

EA14-002

KIA

11/26/2014

TAB A

Field Reports 2011-2013MY



## Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

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Distributor: KMA

Region/District: SO10

Dealer Code: AR017

Dealer City: Bentonville

Name: Melkowski, Paul FTR

Report No.: SO2013MP02148

Issue Date: 11/12/2013 8:11

Dealer Name: Frank Fletcher Kia

Dealer State: AR

Component Group:

Component Code:

TREAD Code:

Subject/Title: Sunroof Glass Shattered

### Vehicle Data

Model Code: 74282

Model Desc: SORENTO SX FWD

Year: 2012

VIN: 5XYKW4A28CC [REDACTED]

Mileage: 52,288

Engine No: G6DCBS639788

Trans No: BBBECA398785

Trans Type: Automatic

Prod Date: 4/27/2011 12:00

Delivery Date: 7/2/2011 12

Repair Date: 11/12/2013 8

### Part Information

Part Number: 81610 2P000

Part Name: PNL ASSY-PANORAMAROOF

Condition: N59BROKEN / CRACKED

Cause: C07CRACKED

Part ID/Lot:

Other Part No: 81620 2P000

Other Part No: 81646 1U000J7

### Case History

CUSTOMER COMPLAINT

Sunroof shattered while driving on the highway

ACTUAL CONDITION

Sunroof shattered while driving on the highway Approximate temperature outside; 62 deg F Approximate time; 12:15 PM Approximate speed; 52 MPH The sunroof and all other windows were closed at time of occurrence

INVESTIGATION RESULTS

Inconclusive

POSSIBLE CAUSE

Unknown



#### CORRECTIVE ACTION

Sunroof assembly and related parts need to be replaced

#### RECOMMENDATIONS

























