,000
Willingboro, NJ		Prod. Date: 3/22/10	Dealer: NJ028	Burlington Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

during the time vehicle is being repaired.

Please do not submit a claim through the Warranty system. NCA will pay you through CA goodwill at warranty dollars so you will need to submit the repair and rental invoices to me for payment. RO should be documented something like this:

- Complaint: "Customer states sunroof **SHATTER**ed while driving 2011 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.

\*\*\* PHONE LOG 04/15/2014 07:05 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with SA Jared at NJ028 who stated:

1. ETA for completion of repairs is at the end of the week.

\*\*\* PHONE LOG 04/15/2014 07:08 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with customer, [REDACTED] and stated:

1. Wtr will be emailing offer letter and settlement agreement to you this morning.
2. Are you the only name on the sales contract?
3. SA Jared at NJ028 advised wtr this morning that repairs should be completed by the end of the week.
4. Wtr verified customer's current address.

Customer stated:

1. My husband, [REDACTED] is also on the contract.
2. City we live in is Willingboro, NJ.
3. Thank you for the update.

\*\*\* PHONE LOG 04/15/2014 07:09 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr emailed offer letter and release to customer [REDACTED] and attached a copy to the case.

\*\*\* PHONE LOG 04/18/2014 02:54 PM Pacific Daylight Time MHillegas Action Type:Incoming call  
Wtr received email from customer, [REDACTED] and stated:

Hi Michelle,

I will print and take home for my husband to sign and will send to you tomorrow.

My husband and I just had a question for you. What exactly being repaired on my car...wasn't sure what was considered subsequent damage.

Thank you.

\*\*\* PHONE LOG 04/18/2014 02:56 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr called Svc Dept at NJ028:

1. Svc Dept closed at 6 pm.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5xyku4a26bg [REDACTED]	[REDACTED]	41,000
Willingboro, NJ	[REDACTED]	Prod. Date: 3/22/10	Dealer: NJ028	Burlington Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Wtr spoke with customer, [REDACTED] and stated:

1. Wtr was calling to address your question about the subsequential damage.
2. According to the dealer the sunshade and deflector need replaced and there is water damage to the headliner and carpet.
3. Wtr tried to reach dealer however they were closed.
4. Wtr to follow up with dealer on Monday on repairs and ETA.

Customer stated:

1. My husband talked to the dealer Monday and they advised him of same.
2. Dealer stated they will be replacing sunshade, deflector, headliner and carpet in addition to the sunroof glass.
3. We will sign offer letter and release over the weekend and will send it back to you on Monday 4-21-14.

Wtr stated:

1. Thank you, wtr to provide you with an update on repairs on Monday 4-21-14.

\*\*\* PHONE LOG 04/21/2014 02:16 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SA Cameron at NJ028 and stated:

1. Wtr is calling to check the status of repairs to [REDACTED] Sorento.
2. Wtr requested to speak with SM Mike Morris or SA Jared.

SA stated:

1. Vehicle is still here.
2. SA Jared is gone for the day and will be back tomorrow at 7 am.
3. SM is in Dallas, TX.

Wtr stated:

1. Wtr to call back tomorrow to speak with Jared.
2. Thanks.

\*\*\* PHONE LOG 04/22/2014 01:31 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SA Ray at NJ028 and stated:

1. Wtr is calling to speak with SA Jared regarding status of repairs to customer, [REDACTED] vehicle.

SA stated:

1. SA Jared leaves at 4 pm EST.
2. My understanding is that the parts are in and vehicle will be worked on tomorrow.
3. Best to call back tomorrow and speak with SA Jared.

Wtr stated:

1. Thanks.

\*\*\* PHONE LOG 04/23/2014 12:02 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SA Jared at NJ028 and stated:

1. Wtr is calling to check status of repairs to customer, [REDACTED] Sorento.
2. Wtr also wanted to confirm all parts being replaced.

SA Jared-NJ028 stated:

1. We just received all of the parts today; we were waiting on rails for sunroof which arrived today.

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Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	5xyku4a26bg [REDACTED]	[REDACTED]	41,000
Willingboro, NJ [REDACTED]		Prod. Date: 3/22/10	Dealer: NJ028 Burlington Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

2. Tech will be starting on repairs later today and should be completed in a few days, hopefully by Friday 4-25-14.
3. We are replacing sunroof glass, sunshade, deflector, front carpet and headliner.

Wtr stated:

1. Thanks for the update.
2. Wtr will follow up with you in a few days.

\*\*\* PHONE LOG 04/23/2014 12:04 PM Pacific Daylight Time MHillegas Action Type: Incoming call

Wtr received email with signed offer letter & release from customer, [REDACTED] stating:

From: [REDACTED]

Sent: Wednesday, April 23, 2014 11:53 AM

To: Hillegas, Michele [KMA]

Subject: RE: IMG\_0577.JPG - [REDACTED] 2011 Kia Sorento sunroof damage

Hi Michelle,

Attached are the signed copies of the forms you requested from us. If there is anything else needed, please let me know.

Were you able to get a status on my car? Since our last conversation, we still have not heard anything.

Thanks,

\*\*\* PHONE LOG 04/23/2014 12:14 PM Pacific Daylight Time MHillegas Action Type: Outgoing call

Wtr sent email to customer [REDACTED] stating:

From: Hillegas, Michele [KMA]

Sent: Wednesday, April 23, 2014 1:08 PM

To: [REDACTED]

Subject: RE: IMG\_0577.JPG - [REDACTED] 2011 Kia Sorento sunroof damage

Hi [REDACTED]

Thank you for sending back the signed offer letter and release. I just spoke with Jared, Svc Advisor at the dealer who advised me that they just received the rest of the parts today and will be starting on the repairs later today. Jared said he hopes to have vehicle repaired by Friday.

Thank you,

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

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5xyku4a26bg [REDACTED]	[REDACTED]	41,000
Willingboro, NJ [REDACTED]	Prod. Date: 3/22/10		Dealer: NJ028 Burlington Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 04/28/2014 12:24 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SA Ray at NJ028 and stated:

1. Wtr is calling to get status on repair to customer, [REDACTED] vehicle.

SA stated:

1. SA Jared no longer works here.
2. I've taken over the ticket.
3. Tech is in the process of working on the vehicle.
4. He hopes to have it done by Tues 4-29-14, if not then Wed 4-30-14 at the latest.

Wtr stated:

1. Thanks for the update.
2. Wtr to advise customer of ETA.

\*\*\* PHONE LOG 04/28/2014 01:11 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email to customer, [REDACTED] stating:

From: Hillegas, Michele [KMA]

Sent: Monday, April 28, 2014 2:05 PM

To: [REDACTED]

Subject: RE: IMG\_0577.JPG - [REDACTED] 2011 Kia Sorento sunroof damage

H [REDACTED]

I spoke to the dealer today and was advised that the tech is currently working on your vehicle. They hope to have repairs completed by tomorrow, Tuesday, April 29. If not by tomorrow, at the very latest by Wed, April 30.

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 05/02/2014 09:44 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd

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

From [REDACTED]

Sent: Friday, May 02, 2014 8:09 AM

To: Hillegas, Michele [KMA]

Subject: RE: IMG\_0577.JPG [REDACTED] 2011 Kia Sorento sunroof damage

Hi Michelle,

I still have not received or heard anything about my car. It's been a month now. I still have the rental car until my car is

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	5xyku4a26bg [REDACTED]	[REDACTED]	41,000
Willingboro, NJ		Prod. Date: 3/22/10	Dealer: NJ028	Burlington Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

completed, but I do not feel nor will I be able to pay the \$100 or more charge that I will have to pay for the \$5 a day tax amount. I was not expecting my car to be worked on this long. Can anything be done about this?

Thanks  
[REDACTED]

\*\*\* PHONE LOG 05/02/2014 09:49 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SA Ray at NJ028 and stated:

1. Wtr is calling to check status of customer. [REDACTED]
2. Customer has been emailing wtr requesting status.

SA stated:

1. Vehicle is done.
2. I spoke with the customer at 10 am and advised her that vehicle is ready for pick up.
3. Ms. [REDACTED] stated that she's going to return the rental and her husband is going to come pick up the car.
4. SM will send you the repair invoice for payment.

Wtr stated:

1. Thank you for the update.

\*\*\* PHONE LOG 05/02/2014 10:10 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Wtr received your emails; apologize for the delay in getting back to you, however, wtr was out of the office yesterday.
2. Wtr was just advised by SA Ray that repairs are done and your vehicle is ready for pick up.
3. SA advised wtr that he has already spoken to you to advise you of this.

Customer stated:

1. Yes, that is correct, I spoke to SA Ray earlier today.
2. I'm meeting my husband at Enterprise to return rental then he is going to give me a ride to the dealership.
3. Also wanted to see if Kia would reimburse me for additional \$5/day tax charged by stated of New Jersey.
4. Total due is \$125.00 because rental is for 25 days @ \$5/day.

Wtr stated:

1. Wtr apologized for the delay in repairs being completed.
2. Dealer had some personnel changes and has been a little shorthanded.
3. Please send wtr the invoice and paid receipt and wtr will submit to management requesting reimbursement.

Customer stated:

1. Thank you.

\*\*\* PHONE LOG 05/08/2014 04:22 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd

Wtr received email with rental receipt attached from customer, [REDACTED] stating:

From [REDACTED]

Sent: Monday, May 05, 2014 12:34 PM

To: Hillegas, Michele [KMA]

Subject: RE: IMG\_0577.JPG - [REDACTED] 2011 Kia Sorento sunroof damage

**Kia Motors America**  
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5xyku4a26bg [REDACTED]	[REDACTED]	41,000
Willingboro, NJ	[REDACTED]	Prod. Date: 3/22/10	Dealer: NJ028	Burlington Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Hi Michelle,

I have my car now and all is well. Per our conversation on Friday, attached is the final bill of what I had to pay. When I picked up the car, I had left a \$50 deposit. Since I had the car for 25 days, the \$5 daily charge increased to \$75.00 more. So, Enterprise charged me an additional \$75.00 to settle the \$125 balance due for the \$5 daily charge they have for their state tax.

Thanks you very much for getting the process going and working with the dealer to have the repairs done to my car! Really appreciate it. Glad to have my car back!

Attached is the receipt. Let me know if you need any further information.

Thanks,  
[REDACTED]

\*\*\* PHONE LOG 05/08/2014 04:29 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr sent email to customer [REDACTED] stating:  
Thanks [REDACTED] I will submit to management for further review and will let you know the outcome.

\*\*\* NOTES 05/16/2014 03:15 PM Pacific Daylight Time MHillegas Action Type:Internal  
Wtr reviewed case with CAFOM:  
1. NCA to reimburse customer for \$125.00 NJ Domestic Security Fee charged on rental car.

\*\*\* PHONE LOG 05/19/2014 10:54 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with SM Mike M. at NJ028 and stated:  
1. Wtr requested a copy of RO and gave NCA's fax number to SM.  
2. SM to fax a copy to wtr by tomorrow 5-20-14.

\*\*\* NOTES 05/19/2014 06:54 PM Pacific Daylight Time MCameron Action Type:Dealer contact  
Yanking case for TREAD review (written communication) and reassigning back to case owner.

\*\*\* PHONE LOG 05/22/2014 02:27 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd  
NCA received RO# 44142 from SM Michael Morris at NJ028 and wtr attached a copy to the case.

\*\*\* PHONE LOG 05/22/2014 02:46 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with customer, [REDACTED] and stated:  
1. Wtr wanted to let you know that we've received approval from management to reimburse you for the NJ security fee charged on the rental car.  
2. Wtr advised customer that processing time for goodwill checks is about 4 weeks.

Customer stated:

1. Okay, thank you very much.



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5xyku4a26bg [REDACTED]	[REDACTED]	41,000
Willingboro, NJ		Prod. Date: 3/22/10	Dealer: NJ028	Burlington Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* NOTES 05/28/2014 03:47 PM Pacific Daylight Time MHillegas Action Type:Internal  
File submitted for GW processing.

\*\*\* NOTES 06/13/2014 03:20 PM Pacific Daylight Time MHillegas Action Type:Internal  
NCA received GW check in the amount of \$125.00.

1. Wtr mailed check to customers.
2. Wtr scanned and attached a copy of check into case.

\*\*\* NOTES 06/23/2014 03:57 PM Pacific Daylight Time MHillegas Action Type:Internal  
NCA received dealer invoice for NJ028 reflecting credit for \$4,392.60 for sunroof repair and rental.

\*\*\* CASE CLOSE 06/23/2014 03:58 PM Pacific Daylight Time MHillegas  
GW reimbursement issued to dealer for sunroof repair and rental.  
No further actions.

# Broken Sunroof 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>:*

3/29/2014

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

04:00 PM

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

50 degree F with rain

14 . Was there precipitation?

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

Light rain

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:*

Old Hull St Rd

**29 . What city or town did the incident occur?**

*Name of city or town:*

Danville, VA, 20 miles out from Richmond, VA

**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?:*

I was in the right lane

**32 . Describe the traffic conditions around you at that time.**

*Description of traffic conditions around you at that time:*

There was very light traffic, there was at least 10 feet between the cars

**33 . What direction were you heading?**

*Direction of travel (north bound, east bound, etc.):*

North bound

**34 . What cross-street were you nearest that you can remember?**

*Nearest cross-street at the time of the incident:*

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

*If MOVING, what speed were you traveling at?:*

55 MPH

**36 . What was the condition of the street? (e.g., freshly paved, normal roughness, had some holes or broken surface, w:**

*<Obtain more details if the caller says anything other than freshly paved.>:*

It was a smooth road, no bumps or anything

**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 big boom on top of the car*

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

*Describe what you FIRST saw when the glass broke:*  
*It was big pieces and little tiny tiny pieces all over the 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?**

*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:*  
*None was on the outside because the shutter was closed all of the glass was on that*

**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?**

*Yes*

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

*No response selected.*

**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?**

*CLOSED*

**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:*

*All of the broken glass ended up on 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:*

 was in the driver seat

 was in the passenger seat

 was seated behind the passenger

 was seated behind the driver

**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 want the sunroof to be repaired under the warranty

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA25CC [REDACTED]	[REDACTED]	23,000
Appleton, WI	[REDACTED]	Prod. Date: 12/7/11	Dealer: WI030	Bergstrom Kia Appleton

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 08/18/2014 01:13 PM US Mountain Standard Time TDonnelly

\*\*\* PHONE LOG 08/18/2014 01:58 PM US Mountain Standard Time TDonnelly Action Type:Incoming call  
Customer States([REDACTED] wife):

1. I was driving today and the sun**ROOF** glass **EXPLO**ded
2. Calling to let kia know
3. Saw this complaint online google
4. Will this be covered by kia under warranty?

Writer States:

1. Confirmed owner, caller info
2. Apology for situation
3. Will need to take an incident report
4. Report taken.

Writer States:

1. If requesting kia to investigate further will need customer to send complete photo's of vehicle and any incident reports to kma nca
2. Writer will forward file to another office that will be in contact with customer in 2 business days.
3. Will advise that person handling case contact customer to provide email address to send requested information.

Customer States:

1. Would like to email requested information
2. Will get everything together
3. Will wait for further follow up.

[!<For Internal Use Only

Writer States:

1. Was unable to document injuries in report-callers daughter had cuts, scratches on arms, legs, feet from the **SHATTER**ed glass>!]

\*\*\* NOTES 08/18/2014 02:10 PM US Mountain Standard Time TDonnelly Action Type:Manager review

Writer States:

1. Dispatching to nca for customer contact on alleged product liability-sun**ROOF** glass **EXPLO**ded while driving
2. Customer has been advised if requesting further investigation will need to send complete photo's of vehicle and incident report to kma nca
3. Customer is requesting email address to send requested information
4. Customer had been advised to that nca will contact customer within 2 business days.

\*\*\* PHONE LOG 08/20/2014 04:47 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling in regards to your 2012 KIA Sorento
2. Requested call back
3. Gave call back number

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA25CG [REDACTED]	[REDACTED]	23,000
Appleton, WI		Prod. Date: 12/7/11	Dealer: WI030	Bergstrom Kia Appleton

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* PHONE LOG 08/28/2014 08:24 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling in regards to your 2012 KIA Sorento
2. Requested call back
3. Gave call back number

\*\*\* NOTES 09/12/2014 09:14 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dealer WI013 and spoke with Rob in the Service Department

Writer states:

1. Was this vehicle in for service recently?

Dealer states:

1. Customer [REDACTED] did come in back out on 2/25/2013 with 11,544 miles
2. This was when we used to be Russ Darrow KIA
3. Customer states panoramic was warped
4. Unable to duplicate customer concerns

\*\*\* NOTES 09/12/2014 09:19 AM Pacific Daylight Time SamuelKim Action Type:Internal

Customer's address not verifiable on USPS website.

\*\*\* CASE CLOSE 09/12/2014 09:20 AM Pacific Daylight Time SamuelKim



# Accident Report

Case K2774783

---

## Report Details

0 . End

No response selected.

1 . Do you own the vehicle?

Yes

5 . Was the owner driving the vehicle?

No

[REDACTED] wife

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

No

[REDACTED] wife

9 . What is the age of the driver?

[REDACTED] years old

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>:

8/18/2014

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

3:30 pm est

13 . What was the temperature?

Approximate temperature in Fahrenheit:

about 73%

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:

[REDACTED]

**18 . How many lanes in your direction?**

Number of lanes in your direction:

2 lane highway going same direction

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

Nearest City or Town from the incident location:

Menasha, Wi

**20 . What direction were you heading?**

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

Driving NB

**21 . What exit were you nearest?**

Closest exit from the incident location?:

[REDACTED]

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

Exit before or after the incident location:

after the exit when sunroof shattered

**23 . How far were you from that exit?**

Distance from the nearest exit:

about 1/2 mile past the exit

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

If MOVING, what speed were you traveling at?:

Car was moving going approximately 50 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:

Not alot of traffic there was a car about 2-3 car lenghts in front of kia driver and no cars behind driver.

There was traffic on other side of the highway but was not heavy traffic.

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

*Type of vehicles on the road:*

Cars and pick up truck no semi trucks or construction vehicles

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

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

no construction, no roughness, not freshly paved, no holes in roadway

**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 >:*

while driving heard a noise that sounded like explosion or shotgun going off so when I heard this I pulled over

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

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

kia driver's daughter screamed when explosion happened so driver pulled over and then both kia driver and daughter were covered in broken 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?**

DOWNWARDS

**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:*

Most of the glass went into driver seat 40% and the seat behind driver seat 50% to passenger seat and then rest was in passenger side front and rear seat about 10%

**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 entire sunroof is gone*

**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:*

*the glass fell inside car onto driver and drivers daughter*

**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:*

*In seat behind driver*

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

Yes

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

Yes

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

Yes

**85 . Who was injured?**

*Name, address and phone number of who was/were injured:*

daughter years old

**86 . What were the seating positions were the injured?**

*Name of injured and seating position for each:*

sitting in rear seat behind driver

**87 . Was the injury from glass or any other debris?**

*Injury from glass.*

**88 . Describe the nature of the injuries.**

*Please describe the mentioned injuries:*

**89 . Did any of the injured persons seek medical attention?**

No

**90 . Were the police contacted?**

*Yes. Please provide the name of the reporting officer, badge number, police report number and department.:*

Not available

Police told husband to call insurance company

**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#:*  
American Family Insurance  
1-800-692-6326

**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>:*

Customer States:

1. I would like to find out why this happened
2. I googled kia sorento exploding sunroof and see all kinds of complaints
3. This is happening to my car and not happy
4. I also see this has happened with cars parked
5. Is kia going to cover this under warranty?
6. What is the address to send requested information?

Writer States:

1. Confirmed owner, caller info
2. Apology for situation
3. Advised if requesting kia to investigate further customer will need to send complete photo's of vehicle and any police or incident report customer may have
4. Advised nca address and reference number.
5. Explained writer will send case to another department that will be in contact with customer within 2 business days.

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA27CC [REDACTED]	[REDACTED]	37,000
Tonowanda, PA [REDACTED]		Prod. Date: 12/1/11	Dealer: TX076 Pete's Car Smart 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 11/26/2013 11:22 AM US Mountain Standard Time GRomero  
customer states;

1. We have a 2012 Sorento
2. She was on the highway
3. She passed a large truck and it blew out
4. We've been extremely happy with the car.
5. We turned it in to our insurance company
6. Now, the auto place that was going to fix it, says there isn't a part available.
7. It seems that they can't get it until Mid January.
8. I was sorta wondering if it was fair for our insurance to have to pay for a rental car.
9. In this instance it seems like a Kia warranty issue
10. Shouldn't then, you guys be providing a loaner vehicle?

Writer states;

1. Apologized for the problem
2. Advised writer would document customer's concern.
3. Advised there is a scripting of questions writer would need to take
4. Advised writer would have to contact back.

customer states;

1. That's fine.
2. This is my wife's vehicle.
3. So I'll just have you give me a call back
4. I have to take this other call.
5. Thank you so much

Writer states;

1. Advised to call back for further assistance.

\*\*\* PHONE LOG 11/26/2013 11:29 AM US Mountain Standard Time GRomero Action Type:Outgoing call

Writer calls customer and states;

1. Gave writer information
2. Advised following up on case.

Customer states;

1. What I'm going to do, I'm gonna have you call my wife.
2. It's her vehicle and she was in it at the time
3. Phone# [REDACTED]
4. Her name is [REDACTED]
5. Give her a call, she can give you everything you need

Writer states:

1. Thanked for information

\*\*\* PHONE LOG 11/26/2013 12:15 PM US Mountain Standard Time GRomero Action Type:Outgoing call

Writer calls Mrs [REDACTED] and states:

1. Gave writer information
2. Advised following up on case.

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA27C [REDACTED]	[REDACTED]	37,000
Tonowanda, PA [REDACTED]		Prod. Date: 12/1/11	Dealer: TX076 Pete's Car Smart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Customer states;

1. I'm currently in transit with my work.
2. My vehicle is presently 10.5hrs.
3. my problem is, getting my vehicle back to me.
4. I talked to my insurance company this morning.
5. They are willing to be extended for the rental agreement.
6. It's not covered under my insurance.
7. In this 45 day window, how is my vehicle going to get from Amarillo to San Antonio.
8. I don't know if Kia would be willing to ship my vehicle down to me.
9. My insurance is suggesting that they put a piece of board, tape it in and drive it.
10. From a liable stand point, i don't feel good about it safety wise.
11. I don't feel that's an option
12. I had overheard somewhere that these sunroofs had been a consistent problem.
13. I did make a complaint against NHTSA.
14. I wanted to make Kia aware of what's going on.
15. I just want to get this resolved at the worst time something could happen.

Writer states:

1. Apologized for the problem
2. Advised writer would be taking an incident report.
3. Advised case will then be sent to another department for further handling.
4. Advised customer would be contacted back within 2 working days

\*\*\*\*WRITER BEGAN Sunroof Scripting\*\*\*\*

[REDACTED] states:

1. I would say that most of the pieces that were still attached to that metal frame.
2. I would say they were pointed upwards.
3. That was kind of the direction that it was moved via the wind.

\*\*Cust say states - Per the Round/Oval question

--There was so much glass gone it would be hard to assess that

\*\*\*\*Vehicle location:\*\*\*\*

Auto Nation Collision  
806-374-9448  
2316 I-40 E  
Amarillo, TX 79103

Customer states:

1. They're attempting to get the part but it would be mid January before they would be able to.

\*\*\*WRITER COMPLETED SCRIPT\*\*\*\*\*

Writer states:

1. Thanked for the detail in which the customer assisted.
2. Advised writer would be sending case for further review.

Customer states;

1. So, I'm sort of suck on what am I to do
2. The auto collision center is fashioning a board to put in place of the window.



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA27CC [REDACTED]	[REDACTED]	37,000
Tonowanda, PA [REDACTED]		Prod. Date: 12/1/11	Dealer: TX076 Pete's Car Smart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

3. I'm not really comfortable driving 10.5 miles with that board taped in there
4. I have no real hopes that any of this could be solved by Friday when I have to leave.
5. I'm just looking for options at the moment

Writer states:

1. Apologized.
2. Advised writer would have customer's concerns well documented.
3. Advised writer could also request that the case be reviewed sooner.
4. Advised, however, writer cannot make any guarantees.
5. Gave case number
6. Advised to call back for further assistance.

\*\*\* NOTES 11/26/2013 12:17 PM US Mountain Standard Time GRomero Action Type:Manager review  
Sending Case to the Region:

\*\*\*CUSTOMER IS MOVING ON FRIDAY 11/29\*\*\*

- Cust alleges sunroof exploded while driving.
- Vehicle is at a shop in Amarillo, TX.
- Cust is requesting possible reunite assistance.
- Assist determination
- Contact customer

\*\*\* PHONE LOG 11/27/2013 10:37 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. Calling to follow up with you on your vehicle, 2012 KIA Sorento
2. Is the insurance company resolving this issue?
3. You're talking about from Amarillo to San Antonio, correct?
4. And is the insurance company going to cover the rental?
5. Let me do some research and get back to you
6. Gave customer call back number

Customer states:

1. It is actually at a repair shop in Amarillo TX Auto Nation Collision Center
2. The insurance company directed us to send it Auto Nation Collision
3. They are covering the repair
4. The situation that is being complicated with this is I am being transferred for my job
5. I have to be at a new job on Monday in San Antonio
6. My husband is going to drive me down
7. The problem arises in the way how am I going to get this vehicle once this is repaired
8. It's about a 10 and a half hour drive
9. They're expecting to have this done sometime in January
10. Well I have a 30 day rental on my insurance
11. They think they can figure out a way to extend that given the circumstances
12. We may be okay, but I'm not sure if it is going to be okay
13. So I'm flying back to Amarillo tomorrow, I came home for Thanksgiving
14. I have to be at work on Monday
15. I don't know if there is anyway KIA can help me with this?
16. It's KIA fault that the part is on backorder

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA27CC [REDACTED]	[REDACTED]	37,000
Tonowanda, PA [REDACTED]		Prod. Date: 12/1/11	Dealer: TX076 Pete's Car Smart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

17. Thank you

\*\*\* PHONE LOG 11/27/2013 10:50 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. To my knowledge, there is no backorder on the sunroof from KIA
2. I know sometime independent shops do not necessarily order directly from us
3. Assuming that the repair process has not started, would it be okay for you to have a KIA dealership take a look at this vehicle?
4. Sounds great

Customer states:

1. They started out trying to get this repair through Safeway Auto Glass
2. They wanted to go through Auto Nation
3. And they said they were having the same issue
4. What would you recommend?
5. Let me make a couple of phone calls to my insurance company and the body shop
6. I will give you a call back

\*\*\* PHONE LOG 11/27/2013 02:00 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED]
2. We spoke earlier regarding my KIA Sorento with a **BROKE**n sunroof
3. I'm calling to follow up on that
4. If you could give me a call at your convenience, I'd appreciate it
5. [REDACTED]
6. Thank you so much

\*\*\* PHONE LOG 11/27/2013 02:04 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from Shawn at Nationwide Insurance

1. This is Shawn from Nationwide Insurance calling
2. I'm a materials damage adjuster
3. Hey I was giving you a call, I got your phone number from one our customers looks like you were talking to [REDACTED]
4. About her 2012 KIA Sorento about a sunroof blown out
5. Give me a call back on this
6. She advised me there are parts available through KIA but when we tried to order the parts, it's on backorder
7. My phone number is (515)508-2411
8. Thanks again, bye bye

\*\*\* PHONE LOG 11/27/2013 02:08 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with Shawn at Nationwide Insurance (515)508-2411

Writer states:

1. I received your message
2. Is Nationwide going to take care of this?
3. The customer was asking for assistance in getting her vehicle after it has been repaired
4. At this point, KIA has not had the chance to examine this vehicle
5. We don't normally offer assistance for customers unless it's through warranty

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA27CG [REDACTED]	[REDACTED]	37,000
Tonowanda, PA [REDACTED]		Prod. Date: 12/1/11	Dealer: TX076 Pete's Car Smart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

6. Let me look into the backordered part for you and see if we can do something about it
7. I'll give you a call back and leave you a message

Customer states:

1. I'm the Materials Damage Adjuster from Nationwide Insurance
2. I'm calling about her 2012 KIA Sorento
3. And we ordered an OEM whole sunroof assembly
4. The local KIA said it was on backorder
5. We're taking care of it and for some reason we can't get this part
6. I'll be out for the rest of this week and the entire next week
7. Thanks

\*\*\* PHONE LOG 11/27/2013 02:15 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. Because this vehicle is being repaired through your insurance company, unfortunately KIA cannot offer you assistance in getting this vehicle shipped back to you after it has been repaired
2. What I will do is look into this part and see if we can get it expedited for you
3. I am out of the office for the rest of this week being the holiday weekend, but I will give you a call early next week to give you a status update

Customer states:

1. The rental car was returned
2. They were going to reissue me a car when I get to San Antonio
3. It's an unusual circumstance to lapse to get this part
4. I guess I'm looking to KIA, I just find this to be excessive time to get a part like this
5. What can KIA do for me for a situation
6. If there is some sort of way to expedite this

\*\*\* PHONE LOG 11/27/2013 02:23 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr TX076 and spoke with Brad in the Parts Department:

Writer states:

1. I'm trying to find if an independent body shop, Auto Nation Collision placed an order with you on a panoramic sunroof
2. Could I get the order number
3. Thank you very much

Dealer states:

1. I got 2 pieces in on Monday, I'm just waiting on the frame
2. At first it was showing January 31st
3. I spoke with someone at KIA today and they should have an answer by Friday
4. [REDACTED]

\*\*\* PHONE LOG 12/03/2013 12:43 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called TX076 and spoke with James in the Service Department

Writer states:

1. Calling to find a status updates on the sunroof parts order
2. Thank you very much

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA27CG [REDACTED]	[REDACTED]	37,000
Tonowanda, PA [REDACTED]		Prod. Date: 12/1/11	Dealer: TX076 Pete's Car Smart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Customer states:

1. Just received it about 30 minutes ago

\*\*\* PHONE LOG 12/03/2013 12:49 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with [REDACTED]

Writer states:

1. I got off the phone with the KIA dealership in Amarillo and they just got the part 30 minutes ago
2. They informed me they are in the process of having this delivered to Auto Nation Collision
3. Unfortunately, because this is an insurance claim, my suggestion would be to call your insurance company and see what they can do for you

Customer states:

1. Now I just need to figure out a way to get this car delivered to me
2. Thank you very much for all you've done for me

\*\*\* PHONE LOG 12/03/2013 12:53 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and left message for Shawn at Nationwide Insurance (515)508-2411

1. I just wanted to let you know I called the dealership and they informed me the parts came in about 30 minutes ago
2. If you have any questions, give me a call back
3. Gave call back number

\*\*\* CASE CLOSE 12/03/2013 12:53 PM Pacific Daylight Time SamuelKim

# Broken Sunroof 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] states;  
[REDACTED] years old

**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>:

[REDACTED] states;

1. November 14th 2013

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

<HH:MM> <AM/PM>:

[REDACTED] states:

1. 10-11AM central time

**13 . What was the temperature?**

Approximate temperature in Fahrenheit:

[REDACTED] states:

1. it was maybe mid 50s

**14 . Was there precipitation?**

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

[REDACTED] states:

1. It was extremely windy in Texas.
2. There was no precipitation

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

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

states:

1. There was an 18 wheeler driving by me.
2. There was extreme wind sheer.
3. As the 18 wheeler drove by me, that's when it occurred.
4. I was probably going 65 maybe

**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:*

states:

1. Texas

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

states;

2. It was only one lane in my direction

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

*Nearest City or Town from the incident location:*

States:

1. Perryton, TX

**20 . What direction were you heading?**

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

States:

1. W on Highway 15

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

states:

1. There were no exits.
2. It's a pretty remote location
- 3.

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

*Exit before or after the incident location:*

states:

1. This was just a long rural highway.
2. There are no real exits

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

states:

1. There were no exits.
2. This was a long rural two lane highway

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

*If MOVING, what speed were you traveling at?:*

states;

1. I was doing about 65 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:*

states:

1. I was on the highway going W
2. An 18 wheeler passed by me going E
3. I would say he was pretty much by me.
4. It sounded like a gunshot.
5. You couldn't even fathom what it was.
6. The sound of air had just shattered.
7. The front one is the only one that blew out.
8. The back one did not

**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:*

states:

1. It didn't involve any other traffic really.
2. This isn't a heavy traffic area.
3. It was really just me and the 18 wheeler

**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.>:*

states:

1. It was just a straight paved road.
2. It posts 70 mph.
3. It was in good shape.
4. No pot holes or roughness of the 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.>:*

states:

1. It sounded like a gunshot.
2. You couldn't even fathom what it was.
3. It was a shattering explosion type sound.

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

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

states:

1. I saw a few particles of glass.
2. I could almost see that raining of the glass in the roadway behind me.
3. The little panel you could pull across on the inside.
4. That started flapping.
5. I reached up to hold it closed.
6. Only some of the glass pieces had come through into the interior
7. I didn't want more to spill in.

**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:*

states:

1. 90% out of the vehicle.
2. 5% had sifted down in
3. And then about 5% left attached to that metal framing

**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.:*

states:

1. There was so much glass gone it would be hard to assess that.



**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:

states:

1. 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:

states:

1. There was about 5% caught on the sunshade.
2. There was so few particles that made it through the vehicle
3. But really most of it was caught 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?**

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#.

1. Allied Insurance company

2. ACCT

3. I believe It's a division of Nationwide.

4. Policy#:

5. Claim#:

6. I just spoke to

**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>:*

states:

1. I don't foresee anything being ready for me to travel by Friday afternoon
2. My request is, that my insurance will provide me a rental when I get to San Antonio.
3. They said they would be able to extend out that for the time it will take to get this repaired if that's necessary beyond my 30 day limit.
4. My big request is, my vehicle is at Amarillo, TX.
5. I would like to be able to have someone transfer/transport my vehicle where I am.
6. I would like it either then be shipped down where I am and have the repairs done down here.
7. I'll be losing time at work if I had to go back up and come back down.
8. I think the insurance will take care of the repair and the rental.
9. I'm just in a quandary how it will get to me if it really is 6 weeks from now.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA25DG [REDACTED]	[REDACTED]	18,000
Fairbanks, AK [REDACTED]	Prod. Date: 10/30/12		Dealer: AK006 Kendall Kia of Fairbanks	

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 02/26/2014 12:20 PM US Mountain Standard Time DFerrick

E-mail Received:

1. Customer (daughter of long time KMA employee) states that the sunroof **SHATTER**ed on their Sorento
2. Vehicle was taken to AK005
3. Dealership advised that customer is responsible for the cost of repair

Case created per [REDACTED] for customer contact

\*\*\* PHONE LOG 02/26/2014 12:37 PM US Mountain Standard Time GBolek Action Type:Outgoing call

Writer calls customer [REDACTED] and LVM for the customer.

1. Calling to follow up on the customers sunroof concerns
  2. Advised writer would like to get more information regarding that specific incident with the sunroof **SHATTER**ing
  3. Requested call back, left case information and call back information.
- [!<For Internal Use Only

-- NEED TO TAKE SUNROOF SCRIPTING. -->!] ]

\*\*\* PHONE LOG 02/26/2014 01:23 PM US Mountain Standard Time ZValenzuela Action Type:Incoming call

Customer states:

1. Gave case number
2. I am a nurse needing to this as soon as possible
3. We have cross bars on vehicle
4. Was at AK005
5. I have vehicle now it has cover
6. I don't want it to happen again

Writer states:

1. Apologized
2. Took sunroof scripting
3. Advised sending to NCA for further review and contact
4. Advised will be contacted within two business days

Customer thanked and disconnected

\*\*\* NOTES 02/26/2014 01:24 PM US Mountain Standard Time ZValenzuela Action Type:Manager review

Dispatching to NCA

Sunroof **SHATTER**ed

Customer needing assistance

\*\*\* PHONE LOG 02/27/2014 12:55 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to follow up with you on your 2013 KIA Sorento
2. I want to make sure all your concerns are addressed

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA25DG [REDACTED]	[REDACTED]	18,000
Fairbanks, AK		Prod. Date: 10/30/12	Dealer: AK006	Kendall Kia of Fairbanks

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

4. Gave call back number

\*\*\* PHONE LOG 02/28/2014 04:39 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. Calling to follow up with you on your 2013 KIA Sorento
2. I will be handling your case from this point forward
3. Where is the vehicle at now?

[REDACTED] states:

1. It is at the dealership
2. We live in Alaska and I work fulltime
3. You guys have been great so far, my dad works for KIA
4. They called me, my car was already in because I needed to get it fixed
5. When I took it into the dealership, they said it's not going to get covered
6. In the meantime, I have a one year old
7. I'm driving it right now

Writer states:

1. Which sunroof is it? The rear or the front?
2. When did this happen?
3. Was it raining or snowing?

Customer states:

1. It's the stationary backroof
2. They put like a cover on it
3. It was the 21st, I was driving to pick my daughter up around 4:00PM
4. No snow, no rain or anything

Writer states:

1. Can you tell me what happened?
2. How much did you pay?
3. Was the police or fire department called?
4. Was anyone injured?

Customer states:

1. All of sudden I heard this explosion
2. I could not attribute to anything other than something had **BROKE**n off
3. I didn't see any debris, I didn't see any flying glass
4. Thankfully the cover was totally shut, maybe an inch open
5. I was driving along 60 MPH, no cars around, no traffic, no mountains, no cliff or rocky area
6. There is still some glass on it, I keep finding some shards
7. The dealership said it was a rock, it had to have been a rock
8. I didn't see any defect prior to that
9. They said it would take about half an hour but we would have to pay for the glass
10. They called me yesterday and told me the part is in
11. I already paid for it and everything
12. I was going to call the Service Department over the weekend
13. I was going to have it scheduled for Monday
14. \$276.00

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA25DC [REDACTED]	[REDACTED]	18,000
Fairbanks, AK		Prod. Date: 10/30/12	Dealer: AK006	Kendall Kia of Fairbanks

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

- 15. No police or fire report
- 16. No one injured

Writer states:

- 1. Let me look into this for you
- 2. We'll keep in touch

Customer states:

- 1. Thank you for calling us back and looking into this
- 2. We really love our car
- 3. What we did was we did some research online

\*\*\* PHONE LOG 02/28/2014 04:40 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr AK005 and spoke with Daniel in the Service Department:

Writer states:

- 1. Calling to get some more information on this vehicle

Dealer states:

- 1. I believe I did talk to them but I directed them to Fairbanks, they live closer to them
- 2. We had one similar case like this before
- 3. It was very speculative if it was under warranty or not
- 4. I think we got it covered under warranty, but it was not easy going

\*\*\* PHONE LOG 02/28/2014 04:41 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr AK006 and left message for the Service Department:

- 1. Calling to get some more information on this vehicle
- 2. Requested call back
- 3. Gave call back number

\*\*\* PHONE LOG 02/28/2014 05:02 PM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message from Dave in the Service Department dlr AK006

- 1. Dave with Kendall KIA Mazda in Fairbanks
- 2. Dealer code AK006, calling regarding last eight of the VIN [REDACTED]
- 3. Due to a, looks like a rear glass **SHATTER**ed on the moonroof
- 4. If you can give me a call back here, I can let you know what's going on with it
- 5. Basically got hit with a rock and **SHATTER**ed
- 6. There is no warranty coverage or anything on it
- 7. If you would like to give me a call and we can go over it a little bit more
- 8. (907)385-7054 will get you directly to my cell phone
- 9. Thank You sir

\*\*\* PHONE LOG 02/28/2014 05:04 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr AK005 and spoke with Dave in the Service Department (907)385-7054

Writer states:

- 1. Is it an aftermarket glass?
- 2. Did you see any signs of impact damage?

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
Fairbanks, AK		5XYKUDA25DC		18,000
		Prod. Date: 10/30/12	Dealer: AK006 Kendall Kia of Fairbanks	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. Did you take any photos?

4. I will give you a call back to give you an update

Dealer states:

1. The glass is imported, we've dealt with this a lot of times

2. Not aftermarket

3. There is always a reason the glass **SHATTERS**, it's that time of year where there are a million rocks on the road

4. The glass would exploded rather than imploded

5. She had already cleaned up quite a bit of the glass that was there

6. The glass **SHATTER**ed downward

7. It's just not covered

8. We didn't take any photos

\*\*\* PHONE LOG 02/28/2014 05:07 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr AK006 and spoke with Dave in the Service Department (907)385-7054

Writer states:

1. Can you take some photos when the customer comes in

2. Thank You

Dealer states:

1. Sure, send me an email with the request

2. My email is davecrockett@kendallauto.com

\*\*\* PHONE LOG 02/28/2014 05:13 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. Could you drop by a dealership so we can have some pictures taken

2. Once I receive the photos, I will get them reviewed and give you a call back

3. Sounds good, we'll keep in touch

Customer states:

1. We had to basically scoop all that out

2. There's cover on it, it sealed

3. I'll probably go in on Monday

\*\*\* NOTES 02/28/2014 05:22 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent email to Dave in the Service Department at dlr AK006 (davecrockett@kendallauto.com) and CC'd DPSM

Hi Dave,

Thank you for all your help with this. Could you please send a few photos of the vehicle including the general area surrounding the glass. I've called the customer and asked her to come back in. She advised she can drop by on Monday.

2013 KIA Sorento

VIN #5XYKUDA25DC

Kendall KIA of Fairbanks (AK006)

\*\*\* PHONE LOG 03/03/2014 09:36 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA25DC [REDACTED]	[REDACTED]	18,000
Fairbanks, AK [REDACTED]		Prod. Date: 10/30/12	Dealer: AK006 Kendall Kia of Fairbanks	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Received message from customer:

1. This is [REDACTED]
2. I spoke with you earlier about my Sorento
3. I just called the dealership and I did have an appointment on the 5th
4. And I guess there was a misunderstanding
5. They told me that it would only take half an hour to an hour to install
6. But they said it's actually going to be an all day affair and I have to leave my car
7. So the earliest I can actually leave my car for the entire day is Friday, of next Friday
8. Anyway, I wanted to let you know that my boyfriend actually did take pictures prior to the whole ceiling and everything when we was cleaning it out
9. He actually took pictures of the whole thing
10. I don't know if that's going to be helpful for you
11. If you'd like us to email those to you and get it to you sooner
12. Otherwise, it won't be till next Friday when they're going to have the car
13. So let me know what you'd like to do
14. It is approximately 4:30 and you're probably gone for the weekend
15. So just call me back when you get a chance
16. Thanks, bye

\*\*\* PHONE LOG 03/03/2014 09:39 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. I received your message over the weekend
2. Can you forward me those photos
3. Gave customer email address
4. Thank You

Customer states:

1. I made an appointment last week and they said it takes about an hour
2. But we can't give you a definite answer
3. I'll get those to you

\*\*\* NOTES 03/03/2014 10:42 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

Received photos from customer [REDACTED]

\*\*\* NOTES 03/04/2014 02:34 PM Pacific Daylight Time SamuelKim Action Type:Manager review

Per NCAM, one time goodwill to customer.

\*\*\* PHONE LOG 03/04/2014 02:36 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr AK005 and spoke with Dave in the Service Department (907)385-7054

1. NCA is offering this customer a one-time goodwill for the sunroof glass replacement
2. Please bill out the RO at warranty pricing and forward to me
3. This is not a warranty repair
4. It will show up as a credit on your parts statement

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA25DC [REDACTED]	[REDACTED]	18,000
Fairbanks, AK		Prod. Date: 10/30/12	Dealer: AK006	Kendall Kia of Fairbanks

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

5. I can send you a confirmation email once it's been credited

Dealer states:

1. Okay, I have all your information
2. Customer has an appointment for Thursday
3. Thank You

\*\*\* PHONE LOG 03/04/2014 02:39 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to follow up with you on your 2013 KIA Sorento
2. Requested call back
3. Gave call back number

\*\*\* NOTES 03/04/2014 04:44 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent email to Dave in the Service Department at dlr AK006 (davecrockett@kendallauto.com) and CC'd DPSM

Hi Dave,

Per our conversation, we are offering the customer [REDACTED] a one-time goodwill for the sunroof glass. Once completed, please forward me the RO billed out at warranty pricing and I will submit it for reimbursement. This is not a warranty claim. This will show up as a credit on your parts statement. It should also state on the RO that this is a one-time goodwill from KMA. If you have any questions, feel free to contact me.

\*\*\* PHONE LOG 03/05/2014 11:34 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED] calling you back
2. Thank you very, I missed your call at the time
3. You're probably gone today
4. I'm on my way in to work today, I do work nights
5. So afternoons are great, I'll try calling you back tomorrow
6. Hope you got those pictures, I did send them yesterday and I hope I wrote your email down right
7. So thanks and have a good day

\*\*\* PHONE LOG 03/06/2014 04:58 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. Calling to follow up with you on your 2013 KIA Sorento
2. We are offering this repair as a one-time, goodwill for being a loyal customer

Customer states:

1. I talked to my daddy
2. I feel confident it won't happen again
3. I couldn't attribute it to anything
4. Do you know why this happened?

Writer states:

1. It's inconclusive
2. What makes it more difficult is that fact that by the time the vehicle was inspected at our dealership, most of the glass had



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA25DC [REDACTED]	[REDACTED]	18,000
Fairbanks, AK	[REDACTED]	Prod. Date: 10/30/12	Dealer: AK006 Kendall Kia of Fairbanks	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

already been removed

Customer states:

1. That's true
2. I already paid for the repair
3. Thank You

Writer states:

1. When you go into the dealership, please request the refund
2. If you have any questions, give me a call back

\*\*\* NOTES 03/10/2014 08:50 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent email to Dave in the Service Department at dlr AK006 (davecrockett@kendallauto.com) and CC'd DPSM  
Hi Dave,

Could I get a update on this customer's vehicle [REDACTED]

\*\*\* NOTES 03/10/2014 03:51 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received email from Dave in the Service Department at dlr AK006 (davecrockett@kendallauto.com)  
Hey Samuel,  
It actually died while driving and the alternator went out last Thursday. She had it towed in and we overnighed an Alternator on Friday. It should be here late today or tomorrow. And We will replace the glass at the same time we do the alternator. So just waiting on parts at the moment.  
Thanks,  
Dave C

\*\*\* NOTES 03/13/2014 12:57 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received Ro #206479 from Dave in the Service Department at dlr AK006 (davecrockett@kendallauto.com)  
Hey Sam  
Here is the info that you requested after the repair for the panoramic **ROOF**.  
Thanks,  
Dave C

Dave Crockett  
Kendall Auto Group  
Service Manager / Shop Foreman  
Office - 907-328-1711  
Mobile - 907-385-7054  
Fax- 907-328-3204

\*\*\* PHONE LOG 03/13/2014 12:59 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr AK006 and spoke with Dave in the Service Department:  
Writer states:  
1. I was a bit confused because when I spoke with the customer she stated she had paid \$276 for the moonroof  
2. Thank You

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA25DC [REDACTED]	[REDACTED]	18,000
Fairbanks, AK [REDACTED]		Prod. Date: 10/30/12	Dealer: AK006 Kendall Kia of Fairbanks	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Dealer states:

1. We reimbursed her
2. The \$276.70 was for the part only

\*\*\* NOTES 03/26/2014 03:12 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
One time, goodwill to dlr AK006 of \$670.05 for sunroof repair.

\*\*\* CASE CLOSE 04/14/2014 01:59 PM Pacific Daylight Time SamuelKim

# Broken Sunroof 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>:*

*Last week around the 2/19 or 2/20*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

*In the afternoon around 4 or 5PM*

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

*A bit below zero -2*

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:*

Mitchell Expressway

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

Two lanes

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

*Nearest City or Town from the incident location:*

Fairbanks, AK

**20 . What direction were you heading?**

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

Northbound on Mitchell Expressway

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

Almost to Pegger Road which is a stop light

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

*Exit before or after the incident location:*

Past University

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

In between both streets

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

*If MOVING, what speed were you traveling at?:*

60MPH

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

*Description of traffic condition:*

I remember driving to pick up daughter was not very busy. Never really stopped green the whole way. It was a clear day and heard hug pop like an explosion. Thought snow had melted off. I did not realize what had happened until I stopped and saw glass on car seat

**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:*

No trucks no cars around 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.>:*

Very well maintained, no potholes  
On side I was driving it is plowed  
some snow

**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.>:*  
Loud pop like an explosion

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

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

Glass on child's car seat

**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:*

big circle in center of 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 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:*  
I scooped a cup worth of glass inside and other glass on shade

**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.:*

rear glass for moon roof

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

*Partially CLOSED*

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

*Percent closed:*

about an inch 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:*

part ended up on 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?**

*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>:*

Requesting like to have it covered by warranty

I am concerned that this happened thankful no one was in car

Took to dealer not covered under warranty and said it was a rock

I need it to be repaired

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
		5XYKUDA20BG		123,000
Elk Grove, CA		Prod. Date: 11/1/09	Dealer: CA215	Elk Grove Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

**Case History**

\*\*\* NOTES 07/29/2014 05:27 AM US Mountain Standard Time SLarez Action Type:Dealer contact

Forwarding to National to review sun**ROOF** scrip and communicate with customer

[!<For Internal Use Only

Script did not let me explain certain answers to questions which required explanation. The filed was just grayed out and went on to the next question. Customer reported not injuries during interview >!]

\*\*\* PHONE LOG 07/29/2014 05:28 AM US Mountain Standard Time SLarez

Customer states.

1. The vehicle has the panoramic **ROOF**
2. We were driving the vehicle and it was flexing a little bit.
3. The sun **ROOF SHATTER**ed on it.
4. No one was injured, just scared us.
5. We think this is some type of defect.
6. Not sure what went on, I think Kia would cover it.

Writer states.

1. I am sorry this is the case.
2. Sun**ROOF** scrip filled out.
3. We will send this case to another office so they can communicate with you.
4. Please send pics to me at [Slarez@kiaconsumeraffairs.com](mailto:Slarez@kiaconsumeraffairs.com). Gave case number along with the writers extension.

Customer thanked writer for information

\*\*\* PHONE LOG 07/30/2014 11:15 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, and stated:

1. Name, company and case number.
2. We've received your case in our office for further review regarding the concern with the sun**ROOF SHATTER** on your Kia Sorento.
3. We were sorry to hear about the incident, however, very 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 to begin our investigation of the incident we will need to obtain photos of all the damage to the vehicle and further review case with engineering to determine Kia's next steps.
6. We may dispatch a Kia field rep to inspect the vehicle to try and determine cause of concern.

Customer stated:

1. I haven't taken any photos yet.
2. Most of the glass is gone except for some shards on the rail.
3. We cleaned up the glass.
4. Incident occurred 190 miles away from home.
5. **ROOF** flexed and made a squeaky noise then sun**ROOF SHATTER**ed and sheared off antenna.
6. My wife has the car and is 45 mins away.
7. I can take photos later today when she returns home.
8. I found out that there are 100 of these cases being investigated.

Wtr stated:

1. Wtr apologized for concern.
2. Once wtr reviews case and photos with engineering wtr will give you a call back with our determination and next steps.



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20BC [REDACTED]	[REDACTED]	123,000
Elk Grove, CA	[REDACTED]	Prod. Date: 11/1/09	Dealer: CA215 Elk Grove Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Customer stated:

1. Thank you.

\*\*\* PHONE LOG 07/31/2014 11:29 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd  
Wtr received email with photos attached from customer, [REDACTED] and attached them to the case.

\*\*\* NOTES 07/31/2014 11:30 AM Pacific Daylight Time MHillegas Action Type:Internal  
Case currently being reviewed by PQ.

\*\*\* PHONE LOG 07/31/2014 11:31 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent  
Wtr sent email to customer, [REDACTED] stating:  
From: Hillegas, Michele [KMA]  
Sent: Thursday, July 31, 2014 12:22 PM  
To: [REDACTED]  
Subject: RE: 6of6 for [REDACTED]

Hi [REDACTED]

I received all 6 photos, thank you. Your case is currently being reviewed by engineering. Once I receive your file back from engineering I will give you a call with outcome of review.

All the best,  
Michele Hillegas  
National Consumer Affairs Analyst  
Kia Motors America, Inc.  
111 Peters Canyon Road  
Irvine, CA 92606  
877.220.3189 x7848 Toll Free  
949.468.4509 - Fax  
mhillegas@kiausa.com

\*\*\* NOTES 08/05/2014 08:36 AM Pacific Daylight Time MHillegas Action Type:Internal  
NCA reviewed case with PQ:

1. DPSM or FTR to inspect vehicle and complete FPQR.
2. If no signs of impact from an external object, NCA to goodwill repair.

\*\*\* PHONE LOG 08/05/2014 08:59 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with customer, [REDACTED] and stated:

1. Wtr is calling to provide you with an update on your case.
2. Wtr reviewed case and photos with PQ Engineering Dept.
3. Engineering has requested an inspection of vehicle by a Kia Rep.
4. If Kia Rep does not find any signs of impact then KMA will offer to repair vehicle as a one-time goodwill gesture.
5. We will also set you up in alternate transportation during inspection and repair process.
6. What is the closest dealer to where you live?

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20BC [REDACTED]	[REDACTED]	123,000
Elk Grove, CA		Prod. Date: 11/1/09	Dealer: CA215 Elk Grove Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Customer stated:

1. Elk Grove Kia at 8480 Laguna Grove, Elk Grove, CA 95757 is the closest dealer.
2. I've already taken the vehicle to dealer and spoke with Service Rep Tony about the sun**ROOF** concern.
3. I don't want my wife to keep driving vehicle especially when it starts to rain.
4. Thank you for the update.

Wtr states:

1. As soon as wtr confirms inspection date with Kia Rep wtr will give you a call back.

\*\*\* NOTES 08/05/2014 09:00 AM Pacific Daylight Time MHillegas Action Type:Internal  
Wtr left detailed VM for DPSM Andre Smith.

\*\*\* NOTES 08/05/2014 01:46 PM Pacific Daylight Time MHillegas Action Type:Internal  
Wtr spoke with DPSM ASmith who stated:

1. I am on vacation this week and will be at Corporate next week.

Wtr stated:

1. Wtr will check with Region on FTR's availability to inspect and will advise on outcome.
2. Wtr will be authorizing alternate transportation for the customer during our investigation.
3. Enjoy your vacation.

\*\*\* NOTES 08/05/2014 01:57 PM Pacific Daylight Time MHillegas 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 08/05/2014 02:02 PM Pacific Daylight Time MHillegas Action Type:Internal  
FTR inspection scheduled on 8/19/14.

\*\*\* NOTES 08/05/2014 02:12 PM Pacific Daylight Time MHillegas Action Type:Dealer contact  
Wtr spoke with Asst. Svc. Mgr. Tony at CA215 and stated:

1. Wtr is calling in regard to customer [REDACTED] 2011 Sorento with sun**ROOF SHATTER** concern.
2. KMA is conducting an investigation and have dispatched an FTR to inspect vehicle on 8/19/14.
3. Due to the safety concern NCA is authorizing a rental for customer during our investigation.
4. NCA will cover \$30 per day for Kia vehicle and \$35 per day for non-Kia vehicle.
5. Wtr to contact customer and advise him to contact SA to schedule date and time to drop off vehicle and pick up rental.
6. Wtr provided phone number and email address to SA.
7. If FTR finds no signs of impact then KMA will be covering the cost to replace sun**ROOF** as a goodwill gesture to customer.
8. NCA will reimburse dealer at warranty dollars through CA goodwill and a credit will be reflected on the parts statement.
9. DPSM has been advised of case.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20BC [REDACTED]	[REDACTED]	123,000
Elk Grove, CA [REDACTED]		Prod. Date: 11/1/09	Dealer: CA215 Elk Grove Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

2. We use rentals from our sister store, a Toyota dealer at \$32.89 per day.
3. My email address is tlei@elkgrovekia.com.

Wtr stated:

1. That'll be fine for the rental.

\*\*\* PHONE LOG 08/05/2014 02:20 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer [REDACTED] and stated:

1. We have dispatched an FTR to inspect vehicle on 8/19/14 at Elk Grove Kia.
2. In light of the circumstances and due to the safety concern wtr has authorized dealer to provide you with alternate transportation during our investigation.
3. KMA will cover \$30-\$35 per day for rental fee, however, we do not pay for gas and insurance.
4. Wtr advised customer to contact ASM Tony to schedule date and time to drop off vehicle and pick up rental.

Customer stated:

1. Thank you so much.
2. I'll give ASM Tony a call right now.
3. My wife can probably take the vehicle to the dealer today and pick up rental.

\*\*\* NOTES 08/05/2014 05:31 PM Pacific Daylight Time MHillegas Action Type:Internal  
FTR request form completed and sent to region.

\*\*\* NOTES 08/18/2014 04:14 PM Pacific Daylight Time MHillegas Action Type:Internal  
Wtr reviewed case with WRCAM MWirz:

1. FTR VPetrangelo will not be able to inspect vehicle.
2. DPSM ASmith will inspect vehicle instead.

\*\*\* NOTES 08/18/2014 04:22 PM Pacific Daylight Time MHillegas Action Type:Internal  
Wtr sent email to DPSM ASmith with cc: to FTR, WRCAM, WRCAA stating:

Subject: [REDACTED] - 2011 Sorent - Sun **ROOF SHATTER** - DPSM Inspection - CA215

Just wanted to confirm inspection of the above-referenced vehicle for sun **ROOF SHATTER** at CA215 Elk Grove Kia tomorrow Tuesday, Aug. 19, 2014. PQ is requesting that you complete an FPQR per standard protocol which Vince can assist you with. Please send photos and advise me of your findings after inspection has been completed.  
Thank you for assisting us on such short notice.

\*\*\* NOTES 08/20/2014 08:50 AM Pacific Daylight Time MHillegas Action Type:Internal  
Wtr left detailed VM for DPSM ASmith requesting a call back.

\*\*\* NOTES 08/20/2014 02:29 PM Pacific Daylight Time MHillegas Action Type:Internal  
Wtr spoke with DPSM ASmith who stated:

1. Inspected vehicle and took photos.
2. A couple of impact marks on front and top of vehicle - one impact mark with rust build up.
3. Will email photos to you in about an hour.
4. Contacted FTR for assistance with FPQR.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20BC [REDACTED]	[REDACTED]	123,000
Elk Grove, CA		Prod. Date: 11/1/09	Dealer: CA215 Elk Grove Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Wtr stated:

1. Once wtr receives photos we will review further with PQ for final determination.
2. Thank you for inspecting and taking photos for us.

\*\*\* NOTES 08/21/2014 03:44 PM Pacific Daylight Time MHillegas Action Type:Dealer contact

Wtr received a call from Asst. Svc. Mgr. Tony at CA215 who stated:

1. Wanted to check status of case to see if KMA has made a decision yet.
2. DPSM was here to inspect and take photos on Tuesday.

Wtr stated:

1. Wtr just received the photos today and will be reviewing further with engineering.
2. Wtr will contact the customer and you with outcome of review.
3. Wtr hopes to have an answer for you by the end of today.

ASM Tony-CA215 stated:

1. I'm here from 7 am to 6 pm.
2. If the customer contacts us then I will let him know that case is currently being reviewed by engineering.

Wtr stated:

1. Thanks for the follow up call.

\*\*\* NOTES 08/21/2014 04:44 PM Pacific Daylight Time MHillegas Action Type:Internal

NCA reviewed case with PQ:

1. Impact marks on exterior of vehicle.
2. Not enough sun**ROOF** glass remaining to determine root cause of **SHATTER**.
3. Recommend goodwill replacement of sun**ROOF**.

\*\*\* NOTES 08/22/2014 08:35 AM Pacific Daylight Time MHillegas Action Type:Dealer contact

Wtr spoke with Asst. Svc. Mgr. Tony at CA215 on 8-21-14 and stated:

1. We've completed our review of the incident with engineering.
2. Based on our review we are unable to determine root cause of **SHATTER**.
3. KMA will goodwill replacement of sun**ROOF**.
4. Repair invoice should be submitted to wtr for reimbursement through CA goodwill.
5. Dealer will receive a credit on the parts statement.
6. Wtr to contact customer and advise him of our findings and offer for goodwill repair assistance.

ASM stated:

1. This is the first sun**ROOF** repair that I've done.
2. I need some advice on what parts to order and if repair can be done here or if it should be done at a body shop.

Wtr stated:

1. Wtr will get engineering's input on this and will give you a call back.

ASM stated:

1. Thanks, I appreciate your help on this.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20BC [REDACTED]	[REDACTED]	123,000
Elk Grove, CA [REDACTED]	Prod. Date: 11/1/09		Dealer: CA215 Elk Grove Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* NOTES 08/22/2014 01:04 PM Pacific Daylight Time MHillegas Action Type:Internal  
NCA reviewed case with PQ:

1. Dealer should clean out glass from inside sun**ROOF** tracks.
2. Dealer to replace movable sun**ROOF** glass following repair procedure on KGIS.

\*\*\* NOTES 08/22/2014 01:05 PM Pacific Daylight Time MHillegas Action Type:Dealer contact  
Wtr left message for ASM Tony-CA215 to call wtr back.

\*\*\* PHONE LOG 08/22/2014 12:08 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr left a VM for customer [REDACTED] requesting a call back.

\*\*\* PHONE LOG 08/25/2014 08:25 AM Pacific Daylight Time MHillegas Action Type:Incoming call  
Wtr received return VM from customer [REDACTED]

\*\*\* NOTES 08/25/2014 10:01 AM Pacific Daylight Time MHillegas Action Type:Dealer contact  
Wtr spoke with Asst. Svc. Mgr. Tony at CA215 on 8-22-14 and stated:

1. Wtr was advised by engineering that dealer can perform sun**ROOF** replacement by following repair procedure found in KGIS.
2. First, glass should be cleaned out of the sun**ROOF** track then front movable glass should be replaced.
3. Wtr will send you a confirmation email authorizing sun**ROOF** replacement.

ASM stated:

1. Thank you.

\*\*\* PHONE LOG 08/25/2014 10:12 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with customer [REDACTED] and stated:

1. Wtr is calling to provide you with an update on your case.
2. DPSM inspected and took photos of the damage to your vehicle.
3. DPSM found a couple of impact marks on vehicle.
4. Wtr reviewed DPSM's photos and findings with engineering.
5. Based on our review we were not able to clearly identify the root cause of the **SHATTER**, therefore, KMA is authorizing dealer to perform sun**ROOF** replacement as a goodwill gesture on behalf of customer.
6. Dealer will also replace antenna base and antenna.
7. Wtr would like to email a goodwill offer letter to you for your review and signature.
8. Wtr requested customer's email address.
9. Wtr will contact you with status of repair once wtr receives an update from the dealer.

Customer stated:

1. Thank you, I really appreciate Kia's assistance with the repair.
2. Please send offer letter to [REDACTED]

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20BG [REDACTED]	[REDACTED]	123,000
Elk Grove, CA [REDACTED]		Prod. Date: 11/1/09	Dealer: CA215 Elk Grove Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Wtr sent email to ASM Tony at CA215 with cc: to DPSM ASmith and RCAM MWirz stating:

Subject: [REDACTED] 2011 Sorento - Sun**ROOF SHATTER** - CA215

Hi Tony,

Per our conversation on Friday, Aug. 22, 2014, KMA has completed its investigation of the incident involving Mr. [REDACTED] 2011 Sorento and have been unable to clearly identify a cause for the sun**ROOF SHATTER**. Therefore, KMA will authorize replacement of the sun**ROOF** and any subsequential damage as a goodwill gesture. Please do not submit a warranty claim instead, submit the RO and rental invoice to me for payment via CA goodwill and a credit will be reflected on the parts statement.

Please provide an ETA for completion of repairs at your earliest convenience.

Thanks,  
Michele Hillegas

\*\*\* NOTES 08/26/2014 07:29 AM Pacific Daylight Time MHillegas Action Type:Dealer contact

Wtr sent email to ASM Tony at CA215 with cc: to DPSM and RCAM stating:

Subject: FW [REDACTED] 2011 Sorento - Sun**ROOF SHATTER** - CA215

Hi Tony,

I forgot to mention that the RO should be documented as follows:

- Complaint: "Customer states sun**ROOF SHATTER**ed while driving 2011 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 a one-time goodwill gesture on behalf of customer".

If you have any questions, please give me a call.

Thanks,  
Michele Hillegas

\*\*\* NOTES 08/26/2014 07:33 AM Pacific Daylight Time MHillegas Action Type:Dealer contact

Wtr spoke with ASM Tony at CA215 and stated:

1. Wtr is calling to confirm you received email yesterday regarding Mr. [REDACTED] 2011 Sorento.
2. Wtr just sent you another email regarding proper documentation on RO.
3. What is the ETA for completion of repair.

ASM Tony-CA215 stated:

1. Received your email yesterday.
2. Parts were ordered on Friday and should arrive either today or tomorrow.
3. If all goes as planned repair should be done by Friday 8-29-14.

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**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20BC [REDACTED]	[REDACTED]	123,000
Elk Grove, CA	[REDACTED]	Prod. Date: 11/1/09	Dealer: CA215	Elk Grove Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

From: Hillegas, Michele [KMA]

Sent: Tuesday, August 26, 2014 9:09 AM

To: [REDACTED]

Subject: [REDACTED] 2011 Sorento - Sun**ROOF** Repair - CA215

Hi [REDACTED]

Per our conversation yesterday, please see attached KMA's goodwill offer letter for the sun**ROOF** and antenna repair for your review and signature.

Thanks,  
Michele Hillegas  
National Consumer Affairs Analyst  
Kia Motors America, Inc.  
111 Peters Canyon Road  
Irvine, CA 92606  
(877) 220-3189 x4618  
949.468.4509 - Fax  
mhillegas@kiausa.com

\*\*\* NOTES 08/26/2014 02:38 PM Pacific Daylight Time MHillegas Action Type: Dealer contact  
Wtr received VM from ASM Tony at CA215 requesting a call back.

\*\*\* NOTES 08/26/2014 02:46 PM Pacific Daylight Time MHillegas Action Type: Dealer contact  
Wtr spoke with ASM Tony at CA215 who stated:  
1. Reviewed documentation for RO.  
2. Part should be in by tomorrow.

Wtr stated:

1. If you experience any delay in getting parts let wtr know so that I can assist with expediting shipment of parts.

\*\*\* PHONE LOG 08/28/2014 09:57 AM Pacific Daylight Time MHillegas Action Type: Ltr/email/fax rec'd

Wtr received email with signed offer letter attached from customer, [REDACTED] stating:

From: [REDACTED]

Sent: Tuesday, August 26, 2014 5:23 PM

To: Hillegas, Michele [KMA]

Subject: signed letter

Michele,

Here is the signed letter. Thank you for assisting us with this issue.

Sincerely,

[REDACTED]

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**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20BC [REDACTED]	[REDACTED]	123,000
Elk Grove, CA	[REDACTED]	Prod. Date: 11/1/09	Dealer: CA215 Elk Grove Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* NOTES 09/02/2014 03:06 PM Pacific Daylight Time MHillegas Action Type:Dealer contact

Wtr spoke with ASM Tony at CA215 who stated:

1. Cleaned out glass from sun**ROOF** tracks and headliner has best we could and replaced movable sun**ROOF** glass.
2. Checked operation of sun**ROOF** and found sun**ROOF** does not open and close smoothly; it binds, jerks, hesitates and makes a scratchy noise.
3. Tracks are worn due to 123,000 miles on vehicle.

Wtr stated:

1. Wtr to review with engineering.

\*\*\* NOTES 09/02/2014 03:07 PM Pacific Daylight Time MHillegas Action Type:Internal

NCA reviewed with PQ:

1. PQ engineer to contact DPSM/dealer regarding sun**ROOF** repair.

\*\*\* NOTES 09/03/2014 02:22 PM Pacific Daylight Time MHillegas Action Type:Internal

Wtr received email communication from DPSM ASmith on 9/2/14 stating:

I'll follow up with the dealership.

\*\*\* NOTES 09/04/2014 04:25 PM Pacific Daylight Time MHillegas Action Type:Dealer contact

Wtr spoke with ASM Tony at CA215 who stated:

1. Any word from engineering on next steps?

Wtr stated:

1. Engineering has been in communication with DPSM.
2. DPSM was to follow up with you.

ASM stated:

1. Have not heard from DPSM; he is in training this week.

Wtr stated:

1. Engineering wanted to reconfirm that tracks were cleaned out properly and reinitialized the sun**ROOF**.
2. If tracks cannot be cleaned out then the tracks may need to be replaced.
3. There is a TSB on cleaning and relubricating the sun**ROOF** tracks for noise complaints.

ASM stated:

1. Tech cleaned out the tracks as best he could and reinitialized the sun**ROOF**.
2. I'll have the tech follow the TSB on cleaning and relubrication the sun**ROOF** tracks and will advise.

Wtr stated:

1. Thanks.

\*\*\* NOTES 09/04/2014 04:38 PM Pacific Daylight Time MHillegas Action Type:Dealer contact

Wtr spoke with SA Solomon at CA215 and stated:



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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA20BC [REDACTED]	[REDACTED]	123,000
Elk Grove, CA [REDACTED]		Prod. Date: 11/1/09	Dealer: CA215 Elk Grove Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

SA stated:

1. ASM is out until Sat. 9/6/14.
2. Tech cleaned out more glass from the tracks and we're waiting for the grease to come in tomorrow.
3. Tech should be able to relubricate tracks tomorrow.

Wtr stated:

1. Thanks for the update.
2. Wtr to call back tomorrow to check on status.

\*\*\* NOTES 09/05/2014 04:36 PM Pacific Daylight Time MHillegas Action Type:Dealer contact

Wtr spoke with SA Solomon at CA215 and stated:

1. Calling to check status of repair for [REDACTED]

SA stated:

1. Repair is done and customer picked up vehicle and returned rental.
2. Paperwork is on ASM Tony's desk for further handling.

Wtr stated:

1. Great, wtr will follow up with ASM Tony on Monday 9-8-14.

# Broken Sunroof 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

Yes. Please describe the impact(s) the vehicle has experienced:

It was involved in a rear end collision about a year ago. The damage to the vehicle was the rear bumper had to be replaced. It just broke the plastic. It was not a high impact but it did due damage to the bumper. No air bag deployment or anything like that. Just a minor collision.

11 . What was the date of the incident?

<MM/DD/YYYY>:

7/28/14 at about 1500

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

about 1500

13 . What was the temperature?

Approximate temperature in Fahrenheit:

it was about 102 outside

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-5 S.bound.

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

4 lane highway

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

*Nearest City or Town from the incident location:*

it was near Shasta Lake or Redding, they are kind of connected

**20 . What direction were you heading?**

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

S. bound

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

I am not sure what exit, maybe 686 or 689, not exactly sure

**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:*

it was at 689, I just looked it up, it was about 1 mile and a half, not far at all

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

*If MOVING, what speed were you traveling at?:*

at about 55 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:*

There was traffic but very moderate traffic, not dense at all.

**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:*

passenger cars, I did not notice any bigger trucks

**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 was fresh concrete from recent construction with in the last two months

**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 was very loud, we just heard it explode as we were driving. We took a sec. to realize what was going on.

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

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

All the windows were closed and so was the shade. A lot of the glass went out of the vehicle and sheered off the antenna. We did not open the sun shade, we just got off at the next exit.

**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:*  
I would say the majority of it went out. The tempered glass kind of stays together but a lot of it fell to the shade. I would say half of it blew away and when we stopped to clean it we pulled a lot out.

**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.:*

You could not notice if it was an oval or a hole, All the glass broke and you could not tell what type of hole it was, I do not know nothing broke it.

**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:*

A lot of it landed on the sunshade so some of the glas came in the vehicle but a lot of it was pulled off of the sunshage.

**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 seat, passenger seat, and one in the rear passenger back 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 response selected.*

**85 . Who was injured?**

*No response selected.*

**86 . What were the seating positions were the injured?**

*No response selected.*

**87 . Was the injury from glass or any other debris?**

*Injury from glass.*

**88 . Describe the nature of the injuries.**

*Please describe the mentioned injuries:*

**89 . Did any of the injured persons seek medical attention?**

*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>:*

There are not injuries.

I wanted to make sure if this is a documented thing, This should not have happened.

We are talking about dumping the vehicle. We think this is a safety issue and we think there is a firmness to it and it was not flexing like it should. Sometimes you could hear the squeakiness of it all.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA26BC [REDACTED]	[REDACTED]	93,000
Hagerstown, MD [REDACTED]		Prod. Date: 2/22/10	Dealer: MD023	Bill Baisey 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 09/02/2014 02:31 PM US Mountain Standard Time BHardt

\*\*\* PHONE LOG 09/02/2014 02:48 PM US Mountain Standard Time BHardt Action Type:Incoming call  
[REDACTED] (fiance) states:

1. Sun **ROOF BROKE**.
2. Read that NHTSA is investigating.
3. Contacted local dlr and they said to take pictures.
4. Did research and found to contact KCAC.
5. Parked a government facility and we checked security cameras for vandalism, none.
6. Veh is still at the scene, not moved out yet, will be towed.

Wrt states:

1. Updated info.
2. Apologized.
3. Asked sun **ROOF** breakage questions.
4. Advised of 5/60 RSA benefits.
5. Provided case #.
6. Will forward concerns to appropriate office.
7. Will receive c/b in 2 business days.

Cust states:

1. Thank you.

Wrt states:

1. Thanked for calling kMA.
2. Survey accepted.

\*\*\* NOTES 09/02/2014 02:49 PM US Mountain Standard Time BHardt Action Type:Manager review  
CALL TO ACTION:

Cust alleges sun **ROOF SHATTER**ed while parked in open air parking in sunny weather.

\*\*\* PHONE LOG 09/03/2014 08:07 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr spoke to SM Mark:

1. SM stated customer informed SM that vehicle will be towed to dlr today.
2. Wtr authorized rental per KMA's rental policy (\$30/day, Ins. and gas are CP).
3. Wtr advised dlr not to touch vehicle, vehicle will need to be inspected by Kia Rep.
4. Wtr will communicate with customer.
5. Wtr will set up inspection date and get back to SM.

[!<For Internal Use Only

SM will be OOO for the next couple of days. Meanwhile, Warranty Admin Debbie is wtr's point of contact.>!]

\*\*\* PHONE LOG 09/05/2014 10:33 AM US Mountain Standard Time SBuchanan Action Type:Outgoing call

Rec cll from cust xfrd to CSR JMojica VM



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA26BC [REDACTED]	[REDACTED]	93,000
Hagerstown, MD	[REDACTED]	Prod. Date: 2/22/10	Dealer: MD023 Bill Baisey 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 09/05/2014 12:22 PM US Mountain Standard Time KJohnson Action Type:Incoming call

Customer [REDACTED] stated:

- 1 - I'm calling in
- 2 - I have a case, but I don't have the number with me
- 3 - provided vin

Writer:

- 1 - located case
- 2 - your case is with Jeannie in another dept.
- 3 - provided case number
- 4 - I will try to get jeannie for you
- 5 - if she is not available, I will give you her VM
- 6 - if you get her vm, be sure to give her the case number

Customer:

- 1 - ok

Writer transferred customer to CSR Jeannie's VM

\*\*\* PHONE LOG 09/08/2014 07:55 AM US Mountain Standard Time GBolek Action Type:Outgoing call

Customer states:

1. I need an update on this
2. We called Tuesday of last week and havent heard anything

Writer states:

1. Apologized
2. Advised it looks like writer does see that the customer called in on Friday and left a message for JMojica
3. Advised that writer can document that the customer is requesting an updated asap.

We called on Tuesday We were told within 2 days

Customer states:

1. We are down to 1 vehicle
2. I work 35 miles away from home and with 1 vehicle its difficult
3. I dont want to sound like a jerk but I need resolution on this asap!

Writer states:

1. Apologized
2. Advised writer will make the urgency known
3. Advised once the information is documented, JMojica should receive an email letting her know that someone was in the case

Customer states:

1. Ok thank you.
2. If she cant reach me on [REDACTED] then she can call me on an alternate number which is: [REDACTED]

Writer states:

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA26B[REDACTED]	[REDACTED]	93,000
Hagerstown, MD		Prod. Date: 2/22/10	Dealer: MD023	Bill Baisey Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

1. Advised writer will make it known.

\*\*\* PHONE LOG 09/08/2014 10:23 AM US Mountain Standard Time SBuchanan Action Type:Incoming call  
Rec'd from cust xfr to CSR JMoijca

\*\*\* PHONE LOG 09/08/2014 10:38 AM Pacific Daylight Time JMoijca Action Type:Incoming call

Wtr:

1. Intro.
2. Case was escalated to NCA, wtr is handling case.
3. Advised customer that wtr has contacted dlr and authorized rental.

Customer:

1. Oh, that is such a relief.
2. I was wondering how I was going to get around this week.

Wtr:

1. Apologized.
2. Advised customer of KMA's rental policy.
3. Informed customer that dlr should've reach out to customer last week about rental.
4. Wtr will contact dlr now about rental and pictures.
5. However, wtr does advise that customer contact dlr about rental now too.
6. Thanked and disconnected.

\*\*\* PHONE LOG 09/08/2014 10:41 AM Pacific Daylight Time JMoijca Action Type:Ltr/email/fax rec'd  
Wtr received pictures from SM via email.

\*\*\* PHONE LOG 09/08/2014 12:31 PM Pacific Daylight Time JMoijca Action Type:Outgoing call

Wtr spoke to SM Mark:

1. SM stated rental would be provided to customer.
2. Wtr will c/b after pictures are reviewed.
3. Wtr thanked and disconnected.

\*\*\* NOTES 09/09/2014 08:22 AM Pacific Daylight Time JMoijca Action Type:Dealer contact

Per PQ Engineer:

1. Please cover replacement of sun **ROOF** as 1 time GW.

\*\*\* PHONE LOG 09/09/2014 08:23 AM Pacific Daylight Time JMoijca Action Type:Outgoing call

Wtr spoke to SM Mark:

1. Wtr authorized replacement of sun **ROOF** as 1 time GW.
2. Wtr will need RO at warranty pricing, and rental invoice once available to reimburse dlr on parts statement.
3. SM will email docs once available.
4. Wtr thanked and disconnected.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA26BC [REDACTED]	[REDACTED]	93,000
Hagerstown, MD [REDACTED]		Prod. Date: 2/22/10	Dealer: MD023 Bill Baisey 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 09/09/2014 08:49 AM Pacific Daylight Time J Mojica Action Type: Outgoing call  
Wtr left VM for Ms. [REDACTED] at both #'s requesting c/b.

\*\*\* PHONE LOG 09/16/2014 08:02 AM Pacific Daylight Time J Mojica Action Type: Outgoing call  
Wtr spoke to SA Debbie:  
1. SA stated repairs were completed and customer has vehicle now.

\*\*\* PHONE LOG 09/16/2014 08:02 AM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax sent  
From: Mojica, Jeannie [KMA]  
Sent: Tuesday, September 16, 2014 8:56 AM  
To: 'markd@billbaiseykia.com'  
Subject: [REDACTED] Sun **ROOF** Replacement

Mark,

I spoke to Debbie who informed me that the repairs for 5XYKUDA26BC [REDACTED] 2011 Sorento sun **ROOF** replacement) have been completed.

Please send me a copy of the RO billed at warranty pricing so that I could get your dlr reimbursed on their parts statement. If there is any sublet work that is billed on the RO, I will need a copy of the sublet invoice too.

Let me know if you have any questions.

\*\*\* PHONE LOG 09/25/2014 08:10 AM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax rec'd  
Wtr received RO.

\*\*\* PHONE LOG 09/25/2014 08:10 AM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax sent  
From: Mojica, Jeannie [KMA]  
Sent: Thursday, September 25, 2014 9:04 AM  
To: 'markd@billbaiseykia.com'  
Subject: Kia Case # [REDACTED]

Mark,

I need a copy of both sublet invoices (rental and glass).

\*\*\* PHONE LOG 10/06/2014 01:31 PM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax rec'd  
Wtr received sublet docs.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA26BC [REDACTED]	[REDACTED]	93,000
Hagerstown, MD	[REDACTED]	Prod. Date: 2/22/10	Dealer: MD023 Bill Baisey 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 10/23/2014 08:17 AM Pacific Daylight Time ADellarocca

Dealer red credit of \$431.96

# Accident Report

Case



---

## 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:*



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

*Owner Address:*



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

*Owner Phone Number:*



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:*

*N/A*

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

*Driver's Address:*

*N/A*

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

*Driver's Phone Number:*

*N/A*

9 . What is the age of the driver?

Owner is  fiance is 

**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>:*

*9/2, between 1 PM - 5 PM*

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

*<HH:MM> <AM/PM>:*

*Between 1 - 5 PM*

**13 . What was the temperature?**

*Approximate temperature in Fahrenheit:*

*88 F*

**14 . Was there precipitation?**

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

*Rained after the breakage.*

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

*No*

**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.:*

*Open parking lot.*

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

*Where was the parking garage located? (name and address):*

*N/A*

**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):*  
Gated parking 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?**

*No*

**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:*

She saw the glass on the edge, but no opening in the glass.

**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:*

Shattered around edges and bubbled up.

**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:*

Unknown as sunshade is open and if glass is in 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?**

*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.:*

Rear, stationary glass, shattered around edges and bubbled up at the center.

**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:*

100 percent.

**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:*

Unknown as sunshade is closed.



**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>:*

Requesting since it is an issue we want it fixed by Kia.

**Kia Motors America**  
**Consumer Affairs Department**

Page 1 of 6

Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A24BC [REDACTED]	[REDACTED]	57,000
Atascadero, CA	[REDACTED]	Prod. Date: 5/17/10	Dealer: CA098	San Luis Bay Motors 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 02/10/2014 02:40 PM US Mountain Standard Time MOTTeson

Writer called CA098 spoke to [REDACTED] and states

1. Calling in reference

[REDACTED] states

1. **SHATTER**ed while driving
2. What is the process from here?

Writer states

1. Advised once I have spoken to the customer case will be sent to National Office

[REDACTED] states

1. Ok thank you

Thanked and call ended

\*\*\* PHONE LOG 02/11/2014 01:45 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 notified you had a concern with your sunroof
3. Advised have a few questions.
4. Advised to call back
5. Gave case and 800#

[!<For Internal Use Only

If customer calls back and writer is not available please get sunroof scripting>!]

\*\*\* PHONE LOG 02/11/2014 02:19 PM US Mountain Standard Time Jjenkins Action Type:Incoming call

Customer states:

- 1 Gave case number
- 2 Returning call

Wrt stated:

- 1 Apologized
- 2 Took incident report
- 3 Will forward this information to National office for further research & review
- 4 Kia National office will contact you within 2-3 business days
- 5 At that time they will advise who your case mgr is, their contact info, & any status updates

Customer states:

- 1 That's it?
- 2 What about a car to drive; I can't be using my car
- 3 This isn't my fault this happened
- 4 I'm not going to drive this car in the rain and you better fix my car

Writer states:

- 1 Apologized
- 2 Advised to ask the svc mgr at the dlr you went to for alt transportation

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A24B0 [REDACTED]	[REDACTED]	57,000
Atascadero, CA [REDACTED]	Prod. Date: 5/17/10		Dealer: CA098 San Luis Bay Motors Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3 Can put forward request but not a guarantee

4 We do have to research this further unfortunately that does take time

5 Advised cust can also rent a veh, keep the receipts and we can review reimbursement

Customer states:

1 Repeats frustration

2 I'm not going to do that

3 You need to get me a car now

Writer states:

1 Repeated above information; researching request

Customer states:

1 Fine I'll call the dlr and see if he can give me something

2 So I'll get a call in a few days then; thanks

\*\*\* EMAIL OUT \_ Jjenkins Action Type: External email

Send to: [jhegmann@kiausa.com]

TCS Jason Jenkins

1800-333-4542x45299

Joe,

Customer alleging product liability; sunroof glass **BROKE**

Customer is requesting alt transportation; advised cust to speak with the svc mgr at the dlr

Sending to separate dept

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.

\*\*\* NOTES 02/11/2014 02:27 PM US Mountain Standard Time Jjenkins Action Type: Manager review

Additional notes:

Clarify error; would not allow some answers to be modified or answered

No repairs have been made and veh in customers possession

\*\*\* NOTES 02/11/2014 02:27 PM US Mountain Standard Time Jjenkins Action Type: Manager review

Dispatch for

1 Alleging product liability; sunroof glass **BROKE**

2 Customer requesting alt transportation

3 Assist determination

# Kia Motors America

## Consumer Affairs Department

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
		5XYKU4A24BC		57,000
Atascadero, CA		Prod. Date: 5/17/10	Dealer: CA098	San Luis Bay Motors Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 02/12/2014 02:43 PM Pacific Daylight Time J Mojica Action Type: Outgoing call  
Wtr spoke to SVCA Robert at CA098 and requested pictures:  
1. SVCA sending over pictures via email.

\*\*\* PHONE LOG 02/12/2014 03:03 PM Pacific Daylight Time J Mojica Action Type: Web Contact  
Wtr:  
1. Calling in reference to vehicle with sunroof concern.  
2. Informed customer that vehicle will be inspected by KMA Rep.  
3. Wtr is going to schedule that and will inform customer and dlr of when the inspection will take place.

Customer:  
1. Do you have any idea of when that will be?  
2. I have been as patient as possible.  
3. When I first bought the car, I had to get the transmission replaced.  
4. This is a newer vehicle, and I don't understand why its having this issue.  
5. First the transmission and now this.  
6. I know Kia is having problems with the sunroof.  
7. Have you talked to the dlr?  
8. They have already ordered the part and they will be repairing this but you are saying a Kia Rep will be looking at this.

Wtr:  
1. Wtr has made contact with dlr.  
2. Apologized, wtr is going to schedule inspection asap.  
3. Rep should be available next week.

Customer:  
1. Kia needs to take care of this.  
2. I have been as patient as possible, but I am starting to lose it.  
3. Please c/b when you have a date for the inspection.  
4. This is ridiculous.  
5. I should not have to wait that long.

\*\*\* PHONE LOG 02/12/2014 03:04 PM Pacific Daylight Time J Mojica Action Type: Outgoing call  
Per WRCA, FTR not available until 2/20/14.

\*\*\* PHONE LOG 02/12/2014 03:04 PM Pacific Daylight Time J Mojica Action Type: Outgoing call  
Wtr left VM for DPSM to check availability for inspection.

\*\*\* NOTES 02/20/2014 02:40 PM Pacific Daylight Time J Mojica Action Type: Manager review  
DPSM has approved repairs.  
Dlr waiting on parts, ETA 2/25/14.

\*\*\* NOTES 02/21/2014 04:53 PM US Mountain Standard Time TDonnelly Action Type: Manager review

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A24BC [REDACTED]	[REDACTED]	57,000
Atascadero, CA [REDACTED]		Prod. Date: 5/17/10	Dealer: CA098 San Luis Bay Motors Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Writer States:

1. Notes from duplicate service alert case [REDACTED] same concerns:

Dealer :San Luis Bay Motors Kia

Technician :Ian Anderson

Service Manager :Tina Kohler

Dealer Phone :8052398700

DPSM :Joe Hegmann

Vehicle Model :SORENTO

Model Year :2011

Mileage :57999

Initial comments by Technician found in TL Case [REDACTED]

\*\*\* Performed by contact: Ian Anderson, [REDACTED]

\*\*\* 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

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

\*\*\* NOTES 02/25/2014 11:41 AM US Mountain Standard Time SHoward Action Type:Manager review

Ren CA098 called

Writer states:

1. This case is being handled by another office
2. Gave 800 number
3. Writer will see if JMojica is available  
if not writer can get you to her VM

Warm transferred to JMojica VM

\*\*\* PHONE LOG 02/26/2014 01:09 PM US Mountain Standard Time SHoward Action Type:Incoming call

Customer called

Writer states:

1. Writer does see that you are working with JMojica
2. Gave 800 number for JMojica
3. Writer can see if JMojica is available if not can get you to her VM

Warm transferred to JMojica VM

**Kia Motors America**  
**Consumer Affairs Department**

Page 5 of 6

Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
Atascadero, CA		5XYKU4A24BG		57,000
		Prod. Date: 5/17/10	Dealer: CA098 San Luis Bay Motors Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 02/27/2014 12:07 PM Pacific Daylight Time JMoJica Action Type:Incoming call  
Customer left VM requesting c/b to know status of repairs.

\*\*\* PHONE LOG 02/27/2014 12:08 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr confirmed part to arrive at dlr via FedEx:  
1. Wtr informed dlr.  
2. Dlr stated repairs should be completed by tomorrow 2/28/14.

\*\*\* PHONE LOG 02/27/2014 12:14 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr:  
1. Informed customer that vehicle should be ready for pick up tomorrow.  
2. Apologized for inconvenience.  
3. There was a mishap with the part that was originally sent out.  
4. Part that dlr initially received was mishandled by FedEx.  
5. Therefore new part had to be ordered, and new part should be arriving today.  
6. Vehicle should be ready by tomorrow at the latest.

Customer:

1. Ok, perfect!
2. Thank you so much for following up!

\*\*\* PHONE LOG 02/28/2014 03:06 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr confirmed with Ren in Parts:  
1. Part arrived today, new sunroof being installed right now, and vehicle should be ready for customer within the next hour or so.

\*\*\* PHONE LOG 03/04/2014 02:28 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr called dlr to follow up on repairs that took place:  
1. Wtr was advised to speak to SVCN Tina.  
2. SVCN Tina currently not available.  
3. Wtr will c/b.

\*\*\* PHONE LOG 03/05/2014 04:11 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr spoke to SVCN Tina:  
1. SVCN stated vehicle was returned to customer on 2/28/14.  
2. Wtr advised repairs and rental are to be covered under CA GW not Warranty.  
3. Wtr advised if this is submitted under Warranty, it will be charged back and then dlr will be reimbursed on parts statement.  
4. SVCN faxing over RO with rental charges at warranty pricing.

\*\*\* NOTES 03/19/2014 10:39 AM Pacific Daylight Time JMoJica Action Type:Manager review

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A24BC [REDACTED]	[REDACTED]	57,000
Atascadero, CA [REDACTED]		Prod. Date: 5/17/10	Dealer: CA098	San Luis Bay Motors Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Wtr received RO w/rental charges.

Wtr to submit GW request.

\*\*\* PHONE LOG 04/08/2014 03:56 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr submitted GW Request: 90573

Dlr to be reimbursed for the amount of \$889.29

\*\*\* CASE CLOSE 04/18/2014 03:25 PM Pacific Daylight Time JMoJica

No further action required.

# Broken Sunroof 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>:*

*Sat 2/8/14 approx 2 pm*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

*2 pm approx*

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

*approx 50\**

14 . Was there precipitation?

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

*Slight precipitation; drizzling rain*

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:*

Hwy 46

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

1

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

*Nearest City or Town from the incident location:*

Pasa Robles

**20 . What direction were you heading?**

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

Traveling westbound

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

Near hwy 41 exit

**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:*

Approx 200 yards or so

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

*If MOVING, what speed were you traveling at?:*

slowing down from 55 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; no vehicles in front; two behind at a distance

**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.>:*

none

**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 an explosion like a tire had blown

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

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

Saw a piece of glass come down from the 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?**

*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:*  
Several small pieces; the rest was removed from the veh during incident

**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?**

*No response selected.*

**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.:*

Entire glass was gone; only partial amt left on edge

**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:*

There was only a few small pieces inside the rest was outside of 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:*

1 front passenger 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?**

*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 response selected.*

**95 . What action are you requesting of Kia?**

*<Resolution sought>:*

Want to have sunroof fixed.

**Kia Motors America**  
**Consumer Affairs Department**

Page 1 of 6

Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
WINONA, MN		5XYKUDA2XBC		53,970
Prod. Date: 4/8/10		Dealer: MN008 Rochester Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

**Case History**

Dealer :Rochester Kia

Technician :Dor See

Service Manager :Ken Lentz/Kevin Pose

Dealer Phone :5072829468

DPSM :Jeff Bairnsfather

Vehicle Model :SORENTO

Model Year :2011

Mileage :53970

Initial comments by Technician found in TL Case #

\*\*\* Performed by contact:

\*\*\* 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 **SHATTER**ed and the left and right side of the sunroof glass has also **SHATTER**ed. if pictures are needed i can send them

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

\*\*\* PHONE LOG 01/07/2014 12:45 PM US Mountain Standard Time BHernandez Action Type:Web Contact

Notes from duplicate case

1. RO 239051 opened 12-30-13

2. Sunroof **BROKE** while driving, glass fell out

\*\*\* NOTES 01/07/2014 04:51 PM US Mountain Standard Time BHardt Action Type:Manager review

[!<For Internal Use Only

Will c/b dlr/cust 1/8.>!]

\*\*\* PHONE LOG 01/08/2014 01:02 PM US Mountain Standard Time BHardt Action Type:Outgoing call

Writer called MN008 and stated:

1. Calling in followup to SA.

2. Followed SA script.

3. Thanked for time.

Kevin, svc adv, states:

Contact name: Verified

Customer phone #: Verified

Customer Address: Houston, MN

Year/ Model/ Mileage of ven: 53970

RO # and date open: 239051, 12/30

Days down @ initial svc alert report: 10 days

... .. **BROKE** ... ..

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
WINONA, MN		5XYKUDA2XBG		53,970
Prod. Date: 4/8/10		Dealer: MN008 Rochester Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

ETA for completion of repairs: Approved to order parts, ETA 1/9 or 1/13.

Repeat repair/ How many?: N

Techline Case: Y

Rental provided/ If so when?: Y, 12/30

DPSM contacted by dealer: Y

\*\*\* PHONE LOG 01/08/2014 01:16 PM US Mountain Standard Time BHardt Action Type:Outgoing call

Writer called cust and stated:

1. Calling in followup to veh.
2. Have followup questions.
3. Began following sunroof scripting.

::LOST CONNECTION::

Cust states:

1. Responded to scripting.
2. Advised writer that if loses contact again (in rural area) to c/b later.

::LOST CONNECTION 2nd TIME::

[!<For Internal Use Only  
Will c/b 1/9. >!]

\*\*\* PHONE LOG 01/09/2014 12:18 PM US Mountain Standard Time BHardt Action Type:Outgoing call

Writer called cust and stated:

1. Calling on status of veh fo
2. Documented response.
3. Thanked for time.

Roxanne, svc adv, states:

1. It is not done yet.
2. Is inside but not finished.
3. Still awaiting part to show up.

\*\*\* PHONE LOG 01/13/2014 03:13 PM US Mountain Standard Time BHardt Action Type:Outgoing call

Writer called MN008 and stated:

1. Calling on status of veh for cust.
2. Thanked for time.

Kevin, svc adv, states:

1. Still in shop.
2. Part is in.
3. Pull headliner down.
4. ETA 1/14, afternoon.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
WINONA, MN		5XYKUDA2XBC		53,970
		Prod. Date: 4/8/10	Dealer: MN008 Rochester Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 01/14/2014 03:34 PM US Mountain Standard Time BHardt Action Type:Outgoing call

Writer called MN008 and stated:

1. Calling on status of veh for cust.
2. Thanked for time.

Kevin states:

1. Have sunroof installed.
2. Waiting on one remote to be installed.
3. ETA 1/15.

\*\*\* PHONE LOG 01/15/2014 12:52 PM US Mountain Standard Time BHardt Action Type:Outgoing call

Writer called MN008 and stated:

1. Calling in followup to veh for cust.
2. Any concerns noted by cust?
3. Thanked for time.

Kevin states:

1. Done and delivered 1/15.
2. No further concerns by cust.

\*\*\* PHONE LOG 01/15/2014 01:00 PM US Mountain Standard Time BHardt Action Type:Outgoing call

Writer called cust and stated:

1. Calling in followup to recent repairs.
2. Wanted to make sure everything was working ok.
3. Placed on hold while conferred with RHall.

Cust states:

1. Everything working ok.
2. What is the status of the traffic safety inquiry about sunroofs in MY veh?
3. Thank you.

::CUST DISCONNECTED BEFORE WRITER COULD GET BACK ON LINE::

\*\*\* NOTES 01/15/2014 01:01 PM US Mountain Standard Time BHardt Action Type:Manager review

CALL TO ACTION:

Cust seeking info on exploding sunroof traffic safety inquiry.

\*\*\* PHONE LOG 01/16/2014 11:25 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr MN008 and spoke with Service Manager, Ken:

Wrietr states:

1. I'm calling to get some more information on this vehicle
2. Sure, gave dealer call back number
3. Thank You

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
WINONA, MN		5XYKUDA2XB		53,970
		Prod. Date: 4/8/10	Dealer: MN008 Rochester 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. The advisor that was working on this car is at lunch right now
2. Can I have him give you a call back

\*\*\* PHONE LOG 01/16/2014 11:55 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message form Kevin in the Service Department at dlr MN008

1. This is Kevin from Rochester KIA
2. You talked to my Service Manager Ken here just awhile ago
3. My direct contact number (507)535-3229
4. Regards to Sorento with the sunroof the glass that fell in
5. He said something about you're going to reject the claim and may need to write a different RO on it
6. Give me a call back
7. (507)535-3229
8. I'll be here til about 6 tonight
9. Thanks, bye

\*\*\* PHONE LOG 01/16/2014 12:00 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. Has this car been repaired and released back to the customer?
2. Do you know who authorized the repairs?
3. Requested RO billed out at warranty pricing
4. Gave dealer email address

Customer states:

1. He released it a few days ago
2. We called and contacted DPSM and they said to go ahead and replace the thing
3. It was down for 2 or 3 weeks
4. They said they were driving down the road and the glass fell in on them

\*\*\* NOTES 01/16/2014 12:08 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Emailed DPSM and PQ.

\*\*\* NOTES 01/22/2014 04:43 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Emailed DPSM and PQ.

\*\*\* NOTES 01/24/2014 11:04 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 01/24/2014 11:10 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr MN008 and left message for Kevin in the Service Department (507)535-3229



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA2XBC [REDACTED]	[REDACTED]	53,970
WINONA, MN [REDACTED]	Prod. Date: 4/8/10		Dealer: MN008 Rochester Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

1. I called and spoke with you on the 10th
2. Did not receive a copy of the RO
3. Requested photos of the damage to the vehicle
4. Requested call back
5. Gave call back number

\*\*\* PHONE LOG 01/24/2014 11:45 AM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received call from Kevin in the Service Department at dlr MN008

Dealer states:

1. I had my warranty administrator send them over to you
2. But I will resend it along with the pictures

Writer states:

1. Thank you very much
2. Verified email address

\*\*\* NOTES 01/24/2014 01:31 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received email from Kevin in the Service Department at dlr MN008 (kevin.pose@parkplacemotorcars.com)

hi Sam here are the pics of the sun **ROOF** will send paper work on next email  
thanks  
Kevin pose Rochester kia mn008

[REDACTED]  
here are the pics of the **BROKE**n sun **ROOF**..ro [REDACTED] auth # [REDACTED]

\*\*\* NOTES 01/24/2014 01:32 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received RO from dlr MN008 (roxane.kuderer@parkplacemotorcars.com)

\*\*\* NOTES 01/24/2014 04:50 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received email from DPSM. DPSM to inspect vehicle.

\*\*\* NOTES 01/27/2014 04:21 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received email from DPSM. DPSM to complete FPQR with FTR's assistance.

\*\*\* NOTES 01/31/2014 02:24 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent email to warranty requesting chargeback. Reimbursement to come from NCA.

\*\*\* PHONE LOG 01/31/2014 02:36 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Writer states:

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
WINONA, MN		5XYKUDA2XBC		53,970
		Prod. Date: 4/8/10	Dealer: MN008 Rochester Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. In the future if there is any kind of new information, we will keep you updated

4. Thank You

Customer states:

1. The car is working fine
2. We're business owners, the dealership was great to work with
3. That god no one was in the back seat
4. Is there any update with National Highway Safety?
5. We love the car and we may even get another one

\*\*\* NOTES 01/31/2014 02:37 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Chargeback completed.

\*\*\* NOTES 01/31/2014 02:38 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
One time, goodwill to dlr MN008 of \$390.90 for sunroof repair on RO #239051.

\*\*\* CASE CLOSE 02/06/2014 08:51 AM Pacific Daylight Time SamuelKim

# Broken Sunroof Report

Case [REDACTED]

---

## Report Details

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

Yes

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

No

Daughter, who is on insurance, was driving the veh, name is [REDACTED]

**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:

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

Driver's Phone Number:

N/A

**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>:

12/26/13 or 12/27

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

<HH:MM> <AM/PM>:

Around 12 PM

**13 . What was the temperature?**

Approximate temperature in Fahrenheit:

22-23 F

**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 21*

**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:*

*Houston, 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?:*

*No exits.*

**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?:*

*N/A*

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

*Description of traffic condition:*

Veh speed approx. 45 mph. Minimal traffic, car every 5 mi.

**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:*

No construction on road.

**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.>:*

Nicely paved

**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 response selected.

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

No response selected.

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

Movable front glass.

# Kia Motors America

## Consumer Affairs Department

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A21DC [REDACTED]	[REDACTED]	0
Claude, TX	[REDACTED]	Prod. Date: 7/11/12	Dealer: TX076 Pete's Car Smart 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 11/27/2013 01:28 PM US Mountain Standard Time Motteson Action Type:Outgoing call

Writer called TX076 spoke to Teri and states

1. Calling in reference to this customer

Teri states

1. Customer stated I hit something while driving

2. [REDACTED]

3. Waiting on DPSM approval to order the glass

4. Customer is in a rental

Thanked and call ended

\*\*\* PHONE LOG 11/27/2013 01:30 PM US Mountain Standard Time Motteson Action Type:Outgoing call

Writer called customer at [REDACTED] left VM stating

1. Calling in reference to your vehicle

2. Were notified you had a concern with your sunroof

3. Advised to call back

4. Gave case and 800#

\*\*\* PHONE LOG 11/27/2013 01:44 PM US Mountain Standard Time Motteson Action Type:Outgoing call

Writer called customer spoke to Mrs. [REDACTED] and states

1. Calling in reference to your vehicle

2. Was notified you had a concern with your sunroof?

Mrs. [REDACTED] states

1. Yes it just **SHATTER**ed when I was driving

2. I had my [REDACTED] old baby with me

3. I was driving out of town

Writer states

1. Apologized

2. Took sunroof scripting

3. Advised will be forwarding your case to a different department

4. Advised will get a call back next week

5. Advised might be later next week due to the Holiday

Mrs. [REDACTED] states

1. That's fine I have a car to drive

2. I just want it fixed

3. Thank you

Thanked and call ended

\*\*\* NOTES 11/27/2013 01:45 PM US Mountain Standard Time Motteson Action Type:Manager review

DISPATCHING TO NCA

1. CUSTOMER ALLEGES SUNROOF **SHATTER**ED WHILE DRIVING

2. REVIEW OF CASE FOR POSSIBLE CUSTOMER SATISFACTION

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A21DC [REDACTED]	[REDACTED]	0
Claude, TX [REDACTED]	Prod. Date: 7/11/12		Dealer: TX076 Pete's Car Smart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. CONTACT CUSTOMER

\*\*\* NOTES 12/02/2013 11:29 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received photos from RCAM CDavis.

\*\*\* NOTES 12/02/2013 11:39 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
Reviewed case with PQ. Pending FPQR report.

\*\*\* PHONE LOG 12/02/2013 11:52 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Writer states:

1. I wanted to let you know I will be your point of contact from this point forward
2. Did the dealership put you in a rental?
3. Was the original rental through the dealership?
4. Do you know how much the difference in the rental is per day?
5. KIA will be sending out field expert to take a look at this vehicle
6. We want to determine the cause of this **SHATTER**
7. In the meantime, KIA will cover the cost of your rental
8. Gave customer call back number
9. As soon as we determine an inspection date, I will give you a call to let you

Customer states:

1. They did, we did have to upgrade it because I have 4 kids
2. They gave us a Toyota Corolla
3. We got a Chevy Traverse and my husband wanted to know if the dealership could pay for the rental
4. I have an infant almost a year and I have a [REDACTED] year old, a [REDACTED] year old
5. It was through the dealership
6. I don't really know, my husband has all the information
7. I'm not hurt, no body was hurt
8. All we want is the car repaired

\*\*\* NOTES 12/02/2013 11:53 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent email to DPSM Schildery:  
Hi Stormy,

Hope you had a wonderful Thanksgiving. It looks like there is 2013 KIA Sorento with a sunroof **SHATTER** at Pete's Car Smart KIA (TX076). Were you able to inspect this vehicle? If so, were there any signs of impact damage? If not, I'm going to need to have an FTR go out there and take a look at it. Please advise.

\*\*\* NOTES 12/03/2013 08:45 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received email from DPSM Schildery:  
I will be there on Thursday

\*\*\* NOTES 12/05/2013 01:33 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent email to DPSM Schildery:

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
Claude, TX		5XYKW4A21DC		0
		Prod. Date: 7/11/12	Dealer: TX076 Pete's Car Smart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Hi Stormy,

I hope you are staying warm. Were you able to fly in today to inspect this vehicle? Were there any signs of impact damage? FPQR?

\*\*\* NOTES 12/10/2013 04:48 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

Received email from DPSM Schildery:

I was not able to get to Amarillo-The connecting flight was cancelled.

I spoke to the dealer today. There are no signs of any impact damage. I trust this dealer and believe he would have informed if there were.

Per the dealer the customer the customer is getting upset and wants an answer. Please let me know.

Stormy

\*\*\* NOTES 12/10/2013 04:49 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent email to DPSM Schildery and CC'd PQ RNguyen:

Hi Stormy,

I was advised that we need to have an FPQR on this before we can proceed with the repairs. Please advise.

\*\*\* NOTES 12/11/2013 11:05 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

Received email from DPSM Schildery:

Richard Peralta will be at the dealership the week of 1/5.

\*\*\* NOTES 12/12/2013 01:57 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent email to DHowells and NMoen in PQ. CC'd DPSM Schildery, RCAM CDavis, RNguyen and FTR RPeralta:

Hi Dan,

What can we do for this customer? 2013 Sorento with sunroof **SHATTER** at dlr TX076, Pete's Car Smart KIA in Amarillo, Texas. Customer's vehicle has been down since 11/19. Please advise.

\*\*\* NOTES 12/12/2013 02:08 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

Received email from DHowells in PQ:

Sam:

Sorry, please repair as necessary and release since this is rear glass. Most likely unless DPSM disagrees it was impact since we normally do not see rear glass issues.

\*\*\* PHONE LOG 12/12/2013 02:09 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr TX076 and spoke with Terry in the Service Department

Writer states:

1. Please proceed with the repairs to this vehicle
2. I will send you an email with everything
3. Can I get your email



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A21DC [REDACTED]	[REDACTED]	0
Claude, TX		Prod. Date: 7/11/12	Dealer: TX076	Pete's Car Smart 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. We have the glass here
2. tbraddock@petescarsmarkia.com
3. We had to put him a rental that covers 7 people
4. It's not the ordinary \$30/day rental
5. Thank you

\*\*\* NOTES 12/17/2013 04:28 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent email to Terry in the Service Department at dlr TX076 (tbraddock@petescarsmarkia.com) and CC'd DPSM:  
Hi Terry,

I apologize for not sending this to you last week, completely my fault. Per our conversation, please proceed with the repairs to the [REDACTED] vehicle (2013 Sorento) including damages as a direct result of the sunroof **SHATTER**. Once completed, please forward me the RO billed out 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 note on the RO (if it hasn't been closed out already) that after reviewing/investigating sunroof **SHATTER**, there are no obvious signs of cause for sunroof **SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sunroof as a one-time goodwill gesture on behalf of the customer. Thank you for all your help and please feel free to contact me if you have any questions.

\*\*\* PHONE LOG 12/18/2013 09:02 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from Michael at dlr TX076:

1. My name is Michael with dealer TX076
2. Calling on regards for customer [REDACTED]
3. 13 KIA Sorento with a sunroof glass that's been **SHATTER**ed
4. I'm want to fax over some copies of this bill
5. But I just wanted to touch base with you and make sure we fax you everything one time that way we get it all taken care of
6. So if there's anyway you can call me at (806)351-1122
7. Thank You

\*\*\* PHONE LOG 12/19/2013 10:48 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr TX076 and left message for Michael in the Service Department:

1. Requested call back
2. Gave call back number

\*\*\* PHONE LOG 12/19/2013 10:50 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and left message for customer:

1. Calling in regards to your 2013 KIA Sorento
2. Calling to follow up with you on the repairs
3. Requested call back
4. Gave call back number

\*\*\* PHONE LOG 12/20/2013 09:19 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr TX076 and left message for Michael in the Service Department:

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A21DC [REDACTED]	[REDACTED]	0
Claude, TX [REDACTED]	Prod. Date: 7/11/12		Dealer: TX076 Pete's Car Smart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

2. I need a copy of the original Enterprise bill to reimburse you
3. Gave dealer call back and fax number

\*\*\* PHONE LOG 01/03/2014 11:04 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr TX076 and spoke with Michael in the Service Department:

Writer states:

1. I received the RO for this customer, but I need a copy of the original rental bill
2. About 3 weeks
3. Gave dealer call back and fax number

Dealer states:

1. I will get that to you
2. How long does it normally take?

\*\*\* PHONE LOG 01/03/2014 04:06 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer, but no answer. Unable to leave message.

\*\*\* NOTES 01/03/2014 04:17 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
One time, goodwill to dealer TX076 of \$2088.35 for sunroof repair and rental.

\*\*\* PHONE LOG 01/06/2014 10:27 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr TX076 and left message for Hector. Requested call back.

\*\*\* PHONE LOG 01/06/2014 11:09 AM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Called dlr TX076 and spoke with Terry, Service Manager

Writer states:

1. I was calling to verify this rental bill is correct
2. It's showing me a bill for \$50 per day
3. Thank you

Service Manager states:

1. The DPSM told me to put them in a rental
2. They came in with a family of 7
3. Enterprise usually gives us a discount, but not for upgrades

\*\*\* CASE CLOSE 01/24/2014 10:17 AM Pacific Daylight Time SamuelKim

\*\*\* NOTES 06/18/2014 10:48 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received message from Michael at dealer TX076

1. My name is Michael with Pete's Car Smart KIA, dealer TX076
2. I am working on a claim that, RO #84216, about a [REDACTED] on a sunroof **SHATTER**ed

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A21DC [REDACTED]	[REDACTED]	0
<hr/>				
Claude, TX [REDACTED]	Prod. Date: 7/11/12		Dealer: TX076 Pete's Car Smart Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

figure this out

4. Once again, my name is Michael Perez, thank you

\*\*\* NOTES 06/18/2014 11:04 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr TX076 and spoke with Michael in the Parts Department  
(Writer assisted dealer in finding credit in Parts Statement)

\*\*\* CASE CLOSE 06/18/2014 11:04 AM Pacific Daylight Time SamuelKim

# Broken Sunroof Report

Case [REDACTED]

---

## Report Details

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

No

**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:**

No response selected.

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

No response selected.

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

No

[REDACTED] wife

**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:**

No response selected.

**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>:*

11/19/13

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

*<HH:MM> <AM/PM>:*

Between 11-1pm

**13 . What was the temperature?**

*Approximate temperature in Fahrenheit:*

Dont remember

**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 couldnt tell you, I was traveling to OK, the road from Memphis to Hollis, right as you get to Hollis

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

One lane

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

*Nearest City or Town from the incident location:*

Hollis

**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?:*

No exits

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

*No response selected.*

**23 . How far were you from that exit?**

*No response selected.*

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

*If MOVING, what speed were you traveling at?:*

65-70mph

**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:*

Just 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.>:*

Well maintainted 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.>:*  
Sounded like a shatter like a gunshot

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

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

I saw the sunrrof busted from the outside

**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:*

About two handfuls came inside

**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?**

*No response selected.*

**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?**

*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:*

About two handfuls were in the car

**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:*

*Behind in the drivers 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#:*

**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 it fixed

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA20CC [REDACTED]	[REDACTED]	23,430
Pueblo West, CO [REDACTED]		Prod. Date: 12/9/11	Dealer: CO005	Signature Kia of Colorado

Kia Case Type Lvl1: Duplicate Case

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Not Applicable

Kia Case Type Lvl4: Not Applicable

**Case History**

\*\*\* PHONE LOG 12/16/2013 11:18 AM US Mountain Standard Time TThacker Action Type:Web Contact  
Cust states

1. Sun **ROOF** exploded, dealer told cust it was not covered under warranty, did not take the veh in, talked to Frank CO005 on the phone who told me it would take 5-14 days to get the part in
2. Cust uses 21 Century Insurance
3. Cust request coverage

Writer states

1. Apologizes
2. Updates info
3. Runs Sunroof script
4. Advises cust will be sending case NCA cust wil be contacted

\*\*\* PHONE LOG 12/16/2013 11:21 AM US Mountain Standard Time TThacker Action Type:Web Contact  
Called CO005 spoke to Frank Service manage

1. Do not repair the veh untill you hear from KMA
2. If the part comes in before you hear from KMA do not repair it

Frank states

1. Ordered the sunroof already on cust authorization
2. Got it

\*\*\* EMAIL OUT \_ TThacker Action Type:External email  
Send to:[PLaChapelle@kiausa.com]  
Paul

Dispatching to NCA for review, cust claims sun **ROOF** exploded. Dealer CO005 has been advised not to repair veh, Frank did state that he had alreay ordered the sun **ROOF** per cust authorization.. Cust has veh at this time. Cust would like KMA to repair veh.

1. Customer Name: [REDACTED]
2. VIN: 5XYKUDA20CC [REDACTED]
3. MY and Mileage: 12 Sorento 23430
4. Dealer Code: CO005
5. Selling Dealer (Y or N): Y
6. Original Owner (Y or N):Y
7. Current Issue and Diagnosis: Cust alleges sunroof exploded

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.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20CC[REDACTED]	[REDACTED]	23,430
Pueblo West, CO [REDACTED]		Prod. Date: 12/9/11	Dealer: CO005 Signature Kia of Colorado	

Kia Case Type Lvl1: Duplicate Case

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Not Applicable

Kia Case Type Lvl4: Not Applicable

\*\*\* NOTES 12/16/2013 03:12 PM US Mountain Standard Time TThacker Action Type:Manager review  
Dispatching to NCA

1. Cust alleges sun **ROOF** exploded
2. Cust has veh and is requesting KMA repair veh at no cost to cust
3. Dealer has been advised not to repair until contacted by KMA
4. Please review case and follow up with cust as needed

\*\*\* PHONE LOG 12/17/2013 04:11 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr left VM:

1. Calling in reference to vehicle.
2. Wtr would like to set up an inspection.
3. Requested c/b for more info on the status of the vehicle.

\*\*\* PHONE LOG 12/18/2013 02:58 PM Pacific Daylight Time JMojica Action Type:Incoming call

Customer left VM requesting c/b.

\*\*\* PHONE LOG 12/18/2013 03:15 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr:

1. Informed customer that vehicle would need to be inspected.
2. When is customer available?
3. Also, what is the current status of the vehicle?

Customer:

1. Well, the vehicle is fine it is just the sunroof that I am concerned about.
2. I am very available.
3. I just had surgery so I have an open schedule.
4. I called the dlr right after this happened and they said it was not warrantable.
5. They said I would have to contact my ins. co. but that is a \$500 deductible.
6. I saw online that people had the same incident occur.

Wtr:

1. Apologized.
2. Part is not warrantable.
3. Vehicle needs to be inspected and then KMA can make a determination.
4. Wtr cannot speak for those other vehicles because wtr does not have those details.
5. Anyway, vehicle needs to be inspected to see if this was due to external impact.

Customer:

1. Ok.
2. Some of the glass fell on the shade and a small small amount fell inside the vehicle.

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20CG [REDACTED]	[REDACTED]	23,430
Pueblo West, CO [REDACTED]		Prod. Date: 12/9/11	Dealer: CO005 Signature Kia of Colorado	

Kia Case Type Lvl1: Duplicate Case

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Not Applicable

Kia Case Type Lvl4: Not Applicable

3. I took the glass off the shade, but I have it.

4. I did not dispose of it.

Wtr:

1. Ok, wtr will contact Kia rep to inspect vehicle and then get back to customer.

2. Thanked customer.

\*\*\* EMAIL OUT •î=vR JMojica Action Type:External email

Send to:[Mojica, Jeannie [KMA]]

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: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case [REDACTED] JMojica\_12-18-2013152051.doc>>

\*\*\* PHONE LOG 12/18/2013 03:27 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr spoke to DPSM:

1. DPSM unable to make it to dlr this week.

2. DPSM will get back to wtr to see when inspection can take place.

\*\*\* PHONE LOG 12/20/2013 08:18 AM Pacific Daylight Time JMojica Action Type:Incoming call

Customer left VM requesting c/b.

\*\*\* PHONE LOG 12/20/2013 08:31 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr left VM:

1. Might be able to schedule inspection for 12/23/13.

2. Please c/b.

\*\*\* PHONE LOG 12/20/2013 09:44 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr spoke to customer:

1. CO009 is preferred but if its either CO005 or wait then customer will take vehicle to CO005.

2. Wtr will confirm with DPSM and then c/b customer to confirm.

\*\*\* NOTES 12/23/2013 01:17 PM Pacific Daylight Time JMojica Action Type:Manager review

DPSM inspected vehicle at CO005.

\*\*\* PHONE LOG 12/23/2013 03:01 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr:

1. Informed customer that upon investigation of the incident, we were unable to clearly identify a cause for the sunroof

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20CC [REDACTED]	[REDACTED]	23,430
Pueblo West, CO [REDACTED]	Prod. Date: 12/9/11		Dealer: CO005 Signature Kia of Colorado	

Kia Case Type Lvl1: Duplicate Case

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Not Applicable

Kia Case Type Lvl4: Not Applicable

shatter, whether due to external impact or not.

2. Therefore, KMA is authorizing replacement of the sunroof as a goodwill gesture.

3. Wtr needs to send out general release.

4. Wtr verified customer's email address.

Customer:

1. Thank you so much, I really appreciate it.

2. I will sign it and send it back.

Wtr:

1. Thank you.

2. Happy holidays.

\*\*\* PHONE LOG 12/23/2013 03:01 PM Pacific Daylight Time JMoJica Action Type:Web Contact

Mr [REDACTED]

Per our conversation, attached is the general release form that is to be signed and returned. Once again, I apologize for the inconvenience and the miscommunication we experienced this morning. If you have any questions feel free to contact me at the number listed below.

Thank you for your patience and cooperation,

\*\*\* PHONE LOG 12/23/2013 04:26 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr left msg for SVCA Gregg:

1. Approved repairs.

2. Any questions please contact DPSM.

\*\*\* PHONE LOG 01/02/2014 12:49 PM Pacific Daylight Time JMoJica Action Type:Web Contact

Wtr received signed release from customer.

\*\*\* PHONE LOG 01/22/2014 08:15 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr attempted to contact SVC Dept (3x).

1. No answer.

\*\*\* PHONE LOG 01/29/2014 04:11 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SVCA Joanna:

1. SVCA stated claim was submitted through warranty.

2. Wtr informed SVCA that warranty claim will have to be charged back.

3. Wtr will have dlr reimbursed on parts statement through CA GW.

4. SVCA sending over RO at warranty pricing via fax.

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20CG [REDACTED]	[REDACTED]	23,430
Pueblo West, CO [REDACTED]		Prod. Date: 12/9/11	Dealer: CO005 Signature Kia of Colorado	

Kia Case Type Lvl1: Duplicate Case

Kia Case Type Lvl3: Not Applicable

Kia Case Type Lvl2: Not Applicable

Kia Case Type Lvl4: Not Applicable

\*\*\* NOTES 02/13/2014 03:44 PM Pacific Daylight Time J Mojica Action Type: Manager review

Wtr submitted GW request: 89527

Dlr to be reimbursed \$746.00 on parts statement.

\*\*\* NOTES 03/07/2014 03:45 PM Pacific Daylight Time J Mojica Action Type: Manager review

Wtr confirmed dlr reimbursed on parts statement.

\*\*\* CASE CLOSE 03/07/2014 03:45 PM Pacific Daylight Time J Mojica

No further action required.

# Broken Sunroof 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>:*

*13 Dec 2013*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

*2:00 PM*

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

*57 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:*

State Highway 50

**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:*

Pueblo West

**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?:*

Pueblo Blvd

**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:*

1/4 mile

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

*If MOVING, what speed were you traveling at?:*

45-50 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 several car lengths ahead

**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:*

Standard 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.>:*

In good shape

**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.

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

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

Pulled car over and looked and saw the glass was shattered and crumbled

**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:*  
None

**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.:*

The front sliding portion

**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 shade, some may have blown off the veh

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

*No response selected.*

**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#:*

YES 13 Dec 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>:*

Cust requesting that KMA cover the repairs under warranty. Cust doesn't want to have to pay 500.00 for repairs.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A27BC [REDACTED]	[REDACTED]	57,442
Albuquerque, NM [REDACTED]		Prod. Date: 11/20/09	Dealer: NM011 Cottonwood 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 09/26/2014 12:59 PM US Mountain Standard Time MHill

Writer contacts SVC NM011 and states

1. Wanted to verify that the sun **ROOF SHATTER**ed while driving?

Eddie Svc states

1. Yes

\*\*\* PHONE LOG 09/26/2014 01:01 PM US Mountain Standard Time MHill Action Type:Outgoing call

Writer leaves VM for [REDACTED] stating

1. Calling to follow up regarding sun **ROOF SHATTER**ing
2. Wanted to ask a few questions
3. Request callback
4. Provides 800# and case #

\*\*\* NOTES 09/26/2014 01:01 PM US Mountain Standard Time MHill Action Type:Manager review

[!<For Internal Use Only

If customer calls in, please complete sun **ROOF** scripting, and forward to roadside queue.>!]

\*\*\* PHONE LOG 09/26/2014 01:37 PM US Mountain Standard Time JHirshfield Action Type:Incoming call

caller Mrs [REDACTED]

- 1 she received a message requesting they call us

wtr

- 1 thanked her for calling
- 2 explained there is a series of questions we need to ask

she said no problem

- 2 she was not in the car at the time, but her husband described the incident to her

wtr

- 1 after the questionnaire is completed I will send it to the office that investigates these type of incidents

\*\*\* NOTES 09/26/2014 01:54 PM US Mountain Standard Time JHirshfield Action Type:Dealer contact

tele # for Mr [REDACTED]

\*\*\* PHONE LOG 09/29/2014 03:03 PM Pacific Daylight Time SMarino Action Type:Outgoing call

Called dealer NM011 - spoke to service mgr Brian Ostler

1. Brian confirmed the vehicle is shop
2. Brian advised the customer is requesting rental
3. Writer approved rental during inspection
4. Writer requested pictures

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A27BC [REDACTED]	[REDACTED]	57,442
Albuquerque, NM [REDACTED]	Prod. Date: 11/20/09		Dealer: NM011 Cottonwood Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

\*\*\* NOTES 10/01/2014 06:42 AM Pacific Daylight Time SMarino Action Type:Dealer contact  
Sent email to Bryan Ostler, service mgr @ NM011

1. After reviewing pictures there is there is not any obvious sings of cause of the sun **ROOF SHATTER**, either due to external impact or not.
2. Advised KMA has authorized replacement of the sun **ROOF** as a one-time good will gesture on the behalf of the customer.

\*\*\* NOTES 10/21/2014 09:50 AM Pacific Daylight Time SMarino Action Type:Dealer contact  
Sent email to service mgr @ NM011

# Accident Report

Case [REDACTED]

---

## Report Details

0 . End

No response selected.

1 .

[REDACTED]

2 .

[REDACTED]

Albq NM [REDACTED]

3 .

[REDACTED]

4 .

[REDACTED]

5 .

same

6 .

same

7 .

[REDACTED]

8 .

No

10 .

09/19/2014

**11 .**

1:30 PM

**12 .**

clear dry calm 90 degree

**13 .**

Coors Rd and I-25

**14 .**

same

**15 .**

Rio Grande Exit

**16 .**

East

**17 .**

70 mph

**18 .**

normal interstate traffic

**19 .**

normal Interstate Hwy--not recently paved

**22 .**

*Closed*



**25 .**

*No*

**27 .**

*Yes*

**28 .**

very loud sound of glass breaking

**29 .**

The moving Front panel

**30 .**

*CLOSED*

**31 .**

*No*

**36 .**

*No*

**37 .**

n/a

**38 .**

*No*

**39 .**

*No*

**44 .**

*No*

**49 .**

*Yes*



50 .

*No response selected.*

51 .

Allstate Insurance

52 .

Albq NM

53 .

N/A

54 .

N/A we can call her husband if needed

55 .

09/19/2014

56 .

*Yes*

57 .

*No*

58 .

*No response selected.*

59 .

Cottonwood Kia , Albq NM011

60 .

No

61 .

To be sure that this repair will be performed under warranty

# Kia Motors America

## Consumer Affairs Department

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
Walton, NY		5XYKWDA26DC		26,786
Prod. Date: 5/7/12		Dealer: NY073 Matthews 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 04/21/2014 02:06 PM US Mountain Standard Time LuciaPaz

Mr. [REDACTED] stated

1. Driving back from vacation
2. The sunroof exploded on car
3. Called the dlr said they never heard of such a thing
4. I googled it and saw there is many problems

Wrt stated

1. Apologized
2. Updated cust info
3. Verified no open SC's
4. Ran script

Mr. [REDACTED] stated

1. Called dlr in area that it happened
2. They said they would not be able to do anything
3. Told us to take it dlr we purchased the veh from
4. We are driving it to them now
5. They will be closed by time we get there
6. They will be leaving a rental veh for us with sales dept

Wrt stated

1. Will oversee repair process
2. Callback cust when have further info
3. Provided case# ext# and callback#

Mr. [REDACTED] stated

1. Ok, thank you

they are trying to do everything they can and don't know

\*\*\* NOTES 04/21/2014 03:16 PM US Mountain Standard Time LuciaPaz Action Type:Dealer contact

Wrt called NY073 left VM for Michael Savage service dept

1. Calling in regards to Mr. [REDACTED] veh
2. Cust claims sunroof exploded while driving
3. Advise do not do any type of repairs until further notice
4. Any questions callback KCA provided callback# and case#

\*\*\* NOTES 04/21/2014 03:19 PM US Mountain Standard Time LuciaPaz Action Type:Manager review

\*\*\*Wrt\*\*\*

1. Sending case to the Region because:

- a) Cust alleges sunroof **BROKE** while driving
- b) Please review and follow up with cus w/resolution

\*\*\* NOTES 04/22/2014 08:09 AM US Mountain Standard Time TThacker Action Type:Dealer contact

Mike Savage from NY073 Called

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
Walton, NY		5XYKWDA26DG	K2697690	26,786
		Prod. Date: 5/7/12	Dealer: NY073 Matthews Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

1. Would like to speak to SEdwards

Writer states

1. Anaylst is at the regional office, provides dealer number for eastern
2. Offers to connect and if anayst isn't available to transfer to vm

Mike states

1. Thank you

\*\*\* PHONE LOG 04/22/2014 10:37 AM US Mountain Standard Time SYBrown Action Type:Incoming call

Cust states:

1. Provided case#
2. The person I was speaking with was supposed to call me

Writer advised:

1. Apologized
2. Requested brief hold to review information

Writer placed on hold, consulted w/ TL to clarify notes to properly direct customer

\*Cust disconnected while on hold

\*\*\* PHONE LOG 04/22/2014 11:47 AM US Mountain Standard Time SYBrown Action Type:Incoming call

Cust states:

1. I don't have my information

Writer located via telephone

1. Can see that cust was previously speaking w/ LuciaPaz
2. LuciaPaz sent the case to the appropriate office for further review

Cust states:

1. She said she was going to call me back
2. We can see that there's a lot of instances of this happening if you search online
3. My wife is scared of the vehicle now
4. What's going to guarantee that this doesn't happen again?
5. How do we know what's causing this?

Writer advised:

1. Apologized

Cust states:

1. My other concern is regarding a loaner car
2. Would we be able to have a car during this?
3. My insurance company authorized \$30 per day for two days

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA26DC [REDACTED]	[REDACTED]	26,786
Walton, NY		Prod. Date: 5/7/12	Dealer: NY073	Matthews Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Writer advised:

1. Writer can document concerns so analyst is well aware

Cust states:

1. The state troopers wouldn't come out to write a report since it wasn't an accident
2. They said you didn't hit anyone and no one hit you
3. There was glass all over
4. I'm still picking glass out of my finger
5. My son was in the back and we had to pick glass off of him

Writer advised:

1. Apologized
2. Conversation is documented
3. Cust should be receiving a call very soon

Cust thanked writer

\*\*\* PHONE LOG 04/22/2014 01:33 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Mike Savage:

1. SM stated customer in loaner vehicle through ins. co.
2. Wtr stated customer is concerned only 2 days will be covered.
3. Wtr informed SM KMA would cover loaner during investigation.
4. Wtr will schedule FTR inspection and get back to SM with date and contact customer as well.

\*\*\* EMAIL OUT 04/22/2014 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]>>

\*\*\* NOTES 04/23/2014 11:41 AM Pacific Daylight Time JMoJica Action Type:Dealer contact

\*\*\*\*\*Case notes from duplicate case [REDACTED]\*\*\*\*\*

\*\*\* PHONE LOG 04/23/2014 05:50 AM US Mountain Standard Time [REDACTED]

Insurance company states (Claudette from New York Central Mutual Insurance Company)

1. We received a claim from our insured
2. Sunroof **SHATTER**ed while they were driving back from vacation
3. I would like to know who I talk to about a possible defect

Wtr states

1. Verified caller info
2. Updated owner info

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
Walton, NY		5XYKWDA26DC		26,786
Prod. Date: 5/7/12		Dealer: NY073 Matthews Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. Completed Sunroof script
4. Inquired as to veh location

Caller states

1. Veh is currently at NY073 who is also their selling dlr
2. I have an appraiser going in today for an estimate
3. I should have that today
4. No repairs have been completed
5. I should have photos from the appraiser today also
6. I have some from the insured but they are not really good ones

Wtr states

1. Wtr will fwd case to another dept for further review

Caller states

1. Okay thank you

\*\*\* NOTES 04/23/2014 05:51 AM US Mountain Standard Time Action Type:Manager review  
Dispatching case to NCA:

1. Insurance company alleges sunroof **SHATTER**ing defect
2. Call came in from insurance company
3. Please review and handle as necessary

\*\*\* PHONE LOG 04/23/2014 11:43 AM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr spoke to Ins. Agent Claudette (ph#: 607-965-3546):

1. Wtr informed agent FTR inspection is taking place today.
2. Agent stated will wait to hear back from wtr to find out Kia's position.
3. Wtr will c/b w/determination.

\*\*\* PHONE LOG 04/23/2014 11:48 AM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr:

1. Informed customer case has been escalated to NCA.
2. Wtr will be handling case.
3. Informed customer vehicle will be inspected by FTR today.
4. Informed customer wtr will c/b once wtr hears back from FTR.

Customer:

1. OK, thank you.
2. My ins. co. was going to have someone out there today as well.

Wtr:

1. Wtr will be communicating with ins. agent after inspection as well.
2. Wtr provide contact info.
3. Wtr thanked customer and disconnected.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA26DC [REDACTED]	[REDACTED]	26,786
Walton, NY [REDACTED]		Prod. Date: 5/7/12	Dealer: NY073	Matthews Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 04/24/2014 09:28 AM Pacific Daylight Time JMoJica Action Type:Incoming call  
Customer left VM requesting c/b.

\*\*\* PHONE LOG 04/24/2014 11:29 AM US Mountain Standard Time LuciaPaz Action Type:Incoming call

Mr [REDACTED] stated

1. Provided case#
2. Have been trying to contact Jannie
3. She is the one handling the case
4. Have not been able to reach her
5. Left VM messages and has not called back

Wrt stated

1. Apologized
2. Wrt call see if CSR JMoJica available
3. If not can leave mess and send email
4. May wrt place cust on hold?

Mr [REDACTED] stated

1. Yes, thank you

\*\*\*Call placed on hold\*\*\*

Wrt called CSR JMoJica left VM

1. Calling in regards to Mr [REDACTED]
2. Cust requesting a callback
3. Provided cust# case# and ext#

\*\*\*Reinstated cust call\*\*\*

Wrt stated

1. CSR JMoJica not available
2. Left VM requesting callback cust
3. Will send an email requesting same

Mr [REDACTED] stated

1. Let her know will be out of cell phone coverage area for 40 min
2. Ask her to call after 40 min
3. Thank you

\*\*\* PHONE LOG 04/24/2014 02:16 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. Wtr has received results of inspection.
3. Unfortunately, there was not enough glass left to help in Kia's determination.
4. Regardless, after investigating the incident/vehicle, we have been unable to clearly identify a cause for the sunroof

**SHATTER**, whether due to external impact or not.

# Kia Motors America

## Consumer Affairs Department

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
Walton, NY		5XYKWDA26D		26,786
		Prod. Date: 5/7/12	Dealer: NY073 Matthews Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

5. Therefore, KMA will be authorizing replacement of the sunroof as a one-time GW gesture.

Mr.

1. Ok, well that is good news.

2. I know the ins. co. had an estimate on the repairs and they were totaling over \$3K.

3. Is Kia covering all of that?

\*\*\*In the background: wtr can hear Mrs. stating "my son was cut by the glass. He was so scared! How do they know it won't happen again?"

Wtr:

1. Kia is covering rental (excluding ins. and gas), and repairs related to the sunroof **SHATTER**.

2. Wtr will talk to dlr about that more in detail.

3. Wtr does have a release that needs to be signed and returned to wtr.

4. Where can wtr send that (email or fax)?

Mrs.

1. Hi, I am the primary driver of the car.

2. I was in the car when the sunroof exploded.

3. My son is autistic and he was very scared when this happened.

4. How can you guarantee that this won't happen again?

5. This was scary for us.

6. We were driving back from our vacation when this happened.

7. A dlr in GA did not want us to bring the car to them, when we called they said there is nothing they could do for us.

8. Then when we called RSA they wanted to charge us \$500 to get it to NY073.

9. So we had to drive sitting on glass for a few hours.

10. I am sorry, I know it is not your fault.

11. I am more irate than my husband.

12. I just wanted to talk to you because I feel that I am getting different information from you, the dlr, and the ins. co.

13. I love my car, I really do but this scared me.

14. I feel like this is being taken lightly.

15. Also, I want the sun shade to be replaced, it wasn't working correctly after the sunroof exploded.

Wtr:

1. First of all, wtr deeply apologizes for the incident that occurred and the inconvenience this has caused.

2. Unfortunately, and hopefully customer can understand, wtr cannot fully guarantee that this won't happen again.

3. Wtr does not have control over something like that.

4. However, wtr can say that we would not expect this to happen again.

5. Wtr apologizes that customer was turned down by the dlr in GA.

6. Dlr's are independently owned and operated, but that is not to say that KMA condones that type of behavior.

7. RSA was charging for the tow because they are instructed to cover tows to the nearest Kia dlr not something long distance like that.

8. Wtr can definitely understand customer's concern.

9. Wtr can look into what can be done about the inconvenience.

10. Is there something that customer is requesting from Kia?

11. Wtr apologizes that it seems like it is being taken lightly.

12. Wtr would like the opportunity to make things right for the customer.

13. This is not something that is taken lightly.

14. Wtr will make sure dlr removes all glass from cabin, and have them address the sun shade concern.

Mrs.



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA26DC [REDACTED]	[REDACTED]	26,786
Walton, NY [REDACTED]		Prod. Date: 5/7/12	Dealer: NY073 Matthews Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

1. Umm, no, not really.
2. Thank you, I feel better now that you said you don't expect it to happen again.
3. You can email the doc to [REDACTED]

Wtr:

1. Ok, wtr will review case to see what can be done about the inconvenience.
2. Once that determination is made, wtr will send docs.
3. For future reference, should Mrs. [REDACTED] be the point of contact?

Mrs. [REDACTED]

1. Yes, please.
2. You can reach me directly at [REDACTED]
3. And thank you again for your help.

Wtr:

1. Ok, wtr will contact Mrs. [REDACTED]
2. Not a problem, wtr is glad to be of assistance.
3. Thanked customer and disconnected.

\*\*\* PHONE LOG 04/24/2014 02:19 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Mike:

1. Wtr informed SM Kia will be authorizing repairs as one-time GW gesture.
2. Wtr requested estimate.
3. SM stated estimate will be faxed to wtr first thing tomorrow morning.
4. SM stated sun shade would need to be replaced.
5. Wtr thanked SM and disconnected.

\*\*\* PHONE LOG 04/28/2014 04:43 PM Pacific Daylight Time JMoJica Action Type:Incoming call

Mrs. [REDACTED] left VM requesting c/b.

\*\*\* PHONE LOG 04/29/2014 07:46 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr left VM for Mrs. [REDACTED]

1. Calling in reference to vehicle.
2. Wtr has spoken to dlr and authorized repairs as of last week.
3. Wtr would like to speak to customer, requested c/b.
4. Provided c/b # and case # for reference.
5. Thanked and disconnected.

\*\*\* PHONE LOG 04/29/2014 04:09 PM Pacific Daylight Time JMoJica Action Type:Incoming call

Mrs. [REDACTED] left VM requesting c/b.

\*\*\* PHONE LOG 05/01/2014 07:19 AM Pacific Daylight Time JMoJica Action Type:Incoming call

Mrs. [REDACTED] left VM requesting c/b.

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**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
Walton, NY		5XYKWDA26DG		26,786
Prod. Date: 5/7/12		Dealer: NY073 Matthews Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 05/05/2014 10:31 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. Wtr offered 3/37,500 maintenance plan which includes oil changes and tire rotations.

Customer:

1. Ok, that sounds good.
2. I just had a few other questions.
3. Some of my son's toys/belongings got damaged, like his iPad case for example.
4. Would Kia cover that?
5. Also, I am worried about my seats.
6. My main concern is the seats now because we were sitting on glass for 2 hours.
7. I am scared they will come apart in a year or so and I don't want to be responsible for that.

Wtr:

1. Wtr will have dlr look at seats to see if there was any damage.
2. However, if down the road there were any issues that customer feels were a result of the sunroof **SHATTER**, then customer would have to c/b.
3. It would be handled on a case by case basis.
4. However, concerns are documented and that would be referenced at that point in time.
5. In terms of son's items that were damaged, please send pictures so wtr can see what can be done.
6. Wtr will send email to customer and customer can reply w/pictures.

Customer:

1. Ok, I will do that.
2. Thank you so much.

Wtr:

1. Not a problem.
2. Please c/b for further assistance.
3. Thanked customer and disconnected.

\*\*\* PHONE LOG 05/05/2014 10:32 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

Mrs.

Per our conversation, please send me pictures of the your son's damaged personal belongings.

Thank you for your patience and cooperation,

\*\*\* PHONE LOG 05/13/2014 09:17 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr spoke to SM Mike:

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA26DG [REDACTED]	[REDACTED]	26,786
Walton, NY [REDACTED]		Prod. Date: 5/7/12	Dealer: NY073 Matthews Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

2. SM will fax final RO and rental charges (sunshade was replaced, center consol/arm rest was replaced), vehicle cleaned of all glass)

\*\*\* PHONE LOG 05/22/2014 02:38 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr:

1. Informed customer that wtr has not received email.

Customer:

1. I am so sorry, I had to go away on business but I will send you the pictures tonight.
2. The dlr said they thoroughly inspected the vehicle for glass.
3. Everything seemed fine, but when I took the arm rest down to put my mug in the cup holder a lot of glass fell out and there is a tear in the arm rest.
4. This makes me nervous because my son has a condition where he puts everything in his mouth.
5. I am going to also send you pictures of that and the iPod case and iPad case that were scratched by the glass when the **SHATTER** occurred.
6. There are also fingerprints on the sunshade.

Wtr:

1. Please send pictures so wtr can contact dlr.
2. Wtr asked dlr to make sure not glass was left inside the vehicle.
3. Apologized, wtr will talk to dlr.
4. Thanked customer and disconnected.

\*\*\* PHONE LOG 05/29/2014 09:11 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Mike:

1. SM Mike stated just waiting on parts.

\*\*\* PHONE LOG 06/09/2014 01:55 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Mike:

1. SM stated both A pillar molding and back portion of armrest are available.
2. SM will have appointment scheduled w/customer.

\*\*\* PHONE LOG 06/09/2014 02:58 PM Pacific Daylight Time JMoJica Action Type:Incoming call

Customer left VM:

1. I have not received a response from you.
2. Please c/b a [REDACTED]

\*\*\* PHONE LOG 06/17/2014 08:01 AM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd

To whom it may concern;

We picked our Kia Sorrento after almost a month of being in the shop because of the sunroof blowing out while traveling home from vacation. When we arrived at the Kia service we were told that our car was all done and ready for us. The service rep told us that the car had been looked over by 3 people and there was no damage to the seats and everything was ready. We went out to inspect the car and found that the **ROOF** liner had black finger prints all over it. They took the car back in the shop and attempted to clean it. When the car was brought back out they were not all gone, then we also noticed a pull in

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**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
Walton, NY		5XYKWDA26DG		26,786
Prod. Date: 5/7/12		Dealer: NY073 Matthews Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

fabric on the driver's door post. This pull was not there before. We were told that they would order the parts and when they come in to bring the car back down and leave it with them to fix ( now this is after they had it a month ) .

We were told that there was no glass left in the car that it was cleaned by a professional. Well about an hour after we left the place we pulled the rear seat arm rest down and found glass stuck to the leather on the armrest which had left little cuts in the leather.

We called Mathews and told them and the part was ordered. We thought that this car was checked over thoroughly and yet we are still finding things wrong.

This weekend we found more things, the sun visor over the driver's side window had the same black marks on as the sunroof, and the trim over the glove compartment is scratched. We really thought this car was checked over. As we were told 3 people went over this car and it was ready.

It seems as if no one checked it very well. We have a son with autism and [REDACTED] which sits in the back seat. Now if he had found that glass and decided to eat it (which is what [REDACTED] is) we would have serious problems. I question just how well this car was gone over. Supposedly the car was detailed also and you can see dirt in the finger grips where you close the door. If this is the attention to detail that Kia pays to its service then I am greatly concerned and my weigh in on my decision when I buy my next new car.

When you receive this email please call me at your earliest convenience at [REDACTED]  
Thank you and have a great day,  
[REDACTED]

\*\*\* PHONE LOG 06/17/2014 08:49 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr:

1. Calling in reference to email that was received.
2. Wtr wanted to go through the pictures that customer emailed.

Customer:

1. The picture of the floor mat was one that my husband took showing the piece of glass.
2. There is also another picture showing the glass.
3. The other two pictures are of the parts that the dlr has already ordered.
4. Then I also sent you pictures of the two Survivor case for my son's iPod and iPad that were damaged.
5. There are like two other things I see damage on though.
6. I will send you pictures tonight.
7. I told the dlr about it and they said they had to see it before they could consider ordering the parts.

Wtr:

1. Requested pictures.
2. Wtr will review pictures and get back to customer.
3. Wtr thanked customer and disconnected.

\*\*\* PHONE LOG 06/25/2014 10:57 AM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax rec'd

Wtr received pictures via email from customer.

\*\*\* PHONE LOG 06/26/2014 09:46 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr spoke to SM Mike:

1. SM stated A pillar, center arm rest and center console parts are available, customer just needs to schedule appointment.
2. Wtr will contact customer to relay info.

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**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
Walton, NY		5XYKWDA26DC		26,786
		Prod. Date: 5/7/12	Dealer: NY073 Matthews Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 06/26/2014 10:11 AM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr left VM for customer requesting c/b.

\*\*\* PHONE LOG 06/30/2014 08:14 AM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr:

1. Calling in reference to vehicle.
2. Wtr has reviewed case and dlr has center console part available.
3. Dlr will also attempt to buff out the scratches on the wooden panel on the dash board.

Customer:

1. Ok, I will make an appointment with them then.
2. I just didn't want to schedule an appointment with them before I spoke to you to make sure they had all the parts.
3. I am not sure if trying to buff out the scratches on the wooden panel will work.
4. About the maintenance plan you offered, how does that work?

Wtr:

1. Well, buffing out the scratches is worth a try.
2. Wtr will submit maintenance plan docs once review for reimbursement on Survivor cases is completed.
3. Customer will receive copy of docs in the mail.

Customer:

1. Ok, thank you.

Wtr:

1. Not a problem.
2. Wtr will be in contact with customer.
3. Thanked customer and disconnected.

\*\*\* PHONE LOG 06/30/2014 08:44 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Mike Savage:

1. SM stated vehicle is at the dlr.
2. SM stated vehicle has some type of after market device in the center console (could be an after market alarm or Buy-here Pay-here tracking/disabling device) interfering with replacement of center console.
3. SM having this addressed, and has informed customer.
4. SM stated customer stated that if scratches do not buff out, she will have KMA replace dash.
5. Wtr informed SM that wtr would need to be informed if scratches don't buff out, seeing as how wtr has not authorized replacement of dash.
6. SM stated vehicle should be ready tomorrow.
7. Wtr will follow up with dlr later this week.

\*\*\* PHONE LOG 07/03/2014 02:44 PM Pacific Daylight Time JMoJica Action Type:Incoming call  
Customer (Mr. ) left VM requesting c/b.

\*\*\* PHONE LOG 07/07/2014 03:03 PM Pacific Daylight Time JMoJica Action Type:Incoming call  
Mrs. left VM requesting c/b

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**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
Walton, NY		5XYKWDA26D		26,786
Prod. Date: 5/7/12		Dealer: NY073 Matthews Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 07/07/2014 03:28 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr:

1. Apologized for not being able to get back to customer sooner.

Customer (Mrs. [REDACTED])

1. That's ok I know you are busy.
2. Anyway, so we picked up the car today and the scratches did not come off.
3. Also, there are black finger prints on the sunshade and the fabric surrounding the sunroof.
4. They ordered a new sunshade but told me to use a fabric scraper for the other black fingerprints.
5. They also said the whole dash would have to be replaced for that little wood panel and that there will probably be a rattle.
6. I don't want a rattle.

Wtr:

1. Wtr will contact dlr to see what this is all about.
2. Wtr would have no problem providing customer with GW in lieu of replacing the dash.
3. Wtr does not want customer to have a rattle noise concern.

Customer:

1. Ok, yeah.
2. Please call me once you've spoke to the dlr.

Wtr:

1. Wtr will contact dlr tomorrow and get back to customer.
2. Wtr thanked customer and disconnected.

\*\*\* PHONE LOG 07/14/2014 12:38 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Mike Savage:

1. SM stated sunshade has been ordered.
2. SM stated customer will be notified when part has arrived.
3. Wtr thanked SM and disconnected.

\*\*\* PHONE LOG 07/14/2014 12:39 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr left VM for Mrs. [REDACTED] requesting c/b.

\*\*\* PHONE LOG 07/15/2014 05:02 PM Pacific Daylight Time JMoJica Action Type:Incoming call

Wtr:

1. Thanked customer for the c/b.
2. Informed customer that SM has ordered sunshade.
3. Informed customer that in terms of addressing this whole concern, wtr would like to offer customer maintenance plan, reimbursement for the iPod and iPad cases and reimbursement for one month's car payment.
4. Is that something that customer would be interested in?

Customer:

1. I will have to discuss it with my husband and get back to you.

Wtr:

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**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
Walton, NY		5XYKWDA26DC		26,786
		Prod. Date: 5/7/12	Dealer: NY073 Matthews Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway.

1. Ok, please do and c/b.
2. Thanked customer and disconnected.

\*\*\* PHONE LOG 07/18/2014 11:01 AM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr left VM for customer requesting c/b.

\*\*\* PHONE LOG 07/24/2014 08:27 AM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr:

1. Calling in reference to GW offer that was made.

Customer:

1. Oh, I am sorry I did not get back to you.
2. My husband has been traveling and I want him to see the car.
3. I should be able to get back to you tonight.

Wtr:

1. Ok, advised wtr will be OOO next week.
2. Wtr will call customer tomorrow, but wtr is unable to make contact wtr will reach out to customer upon return.
3. Thanked and disconnected.

\*\*\* PHONE LOG 07/26/2014 09:13 AM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr:

1. Just following up on offer.

Customer (Ms

1. Thank you for calling before you leave.
2. I spoke to my husband and the car payment reimbursement is fine.

Wtr:

1. Ok, wtr will need docs showing VIN and car payment amount.
2. Also, more info on the 2 Survivor cases as well.

Customer:

1. Ok, I don't have the receipts, but I will send you the info from Best Buy.
2. I will send you a docs that shows our monthly car payment amount.

Wtr:

1. Ok, wtr will f/u upon return.
2. Thanked customer and disconnected.

# Broken Sunroof Report

Case

---

## Report Details

0 . End

No response selected.

1 . Do you own the vehicle?

Yes

5 . Was the owner driving the vehicle?

No

Wife was driving

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

Driver's Name:

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

Driver's Address:

Same address

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

Driver's Phone Number:

same as on file

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>:

04/21/2014

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:*

About 77 degrees now was about 68 at the time that it happened

**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-81 in PA

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

four lanes

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

*Nearest City or Town from the incident location:*

Think we were close to exit 119

**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?:*

119

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

*Exit before or after the incident location:*

before the exit

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

about 1/2 miles

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

*If MOVING, what speed were you traveling at?:*

65 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:*

No other traffic around us

**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:*

None

**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.>:*

heard a loud boom

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

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

just went boom and shattered inside, like loud concussion and started falling in

**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 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:*  
All of it fell inside the veh

**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.:*  
The whole glass broke  
There is nothing left to see how it broke  
Cannot tell if any of it blew away

**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?**

Yes

**81 . Which seating positions were they occupying?**

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

Wife driving in driver seat

Owner was in pass seat

Son was on pass side back

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

Yes

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

Yes

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

Yes

**85 . Who was injured?**

*Name, address and phone number of who was/were injured:*

Wife, owner and son, minor cuts

**86 . What were the seating positions were the injured?**

*Name of injured and seating position for each:*

Wife

Son

Mr

**87 . Was the injury from glass or any other debris?**

*Injury from debris other than glass.*

**88 . Describe the nature of the injuries.**

*Please describe the mentioned injuries:*

**89 . Did any of the injured persons seek medical attention?**

No

**90 . Were the police contacted?**

*Yes. Please provide the name of the reporting officer, badge number, police report number and department.:*

Called PA state troopers, said they would not be filing a report. Not an accident

**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#:*  
New York Central Mutual of Edinriston

**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>:*

Seeing that there are several incidences  
Expecting run around from insurance company and kia  
Don't think insurance company should have to pay for  
Should be covered under warranty

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA25CC [REDACTED]	[REDACTED]	31,106
Albuquerque, NM		Prod. Date: 11/30/11	Dealer: nm010 Garcia 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 05/13/2014 10:19 AM US Mountain Standard Time MHill

Writer contacts Service Department @ NM010

Writer states:

1 Calling to verify sunroof **SHATTER**ed while driving

Brian Svc Mgr states:

1 Yes

2 [REDACTED] boyfriend was driving the vehicle [REDACTED]

3 RO# and open date: 5/12/2014 786577

\*\*\* PHONE LOG 05/13/2014 10:32 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer contacts [REDACTED] (husband)

Writer states:

1 Calling with a few questions regarding sunroof **SHATTER**ing

Customer states:

1 It was so loud, I thought I got hit from behind

2 I initially thought that a rock had hit it

Writer states:

1 This will be reviewed

2 You will be contacted if we have any further questions or concerns

Customer states:

1 Ok, thank you

\*\*\* NOTES 05/13/2014 10:32 AM US Mountain Standard Time MHill Action Type:Dealer contact

DISPATCHED FOR:

1 REVIEW OF SUNROOF **SHATTER**ing

2 CUSTOMER CONTACT

\*\*\* PHONE LOG 05/15/2014 08:15 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to follow up with you on your 2012 Sorento

2. Requested call back

3. Gave call back number

\*\*\* NOTES 05/15/2014 08:20 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dlr NM010 and spoke with Brian in the Service Department

Writer states:

1. Calling to get an update on this vehicle

2. Is the customer in a loaner?

3. Is there an ETA on the parts?

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA25CC [REDACTED]	[REDACTED]	31,106
Albuquerque, NM [REDACTED]		Prod. Date: 11/30/11	Dealer: nm010 Garcia Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

5. Gave dealer email address

Dealer states:

1. No loaner
2. We're just waiting for the part to get here
3. My technician looked at it
4. The customer vacuumed it out because it had happened the night before
5. DPSM was not advised
6. I was going to check with parts this morning

\*\*\* NOTES 05/16/2014 02:45 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr NM010 and spoke with Brian in the Service Department

Writer states:

1. Calling to get an update on the photos
2. Thank You

Dealer states:

1. They picked up the car yesterday
2. I called the customer stating we need the car to take pictures
3. I haven't heard back from them
4. Once I get them to come back in, I will give you a call

\*\*\* NOTES 05/19/2014 11:07 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received message from Brian in the Service Department at NM010:

1. It's Brian with Garcia KIA in Albuquerque, New Mexico
2. If you can please give me a call back at your convenience
3. My number is (505)999-2730
4. Thank You

\*\*\* PHONE LOG 05/19/2014 12:29 PM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message from customer:

1. This is [REDACTED]
2. I have a Sorento I guess you have some questions about
3. Give me a call back [REDACTED]
4. Again [REDACTED]
5. Thanks

\*\*\* NOTES 05/19/2014 12:33 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr NM010 and spoke with Brian in the Service Department (505)999-2730

Dealer states:

1. I sent you the photos this morning
2. The part came in this morning

Writer states:

1. I didn't receive them
2. Advised to re-send 2 or 3 photos at a time

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA25CC [REDACTED]	[REDACTED]	31,106
Albuquerque, NM [REDACTED]	Prod. Date: 11/30/11		Dealer: nm010 Garcia Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. Once I receive it, I will give you a call back
4. Thank You

\*\*\* NOTES 05/19/2014 12:37 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
Called and spoke with DPSM RSandoval. DPSM available to inspect vehicle on 5/28.

\*\*\* NOTES 05/19/2014 12:40 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
FTR not available for inspection until the week of 6/2.

\*\*\* NOTES 05/20/2014 01:11 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr NM010 and spoke with Maria in the Service Department (505)999-2730  
Writer states:  
1. Calling to get an update on the photo request  
2. Gave dealer email address  
3. Thank You

Dealer states:  
1. I will make sure he gets the message

\*\*\* PHONE LOG 06/02/2014 08:28 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr NM010 and spoke with Brian in the Service Department (505)999-2730  
Writer states:  
1. Calling to get an update on this vehicle  
2. This is going to be a one-time, goodwill from NCA  
3. Requested RO billed out at warranty pricing  
4. Gave dealer fax number

Dealer states:  
1. I did re-email those photos to you  
2. We were actually able to get it fix  
3. Vehicle was released back to customer on 5/28  
4. DPSM did not inspect vehicle

\*\*\* PHONE LOG 06/02/2014 08:31 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called and spoke with customer [REDACTED]  
Writer states:  
1. Calling to follow up with you on your vehicle  
2. Wanted to make sure all your concerns were addressed  
3. If you have any questions or concerns, please give us a call back

Customer states:  
1. Everything is great

\*\*\* NOTES 06/23/2014 08:27 AM Pacific Daylight Time SamuelKim Action Type:Manager review



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA25CC [REDACTED]	[REDACTED]	31,106
Albuquerque, NM		Prod. Date: 11/30/11	Dealer: nm010 Garcia Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

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 06/23/2014 08:29 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dlr NM010 and left message for the Service Department

1. Requested RO #86577 billed out at warranty pricing
2. Gave dealer fax number and call back number

\*\*\* NOTES 06/23/2014 08:53 AM Pacific Daylight Time SamuelKim Action Type:Internal

Warranty chargeback request sent to Warranty Department.

\*\*\* NOTES 07/01/2014 03:37 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dlr NM010 and spoke with Adrian in the Service Department

Writer states:

1. Requested RO #786577
2. Gave dealer fax number
3. Thank You

Dealer states:

1. I will send that right over

# Broken Sunroof 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]  
Wife is leasing the vehicle

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>:

5/10/2014

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

9:30-10 p.m.

13 . What was the temperature?

Approximate temperature in Fahrenheit:

unk

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.:

It has been windy for the last week. It has been normal lately.

**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-40

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

4-5

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

*Nearest City or Town from the incident location:*

In Albuquerque

**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?:*

Poors Exit

**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 3/4 of a mile before it

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

*If MOVING, what speed were you traveling at?:*

65-70 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:*

Real light, no cars around 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:*

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.>:  
It was like an explosion, loud pop

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

Describe what you FIRST saw when the glass broke:

I did not see anything

**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:  
Most of it flew out the veh, there was none inside, shade was closed.

**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.:*

middle, but most of the glass was gone already

**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 the glass flew out, some landed on 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:*

Passenger front 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?**

*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 response selected.*

**95 . What action are you requesting of Kia?**

*<Resolution sought>:*

Want to know why sunroof shattered while driving

# Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2012 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA22CC [REDACTED]	[REDACTED]	25,670
Merritt Island, FL [REDACTED]		Prod. Date: 10/24/11	Dealer: FL087 Bob Dance 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 02/06/2014 01:05 PM US Mountain Standard Time BSherrick

Cust stated:

1. My sunroof **SHATTER**ed at 60 mph
2. I happened at 9am this morning after I dropped my wife off at the airport
3. Its in my garage right now
4. They told me that it will take 5-7 days to get the sunroof from Korea

Writer stated;

1. Apologize
2. Do you have some time to go through some interview questions so I can document the incident?

Ran sunroof scripting

Writer stated:

1. Provided case number
2. I will be sending this case to another office for further review
3. They will contact you back within 3-5 bus days
4. If you have any questions in the meantime, you can call our office with your case number

Customer stated;

1. OK Thank you

\*\*\* PHONE LOG 02/07/2014 08:48 AM Pacific Daylight Time SamuelKim Action Type:Web Contact

Called customer and spoke with Mrs. [REDACTED]

Customer states:

1. I'm in MA right now, can you call my husband at [REDACTED]
2. Thanked customer.

\*\*\* PHONE LOG 02/07/2014 08:50 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer called customer [REDACTED] fax machine picks up on other end.

\*\*\* PHONE LOG 02/07/2014 08:51 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message [REDACTED]

Writer states;

1. Calling in regards to your 2012 KIA Sorento
2. I believe you were involved in a sunroof incident
3. Requested call back
4. Gave call back number

\*\*\* PHONE LOG 02/07/2014 08:55 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr FL087 and spoke with Ron in the Service Department:

Writer states:

1. Do you have this vehicle with the sunroof **SHATTER**?

# Kia Motors America

## Consumer Affairs Department

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Last name	First name	VIN of 2012 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA22C[REDACTED]	[REDACTED]	25,670
Merritt Island, FL [REDACTED]		Prod. Date: 10/24/11	Dealer: FL087 Bob Dance Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Dealer states:

1. Nobody knows nothing about this
2. She came in on January the 15th

\*\*\* PHONE LOG 02/07/2014 11:53 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED] case number [REDACTED] returning your call
2. You can reach me at [REDACTED]
3. Or my landline [REDACTED]
4. Thank You

\*\*\* PHONE LOG 02/07/2014 11:54 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message [REDACTED]

1. I apologize for the phone tag
2. Requested call back
3. Gave call back number

\*\*\* PHONE LOG 02/07/2014 12:15 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. Calling to follow up with you on your 2012 KIA Sorento
2. Where is the vehicle at now?
3. Is it being repaired?
4. Can you tell me what happened?
5. Were there any injuries?
6. Was there a police report?
7. What is the name of your insurance company?
8. We have had some cases, but it's really a case-by-case basis
9. The sunroof is not covered under warranty
10. If you are willing to take your vehicle to a KIA dealership, we would be more than willing to take a look at it for you
11. Can you give me a call when you decide to go in

Customer states:

1. It's in my garage
2. I just called my insurance and got it started
3. They had to order the part from Koran and its supposed to take 5 to 7 days
4. I had to pay the deductible, they wouldn't order the part without it
5. I just dropped my wife off at the airport and I was going about 65
6. I thought a plane landed on my **ROOF**
7. And I looked at my mirror and I saw all this glass flying behind me
8. There was no overpass
9. I was in a panicky state so I called 9-1-1
10. An officer came and we couldn't see anywhere where something could have hit the vehicle
11. Neither one of us could find anything
12. No injuries, I just got a few nicks from trying to remove the glass
13. She said she didn't need one, because there was nothing to report, nothing hit the car
14. E-surance, policy number is [REDACTED]



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYK WDA22C [REDACTED]	[REDACTED]	25,670
Merritt Island, FL [REDACTED]		Prod. Date: 10/24/11	Dealer: FL087 Bob Dance Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

15. To be honest with you, when I went to the dealership last time I wasn't happen at all
16. I had the battery replaced and everything on my GPS got erased
17. Is there a known problem with the sunroof?
18. Is this something that would be covered under warranty?
19. I can't today, it's raining
20. Will do

\*\*\* PHONE LOG 02/10/2014 03:05 PM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message from Ron Bowen in the Service Department at dlr FL087

1. This is Ron calling from FL087, case number is [REDACTED]
2. I was just touching base
3. The customer asked me to give you a call this morning to tell you that he is at my dealership
4. I'm just following up with you, it's his panoramic **ROOF**
5. The customer states was driving 65MPH, the **ROOF** just **SHATTER**ed while he was driving
6. If you can please give me a call
7. You can reach me at [REDACTED] and ask for the parts and service director Ron Bowen
8. Thank You

\*\*\* PHONE LOG 02/10/2014 03:09 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL087 and left message for Ron Bowen in the Service Department:

1. Requested photos
2. Want to determine if this is the result of impact damage
3. Gave dealer email address and call back number

\*\*\* PHONE LOG 02/11/2014 10:01 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL087 and spoke with Ron in the Service Department:

Writer states:

1. Was there any signs of impact damage?
2. I want to get an FTR out there to examine this vehicle
3. I will give you a call back with an update

Dealer states:

1. The shade panoramic shade is binded up to
2. When you have glass in the track and you try to roll it up, it can cause this type of damage
3. No signs of impact damage from what I could see

\*\*\* PHONE LOG 02/11/2014 10:02 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Writer states:

1. If it's okay with you, I would like to have an FTR go out there to examine your vehicle
2. This would mean you would have to delay the repair with your insurance company
3. I will give you a call back to let you know the date

Customer states:

1. That would be fine

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA22C[REDACTED]	[REDACTED]	25,670
Merritt Island, FL [REDACTED]		Prod. Date: 10/24/11	Dealer: FL087 Bob Dance Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* NOTES 02/11/2014 10:09 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
FTR scheduled for Friday, 2/14

\*\*\* NOTES 02/11/2014 10:10 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 02/11/2014 10:13 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL087 and spoke with Ron in the Service Department:

Writer states:

1. The FTR is scheduled to come out this Friday
2. We will cover the rental per KIA's rental policy, no gas, no insurance
3. Thank You

Dealer states:

1. I'll give him a call right now

\*\*\* PHONE LOG 02/17/2014 12:43 PM US Mountain Standard Time LHarrison Action Type:Incoming call  
800# VM by Ron FL087  
Provided Customer/VIN

1. RO 59989
2. [REDACTED]
3. Sunroof has **SHATTER**ed
4. Cust call back is [REDACTED]

\*\*\* PHONE LOG 02/17/2014 12:56 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL087 and spoke with Ron in the Service Department:

Writer states:

1. Did the FTR come out on Friday?
2. When completed, please bill out the RO at warranty pricing and forward the RO to NCA
3. We will reimburse you via parts statement

Dealer states:

1. What happened was we did an e-order on the glass and PDC switched it to a stock order
2. I guess you can't overnight the glass
3. But everything else I'll have here tomorrow
4. Glass will be here on Wednesday
5. I'm tearing everything down tomorrow
6. ron.bowen@bobdanceautogroup.com
7. Thank You

\*\*\* NOTES 02/17/2014 12:58 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent

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**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA22CC [REDACTED]	[REDACTED]	25,670
Merritt Island, FL [REDACTED]		Prod. Date: 10/24/11	Dealer: FL087 Bob Dance Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Sent email to FTR requesting inspection results, CC'd PQ.

\*\*\* NOTES 02/17/2014 01:10 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received email from FTR. No signs of impact damage.

\*\*\* PHONE LOG 02/17/2014 04:16 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer [REDACTED]

Writer states:

1. KIA inspected your vehicle and has deemed the sunroof as inconclusive
2. KIA is offering you a one-time, goodwill repair to your vehicle
3. Sunroof **SHATTER**s are not covered under warranty
4. I will send you a Release Letter
5. Please read it, sign it and return it back to me
6. If you have any questions, you are more than welcome to contact me

Customer states:

1. My email is [REDACTED]
2. Thank You

\*\*\* NOTES 02/17/2014 04:20 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent customer Release Letter [REDACTED]

\*\*\* PHONE LOG 02/19/2014 11:20 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message [REDACTED]

Writer states:

1. Calling to follow up with you on your 2012 KIA Sorento
2. I send you a Release Letter on Monday, wanted to make sure you received it
3. Requested call back
4. Gave call back number

\*\*\* PHONE LOG 02/19/2014 11:22 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr FL087 and spoke with Jeff in the Service Department:

1. We're waiting on the part
2. They're saying it'll be here tomorrow

\*\*\* PHONE LOG 02/19/2014 11:35 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Customer states:

1. I got your message
2. I dropped off the letter at the dealer

Writer states:

1. Thank You

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA22CC [REDACTED]	[REDACTED]	25,670
Merritt Island, FL [REDACTED]		Prod. Date: 10/24/11	Dealer: FL087 Bob Dance Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* NOTES 02/19/2014 11:55 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
Sent email to Ron in the Service Department at dlr FL087 (ron.bowen@bobdanccautogroup.com) and CC'd DPSM:  
Hi Ron,

Sorry for sending you this information late. Per our conversation, please proceed with the repairs to the [REDACTED] 2012 Sorento (VIN #5XYKWDA22CC [REDACTED]) including damages as a direct result of the sunroof **SHATTER** (eg. dent, paint damage, etc). Once completed, please forward me the invoices and ROs billed out 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 note on the RO that after reviewing/investigating sunroof **SHATTER**, there are no obvious signs of cause for sunroof **SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sunroof as a one-time goodwill gesture on behalf of the customer. Also, I sent the customer a Release Letter and he informed me he dropped it off at your dealership. Could you please verify this and let me know.

\*\*\* PHONE LOG 02/19/2014 02:21 PM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message from customer:

1. This is [REDACTED]
2. I've been trying to fax you that release form
3. But the fax number doesn't seem to be functional
4. It just keeps going to a busy signal after a couple of minutes
5. Give me a call [REDACTED]

\*\*\* PHONE LOG 02/19/2014 02:25 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Writer states:

1. I received your message
2. Verified fax number

Customer states:

1. I give it a try
2. Thanks

\*\*\* PHONE LOG 02/19/2014 03:07 PM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message from customer:

1. [REDACTED] I'm having the same results
2. It makes that fax signal but then it doesn't pick up and then it goes to a busy signal
3. So I don't know if it's my machine
4. I'll try to fax it from a different machine tomorrow
5. Alright, I used my machine just recently yesterday and it worked fine
6. But I'll go somewhere else and give it a shot tomorrow
7. Alright, thanks

\*\*\* NOTES 02/20/2014 08:29 AM Pacific Daylight Time SamuelKim Action Type:Facsimile rec.  
Received Release Letter from customer.

\*\*\* PHONE LOG 02/21/2014 10:06 AM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message from Ron in the Service Department at dlr FL087

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA22CC [REDACTED]	[REDACTED]	25,670
Merritt Island, FL [REDACTED]		Prod. Date: 10/24/11	Dealer: FL087 Bob Dance Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

1. It's Ron at Bob Dance KIA
2. Regarding on the 2012 Sorento, I just want to touch base with you
3. That the customer came by to pick up the vehicle and he says due to the **SHATTER** of the sunroof glass, the panoramic **ROOF** glass
4. He said that it scratched his car in the left rear quarter panel and on top of the **ROOF**
5. So he was asking about getting it painted
6. So he might be calling KIA regarding on this situation
7. So I just wanted to touch base with you
8. I told him I only can do what the field rep says on that on that inspection on that paint
9. I can take some pictures and send it to you
10. Give me a call at [REDACTED]
11. It's under [REDACTED]
12. The VIN number is 5XYKWDA22CC [REDACTED]
13. Case number is [REDACTED]
14. Thank You

\*\*\* PHONE LOG 02/21/2014 10:06 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL087 and spoke with Ron in the Service Department:

Writer states:

1. I got your message
2. Is the damage the result of the sunroof **SHATTER**
3. Requested photos
4. Verified email address

Dealer states:

1. I'm cleaning the car out better for him
2. The wife started complaining about damage to the paint due to the glass
3. The **ROOF** is scratched and the quarter panel
4. It can be, I'm not sure. It's got swirly marks over them
5. I'll send them to you in about an hour

\*\*\* PHONE LOG 02/26/2014 10:16 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL087 and spoke with Ron in the Service Department:

Writer states:

1. I never received the photos

Dealer states:

1. I couldn't take pictures because it was raining
2. Basically, they want the whole car to be painted
3. The side door, rear bumper
4. To me, it don't look like it versus how the glass **SHATTER**ed
5. When you see the pictures, you'll see them
6. They said they will cover the **ROOF** and the quarter panel, Sam told me
7. But as far as the door and the rear bumper goes, we would need approval from NCA
8. They've got an appointment for next Wednesday for the **ROOF** and quarter panel
9. I'll send you those photos by the end of the day

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX AWD	Case Number	Mileage
		5XYKWD A22CC		25,670
Merritt Island, FL		Prod. Date: 10/24/11	Dealer: FL087	Bob Dance Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* NOTES 03/03/2014 08:33 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received email from Ron in the Service Department at dlr FL087 (ron.bowen@bobdanceautogroup.com)  
Sam,

Customer asking to paint vehicle, due to glass **SHATTER**. Please review pictures.

Thanks Ron B  
Bob Dance Kia  
FL087  
321-452-8282

\*\*\* NOTES 03/03/2014 08:38 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent email to Ron in the Service Department at dlr FL087 (ron.bowen@bobdanceautogroup.com)  
Hi Ron,

I can't tell how the glass **SHATTER** could affect the door and the rear bumper. What is the estimate for the **ROOF** and the quarter panel? What is the estimate for the **ROOF**, quarter panel, door and rear bumper?

\*\*\* NOTES 03/10/2014 09:13 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent email to Ron in the Service Department at dlr FL087 (ron.bowen@bobdanceautogroup.com)  
Hi Ron,

Could I get an update on this vehicle.

\*\*\* NOTES 03/11/2014 08:43 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received email from Ron in the Service Department at dlr FL087 (ron.bowen@bobdanceautogroup.com)  
Morning Sam,  
Just talk to Bobby (body shop)  
Kia Sorrento will be done Friday Morning 03/14/2014

\*\*\* PHONE LOG 03/17/2014 11:48 AM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message from Ron in the Service Department at dlr FL087

1. This is Ron calling from Bob Dance KIA at FL087
2. It's regarding on the window, that the panorama **ROOF** around that area that exploded where we painted the customer's vehicle
3. He's here to pick up and he's still not happy
4. When they showed me before, they showed me all on the driver's side and on the **ROOF** and by the bumper area
5. Now the husband here's to pick up and said he's not happy with it because the tailgates not painted or the side of the passenger A pillar across the rail
6. And on the rear door, there's also a scratch
7. They're about 4 inches, 3 and a half, 4 inches in length
8. I tried to wet sand it out for him and it just wouldn't come out
9. But to me they don't look like there's glass that might have marked it up
10. But If you can please give me a call
11. You can reach me at area code (321)451-8282 and ask for Ron in Service
12. And see which way you want to go with this customer

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA22CC [REDACTED]	[REDACTED]	25,670
Merritt Island, FL [REDACTED]		Prod. Date: 10/24/11	Dealer: FL087 Bob Dance Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* PHONE LOG 03/17/2014 11:54 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL087 and spoke with Ron, Service Manager

Writer states:

1. I got your message
2. Is the vehicle still at your dealership?
3. Requested photos
4. I should have told you sooner, but our emails are limited to 10MB per message

Dealer states:

1. I can buff the scratches out but not the rear hatch
2. The body shop said that's not caused by glass, I can tell you that
3. They wouldn't take it
4. The wife said I'm not happy with the other side
5. I sent them to you this morning
6. Thank You

\*\*\* PHONE LOG 03/19/2014 09:27 AM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message from Ron, Service Manager at dlr FL087:

1. This is Ron calling from Bob Dance KIA regarding on Thomas' black Sorento
2. I was just following up on those pictures that I emailed you to where I dropped them down to 400 pixels
3. If you reviewed it for the rear hatch
4. I have the customer that came in this morning at 11:08 to see what the status was
5. And I told him I was waiting for your response
6. So if you can please give me a call me as soon as possible
7. You can reach me at area code (321)452-8282 and ask for Ron in Service
8. I have my outsource guy that comes out and does touch up paints on the pre-owned vehicles and buffs out the scratches
9. I have him buffing out the door and the right upper pillar, which is the rear hatch
10. I just wanted to make sure you looked at it and see what you want done to it
11. Please give me a call back
12. Thanks, bye

\*\*\* PHONE LOG 03/19/2014 09:29 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL087 and spoke with Ron, Service Manager

Writer states:

1. I got your message
2. If he is not able to get it buffed out, please send me an email or give me a call with an estimate

Dealer states:

1. I have my guy who comes out and does touch up paint work
2. He said he can buff this out where you can't tell with the naked eye
3. Thank You

\*\*\* PHONE LOG 03/25/2014 08:48 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called and spoke with Ron, Service Manager at dlr FL087:

1. Customer picked up vehicle on Friday, he was really happy

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA22CC [REDACTED]	[REDACTED]	25,670
Merritt Island, FL	[REDACTED]	Prod. Date: 10/24/11	Dealer: FL087 Bob Dance Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

2. I will send you the invoice via fax

\*\*\* NOTES 04/01/2014 03:40 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
One time, goodwill to dlr FL087 of \$2842.86 for sunroof repair.

\*\*\* NOTES 04/18/2014 09:18 AM US Mountain Standard Time RHall Action Type:Dealer contact

[!<For Internal Use Only  
dup case tread review completed RH>!]

\*\*\* CASE CLOSE 05/09/2014 03:18 PM Pacific Daylight Time SamuelKim

\*\*\* NOTES 06/19/2014 12:55 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received call from Ron in the Service Department at dlr FL087  
Dealer states:

1. We haven't gotten paid the remaining balance of \$520.00 on RO #60392
2. It came out of the Body Shop and the husband came by and said these other stuff still need to be fixed
3. That's when I contacted you
4. They charged me only \$100 to buff the paint
5. And then we had them in a rental through PayLess
6. I will get that to you

Writer states:

1. Requested Body Shop Bill and rental bill

\*\*\* NOTES 06/30/2014 10:11 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received Body Shop and rental bill for RO #60392 from dlr FL087.



# Broken Sunroof 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**

*Yes. Please describe the impact(s) the vehicle has experienced:*

Had a slight incident where I was rear ended

It did not cause any damage other than the back bumper needed repainted

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

<MM/DD/YYYY>:

2/6/14

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

<HH:MM> <AM/PM>:

9am

**13 . What was the temperature?**

*Approximate temperature in Fahrenheit:*

Around 65 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:*

Route 528 eastbound

**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:*

Orlando

**20 . What direction were you heading?**

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

Eastbound

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

Goldenrod

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

*Exit before or after the incident location:*

After me

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

About a 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 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

**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:*

Regular 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.>:*

Well paved

**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.>:*  
Like a bomb going off

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

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

Looked in my rearview mirror and there was a black shadow of glass in the air

**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 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;*  
A few pieces got in, but most of it was outside, the shade moved a little when it 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?**

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.:*

The whole thing

**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:*

Tiny bit opened after it broke

**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:*

About 90% blew away

**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?**

*Yes*

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

*No*

**90 . Were the police contacted?**

*Yes. Please provide the name of the reporting officer, badge number, police report number and department.:*

Orlando Police Dept

**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#.*  
Called them this morning  
800-378-7262

**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 want to know if this is a safety problem and I want it recorded

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA2XBG [REDACTED]	[REDACTED]	50,000
Frankfort, IL [REDACTED]		Prod. Date: 2/28/11	Dealer: IL061 Hawkinson 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 07/15/2014 02:37 PM US Mountain Standard Time RBauer

Customer states:

1. My sun**ROOF EXPLO**ded while I was driving.

Writer states:

1. Apologized for issue.
2. Ran script.
3. Advised that case will be sent to NCA for further review of issue.

Customer states:

1. Thanked writer.

\*\*\* NOTES 07/15/2014 02:38 PM US Mountain Standard Time RBauer Action Type:Dealer contact

Forwarding to NCA:

1. Customer claims that sun**ROOF EXPLO**ded while driving.
2. KCA having system issues so no DLR contact made.
3. Forwarding to NCA for further review of issue.
4. Customer requesting call back.

\*\*\* PHONE LOG 07/17/2014 11:04 AM Pacific Daylight Time JMoica Action Type:Outgoing call

Wtr spoke to DPSM and requested pictures.

\*\*\* PHONE LOG 07/18/2014 07:16 AM Pacific Daylight Time JMoica Action Type:Ltr/email/fax rec'd

Wtr received pictures from DPSM.

\*\*\* NOTES 07/18/2014 07:20 AM Pacific Daylight Time JMoica Action Type:Dealer contact

\*\*\*\*\*DUPLICATE CASE: [REDACTED] \*\*\*\*\*

\*\*\* PHONE LOG 07/17/2014 11:52 AM US Mountain Standard Time MHill

Writer contacts IL061 SVC and states

1. Calling in regards to Sorento and sun**ROOF SHATTER**ing

Tim Svc Mgr states

1. RO# and open date: 34267 7/15
2. Customer did state it **SHATTER**ed while driving

\*\*\* PHONE LOG 07/17/2014 12:12 PM US Mountain Standard Time MHill Action Type:Outgoing call

Writer contacts [REDACTED] and states

1. calling to get some info regarding sun**ROOF**

**\*\*completes sunROOF scripting\*\***

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWD A2XBC [REDACTED]	[REDACTED]	50,000
Frankfort, IL	[REDACTED]	Prod. Date: 2/28/11	Dealer: IL061 Hawkinson Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Writer states

1. Going to get this sent to an appropriate office
2. If they need any further info, they will contact you

[REDACTED] states

1. Ok, thank you

\*\*\* NOTES 07/17/2014 12:12 PM US Mountain Standard Time MHill Action Type:Manager review  
DISPATCHED FOR:

1. REVIEW OF SUN**ROOF SHATTER**ING
2. CUSTOMER CONTACT IF NECESSARY

\*\*\* NOTES 07/21/2014 11:38 AM Pacific Daylight Time JMojica Action Type:Dealer contact  
Per PQ Engineer:

1. Please request more pictures from dlr.

\*\*\* PHONE LOG 07/21/2014 11:42 AM Pacific Daylight Time JMojica Action Type:Outgoing call  
Wtr spoke to SA Noel.

1. Wtr requested pictures.
2. SA emailing over pictures.
3. SA stated part ETA is tomorrow.

\*\*\* PHONE LOG 07/21/2014 11:49 AM Pacific Daylight Time JMojica Action Type:Outgoing call  
Wtr:

1. Calling to f/u with customer.
2. Informed customer that wtr is involved and is following up with dlr.
3. Informed customer that part ETA is 7/22/14.

Customer:

1. Ok, thats good to hear.
2. I am on vacation until Saturday.

Wtr:

1. Ok, repairs should be completed by then but wtr will be communicating with dlr to make sure.
2. If customer has any questions, please c/b.
3. Provided c/b #.
4. Thanked and disconnected.

\*\*\* NOTES 07/23/2014 10:19 AM US Mountain Standard Time DLyons Action Type:Dealer contact  
Tim Service Manager from Hawkinson Kia:

1. Calling regarding the sun**ROOF** for customer
2. I was calling about [REDACTED]

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA2XBC [REDACTED]	[REDACTED]	50,000
Frankfort, IL	[REDACTED]	Prod. Date: 2/28/11	Dealer: IL061	Hawkinson Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Writer advised:

1. Apologized
2. Can see that there is another case# [REDACTED]
3. This is being handled by the JMojoica
4. If you will hold, will see if JMjoica is available and if not will get with vm

Tim states:

1. Thank you

\*\*\* NOTES 07/23/2014 10:21 AM US Mountain Standard Time DLyons Action Type:Manager review

-----dup case notes from [REDACTED]-----

\*\*\*\* PHONE LOG 07/21/2014 06:11:07 PM sa

Dealer :Hawkinson Kia

Technician :Timothy Ward

Service Manager :Tim Ward

Dealer Phone :7087208999

DPSM :Jeff Phillips

Vehicle Model :SORENTO

Model Year :2011

Mileage :50567

Initial comments by Technician found in TL Case : [REDACTED]

\*\*\* Performed by contact: Timothy Ward, 7087208999

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

Problem Description :

customer was driving on the expressway with the panoramic moon **ROOF** closed and it **SHATTER**ed.

Diagnostics Performed :

glass **ROOF** is **SHATTER**ed

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

\*\*\* NOTES 07/23/2014 10:27 AM US Mountain Standard Time Albrahim Action Type:Dealer contact

Svc Mgr Tim @IL061 -Hawkinson Kia Called and States:

1. I am trying to reach Jeannie on this case; gave case#

Writer States:

1. I will be happy to get NCA CSR JMojoica for you
2. Warm transferred customer Jeannie Mojica @NCA

\*\*\* PHONE LOG 07/23/2014 01:32 PM Pacific Daylight Time JMojoica Action Type:Incoming call

Wtr spoke to SM Tim:

1. SM stated will be emailing more pictures.
2. Wtr thanked SM and advised SM to proceed with repairs after wtr receives pictures.



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA2XBC [REDACTED]	[REDACTED]	50,000
Frankfort, IL	[REDACTED]	Prod. Date: 2/28/11	Dealer: IL061 Hawkinson Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* PHONE LOG 07/25/2014 04:24 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd  
Wtr received more pictures from SM.

\*\*\* NOTES 07/30/2014 08:09 AM Pacific Daylight Time JeffStroup Action Type:Dealer contact  
wtr left voicemail for Tim at dlr to call back.

\*\*\* PHONE LOG 08/08/2014 12:35 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr spoke to SA Alex:  
1. SA faxing over final RO.

\*\*\* PHONE LOG 08/18/2014 12:30 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd  
Wtr received copy of final RO.

# Broken Sunroof 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>:

7/15/14

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

12:10 P.M.

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

68

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 94

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

3 lanes

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

*Nearest City or Town from the incident location:*

unsure

**20 . What direction were you heading?**

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

unsure

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

La Grange

**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:*

20 Miles

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

*If MOVING, what speed were you traveling at?:*

65

**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 at this time.

**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:*

Passanger 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.>:*

**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.>:*  
*Loud Explosion*

**62 . What did you first see in relation to the broken glass?**  
*Describe what you FIRST saw when the glass broke:*  
*The outside edges have a little bit of 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**  
*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:*  
*The majority of the glass came into the Veh and came down on us.*

**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?**

*No response selected.*

**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 entire glass shattered no hole.

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

*Partially CLOSED*

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

*Percent closed:*

25

**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 ended up on us and in the cab. Majority ended up in the shade.

**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 and 1 passenger in front passenger 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?**

*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>:*

*This to be replaced.*

# Kia Motors America

## Consumer Affairs Department

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A28CC [REDACTED]	[REDACTED]	52,288
Rogers, AR		Prod. Date: 4/27/11	Dealer: AR017 Frank Fletcher 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 11/07/2013 12:37 PM US Mountain Standard Time SLarez Action Type:Outgoing call

Writer called customer and left message on main number for a return.

- 1 .The dlr communicated with us and we would like to speak to you about the situation
2. Please return our call , anyone here can help you.

\*\*\* PHONE LOG 11/07/2013 12:39 PM US Mountain Standard Time SLarez  
Brenda Steele from AR017

1. We generated a RO because this customers sun **ROOF** imploded.
- 2 .Our DPsm is here and wanted us to call you.
3. RO is 24411

Writer thanked dlr for information

\*\*\* PHONE LOG 11/08/2013 10:22 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Brenda:

- 1 - verified customer name; the best way to reach her is on her cellphone [REDACTED]
- 2 - she is off today and it is good day to reach

- 3 - the car is at the dealership
- 4 - our dpsm was here yesterday; she took pictures and looked at the car
- 5 - no work has been done on the car; dpsm said not to touch

6 - cst said:

- a - she was driving down freeway
- b - nothing fell
- c - she heard a loud sound inside the car
- d - the sunroof imploded
- e - the glass fell over her
- f - she said she was not hurt, but the salesman told me she had a little cut on her little finger
- g - she kept driving and drove it in
- h - her husband met her here and was aware of that Kia has issues in this
- i - she is in a rental

7 - I forgot to ask her if the sunroof was open

8 - it appeared to me that the sunroof was closed but the cover was open

\*\*\* PHONE LOG 11/08/2013 10:24 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer a [REDACTED] and left VM:

- 1 - dealer notified us of issue with sorento
- 2 - please call this office today so we can assist
- 3 - provided 800#, office hours, case number

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**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
		5XYKW4A28CC		52,288
Rogers, AR		Prod. Date: 4/27/11	Dealer: AR017 Frank Fletcher Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* PHONE LOG 11/08/2013 02:34 PM US Mountain Standard Time AJudson Action Type:Incoming call

Customer States:

1. Gave name and case number, returning call.

Writer States:

1. Apologized for the problem.
2. KCA received information regarding alleged sunroof concern.
  - writer completes sunroof script
3. Advised customer information will be forwarded to appropriate department for further review.
4. Request callback if additional assistance is needed.

\*\*\* NOTES 11/08/2013 02:41 PM US Mountain Standard Time AJudson Action Type:Manager review

DISPATCHED FOR:

1. CUSTOMER CONTACT.
2. CUSTOMER ALLEGING SUNROOF **SHATTERED**.
3. REVIEW OF CASE FOR ADDITIONAL ASSISTANCE DETERMINATION.

\*\*\* NOTES 11/11/2013 09:03 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Emailed FTR and CC'd DPSM with sunroof script. Advised will be handling customer. Requested copy of FTR findings to be forwarded to NCA.

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

Writer states:

1. Calling in regards to your 2012 KIA Sorento
2. I wanted to let you know that I'd be your point of contact
3. Are you in a loaner?
4. Are you okay, were you injured?
5. I'll keep you updated and follow up with you until we get this resolved
6. We've sent out our expert to take a look at your car
7. Every case is case-by-case
8. Yes, we've had some other customers with the same issue, but there are many variables
9. KIA takes these claims very seriously and we document all such cases
10. We want to get to the very bottom of this so that this doesn't happen again
11. Verified contact info

Customer states

1. I was just a little shaken up
2. We have loaner
3. And on the internet, there's 15 other cases
4. There was one on the news report and what happened to her is what happened to me but they had baby in the car
5. It really could have been a bad situation if my daughter was driving
6. I don't know, I hope that if it's something manufacturing they take care of this so it doesn't happen again

\*\*\* NOTES 11/13/2013 03:15 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

Received email from FTR Melkowski:

The FPQR has been submitted for approval.



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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
Rogers, AF		5XYKW4A28CC		52,288
Prod. Date: 4/27/11		Dealer: AR017 Frank Fletcher Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* NOTES 11/14/2013 08:44 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received email from FTR PMelkowski:

There were no signs that would indicate the cause of the sunroof glass **SHATTER**ing.

\*\*\* PHONE LOG 11/14/2013 08:48 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr AR017 and left message with the receptionist:

1. This message if for Brenda
2. Requested call back
3. Gave call back number

\*\*\* NOTES 11/14/2013 11:54 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
Reviewed case with PQ, RNguyen. Advised **SHATTER** inconclusive, proceed with repairs.

\*\*\* PHONE LOG 11/14/2013 11:59 AM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received call back from Brenda in the Service Department at dlr AR017:  
Dealer states:

1. The customer called me yesterday
2. She's a dental hygienist and it's hard to get a hold of her during business hours
3. The vehicle is here at the dealership
4. My email is bsteele@fletcherauto.com
5. Could you tell her I spoke with you so she knows why I didn't call her back

Writer states:

1. Please proceed with the repairs to the vehicle including any damages as the result of the sunroof **SHATTER** such as paint damage
2. Bill it out a warranty pricing and forward the RO to NCA
3. This is a one-time, goodwill repair from NCA, not a warranty claim
4. I will send you everything via email
5. Thank you

\*\*\* PHONE LOG 11/14/2013 02:02 PM Pacific Daylight Time SamuelKim Action Type:Web Contact  
Writer states:

1. I was calling to let you know we sent out our FTR to look at your vehicle
2. The cause of the sunroof **SHATTER** is inconclusive
3. We are offering to repair your sunroof as a goodwill at no cost to you
4. And I believe the dealership placed you in a loaner
5. Every sunroof case is case-by-case
6. And I just wanted to let you know the dealership will give you a call once the repairs are complete

Customer states:

1. When I went and filed a complaint online, I was the 16th one with this same make and model
2. To be perfectly honest with you, I don't want to be in a car with a sunroof
3. And I don't know how much KIA is willing to work with me

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**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A28CC [REDACTED]	[REDACTED]	52,288
Rogers, AR	[REDACTED]	Prod. Date: 4/27/11	Dealer: AR017 Frank Fletcher Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

5. I was covered in glass
6. I love my KIA, but I don't want sunroof
7. I hope that they can figure out the issue
8. There was a lady they interviewed that wasn't so lucky, he got cuts all around her neck
9. I was shaken up
10. They've been wonderful

\*\*\* NOTES 11/14/2013 05:28 PM 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 11/14/2013 05:29 PM Pacific Daylight Time SamuelKim Action Type:Manager review

Sent email to Brenda in the Service Department at dlr AR017 and CC'd DPSM:

Hi Brenda,

Please proceed with the repairs to Ms. [REDACTED] vehicle. (2012 Sorento, VIN #5XYKW4A28CC [REDACTED]) including any damages as a direct result of the sunroof **SHATTER** (eg. paint scratch on truck due to **SHATTER**ed glass). Once completed, please forward me the invoices/ROs to me via email billed out 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, this is a goodwill from National Consumer Affairs (NCA). Please note on the RO that after reviewing/investigating sunroof **SHATTER**, there are no obvious signs of cause for sunroof **SHATTER** either due to external impact or not. It should also state somewhere on the RO that KIA Motors has authorized the replacement of the sunroof as a one-time goodwill gesture on behalf of the customer. Thank you for all your help and please feel free to contact me if you have any questions.

\*\*\* PHONE LOG 11/15/2013 08:42 AM Pacific Daylight Time SamuelKim Action Type:Web Contact

Received email from DPSM, CC'd to dlr AR017, Brenda Steele:

Thanks Samuel.

Frank Fletcher Kia - please follow Samuel instructions and keep me informed of the progress.

Please have Raymond get with Daniel to order parts.

Vehicle will require detailing - and that may include removal of front seats to remove the glass.

Be sure to vacuum the molding around the back hatch - there is glass tucked underneath that molding.

There will be limited amount of paint touchup required after replacing the glass on the **ROOF**.

\*\*\* PHONE LOG 11/18/2013 08:17 AM US Mountain Standard Time ACitrin Action Type:Incoming call

Cust std:

1. Trying to get out of this vehicle.
2. Do not want a sunroof.
3. Want assistance on getting out of this vehicle.
4. DLR advised to contact you.

Wtr std:

1. Apologized for concerns.

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**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
Rogers, AR		5XYKW4A28CC		52,288
		Prod. Date: 4/27/11	Dealer: AR017 Frank Fletcher Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

3. Let wtr see if SKim is available.

**\*\*Placed cust on hold, dialed SKim, left vm requesting cust call back\*\***

Wtr std:

1. Thanked for holding.
2. Advised SKim not currently available, left vm.

Cust std:

1. Thank you

**\*\*\* PHONE LOG 11/18/2013 08:30 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call**

Called dlr AR017 and spoke with Brenda in the Service Department:

Writer states:

1. The customer is requesting to be put into loaner vehicle without a sunroof
2. I will give her a call and have her call you
3. Thank you

Dealer states;

1. We have a Forte
2. Just have her call me, I wanted to touch base with her anyways

**\*\*\* PHONE LOG 11/18/2013 08:38 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call**

Writer states:

1. I spoke with Brenda in the Service Department and they have a Forte without a sunroof that they can get you into
2. I apologize, I thought you were requesting KIA to put you into another rental
3. I cannot promise you anything, but let me look into this matter
4. I honestly won't be able to give you a response until your vehicle has been fixed

Customer states:

1. I want to leave my vehicle at the dealership and get into a new car once it's been fixed
2. I spoke to someone in sales
3. What they advised me to do is try and talk to you
4. I was speaking to someone at sales
5. They advised me to call KIA and see if they could to
6. I drove the 2014 Sorento
7. And also the sales rep, they said I'm the 3rd one, it's really becoming a problem
8. And like I said I really don't want a sunroof

**\*\*\* PHONE LOG 11/20/2013 10:27 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call**

Called dlr AR017 and spoke with Lez in the Service Department:

1. We are currently cleaning out the glass out of the car

**\*\*\* PHONE LOG 11/20/2013 10:34 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call**

Called dlr AR017 and spoke with John Brown, Sales Manager

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**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A28CG [REDACTED]	[REDACTED]	52,288
Rogers, Ar		Prod. Date: 4/27/11	Dealer: AR017 Frank Fletcher Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Writer states:

1. Calling to get a copy of the Sales Contract
2. Do you know how much she is making on her monthly payments?
3. Gave dlr email address
4. Thank you

Dealer states:

1. \$416.63 is her monthly, she started making payments on 8/16/2011
2. It's going to take me a while to get this

\*\*\* NOTES 12/03/2013 08:32 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

Received email from DPSM SHall

Samuel,

The customer states that she her Oakley sunglasses were scratched when all the glass fell inside her car.

There was a lot of glass inside the on the front seats and center area by the shift handle.

I may have the glasses in one of the pictures I took. I know they are glasses in the front of the vehicle, but I never thought to look at them and don't know if they are the ones customer is referring to.

This is the first vehicle that I had where the glass fell on the customer.

Do not know if customer was wearing at the time, but I suspect she was.

Attached photo that either Service Manager or customer took.

\*\*\* NOTES 12/03/2013 08:38 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent email to Brenda Steele in the Service Department at dlr AR017 (bsteele@fletcherauto.com)

Hi Brenda,

Could I get the RO billed out at warranty pricing on this so I can get you reimbursed. This is not a warranty repair. Thanks for everything.

\*\*\* PHONE LOG 12/03/2013 11:45 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and left message for customer [REDACTED]

1. Calling to follow up with you on your vehicle
2. Requested call back
3. Gave call back number

\*\*\* PHONE LOG 12/03/2013 01:29 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Customer states:

1. I had to go back because my seatbelt didn't work
2. Yes it is, sunroof has been repaired
3. Thank you

Writer states:

1. Has the sunroof been repaired?
2. There are some things KIA cannot do

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**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A28CC [REDACTED]	[REDACTED]	52,288
Rogers, AR	[REDACTED]	Prod. Date: 4/27/11	Dealer: AR017 Frank Fletcher Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

3. We cannot participate in any kind of trade assist due to Federal Antitrust laws
4. Let me get in contact with a manager and see if there is anything else we can do for you
5. I will give you a call back no later than the end of this week

\*\*\* NOTES 12/06/2013 09:31 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent email to Lane Hollis at dlr AR017 (Lhollis@fletcherauto.com) and CC'd DPSM:  
Hi Lane,

I spoke with the customer on Tuesday and she never mentioned anything about the sunglasses to me. If she mentions it to you again, please advise her to speak with me. Also, I need a copy of the Enterprise bill on the rental for \$660.00 so I can get you reimbursed.

\*\*\* PHONE LOG 12/06/2013 01:58 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Writer states:

1. Hi Mrs [REDACTED]
2. I was going to give you a call later today
3. I had a question in regards to some items that were damaged in the vehicle
4. I will give you a call back by the end of today

Customer states:

1. I had a pair of Oakley glasses in the car that got scratched
2. They are \$170

\*\*\* PHONE LOG 12/06/2013 03:33 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Writer states:

1. I know you had stated that you wanted to be traded out of this vehicle
2. As a manufacturer, we cannot work with a dealership in helping you get into another vehicle
3. Federal laws prevent us from doing that
4. KIA would like to offer you a one-time goodwill of one months car payment for your inconveniences
5. In addition, provided you send us the receipt, KIA will reimburse you for the replacement of your sunglasses
6. As a manufacturer, KIA is obligated to the warranty
7. KIA has repaired your vehicle and is also offering you a one-time goodwill for a total of \$416.63
8. I will send you a Release Letter via email
9. Please take a look at it, sign it and send it back to me along with a copy of your receipt
10. It will take approximately 3 to 4 weeks to process the payment
11. Verified mailing address

Customer states:

1. You understand that I'm not dead
2. I'm just kinda disappointed with KIA right now
3. What I wanted to do is trade my vehicle in
4. And I understand that you can't do the third party thing
5. I was wondering if you were going to step up
6. My email is [REDACTED]

\*\*\* PHONE LOG 12/06/2013 03:35 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

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**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
Rogers, AR		5XYKW4A28CC		52,288
Prod. Date: 4/27/11		Dealer: AR017 Frank Fletcher Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

(Previous call was an Outgoing Call)

\*\*\* NOTES 12/06/2013 02:39 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent customer email

Dear Ms.

Per our conversation, please send me a copy of the receipt for the sunglasses. I apologize, but I need the receipt first before I can send you the release letter. If you have any questions, you are more than welcome to contact me.

\*\*\* PHONE LOG 12/10/2013 08:49 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. Hi, this is
2. I was just calling to make sure you got my email with the information on the sunglasses
3. If you need anything more than that, please let me know
4. But that's really all I have
5. I'll talk to you soon, thanks bye

\*\*\* NOTES 12/10/2013 09:21 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent customer email

Dear Ms.

I received your message, thank you for sending me the requested documents. Per our conversation, KIA is offering you one-time, goodwill in the amount of \$586.63 for your inconveniences. Please indicate the acceptance of your offer by signing the attached letter and returning it back to me. Once received, please allow 3 to 4 weeks for the processing of your payment. If you have any questions, please feel free to contact me.

\*\*\* PHONE LOG 12/16/2013 02:38 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message

1. I spoke with you about a week and a half ago
2. KIA had offered you a one-time goodwill for 1 car payment and the reimbursement for the glasses
3. I sent you a Release Letter but I haven't heard back from you
4. Requested call back
5. Gave call back number

\*\*\* NOTES 12/17/2013 08:23 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

Received email from Brenda Steele in the Service Department at dlr AR017 (bsteele@fletcherauto.com)

Sam, I will ask Lane again to get these for you. Have you worked out her sunglasses claim? Also she still wants to trade her vehicle and the sales department was not aware of any KIA help with this?

She seemed upset about that. Let me know on these two issues. She was also surveyed which

I have appealed but have heard nothing back from. Thanks Brenda Steele

\*\*\* NOTES 12/17/2013 08:23 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

Received email from Brenda Steele in the Service Department at dlr AR017 (bsteele@fletcherauto.com)

Sam, Honestly I would wait a day or two and call Lane directly. I have told him two or three times. Brenda

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A28CC [REDACTED]	[REDACTED]	52,288
Rogers, AR [REDACTED]		Prod. Date: 4/27/11	Dealer: AR017	Frank Fletcher Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* NOTES 12/17/2013 08:24 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent email to Brenda Steele in the Service Department at dlr AR017 (bsteele@fletcherauto.com)  
Hi Brenda,

Yes, I offered to reimburse her for the cost of the sun glasses and we also offered her 1 month car payment for inconvenience. I sent her a goodwill letter that she needs to sign and return, but I have not heard anything back from her. Also, in regards to the vehicle tradeout, I advised her that needed to take place at the dealership level and that KIA Motors could not assist her into getting into a different vehicle. Hope that helps.

\*\*\* NOTES 12/23/2013 09:08 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received email from customer [REDACTED]  
Hi Sam,

Here is the website the sunglasses came from with the price. They were a gift so I do not have the receipt. Let me know if you have any questions

\*\*\* NOTES 12/23/2013 09:12 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent customer email [REDACTED]  
Dear Ms [REDACTED]

Perfect, the website information is fine. Also, I sent you a Release Letter about two weeks ago and I haven't heard anything back from you. Per our conversation, KIA is offering you one-time, goodwill in the amount of \$586.63 for your inconveniences and sunglass replacement. Please indicate the acceptance of your offer by signing the attached letter and returning it back to me. Once received, please allow 3 to 4 weeks for the processing of your payment. If you have any questions, please feel free to contact me.

\*\*\* NOTES 01/02/2014 08:35 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received body shop invoice from Lane Hollis in the Service Department at dlr AR017 (lhollis@fletcherauto.com)

\*\*\* NOTES 01/06/2014 04:26 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
One time, goodwill to dlr AR017 of \$5,472.81 for sunroof repair and rental.

\*\*\* PHONE LOG 01/07/2014 11:56 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer and left message [REDACTED]  
1. I left you a message back out in December  
2. KIA had offered you a one-time goodwill for 1 car payment and the reimbursement for the glasses  
3. I sent you a Release Letter but I haven't heard back from you  
4. Requested call back  
5. Gave call back number

\*\*\* PHONE LOG 01/07/2014 11:58 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer and left message [REDACTED]

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**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A28CG [REDACTED]	[REDACTED]	52,288
Rogers, AR		Prod. Date: 4/27/11	Dealer: AR017 Frank Fletcher Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

1. I left you a message back out in December
2. KIA had offered you a one-time goodwill for 1 car payment and the reimbursement for the glasses
3. I sent you a Release Letter but I haven't heard back from you
4. Requested call back
5. Gave call back number

\*\*\* PHONE LOG 01/07/2014 01:35 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED]
2. I got your message
3. I mailed it out last week so you should be getting it soon
4. If you don't, in a couple of days give me a call
5. But I did mail it out
6. Talk to you soon, bye-bye

\*\*\* NOTES 01/07/2014 05:29 PM Pacific Daylight Time SGuindi Action Type:Manager review

NCA rec'd signed release from customer. Attaching to case and reassigning to SamuelKim for further handling.

\*\*\* NOTES 01/08/2014 08:39 AM Pacific Daylight Time SamuelKim Action Type:Manager review

One, time goodwill to customer of \$586.63 for inconvenience.

\*\*\* PHONE LOG 01/10/2014 08:41 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from dlr AR017:

1. My name is Johnson Eagle at dealer code AR017
2. Phone number here is (479)271-5091
3. I was calling regarding case numb [REDACTED]
4. We're just trying to see how much of this has been paid out or if there has been anything paid out towards the sunroof claim
5. Of RO that we have here opened for this 24411 is our RO number
6. I just need to know more information, what has paid and what hasn't and things like that
7. So if you could give me a call back I'd appreciate it

\*\*\* PHONE LOG 01/10/2014 08:45 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr AR017 and spoke with Jonathan Eagle (479)271-5091:

Writer states:

1. I got your message
2. I submitted this for reimbursement at the beginning of this week
3. Normally takes about 3 to 4 weeks for the payment to be processed
4. What I can do is send you an email once I receive a confirmation
5. It looks like your email is jeagle@fletcherauto.com

Dealer states:

1. That's correct
2. Okay, thank you



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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A28CG [REDACTED]	[REDACTED]	52,288
Rogers, AR		Prod. Date: 4/27/11	Dealer: AR017 Frank Fletcher Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* PHONE LOG 01/10/2014 09:46 AM US Mountain Standard Time HHill Action Type:Incoming call

Dlr states:

1. Im calling about a claim that it suppose to be getting paid by KMA
2. Okay thank you

Writer states:

1. Will transfer to SKim for further handling
2. Transferred to VM

\*\*\* PHONE LOG 01/10/2014 08:56 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
DPSM left message. Spoke with DPSM. Will CC on email when payment is confirmed.

\*\*\* PHONE LOG 01/15/2014 03:14 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED]
2. I was just calling to make sure that you did receive my signature for that stuff that you needed
3. Hopefully you did, if not, let me know and I'll send it off and I'll resend it again
4. Thank You
5. You can give me a call at [REDACTED]
6. Thank You, bye-bye

\*\*\* NOTES 01/24/2014 10:19 AM Pacific Daylight Time SamuelKim Action Type:Correspondence sent  
Sent customer goodwill check on 1/24 via USPS.

\*\*\* CASE CLOSE 01/24/2014 10:19 AM Pacific Daylight Time SamuelKim

\*\*\* NOTES 01/30/2014 05:36 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
Tread review complete.

# Broken Sunroof 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?

Drivers age is [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>:*

*11/7/13*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

*About 12:15 pm*

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

*Temp was about 62 degrees*

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:*

Street name in 71B crossing into Springdale, AR

**29 . What city or town did the incident occur?**

*Name of city or town:*

Springdale, AR

**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?:*

I was in the right lane

**32 . Describe the traffic conditions around you at that time.**

*Description of traffic conditions around you at that time:*

There was a motorcycle just ahead of me but that was it.

**33 . What direction were you heading?**

*Direction of travel (north bound, east bound, etc.):*

Driving southbound

**34 . What cross-street were you nearest that you can remember?**

*Nearest cross-street at the time of the incident:*

There is a side street called Morris to the left of me.

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

*If MOVING, what speed were you traveling at?:*

I was traveling about 52 MPH.

**36 . What was the condition of the street? (e.g., freshly paved, normal roughness, had some holes or broken surface, w:**

*<Obtain more details if the caller says anything other than freshly paved.>:*

In good condition/freshly paved

**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 was a very loud explosion.*

*Sounded like a shot gun shot the sunroof glass.*

*Then the sunroof glass fell all over me.*

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

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

*I saw the glass on top of me.*

*Then there was no sunroof.*

*Came down in chunks and shards.*

**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:*  
*Most of the glass was inside of the vehicle.*

**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?**

*No response selected.*

**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?**

*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 #.*  
*No statement or claim was filed.*

**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 to have my sunroof repaired properly and additional damage repaired as well.

This is a concern, there are 15 other cases with reports of this.

Would like to know why this issue occurred?

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
FINLEYVILLE, PA		5XYKUDA23CC		22,500
		Prod. Date: 10/4/11	Dealer: PA051 South Hills Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

**Case History**

\*\*\* NOTES 04/22/2014 05:23 AM US Mountain Standard Time APenningt Action Type:Manager review

Dispatching case to NCA

1. 2012 Sorento w/ about 22500 miles

2. Customer states sunroof **SHATTER**ed while driving on highway.
3. Customer has not been to Kia dealer; car is at third party auto body shop.
4. DPSM has not been notified.
5. Please review and contact customer.

\*\*\* PHONE LOG 04/22/2014 05:24 AM US Mountain Standard Time APenningt

customer states:

1. The vehicle is being serviced at a an independent dealer.
2. Wife was driving down the road and the sunroof exploded.
3. Nobody got hurt in the incident but my car is down and at the body shop.
4. I have already called my insurance company and they are going to look at the vehicle and maybe order the glass.
5. I am not even sure if i should be calling you.

writer states:

1. Apologized
2. Informed customer that calling us was right to do.
3. Advised customer that IF vehicle was to be taken to Kia dealer then NO work could be done till NCA reviewed this case because of the nature of the incident.
4. Advised customer that it might be in best interest to let Kia get involved and that scripting would need to be taken about accident first.
5. Took scripting for sun **ROOF**

customer states:

1. I would like to have a rental/loaner vehicle provided so my wife can get to work and back.
2. Also when will i hear back from NCA, I would like to have this taken care of as quickly as possible.

writer states:

1. Informed customer that NCA will follow up within 2 business days
2. advised customer i would notate request for the rental/loaner vehicle request from Kia.
3. Gave case info to customer

customer thanked.

\*\*\* PHONE LOG 04/22/2014 12:11 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to follow up with you on your 2012 KIA Sorento
2. Requested call back
3. Gave call back number

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**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
FINLEYVILLE, PA		5XYKUDA23CC		22,500
		Prod. Date: 10/4/11	Dealer: PA051 South Hills Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

\*\*\* PHONE LOG 04/24/2014 07:36 AM US Mountain Standard Time GRomero Action Type:Incoming call

Customer calls in and states:

1. Gave customer information
2. I'm following up on my case.

Writer states:

1. Advised CSR SamuelKim is case manager
2. Advised writer would see if CSR was available
- CSR unavailable.
3. Offered VM

Customer states:

1. That's fine.

Writer states;

1. Gave case number
2. Advised to call back for further assistance.

WRITER TRANSFERRED CUSTOMER TO SAMUELKIM'S VM

\*\*\* PHONE LOG 04/24/2014 08:35 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. My name is [REDACTED]
2. My [REDACTED] and I have a 2012 KIA Sorento had a sunroof **SHATTER**ing incident a few days ago
3. You were helping us with our case
4. And that is case number [REDACTED]
5. Still waiting to hear back from you guys, it's been
6. You said about 48 hours, we're getting very close to that point
7. Like I said, just want to try and get this resolved and rectified as soon as possible
8. So I just want to check the status of this claim
9. If you could please call me back [REDACTED]
10. Again [REDACTED]
11. Thank You

\*\*\* NOTES 04/24/2014 08:56 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 04/24/2014 08:56 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with Mr [REDACTED]

Writer states:

1. Calling to follow up with you on your 2012 KIA Sorento
2. Is the vehicle currently being repaired through the insurance company?



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
FINLEYVILLE, PA		5XYKUDA23CC		22,500
		Prod. Date: 10/4/11	Dealer: PA051 South Hills Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

Customer states:

1. We originally did, but no work was done
2. We pulled it out of the shop before any work was done
3. We kinda researched it a little bit that evening and found some information on the internet
4. We figured we better contact KIA directly

Writer states:

1. Where is the vehicle at now?
2. Is the vehicle driveable?

Customer states:

1. The is at our residence
2. It's driveable yes, we have some plastic put over it
3. She was driving down the highway at 65MPH
4. No car, nothing in front of her, no over pass
5. It made a loud explosion, she didn't know what happened at first
6. Luckily she had the sunshade drawn
7. A few small shards made it through
8. She brought the car back to my house

Writer states:

1. Was anyone injured because of this?
2. KIA would like to inspect your vehicle
3. Is there a particular dealership you would like to take your vehicle into?

Customer states:

1. Not injured, had that shade been open, she likely could have been injured
2. We have a daughter that rides in that vehicle
3. South Hills KIA
4. Would you be able to setup a loaner vehicle while this is going on?
5. My other vehicle hit a deer and we're carless right now
6. If possible, we'd like to have something comparable in size

Writer states:

1. Let me get in contact with the dealership and see what I can do
2. Gave customer call back number

\*\*\* PHONE LOG 04/24/2014 09:43 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr PA051 and spoke with Matt in the Service Department:

Writer states:

1. KIA would like to inspect this vehicle
2. KIA will cover the rental per KIA's rental policy, no gas, no insurance
3. Thank You

Dealer states:

1. We can put him in a rental through Enterprise
2. I have him setup for this afternoon

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
FINLEYVILLE, PA		5XYKUDA23CC		22,500
		Prod. Date: 10/4/11	Dealer: PA051 South Hills Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

\*\*\* PHONE LOG 04/24/2014 09:47 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Please give South Hills KIA a call to drop off your vehicle
2. KIA is authorizing a rental until we inspect your vehicle and a determination has been made
3. Gave customer dealer number
4. If you have any questions, please give me a call back
5. Gave call back number

\*\*\* NOTES 04/24/2014 09:53 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
Sent FTR request to region. Pending response.

\*\*\* NOTES 04/24/2014 12:37 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
FTR to inspect vehicle on 4/25.

\*\*\* PHONE LOG 04/24/2014 12:38 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with Mr.

Writer states:

1. I just wanted to make sure you received my message
2. We'll keep in touch

Customer states:

1. Yes I did
2. I got in touch with Matt at the dealership and I'm on my way now

\*\*\* NOTES 04/25/2014 08:46 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
Reviewed case with PQ.

1. Cause of **SHATTER** inconclusive

\*\*\* PHONE LOG 04/25/2014 09:08 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with Mr.

Writer states:

1. Our field expert inspected your vehicle
2. **SHATTER** was deemed inconclusive
3. KIA is offering you a goodwill repair to the vehicle
4. Every case is case-by-case
5. Requested copy of Sales Contract

Customer states:

1. You've been helpful and I'm glad
2. You've kinda know what happened
3. That's a very dangerous situation
4. Had that sunshade drawn open, it could have been catastrophic
5. Thank God our daughter wasn't in there
6. What's going to prevent this from happening again?
7. I've gone online and brought up many cases from other KIA owners

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
FINLEYVILLE, PA		5XYKUDA23CC		22,500
		Prod. Date: 10/4/11	Dealer: PA051 South Hills Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

8. We like the car so far, it raises your curiosity quite a bit
9. Federal government is investigating
10. One thing I had thought about is especially having a young child in the car
11. Between my wife and I, I think I lost three full days of work
12. To tell you the truth, I'm looking to get rid of the KIA
13. We had a situation happen about 5 years ago with a Chevy that we had bought
14. For the inconvenience Chevrolet paid like two payments for us
15. What KIA would be willing to do?

1

\*\*\* PHONE LOG 04/25/2014 09:14 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr PA051 and spoke with Matt in the Service Department:

Writer states:

1. Please proceed with the repairs to the vehicle
2. I will send you an email with all the information

Dealer states:

1. mattshoemaker@southhillschrysler.com

\*\*\* NOTES 04/25/2014 09:28 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Sent email to Matt in the Service Department at dlr PA051 (mattshoemaker@southhillschrysler.com) and CC'd DPSM:  
Hi Matt,

Thank you for all your help with this. Per our conversation, please proceed with the repairs to the [REDACTED] vehicle (2012 Sorento, VIN #5XYKUDA23CC [REDACTED]) including damages as a direct result of the sunroof **SHATTER** (eg. dent, paint damage, headliner, etc.). Once completed, please forward me the rental bill, sublet bill and RO billed out 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 note on the RO that after reviewing/investigating sunroof **SHATTER**, there are no obvious signs of cause for sunroof **SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sunroof as a one-time goodwill gesture on behalf of the customer. Thank you for all your help and please feel free to contact me if you have any questions.

\*\*\* PHONE LOG 04/25/2014 10:02 AM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message from customer:

1. This is [REDACTED]
2. I talked to you about an hour ago
3. You were helping us with the sunroof **SHATTER**ing issue with our KIA Sorento
4. One thing I forgot to ask, I forgot to ask you a question regarding some of the damage that might have been done by that **SHATTER**ing glass
5. Please give me a call back as soon as you can
6. So I can ask you a couple of questions
7. Thank You

\*\*\* PHONE LOG 04/25/2014 01:46 PM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Customer states:

1. I forgot to mention one thing, will the dealership be fixing the paint?

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
FINLEYVILLE, PA		5XYKUDA23CG		22,500
		Prod. Date: 10/4/11	Dealer: PA051 South Hills Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

2. I want to make sure they are replacing the sunshade below the glass
3. Okay, thank you

Writer states:

1. The dealership will be fixing the sunroof and damages as a result of the sunroof
2. I sent the dealership an email authorizing the repairs
3. KIA is advising you to inspect your vehicle once it is ready for pickup prior to driving it off the lot
4. If you have any concerns with the repairs to your vehicle, please address it to the dealer then

\*\*\* NOTES 05/06/2014 09:15 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr PA051 and spoke with Matt in the Service Department

1. Vehicle is in the Body Shop
2. Should be done within the next day or two
3. Writer requested RO once vehicle is ready

\*\*\* PHONE LOG 05/06/2014 09:17 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called and spoke with Mr. [REDACTED]

Writer states:

1. I spoke with the dealership and your vehicle is currently in the Body Shop
2. It should be done within the next 2 days

Customer states:

1. Thank You

\*\*\* PHONE LOG 05/09/2014 01:38 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED]
2. My wife and I [REDACTED] are the ones that had the 2012 KIA Sorento that had the sunroof explosion issue that you were helping us with
3. We are to be picking the vehicle up either this evening or tomorrow
4. I had a few questions for you
5. And I also wanted to ask you if you got my email that had the sales agreement attached to it and the request that we asked
6. Please give me a call back as soon as you can so we can talk about this
7. [REDACTED]
8. Thank You

\*\*\* PHONE LOG 05/09/2014 02:01 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

Received email from customer [REDACTED]

Attached is our sales agreement for the 2012 Sorento. As I stated in our conversation, with all of the safety concerns and inconveniences involved in this situation, I believe it is only fair that KIA compensate my wife and I accordingly. Below is a list of the inconveniences and concerns related to this issue.

1. We are extremely concerned with the safety of this vehicle now, after this incident and reading about similar incidents across the country. It also seems that no additional safety measures are being taken to ensure that this does not happen in the future- this is highly concerning to us. We have an [REDACTED] baby that rides in this vehicle and we are very nervous about her doing so moving forward. My wife was traveling on a highway with a 65 mph speed limit when this occurred. Had she

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**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
FINLEYVILLE, PA		5XYKUDA23C		22,500
		Prod. Date: 10/4/11	Dealer: PA051 South Hills Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

not had the sun shade closed, she could have had pounds of **SHATTER**ed glass falling in her face and on her head while driving, which could have caused her serious injury or even death. She was very shaken up by the incident, and still is.

2. We have been without our vehicle for 17 days and counting now due to an issue that was no fault of our own. Kia offered to pay for a rental for us to use during this time and we utilized that for a couple days, but returned it after another family vehicle became available (saving Kia hundreds in rental fees).

3. My wife now refuses to use the sunroof at all because of her fear of this happening again, and has even talked about getting rid of the vehicle all together. This basically renders the sunroof feature useless to us now. Had we known about this issue prior to buying the vehicle, we would have opted to buy a vehicle without a sunroof, saving us thousands for that option. Not to mention that my wife shouldn't have to drive a vehicle everyday that she doesn't feel safe in. We bought the vehicle because she originally loved it, and all of the features it offered. This has changed now after the incident.

We would really like to keep the vehicle and continue to buy KIAs in the future, as well as recommend them to friends and family as we have in the past. But considering what has happened we are strongly considering selling or trading in the vehicle and replacing it with another brand. And if things are left as is we will strongly warn friends and family to avoid buying KIA vehicles. We have also considered contacting the local news stations to bring about awareness of this issue in an effort to prevent others from being severely hurt or killed. (As many have done with the recent GM recall for ignitions.) In order for us to feel safe in the vehicle moving forward, and to feel fairly compensated for the fears and inconveniences that this has caused, we are asking for the following:

1. Some sort of extra laminate (or other method to ensure safety. Maybe some kind of extra layer similar to what is used in tinted windows) being put on the **ROOF** glass in the front and back to ensure that if the glass breaks again it will not fall on the driver or passengers.

2. Five payments being made for us on the remainder of the vehicle. (Each payment being 504.52, for a total of \$2522.60)

We are not trying to take advantage of this situation, and we feel that we could have asked for much more considering the severity of the incident and what could have resulted from it. Thank you in advance for taking our request into consideration, and hopefully this can be resolved and our family can remain KIA customers and supporters for life.

Sincerely,

[Redacted Signature]

\*\*\* PHONE LOG 05/09/2014 02:03 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer [Redacted]

Customer states:

1. I stated in the email and I've been talking to the local KIA dealer
2. There's really nothing being done to ensure this will not happen again
3. Maybe some type of laminate can be applied
4. If KIA's not willing to do something like putting something to ensure that it's not going to **SHATTER** and fall down
5. I would request that you guys would give us additional money in addition to what I originally asked for
6. So I can take it to some aftermarket place if you guys don't want to do something directly
7. Thank You

## Page 8 of 15

Kia Case Type Lvl4: Sunroof/Sunroof Blind

2. I will follow up with you once we receive the paperwork

10.1

3. Gave call back number

Samuel.

Since the last time we talked there have been new issues that have come about. The glass was replaced at the local KIA dealership (South Hills Kia) by an outside company. However, the people who replaced it left many grease/dirt marks all over the ceiling around the sunroof. Also, all of the **BROKEN** glass was not removed from the area around the sunroof and small pieces continued to fall down. Obviously, the dealer did not bother to check the work of the company they sub contracted it out to before returning the car to us. Because of this, we had to have the car detailed to remove the grease/dirt from the fabric and the excess glass that was not vacuumed out. I called to tell the dealer about this, and a man in the South Hills Kia service dept. (Chris) was very rude to me, which has me very upset and turned off by this dealership and Kia itself. I just can't believe after everything that has transpired since a faulty sunroof dangerously exploded at NO FAULT OF OUR OWN, that we are being treated like this. I feel like we've been treated terribly after an event that could have resulted in very serious injury or worse for us. We could've filed a lawsuit because of what happened, but chose to give Kia a chance to redeem themselves. The opposite has happened, and we're being left with a worse taste in our mouths than when this whole thing started. Please contact me ASAP about where we go from here.

\*\*\* PHONE LOG 05/21/2014 09:03 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

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**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Customer Name	Mileage
FINLEYVILLE, PA		5XYKUDA23CC		22,500
		Prod. Date: 10/4/11	Dealer: PA051 South Hills Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

Called customer and spoke with customer

Writer states:

1. I received your email and left you a message last week

Customer states:

1. I haven't had a chance to call you
2. They replaced the glass which was great, but there are grease marks, prints around the fabric
3. And there were shards of glass around where the glass was replaced, kinda of around the track
4. I don't understand how they don't clean out all the glass

Writer states:

1. Did you address these concerns with the dealership when you went to go pick up your vehicle?
2. Please forward me the copies of the receipts for expenses you've incurred because of this

Customer states:

1. I did not, because I wasn't available, my wife and my father had picked the car up
2. We didn't notice the glass right away, but we noticed the grease marks on the ceiling and we called Chris
3. His response was terrible, he was totally unapologetic about it
4. We paid to have it detailed, we had it cleaned and vacuumed
5. I talked to a local company and they're going to put a sticker or a tint
6. This seems to be the cheapest and most efficient way
7. They're going to put a tint on the bottom, I'm going to have it done no matter what
9. I think it's going to be under a \$100 for them to do this
10. I don't feel safe driving the car
11. I've been very disappointed with both the local KIA dealerships we've dealt with
12. Century III KIA where we purchased the car and South Hills KIA where the car was repaired
13. I would like you to consider what we've asked for
14. I'll won't be able to get that to you until later this week

\*\*\* PHONE LOG 05/21/2014 09:48 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED] with the 12 KIA Sorneto
2. I talked to you earlier today
3. Please call me back, I have some bills I want to talk to you about
4. [REDACTED]
5. Thank You

\*\*\* PHONE LOG 05/21/2014 09:49 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer, customer hungup [REDACTED]

\*\*\* NOTES 05/30/2014 07:42 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Received email from Chris in the Service Department at dlr PA051 (chrisw@southhillskia.com)

Mr. Kim:

Attached are the copies you requested to process the RO for the KIA Sorento with the **SHATTER**ed sunroof. As I explained in my voice mail, I am the one processing the claim for the dealership and I apologize for the length of time it took to get this to you. We were waiting for the rental bill and then we separated our KIA store from the Chrysler Jeep campus. There was

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
FINLEYVILLE, PA		5XYKUDA23CC		22,500
		Prod. Date: 10/4/11	Dealer: PA051 South Hills Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

much chaos over the last week or so. I will also fax this to the number on your signature as I know there are limits to the size of an attachment.

Summary of RO 346033, VIN 5XYKUDA23CC

SUBLET REPAIR: \$1623.00

PARTS: 417.50

RENTAL: 425.00

TOTAL: \$2285.50 Should appear on our June parts statement, right?

Thank you for your attention in this matter. If you have any questions or need anything further, please contact me at the number below.

Chris

Chris Winter  
South Hills KIA  
South Hills Chrysler Dodge Jeep Ram  
chrisw@southhillskia.com <mailto:chrisw@southhillskia.com>  
724-941-4300 x 130

\*\*\* PHONE LOG 05/30/2014 09:32 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd  
Received email from customer  
Sam,

Attached are the two invoices we incurred recently. One was for the detailing that was necessary because of glass that was not properly cleaned by the people the South Hills Kia hired to replace the sunroof. And for the many grease/dirt marks that were left on the fabric around where the **ROOF** was replaced that was not cleaned by Kia or the company they subcontracted the work out to. The second invoice was for the protective tint layer that was put on the glass to help insure that if the glass breaks again, that it will not **SHATTER** all over the driver and passengers. Originally, I had asked to be compensated for 5 of our Kia payments, each being 504.52 for a total of 2522.60. Now with the addition of the two invoices (68.90 and 225.00) that would bring the new total to \$2816.50. Again, I think this is the least Kia can do considering the major inconveniences my wife and I have occurred. Most importantly she could have been severely injured or killed. (Not to mention how poorly we were treated by South Hills Kia.) I feel we could have and still could hire a lawyer in this case considering the severity of it. However, we choose to give Kia a chance to make things right. Please let me know when we can expect payment for all that was stated above. Thank you for your help on this Sam, and hopefully you and Kia can make this bad situation right for us.

Regards,

\*\*\* PHONE LOG 05/30/2014 08:33 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent  
Sent customer email



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
FINLEYVILLE, PA		5XYKUDA23CC		22,500
		Prod. Date: 10/4/11	Dealer: PA051 South Hills Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

Dear Mr. [REDACTED]

Thank you for the receipts. Would you be able to send me a copy of a credit card statement or a check that was used to pay for the tinting and the detail?

\*\*\* NOTES 05/30/2014 08:42 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Received message from Chris in the Service Department at dlr PA051

1. Chris Winter from South Hills KIA, dealer code PA051

2. I left a message with you yesterday regarding [REDACTED] **SHATTER**ed sunroof RO

3. I did email that out to you, I tried faxing it to you at the number listed on your fax, I mean listed on your signature

4. I tried 2 or 3 times and it was rejected all 3 times

5. So if there's a different fax number you want me to use or if you need me to mail out anything, let me know

6. I need to know that you did get the email, you have all the information and see if there's anything else you need from us in order to process this claim for timely reimbursement

7. I thank you so much for your attention in the matter

8. My phone number is (724)942-3000, extension 216 at South Hills KIA

9. There's also a South Hills Chrysler Dodge Jeep Ram which is where KIA used to be, I still go down there too

10. (724)942-3000, extension 216

11. Thank you very much, bye, bye

\*\*\* PHONE LOG 05/30/2014 08:51 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with Chris Winter at dlr PA051 (724)942-3000, extension 216

Writer states:

1. I received your email

2. Please allow a few weeks for processing

Dealer states:

1. Thank you for calling me back

2. If you could submit this as soon as possible

3. If you have any questions, give me a call back

\*\*\* NOTES 06/04/2014 10:11 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Received email from Chris Winter at dlr PA051 (chrisw@southhillskia.com)

Mr. Kim:

Attached are the copies you requested to process the RO for the KIA Sorento with the **SHATTER**ed sunroof. As I explained in my voice mail, I am the one processing the claim for the dealership and I apologize for the length of time it took to get this to you. We were waiting for the rental bill and then we separated our KIA store from the Chrysler Jeep campus. There was much chaos over the last week or so. I will also fax this to the number on your signature as I know there are limits to the size of an attachment.

Summary of RO 346033, VIN 5XYKUDA23CC [REDACTED]

SUBLET REPAIR: \$1623.00

PARTS: 417.50

RENTAL: 425.00

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
FINLEYVILLE, PA		5XYKUDA23CC		22,500
		Prod. Date: 10/4/11	Dealer: PA051 South Hills Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

TOTAL: \$2285.50 Should appear on our June parts statement, right?

Thank you for your attention in this matter. If you have any questions or need anything further, please contact me at the number below.

Chris

Chris Winter  
South Hills KIA  
South Hills Chrysler Dodge Jeep Ram  
chrisw@southhillskia.com <mailto:chrisw@southhillskia.com>  
724-941-4300 x 130

\*\*\* NOTES 06/04/2014 10:28 AM Pacific Daylight Time SamuelKim Action Type:Manager review

Reviewed case with NCAM

1. Offer customer goodwill for sunroof repair and detail only

\*\*\* PHONE LOG 06/04/2014 10:37 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer

Writer states:

1. Cause of the **SHATTER** was inconclusive
2. KIA repaired your vehicle as a one-time, goodwill
3. KIA is offering to reimburse you \$225.00 for the detail
4. KIA does not reimburse for modifications to parts such as tinting
5. KIA is denying your request for 5 car payments at this time
6. Advised customer manager is out of office for duration of this week but will have him return call
7. Advised customer writer will be out next week

Customer states:

1. It was 100 percent no fault of ours
2. You guys should have had a recall by now
3. You guys can do whatever you want to
4. I want to speak to your manager

\*\*\* NOTES 06/04/2014 10:42 AM Pacific Daylight Time SamuelKim Action Type:Manager review

One time, goodwill to dlr PA051 of \$2,285.50 for sunroof repair.

\*\*\* SEND CASE HISTORY 06/04/2014 10:42:08 AM SamuelKim

Case details sent to 724-941-4300.

\*\*\* NOTES 06/04/2014 10:43 AM Pacific Daylight Time SamuelKim Action Type:Manager review

One time, goodwill to customer of \$225.00 for detail.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYKUDA23CC ██████████	██████████	22,500
FINLEYVILLE, PA ██████████		Prod. Date: 10/4/11	Dealer: PA051	South Hills Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

\*\*\* PHONE LOG 06/16/2014 08:10 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent  
Sent customer goodwill check of #225.00 via USPS.

\*\*\* PHONE LOG 06/16/2014 09:44 AM Pacific Daylight Time JeffStroup Action Type:Outgoing call  
wtr left voicemail for customer to call back.

\*\*\* CASE CLOSE 06/25/2014 03:11 PM Pacific Daylight Time SamuelKim

\*\*\* PHONE LOG 07/01/2014 09:28 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Customer (Mr. ██████████) states ██████████

1. I never heard back from your manager
2. I got a check in the mail for the detailing
3. Okay, I would appreciate it

Writer states:

1. I will let me manager know and have him give you a call back

\*\*\* PHONE LOG 07/01/2014 12:15 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call

wtr spoke with Mr. ██████████ and stated:

1. calling in reference to vehicle
2. i understand that you asked for a supervisor call back

Mr. ██████████ stated:

1. yes, with all the concerns we had, i felt that kia tried to sweep this under the run
2. the sunroof **SHATTER**ed on our vehicle while my wife was driving
3. we dropped it off at the dealer
4. you had somebody come inspect the vehicle and found it inconclusive
5. so you took care of that
6. you gave us a rental vehicle to usc but we turned it in about a week early because i was able to use another vehicle to drive
7. i saved you guys all that money on rental charges
8. we then got the vehicle back and there was glass still in the car and there were finger prints and smudges on the outside of the vehicle by the sunroof
9. i went and had it detailed and you guys paid for that
10. i feel for all the time i took to take it to the dealer and turning in the rental, that you should be able to pay me something

wtr stated:

1. apologized for concerns
2. glad that you were reimbursed for the detail
3. wtr does not see what other out of pocket expenses you incurred

Mr. ██████████ stated:

1. well, when i had a problem with my Chevy, they gave me money
2. i saved you all that money in rental
3. it was a known fact that your sunroof **SHATTER** is your concern, its all over the internet

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
FINLEYVILLE, PA		5XYKUDA23C		22,500
		Prod. Date: 10/4/11	Dealer: PA051 South Hills Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

4. and you are trying to sweep it under the rug

wtr stated:

1. again apologized
2. wtr does not feel that we are trying to sweep anything under the rug
3. i see that you took the vehicle in and we had somebody come and inspect the vehicle
4. there was no determination of manufacturing defects or outside influence that could of caused it
5. with this, we assisted in repairing the vehicle as goodwill

Mr. [REDACTED] stated:

1. now your saying that its my fault
2. there are all sorts of kia's reporting this and on the internet

wtr stated:

1. no im not saying that its your fault
2. our glass is much larger then other manufacturers also have a larger population of vehicles on the road with the larger sunroof

mr. [REDACTED] stated:

1. well im just going to badmouth kia because they dont have good customer service
2. chevy was able to help me out
3. i even paid to have the sunroof tinted and your company didnt even offer to reimburse me that as well
4. who is your manager?
5. i would like to speak with him

wtr stated:

1. wtr gave supervisors name
2. wtr will have him contact you in a few days
3. thank you.

\*\*\* NOTES 07/10/2014 11:50 AM Pacific Daylight Time SamuelKim Action Type:Internal  
Pending NCAM to call back to customer.

\*\*\* NOTES 07/14/2014 12:07 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dealer PA077 and spoke with Tom in the Service Department

Writer states:

1. Requested ROs
2. Gave dealer call back number and fax number
3. Thanked dealer

Dealer states:

1. We have 10 ROs

\*\*\* PHONE LOG 07/14/2014 03:18 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call  
wtr left voicemail for customer to call back.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYKUDA23C0██████████	██████████	22,500
FINLEYVILLE, PA	██████████	Prod. Date: 10/4/11	Dealer: PA051	South Hills Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

\*\*\* PHONE LOG 07/15/2014 01:50

\*\*\* THIS FIELD HAS EXCEEDED THE MAXIMUM LIMIT. THE ABOVE ENTRY MAY HAVE BEEN TRUNCATED.  
PLEASE REFER TO THE ACTIVITY LOG FOR COMPLETE INFORMATION.

# Broken Sunroof 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] years old

**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>:

4/21/2014

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

<HH:MM> <AM/PM>:

8 am EST

**13 . What was the temperature?**

Approximate temperature in Fahrenheit:

probably 55-60 degrees fahrenheit.

**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:*

incident happened on Pennsylvania turnpike 43

**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:*

Finleyville, PA

**20 . What direction were you heading?**

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

Northbound on turnpike 43

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

pittsburgh city exit on the highway. It is the closest exit to where the accident happened.

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

*Exit before or after the incident location:*

The exit was before the accident happened. It was in between the Finleyville and Pittsburgh exit

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

probably about one mile

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

*If MOVING, what speed were you traveling at?:*

traveling at speed limit of 65 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:*

During time of the accident, road was not congested and no vehicle was within a hundred yards.

**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:*

regular passenger vehicles were present at time

**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.>:*

Highway was in normal conditions. No significant potholes, construction going on, or bad surface conditions

**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 > .  
Hear a loud explosion type noise and was really not aware of what was happening at the time of incident.*

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

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

*Driver was unaware of what had actually happened at first. the driver saw the glass pushing down on the sun shade and then looked around at all the glass on the floor.*

**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;  
the majority of the glass fell into the vehicle and was caught by the sunroof sunshade and the glass that did fall was between the passenger and driver seat . Also a little amount fell out the top of the roof damaging the paint on the roof.*

**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?**

*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 whole Sunroof was involved except for the outer edges of the sunroof.

**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:*

The majority ended up in the sun shade but some of the glass went over the roof of the vehicle scratching it and some dropped into the vehicle passenger area.

**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#:*

**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 provide a rental/loaner vehicle assistance while vehicle is down and being diagnosed.
- Would want to have the vehicle fixed and properly deemed safe for peace of mind.
- Also to maybe have the cost covered under warranty.
- Also maybe compensation for what has happened and the inconvenience

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A29CG [REDACTED]	[REDACTED]	34,230
San Antonio, TX	[REDACTED]	Prod. Date: 2/25/12	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**

\*\*\* PHONE LOG 04/23/2014 09:31 AM US Mountain Standard Time MHill

Writer contacts SVC TX002

Writer states:

1 Calling to verify sunroof **SHATTER**ed

Michelle SVC states:

1 Yes it did

2 RO# 859742 Open date: 4/22

\*\*\* PHONE LOG 04/23/2014 09:44 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer contacts [REDACTED]

Writer states:

1 Calling with a few more questions regarding the sunroof **SHATTER**ing

\*\*sunroof scripting completed\*\*

2 Should be contacted I would say within a few business days

Customer states:

1 Ok, thank you

\*\*\* NOTES 04/23/2014 09:45 AM US Mountain Standard Time MHill Action Type:Dealer contact

DISPATCHED FOR:

1 Review for sunroof **SHATTER**ing

2 Customer contact

\*\*\* PHONE LOG 04/28/2014 08:14 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd

NCA received email with photos attached from DPSM stating:

From: Childery, Stormy [KMA]

Sent: Thursday, April 24, 2014 10:42 AM

To: Kim, Samuel [KMA]; Hollis, Johna [KMA]; Peterson, Jim [KMA]

Cc: Peralta, Richard [KMA]; Howard, Janice [KMA]

Subject: Sunroof-Cust-[REDACTED]

Customer states the sunroof exploded while driving at highway speeds.

The unit is at Ancira Kia-TX002

Customer [REDACTED]

San Antonio, Texas [REDACTED]

Phone-[REDACTED]

[REDACTED]

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A29CC [REDACTED]	[REDACTED]	34,230
San Antonio, TX [REDACTED]		Prod. Date: 2/25/12	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

I did not find any impact marks on my inspection. The glass debris was removed prior to my inspection.

Pictures are 6 of 10.

Please review and advice.

\*\*\* NOTES 04/28/2014 08:23 AM Pacific Daylight Time MHillegas Action Type:Internal  
PER LEGAL - WE HAVE BEEN INFORMED ABOUT THE OPERATIVE FACTS OF CAS [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 04/28/2014 08:31 AM Pacific Daylight Time MHillegas Action Type:Incoming call  
NCA reviewed case with PQ:

1. DPSM inspected vehicle and did not find any impact marks on the vehicle.
2. Little or no glass remaining.
3. Unable to clear identify a cause for the sunroof **SHATTER**.
4. NCA to authorize goodwill repair.

\*\*\* PHONE LOG 04/28/2014 09:46 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with customer [REDACTED] and stated:

1. Name, company and case number.
2. We've received your case in our office for further review regarding an incident pertaining to the sunroof **SHATTER** on your Kia Sorento.
3. We were sorry to hear about the 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 with resolving this matter.
5. A Kia Rep inspected and took photos of vehicle and sent them to us for further review.
6. We've reviewed your case with engineering.
7. Based on our review we have been unable to clearly identify a cause for the sunroof **SHATTER**, whether due to external impact or not.
8. Therefore, KMA will authorize replacement of the sunroof as a goodwill gesture.
9. Wtr would like to send you an offer letter for your review and signature.
10. Wtr to communicate our findings and decision with Kia Rep and dealer and authorize repairs.
11. Have you been provided with alternatc transportation?

Customer stated:

1. I would like to accept Kia's goodwill offer to repair vehicle.
2. Will I have to pay out of pocket for anything.
3. Dealer provided me with a loaner vehicle a couple days after vehicle was taken to the dealer.
4. You can email offer letter to me at [REDACTED]
5. Thank you for your assistance in this matter.

\*\*\* PHONE LOG 04/28/2014 09:19 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with SM Javier Gomez at TX002 and stated:

1. Name, company and address for call.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A29CG [REDACTED]	[REDACTED]	34,230
San Antonio, TX [REDACTED]	Prod. Date: 2/25/12		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. NCA reviewed photos with engineering.
3. Based on our review we have been unable to clearly identify a cause for the sunroof **SHATTER**.
4. KMA is authorizing dealer to replace sunroof as a goodwill gesture to customer.
5. Wtr contacted customer and offered goodwill repair to him.
6. NCA will reimburse dealer at warranty dollars through a credit on the parts statement.
7. A warranty claim should not be submitted.
8. Repair invoice should be sent to wtr.
9. Wtr to send confirmation email to SM, DPSM & RCAM.

SM stated:

1. I will order the parts today.
2. My email address is jgomez@ancira.com.

\*\*\* PHONE LOG 04/28/2014 10:32 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent  
Wtr sent goodwill offer letter to customer, [REDACTED]

\*\*\* PHONE LOG 04/30/2014 10:27 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax rec'd  
NCA received a copy of signed offer letter from customer [REDACTED] and wtr attached a copy to the case.

\*\*\* PHONE LOG 05/14/2014 07:21 AM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent  
Wtr sent email to SM JGomez at TX002 with cc: to DPSM & RCAM on 4-28-14 stating:  
Per our conversation earlier today, KMA has completed its investigation of the incident pertaining to the [REDACTED] 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 **SHATTER**ed 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.

\*\*\* PHONE LOG 05/14/2014 07:30 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with SM JGomez at TX002 and stated:

1. Wtr called to check the status of repair and obtain a copy of final repair order so wtr can process it for payment to dealer.

SM stated:

1. We completed the repair and customer had picked up the vehicle.
2. However, customer heard some rattling around the sunroof area, possibly from pieces of glass.
3. Vehicle is here now and we're checking for loose pieces of glass in the headliner and detailing car.
4. It should be done either today or tomorrow.
5. We provided customer with a loaner

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A29CC [REDACTED]	[REDACTED]	34,230
San Antonio, TX	[REDACTED]	Prod. Date: 2/25/12	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

Wtr stated:

1. Please email wtr when vehicle is done and attach a copy of the final repair invoice.

\*\*\* PHONE LOG 05/22/2014 11:11 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr called SM Javier Gomez at TX002 and left a detailed VM requesting a call back with status of repairs.

\*\*\* PHONE LOG 05/29/2014 09:42 AM Pacific Daylight Time MHillegas Action Type:Incoming call  
Wtr received a copy of RO#859742 from TX002 and attached a copy to the case.

\*\*\* NOTES 05/29/2014 09:44 AM Pacific Daylight Time MHillegas Action Type:Internal  
File submitted for GW processing.

\*\*\* NOTES 06/23/2014 03:41 PM Pacific Daylight Time MHillegas Action Type:Internal  
NCA received dealer invoice for TX002 reflecting credit for \$614.00 posted on 6/10/14.

\*\*\* CASE CLOSE 06/23/2014 03:43 PM Pacific Daylight Time MHillegas

# Broken Sunroof 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>:*

*4/17/2014*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

*6:30 p.m.*

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

*70's-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:*

285N

**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:*

Santa Fe

**20 . What direction were you heading?**

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

N

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

no exits, long desolate road

**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 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:*

Entire road was clear

10-15 minutes without seeing 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 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*.>:

clear and 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.>:*  
Sounded like a gun going off then all of a sudden sunshade started flopping up and down. Pulled over, wasn't too much glass left, only some still in the frame.  
It exploded outward and wind blew it away.

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

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

Pulled over, wasn't too much glass left, only some still in the frame

**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;*  
Most of it blew out, small pieces in the compartment, most of the sunshade caught the glass

**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.:*

Most of the glass was gone, just a few jagged pieces

**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 the sunshade caught it, not too much left, most of it flew off.

**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:*

Passenger 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 and claim#:*  
4/22  
Called RSA that Kia provides, took to dlr on Friday morning 4/18

**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>:*

Find out why the glass shattered while driving.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
		5XYKWDA29DG		0
Beloit, OH		Prod. Date: 4/18/12	Dealer: OH063 Kia of Alliance	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

**Case History**

\*\*\* PHONE LOG 03/19/2014 05:10 AM US Mountain Standard Time NSerrano

SVCM Ken from OH068 stated:

1. I need to talk to Jeff Stroup

Writer stated:

1. Asked if there was a case #

SVCM ken stated:

1. No I just have a customer that the sunroof imploded when they were driving
2. And per the DPSM he told me to contact Jeff Stroup

Writer stated:

1. Asked if vehicle was currently at dealer
2. RO# and open date?
3. Advised writer would need to contact customer to gather some more information then send this case to NCA per guidelines

SVCM stated:

1. It came in 3/18/14 RO#26215
2. It's not here
3. They wanted to know what can be done under warranty
4. Cust# is
5. Thank you

Writer stated:

1. Gave case#
- 2 Thanked for calling kia

\*\*\* PHONE LOG 03/20/2014 06:12 AM US Mountain Standard Time NSerrano Action Type:Outgoing call

Writer called customer

1. Calling to follow up on the sunroof
2. Need to gather some information
3. Gave KCA 1-800 and case #
4. Request callback

\*\*\* PHONE LOG 03/20/2014 06:12 AM US Mountain Standard Time NSerrano Action Type:Web Contact

[!<For Internal Use Only

If customer calls, Get sunroof scripting and dispatch to NCA>!]

\*\*\* PHONE LOG 03/20/2014 08:47 AM US Mountain Standard Time TThacker Action Type:Incoming call

Cust calls

1. Returning call

Writer states

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA29DG [REDACTED]	[REDACTED]	0
Beloit, OH [REDACTED]		Prod. Date: 4/18/12	Dealer: OH063	Kia of Alliance

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

1. Thank you
2. Runs sun **ROOF** script

Cust states

1. Would like kia to fix this and put me in a loaner in the mean time

\*\*\* NOTES 03/20/2014 08:51 AM US Mountain Standard Time TThacker Action Type:Manager review  
Dispatching to NCA

1. Cust alleges sun **ROOF** imploded
2. Veh is at cust home
3. Please review case and follow up with cust
4. Cust requesting KMA repair veh and provide rental

\*\*\* PHONE LOG 03/21/2014 01:09 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling in regards to your 2013 KIA Sorento
2. Requested call back
3. Gave call back number

\*\*\* PHONE LOG 03/21/2014 04:00 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED] calling you
2. I just got in a little late
3. Evidently you're done for the day, you can give me a call whenever you get a chance
4. Thank You

\*\*\* PHONE LOG 03/24/2014 12:25 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. I will be handling your case from this point forward
2. Where is the vehicle currently at?

Customer states:

1. It's with me
2. The panoramic **ROOF**ing of it just exploded outward

Writer states;

1. Was your insurance company contacted?
2. Did you take this vehicle to a KIA dealership?
3. Can you tell me what happened
4. Was you or your son injured?
5. Was the police department contacted?
6. Let me do some research and I will get back with you

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA29D [REDACTED]	[REDACTED]	0
Beloit, OH [REDACTED]		Prod. Date: 4/18/12	Dealer: OH063 Kia of Alliance	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

Customer states:

1. No, I haven't done it yet because it wasn't a accident or anything
2. I talked with a Troy and he said he had to get with you guys
3. It was just right down the road, it sounded like a shotgun glass
4. I pulled over to an empty lot and the **ROOF SHATTER**ed, it went outward a little bit
5. No injuries
6. No police department, no accident
7. If you guys can, the sooner we can get this taken care of
8. Thank You

\*\*\* NOTES 03/24/2014 12:31 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
Pending response from region for FTR appointment.

\*\*\* NOTES 03/26/2014 09:10 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

\*\*\* NOTES 03/26/2014 09:11 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
FTR inspection scheduled for 4/3.

\*\*\* PHONE LOG 03/26/2014 09:12 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called and spoke with Mrs. [REDACTED]

Writer states:

1. Our field expert will be going be at the dealership on 4/3
2. Requested customer to drop off vehicle 1 or 2 days prior
3. Unfortunately, that is the earliest he is able to be out there
4. When you come to drop off the vehicle, we will place you in a loaner/rental

Customer states:

1. Is there anyway they can come out sooner?
2. I'll give him the message
3. Thank You

\*\*\* PHONE LOG 03/26/2014 09:17 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr OH068 and spoke with Rhonda in the Service Department:

Writer states:

1. Customer's vehicle was involved in a sunroof **SHATTER**
2. FTR will be out there on Thursday 3/3 to inspect vehicle
3. I've notified the customer to drop off their car a day or 2 early
4. Please place the customer in a rental per KIA's Rental Policy, no gas, no insurance
5. KIA will cover the cost of the rental

Dealer states:

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA29D[REDACTED]	[REDACTED]	0
Beloit, OH [REDACTED]		Prod. Date: 4/18/12	Dealer: OH063 Kia of Alliance	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

1. We don't have loaners, but we can get a rental through Hertz
2. Okay, thank you

\*\*\* NOTES 03/26/2014 09:28 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
Case notes states incorrect dealership. Vehicle was taken into dlr OH063.

\*\*\* PHONE LOG 03/26/2014 09:30 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr OH068 and spoke with Daryl in the Service Department:  
1. Please disregard information that was given

\*\*\* PHONE LOG 03/26/2014 09:36 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr OH063 and spoke with Ken, Service Manager  
Writer states:  
1. FTR will be coming out there on 3/3  
2. Customer will be dropping off vehicle a day or 2 prior  
3. Please place customer in a rental  
4. When the customer came in, were you able to inspect the vehicle?

Dealer states:  
1. There a hole the size of a basketball  
2. I can't tell if something hit it or not

\*\*\* NOTES 04/02/2014 02:01 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
Received message from FTR  
1. Inspected sunroof today  
2. Requested call back

\*\*\* PHONE LOG 04/02/2014 02:02 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called FTR and left message requesting call back.

\*\*\* NOTES 04/02/2014 02:17 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
FTR states:

1. In the front of the rear glass, there is a leading chip that could coincide with the **SHATTER**
2. There's a small chip on the window that **SHATTER**ed
3. Dealer said he can get it put together by Monday
4. And the customer also wants to get the shade replaced at the same time
5. There a lot of **SHATTER**ed glass in this thing

\*\*\* NOTES 04/04/2014 08:37 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received photos from FTR.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA29DC [REDACTED]	[REDACTED]	0
Beloit, OH	[REDACTED]	Prod. Date: 4/18/12	Dealer: OH063 Kia of Alliance	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

Called dlr OH063 and spoke with Ken in the Service Department:

Writer states:

1. Do you know what needs to be repaired to the vehicle?
2. Please proceed with the repairs to the customer's vehicle
3. I will send you all the information via email
4. This is a one-time goodwill from NCA
5. Do you know when the vehicle is going to be ready by?
6. Gave dealer call back number
7. Thank You

Dealer states:

1. Rear moonroof and the retractable liner on the inside
2. My email is ken.kiaservice@live.com
3. I'm shooting for Monday night

\*\*\* PHONE LOG 04/04/2014 12:22 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with Mrs. [REDACTED]

Writer states:

1. KIA is offering to repair your vehicle as a one-time goodwill
2. I spoke with the dealership and they expect to have your vehicle repaired sometime next week
3. They should be giving you a call once the vehicle is ready for pickup

Customer states:

1. My husband won't be back in until 7PM tonight
2. Thank You so much

\*\*\* NOTES 04/04/2014 12:27 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent email to Ken, Service Manager at dlr OH063 (ken.kiaservice@live.com) and CC'd DPSM:

Hi Ken,

Thank you for all your help with this. Please proceed with the repairs to [REDACTED] 2013 Sorento (VIN

#5XYKWDA29DC [REDACTED] sunroof **SHATTER** including any damages as a direct result of the sunroof **SHATTER** (eg. dent, paint damage, headliner, etc). Once completed, please forward me the rental bill, sublet bill and RO billed out 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 note on the RO that after reviewing/investigating sunroof **SHATTER**, there are no obvious signs of cause for sunroof **SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sunroof as a one-time goodwill gesture on behalf of the customer. If you have any questions, please feel free to contact me.

\*\*\* PHONE LOG 04/15/2014 01:41 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr OH063 and spoke with Ken, Service Manager

Dealer states:

1. He picked up today, we got it all finished up and cleaned up for him

Writer states:

1. Requested RO billed out at warranty pricing, sublet bill and rental bill
2. Gave dealer call back number, fax number and email address



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYKWDA29DG		0
Beloit, OH		Prod. Date: 4/18/12	Dealer: OH063	Kia of Alliance

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

\*\*\* PHONE LOG 04/15/2014 01:44 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer:

Writer states:

1. Calling to follow up with you on your vehicle
2. I apologize for the delay
3. If you have any questions or concerns, you are more than welcome to give us a call back
4. Verified customer had call back number

Customer states:

1. It took a long time
2. Alright

\*\*\* PHONE LOG 04/16/2014 12:57 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from Ken, Service Manager at dlr OH063

1. This is Ken with KIA of Alliance here in Alliance, Ohio
2. Calling in regards to a glass claim I have here
3. Could you give me a call at your convenience (330)680-4507
4. Again my name is Ken, I'm the Service Manager
5. Thank You

\*\*\* PHONE LOG 04/16/2014 01:02 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr OH063 and spoke with Ken in the Service Department:

Writer states:

1. I received your message this morning
2. Please add it to the RO billed out at warranty pricing

Dealer states:

1. I wanted to know if I can get reimbursed for cleaning the glass out
2. Thank You

\*\*\* PHONE LOG 04/23/2014 02:49 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

Received RO #26392 from Ken in the Service Department at dlr OH063.

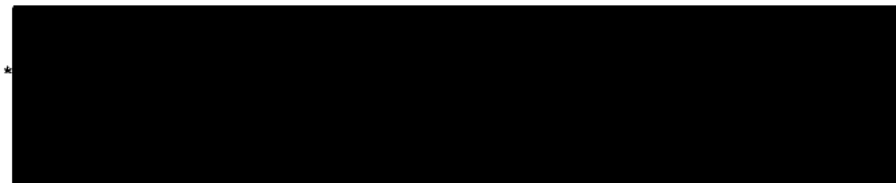
Samuel, here is the repair for the glass repair, call if you have any question. Thanks Ken Whitcher OH063

\*\*\* NOTES 04/23/2014 03:13 PM Pacific Daylight Time SamuelKim Action Type:Manager review

Reviewed case with PQ. Cause of **SHATTER** inconclusive.

\*\*\* NOTES 04/23/2014 03:15 PM Pacific Daylight Time SamuelKim Action Type:Manager review

One time, goodwill to dlr OH063 of \$1991.88 for sunroof repair.



# Broken Sunroof 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>:*

*17 March 14*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

*530 pm*

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

*50 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:*

Route 62

**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:*

Alliance

**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?:*

Mahony ave

**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:*

1/4 Mile

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

*If MOVING, what speed were you traveling at?:*

35 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, moving steadily

**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*.>:  
Mostly smooth, no big pot holes
- 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 shot gun blast
- 62 . What did you first see in relation to the broken glass?**  
Describe what you *FIRST* saw when the glass broke:  
Glass looked shattered, broken around the edges
- 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:  
Pieces broke off around the edges, the center started coming out as I drove and fell into the sliding cover
- 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?**  
Almost all of it is in the inside, some may have blown off the top

**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?**

*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.:*

Not the rear part of the panoramic 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:*

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:*

Front 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?**

*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 would like veh repaired, cust would like to be put in a loaner / rental while veh is down.

# Kia Motors America

## Consumer Affairs Department

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Last name	First name	VIN of 2011 SORENTO SX FWD	Case Number	Mileage
Charlotte, NC		5XYKW4A24BC		28,180
Prod. Date: 11/17/10		Dealer: NC024 Folger 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 03/10/2014 01:57 PM US Mountain Standard Time GRomero

Writer calls NC024 and states;

1. Gave writer, customer and vehicle information
2. Requested information about sunroof.

Mike, SVC Director:

1. The customer said the sunroof exploded
2. The glass in there was bubbled up
3. I had my tech open a TL case.

\*\*\* NOTES 03/13/2014 01:16 PM US Mountain Standard Time NSerrano Action Type:Manager review

Dealer :Folger Kia

Technician :Christopher Walker

Service Manager :Mike Melton (Fixed Ops Director)

Dealer Phone :7045693300

DPSM :Bob Stricklen

Vehicle Model :SORENTO

Model Year :2011

Mileage :28180

Initial comments by Technician found in TL Case #

\*\*\* Performed by contact: Christopher Walker, \*09192010115510

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

Problem Description :

I have a panoramic sunroof that the customer claims just randomly **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.

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

\*\*\* PHONE LOG 03/13/2014 02:27 PM US Mountain Standard Time NSerrano Action Type:Outgoing call

Writer called customer

1. Calling to follow up
2. Advised KCA needs to gather some information for Sunroof
2. Gave KCA 1-800 and case #
3. Request callback

\*\*\* PHONE LOG 03/13/2014 02:12 PM US Mountain Standard Time HHill Action Type:Incoming call

Customer states:

1. I got a call about this case number - given
2. Do I need a copy of this conversation?
3. Okay thank you

# Kia Motors America

## Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYKW4A24BG		28,180
Charlotte, NC		Prod. Date: 11/17/10	Dealer: NC024	Folger Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Writer states:

1. Confirm customer name
2. Customer received call due to incident with sunroof
3. Took sunroof scripting
4. Customer will receive call from National Office in 2-3 business days
5. Customer can request from the National Office
6. Thanked customer for calling Kia

\*\*\* NOTES 03/13/2014 02:13 PM US Mountain Standard Time HHill Action Type:Manager review

Dispatching case to NCA

Possible product liability

\*\*\* PHONE LOG 03/17/2014 01:17 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to follow up with you on your 2011 KIA Sorento
2. I wanted to address your concerns
3. Requested call back
4. Gave call back number

\*\*\* PHONE LOG 03/17/2014 01:22 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr NC024 and spoke with Service Manager Mike Melton

Writer states:

1. Is the vehicle at your dealership?
2. Thank You very much

Dealer states:

1. I called Techline Friday
2. I never heard of it and I talked to my DPSM
3. We went ahead and ordered the sunroof glass
4. The car had been down for 5 days
5. Techline said go ahead and replace the glass
6. I had my glass company do that
7. The customer was happy, all the glass was cleaned up
8. We didn't see anything, no boulders, nothing that could have hit the glass
9. The glass company could not see anything either
10. We released the car back to her on Friday

\*\*\* PHONE LOG 03/21/2014 08:00 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. Calling to follow up with you on your 2011 KIA Sorento
2. KIA has documented your case in our system
3. If KIA determines there is an issue with your vehicle, KIA will notify you
4. Every sunroof **SHATTER** is case-by-case
5. If you have any questions or concerns, you are more than welcome to contact us



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A24BG [REDACTED]	[REDACTED]	28,180
Charlotte, NC [REDACTED]		Prod. Date: 11/17/10	Dealer: NC024 Folger Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Customer states:

1. I'm sorry I didn't return your call, I work 12 hour shifts
2. I understand you are investigating the sunroof
3. This is one of the reasons why I got the vehicle for the sunroof and I'm still afraid
4. Thank You for reassuring me

\*\*\* CASE CLOSE 03/21/2014 08:01 AM Pacific Daylight Time SamuelKim

# Broken Sunroof 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>:*

*3/10/2014 around 1-2 pm*

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

*<HH:MM> <AM/PM>:*

*1-2 pm*

**13 . What was the temperature?**

*Approximate temperature in Fahrenheit:*

*clear sunny day around the upper 60's to lower 70's*

**14 . Was there precipitation?**

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

*Had the car washed at the Kia dealership*

**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:*

Independance Blvd

**29 . What city or town did the incident occur?**

*Name of city or town:*

Charlotte

**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?:*

3 lanes, I was in the middle lane

**32 . Describe the traffic conditions around you at that time.**

*Description of traffic conditions around you at that time:*

It was normal traffic for that street. It's like a little freeway  
It was moving smoothly

**33 . What direction were you heading?**

*Direction of travel (north bound, east bound, etc.):*

South

**34 . What cross-street were you nearest that you can remember?**

*Nearest cross-street at the time of the incident:*

I don't remember

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

*If MOVING, what speed were you traveling at?:*

40 - 45 mph

**36 . What was the condition of the street? (e.g., freshly paved, normal roughness, had some holes or broken surface, w:**

*<Obtain more details if the caller says anything other than freshly paved.>:*

smooth street

**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 heard the pop, I thought it was the tire or a gun shot. When I looked outside of the car I didn't notice anything but I heard it falling. So I pulled over and then I noticed it was broken. I heard it shatter and the little pieces just kept falling. The glass was bent outward not inward. It was like pressure

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

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

It was outward broken not inward

**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:*

Only in the middle like a shattered look all the way through

**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:*  
It was in the middle of the seat and on the floor  
There were a couple of pieces on the side of the driver 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?**

*No response selected.*

**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 middle of the sunroof was opened and the edges were in tact facing upwards the glass was still crackly looking

**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:*

Its probably on there but I didn't close it

**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>:*

To have my car fixed but at the same time Im wondering if it will happen again

I'm worried because I have a new grand baby that I got the car for so she could look out of that panaromic sunroof. If she's back there I will be worried about it happening again.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A2XBC [REDACTED]	[REDACTED]	61,146
Palmyra, MO [REDACTED]		Prod. Date: 12/1/10	Dealer: IL055 Shottenkirk Kia of Quincy	

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 07/29/2014 02:14 PM US Mountain Standard Time RBauer

Customer's Wife states:

1. I was driving and the sun **ROOF SHATTER**ed.

Writer states:

1. Apologized for issue.
2. Ran script.
3. Advised that the case will be sent to NCA for further review.
4. Advised that NCA will follow up in 2 business days.
5. Gave name and case #.
6. Advised to call back if additional assistance is needed.

Customer states:

1. Thanked writer.

\*\*\* NOTES 07/29/2014 02:15 PM US Mountain Standard Time RBauer Action Type:Dealer contact

Writer called IL055 and was advised that the Svc Department was closed.

\*\*\* NOTES 07/30/2014 06:54 AM US Mountain Standard Time RBauer Action Type:Dealer contact

Dealer Contact: Svc Adv Jesse

Customer Name [REDACTED]

Customer phone#: Same as above

Customer Address: Same as above

VIN: 5XYKU4A2XBC [REDACTED]

MY and Mileage: 2011 Sorrento, 61124 Miles

Original Owner: Y

Dealer Code/Selling Dealer: IL055/IL055

RO# and Open Date: RO# 195603, Opened 7/28/14

Days Down at initial Service Alert report: 1

Current Repair Issue and Diagnosis:

- Customer states sun **ROOF EXPLO**ded

- Have not started work, awaiting information from KMA

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

ETA for completion of repairs: Unsure

Techline Case: N

Rental/Loaner Provided/Date: Y, 7/29/14

Customer Request: N/A

Justification of Goodwill: N/A

Dealer contacted their DPSM: N

If HEV vehicle, is dealer HEV certified: N/A

\*\*\* NOTES 07/30/2014 06:57 AM US Mountain Standard Time RBauer Action Type:Internal

Forwarding to NCA;

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A2XBC [REDACTED]	[REDACTED]	61,146
Palmyra, MO	[REDACTED]	Prod. Date: 12/1/10	Dealer: IL055 Shottenkirk Kia of Quincy	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

1. Customer claims that sun **ROOF EXPLO**ded while driving.
2. Forwarding to NCA for further review.
3. Customer requesting call back.

[!<For Internal Use Only

Writer sent case noted to DPSM CWebster as FYI.>!]

\*\*\* PHONE LOG 07/31/2014 12:14 PM US Mountain Standard Time JJenkins Action Type:Outgoing call

Customer Mrs. [REDACTED] states:

- 1 Gave case number
- 2 checking on status

Writer states:

- 1 Showing case just sent to the dept that reviews these matters
- 2 We do request 2-3 business days for follow up
- 3 As it was just sent request cust wait for contact; Anaylst reviewing case will be notified of call in

Customer states:

- 1 ok thank you

\*\*\* PHONE LOG 07/31/2014 04:18 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message

1. Calling in regards to a 2011 KIA Sorento
2. Requested call back
3. Gave call back number

\*\*\* PHONE LOG 08/01/2014 11:46 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED] again calling about my KIA trying to return your call that I missed yesterday
2. I'd appreciate it if you'd call me back
3. My numbers [REDACTED]
4. Thank You

\*\*\* PHONE LOG 08/01/2014 12:01 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with [REDACTED]

Writer states:

1. Calling in regards to your 2011 KIA Sorento
2. I apologize for your situation
3. Can you tell me where the vehicle is currently at?
4. Were you placed in a rental or a loaner?
5. Can you tell me what happened?

Customer states:

1. It is at KIA Shottenkirk KIA
2. They did give me a rental
3. I was just driving down highway 61 about 70MPH



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
Palmyra, MO		5XYKU4A2XBC		61,146
Prod. Date: 12/1/10		Dealer: IL055 Shottenkirk Kia of Quincy		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

4. I had my foster son in the back and he's
5. All of a sudden, my sun **ROOF SHATTER**ed
6. The bar that holds the glass in fell down and hit me on the head

Writer states:

1. Were you injured? Are you okay?
2. Were you involved in an accident because of this? Any other vehicles involved?

Customer states:

1. I'm okay, thank god I could control the car
2. I took the vehicle to Jerry's Glass and they took the glass out for me
3. I took the baby home and I took my car to Shottenkirk
4. No accident no other vehicles

Writer states:

1. Requested photos of the vehicle
2. Did you contact your insurance company?
3. KIA will be sending out a field expert to inspect your vehicle
4. Once the inspection is complete, I will give you a call back
5. You are more than welcome to stay in the rental until the inspection
6. Thank You

Customer states:

1. I should have, but I didn't take any photos
2. No insurance
3. Thank You

\*\*\* NOTES 08/07/2014 12:07 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dealer IL055 and spoke with Service Department

1. Requested photos of vehicle
2. Gave dealer email address
3. Thanked dealer

\*\*\* NOTES 08/07/2014 12:23 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received photos from Service Manager Jesse at dealer IL055.

\*\*\* NOTES 08/07/2014 12:28 PM Pacific Daylight Time SamuelKim Action Type:Internal  
Sent FTR request to region. Pending response.

\*\*\* NOTES 08/07/2014 02:36 PM Pacific Daylight Time SamuelKim Action Type:Internal  
FTR to inspect vehicle on 8/8.

\*\*\* NOTES 08/08/2014 12:43 PM Pacific Daylight Time SamuelKim Action Type:Internal  
Received photos from FTR.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A2XBG [REDACTED]	[REDACTED]	61,146
Palmyra, MO [REDACTED]		Prod. Date: 12/1/10	Dealer: IL055 Shottenkirk Kia of Quincy	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

\*\*\* NOTES 08/12/2014 08:31 AM Pacific Daylight Time SamuelKim Action Type:Internal  
Reviewed case with KMA Engineers:

1. Cause of **SHATTER** inconclusive

\*\*\* NOTES 08/12/2014 08:34 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received email from Service Manager Jesse at dealer IL055 (jessejob@icloud.com) and CC'd DPSM CWebster  
Hi Jesse,

Thank you for all your help with this. Please proceed with the repairs to Mr. [REDACTED] vehicle (2011 Sorento, VIN #5XYKU4A2XBG [REDACTED] including damages as a direct result of the sun**ROOF SHATTER** (eg. dent, paint damage, etc.). Once completed, please forward me the rental bill, sublet bill and RO billed out 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 note on the RO that after reviewing/investigating sun**ROOF SHATTER**, there are no obvious signs of cause for sun**ROOF SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sun**ROOF** as a one-time goodwill gesture on behalf of the customer. Thank you for all your help and please feel free to contact me if you have any questions.

\*\*\* NOTES 08/20/2014 09:28 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dealer IL055 and spoke with Jesse in the Service Department  
Writer states:

1. Calling to get an update on this vehicle
2. Yes I did, thank you

Dealer states:

1. Did you get the fax this morning?

\*\*\* PHONE LOG 08/20/2014 09:31 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called and spoke with Mrs. [REDACTED]

Writer states:

1. Calling to follow up with you on your vehicle
2. I hope everything works out for you, if you have any questions, you are more than welcome to contact me

Customer states:

1. We're going to trade the vehicle in
2. Thank you for all your help

\*\*\* NOTES 08/20/2014 09:33 AM Pacific Daylight Time SamuelKim Action Type:Internal  
One time, goodwill to dealer IL055 of \$894.15 for sun**ROOF** repair.

\*\*\* NOTES 09/09/2014 08:49 AM Pacific Daylight Time ADellarocca Action Type:Dealer contact  
Goodwill to dealer \$894.15

# 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>:*

*7/29/14*

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:*

*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:*

Highway 61

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

4 Lane highway

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

*Nearest City or Town from the incident location:*

Palmyra

**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?:*

Ross St exit

**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:*

100 yards

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

*If MOVING, what speed were you traveling at?:*

68 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:*

Regular 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:*

Mostly smaller Veh and one Semi-trailer

**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

**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.>:*  
The sunroof made a loud exploding noise

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

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

The glass broke into the Veh.

**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:*  
Entire amount of glass.

**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?**

*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.:*

*Entire sunroof*

**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:*

*All glass went into the passenger cabin*

**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:*

*I was driving and my great nephew was in the rear seat.*

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

*Yes*

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

*Yes*

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

*Yes*

**85 . Who was injured?**

*Name, address and phone number of who was/were injured:*

Minor cuts and bruises

**86 . What were the seating positions were the injured?**

*Name of injured and seating position for each:*

Driver and passenger

**87 . Was the injury from glass or any other debris?**

*Injury from glass.*

**88 . Describe the nature of the injuries.**

*Please describe the mentioned injuries:*

**89 . Did any of the injured persons seek medical attention?**

*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>:*

To replace the sunroof



# Kia Motors America

## Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA27DC [REDACTED]	[REDACTED]	15,259
Kent, WA [REDACTED]		Prod. Date: 8/29/12	Dealer: WA003	Auburn Valley 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 11/06/2013 09:23 AM US Mountain Standard Time DLYons

800 vm by WA003 Todd Foster

Provided cust/vin

1. RO open date 11/5/2013
2. Cust states when driving down freeway at 50 mph the sunroof exploded and come in on customer
3. DPSM stated to contact KCAC

\*\*\* PHONE LOG 11/06/2013 04:25 PM US Mountain Standard Time TThacker Action Type: Web Contact

Writer calling WA003 service department spoke with Nathan

1. Calling for repair history

Nath stated

Contact Name: Same as above

Customer phone #: Same as above

Customer address: Same as above

Year/Model/Mileage of Vehicle: 13 Sorento 15259

RO# and Open Date: RO 708243 open date 11/5/2013

Days Down at initial Service Alert report: 2

Repair Issue: Cust alleges su

ETA for completion of repairs: NA

Repeat Repair (Y/N), if so, how many? N

Techline Case: na

Rental Provided? If so, since when? N

DPSM contacted by dealer? Y

\*\*\* PHONE LOG 11/06/2013 04:47 PM US Mountain Standard Time TThacker Action Type: Outgoing call

Writer called cust

1. Calling because dealer advised this office that cust had concerns with veh
2. Provides number case number

Cust states

1. Sunroof glass **BROKE** while driving the veh
2. Would like KMA to repair veh
3. Norwest fleet lease inc, demo car

\*\*\* PHONE LOG 11/07/2013 05:04 PM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. Wtr is going to be handling case.
3. Wtr will be in close communication with dlr and customer.
4. Provided contact info.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
Kent, WA		5XYKUDA27DG		15,259
Prod. Date: 8/29/12		Dealer: WA003 Auburn Valley Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

5. This vehicle is a fleet vehicle?

Customer:

1. Well, I own a leasing company.
2. This was leased by one of our customers.
3. Sadly, she passed away a few months after she leased this.
4. I went to pick it up and drove it back to WA.
5. I have been driving it around.

Wtr:

1. Ok, well wtr will be setting up inspection.
2. Wtr will make all the arrangement and contact customer once more info is available.
3. Thank you.

\*\*\* PHONE LOG 11/08/2013 03:54 PM Pacific Daylight Time J Mojica Action Type: Outgoing call  
Wtr spoke to SVCA/Warranty Admin Trish and requested pictures.

\*\*\* PHONE LOG 11/11/2013 08:22 AM Pacific Daylight Time J Mojica Action Type: Web Contact  
Wtr received pictures from Trish at dlr.

\*\*\* EMAIL OUT • 11/11/2013 J Mojica Action Type: External email

Send to: [Mojica, Jeannie [KMA]]

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]>

\*\*\* PHONE LOG 11/12/2013 04:02 PM Pacific Daylight Time SamuelKim Action Type: Incoming call

Received call from dlr WA003, Trish, Warranty Administrator

Dealer states:

1. There was someone from KIA to come and look at this vehicle at 12 today
2. No one showed up
3. My number is (253)939-4507, extension 317

Writer states:

1. I will forward the information to the case owner and have them call you back

\*\*\* NOTES 11/12/2013 04:18 PM Pacific Daylight Time J Mojica Action Type: Manager review

\*\*\* CORRECTION TO NOTES ABOVE^^ FRT INSPECTION TO TAKE PLACE TOMORROW 11/13/13 AROUND NOON TIME \*\*\*

# Kia Motors America

## Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA27DC [REDACTED]	[REDACTED]	15,259
Kent, WA	[REDACTED]	Prod. Date: 8/29/12	Dealer: WA003 Auburn Valley Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 11/13/2013 12:13 PM Pacific Daylight Time JMoJica Action Type:Incoming call

Wtr received VM from FTR:

1. No visible signs of impact.
2. FTR will file FPQR.
3. Requested that wtr contact dlr to discuss procedure.

\*\*\* NOTES 11/18/2013 10:48 AM Pacific Daylight Time JMoJica Action Type:Manager review

Per PQ Dept.: Please authorize repairs under CA GW.

\*\*\* PHONE LOG 11/18/2013 10:56 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to Trish:

1. Repairs completed.
2. Trish is faxing over RO.
3. Wtr to contact customer.

\*\*\* PHONE LOG 11/20/2013 01:23 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr contacted Trish:

1. Customer is already back in vehicle.
2. Trish will send over RO.

\*\*\* PHONE LOG 11/27/2013 09:51 AM Pacific Daylight Time JMoJica Action Type:Web Contact

Wtr received copy of RO via email.

\*\*\* NOTES 12/02/2013 09:30 AM Pacific Daylight Time JMoJica Action Type:Manager review

Wtr submitted GW request: 87859

\*\*\* NOTES 12/10/2013 04:04 PM Pacific Daylight Time JMoJica Action Type:Manager review

Wtr confirmed dlr reimbursed on parts statement.

\*\*\* CASE CLOSE 12/10/2013 04:04 PM Pacific Daylight Time JMoJica

# Broken Sunroof 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>:

11/04/13/13 1230 pm about 55 degrees clear day

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*

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 97

**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:*

Wenatchee, wa

**20 . What direction were you heading?**

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

West bound

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

Not sure maybe the Monitor highway

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

*Exit before or after the incident location:*

1/4 before

**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?:*

60 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, clear weather, next to a semi truck

**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:*

Enclosed trailer, semi 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 road, nothing in the 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.>:*  
A loud noise, sound like a gun shot.

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

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

Sun shade was almost shut (1 inch) a few flake in the car, saw some flying off the roof behind the car

**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:*

Middle of the glass, not sure of initial size due sun shade being closed and glass flying off veh while driving.

**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:*

Very little glass in the cabin, mostly flew off the veh.

**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.:*

*Middle of the front sliding peice.*

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

*Partially CLOSED*

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

*Percent closed:*

*95%*

**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 flew off of the veh, a small percent of the glass was caught by sun shade*

**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:*

*Front passenger 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?**

*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 would like KIA to repair the veh at no cost to cust.



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A23B [REDACTED]	[REDACTED]	51,815
Ranchos Palo Verde, CA [REDACTED]		Prod. Date: 8/10/10	Dealer: CA186 Car Pros 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 06/02/2014 08:54 AM US Mountain Standard Time MHill

Writer contacts Service Department CA186

Writer states:

1 calling to verify sunroof **SHATTER**ed while driving

Leslie Svc Adv states:

1 RO# and open date: 173886 5/29

2 Yes it did

\*\*\* PHONE LOG 06/02/2014 10:10 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer leaves VM for [REDACTED]

Writer states:

1 calling with a few questions regarding sunroof

2 Request callback

3 Provides case #, extension, and contact info

[!<For Internal Use Only

\*\*Please complete sunroof scripting if customer calls back in\*\*>!]

\*\*\* PHONE LOG 06/03/2014 01:11 PM US Mountain Standard Time MHill Action Type:Outgoing call

Writer leaves VM for [REDACTED]

Writer states:

1 calling with a few questions regarding sunroof

2 Request callback

3 Provides case #, extension, and contact info

\*\*\* NOTES 06/04/2014 01:05 PM US Mountain Standard Time MHill Action Type:Manager review

call me letter sent to customer

\*\*\* NOTES 06/04/2014 01:05 PM US Mountain Standard Time MHill Action Type:Manager review

DISPATCHED FOR:

1 CUSTOMER CONTACT

2 REVIEW FOR SUNROOF **SHATTER**ING WHILE DRIVING

\*\*\* PHONE LOG 06/05/2014 04:15 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to follow up with you on your 2011 KIA Sorento

2. Requested call back

3. Gave call back number

# Kia Motors America

## Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A23BC [REDACTED]	[REDACTED]	51,815
Ranchos Palo Verde, CA	[REDACTED]	Prod. Date: 8/10/10	Dealer: CA186 Car Pros Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* NOTES 06/05/2014 04:26 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr CA186 and spoke with Oscar in the Service Department:

Writer states:

1. Calling to get some more information on this vehicle
2. Requested photos of the vehicle
3. Verified customer's contact information
4. Gave dealer email address

Dealer states:

1. I believe this is being repaired through their insurance
2. Customer heard a rattle in the sunroof and then it **SHATTER**ed, also CEL is on
3. SA Denise is working on this

\*\*\* NOTES 06/06/2014 03:30 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr CA186 and left message for the Service Department:

1. Requested photos
2. Gave email address and call back number

\*\*\* PHONE LOG 06/10/2014 04:03 AM US Mountain Standard Time MHill Action Type:Incoming call  
Writer receives VM from [REDACTED]

Customer states:

- 1 Provides case #
- 2 Had a sunroof issue a couple weeks ago
- 3 Is there any recall on veh
- 4 I filed a complaint with the CHT
- 5 I thought maybe a rock hit it
- 6 They don't think that a rock hit it
- 7 I am wondering if there is any type of recall
- 8 [REDACTED]
- 9 At Car Pros ready pick up
- 10 Would like to know something before I pick it up

\*\*\* PHONE LOG 06/10/2014 02:28 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call  
wtr spoke with Cruz at CA186

1. customer was going thru insurance company
2. customers deductible is higher then cost of repair
3. repair has been performed and customer will be picking vehicle up
4. there is no signs of damage to sunroof.

\*\*\* PHONE LOG 06/10/2014 02:28 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call  
wtr spoke with Ms. [REDACTED] and stated:

1. would like to offer one time goodwill for sunroof concern
2. i will email a letter over for you to sign

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYK14A33B6 [REDACTED]	[REDACTED]	51,815
Ranchos Palo Verde, CA [REDACTED]		Prod. Date: 8/10/10 [REDACTED]	Dealer: CA186 Car Pros Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Ms [REDACTED] stated:

1. ok, thank you

\*\*\* PHONE LOG 06/10/2014 02:29 PM Pacific Daylight Time JeffStroup Action Type:Ltr/email/fax sent  
wtr sent email to customer

[REDACTED]

Thank you for speaking with me over the phone. Please sign and return the attached offer letter to me.

Thank you,

\*\*\* NOTES 06/12/2014 10:10 AM US Mountain Standard Time LEDavis Action Type:Dealer contact

SVCA Arianna @ CA186 states:

1. Who do I call?

Writer states:

1. Apologized for concern.
2. Advised needed to contact NCA.
3. 800-225-3193.

SVCA Arianna states:

1. Thanked for update.

\*\*\* PHONE LOG 06/12/2014 12:08 PM Pacific Daylight Time JeffStroup Action Type:Ltr/email/fax rec'd  
wtr recieved email from customer

Hi Jeff:

I looked on the internet to educate myself and it looks like this sunroof on my model Kia has been a problem.

My concern is for not just for myself, but for my family.

I appreciate your offer to replace the sunroof. But, what guarantee do i have that this won't happen again....and the next time will not be so lucky? I was on the freeway going 65mph. If the screen had been open, i hate to think what would happen. Would i lose control and run into another car, collide with an inanimate object out of sheer fear? I was driving next to a semi truck at the time and pulled him over thinking something might have bounced off of his container. I could have run into him! We called the CHP and the officer actually climbed on top of his container and reported no debris or rocks on the top of his rig and let him go. I filed a police report anyways. I have the # of the incident report if you need it.

Pls understand i am trying to do what is best for myself and my family. What else can be done about this?.

I will hold off on picking up my car until i have some response from you.

Thank you.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A23BG0 [REDACTED]	[REDACTED]	51,815
Ranchos Palo Verde, CA [REDACTED]		Prod. Date: 8/10/10	Dealer: CA186 Car Pros Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 06/12/2014 12:08 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call  
wtr left voicemail for customer to call back.

\*\*\* PHONE LOG 06/12/2014 12:09 PM Pacific Daylight Time JeffStroup Action Type:Ltr/email/fax sent  
wtr sent email to customer

Hi [REDACTED],

I just tried to contact you. Please call me back at 877-454-2478 x 4620

Thank you,

\*\*\* PHONE LOG 06/16/2014 02:10 PM Pacific Daylight Time JMoJica Action Type:Incoming call  
Incoming call from Irvine Receptionist:

Customer:

1. Referenced case #.
2. I am requested a c/b from JStroup.
3. He knows what this is about.

Wtr:

1. Apologized, wtr can definitely note case as well as relay message.
2. Wtr will make sure someone reaches out to customer today.
3. Thanked customer and disconnected.

\*\*\* PHONE LOG 06/16/2014 02:32 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer and left message:

1. Calling to follow up with you on your concerns
2. Requested call back
3. Gave call back number

\*\*\* NOTES 06/17/2014 12:56 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr CA186 and left message for the Service Department

1. Requested call back
2. Gave call back number

\*\*\* PHONE LOG 06/17/2014 01:14 PM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message from customer:

1. This is [REDACTED] you called me earlier

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A23BC [REDACTED]	K2723439	51,815
Ranchos Palo Verde, CA [REDACTED]		Prod. Date: 8/10/10	Dealer: CA186 Car Pros Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. I don't know if he filled you in on everything
4. I wish you would talk with him and have him fill you in
5. My car, the KIA Sorneto is still at the KIA dealership
6. I'm interested in getting into a later model and I'm looking for Jeff to, you know, make something happen here where it's more creative so I'm not out a lot of money
7. Because I want to upgrade my car to something where the sunroof doesn't implode
8. So, please call me back, let me know you have spoken with him
9. We have gone back and forth a couple of times, emails
10. And I called him 4 times since last Thursday and today is the first time I'm hearing back from your office
11. So, let me know what's going on [REDACTED]
12. Thank You

\*\*\* PHONE LOG 06/17/2014 01:19 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. I received your message
2. We will look into your request
3. Your vehicle is ready for pickup
4. Gave customer call back number

\*\*\* PHONE LOG 06/17/2014 01:22 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Requested copy of Sales Contract
2. Gave customer fax number and email address

\*\*\* PHONE LOG 06/17/2014 01:35 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Writer states:

1. Requested copy of Sales Contract
2. If the dealership is requesting the loaner to be returned, it would be the customer's responsibility to do so
3. I left he dealership a message
4. I cannot make any promises, but I will inquire about the loaner

Customer states:

1. I got it second hand from Penske Auto Group on Hawthorne Blvd. about a year ago
2. I paid about \$19,000
3. I'll try and find it tonight
4. In the meantime I'm driving the loaner car

\*\*\* PHONE LOG 06/18/2014 12:54 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to advise I have not received a copy of the Sales Contract
2. If you have any questions, please give me a callback
3. Gave call back number

\*\*\* PHONE LOG 06/20/2014 09:04 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A23BG [REDACTED]	[REDACTED]	51,815
Ranchos Palo Verde, CA	[REDACTED]	Prod. Date: 8/10/10	Dealer: CA186	Car Pros Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

1. It's [REDACTED]
2. I know you tried to reach me a couple of times
3. Listen, I thought I for sure knew where my paperwork was for the purchase of my KIA Sorento
4. But, when I went and looked for it, of course I can't find it where I thought it was
5. So I have to call the dealer where I bought it and see if I can get a copy of it
6. So if you'd be patient with me, maybe another day, I'll get it and send it over to you
7. Any questions you can call me at [REDACTED]
8. Thank You, bye, bye

\*\*\* PHONE LOG 06/20/2014 03:17 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. I apologize for the misunderstanding  
(Completed sunroof script)
2. Sunroof **SHATTER**s are case by case
3. We will be in contact with you shortly

Customer states

1. I haven't picked up my car because of the sunroof and NHSTA's investigation
2. Of course CarPros wants their car back
3. If you get me a rental car or get me a car today or tomorrow or make a deal, great
4. I don't want to drive it
5. I do want leather, a Sorento with third row seating, that's what I want
6. You offered to repair the sunroof without telling me there was a problem
7. I did not hear from someone for 4 days
8. The dealer never said we want to have someone come from KIA corporate and look at it
9. They said they were going to call me when the vehicle was fixed
10. They sent me a letter, which I signed and sent right away
11. I look online and I find out on my own KIA is being investigated

\*\*\* PHONE LOG 06/20/2014 05:02 PM Pacific Daylight Time PORTIZ Action Type:Outgoing call  
NCAM called customer at [REDACTED] and left v/m-

1. Good afternoon, calling to discuss your case re: 2011 Sorento.
2. Please call me at your earliest convenience or Jeff Stroup at 949-468-4620 to discuss your case.
3. Thank you.

\*\*\* PHONE LOG 06/20/2014 05:59 PM Pacific Daylight Time PORTIZ Action Type:Incoming call  
NCAM rec'd call from customer.

1. Intro and advised that had spoken to Jeff Stroup regarding case.
2. Understand that you are requesting assistance from KMA re: panoramic **ROOF** issue.
3. Advised that cust specifically had questions about NHTSA investigation.
4. NCAM advised that Kia has a significantly higher amount of vehicles with panoramic **ROOF** than other mfgs.
5. Advised that at this point Kia has provided info to NHTSA.
6. Cust stated that she knows this issue is under investigation and vehicles are not safe.
7. Cust stated that she would have never purchased vehicle had she known issue was being investigated.
8. Cust stated that she feels KMA Representatives should have advised of investigation.
9. NCAM advised that at this point there is no known issue and cases are being investigated on case by case basis.
10. NCAM advised that this is the reason KMA provided goodwill to customer as investigation was inconclusive as

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A23BG [REDACTED]	[REDACTED]	51,815
Ranchos Palo Verde, CA [REDACTED]		Prod. Date: 8/10/10	Dealer: CA186 Car Pros Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

customer authorized repairs through dealer prior to KMA contact.

11. Customer stated that no one from Kia contacted her. NCAM advised that NCA rep left messages on 6/2/, 6/3 & 6/5, however, customer didn't respond until 6/10 when vehicle repairs were completed.

12. NCAM advised that dealer advised that repairs were authorized as insurance repair until customer contacted KMA.

13. NCAM advised that J.Stroup goodwill repair for customer satisfaction and since there was no way to determine if impact caused glass damage.

14. Customer stated doesn't want vehicle and wants KMA to put customer into 2014 Sorento with no down payment or 0% financing.

15. NCAM advised that KMA does not sell vehicles to consumers and would be more than happy to coordinate with dealer on behalf of customer.

16. Customer advised that she wants KMA to tell dealer to sell her vehicle at substantial discount.

17. NCAM explained that KMA cannot dictate to dealer to sell vehicle at specific price to customer.

18. Customer asked KMA to sell discounted vehicle to dealer and then have dealer "pass through" savings to customer.

19. NCAM advised that KMA cannot complete the action requested by the customer as dealer's determine retail pricing.

20. NCAM advised that KMA would not be able to participate financially to transaction as that would have to agreed upon by dealer and customer.

21. Customer advised is very dissatisfied and requested NCAM's supervisor name.

22. NCAM advised M. Cameron is supervisor and Ms. Cameron would return next week.

23. NCAM offered to continue to coordinate with dealer on customer's behalf this evening (Pepe at Car Pros Carson).

24. Customer stated if deal cannot be reached would contact M. Cameron next week and "would not let this go".

25. NCAM thanked customer for call and advised Car Pros representatives would contact her this weekend.

26. Ended call.

\*\*\* NOTES 06/23/2014 02:28 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dlr CA186 and spoke with Tim in the Sales Department

Writer states:

1. Calling to see if the customer came in over the weekend

Dealer states:

1. No one contacted her
2. I will go ahead and give her a call right now

\*\*\* NOTES 06/23/2014 02:35 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dlr CA186 and spoke with Denise in the Service Department

1. Vehicle is ready, the customer has not picked up the car

2. Writer thanked dealer

\*\*\* NOTES 06/23/2014 03:25 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dlr CA186 and spoke with Pepe in the Sales Department

Writer states:

1. Calling to see if the customer came in over the weekend
2. Thank You

Dealer states:

1. We worked some numbers and she said she was going to talk to her husband
2. She said she would be back this weekend

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYKU4A23BC		51,815
Ranchos Palo Verde, CA		Prod. Date: 8/10/10	Dealer: CA186 Car Pros Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* NOTES 06/30/2014 09:33 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr CA186 and spoke with Leslie in the Service Department

Writer states:

1. Calling to see if the customer picked up her vehicle
2. Requested RO, rental agreement and sublet bill
3. Gave dealer fax number
4. Reimbursement will show up on parts statement

Dealer states:

1. RO #173885
2. She picked up and took the car
3. RO was closed out on the 24th

\*\*\* NOTES 07/10/2014 10:09 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dealer CA186 and spoke with Donna in the Service Department:

Writer states

1. Requested RO #173885, rental bill and sublet bill
2. Gave dealer fax number
3. Thank You

Dealer states:

1. I'll have them pull the file and fax it

\*\*\* NOTES 07/10/2014 03:53 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received RO #173885 from dealer CA186

\*\*\* NOTES 07/16/2014 09:48 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dealer CA186 and spoke with Donna in the Service Department

Writer states:

1. Requested RO #173886 billed out at warranty pricing
2. Gave dealer call back number
3. Thank You

Dealer states:

1. I will have an advisor who works with warranty give you a call back

\*\*\* NOTES 07/18/2014 01:36 PM Pacific Daylight Time JMojica Action Type:Dealer contact  
TREAD REVIEW COMPLETE.

\*\*\* NOTES 07/22/2014 10:45 AM US Mountain Standard Time LSims Action Type:Dealer contact  
4+ Tread review complete/ LS

\*\*\* NOTES 07/24/2014 08:35 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A23BC [REDACTED]	[REDACTED]	51,815
Ranchos Palo Verde, CA	[REDACTED]	Prod. Date: 8/10/10	Dealer: CA186 Car Pros Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Received RO #173886 from Service Manager Cruz at dealer CA186 (cruz@carpros.com)

\*\*\* NOTES 07/24/2014 08:39 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Sent email to Service Manager Cruz at dealer CA186 (cruz@carpros.com)

Hi Cruz,

Good morning. Can you do me a favor, could I get a copy of the Enterprise rental bill for RO #173886, total is \$108.96

\*\*\* NOTES 07/24/2014 08:13 AM Pacific Daylight Time SamuelKim Action Type:Internal

One time goodwill to dealer CA186 of \$800.66 for sunroof repair and rental

# Broken Sunroof 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 vehicle)?**  
Yes. Please describe the impact(s) the vehicle has experienced:

I was involved in a fender bender about 8 months. It was stop and go traffic. I went to a AAA authorized Body Shop. I filed a claim.

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

<MM/DD/YYYY>:

5/29 - Incident report from the CHP

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

<HH:MM> <AM/PM>:

9:10AM

**13 . What was the temperature?**

Approximate temperature in Fahrenheit:

I don't know what temperature

**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.:

There must have been some because I was going 65MPH down the freeway

**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:*

91E

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

I don't know

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

*Nearest City or Town from the incident location:*

Carson

**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?:*

I don't know

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

*Exit before or after the incident location:*

I don't know

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

I was probably 1 exit away

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

*If MOVING, what speed were you traveling at?:*

**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

**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:*

There really only one that was close by. I had the CHP come and investigate the 16 wheeler

**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.>:*

Paved

**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.>:*

**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 heard it first. Sounded like a balloon popped inside the car. I looked around and then I opened up the visor and then the glass fell into the car*

**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:*

**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.:*

**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:*

*Closed all the day*

**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 fell into the car*

**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?**

*Yes*

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

*No*

**90 . Were the police contacted?**

*Yes. Please provide the name of the reporting officer, badge number, police report number and department.:*

**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*

**93 . Where is the vehicle now?**

*Please provide location of the vehicle:*

**94 . Have the window repairs been completed?**

*Yes*

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A2XD0 [REDACTED]	[REDACTED]	28,000
Great Mills, MD [REDACTED]	Prod. Date: 12/5/12		Dealer: MD042 Kia of Waldorf	

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 09/15/2014 05:29 AM US Mountain Standard Time RWhite

Cust states:

1 On 09/11/14 I was driving and heard a loud pop and crackling; when I pulled over I checked the moon **ROOF** and it had completely cracked and **SHATTER**ed

2 All four corners were **BROKE**n and chunks were missing from the moon **ROOF**

3 I tried taking veh into a Hyundai dlr; they could not take veh; brought into KIA dlr and they had me call you

4 We took pictures and gave them to the dlr

5 The dlr has given me a rental veh for at least 5 days

Writer states:

1 Apologize

2 What I will do is create you a case and follow up with dlr to facilitate the repairs on your veh

3 If you have any questions or concerns in the mean time feel free to call us back and reference your case ID; provided case ID and 800#

4 Once I contact the dlr and get more info I will be contacting you back; usually 2-3 business days

Caller thanked and was transferred to the survey

\*\*\* PHONE LOG 09/16/2014 11:27 AM US Mountain Standard Time RWhite Action Type:Outgoing call

\*\*\*Writer called cust and ran Sunroof scripting\*\*\*

\*\*\* NOTES 09/16/2014 11:29 AM US Mountain Standard Time RWhite Action Type:Manager review

\*\*\*Call to action\*\*\*

Dispatch for:

1 Cust alleges sunroof **BROKE** on own; requesting replacement

2 Assist determination

\*\*\* PHONE LOG 09/17/2014 02:05 PM Pacific Daylight Time SMarino Action Type:Outgoing call

Called dealer, MD042 - left vmail for Dean, service mgr

\*\*\* PHONE LOG 09/18/2014 06:24 AM Pacific Daylight Time SMarino Action Type:Outgoing call

Called dealer, MD042 - asked to speak to Dean Gearhart, service mgr. Writer was advised Mr. Gearhart in not in the office today.

Writer spoke to Kim Sherwood, service advisor

1. Writer requested pictures of sunroof

2. Writer gave Ms. Sherwood writers email address

\*\*\* PRIORITY CHANGE 09/18/2014 06:25:04 AM SMarino

\*\*\* PHONE LOG 09/22/2014 12:20 PM Pacific Daylight Time SMarino Action Type:Outgoing call

Spoke to Dean Gearheart, service mgr @ MD042

1. Writer reviewed case with Mr. Gearheart

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A2XDC [REDACTED]	[REDACTED]	28,000
Great Mills, MD [REDACTED]	Prod. Date: 12/5/12		Dealer: MD042 Kia of Waldorf	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

\*\*\* NOTES 09/22/2014 12:57 PM Pacific Daylight Time SMarino Action Type:Dealer contact  
Reviewed pictures with PQ

Sent email to Dean Gearhart @ MD042 - advised Kia will authorize repair and rental as a goodwill gesture.

\*\*\* NOTES 09/23/2014 09:16 AM US Mountain Standard Time DLyons Action Type:Dealer contact  
Writer Called dealership, Kia of Waldorf, spoke to SService Manager Dean  
1. WRiter received e mail from NCA regarding follow up for customer  
2. Unfortunately, there is no repair information or vehicle information that was received.  
3. Would like to get the current concerns for the sunroof concerns

Dean states:

1. I was working directly with SMarino
2. We had been provided authorization to replace the sunroof as GW by SMarino

Writer advised:

1. If writer can get the full repair information that would be helpful
2. Provided case# to dealer for their records.

Customer Name: [REDACTED]

Original Owner: [REDACTED]

Customer phone #: [REDACTED]

Customer Address: [REDACTED] Great Mills, MD [REDACTED]

VIN: 5XYKU4A2XDC [REDACTED]

MY and Mileage: 13 Sorento 28443

Dealer Code/Selling Dealer: MD042/FL107

Able to Duplicate: Y

RO# and Open Date: 30230 9/12/2014

Current Repair Issue and Diagnosis: sunroof **SHATTER**ed, dealer has sunroof in stock - provided authorization by SMarino for GW replacement - dealer has sunroof and ready for install

Parts on order (Y/N): Part# , Order# : n/a

Vehicle repaired & customer has possession (Y/N): N/N

Repeat Repair (Y/N), if so, how many times: N

Days Down at initial Service Alert report: 11 days

ETA for completion of repairs: 9/23/2014

Techline Case: T2792171

Rental / Loaner Provided/Date: Y rental 9/12/2014

Repair History of current concern with dates and mileage: N

Customer Request: to assist with the replacement of the sunroof

Justification of Goodwill (must include maintenance history: none

Dealer contacted their DPSM: Y

If HEV vehicle, is dealer HEV certified: N

\*\*\* NOTES 09/29/2014 09:53 AM Pacific Daylight Time SMarino Action Type:Dealer contact  
Process GW # 92843

Reimbursement will be posted to dealer parts statment



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A2XDC [REDACTED]	[REDACTED]	28,000
Great Mills, MD	[REDACTED]	Prod. Date: 12/5/12	Dealer: MD042	Kia of Waldorf

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

\*\*\* CASE CLOSE 09/29/2014 09:53 AM Pacific Daylight Time SMarino

\*\*\* NOTES 10/03/2014 08:11 AM Pacific Daylight Time ADellarocca Action Type:Dealer contact  
Dealer received credit of \$881.74 on Parts Statement

\*\*\* CASE CLOSE 10/03/2014 08:11 AM Pacific Daylight Time ADellarocca

# Accident Report

Case [REDACTED]

---

## Report Details

0 . End

No response selected.

1 .

[REDACTED] and [REDACTED]

2 .

[REDACTED]  
Great Mills, MD  
[REDACTED]

3 .

4 .

5 .

Same

6 .

Same

7 .

8 .

No

10 .

09/11/14

**11 .**

06:15 PM

**12 .**

Clear weather

**13 .**

Route 5; two lane highway 55mph

**14 .**

Route 5

**15 .**

1/2 mi from Burts Diner

**16 .**

Heading northbound

**17 .**

60 MPH

**18 .**

No traffic around veh at the time

**19 .**

Road was just redone a few years ago; highway is nicely paved

**22 .**

*Closed*

**25 .**

*No*

27 .

*Yes*

28 .

heard a loud pop and crackling; when I pulled over I checked the moon roof and it had completely cracked and shattered

29 .

It was the stationary fixed rear panel

30 .

*CLOSED*


31 .

*No*

36 .

*Yes*

37 .

Front pass seat 

38 .

*No*

39 .

*No*

44 .

*No*

49 .

*No*

**58 .**  
*Driven*

**59 .**

Kia of Waldorf MDo42

**60 .**

No repairs have been started; have not been given the OK by KIA yet

**61 .**

I would like KIA to fix the sunroof; It was not any impact and I did not do anything wrong; it exploded outward

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA22CC [REDACTED]	[REDACTED]	18,416
Sparks, NV	[REDACTED]	Prod. Date: 12/17/11	Dealer: NV010	Tom Nolan's Reno 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 04/11/2014 09:39 AM US Mountain Standard Time MHill  
Writer contacts SVC NV010

Writer states:

1 calling to verify that sunroof did **SHATTER**

Laura SVC states:

1 775-453-2915

2 Glass did **SHATTER**

\*\*\* PHONE LOG 04/11/2014 09:42 AM US Mountain Standard Time MHill Action Type:Outgoing call  
Writer called customer, line rang, no VM.

\*\*\* PHONE LOG 04/14/2014 02:15 PM US Mountain Standard Time MHill Action Type:Outgoing call  
Writer attempts to contact customer, invalid #

\*\*\* NOTES 04/14/2014 02:16 PM US Mountain Standard Time MHill Action Type:Manager review

[!<For Internal Use Only

\*\*\*If customer calls in please capture sunroof scripting\*\*\*>!]

\*\*\* NOTES 04/14/2014 02:20 PM US Mountain Standard Time MHill Action Type:Manager review  
DISPATCHED FOR:

1 Review of sunroof **SHATTER**ing

2 Customer contact

\*\*\* NOTES 04/14/2014 02:20 PM US Mountain Standard Time MHill Action Type:Manager review  
call me letter sent 4/14

\*\*\* PHONE LOG 04/16/2014 08:08 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer, but phone kept ringing. Unable to leave message.

\*\*\* PHONE LOG 04/16/2014 09:04 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr NV010. Writer was put on hold, no response.

\*\*\* PHONE LOG 04/16/2014 02:41 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr NV010 and left message for Kevin in the Service Department:

1. Calling in regards to customer's vehicle

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA22CC[REDACTED]	[REDACTED]	18,416
Sparks, NV	[REDACTED]	Prod. Date: 12/17/11	Dealer: NV010 Tom Nolan's Reno Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 04/16/2014 03:06 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from Kevin in the Service Department at dlr NV010

1. This is Kevin calling from Reno Mazda/KIA
2. Just returning your voice call for the consumer affairs issue
3. For customer, last name [REDACTED]
4. Just give me a call back when you get this regarding the information that you need
5. My direct line is [REDACTED]
6. Thank you

\*\*\* PHONE LOG 04/16/2014 03:13 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr NV010 and spoke with Kevin in the Service Department (775)353-6831

Writer states:

1. Calling to get some more information on this vehicle
2. Do you see any signs of impact damage?
3. I've tried calling the customer, is there another number you may have on file?
4. This will be a one-time, goodwill repair from NCA
5. I will send you all the needed information via email
6. Thank You

Dealer states:

1. We just ordered the glass
2. We addressed the concern with Techline
3. We called our area rep and haven't received any response
4. No signs of impact damage
5. I have a cell phone number [REDACTED]
6. kevin.denning@dolanautogroup.com
7. We should receive the part early tomorrow and have it done by then

\*\*\* NOTES 04/16/2014 04:14 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent email to Kevin in the Service Department at dlr NV010 (kevin.denning@dolanautogroup.com) and CC'd DPSM:

Hi Kevin,

Thank you for all your help with this. Once the vehicle has been repaired, please forward me the rental bill, sublet bill and RO billed out 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 note on the RO that after reviewing/investigating sunroof **SHATTER**, there are no obvious signs of cause for sunroof **SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sunroof as a one-time goodwill gesture on behalf of the customer. If you have any questions, please feel free to contact me.

[REDACTED]  
2012 KIA Sorento  
5XYKUDA22CC [REDACTED]  
NV010, Tom Nolan's Reno KIA

\*\*\* PHONE LOG 04/17/2014 08:40 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer, but phone kept ringing. Unable to leave message.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA22CC [REDACTED]	[REDACTED]	18,416
Sparks, NV [REDACTED]		Prod. Date: 12/17/11	Dealer: NV010	Tom Nolan's Reno Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 04/17/2014 08:41 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent  
Sent email to Kevin in the Service Department at dlr NV010 (kevin.denning@dolanautogroup.com)  
Hi Kevin,

Do you have a call back number for this customer by any chance. I'm unable to reach him.

\*\*\* PHONE LOG 04/21/2014 11:53 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd  
Received RO #213808 from dlr NV010 (stella.folz@dolanautogroup.com)  
Stella Folz | Warranty Administrator  
Dolan Mazda-Kia | 9475 S. Virginia St | Reno, NV 89511  
Tel: 775-353-6811 | Fax: 775-827-1310  
website <<http://www.dolanautogroup.com>> | newsletter <<http://www.imakenews.com/renokiamazda>> | facebook  
<<https://www.facebook.com/DolanAutoGroup>> | twitter <<http://www.twitter.com/DolanAutoGroup>>

\*\*\* PHONE LOG 04/21/2014 11:54 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called and spoke with customer [REDACTED]  
Writer states:

1. Calling to follow up with you on your 2012 Sorento
2. If you have any questions, you are more than welcome to contact us

Customer states:

1. Kudos to the dealership for doing a wonderful job
2. Thank you for following up with me

\*\*\* NOTES 04/21/2014 12:06 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
One time, goodwill to dlr NV010 of \$700.88 for sunroof repair.

\*\*\* CASE CLOSE 05/15/2014 02:15 PM Pacific Daylight Time SamuelKim



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA24BC [REDACTED]	[REDACTED]	77,000
Palmyra, MO [REDACTED]		Prod. Date: 10/18/10	Dealer: IL055 Shottenkirk Kia of Quincy	

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 04/23/2014 06:26 AM US Mountain Standard Time BSherrick  
(Notes added later when system came up)

Cust stated:

1. I was driving down the freeway and my sunroof exploded
2. Nothing his me
3. It all **SHATTER**ed and came in the car and a bar hit me
4. I was really shaken up
5. I was on my way to class but I drove it straight to the Kia dealership and told them I'd be late
6. The dealership told me I needed to call you and report it
7. They gave me a rental car to drive

Writer stated:

1. Apologize
2. I need to do a report on what happened
3. My system went down and can't run the report right now
4. What is a good time to call you back to do it?

Customer stated:

1. I go to lunch at 11:30 CST, that would be a good time

Writer stated:

1. OK I will call you back then to do it

\*\*\* PHONE LOG 04/23/2014 09:01 AM US Mountain Standard Time BSherrick Action Type:Outgoing call  
Called customer @ [REDACTED]

1. Do you have time to do the report with me now? (yes)

\*\*\*\*\* Ran Sunroof scripting

Writer stated:

1. I will be sending this to another office that will contact you within 2-3 bus days
2. Provided case number
3. They will advise you what to do from here
4. They will also contact the dealership where it is at

Customer stated:

1. The dealership offered me 2 days of rental
2. Will it be approved beyond that?

Writer stated:

1. They will have to advise you on that when they call you
2. If you have any other questions or concerns in the meantime, feel free to call

\*\*\* NOTES 04/23/2014 12:31 PM US Mountain Standard Time BSherrick Action Type:Dealer contact  
Sending to NCA

1. Alleged sunroof **SHATTER**ed

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA24BG [REDACTED]	[REDACTED]	77,000
Palmyra, MO		Prod. Date: 10/18/10	Dealer: IL055 Shottenkirk Kia of Quincy	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

2. Scripting attached
3. Early intervention needed
4. Assist determination
5. Customer contact

\*\*\* PHONE LOG 04/24/2014 08:19 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to follow up with you on your 2011 KIA Sorento
2. Requested call back
3. Gave call back number

\*\*\* PHONE LOG 04/24/2014 08:21 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr IL055 and left message with operator

1. Requested call back
2. Gave call back number

\*\*\* PHONE LOG 04/24/2014 08:29 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received call back from Jesse, Service Manager at dlr IL055

Dealer states:

1. It has not been cleaned up
2. It's at 77,000 miles
3. The front sliding glass
4. It fell on her head, she thought a gun went off on her car

Writer states:

1. Requested photos
2. Gave dlr email address

\*\*\* NOTES 04/24/2014 08:58 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.

\*\*\* NOTES 04/24/2014 10:06 AM Pacific Daylight Time SamuelKim Action Type:Manager review

Pending FTR request from region.

\*\*\* PHONE LOG 04/24/2014 10:56 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

Received photos from Jesse, Service Manager at dlr IL055 (jessejob@icloud.com)

\*\*\* PHONE LOG 04/24/2014 01:09 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA24BC [REDACTED]	[REDACTED]	77,000
Palmyra, MO [REDACTED]		Prod. Date: 10/18/10	Dealer: IL055 Shottenkirk Kia of Quincy	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

1. This is [REDACTED] and you had left me a voicemail earlier
2. I did not see the voicemail until just now
3. I had my phone on silent, I was at work so
4. When you get this message, if you will
5. You can give me a call back at [REDACTED]
6. It's in regards to my KIA Sorento 2011 that the sunroof exploded on me yesterday
7. So, just give me a call back
8. Thank You, byc

\*\*\* PHONE LOG 04/24/2014 02:10 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer:

Writer states:

1. I will be handling your case from this forward

Customer states:

1. The car is at the dealership and they're waiting on what do with it
2. I never heard anything loud like before
3. It was like pressure built up
4. Then I went online and there were cases
5. I was shaking
6. I'm thankful my granddaughters weren't in the back seat

Writer states:

1. Were there any other passengers in the vehicle when this happened?
2. Was the sunshade open?

Customer states:

1. Just myself, I was on my way to work, for a class for work
2. I usually always leave it open
3. There was glass that came in
4. I don't know if it was the track, but there was a metal piece that hit me on the head
5. I had some glass in my hair
6. The whole sunroof is gone

Writer states:

1. Were you injured?

Customer states:

1. No injuries, just got hit on the head
2. I drove it to the dealership, I was 3 miles from Quincy when it happened
3. I'm from Missouri but we did buy the KIA in Quincy, IL
4. They gave me a rental car
5. When I got to the rental place, we had to pay the insurance
6. Thank You

Writer states:

1. KIA is authorizing the rental until we can have the inspection performed
2. KIA does not cover insurance for the rental
3. I will keep you updated

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO SX AWD	Case Number	Mileage
Palmyra, MO		5XYK WDA24BG		77,000
		Prod. Date: 10/18/10	Dealer: IL055 Shottenkirk Kia of Quincy	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* NOTES 04/24/2014 02:12 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Sent email to Jesse, Service Manager at dlr IL055 (jessejob@icloud.com)  
Hi Jesse,

Could you please extend the customer's rental until our FTR can come out there and make a decision. KIA will cover the rental per KIA's rental policy (eg. no gas, no insurance). Please let me know if you have any questions.

\*\*\* NOTES 04/27/2014 02:06 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
FTR to inspect vehicle 4/28 or 4/29.

\*\*\* NOTES 04/27/2014 02:08 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Sent email to Jesse, Service Manager at dlr IL055 (jessejob@icloud.com)  
Hi Jesse,

I just wanted to let you know our FTR will be out there to inspect this vehicle either tomorrow (4/28) or Tuesday (4/29). Please let me know if you have any questions.

\*\*\* PHONE LOG 04/29/2014 01:01 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr IL055 and spoke with Jesse in the Service Department:  
Writer states:  
1. Did the FTR inspect this vehicle?  
2. Thank You

Dealer states:  
1. Not yet, he called and said he was on his way

\*\*\* NOTES 04/29/2014 04:04 PM Pacific Daylight Time SamuelKim Action Type:Internal  
FTR to complete FPQR tonight.

\*\*\* NOTES 05/02/2014 01:14 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
Reviewed case with PQ:  
1. Cause of **SHATTER** inconclusive

\*\*\* PHONE LOG 05/02/2014 01:32 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr IL055 and spoke with Jesse, Service Manager  
Writer states:  
1. Please proceed with the repairs to the customer's vehicle  
2. I will send you the information via email

Dealer states:  
1. Thank You

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA24BG [REDACTED]	[REDACTED]	77,000
Palmyra, MO 63461		Prod. Date: 10/18/10	Dealer: IL055 Shottenkirk Kia of Quincy	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* NOTES 05/02/2014 03:17 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Sent email to Jesse, Service Manager at dlr IL055 (jessejob@icloud.com) and CC'd DPSM:  
Hi Jesse,

Thank you for all your help with this. Per our conversation, please proceed with the repairs to the [REDACTED] vehicle (2011 Sorento, VIN #5XYKWDA24BG [REDACTED]) including damages as a direct result of the sunroof **SHATTER** (eg. dent, paint damage, etc.). Once completed, please forward me the rental bill, sublet bill and RO billed out 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 note on the RO that after reviewing/investigating sunroof **SHATTER**, there are no obvious signs of cause for sunroof **SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sunroof as a one-time goodwill gesture on behalf of the customer. Thank you for all your help and please feel free to contact me if you have any questions.

\*\*\* NOTES 05/12/2014 09:55 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received message from Jesse, Service Manager at dlr IL055

1. It's Jesse Jobs Shottenkirk, Illinois
2. The [REDACTED] issue
3. If you would give me a call
4. It's (217)224-1000
5. Thank You

\*\*\* NOTES 05/12/2014 09:58 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr IL055 and left message with receptionist

1. Requested call back from SM
2. Gave dealer call back number

\*\*\* NOTES 05/12/2014 11:19 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received call back from Jesse, Service Manager at dlr IL055  
Dealer states:

1. Do I just send you the RO?
2. She picked it up on Friday

Writer states:

1. Please forward the RO billed out at warranty pricing
2. When was the vehicle picked up?
3. Thanks

\*\*\* PHONE LOG 05/13/2014 10:20 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. Calling to follow up with you on the repairs to your 2011 Sorento
2. If KIA issues a recall in the future, we will notify you

Customer states:

1. I asked them if they used the same material for the glass
2. My mom passed away and that's why I didn't call you back

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWD A24BC [REDACTED]	[REDACTED]	77,000
Palmyra, MO	[REDACTED]	Prod. Date: 10/18/10	Dealer: IL055	Shottenkirk Kia of Quincy

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

3. We bought it because it was like a demo car

4. Thank You

\*\*\* NOTES 05/13/2014 10:24 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
One time, goodwill to dlr IL055 of \$1,05.25 for sunroof repair.

\*\*\* CASE CLOSE 05/19/2014 01:12 PM Pacific Daylight Time SamuelKim

# Broken Sunroof 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>:

4/23/14

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

7:45am

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

50s maybe

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 61  
2 lanes each way

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

2 lanes in my direction

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

*Nearest City or Town from the incident location:*

Just getting ready to get off at West Quincy, IL

**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?:*

Highway 61/24 and 61 turns into 24 going into West Quincy

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

*Exit before or after the incident location:*

No exit, about 2-3 miles before getting into West Quincy

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

2-3 miles

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

*If MOVING, what speed were you traveling at?:*

Probably about 50-55 at that time

**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 cars on the road in front of me, some a bit of a distance behind me

**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:*

Pass Vehicles only



**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 potholes, nice road, clear and dry

**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 heard a gunshot like sound

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

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

I heard a gunshot sound and then the glass and metal piece fell in and hit my head

**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:*  
More in the back seat, a big section back there, some flew out onto the road, some fell in the front seat on me

**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?**

*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.:*

The whole thing was gone, not in a hole shape

**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:*

Small part ended up flew out, most ended up inside 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?**

*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>:*

I was told to call Kia and report it to you. I am expecting that Kia will pay for the repairs. I don't feel like it was my fault.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA23BC [REDACTED]	[REDACTED]	0
Colorado Springs, CO	[REDACTED]	Prod. Date: 2/18/10	Dealer: AZ047	Camelback 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 08/20/2014 10:52 AM US Mountain Standard Time MHill

Writer contacts SVC AZ047 and states

1. Did sun **ROOF SHATTER** while driving?

Eric Svc Drive Mgr states

1. Yes

2. RO# and open date: 420120 8/19

\*\*\* PHONE LOG 08/20/2014 11:06 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer contacts [REDACTED] and states

1. Calling in regards to sun **ROOF SHATTER**ing

\*\*completes sun **ROOF** scripting\*\*

[REDACTED] states

1. I am a combat veteran
2. You want to feel safe in your veh, with something **EXPLO**ding like that I don't feel safe at all, at all
3. I just want Kia to look into this

\*\*\* NOTES 08/20/2014 11:06 AM US Mountain Standard Time MHill Action Type:Manager review

DISPATCHED FOR

1. REVIEW OF SUN **ROOF SHATTER**ING
2. CUSTOMER CONTACT IF NECESSARY

\*\*\* PHONE LOG 08/21/2014 03:03 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. Wtr understands that customer experienced concern with vehicle.
3. Informed customer case was escalated to NCA, wtr will be handling case.

Customer:

1. Oh, I am glad to hear from you!
2. I am hoping you have good news for me!

Wtr:

1. Yes.
2. Wtr will be setting up an inspection w/Kia Rep so we can investigate the incident.
3. Wtr wanted to f/u with customer to make sure customer was provided alt. transportation.

Customer:

1. Yes, but they gave me a compact car.
2. It doesn't have CC and I can't control the windows.
3. I went from my Sorento to this.
4. And to make matters worse, I had to drive to NM because my grandpa passed away.
5. A family of 5 in a compact vehicle... It is uncomfortable.
6. The dealer tried to give me a minivan but I didn't have time to pick it up or such short notice before my trip

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA23BG [REDACTED]	[REDACTED]	0
Colorado Springs, CO	[REDACTED]	Prod. Date: 2/18/10	Dealer: AZ047	Camelback Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

8. I need a bigger car, that is why I got my Sorento.
9. Also, I am a combat veteran.
10. This experience was terrible.
11. When this happened I was shocked and I had major Iraq flashbacks.
12. I saw the glass flying and thought of shrapnel.
13. I survived 5 bombings.
14. I want to feel comfortable in my car.
15. I can't afford to fix this right now.
16. I can't afford to pay my deductible.
17. My father in law passed away a couple of months ago and we are barely getting back on our feet after the financial aspect of that and now my grandpa passed away.

Wtr:

1. Wtr is so sorry to hear that.
2. Wtr will see what can be done about rental.
3. Wtr will get inspection set up asap.
4. Wtr will do everything possible to assist customer in this difficult time.
5. When will customer be back in town?

Customer:

1. I have work on Monday so I will be back in town on Sunday.

Wtr:

1. Ok, wtr will contact dlr to see what can be done about getting into a bigger rental.
2. Wtr will c/b once more info is available.

Customer:

1. Ok, please take down my email address in case I am at work when you try to contact me.
2. [REDACTED]

Wtr:

1. ok, no problem.
2. Thanked customer and disconnected.

\*\*\* PHONE LOG 08/21/2014 03:18 PM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr spoke to SM Eric:

1. SM stated pictures are available, however **SHATTER**ed glass that fell on sunshade was removed because it was too heavy for the sunshade.
2. SM emailing pictures and RO to wtr.
3. Wtr informed SM that wtr will be setting up inspection.
4. Wtr requested that SM put customer in bigger vehicle.
5. SM stated that would be arranged for customer.
6. Wtr will c/b with inspection date once available.

\*\*\* NOTES 09/02/2014 01:37 PM Pacific Daylight Time J Mojica Action Type: Dealer contact

Wtr requested FTR inspection.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA23BC [REDACTED]	[REDACTED]	0
Colorado Springs, CO [REDACTED]		Prod. Date: 2/18/10	Dealer: AZ047	Camelback 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 09/02/2014 01:58 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. Advised customer that wtr does not have date yet but is working on it.
3. Once wtr has date, wtr will communicate with customer.

Customer:

1. Ok, I never got the bigger rental.
2. Do you know when I can expect to have my car back?
3. I can wait and keep the smaller car if I can expect to get my car back soon.

Wtr:

1. Advised wtr is trying to get vehicle inspected by the end of this week.
2. If wtr had to guess, customer can be back in vehicle next week.
3. First, inspection needs to take place.

Customer:

1. Ok.
2. If you email me I can send you pictures that I took right after the accident.

Wtr:

1. Ok.
2. Wtr will send email.
3. Thanked customer for patience.

\*\*\* PHONE LOG 09/02/2014 01:58 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Tuesday, September 02, 2014 2:42 PM

To: [REDACTED]

Subject: Kia Case # [REDACTED]

Ms. [REDACTED]

Per our conversation, please send me the pictures you have available.

Thank you,

\*\*\* PHONE LOG 09/08/2014 01:43 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Eric:

1. Wtr authorized sun **ROOF** replacement as 1 time GW.
2. SM is hoping to have vehicle ready for p/u tomorrow.
3. SM will fax over RO and rental invoice once available.

\*\*\* PHONE LOG 09/08/2014 02:22 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA23BC [REDACTED]	[REDACTED]	0
Colorado Springs, CO [REDACTED]		Prod. Date: 2/18/10	Dealer: AZ047	Camelback Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

2. Advised customer that vehicle was inspected by FTR.

3. Advised customer that upon inspecting the vehicle, we were unable to determine a cause for the **SHATTER**, whether it was due to external impact or not.

4. Therefore, KMA has authorized the replacement of the sun **ROOF** as a one time GW gesture.

5. Wtr has spoke to SM Eric and they are hoping to have vehicle ready for p/u tomorrow.

Customer:

1. Ok, well that is good to hear.

2. So, do I follow up with the dlr or you?

Wtr:

1. Dlr will be in contact with customer once vehicle is ready for pick up.

2. Wtr will also f/u with dlr to make sure vehicle is released to customer asap.

\*\*\* PHONE LOG 09/17/2014 03:56 PM Pacific Daylight Time J Mojica Action Type: Incoming call

Wtr received RO from customer:

From: Wentworth, Eric [mailto:EWentworth01@vtaig.com]

Sent: Wednesday, September 17, 2014 2:22 PM

To: Mojica, Jeannie [KMA]

Subject: RO420120 - [REDACTED]

All done....thanks for your help.

Eric

\*\*\* PHONE LOG 09/17/2014 04:18 PM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Wednesday, September 17, 2014 5:07 PM

To: 'Wentworth, Eric'

Subject: RE: RO420120 - [REDACTED]

Eric,

Thank you for sending this over! Can you confirm the total amount owed?

Thank you,

\*\*\* PHONE LOG 09/22/2014 01:48 PM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax rec'd

From: Wentworth, Eric [mailto:EWentworth01@vtaig.com]

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA23BC [REDACTED]	[REDACTED]	0
Colorado Springs, CO	[REDACTED]	Prod. Date: 2/18/10	Dealer: AZ047 Camelback Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

Subject: RE: RO420120 - [REDACTED]

Hi Jeannie,

\$1061.82

Enterprise over charged us on the rental bill, so I'm shortpaying them. The dealership invoice reflects all the charges.

Thanks,

Eric Wentworth

\*\*\* NOTES 10/13/2014 09:33 AM Pacific Daylight Time ADellarocca Action Type:Dealer contact  
Dealer red credit of \$1029.00

\*\*\* CASE CLOSE 10/13/2014 08:33 AM Pacific Daylight Time ADellarocca



# 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>:

8/19

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

6:50 a.m.

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

76

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:*

27th Ave

**29 . What city or town did the incident occur?**

*Name of city or town:*

Phoenix, AZ

**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?:*

2 lanes, right hand lane

**32 . Describe the traffic conditions around you at that time.**

*Description of traffic conditions around you at that time:*

very light

**33 . What direction were you heading?**

*Direction of travel (north bound, east bound, etc.):*

N

**34 . What cross-street were you nearest that you can remember?**

*Nearest cross-street at the time of the incident:*

between buckeye and van buren

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

*If MOVING, what speed were you traveling at?:*

35

**36 . What was the condition of the street? (e.g., freshly paved, normal roughness, had some holes or broken surface, w:**

*<Obtain more details if the caller says anything 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 an explosion of glass*

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

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

*First thing I saw was glass flying in the side view mirror*

**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**

*No response selected.*

**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?**

*No response selected.*

**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.:*

whole thing

**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 blew 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?**

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>:*

All I want is for this to be fixed. I don't want to fight over anything. Please give me a brand new window and give me my car back.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A29CC [REDACTED]	[REDACTED]	24,836
Sun City West, AZ [REDACTED]		Prod. Date: 10/7/11	Dealer: AZ049 Peoria 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 03/13/2014 04:41 PM US Mountain Standard Time HFBerdine Action Type:Incoming call  
Peoria Kia AZ049 Shop Foreman Mike Myers states:

1. We have a veh here with a **SHATTER**ed sunroof
2. XM engineer adv us to call Kia to have this sent to NCA
3. Provided cust and veh info

Writer states:

1. Thanked for info
2. Provided case #
3. Will contact cust

\*thanked and disconnected\*

\*\*\* PHONE LOG 03/13/2014 05:14 PM US Mountain Standard Time JUTrotta Action Type:Incoming call  
Writer called and states:

I gave VIN number HFBerdine

Writer states:

1. i do see that you have a case here with HFBerdine
2. let me see is she is available
- \*\*got VM for HFBerdine\*\*
3. she is not however i can help you
- \*\*writer took sunroof scripting
4. what i can do is get this info to department for further review of your request
5. gave case number and writer contact info

Customer States:

1. thank you

\*\*\* NOTES 03/14/2014 02:37 PM US Mountain Standard Time EChildress Action Type:Manager review  
\*\*\*\*\*Call to Action\*\*\*\*\*

1. Sending to NCA
2. Customer alleges that sunroof **SHATTER**ed while driving
3. Additional description in Report
4. Please contact customer accordingly
5. Vehicle is at AZ049 Dealership

\*\*\* PHONE LOG 03/17/2014 02:47 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer, person on other end hungup. Unable to leave message.

\*\*\* PHONE LOG 03/17/2014 02:53 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called drl AZ049 and spoke with Tim in the Service Department:

Writer states:

1. Calling to get some more information on this vehicle
2. Is it the rear stationary glass or the front moveable one?
3. Is the customer in a rental?

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A29CC [REDACTED]	[REDACTED]	24,836
Sun City West, AZ [REDACTED]		Prod. Date: 10/7/11	Dealer: AZ049	Peoria Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

4. Please do not repair this vehicle until the FTR has come out to inspect it
5. I will give you a call back and let you know

Dealer states:

1. I think it's the front one
2. The last I heard from Friday, you guys are supposed to be sending someone out
3. He's in a rental right now
4. It happened while him and his girlfriend was driving
5. He had glass on him and he was shaking his shirt off
6. It's his girlfriend's cell number is [REDACTED]
7. Alright, thank you

\*\*\* NOTES 03/17/2014 03:00 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
FTR inspection scheduled for 4/7.

\*\*\* PHONE LOG 03/17/2014 03:02 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called DPSM and left message requesting assistance.

\*\*\* PHONE LOG 03/18/2014 10:53 AM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Call was transferred from call center

Writer states:

1. I will be handling your case from this point forward
2. I tried calling yesterday, but for some reason the call did not go through
3. Can you tell me what happened?

Customer [REDACTED] states:

1. We had a normal day, we went to our swimming pool, we live in our senior center
2. We took the car out around 11 o'clock to get a bite to eat
3. We keep the shade open for light, but I very seldom operate the unroof
4. We went for about a mile and a half on smooth roads
5. It of a sudden all came down, so we called the police
6. I know people over here fire guns in the air
7. So the cops didn't find anything, they told us it was just a flaw in the glass somewhere

(Caller hands phone over to [REDACTED])

Customer states:

1. All of a sudden this explosion went off
2. The next thing I knew [REDACTED] had blood on his face, on my arm
3. We were totally submerged in glass
4. Everything was covered in glass, it took me 2 days to get the glass out of my air
5. [REDACTED] had some really fine cuts on his forehead
6. Had it been at nighttime, we were very lucky

Writer states:

1. Did you go to the hospital?
2. KIA is sending out an FTR to inspect your vehicle
3. Our ETA as of now is 4/7

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A29CC [REDACTED]	[REDACTED]	24,836
Sun City West, AZ [REDACTED]		Prod. Date: 10/7/11	Dealer: AZ049	Peoria Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

4. Gave customer call back number
5. I will give you a call back by Thursday

Customer states:

1. Nope we didn't have to go
2. The next day I was walking I had a small piece of glass in my shoes
3. You got to be kidding! April 7th!
4. If there had been an accident, someone was killed, then I think they would hop to it
5. Because there was something wrong with this sunroof
6. We want this taken care of as soon as possible
7. I would like to know by Thursday
- 7 [REDACTED]
8. When [REDACTED] went home with the loaner, it was filthy dirty and full of cigarette smoke
9. Now we do have a rental that is dealership provided, we're satisfied with the rental

\*\*\* NOTES 03/19/2014 12:25 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
Pending response from DPSM for a possible inspection.

\*\*\* PHONE LOG 03/20/2014 11:10 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
DPSM states:

1. Customer reported was driving down the road and sounded like a gunshot went off
2. In fact, there is a police report on this as well
3. The jurisdiction as the city of Surprise
4. The officers name is Officer Brown, badge #2134 and the police report # [REDACTED]
5. Surprise Police Department
6. The guy's been in a rental since the 13th

\*\*\* NOTES 03/20/2014 11:13 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received photos from region/DPSM.

\*\*\* NOTES 03/20/2014 11:24 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
Reviewed case with PQ.

1. No signs of impact damage
2. Proceed with goodwill repair

\*\*\* PHONE LOG 03/20/2014 11:26 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
DPSM to call dlr to authorize repairs.

\*\*\* PHONE LOG 03/20/2014 11:29 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called and spoke with customer [REDACTED]

Writer states;

1. We went ahead and authorized the repairs
2. I will give you a call or I will have the dealership give you a call with an ETA
3. We'll keep in touch



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A29CC [REDACTED]	[REDACTED]	24,836
Sun City West, AZ	[REDACTED]	Prod. Date: 10/7/11	Dealer: AZ049	Peoria Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Customer states:

1. Thank you very much for the update

\*\*\* PHONE LOG 03/20/2014 05:14 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr AZ049 and spoke with Tim in the Service Department:

Writer states:

1. Calling to get an ETA on this vehicle
2. Let me get with my parts department and as soon as I get an ETA, I will let you know

Dealer states:

1. We went to order the part this morning and it's on backorder with no ETA
2. Order number is 32014C
3. Thank You

\*\*\* PHONE LOG 03/21/2014 09:40 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Customer [REDACTED] states:

1. Because of the sunroof **SHATTER**, we had to throw away our clothes that we were wearing and some additional clothing we had in the car
2. I think we should get reimbursed for that

Writer states:

1. Can you send me some photos or a receipt or an itemized list of the items you lost in the fire
2. Gave customer email address

\*\*\* NOTES 03/21/2014 09:41 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

Received email from customer [REDACTED]

Estimates on losses incurred due to above case.

Item	Value
2 ladies sweaters	120
1 ladies top	59
1 ladies skinny jeans	119
1 victoria secret bra & panties	70
1 pair ladies sandals	50
1 ladies coach purse	170
1 mens golf shirt	45
1 mens jeans	35
1 pair mens sandals	55
1 pair of underwear	5
total	728

In addition lost use of handicap parking permit. Very much an inconvenience

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A29CC [REDACTED]	[REDACTED]	24,836
Sun City West, AZ	[REDACTED]	Prod. Date: 10/7/11	Dealer: AZ049	Peoria Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* PHONE LOG 03/21/2014 09:46 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer [REDACTED]

Writer states:

1. I wanted to let you know I received the itemized list
2. Also, the sunroof should be shipping out sometime next week

Customer states:

1. Sounds good

\*\*\* PHONE LOG 03/21/2014 11:27 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called Business Office for dlr AZ049 and left message for Vincent (623)977-4000

1. Requested copy of Sales Contract
2. Gave dlr call back number, fax number and email address

\*\*\* NOTES 03/24/2014 02:01 PM US Mountain Standard Time BHardt Action Type:Manager review

Tim, svc, AZ049, states:

1. Did a SA on 3/20 due to front sunroof glass **SHATTER**ing while driving.
2. Part is b/o.
3. So far we do not have ETA on part.

Wrt states:

1. Advised case with different office.
2. No info at this time.
3. Will document inquiry and it will be noted.

Tim states:

1. Thank you.

Wrt states:

1. Thanked for calling KMA.

\*\*\* PHONE LOG 03/25/2014 10:24 AM US Mountain Standard Time HSanchez Action Type:Incoming call

Customer states:

1. I am calling about my existing case.
2. Provided case#.

Writer states:

1. Apologized.
2. Verified contact info.
3. Verified no open SC's.
4. Advised customer that case is currently being handled by RCAA SKim.
5. Writer can provide 800 to Regional office.

Customer states:

1. I already have the number for RCAA SKim.
2. I have left a VM for him and have not heard back yet.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A29CC [REDACTED]	[REDACTED]	24,836
Sun City West, AZ [REDACTED]		Prod. Date: 10/7/11	Dealer: AZ049 Peoria Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Writer states:

1. Apologized again.
2. Explained that writer can document customer case and RCAA will receive an automatic e-mail notification.
3. Writer will note that customer is requesting follow up call back.
4. What is the best number to reach customer.

Customer states:

1. My preferred contact # is my cell [REDACTED]
2. My alternate contact # is [REDACTED]

Writer states:

1. Thanked customer for continued patience.
2. Offered additional assistance.

Customer states:

1. No other questions at this time, thanked writer for assistance.

\*\*\* PHONE LOG 03/25/2014 10:44 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED]
2. I'd like you to return me a call
3. It's dealing with case number [REDACTED]
4. You have our numbers, thank you

\*\*\* PHONE LOG 03/26/2014 09:05 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer [REDACTED]

Writer states:

1. I received your message
2. I wasn't aware there was a video
3. Would the video show the clothing that was damaged?
4. I received the photos and we sent out a field expert to physically inspect your vehicle
5. You will need to pick up the vehicle
6. I am currently looking into your request

Customer states:

1. The dealership called me yesterday and said the vehicle is ready to be picked up today
2. I am not picking up that vehicle until KIA settles with us
3. I've already talked to a lawyer about this and he's saying that if I pick up this car, the matter is settled
4. Did you see the video?
5. I didn't take the video, the dealership told me they took a video
6. How can you tell me what happened when you haven't seen the video?
7. I'm not picking up that car until KIA calls me back and resolves this
8. We were not injured, but we could have been

\*\*\* PHONE LOG 03/27/2014 10:52 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A29CG [REDACTED]	[REDACTED]	24,836
Sun City West, AZ [REDACTED]		Prod. Date: 10/7/11	Dealer: AZ049	Peoria Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

1. This is [REDACTED]
2. You have our car, the one with the exploded window in the Phoenix Arizona area, Peoria
3. I'd like to know the status of the request we have for the replacement of our clothing that we lost
4. And if you don't have an answer, I'd like a phone number to your boss before I got to corporate
5. Thank You

\*\*\* NOTES 03/27/2014 02:27 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
Reviewed case with CCM. Offer customer goodwill payment contingent on signed Release Letter.

\*\*\* PHONE LOG 03/27/2014 02:30 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer [REDACTED]

Writer states:

1. KIA is offering you a one-time goodwill payment for \$728
2. I will send you a Release Letter stating the terms of the settlement
3. Once received, please allow 4 to 6 weeks for processing of payment
4. Can I send it to your email?
5. Verified customer's mailing address

Customer states:

1. The dealership called me and said the car will be ready tomorrow
2. My email is [REDACTED]
3. Thank You

\*\*\* NOTES 03/27/2014 03:53 PM US Mountain Standard Time TThacker Action Type:Manager review  
-----Duplicate case notes, see [REDACTED]-----

\*\*\* PHONE LOG 03/25/2014 10:15 AM US Mountain Standard Time LHarrison  
800# VM by Tim AZ049 623-876-6585  
Provided Customer/VIN

1. RO opened 3-13-14 number 311162
  2. Parts are on BO
  3. I have not received any info on updated eta's if any
  4. Cust call back is [REDACTED]
  5. Veh mileage is 24836
- 

\*\*\* NOTES 03/27/2014 04:12 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent customer Release Letter [REDACTED]

Dear Mr. [REDACTED]

Per our conversation, KIA would like to offer you a one time, goodwill payment in the amount of \$728.00 for your inconvenience. Attached you will find the Release Letter in PDF format. In addition, The balance of any remaining KIA Warranties on your vehicle will still remain in effect in full force, subject to Terms and Limitations outlined in the KIA Warranty and Consumer Information Manual issued for your vehicle. Please indicate your acceptance of this offer by signing the attached letter and returning both pages back to me via fax or email along with a copy of the Sales Contract. If

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A29CG [REDACTED]	[REDACTED]	24,836
Sun City West, AZ [REDACTED]		Prod. Date: 10/7/11	Dealer: AZ049	Peoria Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

you have any questions or anything else I can assist you with, please do not hesitate to contact me.

\*\*\* PHONE LOG 04/01/2014 03:03 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr AZ049 and spoke with Tim in the Service Department

Writer states:

1. Requested RO billed out at warranty pricing, sublet bill and/or rental bill
2. Gave dlr fax number

Dealer states;

1. Alright

\*\*\* NOTES 04/01/2014 03:04 PM 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

\*\*\* NOTES 04/01/2014 03:25 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
One time, goodwill to customer of \$728.00

\*\*\* PHONE LOG 04/02/2014 07:45 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr AZ049 and spoke with Tim in the Service Department:

Writer states;

1. RO #311162, calling to find out what the Arizona Insurance Recovery charge is for
2. Thank You

Dealer states;

1. It was for towing
2. I can send fax you a copy of the invoice

\*\*\* NOTES 04/02/2014 07:48 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
One-time, goodwill to dlr AZ049 of \$2,927.83 for sunroof repair.

\*\*\* NOTES 04/11/2014 12:15 PM Pacific Daylight Time SamuelKim Action Type:Correspondence sent  
Sent customer check via USPS.

\*\*\* CASE CLOSE 04/23/2014 12:43 PM Pacific Daylight Time SamuelKim

\*\*\* NOTES 05/19/2014 06:38 PM Pacific Daylight Time MCameron Action Type:Dealer contact  
TREAD review.

# Broken Sunroof 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?**

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

*Yes. Please describe the impact(s) the vehicle has experienced:*

The rear passenger panel, car backed into a cocreate light pole, work done at Mr Goodwrench

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

*<MM/DD/YYYY>:*

3/13/14

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

*<HH:MM> <AM/PM>:*

it was around noon

**13 . What was the temperature?**

*Approximate temperature in Fahrenheit:*

about 70-75

**14 . Was there precipitation?**

*No response selected.*

**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:*

Riggs Road, in Surprise AZ

**29 . What city or town did the incident occur?**

*Name of city or town:*

Surprise AZ

**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?:*

3 lanes, i was in the left hand lane

**32 . Describe the traffic conditions around you at that time.**

*Description of traffic conditions around you at that time:*

Clear visibility, slowing traffic, cars in each lane

**33 . What direction were you heading?**

*Direction of travel (north bound, east bound, etc.):*

South on Reems road

**34 . What cross-street were you nearest that you can remember?**

*Nearest cross-street at the time of the incident:*

Honeysuckle Lane

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

*If MOVING, what speed were you traveling at?:*

around 40MPH

**36 . What was the condition of the street? (e.g., freshly paved, normal roughness, had some holes or broken surface, w:**

*<Obtain more details if the caller says anything other than freshly paved.>:*

road was 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 >:*  
it was like a shotgun went off in the car, the middle blew out and very small shards of glass, some was in a powder

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

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

it was all over me, i looked up and saw it, i then attempted to close the sunshade, but it was clogged, i stayed on the road and pulled off

**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 middle, about 80% of the glass broke from the middle out

**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:*  
75% of what is broke came in

**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?**

Yes

**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.:*

in 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:*

it fell on my and my girlfriend, also fell in the back, on the consul, on the shifter, floor

**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 and passenger front seat

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

Yes

**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?**

*Yes. Please provide the name of the reporting officer, badge number, police report number and department.:*

Officer Brown 2134, Report number [REDACTED] City of Surprise, 623-222-4000

**91 . Was the insurance company contacted?**

*No*

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

*Towed*

**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>:*

They are handling the car, they said that it would be under warranty, We had to throw away the cloths, sweaters had value

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A20DC [REDACTED]	[REDACTED]	6,000
Laredo, TX	[REDACTED]	Prod. Date: 10/8/12	Dealer: TX122 Sames 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 11/18/2013 12:57 PM US Mountain Standard Time Motteson

Writer called TX122 spoke to [REDACTED] and states

1. Calling in reference to this vehicle

[REDACTED] states

1. Sunroof **SHATTER**ed while driving

Thanked and call ended

\*\*\* PHONE LOG 11/18/2013 12:59 PM US Mountain Standard Time Motteson Action Type:Outgoing call

Writer called customer left VM stating

1. Calling in reference to your vehicle
2. Was notified you had a concern with your sunroof
3. Advised to call back
4. Gave case and 800#

[!<For Internal Use Only

If customer calls back and writer is not available please get sunroof scripting!>!]

\*\*\* PHONE LOG 11/18/2013 01:12 PM US Mountain Standard Time JShelley Action Type:Incoming call  
customer stated:

1. last week my sunroof exploded right in front of the kia dlr
2. i talked to the advisor there
3. and spoke to the TX122 director here
4. took him about a day or two and he said he'd order the glass
5. i don't know what to do
6. i was checking on the internet and there's a lot of complaints
7. i've never had a problem with a kia
8. never had any issues with the sunroof
9. i just want to get my car fixed
10. i'm very happy with kias
11. i convinced my daughter last year to buy a sorento
12. TX122 said he can't do anymore
  - he said he ordered it and just waiting for parts to come in
13. what else do i have to do then?
14. it's been 9 days since he ordered the glass
15. i'm traveling this friday
16. now i don't know what to do

writer stated:

1. apologized
2. verified info
3. checked SC
4. advised will contact TX122 and see if any way to expedite parts

customer stated:

1. can you talk to TX122 director?
2. he can give you the case or something or more information
3. Richard Martinez, the Kia Director

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A20D[REDACTED]	[REDACTED]	6,000
Laredo, TX	[REDACTED]	Prod. Date: 10/8/12	Dealer: TX122 Sames Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

writer stated:

1. apologized
2. will follow up on parts order and contact customer with more information
3. thanked for calling

[!<For Internal Use Only

saw that Motteson had started a case and already had a case number so didn't offer survey b/c didn't want to create a dupe case>!]

\*\*\* PHONE LOG 11/18/2013 02:08 PM US Mountain Standard Time M Windsor Action Type: Incoming call

Cust states:

1. Case#

Writer states:

1. Would you like to speak with FCM JShelley?

Cust states:

1. Yes please

\*\*\* Transferred cust to FCM JShelley

\*\*\* PHONE LOG 11/18/2013 02:35 PM US Mountain Standard Time JShelley Action Type: Incoming call

customer stated:

1. i stepped out, i had called you on my cell
2. someone called the house and asked that i call back

writer stated:

1. apologized
2. advised FCM/Motteson had called while customer was speaking with writer
3. advised had some questions for customer

RAN SUNROOF BREAKAGE SCRIPT

customer stated:

1. if this had been something hit me and made the glass break, i'd get it fixed myself no problem
2. but it was just an explosion, i hope i never have this problem again or on my other kia

writer stated:

1. apologized
2. thanked for calling us back
3. advised would call customer with more information

\*\*\* PHONE LOG 11/18/2013 02:37 PM US Mountain Standard Time JShelley Action Type: Outgoing call

writer called TX122/SVCM Richard and stated:

1. calling from keac
2. following up on case
3. requested cb

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A20DC [REDACTED]	[REDACTED]	6,000
Laredo, TX [REDACTED]	Prod. Date: 10/8/12		Dealer: TX122 Sames Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

4. gave 800#, ext#, case#

\*\*\* PHONE LOG 11/19/2013 10:38 AM US Mountain Standard Time JShelley Action Type:Outgoing call  
writer called TX122/SVCM Richard and stated:

1. calling from keac
2. following up on case

Richard stated:

1. he's been real helpful and patient

3. i don't know who to contact with any other claim from Kia
4. i took it into my own hands and ordered the glass 11/12/13
  - was supposed to be here on 11/15/13
5. was put on hold by PartsLine until they got authorization from Kia
6. i got the glass this morning
7. my main question to you is how do i proceed with cases like this
  - if i hadn't ordered the glass like i did, i still wouldn't have it now
8. i seems like there's a lot of times i'm stuck in the middle with no info
9. my cell ph [REDACTED]
10. thanks

writer stated:

1. thanks for info
2. will see what i can find out
3. will call you back

\*\*\* PHONE LOG 11/19/2013 10:48 AM US Mountain Standard Time JShelley Action Type:Outgoing call  
writer called customer and lvm:

1. calling from keac
2. following up on case
3. forwarding case to national
  - expect contact within 2 days
4. please call back for further questions or concerns
5. gave 800#, ext#, case#

\*\*\* PHONE LOG 11/19/2013 10:51 AM US Mountain Standard Time JShelley Action Type:Outgoing call  
writer called TX112/SVCM Richard @ 956-324-6700 and stated:

1. calling from keac
2. following up on case
3. forwarding case to National Office
4. thank you for your patience

\*\*\* NOTES 11/19/2013 10:55 AM US Mountain Standard Time JShelley Action Type:Manager review  
Dispatching for:

1. customer alleges sunroof **SHATTER**ed
2. contact customer as necessary

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A20DC [REDACTED]	[REDACTED]	6,000
Laredo, TX [REDACTED]		Prod. Date: 10/8/12	Dealer: TX122	Sames Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. TX122 awaiting authorization to complete work

\*\*\* PHONE LOG 11/19/2013 11:11 AM US Mountain Standard Time JShelley Action Type:Incoming call  
customer stated:

1. just got your VM
2. i am very upset
3. yesterday when we talked, you said the glass had been sent
4. i told you that i had a trip planned this friday to go to Dallas
5. and right now i feel very angry with Kia
6. should i call the NHTSA and complain?

writer stated:

1. apologized
2. advised TX122/SVCM Richard had done everything possible to repair veh
3. advised writer working to get veh repaired as quickly as possible
4. advised KMA just wants a chance to inspect vehicle

customer stated:

1. i dropped my car off yesterday
2. Richard had said someone would be there to take pictures of it
3. if i don't get my car fixed i'm going to go to the NHTSA
4. i'm gonna go to the local newspapers
5. it's happened over a week ago
6. and i'm just getting horrible treatment from Kia
7. i'm going to wait to hear from Richard tomorrow
  - if i don't hear positive news i'm going to complain to NHTSA and local news
8. trying to get Kia to be responsible for whatever problems you guys have
9. if i don't hear anything by Thursday then i'm going to take matters into my own hands

writer stated:

1. apologized
2. advised Richard had done everything possible to ensure swift repairs to veh
3. advised per procedures, case needs to be escalated to higher office due nature of incident

customer stated:

1. then the procedures need to be changed
2. i'm very disgusted with Kia
3. i hope this is being recorded so some higher ups can hear how frustrated i am

writer stated:

1. apologized
2. advised will contact customer as soon as more information available

customer stated:

1. i hope it's before Thursday afternoon
2. i thought that Kia would be responsible but i'm not going to back Kia anymore
3. i've owned so many Kia cars and now to be treated like this
4. i'm just very disgusted with how i'm being treated
5. and i have this trip this weekend and i can't believe my car won't be fixed for it

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A20DG [REDACTED]	[REDACTED]	6,000
Laredo, TX [REDACTED]	Prod. Date: 10/8/12		Dealer: TX122 Sames Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

6. thank you for your time, and i hope i hear from you soon

writer stated:

1. apologized
2. advised will do everything possible to ensure customer's veh is repaired as quickly as possible
3. have a good day

\*\*\* NOTES 11/19/2013 11:16 AM US Mountain Standard Time JShelley Action Type:Manager review  
Dispatching for:

1. customer alleges sunroof **SHATTER**ed 11/11/13  
- veh currently at TX122 awaiting repairs
2. contact customer as necessary
3. TX122 awaiting authorization to complete work
4. cust states if veh not repaired by 11/21/13 afternoon, will contact NHTSA and local media  
- cust states disgusted by how he's being treated as a multiple Kia owner
5. cust took veh back to TX122 11/18/13 per TX122/SVCM Richard's request

\*\*\* NOTES 11/19/2013 12:45 PM US Mountain Standard Time KKohnke Action Type:E-mail sent  
Email to CCM customer threatening media and NHTSA.

\*\*\* PHONE LOG 11/20/2013 02:04 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with FIR RPeralta who stated:

1. Inspected vehicle and completed FPQR.
2. No glass remaining, no evidence of impact.
3. Front movable glass needs replaced and minor scratch repair on **ROOF**.
4. Sent pictures to CCM.

Wtr stated:

1. Thanks, wtr to obtain photos from CCM and review with PQ.

\*\*\* PHONE LOG 11/20/2013 02:05 PM Pacific Daylight Time MHillegas Action Type:Incoming call  
Wtr received emails and photos from CCM and attached to case.

\*\*\* PHONE LOG 11/20/2013 02:09 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 11/20/2013 02:12 PM Pacific Daylight Time MHillegas Action Type:Incoming call  
NCA reviewed case with PQ:

1. Dealer to replace sunroof and repair minor scratches on **ROOF**.
2. Recover side pieces and send to KMA.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A20DC [REDACTED]	[REDACTED]	6,000
Laredo, TX	[REDACTED]	Prod. Date: 10/8/12	Dealer: TX122 Sames Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 11/20/2013 02:17 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr left VM and sent email communication to SM Richard Martinez at TX122 with cc: to DPSM & RCAM stating:  
From: Hillegas, Michele [KMA]  
Sent: Wednesday, November 20, 2013 2:01 PM  
To: 'richardm@sames.net'  
Cc: Childery, Stormy [KMA]; Davis, Charles [KMA]  
Subject: [REDACTED] 2013 Sorento - Sunroof **SHATTER** - TX122

Hi Richard,

This is a follow up to the voicemail that I just left for you.

We've completed our investigation and have not been able to clearly identify a cause for the sunroof **SHATTER**, therefore, we are giving you authorization to replace the sunroof glass and repair the minor scratches on the **ROOF** as a one-time goodwill gesture on behalf of customer.

Please do not submit a warranty claim. Instead, submit the RO to me for payment via Consumer Affairs goodwill. Payment will be reflected as a credit on your parts statement.

RO should be documented as follows:

- Complaint: "Customer states sunroof **SHATTER**ed while driving 2013 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 and minor scratches on **ROOF** as a one-time goodwill gesture on behalf of customer"

Please let me know ETA for completion of repairs.

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 11/20/2013 02:58 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with customer [REDACTED] and stated:  
1. Name, company and case number.

2. We've received your case in our office for further review regarding the incident you had with the sunroof **SHATTER** on your 2013 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 this matter.
5. Wtr would like to provide you with an update on your case.



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A20DC [REDACTED]	[REDACTED]	6,000
Laredo, TX	[REDACTED]	Prod. Date: 10/8/12	Dealer: TX122 Sames Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

due to external impact or not,

8. Therefore, KMA has authorized dealer to replace sunroof glass and repair minor scratches on the **ROOF** as a goodwill gesture.

9. Wtr is waiting to hear back from SM Richard Martinez on ETA for completion of repairs.

10. I understand that you are planning to take a trip on either Thursday or Friday and need your vehicle back prior to going on trip.

Customer stated:

1. Actually, SM contacted me this afternoon and advised me that sunroof repair will be completed before the end of business today.

2. The scratches can just be buffed out.

3. To be honest I don't even care about the scratches; they're not that noticeable.

4. We're leaving to go to Dallas on Friday to visit our three children for Thanksgiving and staying until Dec. 2.

5. I wanted to gas up the car and get ready for the trip tomorrow.

6. We hardly drive the Sorento except when we travel to Dallas.

7. We have a Kia Forte that we use for everyday use.

8. 5,000 miles out of the 6,000 miles have been for Dallas trips.

9. I'm glad we had the sunshade closed when the sunroof exploded otherwise glass could have come down and cut us.

10. Thank you for authorizing goodwill repair we really appreciate it.

11. You have a good Thanksgiving holiday.

Wtr stated:

1. Thank you for contacting us and bringing this concern to our attention so that we could have an opportunity to investigate and assist with resolving this matter.

2. Have a nice trip and Thanksgiving holiday.

\*\*\* PHONE LOG 12/10/2013 04:03 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr called SM Richard Martinez at TX122:

1. SM on vacation.

\*\*\* PHONE LOG 12/10/2013 04:07 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email to SM Richard Martinez at TX122 with cc: to DPSM & RCAM stating:

From: Hillegas, Michele [KMA]

Sent: Tuesday, December 10, 2013 4:06 PM

To: richardm@sames.net

Cc: Childery, Stormy [KMA]; Davis, Charles [KMA]

Subject: FW: [REDACTED] 2013 Sorento - Sunroof **SHATTER** - TX122

Hi Richard,

Please forward a copy of the final RO to me so that I can submit for reimbursement to TX122 through CA goodwill.

Thanks,

Michele Hillegas

National Consumer Affairs Analyst

Kia Motors America, Inc.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A20DC [REDACTED]	[REDACTED]	6,000
Laredo, TX [REDACTED]	Prod. Date: 10/8/12		Dealer: TX122 Sames Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

111 Peters Canyon Road  
Irvine, CA 92606  
949.468.4618 - Direct  
949.468.4509 - Fax  
mhillegas@kiausa.com

\*\*\* PHONE LOG 12/16/2013 01:55 PM Pacific Daylight Time MHillegas Action Type:Incoming call  
Wtr received VM from SM Richard Martinez at Sames Kia stating:

1. Calling to find out where you would like me to send invoice for Richard Martinez's sunroof repair.
2. You can reach me at (956) 324-6700.

\*\*\* PHONE LOG 12/16/2013 02:08 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr called SM Richard Martinez at Sames Kia and left a detailed VM stating:

1. You can either fax or email repair invoice for [REDACTED] to wtr.
2. Wtr provided fax number and email address.

\*\*\* PHONE LOG 12/17/2013 03:59 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with SA Manny at Sames Kia and stated:

1. Wtr requested to speak with SM Richard Martinez.

SA stated:

1. SM is at training in Houston and should return by midday tomorrow.

Wtr stated:

1. Wtr to contact SM tomorrow.

\*\*\* PHONE LOG 12/23/2013 10:04 AM Pacific Daylight Time MHillegas Action Type:Incoming call  
Wtr received email with RO attached from SM Richard Martinez at TX122 stating:

From: Richard Martinez [mailto:richardm@sames.net]  
Sent: Thursday, December 19, 2013 11:59 AM  
To: Hillegas, Michele [KMA]  
Subject: Mr. [REDACTED] (SUNROOF GOODWILL)

Any questions or if I need to change any pricing please let me know

Thanks,

Richard Martinez  
Parts and Service Director  
Sames HONDA & KIA  
956.723.2046 ext 8016

\*\*\* PHONE LOG 12/23/2013 10:05 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr sent email to SM Richard Martinez at TX122 stating:

From: Hillegas, Michele [KMA]

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A20DC [REDACTED]	[REDACTED]	6,000
Laredo, TX [REDACTED]	Prod. Date: 10/8/12		Dealer: TX122 Sames Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Sent: Thursday, December 19, 2013 12:33 PM

To: 'Richard Martinez'

Subject: RE: Mr [REDACTED] (SUNROOF GOODWILL)

Hi Richard,

It doesn't look like the part is priced out at warranty dollars. Please resend invoice at warranty dollars with no sales tax.

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 01/06/2014 02:24 PM Pacific Daylight Time MHillegas Action Type:Incoming call  
Wtr received revised RO#13345 from SM Richard Martinez at TX122 and attached a copy to case.

\*\*\* PHONE LOG 01/06/2014 02:30 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with SM Richard Martinez at TX122 and stated:

1. We received revised RO at warranty prices, thank you.
2. Wtr requested receipt from sublet glass company.
3. Dealer will receive a credit on parts statement for repair reimbursement.
4. Wtr to submit goodwill for approval and processing.

SM stated:

1. I will look for receipt from sublet company and will email it to you.

Wtr stated:

1. Thank you.

\*\*\* NOTES 03/11/2014 01:40 PM Pacific Daylight Time JeffStroup Action Type:Manager review

[!<For Internal Use Only

wtr spoke with m.hillegas

1. reimburse dealer \$527.40 >!]

\*\*\* CASE CLOSE 03/24/2014 04:43 PM Pacific Daylight Time MHillegas  
No further actions.

# Broken Sunroof 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>:

11/10/2013

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

around noon Laredo TX time

13 . What was the temperature?

Approximate temperature in Fahrenheit:

low 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:*

I-35 passing right in front of the Kia Dlr in Laredo

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

Northbound, only two lanes.

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

*Nearest City or Town from the incident location:*

Laredo, TX

**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 #3

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

*Exit before or after the incident location:*

exit 3 is where customer gets on the I-35, gets off on exit 4

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

3 blocks

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

*If MOVING, what speed were you traveling at?:*

45-50mph

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

*Description of traffic condition:*

hardly any traffic, just a few 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:*

don't remember if they were cars or trucks, but no semi-trucks

**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.>:*

this section has not been recently repaved, no construction or anything

**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.>:*

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

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

*glass dropping off the back of the vehicle*

**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 metal edges still have some glass in them*

**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:*  
*about half stayed inside and was on the cover, the other half flew out*

**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?**

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.:*

not really sure what shape the hole was, didn't actually see the glass break because the cover was closed and caught the big chunks of glass. the smaller pieces flew out and slid off the roof of the car and fell into the street.

**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:*

about half of the glass was smaller chunks and flew up and out of the vehicle

**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:*

front passenger seat, wife

**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>:*

vehicle is at customer's home right now but taking veh to TX122 for pictures and a Kia rep to look at vehicle.

just wants his vehicle fixed quickly, hopefully before this Friday to go see his children in Dallas and stay there for Thanksgiving



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A21BC [REDACTED]	[REDACTED]	32,726
Denim Springs, LA [REDACTED]		Prod. Date: 12/14/10	Dealer: LA046	Kia Baton Rouge East

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 09/03/2014 09:34 AM US Mountain Standard Time MHill

Dealer states that sun **ROOF SHATTER**ed at idle.

\*\*\* PHONE LOG 09/03/2014 09:36 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer leaves VM for [REDACTED] stating

1. Calling in regards to sun **ROOF SHATTER**ing
2. Have a few questions regarding this
3. Request callback
4. Provides case # and 800#

\*\*\* NOTES 09/03/2014 09:37 AM US Mountain Standard Time MHill Action Type:Manager review

[!<For Internal Use Only

If customer calls back, please complete sun **ROOF** scripting>!]

\*\*\* PHONE LOG 09/04/2014 10:45 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer leaves VM for [REDACTED] stating

1. Calling in regards to sun **ROOF SHATTER**ing
2. Have a few questions regarding this
3. Request callback
4. Provides case # and 800#

\*\*\* NOTES 09/04/2014 10:46 AM US Mountain Standard Time MHill Action Type:Manager review

DISPATCHED FOR

1. REVIEW OF SUN **ROOF SHATTER**ING
2. CUSTOMER CONTACT AS NECESSARY

\*\*\* NOTES 09/10/2014 12:57 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dealer LA046 and spoke with Pam in the Service Department

Writer states:

1. Has this vehicle been repaired?
2. Was it inspected by anybody?
3. Requested RO billed out at warranty pricing and rental bill
4. Requested photos of vehicle
5. Gave customer email address, fax number and call back number

Dealer states:

1. It was repaired and released
2. Our DPSM RWood inspected it
3. If we still have the photos, I will have my Service Manager email it to you

\*\*\* PHONE LOG 09/10/2014 12:59 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

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**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A21BG [REDACTED]	[REDACTED]	32,726
Denim Springs, LA [REDACTED]	Prod. Date: 12/14/10		Dealer: LA046 Kia Baton Rouge East	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

2. Calling to make sure all your concerns have been addressed
3. Requested call back
4. Gave call back number

\*\*\* NOTES 09/11/2014 04:36 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received email from Service Advisor Pamela Simpson at dealer LA046 (psimpsn@allstarautomotive.com)  
Good morning,

I am sending a total of 5 pictures in separate emails as per your request. If you have any questions please let me know.

Thank you,

\*\*\* NOTES 09/11/2014 04:38 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Sent email to Pamela Simpson in the Service Department at dealer LA046 (psimpsn@allstarautomotive.com)  
Can you also send me the RO billed out at warranty pricing and a copy of the rental bill or loaner agreement.

\*\*\* NOTES 09/16/2014 02:12 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
One time, goodwill to dealer LA046 of \$730.50 for sun **ROOF** repair and rental.

\*\*\* PHONE LOG 09/16/2014 02:16 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called and spoke with Mr. [REDACTED]  
Writer states:  

1. Calling to follow up with you on your 2011 KIA Sorento
2. Wanted to make sure your vehicle was repaired
3. If you have any further questions or concerns, you are more than welcome to contact us

Customer states:  

1. They did a great job
2. Thank You

\*\*\* NOTES 09/24/2014 02:04 PM Pacific Daylight Time ADellarocca Action Type:Dealer contact  
Dealer received credit memo for \$730.50

\*\*\* CASE CLOSE 09/24/2014 02:05 PM Pacific Daylight Time ADellarocca

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWD A22CC [REDACTED]	[REDACTED]	59,835
York, SC		Prod. Date: 5/27/11	Dealer: NC025	Folger Kia South

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 09/29/2014 10:36 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer contacts [REDACTED] and states

1. Calling with a few questions regarding sun **ROOF SHATTER**ing

[REDACTED] states

1. I don't own that no longer

\*\*\* NOTES 09/29/2014 10:38 AM US Mountain Standard Time MHill Action Type:Dealer contact

Writer contacts NC025 SVC and states

1. [REDACTED] is no longer the owner of this veh
2. Collects info

Adam Svc Adv states

1. Provides info
2. They dropped the veh off real fast and I did not get their address, I apologize

\*\*\* PHONE LOG 09/29/2014 10:47 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer contacts Mr. [REDACTED] and states

1. calling with a few questions regarding sun **ROOF SHATTER**ing

\*\*completes sun **ROOF** scripting\*\*

Mr. [REDACTED] states

1. Thank you

\*\*\* NOTES 09/29/2014 10:47 AM US Mountain Standard Time MHill Action Type:Manager review

DISPATCHED FOR:

1. REVIEW OF SUN **ROOF SHATTER**ING
2. CUSTOMER CONTACT IF NECESSARY

\*\*\* PHONE LOG 09/29/2014 10:49 AM US Mountain Standard Time MHill

Dealer states customer alleges sun **ROOF SHATTER**ed while driving down the road

\*\*\* PHONE LOG 09/29/2014 02:43 PM Pacific Daylight Time SMarino Action Type:Outgoing call

Called dealer NC025 - left message for service mgr. Steve Capobianco

\*\*\* PHONE LOG 09/30/2014 07:05 AM Pacific Daylight Time SMarino Action Type:Outgoing call

Called dealer, NC025 - Writer was advised Steve Capobianco is no longer employed the new service mgr is Breant Blackwelder

1. Writer reviewed case with Breant
2. Writer advised need pictures
3. Brent advised DPSM already authorized repair - PWA#....RS08119 and it authorized on 09-22-2014
4. Brent advised parts have been ordered but there are some problems getting the parts sent on hold for P/O. He stated he will

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA22CG [REDACTED]	[REDACTED]	59,835
York, SC		Prod. Date: 5/27/11	Dealer: NC025	Folger Kia South

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

5. Writer advised to please email pictures and parts info
6. Writer provided writers contact information

\*\*\* PHONE LOG 09/30/2014 09:12 AM Pacific Daylight Time SMarino Action Type:Outgoing call  
Called DPSM and reviewed case with DPSM

\*\*\* NOTES 09/30/2014 02:27 PM Pacific Daylight Time SMarino Action Type:Dealer contact  
Sent email to sevice mgr @ NC025

\*\*\* NOTES 10/01/2014 06:31 AM Pacific Daylight Time SMarino Action Type:Dealer contact  
Sent email to Brent Blackwelder , service mgr @ NC025

1. After reviewing pictures there is there is not any obvious sings of cause of the sun **ROOF SHATTER**, either due to external impact or not.
2. Advised KMA has authorized replacement of the sun **ROOF** as a one-time good will gesture on the behalf of the customer.

\*\*\* NOTES 10/17/2014 12:42 PM Pacific Daylight Time SMarino Action Type:Dealer contact  
Process GW # 93092

Reimbursement will be posted to dealer parts statment

# Accident Report

Case

[REDACTED]

---

## Report Details

0 . End

No response selected.

1 .

[REDACTED]

2 .

[REDACTED]

3 .

[REDACTED]

4 .

[REDACTED]

5 .

same as above

6 .

[REDACTED]

7 .

[REDACTED]

8 .

No

10 .

8/28/2014

**11 .**

9:30 a.m.

**12 .**

Clear, no wind, 80's

**13 .**

highway

**14 .**

I85

**15 .**

unk.. Raleigh/Durham area

**16 .**

N

**17 .**

approx 60

**18 .**

very light

**19 .**

normal

**22 .**

*Closed*

**25 .**

*No*

**27 .**

*Yes*

**28 .**

sounded like a gunshot

**29 .**

front panel

**30 .**

*CLOSED*


**31 .**

*No*

**36 .**

*Yes*

**37 .**

passenger front, wife 

**38 .**

*No*

**39 .**

*No*

**44 .**

*No*

**49 .**

*No*

58 .  
*Driven*

59 .

Folger Kia South

60 .

no

61 .

To get it replaced under warranty.



# Kia Motors America

## Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYKW4A28BG		0
North Charleston, SC		Prod. Date: 3/24/11	Dealer: SC019 Kia Country	

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 04/17/2014 09:57 AM US Mountain Standard Time BHardt

\*\*\* PHONE LOG 04/17/2014 10:16 AM US Mountain Standard Time BHardt Action Type:Outgoing call

(brother in law) and cust states:

1. There appears to be an issue with these cars from time to time when sunroof will explode while driving down the road.
2. That has happened to us.

Wrt states:

1. Updated info.
2. Apologized.
3. Followed sunroof script.

Cust states:

1. Front sunroof **SHATTER**ed, rear has crack in it.
2. No hole, no glass left.
3. No injuries, driver did get in head with metal bar from front of window.
4. Hit in head and right shoulder by bar.
5. Veh is at Kia Country of Charleston.
6. No repairs completed.
7. Requesting Kia cover repairs.

Wrt states:

1. Provided case #.
2. Advised will be forwarding concerns to appropriate office.
3. Will receive c/b in 2 business days.

Cust states:

1. Also asking them to make and cover repair.
2. Looking for some kind of insight as to what might be causing it to explode and to ensure to prevent it from happening again.

Wrt states:

1. Advised concerns documented and will be forwarded.

Cust states:

1. Thank you.

Wrt states:

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

\*\*\* NOTES 04/17/2014 10:26 AM US Mountain Standard Time BHardt Action Type:Dealer contact

Wrt called SC019 and stated:

1. Calling in followup to veh for cust.
2. Advised forwarding case to NCA.
3. Do not touch veh.

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYKW4A28BG		0
North Charleston, SC		Prod. Date: 3/24/11	Dcalcr: SC019 Kia Country	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Mitch, svc mgr, states:

1. We already started vacuuming glass out of it.

Wrt states:

1. That's fine, just don't touch it further.

Mitch states:

1. Thank you.

Wrt states:

1. Thanked for time.

\*\*\* NOTES 04/17/2014 10:28 AM US Mountain Standard Time BHardt Action Type:Dealer contact

CALL TO ACTION:

Cust alleges sunroof exploded while driving on 2-way city st.

\*\*\* PHONE LOG 04/18/2014 09:25 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr spoke to SM Mitch:

1. SM stated pictures of sunroof available through DPSM.
2. Wtr will contact DPSM for pictures and schedule Kia Rep appointment.
3. SM stated vehicle is covered because it is raining.
4. SM stated not a lot of glass left.
5. Wtr thanked SM for info and disconnected.

\*\*\* EMAIL OUT 04/18/2014 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]>>

\*\*\* PHONE LOG 04/21/2014 10:12 AM Eastern Daylight Time LMitchell Action Type:Outgoing call

Wtr states:

1. FTR confirmed he can inspect vehicle on Wednesday, 4/23.

\*\*\* PHONE LOG 04/23/2014 08:54 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr left VM for customer:

1. Calling in reference to vehicle.
2. Informed customer that vehicle will be inspected by FTR today.
3. Once wtr hears back from FTR, wtr will contact customer.
4. However, in the mean time, if customer has any questions please c/b.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYKW4A28BC		0
North Charleston, SC		Prod. Date: 3/24/11	Dealer: SC019 Kia Country	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

5. Provided c/b # and case # for reference.

\*\*\* PHONE LOG 05/01/2014 12:59 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr attempted to contact SM Mitch:

1. Wtr was informed SM gone for the day.

\*\*\* PHONE LOG 05/02/2014 10:18 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Mitch:

1. SM stated vehicle has been repaired.

2. Wtr requested RO to reimburse dlr on parts statement.

\*\*\* NOTES 05/02/2014 10:18 AM Pacific Daylight Time JMoJica Action Type:Dealer contact

[!<For Internal Use Only

SM emailing RO to wtr.>!]

\*\*\* PHONE LOG 05/19/2014 08:51 AM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd

Wtr received RO from SM.

\*\*\* PHONE LOG 06/02/2014 02:10 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr submitted GW request: 91435

Dlr to be reimbursed \$1,192.56

\*\*\* NOTES 06/30/2014 01:08 PM Pacific Daylight Time JMoJica Action Type:Dealer contact

Wtr verified dlr reimbursed on parts statement.

\*\*\* CASE CLOSE 06/30/2014 01:09 PM Pacific Daylight Time JMoJica

# Broken Sunroof 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>:

4/15/14

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

<HH:MM> <AM/PM>:

12:30 PM

**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?:

Lightly drizzling.

**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:*

Spruill Ave.

**29 . What city or town did the incident occur?**

*Name of city or town:*

North Charlestown, SC

**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?:*

1 lane in direction of travel

**32 . Describe the traffic conditions around you at that time.**

*Description of traffic conditions around you at that time:*

There was nobody else on road except for me on either direction

**33 . What direction were you heading?**

*Direction of travel (north bound, east bound, etc.):*

North bound.

**34 . What cross-street were you nearest that you can remember?**

*Nearest cross-street at the time of the incident:*

Between Becksley and Cosgrove.

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

*If MOVING, what speed were you traveling at?:*

35 mph.

**36 . What was the condition of the street? (e.g., freshly paved, normal roughness, had some holes or broken surface, w**

*<Obtain more details if the caller says anything other than freshly paved.>:*

Freshly paved.

**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.>:  
Very loud explosion, like a shotgun.

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

Describe what you FIRST saw when the glass broke:

Heard it and ducked down and saw little pieces of black glass just falling over.

**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 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:  
Pretty much all of it in the veh.

**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?**

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.:

Almost all glass broken.

**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:*

All in the cabin, sunshade as far back as it could go, some maybe on top of 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?**

*Yes*

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

*Yes*

**85 . Who was injured?**

*Name, address and phone number of who was/were injured:*

Driver, owner of veh, hit in head with metal bar.

**86 . What were the seating positions were the injured?**

*Name of injured and seating position for each:*

Driver seat.

**87 . Was the injury from glass or any other debris?**

*Injury from debris other than glass.*

**88 . Describe the nature of the injuries.**

*Please describe the mentioned injuries:*

**89 . Did any of the injured persons seek medical attention?**

*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#:*  
*Were contacted as inquiry for sunroof coverage, no claim filed.*

**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>:*

*Asking them to cover cost of making the repair.*



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA23DG [REDACTED]	[REDACTED]	27,000
Kaycee, WY		Prod. Date: 11/3/12	Dealer: WY004	White's Mountain 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 06/06/2014 01:34 PM US Mountain Standard Time MHill  
Writer contacts Service Department WY004

Writer states:

1 Calling to verify sunroof **SHATTER**ed

Joyce Svc Adv states:

1 Customer called in and said that he walked out and it was **SHATTER**ed

2 No RO, no open date

3 Rep is saying that this is customer pay

\*\*\* PHONE LOG 06/06/2014 01:36 PM US Mountain Standard Time MHill Action Type:Outgoing call  
Writer leaves VM for customer

Writer states:

1 Calling to follow up with concern with sunroof **SHATTER**ing

2 Wanted to ask a few questions

3 Provides case # and contact info

[!<For Internal Use Only

\*\*If customer calls back, please complete sunroof scripting.\*\*>!]

\*\*\* PHONE LOG 06/06/2014 01:41 PM US Mountain Standard Time SLarez Action Type:Outgoing call  
Customer called back from [REDACTED]  
Writer asked for name.

Customer states.

1. It does not matter because this is the wrong number.

2. Not sure if someone pressed the wrong digit but they got me.

Writer confirmed number though caller ID and thanked customer for calling

\*\*\* NOTES 06/06/2014 02:36 PM US Mountain Standard Time MHill Action Type:Dealer contact  
Writer leaves VM for Joyce in SVC for callback with alt# for customer. Provides contact info.

\*\*\* NOTES 06/06/2014 03:21 PM US Mountain Standard Time MHill Action Type:Dealer contact  
Writer receives call from Joyce @ WY004

Writer states:

1 I was calling to see if you have an alt #

Joyce states:

1 307-738-2518

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
Kaycee, WY		5XYKUDA23DC		27,000
Prod. Date: 11/3/12		Dealer: WY004 White's Mountain Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Writer states:

1 Calling to with a few questions regarding sunroof **SHATTER**ing

Customer states:

1 Ok

\*\*\* NOTES 06/06/2014 03:32 PM US Mountain Standard Time MHill Action Type:Manager review  
DISPATCHED FOR:

1 REVIEW FOR SUNROOF **SHATTER**ING

2 CUSTOMER CONTACT

\*\*\* PHONE LOG 06/10/2014 04:29 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr called customer, [REDACTED] and left a VM requesting a call back.

\*\*\* PHONE LOG 06/11/2014 02:15 PM Pacific Daylight Time MHillegas Action Type:Incoming call  
Wtr received a VM from customer, [REDACTED] requesting a call back at [REDACTED]

\*\*\* PHONE LOG 06/11/2014 02:40 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with customer, [REDACTED] and stated:

1. Name, company and case number.
2. We've received your case in our office for further review regarding a concern you had with the sunroof on your Sorento.
3. Wtr apologized for the concern.
4. Wtr is the person that has been assigned to your case to further assist you with resolving the concern.
5. Wtr reviewed details of the incident with customer.
6. Typically glass is not a warrantable concern, however, we'd like to investigate to try and determine cause of **SHATTER**.
7. In order for us to begin our investigation we will need to obtain photos of all the damage to the vehicle with engineering to determine if we need to dispatch a Kia Rep to inspect vehicle.
8. Is the vehicle currently at a Kia dealership?
9. Did you take any post incident photos that you can email to wtr?
10. Gave wtr's name, phone number and email address to customer.

Customer stated:

1. Incident occurred on 5-20-14 because I had a get together to go to that evening.
2. Vehicle was parked in the parking lot of an elementary school where I work.
3. I parked vehicle at 7:30 am and left work at 4:30 pm.
4. I may have gone out to vehicle or I may have driven vehicle at lunch I'm not sure.
5. The sunroof glass was closed 100%.
6. The sunshade was closed 50%.
7. It was a clear sunny day about 75-80 degrees, no wind and no precipitation.
8. I hadn't noticed any cracks in the sunroof prior to the incident.
9. Nothing was around the vehicle; no trees or utility poles; no playgrounds or fields.
10. When I got to the car at 4:30 pm I noticed that the sunroof was **SHATTER**ed.
11. I looked around and inside of vehicle and didn't see any evidence of rocks or anything like that.
12. I haven't taken any photos of the vehicle.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA23DC [REDACTED]	[REDACTED]	27,000
Kaycee, WY [REDACTED]		Prod. Date: 11/3/12	Dealer: WY004 White's Mountain Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

14. How long is this going to take? I'm without a car.

15. I haven't contacted the insurance company because my deductible is \$1,000.00.

16. There's no glass left because I've picked all of it out.

Wtr stated:

1. As soon as wtr receives the photos we can review your case further with engineering to determine next steps.
2. Wtr should be able to get back to you with outcome of review by tomorrow morning.

Customer stated:

1. Okay, thanks.

\*\*\* PHONE LOG 06/11/2014 02:42 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received a VM from customer, [REDACTED] stating:

1. I just emailed two photos to you.
2. Call me back if you did not receive them.

\*\*\* PHONE LOG 06/11/2014 02:57 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Wtr did not received the photos.
2. Wtr will send you an email and you can respond and attach the photos.

Customer stated:

1. I don't get good phone service where I live.
2. Dealer ordered the sunroof glass; maybe I'll just take the car to the dealer and have them put the glass in.
3. My email address is [REDACTED]

Wtr stated:

1. KMA will need to conduct a full investigation in order to determine if we will be authorizing a goodwill repair prior to any repairs being completed.
2. Wtr to send customer an email.

\*\*\* PHONE LOG 06/11/2014 02:58 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent

Wtr sent email to customer, [REDACTED] stating:

From: Hillegas, Michele [KMA]

Sent: Wednesday, June 11, 2014 3:46 PM

To: [REDACTED]

Subject: [REDACTED] 2013 Sorento - Sunroof **SHATTER** - WY004

Hi [REDACTED]

As we discussed, please send photos to us for further review with engineering.

Thanks,

Michele Hillegas

National Consumer Affairs Analyst

Kia Motors America, Inc.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA23DC [REDACTED]	[REDACTED]	27,000
Kaycee, WY [REDACTED]		Prod. Date: 11/3/12	Dealer: WY004 White's Mountain Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

111 Peters Canyon Road  
Irvine, CA 92606  
(877) 220-3189 x7848  
949.468.4509 - Fax  
mhillegas@kiausa.com

\*\*\* PHONE LOG 06/12/2014 05:37 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr called customer, [REDACTED] and left a detailed VM requesting a call back and to check status of photos.

# Broken Sunroof 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>:*

*21st or the 28th*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

*afternoon*

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

*warmer 75-80*

14 . Was there precipitation?

*No*

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

*No*

**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.:*

Parking lot of a school, wife's work

**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 parking 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?**

*No*

**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:*

*saw the shattered glass inside the vehicle*

**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; most of it got inside, but there was also some outside of the veh*

**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?**

*Yes*

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

*No response selected.*

**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?**

*Partially CLOSED*

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

*Percent closed:*

*50%*

**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 ended up in the sunshade and some inside 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?**

*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>:*

Find out why the sunroof would have shattered on it's own.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A2XCG [REDACTED]	[REDACTED]	40,000
Mesa, AZ [REDACTED]	Prod. Date: 5/28/11		Dealer: AZ019 Tempe Kia	

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 12/12/2013 04:39 PM US Mountain Standard Time MHill

The customer [REDACTED] states:

1. Driving down the freeway
2. The sunroof imploded
3. Not the moveable part, the plain one that does not move
4. It imploded upward
5. Looks like a brick came out through it not from the outside but through the inside
6. Just passed under an underpass, thought maybe someone had thrown something at the veh
7. Would also like a car rental

Writer states:

1. Verifies info
2. Apologizes issues
3. Completes sunroof scripting
4. You will be contacted within 2 business days to discuss your case further
5. Provides case #, extension, and contact info

Customer states:

1. Will not be available on Monday, having surgery
2. Will be able to speak friend that will be taking care of me
3. Tuesday is better, I should be able to talk then
4. Thank you

\*\*\* NOTES 12/12/2013 04:42 PM US Mountain Standard Time MHill Action Type:Manager review  
DISPATCHED FOR:

1. REVIEW OF SUNROOF **SHATTER**ING
2. CUSTOMER CONTACT

\*\*\* PHONE LOG 12/13/2013 03:50 PM Pacific Daylight Time JMojica Action Type:Outgoing call  
Wtr left VM:

1. Calling in reference to vehicle.
2. Requested c/b once customer becomes available.
3. Provided c/b # and case #.

\*\*\* PHONE LOG 12/16/2013 12:56 PM Pacific Daylight Time JMojica Action Type:Incoming call  
Customer left VM requesting c/b.

\*\*\* PHONE LOG 12/16/2013 02:56 PM Pacific Daylight Time JMojica Action Type:Outgoing call  
Wtr spoke to DPSM:

1. Will be inspecting vehicle this week, but do not have a date yet.

\*\*\* PHONE LOG 12/16/2013 02:58 PM Pacific Daylight Time JMojica Action Type:Outgoing call

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A2XCC [REDACTED]	[REDACTED]	40,000
Mesa, AZ [REDACTED]	Prod. Date: 5/28/11		Dealer: AZ019 Tempe Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

Wtr left VM for customer:

1. Inspection will be taking place this week.
2. C/b for further assistance.

\*\*\* NOTES 12/18/2013 02:56 PM Pacific Daylight Time J Mojica Action Type: Manager review  
DPSM inspected vehicle. FPQR and pictures will be submitted.

\*\*\* PHONE LOG 12/20/2013 11:18 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr left VM for DPSM:

1. Calling to see if FPQR has been submitted.
2. Requested pictures.
3. Requested c/b.

\*\*\* PHONE LOG 12/23/2013 01:12 PM Pacific Daylight Time J Mojica Action Type: Incoming call  
Customer:

1. Dlr denied my claim so now they are going through my insurance co.
2. However, my ins. co. is dragging it's feet because they feel this was a Kia issue.

Wtr:

1. Apologized, wtr is still pending Kia rep info to make determination.
2. Dlr made decision prematurely.
3. Wtr will gather more info and get back to customer.
4. Apologized.

Customer:

1. Thank you, I appreciate that.
2. I returned the loaner that the dlr provided me with.
3. I will wait for your call.

\*\*\* PHONE LOG 12/23/2013 02:35 PM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr spoke to SVCA Bob:

1. Advised that repairs will be covered under CA GW, per PQ Dept.
2. Repairs estimated to be about \$1,000 +rental.
3. Wtr will contact customer to relay information.
4. SVCA instructed to sent wtr docs once repairs are complete so dlr can be reimbursed on parts statement.

\*\*\* PHONE LOG 12/23/2013 02:37 PM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr left VM for customer requesting c/b.

\*\*\* PHONE LOG 12/23/2013 03:25 PM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr:

1. Thanked customer for the c/b.
2. Informed customer that upon further review/investigation of vehicle, we have been unable to clearly identify a cause for the sunroof **SHATTER**, whether due to external impact or not.

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A2XCG [REDACTED]	[REDACTED]	40,000
Mesa, AZ [REDACTED]	Prod. Date: 5/28/11		Dealer: AZ019 Tempe Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

3. Therefore, KMA will authorize replacement of the sunroof as a goodwill gesture.

4. Wtr needs to send out general release that is to be signed and returned.

Customer:

1. Verified email address.

2. Why is Kia handling it differently than Hyundai?

3. I looked online and I know they are having this issue.

Wtr:

1. Apologized, but wtr cannot speak for Hyundai.

2. Wtr can say that KMA will be taking care of the replacement of this vehicle's sunroof.

3. Wtr will send out general release that needs to be signed and returned.

\*\*\* PHONE LOG 12/23/2013 03:27 PM Pacific Daylight Time J Mojica Action Type: Outgoing call

Ms. [REDACTED]

Per our conversation, attached is the general release form that is to be signed and returned. Once again, I apologize for the inconvenience and the miscommunication we experienced this morning. If you have any questions feel free to contact me at the number listed below.

Thank you for your patience and cooperation,

\*\*\* PHONE LOG 01/02/2014 12:19 PM Pacific Daylight Time J Mojica Action Type: Incoming call

Wtr received VM from Monique at AZ019 requesting email address to send the RO to.

\*\*\* PHONE LOG 01/02/2014 12:29 PM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr spoke to Monique and provided email address for RO.

\*\*\* PHONE LOG 01/02/2014 12:37 PM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr:

1. Calling in reference to vehicle.

2. Wtr did not receive signed RO.

Customer:

1. Apologized.

2. I haven't gone back to work yet so I have not been able to scan it and email it.

3. I will send it to you on Monday.

4. I don't have that vehicle anymore, if it makes a difference.

Wtr:

1. Oh, wtr was not aware.

2. Ok, well if customer can scan and email doc that would be great.

3. Monday is fine.

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYKU4A2XCG		40,000
Mesa, AZ		Prod. Date: 5/28/11	Dealer: AZ019 Tempe Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof/Sunroof Blind

4. Thanked customer.

\*\*\* PHONE LOG 01/15/2014 11:44 AM Pacific Daylight Time JMoJica Action Type:Web Contact

Wtr received RO from dlr.

Wtr received signed release from customer.

\*\*\* NOTES 01/16/2014 08:53 AM Pacific Daylight Time JMoJica Action Type:Manager review

Wtr submitted GW request: 88563

Dlr to be reimbursed on parts statement for the amount of 976.83

\*\*\* NOTES 01/27/2014 08:24 AM Pacific Daylight Time JMoJica Action Type:Manager review

Wtr confirmed dlr was reimbursed on parts statement.

\*\*\* CASE CLOSE 01/27/2014 08:25 AM Pacific Daylight Time JMoJica

Wtr confirmed dlr was reimbursed on parts statement.

# Broken Sunroof 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

*Yes. Please describe the impact(s) the vehicle has experienced:*

Backed into on driver's side taillight 5 months ago

11 . What was the date of the incident?

<MM/DD/YYYY>:

12/12/2013

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

11 a.m.

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

mid 60'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:*

US60

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

4

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

*Nearest City or Town from the incident location:*

Tempe, AZ

**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?:*

Mill Rd

**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:*

Drove 10 seconds and then got off

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

*If MOVING, what speed were you traveling at?:*

65 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:*

No one was around, there was no traffic

**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:*

None

**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.>:

Pretty smooth, pretty normal conditions

**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 gunshot, very loud, inside of the veh

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

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

Didn't know that it had broken, did not know until I stopped to see if something had hit me, when I got back into the car, there was a hissing sound, police officer told me that it had imploded and nothing had hit me

**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?**

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:  
Yes there a small pieces in the veh on the floor, majority flew out of the veh. Did not have the sunshade opened all the way

**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?**

*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.:*

*back part*

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

*Partially CLOSED*

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

*Percent closed:*

*90% 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:*

*some flew out, some had fallen into the sunshade and onto floor*

**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?**

*Yes. Please provide the name of the reporting officer, badge number, police report number and department.:*

Report #

Name: R Wallin

05058 Badge #

**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*

**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>:*

Fix it

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A23CG [REDACTED]	[REDACTED]	34,724
Palmetto, FL		Prod. Date: 12/9/11	Dealer: FL060	Crown 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 02/12/2014 03:08 PM US Mountain Standard Time DFerrick

1. Customer states that while driving over a bridge the sunroof **SHATTER**ed.
2. Refer to Techline Case [REDACTED]

Case created per NCA instructions for contact

\*\*\* NOTES 02/13/2014 09:22 AM US Mountain Standard Time DFerrick Action Type:Manager review  
Notes from duplicate case

Dealer :Crown Kia

Technician :John Harris

Service Manager :Evan Doel

Dealer Phone :7275255785

DPSM :Aaron Shoemo

Vehicle Model :SORENTO

Model Year :2012

Mileage :34712

Initial comments by Technician found in TL Case [REDACTED] :

\*\*\* 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 **SHATTER**ed.

Diagnostics Performed :

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

\*\*\* NOTES 02/13/2014 01:36 PM US Mountain Standard Time LEDavis Action Type:Manager review  
Writer called FL060 and states:

1. Customer concerns?

SVC MGR Evan states:

1. Been in loaner for seven days.
2. Nothing left of the sunroof at all.
3. The only thing left is the frame in which it sits.
4. All the glass is in the sunshade.

Writer states:

1. Thanked for update.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
Palmetto, FL		5XYKW4A23CG		34,724
		Prod. Date: 12/9/11	Dealer: FL060 Crown Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 02/13/2014 01:40 PM US Mountain Standard Time LEDavis Action Type:Outgoing call

Writer called customer and left VM:

1. Gave name, 800#, extension and case number.
2. Received information that vehicle was at dealer for service.
3. Calling to verify customer concerns were resolved?
4. Request callback if additional assistance is needed.

\*\*\* PHONE LOG 02/14/2014 11:14 AM US Mountain Standard Time LEDavis Action Type:Outgoing call

Writer called customer and left VM:

1. Gave name, 800#, extension and case number.
2. Received information that vehicle was at dealer for service.
3. Calling to verify customer concerns were resolved?
4. Request callback if additional assistance is needed.

ECHAVEZ TYPING FOR LEDAVIS

\*\*\* NOTES 02/14/2014 11:18 AM US Mountain Standard Time LEDavis Action Type:Manager review

Call me Letter sent 02/14/2014.

\*\*\* NOTES 02/14/2014 11:21 AM US Mountain Standard Time LEDavis Action Type:Manager review

DISPATCHED FOR:

1. CUSTOMER CONTACT
2. REPAIRS FOR SUNROOF CONCERN.
  - DEALERSHIP HAS BEEN ADVISED NOT TO TOUCH VEHICLE UNTIL CONTACTED BY KCAC OR NCA.
  - UNABLE TO CONTACT CUSTOMER.
  - CALL ME LETTER SENT.
3. REVIEW OF CASE FOR ADDITIONAL ASSISTANCE DETERMINATION.

ECHAVEZ TYPING FOR LEDAVIS

\*\*\* PHONE LOG 02/17/2014 11:30 AM US Mountain Standard Time LEDavis Action Type:Incoming call

Customer states:

1. I wanted my car back by today.
2. I was driving down the road and there was no wind no rain, not to hot , not to cold.
3. It just exploded.
4. It sounded like a gunshot.
5. I have never had a moon **ROOF** explode on me.
6. I want my car.
7. I need to talk to someone today.
8. I won't be off again until next saturday.
9. I just started a new job and can't answer the phone.

Writer states:

1. Apologized for concern.
2. Advised that would update case notes.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A23CG [REDACTED]	[REDACTED]	34,724
Palmetto, FL		Prod. Date: 12/9/11	Dealer: FL060 Crown Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. Advised that appropriate office will be in contact with the customer.

4. Thanked for returning call.

\*\*\* NOTES 02/17/2014 11:08 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Pending sunroof script from CC.

\*\*\* PHONE LOG 02/17/2014 11:12 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL060 and spoke with Evan in the Service Department:

Writer states:

1. Is the vehicle still at your dealership?
2. Has the DPSM come out to look at this?
3. Requested photos of vehicle
4. I can send you an email first and then you can respond to it

Dealer states:

1. Car is sitting here, we have the parts but we're waiting for the okay
2. No sir
3. Thank You

\*\*\* NOTES 02/17/2014 11:17 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent email Evan in the Service Department at dlr FL060 (edoel@crowncars.com) and CC'd DPSM and PQ  
Hi Evan,

Thank You for all your help with this. Could you forward me a couple of photos of the vehicle including the area surrounding the sunroof. We are looking for any signs of impact damage. Please be advised, our corporate emails are limited to 10MB per message, so if the files are large, please break it down and send it via multiple emails.

[REDACTED]  
2012 KIA Sorento  
VIN #5XYKW4A23CG [REDACTED]  
[REDACTED]

\*\*\* NOTES 02/17/2014 11:18 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 02/17/2014 11:40 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
FTR inspection schedule for 2/18.

\*\*\* NOTES 02/17/2014 12:37 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received photos from dlr FL060 (edoel@crowncars.com)

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
Palmetto, FL		5XYKW4A23CG		34,724
		Prod. Date: 12/9/11	Dealer: FL060 Crown Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* NOTES 02/17/2014 12:43 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent email Evan in the Service Department at dlr FL060 (edoel@crowncars.com)  
Hi Evan,

Thank you for the photos. Just to let you know, out FTR will be out there tomorrow to inspect this vehicle. Let me know if you have any questions.

\*\*\* PHONE LOG 02/17/2014 04:46 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to follow up with you on your 2012 KIA Sorento
2. I will be handling your case from this point forward
3. I am working with the dealership to have your vehicle repaired as quickly as we can
4. I wanted to make sure all your concerns are being addressed
5. Requested call back
6. Gave call back number

\*\*\* PHONE LOG 02/17/2014 04:57 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED] I just got your message
2. I just wanted to let you know the only thing that I'm concerned about is I don't have my car
3. And I do expect this car to be fixed tomorrow
4. I don't know how many pictures KIA needs to send of a moonroof that exploded for no apparent reason
5. So I know the KIA dealership has the part and they can fix it in like 2 hours
6. So if someone would just call and authorize that
7. I'd be really grateful because it will be two weeks on Thursday that I haven't had my car

\*\*\* PHONE LOG 02/18/2014 11:18 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr FL060 and spoke with Evan, Service Manager (727)410-1041

Writer states:

1. Calling to see if the FTR came out to inspect this vehicle
2. Requested call back or email response

\*\*\* NOTES 02/19/2014 08:26 AM Pacific Daylight Time SamuelKim Action Type:Manager review

Received email from Evan, Service Manager at dlr FL060 (edoel@crowncars.com)

Good morning Sam,

The FTR came out yesterday and inspected the vehicle, and advised us to proceed with the replacement of the **ROOF** glass - we contacted CA yesterday and ordered the glass for the vehicle. we are in the process currently of removing the **ROOF** assembly to ensure that all of the glass is out of the **ROOF** prior to replacing the new glass.

Let me know if you need any additional info,

Thanks,

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A23CC [REDACTED]	[REDACTED]	34,724
Palmetto, FL		Prod. Date: 12/9/11	Dealer: FL060	Crown Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 02/19/2014 11:32 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. This is in regards to your 2012 KIA Sorento
2. I received your message
3. Part of the reason the repair process was delayed is because KIA was looking into the cause of the sunroof **SHATTER**
4. I apologize for the delay
5. We want to make sure your vehicle is safe to drive
6. If you have any questions, please give me a call back
7. Gave call back number

\*\*\* PHONE LOG 02/19/2014 11:33 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received call from [REDACTED] customer's mother [REDACTED]

Customer states:

1. My daughter is at work and she can't pick up the phone right now
2. Is there anyway she can call you back at 4PM today, your time?

Writer states:

1. I left her a message
2. Sure

\*\*\* NOTES 02/27/2014 09:55 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent email Evan in the Service Department at dlr FL060 (edoel@crowncars.com) and CC'd DPSM:

Hi Evan,

I just wanted to get an update on this vehicle. Has the vehicle been picked up? Could you forward me the RO billed out at warranty pricing, rental bill and any sublet bill so I can get you reimbursed.

\*\*\* NOTES 02/27/2014 12:11 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

Received email from Evan, Service Manager at dlr FL060 (edoel@crowncars.com)

Good afternoon Samuel ,

See the attached docs. this is the total amount for the claim at warranty pricing. Should I assume since Kia is paying this separate that this will be handled like the last ?

Thanks in advance for you help.

Thanks ,

\*\*\* NOTES 02/27/2014 12:12 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent email Evan in the Service Department at dlr FL060 (edoel@crowncars.com) and CC'd DPSM:

Hi Even, yes it will be posted to your parts statement. Please allow 4 to 6 weeks.

\*\*\* NOTES 03/10/2014 09:03 AM Pacific Daylight Time SamuelKim Action Type:Manager review

One time, goodwill to dlr FL060 of \$831.92 for sunroof repair.

[REDACTED]

# Broken Sunroof 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?

*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>:*

*2/7/14*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

*75-80*

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 was going down Highway 80.

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

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

*No response selected.*

**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?:*

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

*No response selected.*

**23 . How far were you from that exit?**

*No response selected.*

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

*If MOVING, what speed were you traveling at?:*

45-50

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

*No response selected.*

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

*No response selected.*

- 27 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some holes or broken  
*No response selected.*
- 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 gunshot*
- 62 . What did you first see in relation to the broken glass?  
*No response selected.*
- 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  
*No response selected.*
- 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?**

*No response selected.*

**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?**

*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:*

*Ended up in the sunshade*

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

*No response selected.*

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

*No response selected.*

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

*No response selected.*

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

*No response selected.*

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

*No response selected.*

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

*No response selected.*

**81 . Which seating positions were they occupying?**

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

Drivers

**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 response selected.*

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

*No response selected.*

**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 want my car back. I don't have all the information. I know it was not too hot or too cold. There was no water, nothing out of the ordinary. It sounded like a gunshot when it broke. I just want my car back.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A28DC [REDACTED]	[REDACTED]	34,000
El Dorado Hills, CA [REDACTED]		Prod. Date: 7/9/12	Dealer: CA207 Roseville 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 08/01/2014 04:16 PM US Mountain Standard Time BSherrick

Cust stated:

1. I was driving down the road and the sun **ROOF EXPLO**ded while driving
2. I had the vehicle towed to the dealership
3. The dealership told me that I should call you
4. SO that is what I'm doing

Writer stated:

1. Apologize
2. I will need to ask you a series of questions
3. Do you have the time to do that? (yes)

\*\*\*\*\* Ran sun **ROOF** scripting

Writer stated;

1. Provided case number
2. I will be sending your case to another office that handles these cases
3. It takes them 2-3 business days to start reviewing the case and give you a call
4. They will contact the dealership and let them know what to do

Customer stated:

1. OK Thank you for your help

\*\*\* PHONE LOG 08/06/2014 09:17 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
2. Are you currently in a loaner or a rental?
3. Can you tell me what happened

Customer states:

1. I'm in a rental
2. I was on the Highway 50 traveling Eastbound passing the El Dorado Road exit
3. After I passed the El Dorado Road exit, the sun **ROOF SHATTER**ed
4. It was in the 90s that day
5. I heard a loud noise, I thought I got shot
6. It triggered my PTSD pretty bad
7. When I pulled over, I noticed the sun **ROOF** was **SHATTER**ed

Writer states:

1. Did you notice anything hit the vehicle?
2. Were there any other vehicles involved?
3. Were you injured? Are you okay?
4. Was the police or fire department called?
5. Did you contact your insurance company?
6. Was the vehicle driven or towed from the scene?

Customer states:

1. Nothing hit the vehicle. nothing fell on it. I didn't hear any noises before

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A28DC [REDACTED]	[REDACTED]	34,000
El Dorado Hills, CA		Prod. Date: 7/9/12	Dealer: CA207 Roseville Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

2. No other vehicles involved
3. No injuries, just messed with my PTSS pretty bad
4. No police or fire department
5. I called the insurance company and they said to call them if the dealership denied the repairs
6. I had it towed to the dealership

Writer states:

1. I apologize for your situation
2. KIA will be investigating this matter
3. I'll keep in contact with you

Customer states:

1. With the rental I have, are you guys going to cover the insurance?
2. Okay, I'll call them and have that removed

Writer states:

1. KIA will cover the rental but not the insurance
2. Thank You

\*\*\* NOTES 08/06/2014 09:19 AM Pacific Daylight Time SamuelKim Action Type:Internal

Sent sun**ROOF** script to FTR.

\*\*\* NOTES 08/11/2014 01:33 PM Pacific Daylight Time SamuelKim Action Type:Internal

Reviewed case with PQ:

1. Cause of stationary glass **SHATTER** inconclusive

\*\*\* NOTES 08/11/2014 01:41 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dealer CA207 and spoke with Service Manager Frank

Writer states

1. Please proceed with the repairs to this vehicle
2. Once completed, please forward me the RO with the labor billed out at warranty pricing, sublet bill and rental bill
3. Gave dealer call back number

Dealer states:

1. This really needs to be done by a Body Shop
2. I will call you once the repairs are completed
3. My email is rosevillekia@yahoo.com

\*\*\* PHONE LOG 08/11/2014 01:49 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 2013 KIA Sorento
2. Our DPSM inspected your vehicle
3. Based upon our observations, the cause of the **SHATTER** is inconclusive
4. KIA is offering you a goodwill repair for your vehicle's sun**ROOF**

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A28DC [REDACTED]	[REDACTED]	34,000
El Dorado Hills, CA [REDACTED]		Prod. Date: 7/9/12	Dealer: CA207 Roseville Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Customer states:

1. Could you payoff my vehicle?
2. With everything I've gone through with my PTSS

Writer states:

1. Have you seen a physician for your PTSS?
2. Did you have any out of pocket expenses because of this? Medical bills?
3. KIA is not offering to payoff your vehicle at this time
4. If you send me a copy of your Sales Contract, I would be more than happy to get it re-reviewed
5. Gave customer email address

Customer states:

1. Not yet, but I will be
2. Not yet, the VA will be taking care it
3. Okay

\*\*\* NOTES 08/11/2014 01:54 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Sent email to Service Manager Frank at dealer CA207 (rosevillekia@yahoo.com) and CC'd DPSM ASmith  
Hi Frank,

Thank you for all your help with this. Please proceed with the repairs to Mr. [REDACTED] vehicle (2013 Sorento, VIN #5XYKW4A28DC [REDACTED] including damages as a direct result of the sun **ROOF SHATTER** (eg. dent, paint damage, etc.). Once completed, please forward me the rental bill, sublet bill and RO billed out 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 note on the RO that after reviewing/investigating sun **ROOF SHATTER**, there are no obvious signs of cause for sun **ROOF SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sun **ROOF** as a one-time goodwill gesture on behalf of the customer. Thank you for all your help and please feel free to contact me if you have any questions.

Also, the vehicle currently has an open SC106. Please complete this as well but submit this through warranty.

\*\*\* PHONE LOG 08/20/2014 09:17 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to make sure the repairs to your 2013 Sorento went well
2. Requested call back
3. Gave call back number

\*\*\* NOTES 08/20/2014 09:21 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 08/22/2014 12:14 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Received email from Service Manager Frank at dealer CA207 (rosevillekia@yahoo.com)

customer do to pick up today

Please send instructions for billing

Frank

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
El Dorado Hills, CA		5XYKW4A28DC		34,000
		Prod. Date: 7/9/12	Dealer: CA207 Roseville Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* NOTES 08/22/2014 12:16 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Sent email to Service Manager Frank at dealer CA207 (rosevillekia@yahoo.com)

Thank you for all your help with this. Please proceed with the repairs to Mr. [REDACTED] vehicle (2013 Sorento, VIN

#5XYKW4A28DC [REDACTED] including damages as a direct result of the sun**ROOF SHATTER** (eg. dent, paint damage, etc.). Once completed, please forward me the rental bill, sublet bill and RO billed out 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 note on the RO that after reviewing/investigating sun**ROOF SHATTER**, there are no obvious signs of cause for sun**ROOF SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sun**ROOF** as a one-time goodwill gesture on behalf of the customer. Thank you for all your help and please feel free to contact me if you have any questions.

Also, the vehicle currently has an open SC106. Please complete this as well but submit this through warranty.

\*\*\* NOTES 09/16/2014 01:55 PM Pacific Daylight Time SamuelKim Action Type:Internal

One time, goodwill to dealer CA207 of \$2,343.27 for sun**ROOF** repair and rental.

\*\*\* NOTES 09/24/2014 02:05 PM Pacific Daylight Time ADellarocca Action Type:Dealer contact

Dealer received credit memo for \$2343.27



# 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>:*

*7/30/14*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

*About 3:30pm*

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

*Mid 90s*

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 50 eastbound

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

4 maybe

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

*Nearest City or Town from the incident location:*

El Dorado Hills, CA

**20 . What direction were you heading?**

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

Eastbound

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

Passing an exit when it happened, the next one was Bass Lake Rd. Don't know the name of the one I just passed.

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

*Exit before or after the incident location:*

Bass Lake Rd was after the incident happened

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

A mile maybe, maybe a little further

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

*If MOVING, what speed were you traveling at?:*

Around 60 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:*

Pretty light traffic

There was a car probably diagonally to the right about a car length back

There were other ones ahead of me and behind me but none really close

**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:*

They were all passenger vehicles. No big vehicles of any kind

**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*.>:

Really nice smooth part of the freeway, no holes or anything

**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 gunshot, I had a flash of PTSD when it happened

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

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

Glass was coming into the car

**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?**

*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:*

The sunroof had tinting on it so it kind of held it in place but shattered. The parts that fell in were around the edges and they fell in when I slowed down.

**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?**

*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.:*

Whole stationary glass panel

**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:*

Totally 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:*

Part was inside and the rest was on the roof on 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?**

*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#:*  
USAA  
1-800-531-8722

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

*Towed*

**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>:*

Car to be repaired and paid off. The dealership told me to call you

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA29DG [REDACTED]	[REDACTED]	15,000
South Burlington, VT [REDACTED]		Prod. Date: 6/28/12	Dealer: VT002 Capitol City 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 03/24/2014 12:10 PM US Mountain Standard Time GRomero  
Matt, SVC MGR:

1. The customer did say it **SHATTER**ed while driving.
2. Confirmed customer details.

\*\*\* PHONE LOG 03/26/2014 12:17 PM US Mountain Standard Time GRomero Action Type:Outgoing call  
Writer calls customer and states;  
1. Gave writer information  
2. Advised following up on vehicle.  
3. Requested to start Sunroof scripting.

**\*\*WRITER BEGAN SUNROOF SCRIPT\***

Customer states:

1. I don't understand why you're doing this

Writer states;

1. Advised KMA was following up on the incident.

Customer states;

1. The sunroof exploded.
2. It sounded like a bomb went off.
3. That was it.

Writer states;

1. Advised KMA would like to discuss further details.

Customer states:

1. I'm not really comfortable
2. The thing exploded.
3. The insurance company is taking care of it.
- 4.

Writer states

Customer states:

1. I'll be glad to answer something if you gave it to me in the mail
2. But I don't want to do this over the phone

**\*\*\*WRITER STOPPED SCRIPTING\*\*\*\*\***

Writer states:

1. Gave writer information
2. Advised writer would not proceed if the customer did not wish
3. Gave case number

Customer states;

1. Okay
2. Well the insurance is taking care of everything
3. Thank you

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last_name</u>	<u>First_name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA29DC [REDACTED]	[REDACTED]	15,000
South Burlington, VT [REDACTED]		Prod. Date: 6/28/12	Dealer: VT002 Capitol City Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Writer states;

1. Advised to call back for further assistance.

\*\*\* NOTES 03/26/2014 12:20 PM US Mountain Standard Time GRomero Action Type:Manager review

Sending case to NCA:

1. Cust alleges sunroof **SHATTER**ed.
2. Customer does not want to complete sunroof script.
3. Assist Determination
5. Contact customer if necessary

\*\*\* PHONE LOG 03/28/2014 08:44 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SA Kasey at VT002 and stated:

1. Name, company and reason for calling.
2. Wtr wanted to check the status of customer [REDACTED] Sorento with the **SHATTER**ed sunroof concern.

SA stated:

1. I will check with SM Matt and technician and will give you a call back.

Wtr stated:

1. Gave wtr's phone number to SA.
2. Thank you.

\*\*\* PHONE LOG 03/28/2014 11:37 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Name, company and case number.
2. We've received your case in our office for further review regarding concern & incident with the sunroof on your 2013 Kia Sorento.
3. Wtr apologized for the concern.
4. We were sorry to hear about the incident,
5. Were you injured in any way as a result of the incident?
6. Was the sunroof glass closed? Was the sunshade closed?
7. Has the vehicle been repaired and picked up by the customer?
8. If so, was repair completed through the insurance claim?
9. How is everything with the vehicle since repair was done?

Customer stated:

1. I was not injured in any way.
2. Sunroof glass was closed and the sunshade was also closed.
3. Capitol City Kia repaired the vehicle under the insurance claim and I picked it up yesterday.
4. Dealer is great!
5. Everything seems to be fine with the vehicle.
6. I don't know what happened; sunroof just exploded.

Wtr stated:

1. This type of repair typically isn't a warrantable concern, however, we like to investigate these types of incidents when they are brought to our attention in order to try and determine cause of **SHATTER**.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA29DC [REDACTED]	[REDACTED]	15,000
South Burlington, VT [REDACTED]		Prod. Date: 6/28/12	Dealer: VT002 Capitol City Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

2. Being that vehicle has already been repaired through the insurance claim Kia will not be able to complete a full investigation.
3. If the insurance company believes that a manufacturing defect caused the incident then they will contact Kia to file a claim and we will re-evaluate case at that time.

Customer stated:

1. Okay, thank you for the phone call.

\*\*\* CASE CLOSE 03/28/2014 11:38 AM Pacific Daylight Time MHillegas  
No further actions.



# Broken Sunroof 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?**

Customer states:

1. I'm [REDACTED] years old

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

*No*

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A20CG [REDACTED]	[REDACTED]	0
Wheatley Heights, NY		Prod. Date: 12/4/11	Dealer: NY108 Revolution 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 09/08/2014 09:47 AM US Mountain Standard Time MHill

Dealer states sun **ROOF SHATTER**ed while driving.

\*\*\* NOTES 09/08/2014 09:50 AM US Mountain Standard Time MHill Action Type:Manager review

[!<For Internal Use Only

Vehicle is not at the dealer, vehicle is at a body shop.>!]

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA20DG [REDACTED]	[REDACTED]	0
Princeton, MN [REDACTED]		Prod. Date: 12/4/12	Dealer: MN015	Cornerstone 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 08/11/2014 11:26 AM US Mountain Standard Time MHill

Writer contacts MN015 SVC and states

1. Calling to see if sun **ROOF SHATTER**ed while driving?

Jordan Svc states

1. Yes it is in service for sun **ROOF SHATTER**ing
2. RO open date 8/11

\*\*\* PHONE LOG 08/11/2014 11:28 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer leaves VM for [REDACTED] and states

1. Calling in regards to sun **ROOF SHATTER**ing
2. Had a few questions regarding this
3. Request callback
4. Provides 800# and case #

\*\*\* NOTES 08/11/2014 11:28 AM US Mountain Standard Time MHill Action Type:Manager review

[!<For Internal Use Only

\*\*Please complete sun **ROOF** script if customer calls back in\*\*>!]

\*\*\* PHONE LOG 08/12/2014 09:17 AM US Mountain Standard Time HFBerdine Action Type:Incoming call

[REDACTED] states:

1. Provides case #
2. My wife got a VM and calling on her behalf

Writer states:

1. Thanked for info
2. TCS LVM to gather info regarding **BROKE**n sun **ROOF**
3. Ran Script
4. Will have case reviewed by appropriate office who will follow up with cust in about 2 working days

Cust states:

1. Thanked
2. Please contact me instead of my wife as she is travelling
3. Denied survey

\*\*\* NOTES 08/12/2014 09:23 AM US Mountain Standard Time HFBerdine Action Type:Manager review

Notes:

1. Veh is at cust home not at dealer
2. Scripting did not allow writer to update current location of veh

\*\*\* NOTES 08/12/2014 09:25 AM US Mountain Standard Time HFBerdine Action Type:Manager review

\*\*\*Dispatching to NCA: \*\*\*

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA20DC [REDACTED]	[REDACTED]	0
Princeton, MN		Prod. Date: 12/4/12	Dealer: MN015	Cornerstone Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

3. 2013 SORENTO

4. Please review and follow up accordingly

\*\*\* PHONE LOG 08/13/2014 09:19 AM US Mountain Standard Time BSherrick Action Type:Outgoing call

Cust ([REDACTED] husband) stated:

1. I have been without my car for a week now
2. The dealership said they have ordered the part but they don't have an eta on when it will be in
3. I am without a veh and the dealership said they don't have any loaners
4. They said they can get me a car but there will be a charge
5. I want to know if there is any way we can get something to drive
6. I am getting tired of all this sitting around waiting

Writer stated;

1. Apologize
2. I don't know the process of a loaner in this situation
3. I've known of dealerships that have offered loaners
4. What I can do is contact the DPSM and see if something can be provided
5. This case is being sent to another office for further handling
6. They will be contacting you in 2 bus days

Customer stated;

1. Its just that I've been on hold for a week now
2. I want to know if something can be done now instead of having to keep waiting

Writer stated;

1. I understand
2. I will let the DPSM know of your request and see if something can be provided
3. If one can be provided, they will let the dealership know and have them set it up

Customer stated;

1. OK Thank you

\*\*\* NOTES 08/13/2014 09:24 AM US Mountain Standard Time BSherrick Action Type:Dealer contact  
Sent email with case notes to DPSM JBairnsfather

\*\*\* PHONE LOG 08/13/2014 04:45 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with [REDACTED]

Writer states:

1. Calling in regards to your 2013 Sorento
2. Where is the vehicle at now?

Customer states:

1. It's currently at home, we're waiting for the part to come in
2. I took into the dealership on Friday and they didn't really say anything, they said they were going to call but they didn't call
3. I'm actually at the zoo right now

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20DC [REDACTED]	[REDACTED]	0
Princeton, MN		Prod. Date: 12/4/12	Dealer: MN015	Cornerstone Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Writer states:

1. Was anyone injured?
2. Did the dealership place you in a rental or a loaner?
3. Apologized for the situation
4. I will work with the dealership in placing you in a loaner or a rental
5. KIA takes safety claims very seriously
6. KIA will be sending out someone to inspect this vehicle
7. Requested photos
8. I will send you an email

Customer states:

1. No injuries, luckily my children were in not in the vehicle
2. They did not and I absolutely need one
3. I'm actually in WA right now but I'll be flying home to Minnesota on Thursday night
4. My email is [REDACTED]
5. Thank You

\*\*\* PHONE LOG 08/13/2014 04:48 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent

Sent customer email [REDACTED]

Dear Ms. [REDACTED]

I apologize for the circumstances that prompted you to contact KIA, In order to further assist you, KIA is requesting photos of your vehicle. In the meantime, if you have any additional questions or concerns, please do not hesitate to contact me. (Please be advised, our email is limited to 10MB in maximum size per message. In order to endure delivery, please only attach 1 to 2 photos per email).

\*\*\* PHONE LOG 08/15/2014 08:02 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

Customer States(Mr [REDACTED]):

1. I need to speak to Jeff Stroup
2. Samuel Kim is on vacation

Writer States:

1. Confirmed owner info
2. Apology for situation
3. Case is being handled by csr, SKim
4. Asked customer to hold.

Writer States:

1. Placed call to csr, SKim and vm says on vacation and vm says to call Jeff Stroup no message left
2. Placed call to JStroup nca and got vm, no message left.

Writer States:

1. Thanked customer for holding
2. Was unable to reach JStroup he is currently on another line or away from his desk
3. Can leave message that customer is requesting call back.

Customer States:

1. I need to speak to someone today

# Kia Motors America

## Consumer Affairs Department

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20DG [REDACTED]	[REDACTED]	0
Princeton, MN [REDACTED]	Prod. Date: 12/4/12		Dealer: MN015 Cornerstone Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

2. This is something that is supposed to be covered in warranty
3. Car is repaired at dealer (MN015) and we need to pick it up
4. Dealer states no one is following up with them
5. We need to get our car back and we need to be sure kia is taking care of this
6. Please ask someone to call me back as soon as possible.

Writer States:

1. Apology for situation
2. Can not confirm status of case and writer can request someone to call back as soon as possible today
3. Do apologize for the frustration
4. What is best number to reach customer at?

Customer States:

1. Best number is [REDACTED]

Writer States:

1. Will get message to the office handling case that customer requests call back as soon as possible.

Customer States:

1. Thanked writer for assistance.

\*\*\* NOTES 08/15/2014 08:05 AM US Mountain Standard Time TDonnelly Action Type:Manager review

Writer States:

1. Left vm message for JStroup nca stating customer is requesting call back
2. Repairs are completed at (MN015) and customer alleges dealer advised they have not heard from kia as to if repairs will be covered.
3. Customer wants to get car and wants to know repairs are going to be covered.
4. Advised customer name, case number

\*\*\* NOTES 08/15/2014 08:09 AM US Mountain Standard Time TDonnelly Action Type:Manager review

Writer States:

1. Outlook email sent to JStroup advising customer is requesting to speak to anyone at nca to advise if repairs will be covered.

\*\*\* NOTES 08/15/2014 11:49 AM Pacific Daylight Time JeffStroup Action Type:Dealer contact

wtr spoke with Jeff at MN015

1. customer originally came in 8/8 with concern
2. dlr cleaned the glass from the vehicle
3. customer advised insurance would be paying for repairs and dlr ordered parts
4. vehicle is currently ready for pick up
5. customer stated insurance is not paying for repairs because customer is speaking with Kia
6. repair total is \$674.10

\*\*\* PHONE LOG 08/15/2014 11:49 AM Pacific Daylight Time JeffStroup Action Type:Ltr/email/fax rec'd

customer sent email to wtr

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20DC [REDACTED]	[REDACTED]	0
Princeton, MN [REDACTED]		Prod. Date: 12/4/12	Dealer: MN015	Cornerstone Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

I was working with Kim Samuel on my Kia Sorrento. The sun **ROOF SHATTER**ed as I was driving down the road.

Anyways, I talked to him on the phone Wednesday and he was going to work with the Elk River (Minnesota) dealership on getting me a rental vehicle. He said that they needed to inspect my vehicle. I let him know that I took pictures which have been forwarded to him. He said this is something Kia is looking into and that you guys may cover it otherwise it would be through my insurance.

We dropped the vehicle off and let the dealership know that someone from Kia wanted to inspect it. I have not heard anything from anyone at Kia nor the dealership. We are going on over a week now. I'm frustrated and need assistance in clearing all this up as soon as possible. I am without a vehicle and very disappointed in the service I have received thus far.

If you can please give me a call as soon as possible, it would be greatly appreciated. My cell phone number is [REDACTED]

Thanks for your time,

\*\*\* PHONE LOG 08/15/2014 11:51 AM Pacific Daylight Time JeffStroup Action Type:Outgoing call  
wtr left voicemail for customer to call back [REDACTED]

\*\*\* PHONE LOG 08/15/2014 11:51 AM Pacific Daylight Time JeffStroup Action Type:Ltr/email/fax sent  
wtr sent email to customer:

Crystal,

I just spoke with Jeff at the dealership and left a voicemail for you on your cell phone. Please call me back at 877-454-2478 x 4620.

Thank you,

\*\*\* PHONE LOG 08/15/2014 01:20 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call  
wtr spoke with Ms. [REDACTED] and stated:  
1. calling in reference to vehicle  
2. it seems like there was some mis communication between kma, the dealer and yourselves

Ms. [REDACTED] stated:

1. yes, i completely agree
2. we were to drop the vehicle off today and get a loaner vehicle
3. kia was supposed to send somebody out to inspect the vehicle
4. the dealer called and said the vehicle is ready for pick up and all done
5. i asked if kia inspected it and they said no
6. they then asked if i was paying or if it was going thru my insurance company
7. with all the information on the internet, i dont think that i should have to pay it

wtr stated:

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA20DC [REDACTED]	[REDACTED]	0
Princeton, MN		Prod. Date: 12/4/12	Dealer: MN015	Cornerstone Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

1. again, apologized for concerns
2. again it does sound like there was some mis communication
3. we would of liked to come inspect your vehicle for your concern
4. if there was evidence of rocks or other impact that caused the concern then we would of referred you to your insurance company
5. since the vehicle has already been repaired and we werent able to inspect, i would like to offer you a one time goodwill to reimburse you
6. since the vehicle is repaired, i would ask for you to pay and then you can send the reciept to sam or myself and we will reimburse you

Ms. [REDACTED] stated:

1. thats awfully nice of you
2. i sent sam pictures do you want me to forward them to you too?
3. how quickly can i get reimbursed?

Wtr stated:

1. sam will be back monday
2. at this point, i wont need the pictures for review as i just want you to be a happy kia customer
3. it should take about a week to reimburse you
4. please either email or fax a copy of the bill and we will process it

Ms. [REDACTED] stated:

1. thank you for jumping on this so quickly
2. i will email a copy of the repair order to you after i pick the vehicle up
3. can you put something in writing so im comfortable about pick it up now?
4. again, thank you for your help

Wtr stated:

1. i will send you an email
2. thank you

\*\*\* PHONE LOG 08/15/2014 01:20 PM Pacific Daylight Time JeffStroup Action Type:Ltr/email/fax sent  
wtr sent email to customer

[REDACTED]

As we discussed over the phone, the repair costs approximately \$675.00. I will offer to reimburse you the cost of the repairs. Please fax or email a copy of the receipt for reimbursement. Once I receive the receipt, I will submit for reimbursement which should take approximately a week. If you have any further questions or concerns, feel free to contact me.

Thank you,

\*\*\* PHONE LOG 08/18/2014 07:48 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

Received email from customer [REDACTED]

Here are some pictures I took right after it happened. I did not hear anything hit the window. I was simply driving down the road and it **SHATTER**ed.



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA20DC [REDACTED]	[REDACTED]	0
Princeton, MN [REDACTED]		Prod. Date: 12/4/12	Dealer: MN015	Cornerstone Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

[REDACTED]

Sent from my Galaxy S@III

\*\*\* NOTES 08/21/2014 01:14 PM Pacific Daylight Time JeffStroup Action Type:Dealer contact  
wtr recieved repair order from customer.

\*\*\* NOTES 08/21/2014 01:54 PM Pacific Daylight Time SMarino Action Type:Dealer contact  
Process GW # 92378

Case pending check

\*\*\* NOTES 08/26/2014 12:17 PM US Mountain Standard Time BHardt Action Type:Dealer contact  
NOTES FROM DUP [REDACTED]

Kia Dealer Service Satisfaction Survey

Survey Date: 08/21/2014  
Name of the Dealer: CORNERSTONE KIA - MN015  
Name of dealer Service Consultant: JEFF COLLINS

\*\*\* CUSTOMER SURVEY RESPONSE REGARDING SERVICE QUALITY \*\*\*

8. Was all of the work completed right the first time?

Response: Yes

8a. If you had any issues or concern with the service or repair work performed, please explain

Comments:

8b. Was your vehicle ready when originally promised?

Response:

Comments:

11. Your feedback will be passed on to the Dealership management. Please add any comments you think are important about your service or ownership experience.

Comments: Had some troubles when I bought my vehicle from there and then lots of troubles with this last repair.

\*\*\* UP TO 5 MOST CURRENT ACTIONS BETWEEN DEALER AND CUSTOMER TO RESOLVE (Oldest To Most Current Order) \*\*\*

ACTION 2:

08/23/2014 12:35 on Cory contacting customer.

Add Comments

ACTION 3:

08/25/2014 12:32 on Follow-up email sent to [REDACTED]

**Kia Motors America**  
**Consumer Affairs Department**

Page 8 of 8

Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA20DC [REDACTED]	[REDACTED]	0
Princeton, MN	Prod. Date: 12/4/12		Dealer: MN015 Cornerstone Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

**ACTION 4:**

Everything probably would have been fine if the dealership would have communicated. My number was left with the dealership and not one phone call was made to my phone. We had to call them. on Concerns Addressed or Resolved: Yes Customer Comments: Someone from the dealership called to further discuss. I guess it didn't really change anything, but maybe it will prevent the same thing from happening to another customer. At least concern was shown. That is always a good thing. Follow Up Email Response

**\*\*\* CALL TO ACTION \*\*\***

Case created and dispatched to Kia Consumer Assistance Center for customer and dealer contact to provide further assistance to resolve any open issues .

**\*\*\* NOTES 08/28/2014 03:29 PM Pacific Daylight Time ADellarocca Action Type:Dealer contact**

Writer mailed check# [REDACTED] for \$674.10 dated 8/28/14

**\*\*\* CASE CLOSE 08/28/2014 03:30 PM Pacific Daylight Time ADellarocca**

Goodwill provided to customer for sun**ROOF** repairs \$674.10

# 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>:*

*8/8/2014*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

*7:30 AM*

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:*

Highway 10

**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:*

Elk River, MN

**20 . What direction were you heading?**

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

Eastbound on Highway 10

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

Exit 169

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

*Exit before or after the incident location:*

The sunroof shattered after she passed the exit

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

About 3 miles

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

*If MOVING, what speed were you traveling at?:*

Moving, around 65 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:*

Hardly any 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:*

High variety

**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.>:*

Freshly paved

**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 was like a shotgun going off, it was very loud

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

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

The glass came pouring inside

**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 about 50/50 but less inside

**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?**

*No response selected.*

**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 of the glass became dislodged, there was not shape

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

*Partially CLOSED*

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

*Percent closed:*

Not sure

**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 got inside

**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?**

*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#:*

*MetLife, no claim has been opened yet*

**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 this to be fixed and if there can be a better glass to be used in the future*

**Kia Motors America**  
**Consumer Affairs Department**

Page 1 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYKW4A20DG ██████████	██████████	34,653
Corpus Christi, TX	██████████	Prod. Date: 9/28/12	Dealer: TX119 Mike Shaw 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 06/30/2014 10:27 AM US Mountain Standard Time MHill

Writer contacts SVC TX119, spoke to and states

1. Calling to verify that sunroof **SHATTER**ed while driving?

Ricky Svc Mgr states

1. Yes
2. RO# and open date: 6029331 6/26
3. Loaner

\*\*\* PHONE LOG 06/30/2014 10:38 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer states

1. Calling to ask a few questions regarding sunroof **SHATTER**ing
- \*\*completes sunroof scripting\*\***
2. This will be sent to another office for review
  3. you will be contacted if they have any further questions

██████████ states

1. Ok, thank you

\*\*\* PHONE LOG 07/01/2014 10:10 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Calling to follow up with you on your 2013 KIA Sorento

1. I will be handling your case from this point forward
2. Did the dealership place you in a rental or loaner vehicle?

Customer states:

1. They gave me loaner
2. I was just headed back after lunch to work
3. I was on Highway 358 going Westbound and I took the exit Crosstown Expressway (286)
4. I heard a noise that kinda sounded like a Coke bottle fizzing
5. All of a sudden I heard a big explosion
6. I pulled over a quarter of a mile down the road
7. On the side you can see glass on top of the sunroof, it was pointed upwards
8. It was the rear stationary glass

Writer states:

1. Were there any other passengers in the vehicle?
2. Were you injured?
3. Was your insurance company contacted?
4. Were there any other vehicles involved? Was the police contacted?
5. Did you drive the vehicle to the dealership?

Customer states:

1. No other passengers
2. I was fine, it was just scary
3. I'm just glad the shade underneath wasn't open
4. Insurance company was not contacted
5. No other vehicle, no police
6. I ended up taking back roads to the dealership



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
Corpus Christi, TX		5XYKW4A20DG		34,653
		Prod. Date: 9/28/12	Dealer: TX119 Mike Shaw Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Writer states:

1. Did you have any problems with the sunroof before?
2. Do you recall if something hit the vehicle or fell on the sunroof?
3. KIA will be sending out a field expert to inspect your vehicle
4. If the **SHATTER** is due to impact damage, at that point we will refer you to your insurance company
5. I will follow up with you once we've been able to inspect your vehicle
6. Gave customer call back number

Customer states:

1. No issues before, I've never noticed anything wrong, I don't use that sunroof often
2. Nothing ever fell on to it
3. Right now, the dealership is just telling us that basically it's has to be looked at to see what caused it
4. It should be covered under warranty
5. How will I know this isn't going to happen again?

\*\*\* NOTES 07/01/2014 10:15 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr TX119, but no answer. Unable to leave message.

\*\*\* NOTES 07/01/2014 12:02 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr TX119, but no answer. Unable to leave message.

\*\*\* PHONE LOG 07/01/2014 02:08 PM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message from customer:

1. This is [REDACTED] from Corpus Christi
2. I was calling concerning my KIA Sorento whose sunroof had exploded
3. I just had a few questions that I thought of after speaking with you in regards to that
4. So if you could just please give me a call back at [REDACTED] that would be great
5. Thank You

\*\*\* PHONE LOG 07/01/2014 02:32 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. Calling in regards to your vehicle, I believe you had some questions
2. There are many possible reasons why the glass may **SHATTER**
3. KIA has not had a chance to inspect your vehicle yet
4. We have your case documented here at KIA
5. Currently there are no open recalls or service campaigns in relation to your glass
6. If in the future, there is a issue we need to address, KIA will contact you to resolve such concerns
7. As soon as we determine an inspection date, I will give you a call to let you know

Customer states:

1. I just had a few questions
2. How do I know this doesn't effect the front of the sunroof
3. Is it the same kind of glass?
4. If the back glass did this, is it still safe?
5. I don't know what would have caused this, is it safe to even have?

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A20DC [REDACTED]	[REDACTED]	34,653
Corpus Christi, TX		Prod. Date: 9/28/12	Dealer: TX119 Mike Shaw Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

6. Thank you very much for calling me back

\*\*\* NOTES 07/02/2014 03:01 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr TX119 and spoke with Ricky in the Service Department:

Writer states:

1. Requested photos of vehicle
2. Gave dealer email address
3. KIA will be sending out the DPSM or FTR to inspect this vehicle

Dealer states:

1. Copy that

\*\*\* NOTES 07/02/2014 04:00 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received photos from dlr TX119 (rickyo@mikeshawkia.com)

\*\*\* NOTES 07/03/2014 12:20 PM Pacific Daylight Time SamuelKim Action Type:Internal  
FTR request sent to region. Pending response.

\*\*\* NOTES 07/07/2014 07:42 AM Pacific Daylight Time SamuelKim Action Type:Internal  
Sent email to DPSM MMulligan requesting inspection.

\*\*\* NOTES 07/08/2014 07:52 AM Pacific Daylight Time SamuelKim Action Type:Internal  
Sent email to DPSM MMulligan requesting inspection.

\*\*\* NOTES 07/08/2014 07:53 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 07/08/2014 10:42 AM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received call from [REDACTED]

Customer states:

1. I see my car sitting out there in the sun and it bothers me
2. I know they have to use their service drive during the day
3. Thanks

Writer states:

1. I apologize for the delay
2. I'm waiting on a response from my DPSM to inspect your vehicle
3. As soon as I get a confirmation, I will let you know

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
██████████	██████████	5XYKW4A20DC██████████	██████████	34,653
Corpus Christi, TX ██████████		Prod. Date: 9/28/12	Dealer: TX119 Mike Shaw Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* NOTES 07/09/2014 01:35 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
DPSM MMulligan to inspect vehicle 7/14.

\*\*\* PHONE LOG 07/09/2014 01:38 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer ██████████

Writer states:

1. Our DPSM will be out there on 7/14
2. Let me find out and I'll get back with you

Customer states:

1. Do you know what time he will be there?
2. I want to be there for the inspection

\*\*\* NOTES 07/14/2014 07:57 AM Pacific Daylight Time SamuelKim Action Type:Internal  
Schedule change. DPSM to inspect vehicle on 7/15.

\*\*\* PHONE LOG 07/14/2014 11:18 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with ██████████

Writer states:

1. Our District Manager will be there at 10AM to inspect your vehicle

Customer states:

1. I will be there
2. Thank you for letting me know

\*\*\* NOTES 07/21/2014 08:14 AM Pacific Daylight Time SamuelKim Action Type:Internal  
Reviewed case with PQ

1. Cause of **SHATTER** inconclusive

\*\*\* NOTES 07/21/2014 08:15 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dealer TX119 and spoke with Morgan in the Service Department

Writer states:

1. Calling to get an update on this vehicle
2. I will send Ricky an email with the instruction on billing out the RO
3. Thank You

Dealer states:

1. We are waiting on the sunshade

\*\*\* NOTES 07/21/2014 08:18 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Sent email to Service Manager Ricky at dealer TX119 (rickyo@mikeshawkia.com) and CC'd DPSM MMulligan  
Hi Ricky,

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
		5XYKW4A20DC		34,653
Corpus Christi, TX		Prod. Date: 9/28/12	Dealer: TX119 Mike Shaw Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

#5XYKW4A20DC including damages as a direct result of the sunroof **SHATTER** (eg. dent, paint damage, etc.). Once completed, please forward me the rental bill, sublet bill and RO billed out 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 note on the RO that after reviewing/investigating sunroof **SHATTER**, there are no obvious signs of cause for sunroof **SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sunroof as a one-time goodwill gesture on behalf of the customer. Thank you for all your help and please feel free to contact me if you have any questions.

\*\*\* NOTES 07/21/2014 10:23 AM Pacific Daylight Time SamuelKim Action Type:Internal  
Received message from DDCM/AM/Marketing

# Broken Sunroof 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:

[REDACTED]

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

Owner Address:

[REDACTED] Grove City OH [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?

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] Grove City Oh [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>:*  
06/16/2014
- 12 . What time of day did the incident occur?**  
*<HH:MM> <AM/PM>:*  
03.00 P.M
- 13 . What was the temperature?**  
*Approximate temperature in Fahrenheit:*  
75 degrees
- 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.:*  
Driving 60 mph when wind accord
- 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 20 in Quebec Canada
- 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:*  
Drummondville, Quebec
- 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?:*

140-150

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

*Exit before or after the incident location:*

140-150

**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?:*

60 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:*

Good flow everyone was driving same speed. No traffic Jam

**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:*

Trailer

**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.>:*

Regualar asfalt

**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.>:*

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

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

There was millions of peices of 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:*  
Went everyone in the car front seat and the glass went out 50 % in and 50% Out

**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.:*

The front Part

**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:*

Part of the glass was in the air , Part of it stayed in the sun shade, the rest of the glass fell inside

**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?**

Yes

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

Yes

**85 . Who was injured?**

*Name, address and phone number of who was/were injured:*

[REDACTED] Grove City OH [REDACTED]

**86 . What were the seating positions were the injured?**

*Name of injured and seating position for each:*

Sitting down straight up driving

**87 . Was the injury from glass or any other debris?**

*Injury from glass.*

**88 . Describe the nature of the injuries.**

*Please describe the mentioned injuries:*

**89 . Did any of the injured persons seek medical attention?**

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#:*

**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>:*

Requesting the charged of the results of the situation- The glass, The hotel Room and the Car Rental 1592.04

# Kia Motors America

## Consumer Affairs Department

Page 1 of 4

Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A20DC [REDACTED]	[REDACTED]	22,000
Magnolia, TX	[REDACTED]	Prod. Date: 9/11/12	Dealer: TX107 Beck & Masten 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 01/16/2014 11:30 AM US Mountain Standard Time ZValenzuela

Customer states:

1. Sunroof exploded today
2. Vehicle at TX107

Writer states:

1. Apologized
2. Took Sunroof script
3. Advised sending to NCA
4. Will follow up within 2-3 business days
5. Gave case number

Customer thanked and transferred to CSI

\*\*\* PHONE LOG 01/16/2014 12:35 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr TX107 and left message for the Service Department:

1. Calling in regards to 2013 KIA Sorento with a sunroof **SHATTER**
2. Requested call back
3. Gave call back number

\*\*\* NOTES 01/16/2014 02:30 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
FTR at dealership inspecting vehicle.

\*\*\* PHONE LOG 01/16/2014 02:32 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer and left message:

1. Wanted to let you know I will be handling the repairs on your vehicle
2. Requested call back
3. Gave call back number

\*\*\* PHONE LOG 01/16/2014 03:28 PM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message from Jerry in the Service Department at dlr TX107

1. This is Jerry at Beck Masten KIA Service Department
2. Please give me a call at (281)655-3131
3. Thank you, bye

\*\*\* NOTES 01/16/2014 04:35 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
Reviewed case with PQ. Advised to proceed with repairs.

\*\*\* PHONE LOG 01/16/2014 04:39 PM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received call from Jerry in the Service Department at dlr TX107:

Writer states:

1. I believe the FTR came out and looked at the vehicle
2. Please proceed with the repairs to the vehicle
3. I can send you an email with all the information

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A20DC [REDACTED]	[REDACTED]	22,000
Magnolia, TX [REDACTED]	Prod. Date: 9/11/12		Dealer: TX107 Beck & Masten Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

4. This is not a warranty repair, this is a one-time goodwill from NCA
5. Was the customer given a rental?
6. Thank You

Dealer states:

1. We gave him one of our loaners
2. My email is gclark@beckmasten.net

\*\*\* NOTES 01/16/2014 04:40 PM 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

\*\*\* NOTES 01/16/2014 04:45 PM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent email to Jerry in the Service Department at dlr TX107 (gclark@beckmasten.net) and CC'd DPSM and PQ  
Hi Jerry,

Thank you for all your help with this. Per our conversation, please proceed with the repairs to the [REDACTED] vehicle (2013 Sorento) including damages as a direct result of the sunroof **SHATTER**. Once completed, please forward me the RO billed out at warranty pricing and the loaner agreement. I will then submit it for reimbursement and it will show up on your parts statement. This is not a warranty claim. Please note on the RO that after reviewing/investigating sunroof **SHATTER**, there are no obvious signs of cause for sunroof **SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sunroof as a one-time goodwill gesture on behalf of the customer. Thank you for all your help and please feel free to contact me if you have any questions.

\*\*\* PHONE LOG 01/23/2014 09:22 AM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Called dlr TX107 and left message for Service Department (281)655-3131  
1. Calling to find out an update on this vehicle  
2. Requested call back  
3. Gave call back number

\*\*\* PHONE LOG 01/23/2014 09:25 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer and left message:  
1. Calling to follow up with you on your 2013 KIA Sorento and the sunroof **SHATTER**  
2. Requested call back  
3. Gave call back number

\*\*\* PHONE LOG 01/23/2014 09:33 AM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message from customer:  
1. This is [REDACTED] I have the 2013 KIA Sorento  
2. I was just returning your call  
3. Sorry I missed you

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A20DC [REDACTED]	[REDACTED]	22,000
Magnolia, TX	[REDACTED]	Prod. Date: 9/11/12	Dealer: TX107 Beck & Masten Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

5. My number is [REDACTED]

6. Once again this is [REDACTED] with the 2013 Sorento

\*\*\* PHONE LOG 01/23/2014 10:34 AM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received message Jerry in the Service Department at dealer TX107

1. This is Jerry Clark at Beck Masten KIA Service Department returning your call about [REDACTED]
2. An update, the sunroof showed up this morning
3. So now all we're waiting on is the company to come out and install it
4. She is in a loaner vehicle, so everything should be good there
5. So as soon as we get done, we'll give you a call
6. Thank you very much, bye

\*\*\* PHONE LOG 01/24/2014 01:41 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer and left message:

1. Calling to follow up with you on your 2013 KIA Sorento
2. Requested call back
3. Gave call back number

\*\*\* PHONE LOG 01/29/2014 11:40 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr TX107 and spoke with Jerry in the Service Department:  
Writer states:

1. Calling to get an update on this vehicle
2. Perfect, I will call back sometime next week to follow up with you on this

Dealer states:

1. We are waiting, we ordered the whole assembly but they left something out on it
2. I talked to Ms. [REDACTED] she's in a loaner
3. She's very, very happy

\*\*\* PHONE LOG 02/03/2014 11:59 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer and left message:

1. I apologize for the phone tag
2. I just wanted to make sure all your concerns were addressed
3. If you have any questions, please give me a call back
4. Gave call back number

\*\*\* PHONE LOG 02/10/2014 12:03 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr TX107 and spoke with Jerry in the Service Department:  
Dealer states:

1. They picked it up last Tuesday or Wednesday

Spoke with Jared (Warranty Administrator)

Dealer states:

1. \$450 in sublet labor
2. No rental, we put in loaner car of our

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A20DG [REDACTED]	[REDACTED]	22,000
Magnolia, TX	[REDACTED]	Prod. Date: 9/11/12	Dealer: TX107 Beck & Masten Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. We're not going to charge for that

Writer states:

1. Gave dealer fax and call back number
2. Thanked dealer

\*\*\* NOTES 02/18/2014 08:42 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
One time goodwill to dlr TX107 of \$2,196.50 for sunroof repair.

\*\*\* CASE CLOSE 02/28/2014 11:44 AM Pacific Daylight Time SamuelKim

# Broken Sunroof 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?

*7/28/1968*

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>:*

*1/16/2014*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

*07:45AM*

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

*48 F*

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:*

FM1488

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

Two

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

*Nearest City or Town from the incident location:*

Magnolia

**20 . What direction were you heading?**

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

Eastbound

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

No exit, near Lake Wincrest National

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

*Exit before or after the incident location:*

FM2978

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

less than 1/2 mile

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

*If MOVING, what speed were you traveling at?:*

Was going 45MPH

**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, only 5 cars in front of me

**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:*

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.>:*

Smooth paved 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.>:*  
Sounded like a gun shot

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

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

Cover was closed glass was sitting on it. it exploded

**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 caught on cover

**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.:*

*No hole*

**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:*

**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 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?**

*No response selected.*

**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 want it replaced

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A20BG [REDACTED]	[REDACTED]	66,147
Paso Robles, CA [REDACTED]		Prod. Date: 3/15/10	Dealer: CA098 San Luis Bay Motors Kia	

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 04/28/2014 10:46 AM US Mountain Standard Time LHarrison

800# VM by Valerie CA098 805-239-8700

Provided Customer/VIN

1. RO 33617 opened 4-15-14
2. Sunroof **BROKE** while driving
3. Cust call back is [REDACTED]
4. Veh mileage is 66147

\*\*\* NOTES 05/06/2014 03:17 PM US Mountain Standard Time AJudson Action Type:Dealer contact

Dealer Contact: SVC MGR Tina

Customer Name: [REDACTED]

Customer phone#: [REDACTED]

Customer Address: [REDACTED] Paso Robles, CA [REDACTED]

VIN: 5XYKU4A20BG [REDACTED]

MY and Mileage: 2011 Sorento, 66147 miles

Original Owner: No

Dealer Code/Selling Dealer: CA

RO# and Open Date: RO# 33617 opened 4/15/14

Days Down at initial Service Alert report: 13

Current Repair Issue and Diagnosis:

- customer states sunroof glass **BROKE**
- received damaged part from Fed Ex
- sunroof glass replaced through insurance company

ETA for completion of repairs: Vehicle repaired and delivered back 4/28/14

Techline Case: No

Rental/Loaner Provided/Date: Y- Insurance covered

Customer Request: NA

Able to Duplicate: No

Parts on order (Y/N): N

Vehicle repaired & customer has possession (Y/N): Y

Repeat Repair (Y/N), if so, how many times: N

Repair History of current concern with dates and mileage: NA

Justification of Goodwill: NA

Dealer contacted their DPSM: NA

If HEV vehicle, is dealer HEV certified: NA

\*\*\* NOTES 05/06/2014 03:20 PM US Mountain Standard Time AJudson Action Type:Dealer contact

Case reviewed, vehicle repaired, LBW/PTW expired, case closed.

\*\*\* CASE CLOSE 05/06/2014 03:21 PM US Mountain Standard Time AJudson

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**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA23CG [REDACTED]	[REDACTED]	44,362
Spring Hill, FL [REDACTED]		Prod. Date: 8/16/11	Dealer: FL059 Friendly 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 04/21/2014 09:34 AM US Mountain Standard Time M Hill

Writer contacts FL059 SVC

Writer states:

1 Calling to verify sunroof **SHATTER**ed while driving

Jason SVC states:

1 Yes

2 RO# and open date: 77138 4/19

\*\*\* PHONE LOG 04/21/2014 09:36 AM US Mountain Standard Time M Hill Action Type:Outgoing call

Writer contacts [REDACTED]

Writer states:

1 Calling to ask a few questions regarding the veh

2 Request callback

3 Provides case #, extension, and contact info

[!<For Internal Use Only

\*\*If customer calls back, please take sunroof scripting\*\*>!]

\*\*\* NOTES 04/22/2014 07:50 AM US Mountain Standard Time M Windsor Action Type:Dealer contact

John SVC MGR FL059 states:

1. DPSM said to contact NCA; put in PWA request

2. Cust said he spoke to M Hill

Writer states:

1. Has he spoke to her today?

2. Not showing we have the info yet to go to NCA

John states:

1. I think that's what cust said

2. I'll call him back

Writer states:

1. If he has not yet spoken to us, pls have him call so we can doc the incident

Thanked and call ended

\*\*\* PHONE LOG 04/22/2014 08:16 AM US Mountain Standard Time M Hill Action Type:Outgoing call

Writer receives call from [REDACTED]

Customer states:

1 Provides case #

Writer states:

1 Verifies name

2 Had a few more questions regarding sunroof **SHATTER**ing

\*\*\*

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA23CG [REDACTED]	[REDACTED]	44,362
Spring Hill, FL	[REDACTED]	Prod. Date: 8/16/11	Dealer: FL059	Friendly Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3 You will receive a call of when to take veh back into the dlr

Customer states:

1 Ok, thank you

\*\*\* NOTES 04/22/2014 08:17 AM US Mountain Standard Time MHill Action Type:Manager review

DISPATCHED FOR:

1 Review for sunroof **SHATTER**ing

2 Customer contact

\*\*\* PHONE LOG 04/23/2014 10:04 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to follow up with you on your 2012 KIA Sporento
2. Requested call back
3. Gave call back number

\*\*\* PHONE LOG 04/23/2014 10:12 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr FL059 and spoke with John, Service Manager

Writer states:

1. Calling to get some information on this vehicle
2. KIA will be sending out an FTR to inspect this vehicle
3. I will give you a call back

Dealer states:

1. The customer came in on Saturday
2. He already had it wrapped in plastic
3. I inspected it, I didn't see anything to that effect
4. Customer states they heard a loud popping noise
5. I didn't have any loaner cars available
6. I put an estimate together, I contacted my DPSM
7. He's driving around with the vehicle

\*\*\* NOTES 04/23/2014 11:34 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 04/24/2014 08:09 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer receives call from [REDACTED]

Customer states:

I Provides case #

Writer states:

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWD A23CG [REDACTED]	[REDACTED]	44,362
Spring Hill, FL [REDACTED]		Prod. Date: 8/16/11	Dealer: FL059 Friendly Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

1 Verifies name

2 I do see that SamuelKim did try to give you a call

Customer states:

1 I have called him and I have not gotten a callback

Writer states:

1 This is still being investigated, once he has further info, he will contact you back

Customer states:

1 Ok, thank you

\*\*\* PHONE LOG 04/24/2014 08:24 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. I apologize for the phone tag

2. Requested call back

3. Gave call back number

\*\*\* PHONE LOG 04/24/2014 08:52 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Customer states:

1. I believe you had contacted me yesterday

Writer states:

1. I will be handling your case from this point forward

2. Can you tell me what happened

3. Was anyone injured because of this?

Customer states:

1. I was bringing my daughter to pick up her new KIA Sorento

2. All of sudden I heard a popping noise

3. It's the rear stationary glass

4. No injuries

5. Unfortunately they didn't have the piccc and they didn't have a loaner car

6. So I put some heavy trash bags and tape it up

7. Thank You

Writer states:

1. KIA would like to inspect your vehicle

2. Let me get in contact with the dealership

\*\*\* PHONE LOG 04/24/2014 09:05 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr FL059 and left message for John, Service Manager

1. Requested call back

2. Gave call back number

\*\*\* NOTES 04/24/2014 09:29 AM Pacific Daylight Time SamuelKim Action Type:Manager review

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**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA23CG [REDACTED]	[REDACTED]	44,362
Spring Hill, FL		Prod. Date: 8/16/11	Dealer: FL059 Friendly Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Pending FTR request from region.

\*\*\* PHONE LOG 04/24/2014 01:39 PM Eastern Daylight Time LMitchell Action Type:Outgoing call

Wtr states:

1. Writer received email request from Samuel Kim at national requesting vehicle be inspected.
2. Writer checked FTR calendar which is full.
3. Writer emailed DPSM and asked that he do inspection.
4. Received auto respond that DPSM in K900 training and will respond as soon as possible.

\*\*\* PHONE LOG 04/24/2014 12:14 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent

Received photos from DPSM.

\*\*\* PHONE LOG 04/24/2014 12:30 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr FL059 and spoke with John, Service Manager

Writer states:

1. DPSM to inspect vehicle tomorrow
2. KIA is authorizing a rental
3. Gave dealer customer contact number

Dealer states:

1. I will give the customer a call

\*\*\* NOTES 04/24/2014 12:30 PM Pacific Daylight Time SamuelKim Action Type:Manager review

Advised PQ DPSM will be inspecting vehicle.

\*\*\* NOTES 04/24/2014 12:49 PM Pacific Daylight Time SamuelKim Action Type:Manager review

Received email from DPSM. Customer unable to drop off vehicle tomorrow. Customer will drop off vehicle on 4/26 for DPSM inspection on 4/28.

\*\*\* PHONE LOG 04/28/2014 10:09 AM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

Received email from DPSM. Cause of **SHATTER** inconclusive.

\*\*\* NOTES 04/28/2014 10:20 AM Pacific Daylight Time SamuelKim Action Type:Manager review

Reviewed case with PQ

1. Cause of **SHATTER** inconclusive

\*\*\* PHONE LOG 04/28/2014 10:25 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer [REDACTED]

Writer states:

1. Our DPSM inspected your vehicle this morning
2. KIA is offering you a one-time goodwill repair



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA23CC [REDACTED]	[REDACTED]	44,362
Spring Hill, FL		Prod. Date: 8/16/11	Dealer: FL059	Friendly Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Customer states:

1. That is great, thank you

\*\*\* PHONE LOG 04/28/2014 10:27 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
friendlyjhs@gmail.com

\*\*\* NOTES 04/28/2014 10:28 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dlr FL059 and spoke with Service Manager John  
Writer states:

1. KIA is authorizing a goodwill repair
2. I will send you the information via email

Dealer states:

1. Sounds great
2. Email is friendlyjhs@gmail.com

\*\*\* NOTES 04/28/2014 10:45 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Sent email to Service Manager John at dlr FL059 (friendlyjhs@gmail.com) and CC'd DPSM:  
Hi John,

Thank you for all your help with this. Per our conversation, please proceed with the repairs to the [REDACTED] vehicle (2012 Sorento, VIN #5XYKWDA23CC [REDACTED] including damages as a direct result of the sunroof **SHATTER** (eg. dent, paint damage, etc.). Once completed, please forward me the rental bill, sublet bill and RO billed out 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 note on the RO that after reviewing/investigating sunroof **SHATTER**, there are no obvious signs of cause for sunroof **SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sunroof as a one-time goodwill gesture on behalf of the customer. Thank you for all your help and please feel free to contact me if you have any questions.

\*\*\* NOTES 05/08/2014 02:51 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Sent email to Service Manager John at dlr FL059 (friendlyjhs@gmail.com)  
Writing to try and get an update on this vehicle. Please advise.

\*\*\* NOTES 05/16/2014 12:23 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received RO #77363 from dlr FL059.

\*\*\* PHONE LOG 05/16/2014 12:31 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called and spoke with customer [REDACTED]  
Writer states:  

1. I wanted make sure your vehicle was repaired and your concerns were addressed
2. If you have any questions, please feel free to contact us

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA23CG [REDACTED]	[REDACTED]	44,362
Spring Hill, FL	[REDACTED]	Prod. Date: 8/16/11	Dealer: FL059 Friendly Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

1. Yes they were
2. Thank you very much

\*\*\* NOTES 05/21/2014 03:17 PM Pacific Daylight Time SamuelKim Action Type:Manager review  
One time, goodwill to dealer FL059 of \$1,578.99 for sunroof repair.

\*\*\* CASE CLOSE 06/06/2014 07:52 AM Pacific Daylight Time SamuelKim

# Broken Sunroof 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>:*

*4/18/2014*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

*4:30-5:00 p.m.*

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

*70'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:*

State Road 41

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

3 lanes

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

*Nearest City or Town from the incident location:*

Land O Lakes or Lutz

**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?:*

No exits

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

*Exit before or after the incident location:*

none

**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?:*

40-50 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:*

Extremely light

**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:*

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.>:*

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 we heard was a pop, did not know what it was. No impact noise, thought it was someone behind me. Daughter looked back, sunshade was open a little and saw that all the glass was shattered.

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

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

Glass was still intact from the outside except the edges, the edges were splintered. Sides were shattered, front was intact to about to driver and passenger side as it went down the veh and back was intact. Noticed that underneath there was a bulge outward.

**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?**

*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:*  
Glass inside the sunshade. The sunshade caught most of it.

**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.:*

*In the center of the glass there is a bulge.*

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

*Partially CLOSED*

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

*Percent closed:*

*Open about 2-3 inches*

**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:*

*Front passenger 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?**

*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 am driving the veh, only one I have. Need to find out why it shattered.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA22CC[REDACTED]	[REDACTED]	0
La Crosse, WI [REDACTED]		Prod. Date: 1/9/12	Dealer: WI020 Brenege 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 08/15/2014 11:31 AM US Mountain Standard Time MHill

Dealer states sun **ROOF SHATTER**ed while driving

\*\*\* PHONE LOG 08/15/2014 11:33 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer leaves VM for Daniel Springer and states

1. calling in regards to sun **ROOF SHATTER**ing
2. Wanted to ask you a few questions
3. Request callback
4. Provides case # and 800#

\*\*\* NOTES 08/15/2014 11:36 AM US Mountain Standard Time MHill Action Type:Manager review

[!<For Internal Use Only

\*\*If customer calls back, please complete sun **ROOF** scripting.\*\*>!]

\*\*\* PHONE LOG 08/18/2014 10:56 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer leaves VM for [REDACTED] and states

1. calling in regards to sun **ROOF SHATTER**ing
2. Wanted to ask you a few questions
3. Request callback
4. Provides case # and 800#

\*\*\* NOTES 08/18/2014 10:56 AM US Mountain Standard Time MHill Action Type:Manager review

DISPATCHED FOR

1. REVIEW FOR SUN **ROOF SHATTER**ING
2. CUSTOMER CONTACT

\*\*\* PHONE LOG 08/19/2014 07:13 AM US Mountain Standard Time GRomero Action Type:Outgoing call

Customer calls in and states:

1. I'm Returning a call
2. Gave case number

Writer states:

1. Thanked for return
2. Advised TCS was calling about sun **ROOF**

**\*\*WRITER BEGAN SUN **ROOF** SCRIPTING\*\***

--WRiter completed sun **ROOF** script--

Writer states;

1. Thanked for information
2. Advised case would be sent for review



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA22CC [REDACTED]	[REDACTED]	0
La Crosse, WI	[REDACTED]	Prod. Date: 1/9/12	Dealer: WI020 Brenegen Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

1. Thank you

Writer states;

1. Advised to call back for further assistance.

\*\*\* PHONE LOG 08/20/2014 09:54 AM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr spoke to SM Joe:

1. SM stated vehicle was repaired and returned to customer and submitted as a warranty claim.
2. Wtr informed SM that warranty claim would be charged back and dlr will be reimbursed on parts statement.
3. SM faxing over RO.

\*\*\* PHONE LOG 09/04/2014 07:36 AM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax rec'd

Wtr received RO via fax.

# 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?

Customer states:

1. I'm [REDACTED] years old

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>:

Customer states;

1. It happened on 8/11/14

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

Customer states;

1. 1900 PM

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

Customer states:

1. It was like 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:*

Customer states:

1. I was on County Road F

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

Customer states:

1. One lane in my direction

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

*Nearest City or Town from the incident location:*

Customer states:

1. La Crosse

**20 . What direction were you heading?**

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

Customer states;

1. I believe I was Westbound

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

Customer states;

1. I was in a straight stretch of county road.
2. There was no exits or nearby cross streets

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

*Exit before or after the incident location:*

Customer states:

1. There were no exits

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

Customer states:

1. There were none

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

*If MOVING, what speed were you traveling at?:*

Customer states:

1. I was going approx 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:*

Customer state:

1. There was zero traffic.
2. I immediately pulled over to the side.
3. There was glass.
4. I was looking for someone that might have thrown something and hit us.

**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:*

Customer states;

1. There weren't anything

**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.>:*

Customer states:

1. It's in great condition
2. We went back looking for a bump or a pot hole
3. There was absolutely nothing there.

**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.>:*

Customer states:

1. It sounded like an explosion
2. It was like a bomb went off.

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

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

Customer states:

1. I felt the glass and saw it all around us.
2. I quickly pulled to the side of.
3. There was glass all over.
5. The liner caught a lot of glass inside of it.

**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 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:*

Customer states:

1. There was a good deal, caught by the liner.
2. About half of the glass ended up down in the passenger compartment
3. But there was a good deal of that out over the vehicle.

**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?**

*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.:*

Customer states:

1. There was no particular hole.
2. It was equal distance on all sides.
3. One of the pieces of the frame work actually came off.

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

*Partially CLOSED*

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

*Percent closed:*

Customer states;

1. It was about 50% 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:*

Customer states:

1. The sunshade did catch the glass a little
2. The glass was everywhere.
3. There was a lot in the sunshade, a lot in the vehicle and a lot 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:*

Customer states:

1. My wife was in the passenger 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#.*

Customer states:  
1. I contacted the insurance company for a rental coverage.

2. 8/12/14 - The next morning

**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>:*

Customer states:

1. Nothing at this point.
2. You probably need to check into it
3. That glass just decided to give up.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA23BC [REDACTED]	[REDACTED]	53,000
Woodland, CA [REDACTED]	Prod. Date: 4/1/10		Dealer: CA220 Swift 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 03/31/2014 02:00 PM US Mountain Standard Time BHardt

[REDACTED] (son) states:

1. We were driving veh and sunroof exploded, it **SHATTER**ed.
2. We didn't hear anything hit it
3. We had sunscreen closed, no glass got in.
4. Went online and found similar cases.
5. Spoke with insurance and dlr and dlr said they had nothing.
6. I wrapped it in plastic and duct tape.
7. Spoke with repairs and recommended I have done.
8. Was going 55 mph.
9. Weather was clear and sunny, no wind.
10. Had two kids in back seat.
11. Temperature was high 60's.
12. Days prior it was raining.

Wrt states:

1. Updated info.
2. Apologized.
3. Documented concerns.
4. Advised to not have repairs completed.
5. Advised will be forwarding concerns to appropriate office.
6. How fast was veh going?
7. What was the weather like?
8. Was it raining or any kind of precipitation in the days prior?
9. Advised will forward concerns to appropriate office.
10. Will receive c/b either today or tomorrow.

Cust states:

1. We were going to just go have it repaired.
2. What do I about covering it, it's supposed to rain here?

Wrt states:

1. Apologized.
2. Recommended some form of covering in the interim.
3. Will be forwarding concerns to higher office for further review.

Cust states:

1. Do I have a case #?

Wrt states:

1. Advised no case # at this time.
2. Currently experiencing system issues (Clarify down).
3. Provided ext.

Cust states:

1. Thank you.

Wrt states:

1. Thanked for calling KMA.



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA23BC [REDACTED]	[REDACTED]	53,000
Woodland, CA [REDACTED]		Prod. Date: 4/1/10	Dealer: CA220	Swift Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 03/31/2014 02:03 PM US Mountain Standard Time BHardt Action Type:Outgoing call  
Wrt attempted to c/b cust to finish sunroof scripting, phone was answered then wrt was hung up on.

\*\*\* PHONE LOG 03/31/2014 02:06 PM US Mountain Standard Time BHardt Action Type:Outgoing call  
Wrt c/b cust and was hung up on again.

\*\*\* NOTES 03/31/2014 02:07 PM US Mountain Standard Time BHardt Action Type:Manager review  
CALL TO ACTION:

Customer alleges sunroof **SHATTER**ed while driving.  
Could not complete scripting during call due to Clarify being down.  
Attempted c/b to cust 2x's and was hung up on both times.  
Sending with all available information.

\*\*\* PHONE LOG 04/01/2014 07:50 AM Pacific Daylight Time JMoica Action Type:Outgoing call  
Wtr left msg for Mr. [REDACTED] requesting c/b.

\*\*\* PHONE LOG 04/01/2014 01:07 PM US Mountain Standard Time MHill Action Type:Incoming call  
Writer receives call from [REDACTED] (son)

Customer states:

- 1 Did not get case # yesterday
- 2 Was told the systems were down

Writer states:

- 1 Verifies info
- \*\*locates case\*\*
- 2 I do see that case was sent to another office and is still being reviewed

Customer states:

- 1 Yesterday when I spoke with BHardt, he said not to get it repaired
- 2 Trying to figure out what
- 3 I need to get this repaired

Writer states:

- 1 May I place you on a brief hold while I see if case owner is available

WRITER LEAVES VM FOR JMOJICA FOR CALLBACK TO CUSTOMER ASAP

Writer states:

- 1 Thank you for holding, apologizes hold
- 2 Did leave VM for case owner for callback ASAP
- 3 What is the best # to reach you at?
- 4 Do see that she did try to contact you

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA23BC [REDACTED]	[REDACTED]	53,000
Woodland, CA [REDACTED]	Prod. Date: 4/1/10		Dealer: CA220 Swift Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Customer states:

[REDACTED] to reach me at

\*\*\* PHONE LOG 04/02/2014 07:33 AM US Mountain Standard Time CBierle Action Type:Incoming call

Cust states:

1. I have not been contacted about this
2. I was going to go through my insurance and was told to wait
3. I have been waiting for a call for three days
4. Put me through to the VM

Wtr states:

1. Apologized
2. Advised case is at the National Offices
3. Advised cust line number [REDACTED]
4. Advised case worker is not available
5. Offered to transfer to case workers VM

Customer transferred to JMojica VM\*\*\*

\*\*\* PHONE LOG 04/02/2014 08:06 AM Pacific Daylight Time JMojica Action Type:Incoming call

Wtr received VM from [REDACTED]

1. I would appreciate at c/b.
2. My # is [REDACTED]
3. This is regarding a **SHATTER**ed sunroof.

\*\*\* PHONE LOG 04/02/2014 10:02 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr left VM for customer:

1. Calling in reference to vehicle.
2. Wtr understands customer is concerned because it is raining and the sunroof **SHATTER**ed.
3. Vehicle needs to go to the dlr asap, please contact RSA if you are within the 5/60 and they can tow vehicle to dlr.
4. Requested c/b.
5. Provided c/b #.

\*\*\* PHONE LOG 04/02/2014 10:11 AM Pacific Daylight Time JMojica Action Type:Incoming call

Customer left VM requesting c/b.

\*\*\* PHONE LOG 04/04/2014 09:03 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Call transferred from receptionist:

Customer states:

1. This happened last Sunday
2. I ended up going online and found out this was happening to a bunch of people
3. I called the dealership and they said to call KIA or settle with insurance
4. This point we have sitting here, we've had rain in the area
5. My cell phone number is [REDACTED]
6. This is my mother's vehicle

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
Woodland, CA		5XYKUDA23BC		53,000
		Prod. Date: 4/1/10	Dealer: CA220 Swift Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

7. Fortunately nothing happened, I had my two little kids in the back
8. We had the sunshade pulled so none of the glass got in the cabin
9. I was on the freeway when this happened
10. We were on the freeway and the plastic blew off on the car
11. Can you make sure the rental is equivalent
12. Thank You

Writer states:

1. We would need to have your vehicle inspected at a KIA dealership
2. I will give Swift KIA a call (CA220) and setup a rental for you
3. If they do not give you a call back by COB, please give me a call
4. Gave caller call back number

\*\*\* PHONE LOG 04/04/2014 09:09 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr CA220 and left message for the Service Department:

1. Requested call back
2. Gave call back number

\*\*\* PHONE LOG 04/04/2014 09:16 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Received call from Pete in the Service Department

Writer states:

1. Please give the customer a call and have them drop off their vehicle
2. KIA is authorizing a rental for the customer per KIA's rental policy
3. No gas, no insurance

Dealer states:

1. I'll give the customer a call right now

\*\*\* PHONE LOG 04/07/2014 02:32 PM Pacific Daylight Time JMojica Action Type:Outgoing call  
Wtr scheduled Kia Rep inspection for 4/9/14.

\*\*\* PHONE LOG 04/07/2014 02:33 PM Pacific Daylight Time JMojica Action Type:Outgoing call  
Wtr spoke to SA Pete:

1. SM stated customer will be dropping off vehicle on 4/8/14.
2. SM stated rental will be provided.

\*\*\* PHONE LOG 04/07/2014 02:35 PM Pacific Daylight Time JMojica Action Type:Outgoing call  
Wtr left VM for customer:

1. Calling in reference to vehicle.
2. Wtr was informed by SA that customer will be dropping off vehicle tomorrow.
3. Informed customer that Kia Rep will be inspecting the vehicle on 4/9/14.
4. If customer has any questions, please c/b and reference case #.
5. Thanked and disconnected.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
Woodland, CA		5XYKUDA23BC		53,000
		Prod. Date: 4/1/10	Dealer: CA220 Swift Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* EMAIL OUT •ÚuR J Mojica 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]>>

\*\*\* PHONE LOG 04/09/2014 01:33 PM Pacific Daylight Time J Mojica Action Type: Web Contact  
Wtr emailed DPSM requesting pictures.

\*\*\* PHONE LOG 04/09/2014 02:52 PM Pacific Daylight Time J Mojica Action Type: Incoming call  
Customer left VM:  
1. I received your msg.  
2. I wanted to know what would happen after the inspection.  
3. Please c/b [REDACTED]

\*\*\* PHONE LOG 04/11/2014 04:48 PM Pacific Daylight Time J Mojica Action Type: Incoming call  
Customer left VM requesting c/b.

\*\*\* PHONE LOG 04/14/2014 09:00 AM Pacific Daylight Time J Mojica Action Type: Outgoing call  
Wtr spoke to SA Pete:  
1. Wtr authorized repairs as one-time GW gesture.  
2. SA will contact wtr will estimated date for completion of repairs.

\*\*\* PHONE LOG 04/14/2014 09:04 AM Pacific Daylight Time J Mojica Action Type: Outgoing call  
Wtr:  
1. Informed customer vehicle was inspected by Kia rep.  
2. Informed customer that after investigating the incident/vehicle, we have been unable to clearly identify a cause for the sunroof **SHATTER**, whether due to external impact or not.  
3. Therefore, KMA will authorize the replacement of the sunroof as a GW gesture.  
4. Wtr will need to send GW Offer Letter that is to be signed and returned to wtr.

Customer:

1. Ok, you can email it to [REDACTED]
2. I will sign it and email it back to you.

Wtr:

1. Perfect.
2. Wtr will send that out right away.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA23BC [REDACTED]	[REDACTED]	53,000
Woodland, CA 95695		Prod. Date: 4/1/10	Dealer: CA220 Swift Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. Wtr thanked customer and disconnected.

\*\*\* PHONE LOG 04/14/2014 09:22 AM Pacific Daylight Time JMoJica Action Type:Web Contact  
Wtr emailed GW Offer Letter:

Mr. [REDACTED]

Per our conversation, please see the attached offer letter that is to be signed and returned.

Thank you,

\*\*\* PHONE LOG 04/18/2014 12:45 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd  
Hi Jeannie,  
attached is the signed letter.  
I'm assuming I will hear from the dealer when the repair is completed.  
thank you for all your help,

[REDACTED]  
[REDACTED]  
sacramento, california. USA  
phone: [REDACTED]

\*\*\* PHONE LOG 04/18/2014 12:51 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr left VM for SA Pete:  
1. Wtr is calling to follow up on repairs.  
2. Wtr needs final RO.  
3. Provided last 8 of VIN.  
4. Provided c/b # and email address.

\*\*\* PHONE LOG 04/29/2014 12:59 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd  
Hi Jeannie,

first, wanted to thank you for the dealing with my issue of the **BROKE**n sunroof.  
I really appreciate how Kia has handled this case, unfortunately I received the car this last Friday afternoon and was surprised on how Swift Kia delivered to me.

- The tape I used to cover the **ROOF** with plastic when **BROKE**n was not cleaned at all, there was duct tape residue all around the **ROOF**.

- Gutter trim piece that was **BROKE**n/bent caused by the **BROKE**n window due to covering it up with plastic was not repaired.

- there was what looks like damage to the rail cover, maybe when tech was removing it?

- Also, the new replaced window has a chip on the corner edge, is this a new window or refurbished?

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA23BC [REDACTED]	[REDACTED]	53,000
Woodland, CA [REDACTED]	Prod. Date: 4/1/10		Dealer: CA220 Swift Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

I've attached images to help show the issues stated above.  
please contact me to discuss.  
thank you.

[REDACTED]

[REDACTED]

[REDACTED]

sacramento, california, USA

phone: [REDACTED]

\*\*\* PHONE LOG 05/01/2014 07:32 AM Pacific Daylight Time JMoJica Action Type:Incoming call  
Customer left VM requesting c/b.

\*\*\* PHONE LOG 05/01/2014 01:12 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr attempted to contact SA Pete:  
1. SA not available.

\*\*\* PHONE LOG 05/01/2014 01:13 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr left VM for customer:  
1. Confirmed receipt of email.  
2. Apologized.  
3. Wtr will have dlr address this for customer.  
4. Requested c/b.  
5. Provided c/b # and case # for reference.

\*\*\* PHONE LOG 05/08/2014 12:46 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr:  
1. Calling to follow up with customer.  
2. Has customer contacted dlr and informed SA about concerns?

Customer:

1. Yes, I spoke to SA Pete.
2. They were ordering a new glass.
3. I was waiting to hear back from them once the part arrived.
4. I got a VM from them today saying the part is available now.
5. I have to call them to schedule an appointment.
6. Will I be provided a rental?

Wtr:

1. Wtr is not sure if dlr will have availability.
2. Wtr can contact dlr to see if loaners are available.
3. Wtr will get back to customer once wtr has spoken to SA about loaner.
4. Thanked customer and disconnected.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
Woodland, CA		5XYKUDA23BC		53,000
		Prod. Date: 4/1/10	Dealer: CA220 Swift Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 05/23/2014 07:17 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SA Bill:

1. Wtr provided last 8 of VIN.
2. SA stated last RO closed on 4/30, does not appear that customer has been back to dlr.
3. SA recommended wtr follow up with SA Pete on 5/27/14.

\*\*\* PHONE LOG 05/28/2014 08:31 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SA Pete:

1. SA stated still waiting on part, ETA is 5/30/14.

\*\*\* PHONE LOG 06/04/2014 12:37 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SM Charles:

1. SM stated vehicle is currently at dlr.
2. SM stated vehicle should be ready for p/u tomorrow 6/5/14.

\*\*\* PHONE LOG 06/10/2014 09:34 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SM Charles:

1. SM stated vehicle will be ready for p/u today.
2. Wtr requested copy of RO at warranty pricing along with a copy of any sublet invoices once available.
3. Wtr provided fax #, thanked SM and disconnected.

\*\*\* PHONE LOG 06/16/2014 11:03 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SM Charles:

1. SM stated vehicle was picked up.
2. SM faxing over copy of RO.

\*\*\* PHONE LOG 06/24/2014 10:04 AM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd

Wtr received RO via fax.

\*\*\* NOTES 07/03/2014 12:06 PM Pacific Daylight Time J Mojica Action Type:Dealer contact

[!<For Internal Use Only

Wtr to call SM Charles to confirm total amount that dlr needs to be reimbursed.>!]

\*\*\* PHONE LOG 07/10/2014 09:52 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SM Charles and requested invoice for rental.

\*\*\* PHONE LOG 07/17/2014 12:05 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SM and requested rental invoice.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA23BG [REDACTED]	[REDACTED]	53,000
Woodland, CA		Prod. Date: 4/1/10	Dealer: CA220	Swift Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 07/24/2014 12:55 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr left VM for SM requesting rental invoice.



# Broken Sunroof Report

Case [REDACTED]

---

## Report Details

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

No

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

Owner Name:

[REDACTED] (mother)

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

Owner Address:

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

No response selected.

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

Yes

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

No response selected.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A21BC [REDACTED]	[REDACTED]	60,000
San Antonio, CA	[REDACTED]	Prod. Date: 11/16/09	Dealer: ZZ001	Dummy Dealer

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 04/16/2014 10:14 AM US Mountain Standard Time HSanchez

Customer states:

1. I am calling about a concern I have.
2. Our sunroof exploded when my husband was driving and I wanted to notify Kia.
3. Provided VIN.

Writer states:

1. Apologized.
2. Verified contact info.
3. Verified no open SC's.
4. Completed sunroof questionnaire with customer.
5. Recommended customer send in any police reports or pictures of the damage if applicable.
6. Provided KMA address.
7. Writer will forward case to NCA for further review per customers request.
8. Offered additional assistance.

Customer states:

1. No other questions at this time.

\*\*\* NOTES 04/16/2014 10:23 AM US Mountain Standard Time HSanchez Action Type:Manager review  
DISPATCHING CASE FOR:

1. CUSTOMER ALLEGES SUNROOF **SHATTERED** WITH NO OUTSIDE INFLUENCE.
2. REQUESTING COMPENSATION.

\*\*\* PHONE LOG 04/18/2014 04:10 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr called customer [REDACTED] and left a message requesting a call back.

\*\*\* PHONE LOG 04/30/2014 11:52 AM Pacific Daylight Time MHillegas Action Type:Incoming call  
Wtr received a return call from customer [REDACTED]

\*\*\* PHONE LOG 04/30/2014 11:52 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr called customer [REDACTED] and left a message requesting a call back.

\*\*\* PHONE LOG 04/30/2014 02:31 PM Pacific Daylight Time MHillegas Action Type:Incoming call  
Wtr received a call back from customer [REDACTED] and stated:

1. Thank you for returning wtr's call; sorry about all the phone tag.
2. Wtr is calling to follow up on the concern with your sunroof.
3. We were sorry to hear about the incident; however, glad to hear that no one was injured as a result of it.
4. Was vehicle repaired by the insurance company?
5. Since Kia did not have an opportunity to inspect vehicle prior to repairs being completed we will need to obtain additional information pertaining to the incident and repair in order to evaluate your claim and consider your request.
6. Wtr requested photos, police report, repair estimate and any other information related to the incident.

Customer stated:

1. Vehicle was repaired by USAA insurance company at Caliber Collision.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A21BC [REDACTED]	[REDACTED]	60,000
San Antonio, CA	[REDACTED]	Prod. Date: 11/16/09	Dealer: ZZ001	Dummy Dealer

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

2. Body shop stated they couldn't obtain a sunroof glass due to a U.S. wide shortage.
3. They obtained a sunroof glass from Utah that needed the electrical fixed on it.
4. Circuit breaker blew a fuse - replaced fuse then it blew immediately.
5. Took vehicle to Kia dealer and they told me that Caliber changed the wiring in the sunroof and it was faulty wiring.
6. Took vehicle back to Caliber once and now we are taking it back a second time because my husband heard a electrical pop noise coming from the sunroof.
7. There's a short in the memory chip, clock doesn't work, concern with lights inside and temperature stays at 73 degrees.
8. USAA covered cost to replace sunroof and rental car.
9. We paid \$500 deductible and we paid extra for an upgrade to rental car.
10. We'd like to get reimbursed for the \$500 deductible.
11. We love the Kia vehicles.
12. My husband wants to get an Optima.
13. My dad has a couple of Kias.
14. We put a tow hitch on our Sorento and it's a 7 passenger vehicle.
15. Please send me an email with documentation you are requesting and your contact information.
16. I didn't take any post-incident photos.
17. My email address is [REDACTED]
18. I filed a report with NHTSA.
19. Went on the Internet and found a lot of cases with sunroof **SHATTER**s in Kia vehicles and saw that Hyundai issued a recall.

Wtr stated:

1. Kia has not issued a service campaign for any Kia vehicles pertaining to sunroof concerns.
2. Wtr will send you a follow up email.
3. Once we receive the information requested your case will be further reviewed by engineer and management.

Customer stated:

1. Thank you very much.

\*\*\* PHONE LOG 04/30/2014 02:59 PM Pacific Daylight Time MHillegas Action Type:Ltr/email/fax sent

Wtr sent email to customer, [REDACTED] stating:

From: Hillegas, Michele [KMA]

Sent: Wednesday, April 30, 2014 2:53 PM

To: [REDACTED]

Subject: [REDACTED] 2011 Sorento - Sunroof Repair

Hi [REDACTED]

It was a pleasure speaking with you today. As we discussed, please forward photos of all damage to the vehicle, incident report and repair estimate to me for further review with engineering and management.

Thank you,

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

# Broken Sunroof Report

Case [REDACTED]

---

## Report Details

1 . End

No response selected.

1 . Do you own the vehicle?

Yes

5 . Was the owner driving the vehicle?

No

My husband [REDACTED] was driving

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

No

My husband [REDACTED] was driving

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>:

March 2014

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

afternoon; not sure what time exactly

13 . What was the temperature?

Approximate temperature in Fahrenheit:

72 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:*

*Hihgway 151*

**18 . How many lanes in your direction?**

*Number of lanes in your direction:*

*3 lanes*

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

*Nearest City or Town from the incident location:*

*San Antonio TX*

**20 . What direction were you heading?**

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

*Eastbound*

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

*on Entrance ramp for Highway 151 near Sea World (between Military Rd. & Patrenco)*

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

*Exit before or after the incident location:*

*Before reaching on ramp*

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

*Approximately 100 yards*

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

*If MOVING, what speed were you traveling at?:*

**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 vehicle)**

*Type of vehicles on the road:*

there was a public bus nearby, no other vehicles

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

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

no recent paving or construction

**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.>:*  
loud sound like an explosion or gunshot occurred

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

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

Husband pulled over and there was glass everywhere, the glass sheared off antenna on the top rear of the vehicle.

**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.*

**65 . If partially broken, which area?**

*Description of partially damaged area:*

**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:*

glass everywhere, none went into vehicle because sun shade was closed

**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?**

*No response selected.*

**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 entire glass broke

**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 the glass ended up on sun shade, although some flew off of car.

**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#:*

**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>:*

reimbursement of 500.00 dollar deductible



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA20DG [REDACTED]	[REDACTED]	76,000
Grove City, OH [REDACTED]		Prod. Date: 6/24/12	Dealer: ZZ001 Dummy Dealer	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

**Case History**

\*\*\* NOTES 06/30/2014 11:19 AM US Mountain Standard Time EKaragodskaya Action Type:Dealer contact  
Dispatching For:

1. Sunroof **SHATTER**ed while driving  
- Customer was driving in Canada and got repairs done In Canada
2. Customer is requesting for sunroof, Hotel and Car rental to be paid for
3. For case Handling and follow up accordingly

\*\*\* PHONE LOG 06/30/2014 11:20 AM US Mountain Standard Time EKaragodskaya

Customer states:

1. I am looking for a claim to be Filled
2. I was driving in Canada and my **ROOF SHATTER**ed
3. I will be filing a complaint with the transportation dept also
4. I had to pay \$ 1300.00 for the Sunroof

Writer states:

1. Apologized
2. Updated customer info

RAN SUNROOF SCRIP

Customer states:

1. I would like to get reimbursed for the Sunroof the Car rental I had and the Hotel room I stayed in

Writer states:

1. Advised will be sending case to NCA
2. Advised takes 2 business days for case to get reviewed

Customer states:

1. Okay thank you

\*\*\* PHONE LOG 07/01/2014 08:11 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr left VM for Mr. [REDACTED]

1. Calling in reference to vehicle.
2. Requested c/b.
3. Provided c/b # and case # for reference.
4. Thanked and disconnected.

\*\*\* PHONE LOG 07/02/2014 03:16 PM Pacific Daylight Time J Mojica Action Type:Incoming call

Customer [REDACTED] left VM requesting c/b.

\*\*\* PHONE LOG 07/03/2014 12:43 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Customer [REDACTED] left VM requesting c/b.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYKWDA20DG		76,000
Grove City, OH 43123		Prod. Date: 6/24/12	Dealer: ZZ001 Dummy Dealer	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Wtr left VM for customer requesting c/b.

\*\*\* PHONE LOG 07/07/2014 02:09 PM Pacific Daylight Time J Mojica Action Type: Outgoing call  
Wtr left VM for customer requesting c/b.

\*\*\* PHONE LOG 07/09/2014 01:15 PM Pacific Daylight Time J Mojica Action Type: Incoming call  
Customer left VM requesting c/b.

\*\*\* PHONE LOG 07/09/2014 03:20 PM Pacific Daylight Time J Mojica Action Type: Outgoing call  
Wtr:  
1. Calling in reference to request for reimbursement.  
2. Wtr understands customer had the sunroof **SHATTER** during a trip to Canada.  
3. Wtr also understands that customer then had vehicle repaired in Canada and is requesting reimbursement of all related expenses.  
4. In order to further review reimbursement request, wtr will need supporting docs like invoices and proof of payment.

Customer:

1. Yes, ok I can send all of that in.
2. Can you please email me and I will then scan the docs and reply with the docs attached?

Wtr:

1. Not a problem.
2. Wtr will send email right away.
3. Verified email address, thanked customer and disconnected.

\*\*\* PHONE LOG 07/09/2014 03:21 PM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax sent  
Mr.

Per our conversation, please send me a copy of the invoices and proof of payment so we can further review your reimbursement request.

Also, I forgot to mention this during our conversation, but do you have any pictures of the sunroof?

Thank you for your patience and cooperation.

\*\*\* PHONE LOG 07/15/2014 12:33 PM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax rec'd

Hello Jeannie

Please receive the proof of payment as follow:

Panoramic **ROOF** repair invoice: \$1250.82 usd (\$1355.53 cdn)

additional night in Hotel: \$109.07 usd (117.28 cdn)

rental car while repairing the **ROOF**: \$110.03 usd (119.23)

Total \$1469.92

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA20DG [REDACTED]	[REDACTED]	76,000
Grove City, OH [REDACTED]	Prod. Date: 6/24/12		Dealer: ZZ001 Dummy Dealer	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

payment at \$2000 for all the trouble and stress that this issue generated

Looking forward your reimbursement

Thanks

[REDACTED]

\*\*\* PHONE LOG 07/15/2014 01:11 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Mr. [REDACTED]

I have received your documents. Your case is under review. I will contact you once I have more information for you.

Thank you for your patience,

\*\*\* PHONE LOG 07/15/2014 01:16 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax sent

Mr. [REDACTED]

I have received your documents. Your case is under review. I will contact you once I have more information for you.

# Broken Sunroof 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>:

6/26

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

<HH:MM> <AM/PM>:

1:45 p.m.

**13 . What was the temperature?**

Approximate temperature in Fahrenheit:

91

**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.:

Fairly windy

**16 . Where did the incident occur?**

*B. Surface Street*

**28 . What was the name of the street?**

*Name of street:*



**29 . What city or town did the incident occur?**

*Name of city or town:*

Corpus Christi

**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?:*

2 lanes, in the far right lane

**32 . Describe the traffic conditions around you at that time.**

*Description of traffic conditions around you at that time:*

Was not that busy. Steady traffic

**33 . What direction were you heading?**

*Direction of travel (north bound, east bound, etc.):*

W

**34 . What cross-street were you nearest that you can remember?**

*Nearest cross-street at the time of the incident:*

Aygrs

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

*If MOVING, what speed were you traveling at?:*

60 m.p.h.

**36 . What was the condition of the street? (e.g., freshly paved, normal roughness, had some holes or broken surface, w:**

*<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?**

*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 small crackling noise, sounded like a fizzing pop bottle. Once I went over a bump going onto Crosstown, after I hit the bump, it sounded like a big liter of coke exploding. I thought it was a soda exploding, then I saw the glass standing up.

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

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

saw the glass pointed upwards

**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 the rear stationary glass that shattered actually. No glass came into the vehicle because of 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.:*

No hole

**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?**

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>:*

Would like it to be taken care of under warranty if possible, I just want it safe, have 2 little boys that ride back there



**Kia Motors America**  
**Consumer Affairs Department**

Page 1 of 6

Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A25DC [REDACTED]	[REDACTED]	17,000
Mickleton, NJ [REDACTED]		Prod. Date: 8/16/12	Dealer: NJ003	Cherry Hill 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 08/14/2014 10:53 AM US Mountain Standard Time Motteson

Dealer states sun **ROOF SHATTER**ed while driving

\*\*\* PHONE LOG 08/15/2014 11:24 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer contacts [REDACTED] and states

1. Calling with a few questions regarding sun **ROOF SHATTER**ing

[REDACTED] states

1. Are you calling to give me my money back
2. I will not be answering anymore questions without my attorney being present

\*\*\* NOTES 08/15/2014 11:24 AM US Mountain Standard Time MHill Action Type:Manager review

DISPATCHED FOR

1. REVIEW FOR SUN **ROOF SHATTER**ING

\*\*\* NOTES 08/15/2014 12:36 PM Pacific Daylight Time SMarino Action Type:Dealer contact

Received letter from customer - [REDACTED]

Letter States:

1. Yesterday 8/11/14 I was driving my 2013 Kia Sorento up 95 north near the Philadelphia Airport when I heard a loud pop like a gunshot and my sun **ROOF SHATTER**ed into a million little pieces.
2. I called roadside assistance and vehicle was towed to Value Kia in Essington, PA.
3. I had the unfortunate opportunity to meet the service mgr, Don Baney. He could not have been more rude, condescending and arrogant.
4. He immediately told me that Kia corporate expects him to handle all the service issues with only 4 techs and he wouldn't help me.
5. I had to contact roadside assistance again, wait another hour for the tow company to pick up my vehicle and tow it to Cherry Hill Kia.
6. I am aware that there has been an investigation into this issue with Sorentos for years.
7. I also need to voice that both my husband and myself have over 5 hours of lost wages due to this event and the fact that it was exasperated by Value Kia and the unwillingness of there service manger to assist us.
8. I also had to pay \$20 cash out of pocket for the bridge toll of the tow truck.
9. In the last 24 hours, it has cost me over \$300.00 (to date) which I expect to be reimbursed by your company.

\*\*\* NOTES 08/20/2014 08:05 AM Pacific Daylight Time MHillegas Action Type:Internal

[!<For Internal Use Only

Wtr was unable to meet 24/24 due to out of office on 8/19/14.>!]

\*\*\* PHONE LOG 08/20/2014 11:14 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Name, company and case number.
2. We've received your case here at the Corporate Office of Kia for further review and handling regarding an incident involving a

**ROOF SHATTER**

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A25DC [REDACTED]	[REDACTED]	17,000
Mickleton, NJ [REDACTED]		Prod. Date: 8/16/12	Dealer: NJ003	Cherry Hill Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

4. Wtr is the person that has been assigned to your case to further assist you with resolving the concern.
5. Are you being represented by an attorney?

Customer stated:

1. Vehicle has been repaired and picked up as of Monday, August 18, 2014.
2. Cherry Hill Kia received approval from their Kia Rep to repair vehicle under warranty.
3. Cherry Hill Kia service dept. has been wonderful.
4. However, we were advised that vehicle was done and ready for pick up on Friday 8-15-14 but when we picked it up the sun **ROOF** wouldn't close and dealer found that the headliner was full of glass.
5. Dealer kept it over the weekend so they could replace the headliner.
6. This incident and experience with Value Kia has been very unpleasant for us.
7. I was driving on the interstate with two co-workers in the car on our way to Children's Hospital when the sun **ROOF SHATTER**ed.
8. Luckily I had closed the sunshade 30 seconds prior to the sun **ROOF** breaking.
9. I to call HR and have someone come pick up my co-workers.
10. Both my husband and I have had to take time off work without pay and I had to pay the tow truck driver out of pocket.
11. I've been having bad back problems because the rental car was so small.
12. I traded in my BMW 5 Series for a 2012 Sorento which I had so many problems with that the dealer took it back.
13. Then I purchased my 2013 Sorento and now the sun **ROOF SHATTER**ed.
14. I love the Sorento better then my BMW, however, I have a sour taste in my mouth about Kia vehicles because of this incident.
15. I'm afraid the sun **ROOF** will **SHATTER** again and don't want to keep the vehicle anymore and I won't be using the sun **ROOF** from now on.
16. I want to trade in vehicle but not for another Kia so I want to see if I can work something out directly with Kia instead of hiring an attorney to resolve the matter.
17. I am not currently being represented by an attorney.

Wtr stated:

1. On behalf of KMA, wtr would like to apologize for the concern and the incident that occurred as a result of sun **ROOF SHATTER**.
2. Wtr realizes that this has not been a very pleasant experience for you to say the least and can certainly understand your position in this matter.
3. Trading you out of the vehicle would not be an option that KMA could offer to you at this point in time.
4. We certainly value you as a Kia customer and would like to restore your faith in Kia and retain you as a happy Kia customer.
5. Wtr would like to offer to reimburse you for any out of pocket expenses that you have incurred as a result of the incident and offer some sort of goodwill for the inconvenience this concern has caused you.

Customer stated:

1. Can we talk about this more at a later time.
2. I need to get back to work.
3. I will contact you when it is more convenient for me to talk.
4. I really appreciate your phone call and your interest in resolving this matter.

Wtr stated:

1. Sure, just give wtr a call back at your earliest convenience.
2. Gave wtr's name and phone number to customer.

\*\*\* NOTES 08/20/2014 11:21 AM Pacific Daylight Time MHillegas Action Type:Dealer contact

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A25DG [REDACTED]	[REDACTED]	17,000
Mickleton, NJ		Prod. Date: 8/16/12	Dealer: NJ003	Cherry Hill 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 with SA Mike at NJ003 and stated:

1. SA Mike stated he would call wtr back since he had three customers waiting in line.

Wtr stated:

1. Gave wtr's name and phone number to SA Mike.

\*\*\* NOTES 08/20/2014 11:24 AM Pacific Daylight Time MHillegas Action Type:Internal

Wtr left a detailed VM for DPSM JToscani requesting a call back.

\*\*\* NOTES 08/20/2014 11:25 AM Pacific Daylight Time MHillegas Action Type:Dealer contact

W

\*\*\* NOTES 08/20/2014 12:00 PM Pacific Daylight Time MHillegas Action Type:Internal

Wtr spoke with DPSM JToscani who stated:

1. I was advised of this case after the fact.
2. Customer had gone to another dealer first and was turned away so when she arrived at Cherry Hill Kia she was extremely upset.
3. SM at Cherry Hill Kia repaired the vehicle for customer satisfaction.
4. Repair cost was under \$1000, therefore, SM didn't need a PWA approved by me.
5. I believe the repair was under \$500.00.

Wtr stated:

1. Wtr will need to obtain a copy of the repair invoice and submit for reimbursement through CA goodwill.
2. Dealer has not yet submitted a warranty claim for the repair.

DPSM stated:

1. Send me an email with what you need and I will get it from the SM and forward it to you.

Wtr stated:

1. Will do.

\*\*\* NOTES 08/20/2014 12:05 PM Pacific Daylight Time MHillegas Action Type:Internal

Wtr sent email to DPSM JToscani stating:

As we discussed, please send me a copy of the repair and rental invoices for the sun **ROOF** repair to the above-referenced vehicle and I will reimburse dealer through CA goodwill. A credit will be reflected on the dealer's parts statement. Also, if dealer has any photos of the damage to vehicle prior to repairing it please forward them to me as well.  
Thank you for your help on this.

\*\*\* NOTES 08/22/2014 02:36 PM Pacific Daylight Time MHillegas Action Type:Internal

Wtr received email with RO#35218 attached from DPSM JToscani and attached document to the case.

\*\*\* NOTES 08/22/2014 02:37 PM Pacific Daylight Time MHillegas Action Type:Dealer contact

Wtr received VM from SA Mike at NJ003 Cherry Hill Kia (856) 382-2304.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A25DC [REDACTED]	[REDACTED]	17,000
Mickleton, NJ	[REDACTED]	Prod. Date: 8/16/12	Dealer: NJ003	Cherry Hill Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

\*\*\* NOTES 08/22/2014 02:38 PM Pacific Daylight Time MHillegas Action Type:Dealer contact

Wtr called SA Mike at NJ003:

1. Svc. Dept. was closed.

\*\*\* PHONE LOG 08/27/2014 04:23 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received return VM from customer, [REDACTED]

\*\*\* PHONE LOG 09/04/2014 04:00 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Name, company and case number.
2. Wtr apologized for the delay in getting back to you.
3. Wtr received RO from dealer reflecting cost to replace sun**ROOF** and rental charges.
4. KMA will be reimbursing dealer for sun**ROOF** repair and rental through CA goodwill.
5. Wtr wanted obtain more information and documentation on out of pocket expenses you incurred as a result of the incident as stated in your letter.
6. Wtr will then review case further with management for consideration of goodwill.

Customer stated:

1. Incident occurred on Mon. 8-11-14 at 8 am on my way to Children's Hospital for a check presentation event with two other employees.
2. I had to missed the check presentation event much to the chagrin of the president of the company.
3. The first dealership would not assist us with the concern with out vehicle.
4. RSA had to call several other dealers before they found one that would assist us.
5. I didn't get to work until 1:30 pm so I lost 5 hours of vacation time and my husband lost 4 hours of vacation time because he was my means of transportation.
6. I paid \$20.00 cash to tow provider for the bridge toll between Pennsylvania and New Jersey so there is no receipt.
7. I also had to pay \$5.00 per day NJ state fee for rental car for 8 to 9 days; I'm not sure if I have the receipt.
8. Dealer called us on 8-15-14 to come pick up the vehicle.
9. When we got to the dealer the sun**ROOF** would open, however, it wouldn't close so the technician had to do some additional work on sun**ROOF** to get it to close properly.
10. Then dealer found more glass inside the headliner so they had to keep the vehicle until Monday to get it cleaned out.
11. We had turned in our Hertz rental car and had to get another rental through Payless.
12. We had to drive back to the dealer 40 mins away on Monday, Sept. 18, 2014 to pick up vehicle.
13. This incident caused a lot of aggravation and inconvenience.
14. What if the sun**ROOF SHATTER**s again? Will Kia cover it under the bumper-to-bumper warranty?

Wtr stated:

1. Wtr apologized for all of the aggravation and inconvenience you experienced as a result of the incident.
2. We can certainly consider reimbursing you for the toll fee and additional rental charges incurred; wtr can try to obtain rental receipt from dealer.
3. Wtr advised customer that we typically do not pay for loss of wages, however, wtr will put in a request with management to consider some sort of goodwill in lieu of loss of wages.
4. Manufacturer's warranty that comes with vehicle is 5/60 LBW and 10/100 PTW for the original owner; it is not a bumper-to-bumper warranty per say.
5. It would be highly unlikely that the incident would reoccur, however, if it does then KMA would investigate the incident and if there are no obvious signs of impact from an external object or otherwise then KMA will cover the cost to repair.
6. Wtr will give you a call back by Tuesdav. Sept. 9. 2014 with the outcome of review with management.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A25DC [REDACTED]	[REDACTED]	17,000
Mickleton, NJ	[REDACTED]	Prod. Date: 8/16/12	Dealer: NJ003	Cherry Hill Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

Customer stated:

1. Thank you so much for the call back.

\*\*\* PHONE LOG 09/09/2014 03:22 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr left a VM for customer, [REDACTED] stating:

1. Your case is still in the process of being reviewed by management.
2. As soon as our review has been completed we will contact you back with outcome of review.
3. Wtr will be out of the office for the next couple of weeks.
4. You may be receiving a call from wtr's manager during wtr's absence.

\*\*\* PHONE LOG 09/12/2014 03:58 PM Pacific Daylight Time JeffStroup Action Type:Outgoing call  
wtr left voicemail for customer to call back.

\*\*\* PHONE LOG 09/15/2014 08:02 AM Pacific Daylight Time JeffStroup Action Type:Incoming call  
Ms. [REDACTED] called and stated:

1. returning your call
2. it was a very scary experience
3. the vehicle has been repaired but we have lost wages and paid for items that havent been reimbursed

wtr stated:

1. apologized for concerns
2. kma does not reimburse for lost wages etc but we do wish to assist our customers because we do care

wtr and customer spoke about maint contract  
wtr and customer negotiated upon one car payment reimbursement

Ms. [REDACTED] stated:

1. thank you as it does make us happy
2. we are just scared to drive with the sun **ROOF** open

wtr stated:

1. im sure it will take some time but i hope that you do use your sun **ROOF** again
2. please email me a copy of the car payment and i will get that reimbursed to you

Ms. [REDACTED] stated:

1. thank you very much
2. have a good day

wtr stated:

1. you as well.

\*\*\* PHONE LOG 09/16/2014 03:48 PM Pacific Daylight Time JeffStroup Action Type:Ltr/email/fax rec'd  
Hi Jeff,

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A25DC [REDACTED]	[REDACTED]	17,000
Mickleton, NJ	[REDACTED]	Prod. Date: 8/16/12	Dealer: NJ003 Cherry Hill Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

Attached are the documents you requested proving my car payment of \$476.37. That is the courtesy amount you have offered to send me for my inconvenience during the time my sun **ROOF** spontaneously **SHATTER**ed, recently. Please let me know if you require any further information.

Thank you,

\*\*\* NOTES 09/22/2014 03:26 PM Pacific Daylight Time ADellarocca Action Type:Dealer contact  
Writer to mail out check# [REDACTED] for \$476.37 dated 9/22/14

\*\*\* CASE CLOSE 09/22/2014 02:26 PM Pacific Daylight Time ADellarocca  
Goodwill check to customer

\*\*\* NOTES 09/24/2014 02:13 PM Pacific Daylight Time ADellarocca Action Type:Dealer contact  
Dealer received credit memo for \$628.84

\*\*\* CASE CLOSE 09/24/2014 02:13 PM Pacific Daylight Time ADellarocca

# 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>:

8/11

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

8 a.m.

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

70

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:*

Interstate 95

**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:*

Essington Exit

**20 . What direction were you heading?**

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

N

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

Essington

**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?**

*No response selected.*

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

*If MOVING, what speed were you traveling at?:*

I am not going to answer anymore questions without my attorney reviewing it first

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

*No response selected.*

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

*No response selected.*



- 27 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some holes or broken)  
*No response selected.*
- 50 . Did you see anything hit your vehicle at any time before your sunroof glass broke?  
*No response selected.*
- 51 . Can you describe what hit your vehicle? (Size, shape, apparent hardness)  
*No response selected.*
- 52 . Where on your vehicle did the impact occur?  
*No response selected.*
- 53 . When you looked at your vehicle later, did you inspect to see if the object left a mark on your vehicle?  
*No response selected.*
- 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 response selected.*
- 57 . If not fully open, estimate the amount open as a percentage.  
*No response selected.*
- 58 . Were you operating the sunroof switch at the time the glass broke?  
*No response selected.*
- 59 . What operation were you performing when the glass broke?  
*No response selected.*

**60 . To what degree was it open at the moment it broke while operating the sunroof switch?**

*No response selected.*

**61 . Did you hear the sunroof glass break?**

*No response selected.*

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

*No response selected.*

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

*No response selected.*

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

*No response selected.*

**65 . If partially broken, which area?**

*No response selected.*

**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**

*No response selected.*

**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?**

*No response selected.*

**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?**

*No response selected.*

**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 response selected.*

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

*No response selected.*

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

*No response selected.*

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

*No response selected.*

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

*No response selected.*

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

*No response selected.*

**81 . Which seating positions were they occupying?**

*No response selected.*

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

*No response selected.*

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

*No response selected.*

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

*No response selected.*

**85 . Who was injured?**

*No response selected.*

**86 . What were the seating positions were the injured?**

*No response selected.*

**87 . Was the injury from glass or any other debris?**

*No response selected.*

**88 . Describe the nature of the injuries.**

*No response selected.*

**89 . Did any of the injured persons seek medical attention?**

*No response selected.*

**90 . Were the police contacted?**

*No response selected.*

**91 . Was the insurance company contacted?**

*No response selected.*

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

*No response selected.*

**93 . Where is the vehicle now?**

*No response selected.*

**94 . Have the window repairs been completed?**

*No response selected.*

**95 . What action are you requesting of Kia?**

*No response selected.*

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5xykuda22bg [REDACTED]	[REDACTED]	80,000
Hartland, WI [REDACTED]		Prod. Date: 3/5/10	Dealer: WI019	Russ Darrow Kia Waukesha

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 07/22/2014 04:29 PM US Mountain Standard Time BHernandez

Customer states:

1. The sun **ROOF** on the vehilce has **EXPLO**ded everywhere
2. I wanted to know if this is going to be covered under the warranty
3. I was going to pick up my grandparents to take them to the airport
4. There was nothing showing on the car fax showing that there were any accidents with the vehilce
5. Glass came showering into the car and a metal bar came and hit me in the head
6. I think this was the one that was in the front of the vehilce

Writer states:

1. Apologized

Cusotmre states:

1. This happened on a county road
2. I checked inside my vehicle after this happened and there was nothing inside the vehicle that could have caused this to happen
3. I had the sun **ROOF** vented, it was not open. The cover was open on the sun **ROOF** also
4. I had just cleaned the sun **ROOF** earlier in the week because a bird had went to the bathroom on it. I did not see any chips or nicks on the sun **ROOF**
5. The other metal edges were laying on the sides when I pulled over
6. It was like it blew up and then fell back down into the car, the top of the truck had glass on it
7. There were some pieces of the sides of the glass that almost looked like they went out
8. The vehilce is at home at this time

\*\*\* NOTES 07/22/2014 04:30 PM US Mountain Standard Time BHernandez Action Type:Dealer contact

Forwarding to National

- 1.Customer alleges that sun **ROOF EXPLO**ded when driving
2. Requesting that Kia pay for the repairs
3. Please assist with further handling

\*\*\* NOTES 07/23/2014 11:35 AM US Mountain Standard Time LLClark Action Type:Manager review

Notes from duplicate case (Different name and no VIN):

\*\*\* PHONE LOG 07/22/2014 11:59 AM US Mountain Standard Time LLClark

Customer [REDACTED] states:

1. My girlfriend's sun **ROOF** just **EXPLO**ded while she was driving

Writer states:

1. Apologized
2. Where is the vehicle currently?

Customer states:

1. It is with my girlfriend.
2. I am not there, so I have no idea exactly what happened
3. I was on the phone with her when it happened

Writer states:

1. Apologized

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
Hartland, WI		5xykuda22b		80,000
Prod. Date: 3/5/10		Dealer: WI019 Russ Darrow Kia Waukesha		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

2. Writer will speak with her directly to gather the needed information

Customer states:

1. OK, thank you
2. I will let her know you are calling

\*\*\* PHONE LOG 07/23/2014 07:51 AM US Mountain Standard Time LLClark Action Type:Outgoing call

Writer called customer and left VM:

1. Gave writer's name and case info
2. Calling for info on sun **ROOF** concern
3. Gave 800 number, writer's extension and case number
4. Requested callback for further assistance

\*\*\* PHONE LOG 07/23/2014 11:40 AM US Mountain Standard Time ERuiz Action Type:Incoming call

\*\*\*Caller\*\*\*

1. We got a message from Lael
2. I don't have a case number.

\*\*\*Writer\*\*\*

1. The case number is
2. Your case was escalated to the appropriate personal.
3. They will need some time to look into your case.
4. What's the best number to get a hold of you?

\*\*\*Caller\*\*\*

1. I can be reach at
2. Thank you

\*\*\* PHONE LOG 07/24/2014 09:28 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling in regards to your 2011 KIA Sorento
2. Requested call back
3. Gave call back number

\*\*\* PHONE LOG 07/24/2014 02:06 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is
2. I'm returning your call about the my moon **ROOF** on the 2011 KIA Sorento that you called about earlier
3. Just give me a call back whenever you get this message at your convenience
- 4.
5. Thank you

\*\*\* PHONE LOG 07/25/2014 01:02 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		5xykuda22bg		80,000
Hartland, WI 53029		Prod. Date: 3/5/10	Dealer: WI019	Russ Darrow Kia Waukesha

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

1. Calling in regards to your 2011 KIA Sorento
2. I apologize for the phone tag
3. Requested call back
4. Gave call back number

\*\*\* PHONE LOG 07/25/2014 04:24 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received call from Sara Vonderheide

Writer states:

1. I will be handling your case from this point forward
2. Where is the vehicle currently at now?

Customer states:

1. It's at home in my garage
2. It was Tuesday when I was taking my grandparents back to the airport, I was on my way to my brother's house to get them
3. I was the only one in the car, I had left work driving into Milwaukee and I was almost to where I was going
4. I was driving on I94 and Pewaukee Road
5. And all of a sudden, this loud **EXPLO**sion and the next thing I know there was glass raining down in the car
6. And the bar came down inside and hit me
7. It was from the front of the sun**ROOF**
8. There was not even any other car on the road
9. After it happened, I pulled over and called my boyfriend to tell him what happened
10. He was like are you okay can you drive it?
11. I removed the glass and drove the rest of the way to my brother's house

Writer states:

1. Was the fire or police department contacted?
2. Did you contact your insurance company?
3. Did you take any photos?
4. Is the vehicle driveable? Can you drive it to a local KIA dealer?
5. I'm glad you're okay
6. KIA will be sending someone out to inspect the vehicle
7. In the meantime, KIA will cover the cost of the rental, no gas, no insurance
8. Please give me a call back on Monday

Customer states:

1. No police or fire
2. No insurance
3. It's going to rain for the next few days, I don't want to ruin the interior
4. I can go in on Monday
5. Thank You

\*\*\* PHONE LOG 07/28/2014 10:25 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is Sara Vonderheide
2. We talked last week about the 2011 KIA Sorento sun**ROOF** issue
3. We talked and I was going to take the car to Russ Darrell in Waukesha, WI
4. We're going to drop it off today
5. You said to give you a call back so we wouldn't have any problems with the rental and everything else



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
Hartland, WI		5xykuda22b		80,000
		Prod. Date: 3/5/10	Dealer: WI019 Russ Darrow Kia Waukesha	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

6. Give me a call as soon as you get this if you could please and we can figure out what time works best
7. I think the service department there is open until 5
8. So it would be this afternoon that we need to take it over there
9. Thanks, bye

\*\*\* NOTES 07/28/2014 10:32 AM 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 07/28/2014 10:34 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dealer WI019 and spoke with Craig in the Service Department  
Writer states:

1. KIA will be sending out an FTR or DPSM to inspect this vehicle
2. KIA is authorizing a rental or a loaner for the customer
3. I will send you all the information via email
4. I will have the customer give you a call
5. Thank You

Dealer states:  
1. My email is craig.brown@russdarrow.com

\*\*\* PIIONE LOG 07/28/2014 10:42 AM Pacific Daylight Time SamuelKim Action Type:Incoming call  
Received call from [REDACTED]  
Writer states:  
1. The dealership is expecting your arrival this afternoon  
2. Please ask to speak with Craig  
3. Once the vehicle has been dropped off, I will work on getting an FTR or DPSM to go and inspect the vehicle

Customer states:  
1. Thank You

\*\*\* NOTES 07/28/2014 10:42 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Sent email to Craig in the Service Department at dealer WI019 (craig.brown@russdarrow.com) and CC'd DPSM DMartin:  
Hi Craig,

Thank you for all your help with this. The customer will be dropping off the vehicle within the next hour or so. KIA is authorizing a loaner or rental for the customer per KIA's rental policy (no gas, no insurance). Once the vehicle has been dropped off, please take multiple photos of the sun **ROOF**, hood and A pillar and forward those to me including the current mileage of the vehicle. Once received, I will arrange to have an FTR come out and inspect the vehicle. If you have any questions, please feel free to contact me. (Please be advised, our email are limited to 10MB in maximum size per message. In order to ensure delivery, please only attach 1 to 2 photos per email).

2011 KIA Sorento

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2011 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	5xykuda22b [REDACTED]	[REDACTED]	80,000
Hartland, WI [REDACTED]		Prod. Date: 3/5/10	Dealer: WI019 Russ Darrow Kia Waukesha	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

5XYKUDA22BG [REDACTED]  
[REDACTED]

\*\*\* NOTES 07/29/2014 02:49 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received photos from Parts and Service Director Bob Sterling at dealer WI019 (bob.sterling@russdarrow.com)

\*\*\* NOTES 07/30/2014 07:59 AM Pacific Daylight Time SamuelKim Action Type:Internal  
Sent FTR request to region. Pending response.

\*\*\* NOTES 08/04/2014 05:35 PM Pacific Daylight Time SamuelKim Action Type:Internal  
Sent FTR request to region. Pending response.

\*\*\* NOTES 08/04/2014 05:38 PM Pacific Daylight Time SamuelKim Action Type:Internal  
FTR to inspect vehicle on 8/5.

\*\*\* NOTES 08/05/2014 02:20 PM Pacific Daylight Time SamuelKim Action Type:Internal  
FTR inspected vehicle

1. Cause of **SHATTER** inconclusive

\*\*\* NOTES 08/07/2014 11:03 AM Pacific Daylight Time SamuelKim Action Type:Internal  
Reviewed case with KMA Engineers:

1. Cause of **SHATTER** inconclusive

\*\*\* NOTES 08/07/2014 11:04 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dealer WI019 and spoke with Craig in the Service Department  
Writer states:

1. KIA is offering a one time, goodwill repair to the customer's sun **ROOF** glass
2. Please proceed with the repairs
3. I will send you an email with instructions of getting reimbursed

Dealer states:

1. Thank You

\*\*\* PHONE LOG 08/07/2014 11:07 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called and spoke with [REDACTED]  
Writer states:

1. Out FTR inspected your vehicle and could not determine the cause of the **SHATTER**, external impact or not
2. KIA is offering you a one-time, goodwill repair to the sun **ROOF**

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5xykuda22b[REDACTED]	[REDACTED]	80,000
Hartland, WI [REDACTED]		Prod. Date: 3/5/10	Dealer: WI019 Russ Darrow Kia Waukesha	

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. No, thank you so much

\*\*\* NOTES 08/08/2014 12:30 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Sent email to Craig in the Service Department at dealer WI019 (craig.brown@russdarrow.com) and CC'd DPSM DMartin:  
Hi Craig,

Thank you for all your help with this. Please proceed with the repairs to Ms. [REDACTED] vehicle (2011 Sorento, VIN #5XYKUDA22BG [REDACTED] including damages as a direct result of the sun**ROOF SHATTER** (eg. dent, paint damage, etc.). Once completed, please forward me the rental bill, sublet bill and RO billed out 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 note on the RO that after reviewing/investigating sun**ROOF SHATTER**, there are no obvious signs of cause for sun**ROOF SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sun**ROOF** as a one-time goodwill gesture on behalf of the customer. Thank you for all your help and please feel free to contact me if you have any questions.

\*\*\* PHONE LOG 08/20/2014 09:23 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and left message for customer:

1. Calling to follow up with you on your 2011 KIA Sorento
2. Requested call back
3. Gave call back number

\*\*\* NOTES 08/20/2014 09:26 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dealer WI019 and spoke with Keith in the Service Department

Writer states:

1. Calling to get an update on this vehicle
2. Requested RO billed out at warranty pricing and rental bill
3. Thank You

Dealer states:

1. She picked it up yesterday
2. We will be faxing it to you

\*\*\* NOTES 08/21/2014 08:22 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dealer WI019 and spoke with Craig in the Service Department

Writer states:

1. On RO #453547, it's showing the rental at \$735.00, but the rental invoice is showing \$805.00
2. Thank You

Dealer states:

1. That's because the vehicle was ready to be picked up, but the customer was out of town and showed up 2 days later
2. The total rental cost is \$805.00

\*\*\* NOTES 08/21/2014 08:23 AM Pacific Daylight Time SamuelKim Action Type:Internal

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5xykuda22bg [REDACTED]	[REDACTED]	80,000
Hartland, WI [REDACTED]		Prod. Date: 3/5/10	Dealer: WI019 Russ Darrow Kia Waukesha	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

\*\*\* NOTES 09/17/2014 07:37 AM Pacific Daylight Time ADellarocca Action Type: Dealer contact  
Goodwill to dealer of \$1334.88

\*\*\* CASE CLOSE 09/17/2014 07:38 AM Pacific Daylight Time ADellarocca  
Goodwill to dealer

# 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 vehicle)?

*No*

11 . What was the date of the incident?

*<MM/DD/YYYY>:*

*7-22-14*

12 . What time of day did the incident occur?

*<HH:MM> <AM/PM>:*

*Between 1:30 and 2:30 pm*

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

*The temperature was warm around 80*

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:*

Highway T

**29 . What city or town did the incident occur?**

*Name of city or town:*

Pewaukee WI

**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?:*

It was two way in each direction, I was in the outside lane, not sure if the road had narrowed down to one lane when this happened

**32 . Describe the traffic conditions around you at that time.**

*Description of traffic conditions around you at that time:*

I was the only car on the road there were no other cars near me

**33 . What direction were you heading?**

*Direction of travel (north bound, east bound, etc.):*

I was heading south

**34 . What cross-street were you nearest that you can remember?**

*Nearest cross-street at the time of the incident:*

The nearest cross street would have been Highway SS

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

*If MOVING, what speed were you traveling at?:*

Was driving 35 mph. I was going a little under this

**36 . What was the condition of the street? (e.g., freshly paved, normal roughness, had some holes or broken surface, w:**

*<Obtain more details if the caller says anything other than freshly paved.>:*

The road is in good condition, not bumpy

**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?**

*Open*

**55 . Was it slid open towards the rear or tilted up?**

*Sunroof was in the tilted position.*

**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:*

*It was opened with the lever to tilt the sunroof in the back and that is all it was open. None of the panel was slid back*

**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 heard a large bang and then glass was falling all over and the bar hit me in the head*

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

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

*I saw the bar hit me in the head and the glass was raining down on top of me, it was in my hair and my shirt. It went into the baby seat and all over the console and the passenger seat.*

**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;*

*There was more in the back seat of the car*

*There was allot on the roof*

*All of the structure of the bars were on the roof, except for the front bar that came in and hit me in the head*

**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 entire glass is shattered it is not round or oval, no option in scripting for other.

**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?**

*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>:*

To have the sunroof replaced without having to pay for the repairs if this was a defect in the glass

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKW4A27CC [REDACTED]	[REDACTED]	0
Houston, TX	[REDACTED]	Prod. Date: 5/5/11	Dealer: TX098	Community 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 09/08/2014 09:18 AM US Mountain Standard Time MHill

Dealer states sun **ROOF SHATTER**ed while driving.

\*\*\* PHONE LOG 09/08/2014 09:19 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer leaves VM for [REDACTED] stating

1. Calling in regards to sun **ROOF SHATTER**ing
2. Wanted to ask a few questions
3. Request callback
4. Provides 800# and case #

\*\*\* PHONE LOG 09/08/2014 11:53 AM US Mountain Standard Time SMunoz Action Type:Outgoing call

Clarify error

Script would not function at questions," Describe the nature of the injuries" and "Where is the vehicle now?"

Describe the nature of the injuries:

Customer alleges:

1. A small sliver got through the shade and it fell down. I noticed it in the edge of my thumb

Where is the vehicle now?:

Customer states:

1. Vehicle is at the dealership  
4221 East Fwy, Baytown, TX 77521  
(800) 399-6897

\*\*\* PHONE LOG 09/08/2014 11:55 AM US Mountain Standard Time SMunoz Action Type:Outgoing call

Writer states:

1. Apologized
2. Ran sun **ROOF** script
3. Advised customer that case will be dispatched to NCA
4. Advised customer that customer will be contacted within 2 business days

Customer states:

1. Ok, thanks

\*\*\* NOTES 09/08/2014 12:58 PM US Mountain Standard Time SMunoz Action Type:Manager review

Dispatching case to NCA

1. Customer alleges sun **ROOF SHATTER**ed while driving

\*\*\* NOTES 09/08/2014 01:36 PM US Mountain Standard Time SMunoz Action Type:Dealer contact

Dispatching case to NCA

1. Customer alleges sun **ROOF SHATTER**ed while driving
2. Emailed DPSM SWebster@kiausa.com

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKW4A27CG [REDACTED]	[REDACTED]	0
Houston, TX	[REDACTED]	Prod. Date: 5/5/11	Dealer: TX098	Community 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 09/10/2014 08:39 AM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr spoke to SM Amy and requested pictures.

\*\*\* PHONE LOG 09/19/2014 11:52 AM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr spoke to SA Sammy and requested pictures via email.

\*\*\* PHONE LOG 09/25/2014 09:16 AM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr spoke to SM Amy:  
1. SM stated vehicle was repaired and p/u by customer.  
2. SM sending over RO at warranty pricing and any sublet invoices.

\*\*\* PHONE LOG 10/06/2014 01:51 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr spoke to SA Sammy:  
1. SA faxing over RO and rental inv.

\*\*\* PHONE LOG 10/13/2014 02:53 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr spoke to SM Amy and requested RO and rental Inv

\*\*\* PHONE LOG 10/20/2014 02:27 PM Pacific Daylight Time JMoJica Action Type:Outgoing call  
Wtr spoke to SM Amy:  
1. SM stated RO will be faxed today, rental invoice will be faxed over tomorrow (Rental Inv. is with warranty clerk)

\*\*\* PHONE LOG 10/22/2014 04:25 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd  
Wtr received docs via fax.

\*\*\* PHONE LOG 10/29/2014 10:06 AM Pacific Daylight Time JMoJica Action Type:Outgoing call

# 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 response selected.

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

Driver's Name:

Owner [REDACTED]

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

Driver's Address:

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

Driver's Phone Number:

Driver was owner

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

Yes. Please describe the impact(s) the vehicle has experienced:

An elderly lady driving a Cadillac swerved and hit my driver's side. We weren't going more than 20 mph.

11 . What was the date of the incident?

<MM/DD/YYYY>:

December 2011 when the lady hit me. Don't recall the date

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

Don't recall. It was a long time ago

08/29/2014 10am

**13 . What was the temperature?**

*Approximate temperature in Fahrenheit:*

about 98 degrees

**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:*

High Park and Taft

**29 . What city or town did the incident occur?**

*Name of city or town:*

Easton

**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?:*

2 lanes. Right lane

**32 . Describe the traffic conditions around you at that time.**

*Description of traffic conditions around you at that time:*

I was the only vehicle I could see. Wasn't looking behind me, but ahead of me, there was nothing

**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:*

Heading East on High Park. Was almost to Taft

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

*If MOVING, what speed were you traveling at?:*

25mph

**36 . What was the condition of the street? (e.g., freshly paved, normal roughness, had some holes or broken surface, w:**

*<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?**

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 was an extremely loud explosion. Honestly, it sounded like a bomb

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

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

The shade screen fabric was closed. So, the breakage happened above that. I had both the panoramic and sunroof pulled closed because it was a hot day.

A little bit after the stop sign on Taft, the glass actually dropped onto the screen fabric

**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 of the glass was inside the fabric screen which cradled the glass

**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.:*

No shape in the broken section. Neither round nor oval was left in the broken section. ALL of the glass dropped in small square pieces into the sunroof screen

**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:*

100% of the glass fell into the shade. Minus a few pieces that flew out on route

**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?**

*Yes*

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

*Yes*

**85 . Who was injured?**

*Name, address and phone number of who was/were injured:*

[REDACTED] Houston, TX [REDACTED]

**86 . What were the seating positions were the injured?**

*Name of injured and seating position for each:*

I was in the driver's seat

**87 . Was the injury from glass or any other debris?**

*Injury from glass.*

**88 . Describe the nature of the injuries.**

*Please describe the mentioned injuries:*

**89 . Did any of the injured persons seek medical attention?**

*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?**

*Yes*



**95 . What action are you requesting of Kia?**

*<Resolution sought>:*

I would like Kia to replace the window

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A2XDC [REDACTED]	[REDACTED]	37,343
Jacksonville, FL [REDACTED]	Prod. Date: 7/20/12		Dealer: FL119 Southside 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 01/16/2014 09:54 AM US Mountain Standard Time DFerrick

1. Customer states that while driving the panoramic sunroof **SHATTER**ed
2. Customer states that there were no other vehicles around and that she didn't open the sunroof
3. Dealer verified that there was **BROKE**n glass everywhere (in tracks, between headliner and shade)
4. Refer to Techline Case [REDACTED]

\*\*\* NOTES 01/16/2014 09:56 AM US Mountain Standard Time DFerrick Action Type:Manager review

[!<For Internal Use Only

Case created per JStroup instructions for contact>!] ]

\*\*\* PHONE LOG 01/16/2014 02:18 PM US Mountain Standard Time GBolek Action Type:Outgoing call

Writer calls customer to take sunroof script:

Writer calls customer and LVM

1. Advised writer is following up on the sunroof concerns
2. Requested a call back so writer can ask further questions
3. Left case number and call back information

\*\*\* PHONE LOG 01/16/2014 02:24 PM US Mountain Standard Time GBolek Action Type:Outgoing call

Writer calls FL119 and states:

1. Calling to get more information on the customers sunroof concern

Jeff Service states:

1. We havent done any repairs
2. The vehicle came in yesterday
3. The sun **ROOF** exploded
4. No signs of impact
5. We ordered the glass for the sunroof and it should be here Saturday
6. Shes in a rental
7. My DPSM is involved
8. She was driving, no injuries
9. This is the owner of the dealers neice
10. My rep told me to go ahead and fix it

Writer states:

1. Thanked.

\*\*\* PHONE LOG 01/17/2014 10:17 AM US Mountain Standard Time GBolek Action Type:Outgoing call

Writer calls customer to take sunroof script:

Writer calls customer and LVM

1. Advised writer is following up on the sunroof concerns
2. Requested a call back so writer can ask further questions
3. Left case number and call back information

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKU4A2XDG [REDACTED]	[REDACTED]	37,343
Jacksonville, FL [REDACTED]	Prod. Date: 7/20/12		Dealer: FL119 Southside Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

[!<For Internal Use Only  
sent call me letter>!]

\*\*\* NOTES 01/17/2014 10:39 AM US Mountain Standard Time GBolek Action Type:Manager review  
DISPATCHING FOR:

- 1.Customer alleges that sunroof **SHATTER**ed while driving
- Havent been able to reach customer to take sunroof scripting
- Dealer replacing the glass
2. For case handling and follow up accordingly.

\*\*\* PHONE LOG 01/21/2014 10:19 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer and left message:

1. Calling to follow up with you on your 2013 KIA Sorento
2. I will be handling your case from this point forward
3. Requested call back
4. Gave call back number

\*\*\* PHONE LOG 01/21/2014 10:24 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dealer FL119 and spoke with Jamie in the Service Department:  
Writer states:

1. Calling to get some information on this vehicle
2. Requested photos
3. Gave dealer email address

Dealer states:

1. We just got the glass in now
2. And I'm waiting on the glass company to come and install it
3. I'll let my manager know

\*\*\* NOTES 01/21/2014 10:30 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent  
Sent email to DPSM and CC'd PQ. Requested FPQR to be completed.

\*\*\* NOTES 01/21/2014 10:38 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received email from DPSM. DPSM to inspect the vehicle on the 23rd.

\*\*\* PHONE LOG 01/21/2014 10:42 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL119 and left message with operator for Jamie in the Service Department:

1. Please do not proceed with repairs to the vehicle
2. Requested call back
3. Gave call back number

\*\*\* PHONE LOG 01/21/2014 10:55 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A2XDC [REDACTED]	[REDACTED]	37,343
Jacksonville, FL		Prod. Date: 7/20/12	Dealer: FL119	Southside Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

Received message from Jamie in the Service Department at dlr FL119:

1. This is Jamie at Southside KIA in Jacksonville, Florida
2. I just received your message
3. Give me a call back at (904)400-6650
4. Ask for Jamie or Jeff please
5. Thank You, bye, bye

\*\*\* PHONE LOG 01/21/2014 10:55 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL119 and spoke with Jamie in the Service Department:

Writer states:

1. Please hold off on making any repairs to the vehicle
2. The DPSM will be coming out on Thursday to complete a FPQR report
3. Thank You

Dealer states:

1. We haven't done anything to the vehicle except for vacuuming the glass

\*\*\* NOTES 01/23/2014 05:10 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received email from DPSM. DPSM to provide findings to FTR to complete FPQR.

\*\*\* NOTES 01/23/2014 05:12 PM 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.

\*\*\* NOTES 01/24/2014 08:32 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received email from DPSM. No signs of outside impact.

\*\*\* NOTES 01/24/2014 08:38 AM Pacific Daylight Time SamuelKim Action Type:E-mail rec.  
Received photos from DPSM.

\*\*\* NOTES 01/24/2014 09:19 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
Reviewed case with PQ. Advised to proceed with repairs.

\*\*\* PHONE LOG 01/24/2014 09:26 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL119 and spoke with Jamie in the Service Department:

1. I believe a DPSM came out there to inspect this vehicle
2. Since the DPSM inspected the vehicle, we are good to go
3. Please proceed with the repairs to the vehicle
4. I will send you all the information via email
5. This is not a warranty repair
6. Thank You

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A2XDC [REDACTED]	[REDACTED]	37,343
Jacksonville, FL [REDACTED]		Prod. Date: 7/20/12	Dealer: FL119	Southside 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. Yes, they came out last night, but I was advised an FTR would have to inspect the vehicle
2. Please send it to jmoore@southsidekia.net

\*\*\* NOTES 01/24/2014 09:32 AM Pacific Daylight Time SamuelKim Action Type:E-mail sent

Sent email to dlr FL119 (jmoore@southsidekia.net) and CC'd DPSM

Hi,

Thank you for all your help with this matter. Please proceed with the repairs to the [REDACTED] 2013 Sorento (VIN #5XYKU4A2XDC [REDACTED]) including damages as a direct result of the sunroof **SHATTER** (eg. dent, paint damage, etc). Once completed, please forward me the invoices and ROs via email or fax billed out 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 note on the RO that after reviewing/investigating sunroof **SHATTER**, there are no obvious signs of cause for sunroof **SHATTER** either due to external impact or not. It should also state on the RO that KIA Motors has authorized the replacement of sunroof as a one-time goodwill gesture on behalf of the customer. Thank you for all your help and please feel free to contact me if you have any questions.

\*\*\* PHONE LOG 01/24/2014 09:34 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling to follow up with you on your 2013 KIA Sorento
2. I called and let you a message on Tuesday
3. I wanted to make sure all your concerns were being addressed
4. Requested call back
5. Gave call back number

\*\*\* PHONE LOG 01/27/2014 08:49 AM US Mountain Standard Time ASoto Action Type:Web Contact

Cust states:

1. Gave case number
2. Following up
3. My phone number is [REDACTED] not the number you have listed

Writer states:

1. Verified phone and email
2. Gave number to SKim

\*\*\* PHONE LOG 01/27/2014 08:48 AM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. This is [REDACTED] case number [REDACTED]
2. I have the 13 KIA Sorento with the sunroof that **SHATTER**ed on me and scared me to death
3. I was calling to get some sort of answers with this
4. I felt like I've just been pushed on the back burner
5. If someone could please call me [REDACTED]
6. I believe they had the wrong number to give you originally
7. But the KIA dealership had my correct number, so I don't know why it was so hard to get the correct number
8. But [REDACTED]
9. Case number [REDACTED]

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A2XDC [REDACTED]	[REDACTED]	37,343
Jacksonville, FL	[REDACTED]	Prod. Date: 7/20/12	Dealer: FL119 Southside Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 01/29/2014 08:31 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer but unable to leave message, machine states has a voicemail that has not been setup yet [REDACTED]

\*\*\* PHONE LOG 01/29/2014 08:46 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL119 and spoke with Jennifer in the Service Department:  
Writer states:

1. Calling to get an update on the vehicle
2. This is not a warranty claim
3. Requested copy of RO billed out at warranty pricing, original rental bill and body shop bill
4. Gave dlr fax number

Dealer states:

1. The vehicle is ready for pickup
2. Customer is coming in today
3. Thank You

\*\*\* PHONE LOG 01/31/2014 02:11 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer and left message [REDACTED]

1. Calling to follow up with you on your 2013 KIA Sorento
2. Requested a call back
3. Gave call back number

\*\*\* NOTES 02/06/2014 08:53 AM Pacific Daylight Time SamuelKim Action Type:Facsimile rec.  
Received RO from dlr FL119.

\*\*\* PHONE LOG 02/10/2014 11:43 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called customer and left message [REDACTED]

1. Calling to follow up with you on your 2013 KIA Sorento
2. Requested a call back
3. Gave call back number

\*\*\* PHONE LOG 02/17/2014 11:26 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
FTR inspection scheduled for 2/18

\*\*\* NOTES 02/17/2014 11:40 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
Previous post in error. Please disregard.

\*\*\* PHONE LOG 02/17/2014 11:53 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call  
Called dlr FL119 and spoke with Jeff in the Service Department:  
Writer states:

1. Was the customer given a loaner vehicle or a rental?

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKU4A2XDC [REDACTED]	[REDACTED]	37,343
Jacksonville, FL [REDACTED]	Prod. Date: 7/20/12		Dealer: FL119 Southside Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

2. Thank You

Dealer states:

1. It's through KIA rental program
2. KIA gave us 10 vehicles for the program
3. It's not typical loaner

\*\*\* NOTES 02/17/2014 11:53 AM Pacific Daylight Time SamuelKim Action Type:Manager review  
One time goodwill to dlr FL119 of \$921.52 for sunroof repair.

\*\*\* CASE CLOSE 02/28/2014 12:10 PM Pacific Daylight Time SamuelKim

# Kia Motors America

## Consumer Affairs Department

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA25DC [REDACTED]	[REDACTED]	23,367
Spring Creek, NV	[REDACTED]	Prod. Date: 12/5/12	Dealer: UT010	Jerry Seiner Kia, Salt Lake

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

### Case History

\*\*\* NOTES 02/16/2014 08:07 AM clarify Action Type: Manager review

\*\*\* Performed by contact: [REDACTED]

On 2/15/2014 my wife and I were driving home at approximately 50mph when the sunroof suddenly imploded and came into the vehicle. There no impact with an exterior item such as a rock it just imploded. Roadside assistance has already towed the vehicle to a dealership in Salt Lake City but since this happened on a weekend I have not been able to speak to anyone in the service department yet. I need to ensure that this repair will be covered by Kia.

\*\*\* PHONE LOG 02/17/2014 06:02 PM US Mountain Standard Time JShelley Action Type:Outgoing call

writer called cust and lvm:

1. calling from kcac
2. following up on case
3. requested cb
4. gave 800#, ext#, case#

\*\*\* NOTES 02/18/2014 04:17 PM US Mountain Standard Time JShelley Action Type:Manager review

writer called UT010/SVCM Brandon and stated:

1. calling from kcac
2. following up on case

Brandon stated:

1. waiting on sunroof
2. DPSM approved repairs yesterday
3. cust got into rental car yesterday
4. waiting on glass

writer stated:

1. verified cust contact info

Brandon stated:

1. 425-361-5562

writer stated:

1. can you hold one second please?
2. apologized for hold
3. will be dispatching to NCA
4. do you know when expect sunroof to come in?

Brandon stated:

1. overnighted it yesterday
2. if they'll ship the glass overnight, will have here tomorrow probably

writer stated:

1. forwarding case to NCA
2. please do not work on veh until NCA has a chance to inspect veh

Brandon stated:

1. talked to DPSM yesterday
2. said FTR should be here tomorrow to look at it



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA25DC [REDACTED]	[REDACTED]	23,367
Spring Creek, NV [REDACTED]		Prod. Date: 12/5/12	Dealer: UT010 Jerry Seiner Kia, Salt Lake	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

3. DPSM said don't touch it until after FTR looks at it

writer stated:

1. will cb if need further info
2. thank you
3. if DPSM said to wait for FTR to inspect veh, that's fine
4. have a good day

\*\*\* PHONE LOG 02/18/2014 04:54 PM US Mountain Standard Time JShelley Action Type:Outgoing call

writer called cust @ [REDACTED] and wife answered:

1. calling from kcac
2. following up on case

wife stated:

1. we're waiting for it to get fixed
2. we looked to see if maybe a rock hit it or something
  - we were trying to find what had happened
3. i thought that glass was at least as thick or thicker than the windshield
4. we drove it home to drop off the groceries then had it towed to UT010
5. we have pictures that we took
  - if the other office wants them i can send them in
6. we pulled over and vacuumed it out to keep it from messing up the leather seats
  - we took pictures before we vacuumed it, but we were close to a car wash when it happened
7. so we just wiped it off ourselves and vacuumed it out as best we could so wouldn't hurt us or the seats
8. we had some very minor cuts, but nobody was really hurt at all
9. didn't see the doctor or anything, was very minor cuts
10. the SVC Dept has been great, too, they've been communicating really well

writer stated:

1. will forward to another office for further review
2. gave 800#, ext#, case#
3. please cb if have any further concerns
4. appreciate you taking the time with me today
5. have a good night

\*\*\* NOTES 02/18/2014 04:54 PM US Mountain Standard Time JShelley Action Type:Manager review

Dispatching for:

1. Panoramic Sunroof glass breakage
2. Veh currently at UT010
3. Follow up as necessary

\*\*\* PHONE LOG 02/24/2014 01:25 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Per verbal communication with DPSM:

1. FTR inspected vehicle.
2. No impact marks were observed from an external impact.
3. DPSM to send picture of **SHATTER**ed sunroof.
4. Wtr to review with PQ and provide DPSM with an update.

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA25DG [REDACTED]	[REDACTED]	23,367
Spring Creek, NV [REDACTED]		Prod. Date: 12/5/12	Dealer: UT010 Jerry Seiner Kia, Salt Lake	

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

Kia Case Type Lvl3: Interior  
Kia Case Type Lvl4: Sunroof Breakaway

\*\*\* PHONE LOG 02/24/2014 01:34 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Name, company and case number.
2. We've received your case in our office for further review regarding the concern you had with the sunroof in your 2013 Kia Sorento.
3. Wtr apologized for the concern.
4. Glad to hear that no one was injured as a result of the incident.
5. KMA is in the process of investigating this matter.
6. FTR inspected vehicle last week and submitted a report to engineering for further review.
7. Wtr spoke with DPSM and was advised that FTR did not find any signs of impact from an external object.
8. Wtr will be reviewing case with engineering to confirm there is no clear evidence of impact from an external object.
9. If that is the case then we will be authorizing dealer to repair vehicle under goodwill.
10. Wtr will give you a call back once our review has been completed.

Customer stated:

1. Dealer ordered sunroof glass, however, it arrived **BROKE**n so they had to order another one.
2. I will wait to hear back from you.
3. Thanks for the call.

\*\*\* PHONE LOG 02/25/2014 01:28 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 02/25/2014 01:30 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email to FTR/DPSM requesting status of FPQR and advising not to proceed with repairs until NCA & PQ have completed review of case.

\*\*\* PHONE LOG 02/26/2014 10:14 AM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received email communication from FTR stating:

1. FPQR has been completed.

\*\*\* PHONE LOG 02/26/2014 10:39 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Name, company and case number.
2. We've completed our investigation of the incident with the sunroof and would like to provide you with an update on your case.
3. A Kia Rep inspected and vehicle and a report was sent to us for further review with engineering.
4. Based on our review there was no clear evidence of an impact from an external object that caused the sunroof to **SHATTER**.
5. There was not enough evidence remaining to inspect.
6. Root cause of **SHATTER** could not be determined.
7. Therefore, KMA would like to authorize replacement of sunroof as a goodwill gesture to customer.
8. KMA will also cover the cost of the rental car

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2013 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA25DC [REDACTED]	[REDACTED]	23,367
Spring Creek, NV [REDACTED]		Prod. Date: 12/5/12	Dealer: UT010 Jerry Seiner Kia, Salt Lake	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

9. Wtr would like to send you a goodwill offer letter for your review and signature.

10. Wtr will be communicating with the dealer to advise them of KMA's decision on your case and will authorize them to proceed with repairing vehicle.

Customer stated:

1. You can email letter to me at [REDACTED]
2. Thank you.

\*\*\* PHONE LOG 02/26/2014 11:09 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent GW offer letter to customers, [REDACTED] and [REDACTED]

\*\*\* PHONE LOG 02/26/2014 11:18 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email communication to DPSM/FTR with cc: to RCAM stating:

We've completed our review of this case with PQ and have been unable to determine the cause of the **SHATTER**.

Therefore, KMA is authorizing the replacement of the sunroof as a goodwill gesture to customer. Dealer should be advised not to submit a warranty claim and should document the RO appropriately as follows:

Complaint: "Customer states sunroof **SHATTER**ed while driving 2013 Sorento"

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

Correction: "Kia Motors has authorized replacement of sunroof as one-time goodwill gesture on behalf of customer"

Dealer should submit repair invoice to me for reimbursement through CA goodwill. Payment to dealer will be reflected as a credit on the parts statement.

\*\*\* PHONE LOG 02/28/2014 11:22 AM US Mountain Standard Time LHarrison Action Type:Incoming call

800# VM by Matt

Provided Customer/VIN

1. RO opened 2-17-14
2. Sunroof glass **BROKE** while driving
3. Veh mileage is 23367
4. Cust call back is [REDACTED]

\*\*\* PHONE LOG 04/23/2014 03:36 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr called UT010 Svc Dept and left a detailed vm requesting a call back.

\*\*\* PHONE LOG 04/23/2014 03:51 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Wtr is giving you a courtesy follow up call regarding the sunroof repair to your vehicle.
2. How is everything going with the vehicle since repair was done?
3. Wtr also wanted to see if you had an opportunity to review & sign the goodwill offer letter.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA25DC [REDACTED]	[REDACTED]	23,367
Spring Creek, NV [REDACTED]		Prod. Date: 12/5/12	Dealer: UT010	Jerry Scincr Kia, Salt Lake

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Sunroof Breakaway

2. I don't recall receiving goodwill offer letter.

Wtr stated:

1. Wtr emailed letter to your husband's email address.

Customer stated:

1. I can check with my husband when he gets back from his trip and will let you know.

Wtr stated:

1. Gave wtr's name and phone number to customer.

\*\*\* PHONE LOG 05/12/2014 04:35 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SA Matt at UT010 and stated:

1. Wtr requested a copy of RO and gave NCA's fax number to SA.
2. Thank you.

SA Matt-UT010 stated:

1. I will put in a request with my boss to have RO faxed to you.

\*\*\* PHONE LOG 05/12/2014 04:54 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received a copy of RO#772851 from DPSM via email and attached a copy to the case.

\*\*\* NOTES 05/14/2014 12:29 PM Pacific Daylight Time MHillegas Action Type:Internal

GW request submitted for processing.

\*\*\* NOTES 06/09/2014 05:21 AM Pacific Daylight Time MHillegas Action Type:Internal

NCA received a copy of dealer invoice for UT010 reflecting credit in the amount of \$1,064.81 posted on 5/28/14.

\*\*\* CASE CLOSE 06/09/2014 05:22 AM Pacific Daylight Time MHillegas

Vehicle repaired through CA goodwill.

# Broken Sunroof 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>:

02/15/2014

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

around 12:00 noon

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

63

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:*

Memorial Highway, in Elko, NV

**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:*

Elko, NV

**20 . What direction were you heading?**

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

SE, Lamoille HWY, not Memorial Highway

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

Errecart Blvd, right near the hospital

**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:*

1/8 mile maybe. it happened and then we got over just in time to make that right hand turn

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

*If MOVING, what speed were you traveling at?:*

47 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:*

was about noon, there were some cars on the road but wasn't a busy time. probably saw maybe 6-10 cars. most going opposite direction, maybe 3 around us

**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:*

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.>:*

really good condition. only way from Spring Creek to Elko and they maintain it really well and plus were right by the hospital. we even looked to try and figure out what happened but we couldn't see anything

**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 bang or just when something implodes in on you. just heard this boom and then the glass shattered and the bars came down on me inside

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

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

the glass came down first, and then the bars. there was very little glass left on the driver's side of the car

**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:*  
99% was in the veh, maybe the rest was attached to the dirver's side of the roof still. it all came in, including the bars

**68 . Did you see any glass pieccs 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.:*

there was no hole, it was just the whole sunroof broke and came in on us. there's a teeny little bit still attached to the veh but other than that it was all broken and came down on us. the pieces were roundish. if they want pictures, i have pictures

**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:*

sunshade was open, so it all fell straight down. front and back seats, it came down on both sides

**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:*

front passenger 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?**

*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>:*

none, just happy that they're doing the sunroof under warranty. we don't want anything else

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA22CG [REDACTED]	[REDACTED]	48,927
Parisburg, OH [REDACTED]		Prod. Date: 9/21/11	Dealer: OH025 Taylor 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 08/06/2014 09:46 AM US Mountain Standard Time BHardt

\*\*\* PHONE LOG 08/06/2014 10:03 AM US Mountain Standard Time BHardt Action Type: Incoming call  
[REDACTED] (husband) states:

1. Got on highway and my sun **ROOF SHATTER**ed.
2. Took to dlr.
3. There was nothing above or below me.
4. He is trying to get in contact with his superiors to see if it will be warranty.
5. Was directed to give you guys a call to submit a claim.

Wrt states:

1. Updated info.
2. Apologized.
3. Asked sun **ROOF** questions.

Cust states:

1. I did see glass flying behind me at 60 mph.
2. Most of it was caught in the sunvisor.
3. Got some glass falling in on the way to the dealer after cust got home.
4. Has not called insurance at this time, will be contacting them.
5. Veh is at Taylor Kia.
6. Requesting it be covered under warranty.

Wrt states:

1. Provided case # and ext.
2. Advised concerns will be forwarded to appropriate office.
3. Will receive c/b in 2 business days.

Cust states:

1. Thank you.

Wrt states:

1. Thanked for calling KMA.
2. Survey accepted.

\*\*\* NOTES 08/06/2014 10:08 AM US Mountain Standard Time BHardt Action Type: Dealer contact

Wrt called OH025 and stated:

1. Calling in followup to cust veh.
2. Advised to not perform any repairs on veh.
3. Forwarding to appropriate office.
4. Will be working with dlr/cust further.

Kurt, svc, states:

1. Cust is in rental.
2. We split cost with him.
3. Don't want to be jammed with cost in case it gets turned down.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWD A22CC [REDACTED]	[REDACTED]	48,927
Parisburg, OH [REDACTED]		Prod. Date: 9/21/11	Dealer: OH025 Taylor 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. Thanked for time.

\*\*\* NOTES 08/06/2014 10:10 AM US Mountain Standard Time BHardt Action Type:Other (external)  
Email sent to RHolderness notifying of case forwarding.

\*\*\* NOTES 08/06/2014 10:10 AM US Mountain Standard Time BHardt Action Type:Manager review  
CALL TO ACTION:

Customer alleges sun **ROOF BROKE** while driving down highway.

Vehicle is at OH025.

OH025 advised to not perform repairs on vehicle.

OH025 is currently splitting cost of rental with customer.

\*\*\* PHONE LOG 08/08/2014 08:45 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr spoke to SM Kurt:

1. SM stated will be taking pictures and emailing them to wtr.
2. SM stated there is not much glass left, it was falling, damaged the sunshade and is not in a pile on the passenger's seat.
3. SM stated there are tiny rock chips on hood, front windshield, and on crossbar directly above sun **ROOF**.
4. Wtr requested pictures of rock chips.
5. SM sending pictures.

\*\*\* PHONE LOG 08/08/2014 07:54 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr left VM for Mr. [REDACTED]

1. Calling in reference to vehicle.
2. Requested c/b.
3. Provided c/b and case # for reference.
4. Thanked and disconnected.

\*\*\* PHONE LOG 08/08/2014 08:10 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent

Wtr submitted FTR request.

\*\*\* PHONE LOG 08/08/2014 11:51 AM Pacific Daylight Time JMojica Action Type:Incoming call

Mr. [REDACTED] left VM requesting c/b.

\*\*\* PHONE LOG 08/13/2014 01:27 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd

Wtr received pictures from SM.

\*\*\* PHONE LOG 08/13/2014 01:58 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr left VM for DPSM requesting c/b.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XYKWDA22CC ██████████	██████████	48,927
Parisburg, OH ██████████	Prod. Date: 9/21/11		Dealer: OH025 Taylor Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

Wtr:

1. Calling in reference to vehicle.
2. Informed customer that wtr will be scheduling Kia Rep, DPSM, to inspect the vehicle.
3. Rental will be provided while Kia's investigation is on going.

Customer:

1. Ok, thank you for getting back to me.

Wtr:

1. Not a problem.
2. Once wtr has date for DPSM inspection, wtr will contact customer.
3. Thanked customer and disconnected.

\*\*\* NOTES 08/14/2014 12:54 PM Pacific Daylight Time JMoJica Action Type:Dealer contact  
FTR inspecting vehicle on 8/18/14.

\*\*\* PHONE LOG 08/14/2014 12:55 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Kurt:

1. Wtr informed SM that FTR inspection is taking place on 8/18/14.

\*\*\* PHONE LOG 08/14/2014 12:57 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to Mr. ██████████ and informed him of FTR inspection that is taking place on 8/18/14.

\*\*\* PHONE LOG 08/26/2014 01:23 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Kurt:

1. Wtr authorized repairs as one time GW gesture.
2. Wtr will need copy of final RO at warranty pricing with rental charges and inv. so wtr can have dlr reimbursed on parts statement.
3. SM stated this vehicle will be worked on tomorrow.
4. Wtr thanked and disconnected.

\*\*\* PHONE LOG 08/26/2014 01:32 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr:

1. Calling in reference to inspection that took place.
2. Informed customer that case has been reviewed.
3. Informed customer that upon our investigation, KMA has been able to clearly identify a cause for the **SHATTER** whether it was due to external impact or not.
4. Therefore, KMA will be authorizing the replacement of the sun **ROOF** as a one time GW gesture.
5. Wtr has already infomed dlr to go ahead and get started on repairs.
6. Wtr will f/u with dlr to make sure vehicle is returned to customer asap.

Customer:

1. That is great news.
2. Thank you for updating me.

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO SX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKWDA22CC [REDACTED]	[REDACTED]	48,927
Parisburg, OH	[REDACTED]	Prod. Date: 9/21/11	Dealer: OH025	Taylor Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

Wtr:

1. Thanked customer so much for patience and disconnected.

\*\*\* PHONE LOG 09/08/2014 12:58 PM Pacific Daylight Time J Mojica Action Type: Outgoing call

Wtr spoke to SA:

1. SA stated SM Kurt is not available, but SA knows vehicle was repaired and released to customer on 9/5/14.
2. Wtr left VM for SM requesting RO at warranty pricing to be faxed over.

\*\*\* PHONE LOG 09/19/2014 12:53 PM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Friday, September 19, 2014 1:48 PM

To: 'k.schulze@taylorauto.com'

Subject: Kia Case #: [REDACTED]-5XYKWDA22CC [REDACTED]

Kurt,

Can you please send me the RO billed at warranty pricing for the sun **ROOF** we had you replace? I need to make sure your dlr is reimbursed on their parts statement.

Thank you,

\*\*\* PHONE LOG 10/02/2014 02:35 PM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax rec'd

From: k.schulze [mailto:k.schulze@taylorauto.com]

Sent: Friday, September 19, 2014 2:07 PM

To: Mojica, Jeannie [KMA]

Subject: RE: Kia Case #: [REDACTED]-5XYKWDA22CC [REDACTED]

Sorry about the delay getting you the paperwork...Been training this week. Advs and Managers. Have it to you asap.

Kurt Schulze

Service Dept.

Taylor KIA, Toledo

Direct: 419-517-7209

\*\*\* PHONE LOG 10/09/2014 02:49 PM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Thursday, October 09, 2014 3:44 PM

To: 'k.schulze'

Subject: RE: Kia Case #: [REDACTED]-5XYKWDA22CC [REDACTED]

Kurt,

Just following up on the RO I requested below:

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO SX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKWDA22CC [REDACTED]	[REDACTED]	48,927
Parisburg, OH [REDACTED]		Prod. Date: 9/21/11	Dealer: OH025 Taylor 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 10/16/2014 02:18 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd  
Wtr received RO via fax:

From: k.schulze [mailto:k.schulze@taylorauto.com]  
Sent: Wednesday, October 15, 2014 8:40 AM  
To: Mojica, Jeannie [KMA]  
Subject: [REDACTED] Sun**ROOF** clm

Attached. sorry about the further delays...had to get another corrected rental agreement. All attached here. Faxed in also. KS

Kurt Schulze  
Service Dept.  
Taylor KIA, Toledo  
Direct: 419-517-7209

\*\*\* NOTES 10/16/2014 02:30 PM Pacific Daylight Time J Mojica Action Type:Dealer contact  
Dlr to be reimbursed \$2,680.05 on parts statement.

\*\*\* NOTES 10/23/2014 07:59 AM Pacific Daylight Time ADellarocca Action Type:Dealer contact  
Dealer red credit of \$2680.05

\*\*\* CASE CLOSE 10/23/2014 07:59 AM Pacific Daylight Time ADellarocca  
Dealer red credit of \$2680.05

# 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>:*

*7/5/14*

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

*<HH:MM> <AM/PM>:*

*1:30 PM*

**13 . What was the temperature?**

*Approximate temperature in Fahrenheit:*

*75 F*

**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 75 S

**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:*

Toledo, was in Rossburg, technically.

**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?:*

N/A

**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:*

1/4 mile away.

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

*If MOVING, what speed were you traveling at?:*

60mph

**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.

**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:*

Nothing in my immediate area, regular traffic.



**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.>:*

Not rough, but not new, good condition.

**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.>:*  
Made an exploding sound.

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

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

I had the sunvisor closed, glass fell on that.

**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:*  
Much of it inside the vehicle, on the sunvisor.

**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.:*

The whole glass area was broken.

**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:*

Most of it ended up on sunshade and some behind vehicle.

**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?**

*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>:*

Requesting it be covered under warranty.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA24C[REDACTED]	[REDACTED]	0
Austin, TX		Prod. Date: 6/2/11	Dealer: TX072 Capitol 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 01/27/2014 12:01 PM US Mountain Standard Time MOTTeson

\*\*\* PHONE LOG 01/27/2014 01:32 PM US Mountain Standard Time MOTTeson Action Type:Outgoing call

Writer called TX072 spoke to Tara and states

1. Calling in reference to this customer

Tara states

1. Rear sunroof **SHATTER**ed while driving

2. 512-922-8332

Thanked and call ended

\*\*\* PHONE LOG 01/27/2014 01:35 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 sunroof

3. Advised had a few questions

4. Advised to call back

5. Gave case and 800#

[!<For Internal Use Only

If customer calls back and writer is not available please get sunroof scripting>!]

\*\*\* PHONE LOG 01/27/2014 02:06 PM US Mountain Standard Time Jjenkins Action Type:Incoming call

Customer Mrs. [REDACTED] states:

1 Returning call regarding sunroof breaking

Wrt stated:

1 Apologized

2 Took incident report

3 If you have any information like copy of police report, photos, etc please send them to Kia

4 Gave National Consumer Affairs PO Box. Gave case#

5 Will forward this information to National office for further research & review

6 Kia National office will contact you within 2-3 business days

7 At that time they will advise who your case mgr is, their contact info, & any status updates

Customer states:

1 Thank you

\*\*\* NOTES 01/27/2014 02:14 PM US Mountain Standard Time Jjenkins Action Type:Manager review

Was not able to update all fields in script

Veh is at the dlr TX072

\*\*\* NOTES 01/27/2014 02:15 PM US Mountain Standard Time Jjenkins Action Type:Manager review

Dispatch for

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA24CG [REDACTED]	[REDACTED]	0
Austin, TX	[REDACTED]	Prod. Date: 6/2/11	Dealer: TX072 Capitol Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

- 1 Customer alleging stationary sunroof glass **BROKE** while driving
- 2 Assist determination

\*\*\* PHONE LOG 01/29/2014 03:07 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Name, company and case number.
2. Your case was sent to our office for further review regarding a concern you have with the sunroof breaking on your Kia Sorento.
3. Wtr apologized for the concern.
4. We were sorry to hear about the incident, however, glad to hear that no one was injured as a result of it.
5. Wtr is the person that has been assigned to your case to further assist you with resolving the concern.
6. Wtr reviewed details of the incident with customer.
7. Did customer take any photos right after the incident?
8. Incident report states that you've put a piece of luggage on top of the **ROOF** rails in December 2013; is that the only time you've put something on the **ROOF**?
9. Did the dealer provide you with alternate transportation?
10. Wtr would like to review your case further with engineering to determine next steps.
11. Most likely we will be dispatching a Kia Rep or FTR to inspect the vehicle.
12. Wtr should be able to get back to you by tomorrow with an update.

Customer stated:

1. Dealer provided us with a rental car on 1/27/14.
2. I didn't take any photos, however, took several videos right after the incident.
3. We've put a piece of luggage on the **ROOF** rails in December 2012 and December 2013 for our annual Christmas trip.
4. I can send you the videos.

Wtr stated:

1. Gave wtr's name, phone number and email address to customer.

\*\*\* PHONE LOG 01/31/2014 10:24 AM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received two photos from customer's, [REDACTED] and [REDACTED] and attached them to the case.

\*\*\* PHONE LOG 01/31/2014 10:25 AM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received email communication from DPSM stating:

Please review the attached pictures. Customer states they were driving down at highway speeds when the rear sunroof **SHATTER**ed. I inspected the unit and found no impact damages to windshield or the **ROOF** area. I have authorized the dealer to place the customer in a rental.

Customer: [REDACTED]

Austin, Texas

Vin-5KYKUDA24CG [REDACTED]

Mileage-36,125

\*\*\* NOTES 01/31/2014 10:28 AM Pacific Daylight Time MHillegas Action Type:Manager review

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA24CC [REDACTED]	[REDACTED]	0
Austin, TX	Prod. Date: 6/2/11		Dealer: TX072 Capitol Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

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 01/31/2014 10:47 AM Pacific Daylight Time MHillegas Action Type:Incoming call  
NCA reviewed case with PQ:

1. There are no obvious signs of cause for sunroof **SHATTER**.
2. KMA to authorize replacement of sunroof under goodwill.

\*\*\* PHONE LOG 01/31/2014 10:48 AM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr sent email to DPSM and cc: to RCAM, FTR stating:  
NCA reviewed case with PQ Platform Engineer. Based on our review of all of the information submitted there are no obvious signs of cause for sunroof **SHATTER**, either due to external impact or not, therefore, KMA is authorizing replacement of sunroof as a one-time goodwill gesture on behalf of customer.

Please complete FPQR.

\*\*\* PHONE LOG 01/31/2014 01:02 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with customer, [REDACTED] and stated:

1. Name, company and case number.
2. Wtr is calling to provide you with an update on your case.
3. A Kia Rep was able to inspect and take photos of your vehicle.
4. We've reviewed all of the information pertaining to your case with the PQ engineer for the Sorento.
5. Based on our review we were unable to clearly identify a cause for the sunroof **SHATTER**, whether due to external impact or now.
6. Therefore, KMA will authorize replacement of the sunroof as a goodwill gesture because we do value you as a loyal Kia customer.
7. Wtr will send you an offer letter via email that you will need to sign and send back to wtr so we can proceed with repair process.

Customer stated:

1. We'll gladly accept your goodwill offer to repair vehicle.
2. We've had a lot of issues with the vehicle.
3. Not sure what we're going to do.
4. We may end up selling the vehicle.

Wtr stated:

1. Wtr is sorry to hear that.
2. Please look out for offer letter in your email.

\*\*\* PHONE LOG 01/31/2014 01:20 PM Pacific Daylight Time MHillegas Action Type:Outgoing call  
Wtr spoke with SA Tony Miano at TX072 and stated:

1. Wtr is giving you a call in regard to customers, [REDACTED] 2012 Sorento with the sunroof **SHATTER** concern.
2. We've completed our investigation of this case.

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA24CC [REDACTED]	[REDACTED]	0
Austin, TX [REDACTED]	Prod. Date: 6/2/11		Dealer: TX072 Capitol Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

4. Therefore, we are authorizing dealer to replace sunroof under goodwill.
5. Please do not submit a warranty claim, you will need to submit invoice to wtr for payment through CA goodwill at warranty dollars.
6. Wtr will send you a follow up email.
7. Provided wtr's phone number to SA.
8. Customer has been advised of same.
9. Has the part been ordered yet?

SA stated:

1. Part has been ordered, however, we do not have an ETA yet.
2. It doesn't reflect that the part is on backorder.
3. You can send email to t.miano@capitolkia.net.

Wtr stated:

1. If the part goes on backorder let wtr know and will work directly with KMA Parts Dept to get part expedited to the dealer.
2. Thanks for your assistance in this matter.

\*\*\* PHONE LOG 02/06/2014 04:42 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received VM from Tony @ Capitol Kia stating:

1. We were doing the clean up and removing of all **SHATTER**ed glass and discovered that the sunshade is deformed now which would require dropping the entire headliner.
2. I need an approval from you.

\*\*\* PHONE LOG 02/06/2014 04:45 PM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr called SA Tony at Capitol Kia:

1. SA gone for the day.

\*\*\* PHONE LOG 02/07/2014 08:57 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with SA Tony Miano at TX072 and stated:

1. Wtr received your VM regarding sunroof repair for the [REDACTED] vehicle.
2. How did the sunshade get deformed?

SA stated:

1. There was glass sitting on top of the sunshade which caused the deformation.
2. We're subletting to a glass company to have glass installed.
3. Repairs should be done either today or tomorrow.

Wtr stated:

1. Go ahead and proceed with repairs.
2. Wtr will send you a confirmation email.

\*\*\* PHONE LOG 02/07/2014 09:36 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr sent email to SA TMiano at TX072 with cc: to DPSM & RCAM stating:

From: Hillegas, Michele [KMA]

Sent: Friday, February 07, 2014 9:34 AM

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA24C[REDACTED]	[REDACTED]	0
Austin, TX [REDACTED]	Prod. Date: 6/2/11		Dealer: TX072 Capitol Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

To: 'l.miano@capitolkia.net'

Cc: Childery, Stormy [KMA]; Davis, Charles [KMA]

Subject: [REDACTED] - 2012 Sorento - Sunroof **SHATTER** - TX072

Hi Tony,

As we discussed previously, this is to confirm that KMA has authorized sunroof replacement as a goodwill gesture to customer. Please do not submit a warranty claim; we will reimburse you through CA goodwill at warranty dollars.

RO should be documented as follows:

Complaint: "Customer states sunroof **SHATTER**ed while driving 2012 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 one-time goodwill gesture on behalf of customer"

We are also authorizing replacement of sunshade due to damage from glass.

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 02/07/2014 10:08 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr spoke with customer, [REDACTED] and stated:

1. Wtr would like to email GW offer letter to you and wanted to confirm your email address is [REDACTED]
2. Once you've had an opportunity to review letter, please sign and send back to wtr.
3. Wtr was advised by SA Tony that repairs to vehicle should be completed by either today or tomorrow.

Customer stated:

1. Okay, thanks.

\*\*\* PHONE LOG 02/07/2014 10:11 AM Pacific Daylight Time MHillegas Action Type:Outgoing call

Wtr emailed GW offer letter to customer, [REDACTED]

\*\*\* PHONE LOG 02/11/2014 12:51 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received signed offer letter from customer, [REDACTED] and attached a copy to the case.



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA24CC [REDACTED]	[REDACTED]	0
Austin, TX	[REDACTED]	Prod. Date: 6/2/11	Dealer: TX072 Capitol Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

\*\*\* PHONE LOG 02/11/2014 12:59 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr received VM from SA Tony at TX072 stating:

1. [REDACTED] car is done and we will be faxing the paperwork.

\*\*\* PHONE LOG 02/11/2014 01:00 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Wtr spoke with SM Carlos at TX072 who stated:

1. How do you want me to send the RO to you?

Wtr stated:

1. Fax or email is fine with wtr.

SM stated:

1. I will fax it to you.

\*\*\* NOTES 03/11/2014 01:53 PM Pacific Daylight Time JeffStroup Action Type:Manager review

[!<For Internal Use Only

wtr spoke with m.hillegas

1. goodwill to dealer \$2285.67>!] ]

\*\*\* CASE CLOSE 03/24/2014 04:46 PM Pacific Daylight Time MHillegas

No further actions

# Broken Sunroof Report

Case



---

## Report Details

**0 . End**

*No response selected.*

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

Yes

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

No

Mrs. Zimmerman was driving

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

*Driver's Name:*

Mary Zimmerman

**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:**

*No response selected.*

**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>:*

1/25/14

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

*<HH:MM> <AM/PM>:*

3:00 pm

**13 . What was the temperature?**

*Approximate temperature in Fahrenheit:*

60 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:*

Hwy 6 outside college station TX

**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:*

College Station

**20 . What direction were you heading?**

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

Southbound

**21 . What exit were you nearest?**

*Closest exit from the incident location?:*

First exit going into College Station

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

*Exit before or after the incident location:*

Exit would have been after the incident

**23 . How far were you from that exit?**

*Distance from the nearest exit:*

Just got onto hwy from that exit

**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:*

Low traffic

**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:*

No other vehicles in close proximity

**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.>:*

Standard hwy; no construction; no major damage

**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.>:*

Hear loud noise; did not think it was her veh at first till she saw glass coming off her vehicle

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

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

Heard noise, then saw glass pieces coming off rear of vehicle

**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:*

There was a hole in the middle of the 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:*

Some glass in the inside where the screen is

approx 4 " diameter hole

The remainder was outside of the cabin and blown off from the veh moving

**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.:*

Rear stationary moonroof section; 4" diameter hole in 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:*

Some glass in screen/sunshade; mostly outside 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?**

*Yes*

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

*No response selected.*

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

*No*

**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:*

December 2013;

Customer has had a hard shell enclosed luggage case on top of the roof rails

**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:*

Daughter in rear pass seat behind driver

**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>:*

Just want to make sure its repaired properly under warranty.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA22C[REDACTED]	[REDACTED]	28,321
Tracy, CA		Prod. Date: 1/20/12	Dealer: CA224 Dublin 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 05/27/2014 10:48 AM US Mountain Standard Time MWindsor

Cust states:

1. Alleges my sunroof **SHATTER**ed; alleges heard explosion
2. Alleges was stopped an about to get on the highway
3. 5/25/14 930 am; 11th St runs into 205 E; going 25-30 mph
4. Alleges sunroof was closed and shade closed
5. Veh is at CA224; spoke with Dominique
6. Saw online that this is common issue and Kia should cover

Writer states:

1. Apologized
2. Verified contact info
3. No open SC
4. Completed sunroof script
5. Thank you for taking the time to answer the questions
6. Will forward to appropriate office to get involved
7. Please allow 2 business days for cb
8. Case#

Cust states:

1. We are 1 car family
2. Have a veh to drive but have to return it today
3. Need something to drive

Writer states:

1. I will call SVC MGR and see if they can assist
2. If not, will have to contact DPSM
3. I will follow up on that for you and cb

Cust states:

1. Thank you

Writer:

1. Thanked and call ended

\*\*\* NOTES 05/27/2014 11:08 AM US Mountain Standard Time MWindsor Action Type:Dealer contact

Called CA224 and spoke to Dominick:

1. Need approval for DPSM
2. She will be here later today

Writer states:

1. I will email her
2. Please do not work on veh until Kia contacts you
3. Will you be able to follow up with cust once DPSM looks at it

Dominick states:

1. Most definitely



**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA22CC [REDACTED]	[REDACTED]	28,321
Tracy, CA [REDACTED]		Prod. Date: 1/20/12	Dealer: CA224 Dublin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Writer:

Thanked and call ended

\*\*\* NOTES 05/27/2014 11:10 AM US Mountain Standard Time MWindsor Action Type:Other (external)

Sent email to DPSM JLawyer:

1. Dispatching to NCA.
2. Customer alleges sunroof **BROKE**.
3. She has a dealer vehicle that she has to return today.
4. She is requesting a loaner or rental past today.

\*\*\* NOTES 05/27/2014 11:11 AM US Mountain Standard Time MWindsor Action Type:Manager review

Dispatching to NCA for:

1. Customer alleges sunroof **BROKE** while driving
2. Customer requesting loaner or rental
3. Review of case for additional assistance determination
4. Review of case for possible customer satisfaction determination

\*\*\* PHONE LOG 05/27/2014 01:50 PM US Mountain Standard Time MWindsor Action Type:Incoming call

Cust called and states:

1. Seeing if you have update on rental

Writer states:

1. I spoke with Dominick
2. I can call dealer and see if they know anything from DPSM

\*\*\* Placed cust on hold

\*\*\*\* Called CA224 and no answer in svc. No VM left

Writer states:

1. Thank you for holding
2. No answer at dealer
3. When are you going back

Cust states:

1. Shortly
2. Have to see dentist at 3

Writer states:

1. Please see Dominick when you go
2. I will follow back up in a little bit

Cust states:

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA22CC [REDACTED]	[REDACTED]	28,321
Tracy, CA	[REDACTED]	Prod. Date: 1/20/12	Dealer: CA224 Dublin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Writer:

Thanked and call ended

\*\*\* NOTES 05/27/2014 02:31 PM US Mountain Standard Time MWindsor Action Type:Dealer contact

Called CA224 and LVM:

1. Request return call on case
2. Provided case info

\*\*\* PHONE LOG 05/27/2014 03:10 PM US Mountain Standard Time MWindsor Action Type:Outgoing call

Called cust who states:

1. Haven't been to dealer
2. Was waiting to hear back

Writer states:

1. I called the dealer and LVM
2. No update on rental
3. Writer is leaving for day

Cust states:

1. I'll follow up with Dominick
2. Thank you

Writer:

Thanked and call ended

\*\*\* NOTES 05/28/2014 06:39 AM US Mountain Standard Time MWindsor Action Type:Dealer contact

LVM 437 pm 5/27/14

1. Kaitlin Dublin Kia
2. [REDACTED]
3. DPSM did approval and getting it worked on

\*\*\* NOTES 05/28/2014 02:55 PM 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 05/28/2014 03:10 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Writer states:

1. Calling to follow up with you on your 2012 KIA Sorento
2. I will be handling your case from this point forward
3. Can you tell me what happened

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA22CC [REDACTED]	[REDACTED]	28,321
Tracy, CA		Prod. Date: 1/20/12	Dealer: CA224 Dublin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Customer states:

1. 11th street turns into the I-205
2. Sunday morning my husband and I were going to a couple of different stores to finish our remodel
3. It was early Sunday morning and we were at a stoplight, the light just turned green
4. Probably about 25 or 30 MPH, we heard this loud boom
5. The sunroof had **SHATTER**ed

Writer states:

1. Was the sunshade open?
2. Did you hear or see anything hit the glass?
3. Was the police department called?
4. Was your insurance company contacted?

Customer states:

1. Thank god we had it closed
2. There was still glass intact
3. I have photos of it
4. Nothing hit the glass, no one was around, we weren't around any type of overpass
5. No police, no insurance
6. When I got home, I called RSA and then I went online to see if there was any type of information on there
7. That's when I noticed the feds are doing an investigation for sunroof **SHATTER**ing
8. I had the car towed in on Sunday
9. The lady I talked to was very nice and she told me to call Enterprise and that KIA would reimburse me
10. When I called Enterprise they were closed
11. So then I called KIA of Dublin and I talked to the Sales Manager that was there at the time
12. He had me file an application online and he said he can put me in a new 2015 with no additional charges
13. He said there's a lot of specials going on right now
14. We got there and he had us look at the 2015 model
15. We were going back and forth and my husband said we're not going to be pressured into buying a new vehicle, we really like our 2012
16. So I called Dominick the Service Manager, he was really nice
17. The DPSM happened to be there and she authorized a loaner
18. They gave us a loaner on Tuesday at 6PM
19. The reason we bought a KIA was because our friend works at the corporate office
20. We love our KIA

Writer states:

1. I will work with the dealership throughout the repair process
2. Your vehicle is still under the warranty
3. I will give you a call once the vehicle has been repaired to follow up with you
4. KIA does not cover loss of wages or loss of vehicle use
5. Referred customer to WICM
6. If you submit receipts to us for financial losses as a result of this, we would be more than happy to review it for you
7. Let me look into your request
8. Requested photos
9. Gave customer email address and call back number

Customer states:

1. What about lost time, we had major plans
2. I don't have anything like that, I don't have any receipts

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA22CG [REDACTED]	[REDACTED]	28,321
Tracy, CA	[REDACTED]	Prod. Date: 1/20/12	Dealer: CA224 Dublin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

3. We are due for a major 30,000K service

4. Thank you

\*\*\* NOTES 05/28/2014 03:18 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dlr CA224 and spoke with Dominick in the Service Department:

Writer states:

1. Please do not repair the vehicle until you hear further word from KMA

2. Requested photos of the vehicle

3. Gave dealer email address

4. I will advise the customer once we've established an inspection date

Dealer states;

1. Thank You

\*\*\* NOTES 05/30/2014 07:34 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Received photos from Dominick in the Service Department at dlr CA224 (dominickM@cacargroup.com)

\*\*\* PHONE LOG 06/02/2014 12:54 PM US Mountain Standard Time DWojciechowski Action Type:Outgoing call

Cust states ([REDACTED] - Husband) (Yelling)

1. I want to talk to a person

Wtr states

1. Verified owner info

2. How can wtr be of assistance

Cust states

1. I am getting completely \*icked around!!!

2. My veh is at the dlr right now, on Memorial Day weekend the Sunroof **SHATTER**ed!!!!

3. The dlr put us in a rental veh, but it is not comperable

4. We are not getting anywhere

Wtr states

1. Apology for situation

2. Can see case is being handled by another dept

3. Wtr will see if I can get that rep on line, if not, wtr will have cust leave message

Cust states

1. Okay thank you

\*\*\* PHONE LOG 06/02/2014 01:07 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer ([REDACTED])

1. O man, I'm about ready to loose my mind

2. Alright, my name is [REDACTED] the number's [REDACTED]

3. Our car exploded the sunroof, you guys are [REDACTED] around

4. Nobody's calling me back. no ones giving me any kind of customer satisfaction

# Kia Motors America

## Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA22CC [REDACTED]	[REDACTED]	28,321
Tracy, CA [REDACTED]	Prod. Date: 1/20/12		Dealer: CA224 Dublin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

5. I'm going to a lawyer and I'm going to go to the news stations
6. I am fed up, I want to talk to somebody who can give me some answers
7. Thank You

\*\*\* PHONE LOG 06/02/2014 01:19 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer [REDACTED]

Writer states:

1. Apologized for the situation
2. I will give you a call back by COB
3. Let me look into your request

Customer states:

1. I want to be put into a comparable loaner
2. I want to know when someone is going to come out and inspect this vehicle

\*\*\* NOTES 06/02/2014 02:06 PM Pacific Daylight Time SamuelKim Action Type:Manager review

Pending response from region for FTR inspection.

\*\*\* NOTES 06/02/2014 02:32 PM Pacific Daylight Time SamuelKim Action Type:Manager review

Advised PQ FTR unavailable until 6/16. Pending response.

\*\*\* NOTES 06/02/2014 02:36 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dlr CA224 and left message for Dominick in the Service Department:

1. Customer is requesting a larger vehicle, comparable to the Sorento
2. Waiting on inspection date confirmation
3. Requested call back
4. Gave call back number

\*\*\* PHONE LOG 06/02/2014 04:35 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called dlr CA244 and spoke with Dominick in the Service Department:

Writer states:

1. Customer is requesting to be placed into a comparable loaner
2. Please place customer in a comparable loaner

Dealer states:

1. We don't have larger vehicles, but if KIA authorizes, we can obtain one through our third party

\*\*\* PHONE LOG 06/02/2014 04:39 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer [REDACTED]

Writer states:

1. The dealership should be giving you a call shortly
2. Sunroof **SHATTER**s are case-by-case
3. That is why we are sending out our field expert to examine your vehicle
4. I will let our expert know of your request

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA22CG [REDACTED]	[REDACTED]	28,321
Tracy, CA		Prod. Date: 1/20/12	Dealer: CA224 Dublin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Customer states:

1. I want some answers
2. It's almost fraudulent and criminal
3. We found out about it by going on the internet
4. I appreciate what you're doing right now, thank you for calling me back
5. Why don't you give us a fair notice or something
6. We want you to know there maybe a chance your sunroof may be imploding
7. You're playing Russian roulette with our lives
8. I want to be there when they inspect my vehicle
9. I have some questions

\*\*\* PHONE LOG 06/05/2014 10:57 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with customer [REDACTED]

Writer states:

1. We are sending out our field expert to collect information
2. The information will be reviewed by KMA

Customer states:

1. We're not pleased at all
2. We got a Toyota Rav four
3. You never go back to me about my comparable loaner
4. I will there tomorrow at 10AM
5. I will show up with my happy face and I'm going to get some information
6. I want to know when the parts are going to be ordered and when I'm going to get my car back

\*\*\* NOTES 06/05/2014 11:07 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dlr CA224 and left message with Service Department

1. Requested call back
2. Gave call back number

\*\*\* NOTES 06/05/2014 11:12 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Received call back from John in the Service Department at dlr CA224

Writer states:

1. Our inspector will be out there tomorrow at 9AM
2. Customer is stating they will be there at 10AM

Dealer states:

1. Thank You

\*\*\* NOTES 06/05/2014 03:08 PM Pacific Daylight Time MCameron Action Type:Dealer contact

Writer received notification from C. Ruter in KMA's Marketing Dept. that this customer (Mr. [REDACTED]) is a long-time friend of hers and has advised that he is not happy with Kia's handling of his incident. Writer phoned Mr. [REDACTED] to investigate the specifics of customer's disappointment. Writer stated:

1. Introduced self
2. Received notification from C. Ruter and wanted to follow-up

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA22CC [REDACTED]	[REDACTED]	28,321
Tracy, CA [REDACTED]	Prod. Date: 1/20/12		Dealer: CA224 Dublin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

3. Couldn't initially locate customer's case since it was filed under his wife's name
4. Can see that the incident occurred on Sunday, 5/25, over Memorial Day weekend and was reported to us by his wife on 5/27 (Tuesday)
5. His wife provided us with details of the incident and it was forwarded to our corporate office and we returned her call on 5/28 - our notes don't indicate she mentioned any problems with the loaner she received
6. We became aware of the issue when you called on 6/2

Customer stated (aggressive in tone from the onset of the conversation):

1. The incident was on Saturday, not Sunday!
2. Right there, you're already wrong!

Writer stated:

1. Apologized - let me double-check the case notes
2. Confirmed the notes say 5/25 (body of case as well as script) and that's a Sunday

Customer stated:

1. Oh, OK - you're right, that was Sunday morning
2. We were on our way to get renovation stuff for our house and this happened and we had to miss all the sales
3. I'm very disappointed with Kia -- with the dealer's actions, with delays in call backs, with people talking down to me
4. Kia knows about these issues and someone should have told us that this could happen to us!

Writer stated:

1. Please let me explain what's happening with your situation
2. The Sorento has a very large panoramic sunroof, so it is important that we investigate to determine whether there is any sign of impact
3. If there is, customer will be referred to his insurance company
4. If we cannot definitely identify any sign of impact, Kia will take care of the cost of repairs for customer
5. If customer has any out-of-pocket expenses as a result of the incident, please let us know and we'll be happy to review to determine any assistance we can provide
6. Sam conveyed your frustration with the delay in inspecting your vehicle, so he requested it be inspected tomorrow (6/6)
7. I understand you are aware that the vehicle will be inspected then
8. If there are no signs of impact damage, we will authorize the dealer to complete the repairs as soon as possible

Customer stated:

1. I told Sam I want to be there during the inspection and he said it is not necessary - that's a bad sign to me
2. I can tell you that there was no one in front of me, no one in back of me at the time of the incident
3. Therefore, this is definitely not because of some kind of impact
4. I've seen so many complaints about this and I want to know when there's going to be a recall!
5. Someone should have told us when we bought this car that this might happen to us!

Writer stated:

1. We are proactively investigating each case of reported sunroof **SHATTER** in an effort to try to identify the cause - we do take this matter very seriously
2. That is why we asked your wife the large # of questions about the incident that she was kind enough to answer for us
3. That's also why we are sending an engineer to look at his vehicle tomorrow
4. Additionally, Kia is in communication and working with NHTSA regarding this issue -- you may have seen that in the news

Customer stated:

1. What news? How come I never heard about that?

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**Consumer Affairs Department**

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
		5XYKUDA22CC		28,321
Tracy, CA		Prod. Date: 1/20/12	Dealer: CA224 Dublin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

2. Are you going to send something out to everyone to warn them about this?

Writer stated:

1. As I stated, we are still in the investigation stage
2. At this time we haven't identified a cause to issue a warning about
3. The # of sunroofs that have **SHATTER**ed is a small # of the total vehicle population with sunroofs
4. If you search online you will see that there are other complaints of **SHATTER**ed sunroofs on other vehicles - that is the nature of a glass product
5. We have to determine if there is an issue beyond that and that is why we are investigating

Customer stated:

1. Who all is involved in this investigation?
2. If my vehicle is repaired, what **ROOF** will be put in?
3. The same one as before?

Writer stated:

1. Kia Motors America is investigating
2. Along with the manufacturer in Georgia, and potentially the manufacturer of the **ROOF** itself
3. And as I stated, we are in communication with NHTSA, as well
4. To my knowledge, there have been no changes made to the sunroof so a new **ROOF** may be sourced from the same supplier

Customer stated:

1. That's not acceptable to me
2. I guess you're saying there's nothing you can do for me

Writer stated:

1. We are investigating
2. If we cannot identify a clear cause, we will authorize the dealer to replace the sunroof for you
3. If you have any out-of-pocket expenses as a result of this incident, please don't hesitate to let us know so we can review for consideration
4. You're an important customer to us and we want to try to make you happy

Customer stated:

1. Well I guess we'll have to just get rid of this car for a loss
2. We'll never be a Kia customer again I can tell you that
3. I want you to tell everyone that their sunroof might explode on them - that's what you should do
4. You can't do anything for me, so I'm hanging up

Customer terminated the call.

\*\*\* NOTES 06/06/2014 09:58 AM Pacific Daylight Time SamuelKim Action Type:Manager review

Reviewed case with PQ:

1. Upon initial inspection, no obvious signs of impact damage
2. Offer customer one time, goodwill repair

\*\*\* NOTES 06/06/2014 10:02 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact



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**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA22CG [REDACTED]	[REDACTED]	28,321
Tracy, CA [REDACTED]	Prod. Date: 1/20/12		Dealer: CA224 Dublin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

1. KMA is offering customer one time, goodwill repair
2. This is not a warranty claim
3. I will send you the information via email

Dealer states:

1. My email is dominickM@cacargroup.com

\*\*\* PHONE LOG 06/11/2014 08:47 AM Pacific Daylight Time JeffStroup Action Type:Outgoing call

Wtr spoke with Dominic at CA224

1. vehicle is ready for pick up.

\*\*\* NOTES 06/11/2014 08:59 AM Pacific Daylight Time JeffStroup Action Type:Internal

wtr reviewed case with dcawo

\*\*\* PHONE LOG 06/11/2014 09:07 AM Pacific Daylight Time JeffStroup Action Type:Outgoing call

wtr spoke with [REDACTED] and stated:

1. calling in reference to vehicle
2. i understand the vehicle is ready for pick up

Ms. [REDACTED] stated:

1. yes, the dealer has already contacted me as well
2. im going to tell you the same thing we told him, we will not be picking the vehicle up
3. it has not been repaired

wtr stated:

1. i understand the vehicle has been repaired
2. with that, again your vehicle is ready for pick up
3. i will go ahead and authorize the rental vehicle thru Friday
4. after that, you will be responsible for the rental

Ms. [REDACTED] stated:

1. what is your name
2. who is your boss

Wtr stated:

1. gave full name
2. my director is M.Cameron

Ms. [REDACTED] stated:

- 1 yes, i have already talked to her
2. i need her boss
3. what is her boss's name

wtr stated:

1. apologized she is not available to talk now
2. i will have M. Cameron contact you back

# Kia Motors America

## Consumer Affairs Department

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA22CG [REDACTED]	[REDACTED]	28,321
Tracy, CA [REDACTED]	Prod. Date: 1/20/12		Dealer: CA224 Dublin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Ms. [REDACTED] stated;

1. so your not going to tell me who her boss is?
2. i will just make a phone call and get her boss's name
3. so you might as well tell me who it is

Wtr stated:

1. apologized, again M.Cameron is our director
2. she is not available but i will ask that she contact you back
3. again, we will authorize a rental thru Friday only

Ms. [REDACTED] stated:

1. well, you have been so helpful
2. i will just have my attorney deal with this

call disconnected

\*\*\* PHONE LOG 06/11/2014 09:54 AM Pacific Daylight Time MWirz Action Type:Outgoing call

Writer received call from customer, [REDACTED] (husband)

1. voice message stated sunroof exploded and wants something done

Writer called and spoke with [REDACTED]

1. explained that writer had receive voice message requesting a call back
2. customer stated that he had already spoken with Michele Cameron and was upset that nothing was being done
3. feels this is a safety concern and wants the vehicle repurchased

Writer stated

1. I see that you and Michele have spoken and the vehicle is repaired under the terms of the warranty
2. I suggest you pick up the vehicle and if you are still having a concern that you contact her directly since she is the Director of my department
3. customer stated he was going to pick up vehicle was not going to drive it and would get with Michele

\*\*\* NOTES 06/16/2014 04:14 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Received message from Service Manager Dominick in the Service Department at dlr CA224

1. Good morning Sam, this is Dominick over at Dublin KIA
2. It is about 20 after 8 on Monday the 9th
3. Obviously by your message, you're not there for the week
4. I wanted to let you know that I had not received that email with how to close out the RO with regards to the sunroof
5. I'm going to send an email off to your contact here, I guess it following up on your open jobs and hopefully that person will be able to forward that info to me
6. Give me a call back just to touch base when you get in
7. My direct number here is (925)556-3213
8. Thank you much and I'll speak to you soon, bye, bye

\*\*\* NOTES 06/18/2014 01:27 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dlr CA224 and spoke with John in the Service Department:

Dealer states:

1. Dominick is not in today, he will be back tomorrow
2. I will let him know you called
3. Just send him an email

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
		5XYKUDA22CC		28,321
Tracy, CA 95376		Prod. Date: 1/20/12	Dealer: CA224 Dublin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

Writer states:

1. Thank You

\*\*\* NOTES 06/18/2014 01:29 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Sent email to Service Manager Dominick at dlr CA224 (dominickM@cacargroup.com) and CC'd DPSM MHurney

Hi Dominick,

I apologize for not sending you this, completely my fault. Please forward me the rental bill, sublet bill and RO billed out 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. Thank you for all your help and please feel free to contact me if you have any questions.

\*\*\* NOTES 06/23/2014 09:51 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dlr CA224 and spoke with Service Manager Dominick (925)556-3213

Writer states:

1. Just want to make sure you received my email
2. This is not a warranty claim
3. Requested RO and rental bill
4. Thank You

Dealer states:

1. I did, I sent all that information over to my warranty administrator
2. You should be hearing from her shortly

\*\*\* NOTES 07/08/2014 09:04 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Received call from Service Manager Dominick at dealer CA224 (925)556-3213

Dealer states:

1. I just spoke to my warranty administrator
2. I apologize for not taking care of this
3. There was no sublet, we did all the work in-house
4. Thank You

Writer states:

1. Gave dealer fax number
2. Requested RO billed out at warranty pricing, rental bill and sublet bill

\*\*\* NOTES 07/15/2014 08:15 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Received email from Service Manager Joshua Henderson at dealer CA 224 (jhenderson@stevensonauto.com)

Mr. Kim,

Russell has moved to our Chevrolet location as the service manager. My name is Josh Henderson and I am the new Kia service manager.

Please see the attached PDF for the repair order and rental bill.

We had a mistake on the parts side of the repair order. Part number 81610-2T110 was billed out. The part that should have

# Kia Motors America

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Last name	First name	VIN of 2012 SORENTO EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	5XYKUDA22CC [REDACTED]	[REDACTED]	28,321
Tracy, CA		Prod. Date: 1/20/12	Dealer: CA224 Dublin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

been billed out is 81650-2T001. There is a \$259.43 difference in the parts that were billed. The last two pages in the PDF document are for repair order 22429. I had the incorrect part credited and the correct part billed. I am hoping that we will be reimbursed for this difference as well. Please feel free to call me if you have any questions or need me to explain anything in depth. Thank you.

Josh Henderson  
Service Manager  
Stevenson Kia/Mazda of Jacksonville  
Office: 910-938-0555 Ext 321  
Fax: 910-938-1443

\*\*\* NOTES 07/15/2014 08:24 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
One time, goodwill to dealer CA224 of \$2,348.38 for sunroof repair and rental.

\*\*\* NOTES 07/15/2014 11:07 AM Pacific Daylight Time SamuelKim Action Type:Internal  
Please disregard notes for 7/15. Writer inputted in error.

\*\*\* NOTES 07/28/2014 11:51 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dealer CA224 and spoke with Service Manager Dominick (925)556-3213  
Writer states:

1. Calling because I never received a copy of the RO billed out at warranty pricing
2. Requested sublet bill and rental bill
3. I am going to have the warranty department kickback the warranty claim
4. This will show up on your parts statement
5. Gave dealer fax number
6. Thank You

Dealer states:

1. I will get that over to you in the next day or so
2. My apologies

\*\*\* NOTES 07/30/2014 01:56 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Received message from Service Manager Dominick in the Service Department at dlr CA224

1. Good morning Sam, this is Dominick over at Dublin KIA with regard to that Sorento [REDACTED]
2. When you get a moment, if you could give me a call back
3. My direct line (925)556-3213
4. I just finally gathered everything together and have it in front of me
5. I noticed an error on the submission of that RO
6. And now that it's closed, I'm just wondering how we can correct that even though it's going to be submitted through parts
7. Again Dominick, Dublin KIA (925)556-3213
8. Thank You and I will speak to you soon, bye

\*\*\* NOTES 07/30/2014 02:00 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact  
Called dealer CA224 and spoke with Service Manager Dominick (925)556-3213  
Writer states:

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**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SORENTO EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XYKUDA22CC [REDACTED]	[REDACTED]	28,321
Tracy, CA [REDACTED]		Prod. Date: 1/20/12	Dealer: CA224 Dublin Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

1. I received your message
2. Please send me the rental bill and I will get that reimbursed as well

Dealer states:

1. I'm the new SM and before I stepped in, the rental bills were being internalized
2. That rental bill from Enterprise was \$480
3. Is there anyway we can get reimbursed?
4. I'm going to send that right now
5. Thank You

# Broken Sunroof 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>:

5/25/14

12 . What time of day did the incident occur?

<HH:MM> <AM/PM>:

930 am

13 . What was the temperature?

*Approximate temperature in Fahrenheit:*

it was warm but not sure of temp

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:*

11th St runs into 205 E.

**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:*

Tracy

**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?:*

no exit

**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?:*

25-30 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:*

No other vehicles around

**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:*

n/a

**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.>:*

Paved and was a little rough. No 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>:*  
Alleges it sounded like explosion. Very loud

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

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

Alleges my husband got out of the car and looked at it. Most of it was in the shade. Some flew off in back

**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:*

Moveable front in the middle

**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:*  
Maybe one shiver got in the veh. The rest was on top. 89% in the shade. Thes rest on top of 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.:*

*Front portion*

**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:*

*all the way 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:*

*89% in shade rest out side of 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:*

*In both 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>:*

This is Kia issue according to online