

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

CONSUMER COMPLAINTS

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2011 SPORTAGE EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPCCA27B7 [REDACTED]	[REDACTED]	17,000
Stoughton, MA [REDACTED]		Prod. Date: 5/4/11	Dealer: MA038 Central Kia of Norwood	

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

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 07/01/2013 02:48 PM US Mountain Standard Time RChacon Action Type:Incoming call
[REDACTED] stated:

1. Kevin from MA038 referred me to call you
2. Yesterday morning I was driving on hwy 93 north and the sun**ROOF** glass fell on top of us
3. Me, my wife and daughter sustained cuts on us from the glass
4. We were in shock and still in shock
5. The veh is @ MA038 and want Kia to resolve this

Writer stated:

1. I apologize for the prob
2. Updated contact info
3. Took sun**ROOF** glass script
4. Will send case to appropriate dept for review/ contact
5. Please allow 48 hrs for contact to discuss further
6. Provided case #

Customer stated:

1. Thank you

*** NOTES 07/01/2013 02:50 PM US Mountain Standard Time RChacon Action Type:Manager review
Dispatch for:

1. Cust alleges sun**ROOF** glass **BROKE**
2. Cust req Kia resolve prob
3. Cust contact

*** PHONE LOG 07/02/2013 11:28 AM Pacific Daylight Time JMoore Action Type:Outgoing call

Writer states:

1. Called and spoke with Kevin at dealer

Kevin states:

1. The customer is already working with the insurance company
2. We are working with the insurance glass company to get the part in
3. I would say if they rush it we could have this done by Friday or Saturday

Writer states:

1. We may still want to inspect if we can get a rep out there before that time
2. Let me check their availability and get back to you

*** EMAIL OUT •16wR JMoore Action Type:External email

Send to:[Pfeifer, Matthew [KMA];Airoidi, Gary [KMA]]

Good afternoon.

We have a 2011 Sportage down for a sun**ROOF SHATTER** at MA038. The customer is already working with the insurance company to fix, but if we are able to dispatch a DPSM or FTR to inspect before the repairs are completed then it would be great to have a report on this for our own records. Would it be possible for anyone to look at this vehicle by the end of the

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SPORTAGE EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPCCA27B7 [REDACTED]	[REDACTED]	17,000
Stoughton, MA [REDACTED]		Prod. Date: 5/4/11	Dealer: MA038	Central Kia of Norwood

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

Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: Other

Thanks,

[REDACTED]

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_K2518142_JMoore_07-02-2013122920.doc>>

*** NOTES 07/05/2013 08:24 AM Pacific Daylight Time JMoore Action Type:Manager review

Writer states:

1. Received photos from FTR inspection
2. Scanned and attached to case

*** PHONE LOG 07/05/2013 08:25 AM Pacific Daylight Time JMoore Action Type:Outgoing call

Writer states:

1. Called and spoke with Kevin at dealer

Kevin states:

1. The glass came in today and we are waiting for someone from the glass company to come in
2. We should have this done tomorrow

Writer states:

1. Thanks

*** PHONE LOG 07/05/2013 08:28 AM Pacific Daylight Time JMoore Action Type:Outgoing call

Writer states:

1. Called and left VM for Mr. [REDACTED]
2. Informed that writer was calling from Kia NCA and had been monitoring repairs
3. Provided contact info

*** PHONE LOG 07/12/2013 12:58 PM Pacific Daylight Time JMoore Action Type:Outgoing call

Writer states:

1. Called and spoke with Kevin at dealer

Kevin states:

1. That car was picked up earlier this week

Writer states:

1. No further actions

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2011 SPORTAGE EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPCCA27B7 [REDACTED]	[REDACTED]	17,000

Stoughton, MA [REDACTED] Prod. Date: 5/4/11 Dealer: MA038 Central Kia of Norwood

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Product Liability

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Other

2. Closing case

*** CASE CLOSE 07/12/2013 12:59 PM Pacific Daylight Time JMoore

No further actions

Broken Sunroof Report

Case [REDACTED]

Report Details

Do you own the vehicle?

1 .
Yes

Was the owner driving the vehicle?

5 .
Yes

What is the age of the driver?

9 .
[REDACTED]

Does the vehicle have any history of any type of impacts (e.g., collision, a fender bender, or something hitting the vehicle from the outside?)

10 .
No

What was the date of the incident?

11 .
<MM/DD/YYYY>:
1. Sunday, 6/30/13 @ approx 9:45 am

What time of day did the incident occur?

12 .
<HH:MM> <AM/PM>:
1. 9:45 am

What was the temperature?

13 .
Approximate temperature in Fahrenheit:
1. It was about 79 degrees

Was there precipitation?

14 .
No

Were you aware of wind blowing at about that time?

15 .
Yes. Please describe the intensity of wind and if dust was noticeable.:
1. A little bit, not alot

Where did the incident occur?

16 .
A. Highway or Interstate

Provide name and number of highway/interstate:

17 .

Name and number of highway or interstate:

1. Hwy 93 North in Summerville MA

How many lanes in your direction?

18 .

Number of lanes in your direction:

- 3 lanes

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

19 .

Nearest City or Town from the incident location:

- Summerville, MA

What direction were you heading?

20 .

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

1. North going to Lawrence

What exit were you nearest?

21 .

Closest exit from the incident location?:

1. Was near exit to Summerville, MA

Was that exit before or after the incident location?

22 .

Exit before or after the incident location:

1. Before the exit

How far were you from that exit?

23 .

Distance from the nearest exit:

- 1/2 mile away from the exit

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

24 .

If MOVING, what speed were you traveling at?:

1. Was moving @ approx 60 mph

Describe traffic conditions including density of traffic [regardless of the speed] (e.g., close front and back and side to side but still moving, stop and go accordion).

25 .

Description of traffic condition:

1. Very little traffic, no cars in front of me and do not remember seeing any cars around me

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

26 .

Type of vehicles on the road:

1. No veh's in front of me

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

27 .

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

1. There was some construction going on @ the beginning of the hwy when I merged on
2. Construction was 3-4 miles in when I got on the hwy
3. After that it was clear and the way the road is supposed to be

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

50 .
No

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

54 .
Closed

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

58 .
No

Did you hear the sunroof glass break?

61 .
No

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

62 .
Describe what you FIRST saw when the glass broke:
1. Did not see anything as I was looking straight ahead

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

63 .
Movable front glass.

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

64 .
Entire glass.

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

66 . **DOWNWARDS?**
DOWNWARDS

As to the part of the glass sunroof which you saw broken out, how much was in the passenger compartment and how much was either on the top of the roof or otherwise outside the vehicle?

67 .
Amount of glass found inside the passenger compartment and/or amount of glass on the top of the roof or otherwise outside the vehicle:

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

68 .
No

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

69 .
No

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

70 .
Oval

Which part of the sunroof was involved in that hole?

71 .
Description of where the hole is located on the broken section of the sunroof glass.:

1. Was not a round or oval hole, all the peices fell on us, the entire roof fell off

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

72 .
OPEN

If partially closed, please estimate the percentage closed:

73 .
No response selected.

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

74 .
Description of where and how much broken glass found:

1. None was left on sunshade as it was open

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

75 .
Yes. Which windows were open and how long have they been open?

1. Both the driver and pass side windows were partially open

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

76 .
No

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

80 .
Yes

Which seating positions were they occupying?

81 .
Which seating positions were they occupying and the age and name of each occupant:

1. There were 4 passengers in the veh
2. All passengers were sitting the seats
3. 2 children in the back seat, wife in the front pass seat and me in the driver front seat

Was anyone injured as a result of the incident?

82 .
Yes

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

83 .
Yes

Was anyone injured as a result of the incident?

84 .
Yes

Who was injured?

85 .
Name, address and phone number of who was/were injured:

1. Wife sustained a cut on her left arm and a cut on her left hand
2. Mr. [REDACTED] got 2 scratches on his left arm
3. Daughter's left hand index finger was cut

What were the seating positions were the injured?

86 .
Name of injured and seating position for each:

1. Mrs. [REDACTED] was seating in the pass front seat looking forward
2. Mr. [REDACTED] was sitting in the driver seat looking forward
3. Daughter was sitting on the left side rear of veh facing forward

Was the injury from glass or any other debris?

87 .
Injury from glass.

Describe the nature of the injuries.

88 .
Please describe the mentioned injuries:

Did any of the injured persons seek medical attention?

89 .
No

Were the police contacted?

90 .
Yes. Please provide the name of the reporting officer, badge number, police report number and department.:

1. The Hwy patrol was contacted
2. The officer name is not known

Was the insurance company contacted?

91 .
No

Was the vehicle driven or towed following the incident?

92 .
Driven

Where is the vehicle now?

93 .
Please provide location of the vehicle:

Have the window repairs been completed?

94 .

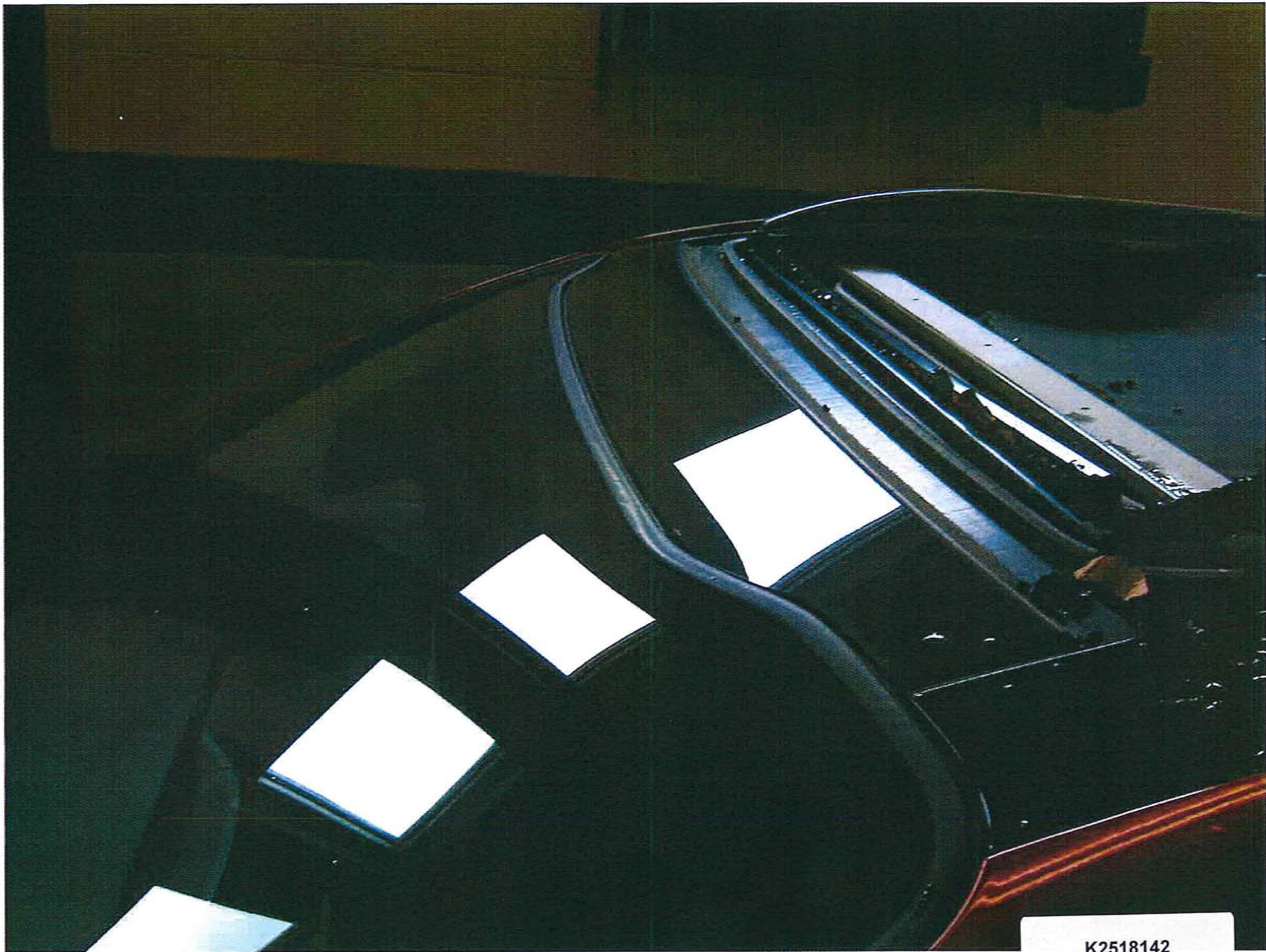
No

What action are you requesting of Kia?

95 .

<Resolution sought>:

1. I want Kia to solve the problem



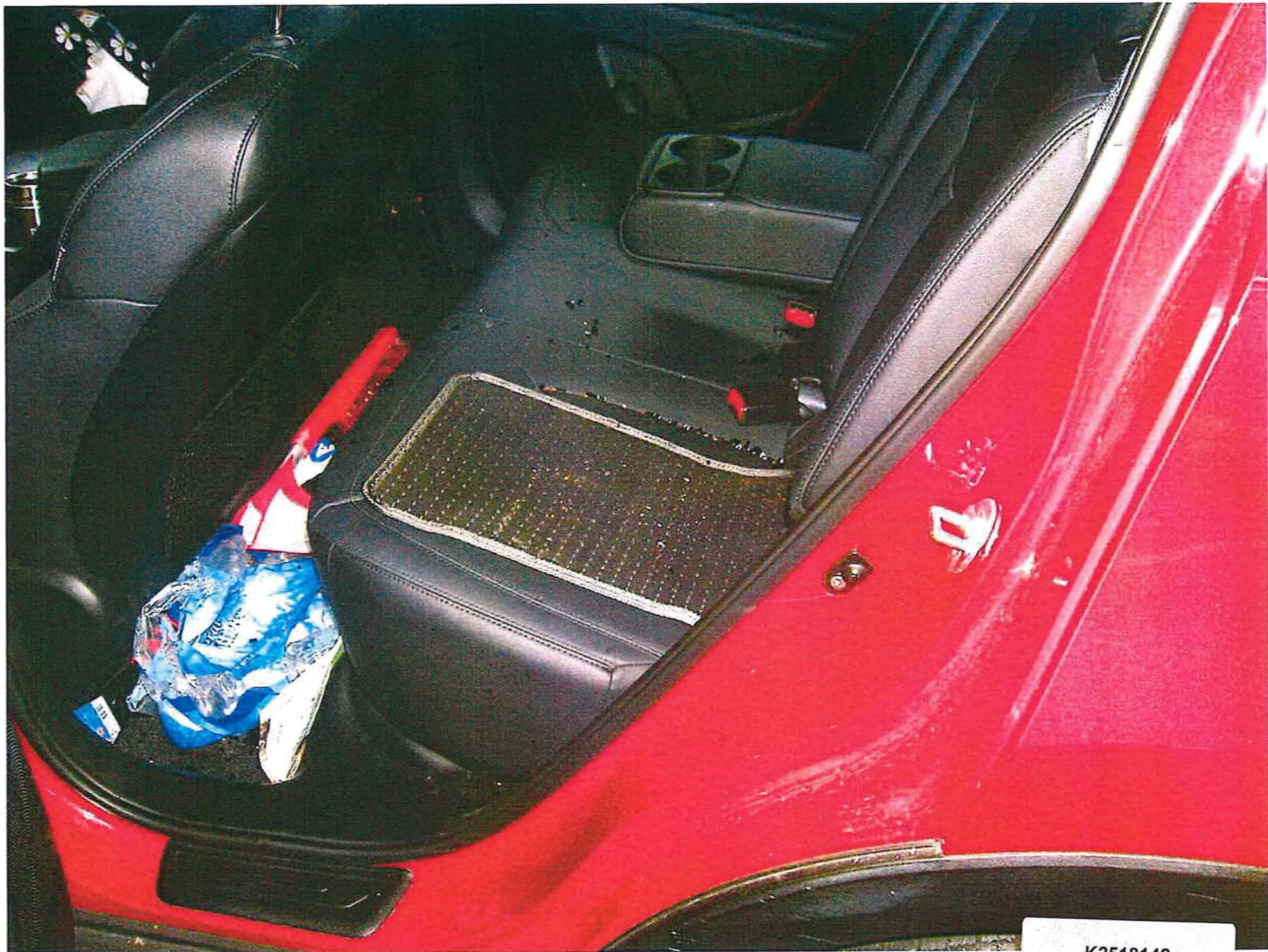
K2518142



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317
317
CLAIM CHECK

KIA KNDPCCA27B [REDACTED]

K2518142



K2518142



K2518142

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2012 SPORTAGE EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPCCA27C7 [REDACTED]	[REDACTED]	43,908
BROKE n Arrow OK [REDACTED]		Prod. Date: 2/1/12	Dealer: OK016 Primeaux Kia	

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

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

Case History

*** PHONE LOG 11/10/2014 12:05 PM US Mountain Standard Time MHill
Writer contacts SVC OK016 and states

1. Wanted to verify sun**ROOF SHATTER**ed while driving

Ray Svc Adv states

1. Did **SHATTER** while driving
2. [REDACTED]

*** PHONE LOG 11/10/2014 12:16 PM US Mountain Standard Time MHill Action Type:Outgoing call
Writer contacts [REDACTED] and states

1. Calling in regards to sun**ROOF SHATTER**ing
2. Had a few questions, is this a good time

[REDACTED] states

1. Yes

Writer states

completes sunROOF** scripting**

[REDACTED] states

1. There was little tiny particles that were flying everywhere
2. Drove to town, stopped at O'Rielly
3. I held the sunshade to keep all the glass in
4. I have little scratches on the paint

Writer states

1. i did get this all documented
2. I will send this to the appropriate office for further review

[REDACTED] states

1. Thank you

*** NOTES 11/10/2014 12:16 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 11/13/2014 08:50 AM US Mountain Standard Time RBauer Action Type:Internal
*****Duplicate Case Notes*****

Dealer :Primeaux Kia
Technician :James Grannemann
Service Manager :John Latta
Dealer Phone :9186223160
DPSM :Sally Hall
Vehicle Model :SPORTAGE
Model Year :2012

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2012 SPORTAGE EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPCCA27C7 [REDACTED]	[REDACTED]	43,908
BROKEN Arrow OK [REDACTED]		Prod Date: 2/1/12	Dealer: OK016 Primeaux Kia	

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

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

Initial comments by Technician found in TL Case # [REDACTED] :

*** Performed by contact: James Grannemann, 9186223160
*** This is a Request for Assistance ***

Problem Description :

While driving at HW speeds sun**ROOF** front glass blew out. Rear deck is scratched from **BROKEN** glass.

Diagnostics Performed :

BROKEN glass inside vehicle is all that remains of **ROOF** glass.

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

*****End of Dupliacte Case Notes*****

*** PHONE LOG 11/13/2014 08:47 AM Pacific Daylight Time SMarino Action Type:Outgoing call
Called dealer, OK016 - Spoke to John Latta, service mgr.

1. Writer reviewed case with Mr. Latta
2. Mr. Latta advised that his tech sent pictures to BLall/Kia techline
3. Writer advised will get pictures from techline and review
4. Writer gave Mr. Latta writer direct phone and email

*** PHONE LOG 11/13/2014 10:49 AM Pacific Daylight Time SMarino Action Type:Outgoing call
Called customer, [REDACTED]

1. Writer advised calling from NCA and advised writer is handling her case
2. Writer apologized for not calling her a couple of days ago - writer advised writer was out of the office for a few day
3. Ms. [REDACTED] stated she understood
4. Writer advised that she had contacted OK016 this morning and has spoken to John Latta, service mgr
5. Writer advised that writer is working with Mr. Latta regarding to her case
6. Writer advised - writer reviewed interview question that KCAC had asked her
7. Writer advised need a little clarification regarding 38 thru 42
8. Ms. [REDACTED] stated she and her granddaughter were not injured
9. Ms. [REDACTED] stated the sun**ROOF** shade was closed at the time sun**ROOF BROKE**
10. Ms. [REDACTED] stated that she held the shade closed while she drove to the dealer, OK016
11. Writer advised that her case is currently being reviewed and writer will contact John Latta later this afternoon or first thing tomorrow morning
12. Ms. [REDACTED] stated she understood and thanked writer for calling

*** PHONE LOG 11/13/2014 11:20 AM Pacific Daylight Time SMarino Action Type:Outgoing call
Called OK016 - left a vmail for John Latta

*** NOTES 11/13/2014 01:31 PM Pacific Daylight Time SMarino Action Type:Dealer contact
Received email - pictures reviewed

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2012 SPORTAGE EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPCCA27C7[REDACTED]	[REDACTED]	43,908
BROKEN Arrow OK [REDACTED]		Prod. Date: 2/1/12	Dealer: OK016 Primeaux Kia	

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

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

Sent email to John Latta, service mgr @ OK016

1. After reviewing pictures: 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 12/03/2014 01:26 PM Pacific Daylight Time SMarino Action Type:Dealer contact
Sent/Received email:

From: Marino, Susan [KMA]
Sent: Wednesday, December 03, 2014 1:20 PM
To: 'John Latta'
Cc: Hall, Sally [KMA]
Subject: RE: [FWD: K2830724 Davis KNDPCCA27C7 [REDACTED] 2012 Sportage Sun**ROOF**]

Hi John,

Per our conversation, yes I authorize the replacement of the sun**ROOF** shade.

Susan Marino
Senior Roadside Claims Analyst
Kia Motors America, Inc.
Phone: 949-468-4621
Fax: 949-468-4805
email: smarino@kiausa.com <mailto:smarino@kiausa.com>

From: John Latta [<mailto:servicemanager@primeauxkia.com>]
Sent: Wednesday, December 03, 2014 11:35 AM
To: Marino, Susan [KMA]
Cc: Hall, Sally [KMA]
Subject: [FWD: K2830724 Davis KNDPCCA27C7 [REDACTED] 2012 Sportage Sun**ROOF**]
Importance: High

Hello, Susan (and Sally):

The [REDACTED] Sportage was brought back to our store today with a complaint that the sun**ROOF** shade is loose.

The shade is actually stretched as a result of driving the car without a sun**ROOF**, I suspect.

Nonetheless, Techline has indicated that the shade has to be replaced.

The shade (81666-3W1000ED) costs \$382.72.
The labor is 3.0 at Warranty time or \$280.50.

Since the sun**ROOF** glass repairs were goodwill, I suspected that you both would want to consider how we should proceed (or if we should proceed) with replacing the shade.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SPORTAGE EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPCCA27C [REDACTED]	[REDACTED]	43,908
<i>BROKE</i> Arrow OK [REDACTED]		Prod. Date: 2/1/12	Dealer: OK016 Primeaux Kia	

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

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

Voice: [REDACTED]
Fax: [REDACTED]

*** PHONE LOG 12/03/2014 01:27 PM Pacific Daylight Time SMarino Action Type:Incoming call
Writer did speak to John Latta @ OK016

1. Writer did express - was displeased with the sun***ROOF*** shade issue
2. Mr. [REDACTED] stated when the sun***ROOF*** was replaced his tech did test drive the vehicle and he did not note any notices at that time from the sun***ROOF*** area
3. Writer advised for customer satisfaction KMA will auth the replacement of sun***ROOF*** shade as a CA GW replacement
4. Writer also advised as of this date writer has not received the repair invoice for sun***ROOF*** glass replacement

*** CASE CLOSE 01/21/2015 08:01 AM Pacific Daylight Time SMarino
[REDACTED]

Broken Sunroof Report

Case K2830724

Report Details

End

0 .
No response selected.

1 . Name of vehicle owner:

[REDACTED]

2 . Address of vehicle owner:

[REDACTED]
Broken Arrow, OK

3 . Phone number of vehicle owner:

[REDACTED]

4 . Name of driver:
No response selected.

5 . Address of driver:
No response selected.

6 . Phone number of driver:
No response selected.

7 . What is the age of the driver?

67

8 . Does the vehicle have any history of any type of impacts (e.g., collision, stone strikes, or road
No

10 . What was the date of the incident (<MM/DD/YYYY>)?

11/8/2014

11 . What time of day did the incident occur (<HH:MM> <AM/PM>)?

1:30 p.m.

12 . What was the weather condition (rain/sleet/hail, temperature, wind)?

Dry, sunny, little windy

13 . Where did the incident occur? (e.g., highway, road, garage, parking lot, etc.)

highway

14 . Provide name of road, highway or address:

unk

15 . What was the nearest mile market/exit name or cross-street from the incident location?

unk

16 . What direction was the vehicle facing/heading?

North

17 . How fast was the vehicle moving (MPH/Stationary)?

72 mph

18 . Describe traffic conditions around you [how close was the nearest vehicle to you and what type of

was not anyone around me
4 lane divided highway, no traffic

19 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some

normal

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

Closed

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

No

27 . Did you see and/or hear the sunroof glass break?

Yes

28 . Please describe what you saw or heard at the time of the breakage.

sounded like I had a flat tire

Big boom

29 . Which glass panel broke? (On 2011-2013 Sorento, there are two glass panels: a moving front panel

front movable glass

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

CLOSED

31 . Have you ever put anything on the roof of your vehicle (including items on the roof rack)?

No

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

Yes

37 . For each seating position, what was the age and name of who was in that position?

front passenger seat 13 year old granddaughter

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

Yes

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

Yes

40 . Who was injured? (Name, address and phone number of who was/were injured.)

no injuries

41 . Was the injury from glass or any other debris?

Injury from glass.

42 . Describe the nature of the injuries.

none

43 . Did any of the injured persons seek medical attention?

No

44 . Were the police contacted?

No

49 . Was the insurance company contacted?

No

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

Driven

59 . Where is the vehicle now?

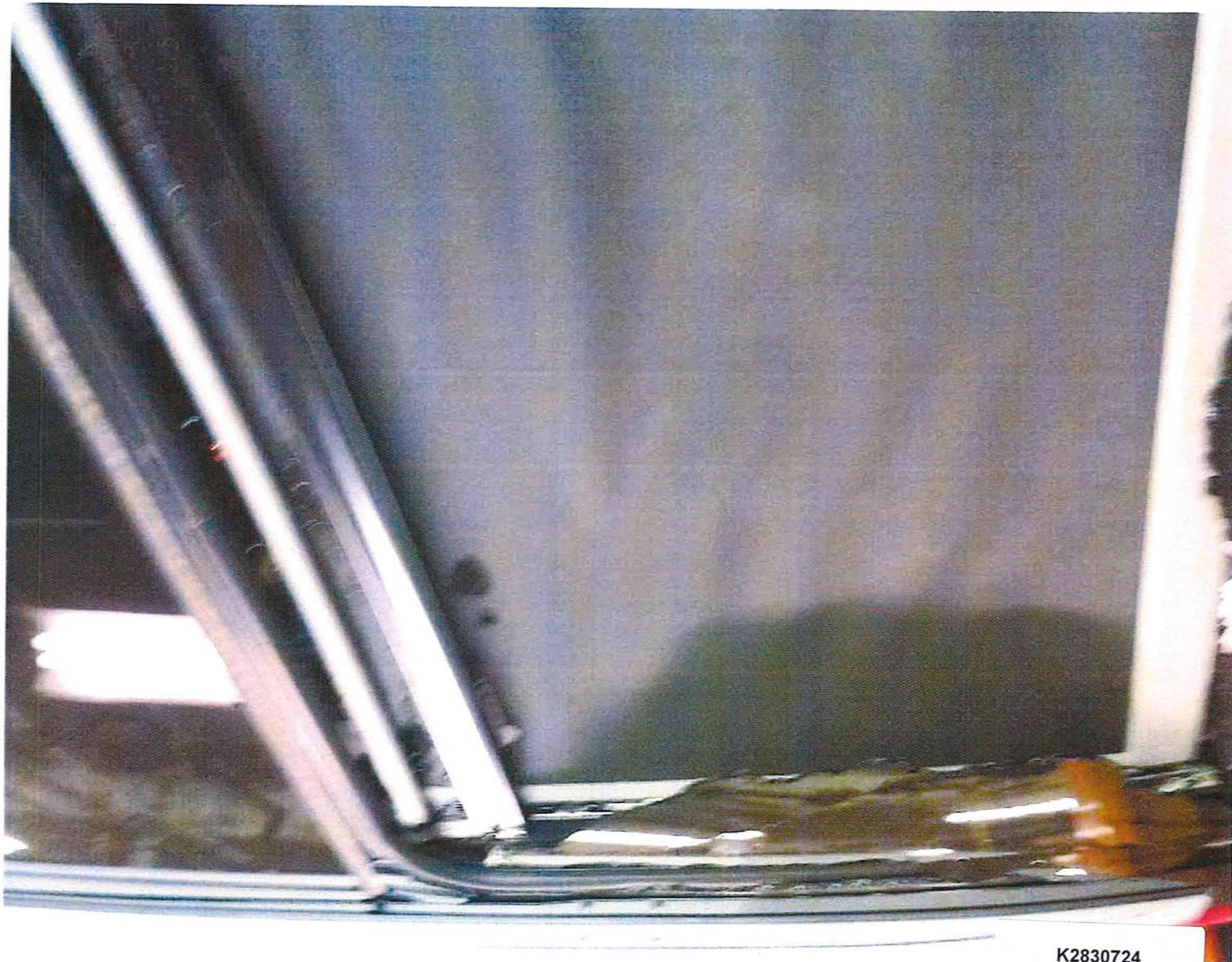
Primeaux Kia

60 . Have sunroof repairs been completed, or has the broken sunroof been altered since the incident

bno

61 . What action are you requesting of Kia?

to take care of the repair.



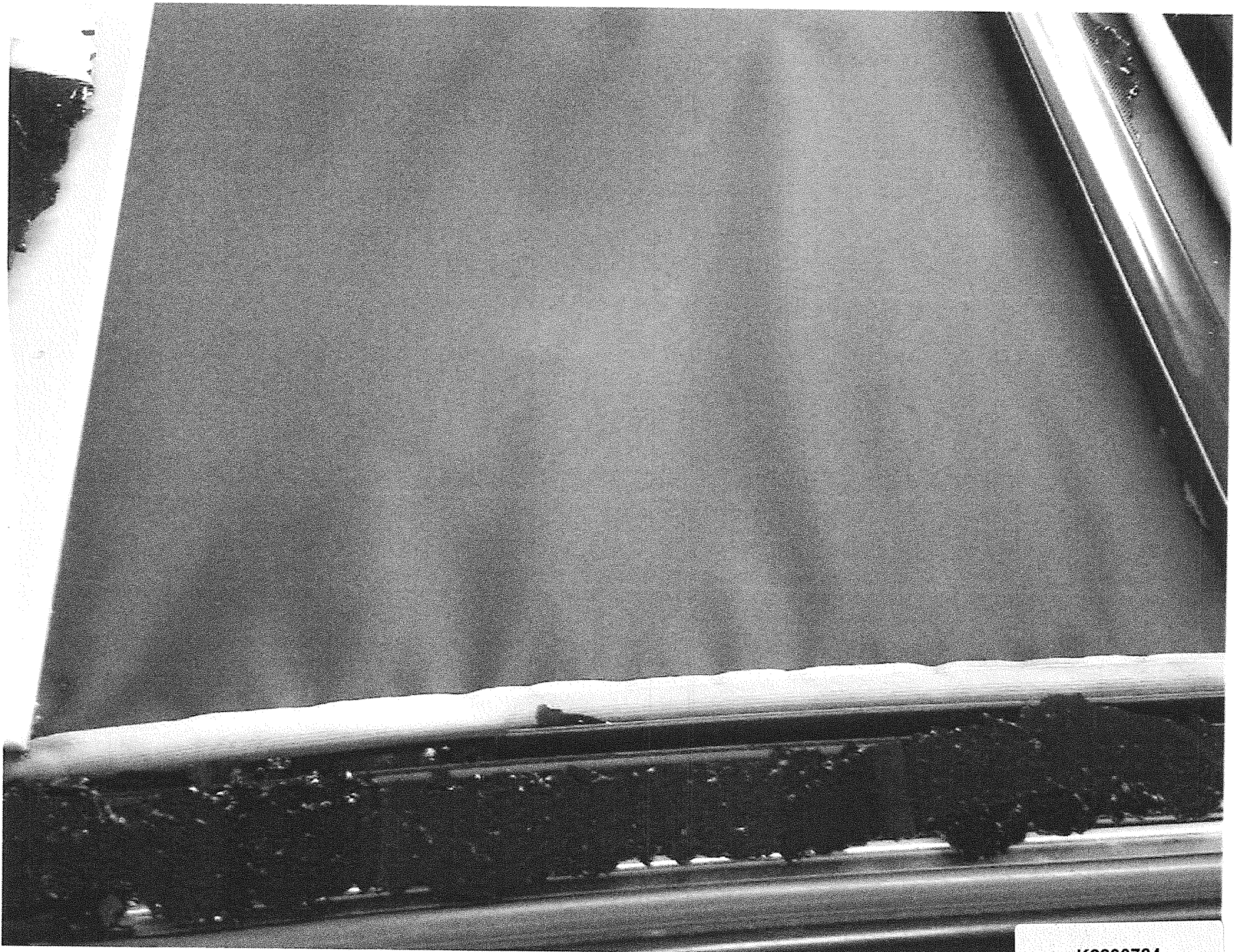
K2830724



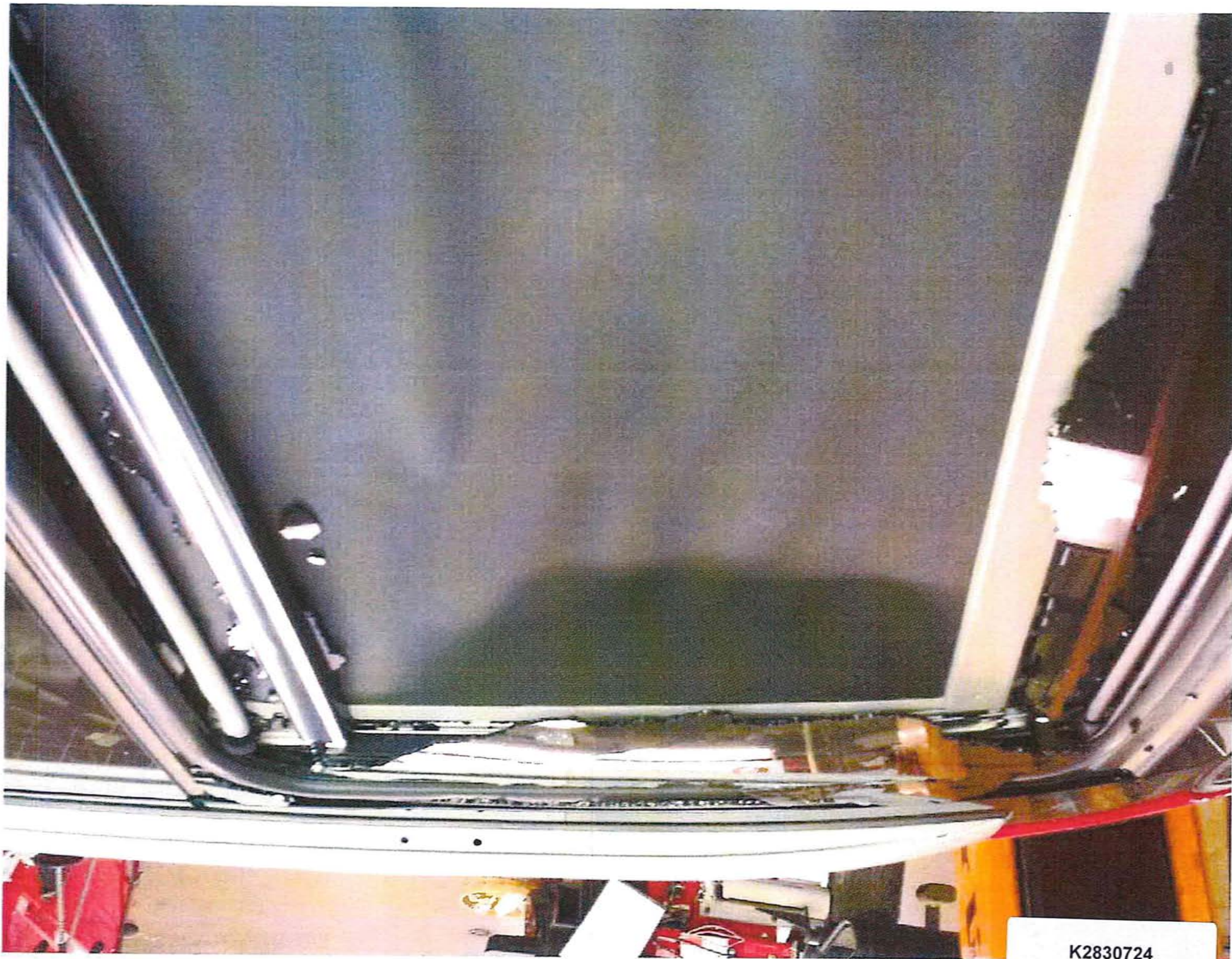
K2830724



K2830724

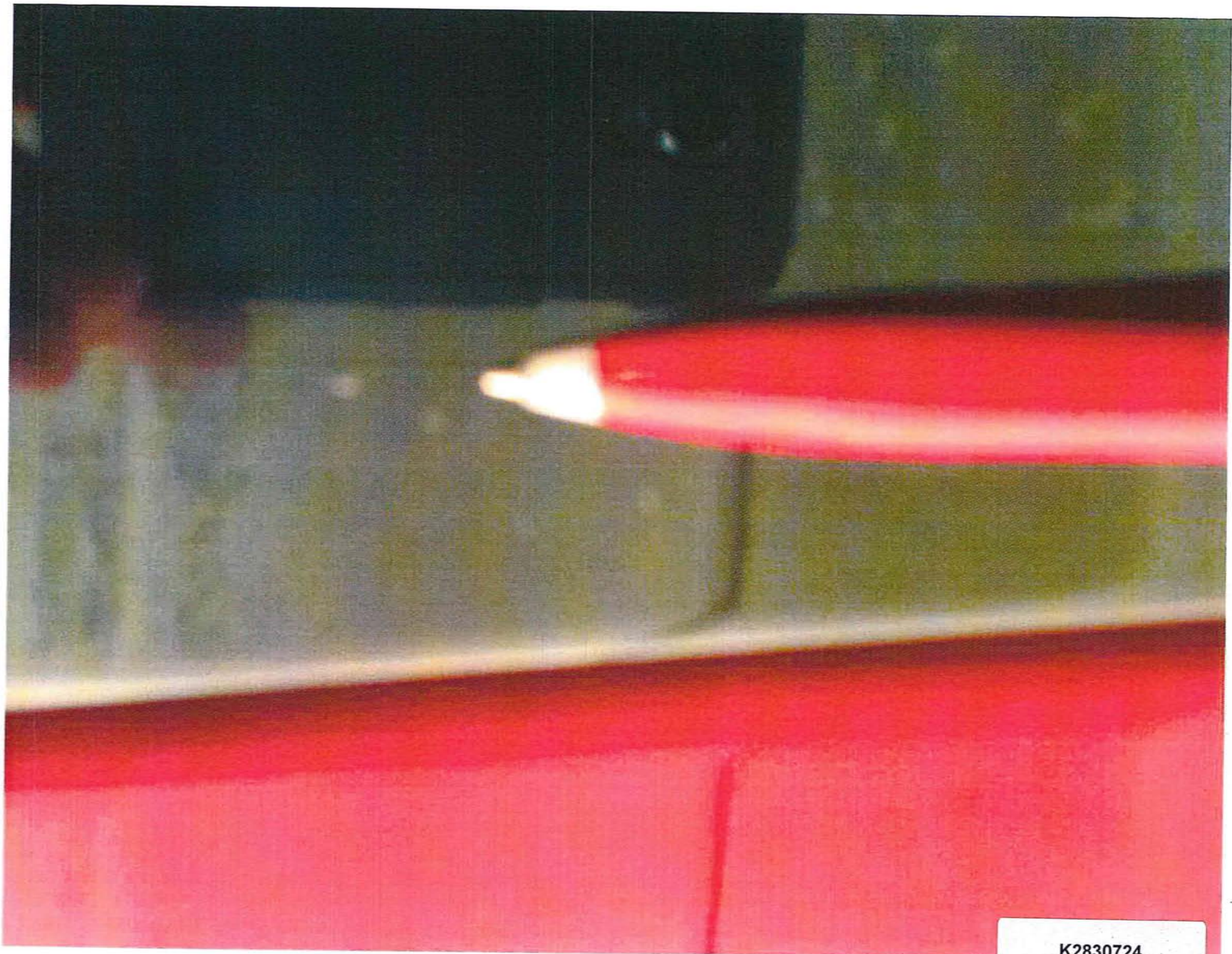


K2830724



K2830724

K2830724



K2830724

0000
43909
Trip
82.0
P

K2830724

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2013 SPORTAGE EX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPC3A21D[REDACTED]	[REDACTED]	32,836
Odessa, TX [REDACTED]		Prod. Date: 11/23/12	Dealer: TX028	Kelly Grimsley Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

Case History

*** PHONE LOG 11/13/2014 01:49 PM US Mountain Standard Time MHill

Writer contacts TX028 SVC and states

1. Calling to verify sun **ROOF SHATTER**ed while driving?

Steven Svc Adv states

1. Yes
2. No repairs done

*** PHONE LOG 11/13/2014 01:50 PM US Mountain Standard Time MHill Action Type:Outgoing call

Writer attempts to contact [REDACTED], subscriber not in service

*** PHONE LOG 11/14/2014 08:37 AM US Mountain Standard Time MHill Action Type:Outgoing call

Writer attempts to contact Flor Miranda, subscriber not in service

*** NOTES 11/14/2014 12:14 PM US Mountain Standard Time MHill Action Type:Dealer contact

Writer contacts SVC TX028 and states

1. Calling to get an alt # for customer

Steven Svc Adv states

1. 915-219-2110/432-684-3910

*** PHONE LOG 11/14/2014 01:42 PM US Mountain Standard Time MHill Action Type:Outgoing call

Alternate # [REDACTED]

*** NOTES 11/14/2014 01:43 PM US Mountain Standard Time MHill Action Type:Manager review

DISPATCHED FOR:

1. REVIEW OF SUN **ROOF SHATTER**ING

*** PHONE LOG 11/18/2014 10:23 AM Pacific Daylight Time SMarino Action Type:Outgoing call

Called dealer, TX028 - left mail for Kevin Wise, service mgr

1. Writer also request to speak to service dept - no answer, left vmail

*** PHONE LOG 11/18/2014 02:38 PM Pacific Daylight Time SMarino Action Type:Outgoing call

Called dealer, TX028 - left mail for Kevin Wise, service mgr

*** PHONE LOG 11/18/2014 02:41 PM Pacific Daylight Time SMarino Action Type:Incoming call

Spoke to Kevin Wise, service mgr @ TX028

1. Writer reviewed case with Kevin

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2013 SPORTAGE EX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPC3A21D7 [REDACTED]	[REDACTED]	32,836
Odessa, TX [REDACTED]		Prod. Date: 11/23/12	Dealer: TX028	Kelly Grimsley Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

4. Kevin advised he will contact the customer and have the customer bring the vehicle in so he can take pictures of the sun**ROOF**

*** PHONE LOG 11/19/2014 07:36 AM Pacific Daylight Time SMarino Action Type:Incoming call

Spoke to Kevin Wise, service mgr @ TX028

1. Kevin advised he has called the customer several times yesterday and this morning and he has left vmail and as of this time the customer has not returned his calls

*** PHONE LOG 11/24/2014 03:45 PM Pacific Daylight Time PKing Action Type:Incoming call

1. Received inbound call from Kevin Wide, Service Manager at TX028.

2. Customer finally made contact with him concerning sun**ROOF SHATTER** case.

3. Customer will come by the dealership on Tuesday 11/25/2014 at 12noon for inspection and pictures.

4. Kevin will forward pictures to Susan Marino and Paul King.

5. Kevin Wise indicated that the customer has given multiple stories as to the circumstances surroundind the sun**ROOF SHATTER**.

6. Awaiting pictures for reveiw and determination.

*** PHONE LOG 12/01/2014 02:33 PM Pacific Daylight Time SMarino Action Type:Outgoing call

Called dealer, TX028 3X @ (432) 332-0441 - No answer and no v/mail

*** PHONE LOG 12/04/2014 07:51 AM Pacific Daylight Time SMarino Action Type:Outgoing call

Spoke to Kevin Wise @ TX028

1. Writer requested pictures

2. Kevin advised he has already sent them

3. Writer advised never received, requested to resend - 2 pictures per email

*** PHONE LOG 12/04/2014 12:37 PM Pacific Daylight Time SMarino Action Type:Outgoing call

Called TX028 - left vmail for Kevin Wise

1. Writer advised have not received pictures

*** PHONE LOG 12/05/2014 10:24 AM Pacific Daylight Time SMarino Action Type:Outgoing call

Called dealer, TX028 - spoke to Kevin Wise, svc mgr

1. Writer advised have not received pictures

2. Kevin advised he email the pictures yesterday

3. Writer requested he resend

4. Writer waited on the phone while he email file

5. Kevin advised he received and email that stated non deliverable

6. Writer advised Kia to email pictures to his DPSM and writer will contact DPSM and him forward to writer

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SPORTAGE EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPC3A21D7 [REDACTED]	[REDACTED]	32,836
Odessa, TX [REDACTED]		Prod. Date: 11/23/12	Dealer: TX028	Kelly Grimsley Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

1. Writer contacted DPSM and advised of email issue
2. Writer advised DPSM that writer requested dealer to email pictures to him and request when he receives the pictures to forward to writer
3. Writer thanked DPSM for assistance

*** PRIORITY CHANGE 12/05/2014 10:26:26 AM SMarino

*** PHONE LOG 12/15/2014 03:46 PM Pacific Daylight Time SMarino Action Type:Outgoing call
Called dealer TX028 - No answer, No vmail

*** PHONE LOG 12/15/2014 03:48 PM Pacific Daylight Time SMarino Action Type:Outgoing call
Called customer - No answer, No vmail

*** NOTES 12/15/2014 04:01 PM Pacific Daylight Time SMarino Action Type:Dealer contact
Sent email to DPSM

1. Writer requested assistance with dealer

*** PRIORITY CHANGE 12/15/2014 04:02:18 PM SMarino

*** PHONE LOG 12/16/2014 02:44 PM Pacific Daylight Time SMarino Action Type:Outgoing call
Spoke to DPSM

1. Writer advised need assistance with the dealer
2. DPSM advised the service mgr is out on medical leave
3. DPSM advised that the Kia DSM will be at the dealer on 12/18 and the DSM will take pictures and email them
4. Writer thanked him for his assistance

*** NOTES 12/19/2014 10:37 AM US Mountain Standard Time BBauer Action Type:Internal

[!<For Internal Use Only

Alt. number for Miguel (Husband) 432-803-2661>!]

*** PHONE LOG 12/19/2014 11:30 AM Pacific Daylight Time SMarino Action Type:Outgoing call
Spoke to DPSM

1. DPSM advised RSM was at the dealer and he is taking pictures
2. DPSM conference called RSM with writer
3. Writer requested RSM to email pictures to writer
4. Writer advised DPSM to have the dealer put customer in a rental car

*** PHONE LOG 12/19/2014 11:40 AM Pacific Daylight Time SMarino Action Type:Outgoing call

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Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SPORTAGE EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPC3A21D7 [REDACTED]	[REDACTED]	32,836
Odessa, TX [REDACTED]		Prod. Date: 11/23/12	Dealer: TX028	Kelly Grimsley Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

1. Writer comfired customers contact information that is in case notes
2. Debbie advised that they also have a cell # for [REDACTED] (husband) - cell # [REDACTED]

*** PHONE LOG 12/19/2014 12:46 PM US Mountain Standard Time MHill Action Type:Outgoing call
Writer contacts Flor Miranda and states

1. calling in regards to sun**ROOF SHATTER**ing
2. Have a few questions

[REDACTED] states

1. Happy with Kia
2. Planning on buying another one
3. Paint and some other indentations on the seat

Writer states

1. Will send this to the appropriate office and have them look into this
2. Provided case # and 800#

*** NOTES 12/19/2014 12:46 PM US Mountain Standard Time MHill Action Type:Manager review
DISPATCHED FOR:

1. SUN**ROOF** SCRIPT COMPLETED

*** PHONE LOG 12/19/2014 12:48 PM Pacific Daylight Time SMarino Action Type:Outgoing call
Called dealer, TX028 - Spoke to Heath in service

1. Writer requested current milage on the vehicle
2. Heath advised vehicle is not in his shop - customer took vehicle
3. Heath advised that Kia Rep took pictures and then the customer took the vehile

*** PHONE LOG 12/22/2014 09:17 AM US Mountain Standard Time LLClark Action Type:Incoming call
Customer called writer and states:

1. I was calling just to see the status of my case
2. It has been about a month now

Writer states:

1. Apologized
2. Writer does see case has been forwarded to the appropriate office for handling
3. Customer should receive callback soon to discuss further

Customer states:

1. OK, I don't really care, because I have several vehicles
2. I was just tol to check every day if I don't hear anything
3. Thank you

Writer states:

1. Requested callback for further assistance

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Last name	First name	VIN of 2013 SPORTAGE EX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPC3A21D7 [REDACTED]	[REDACTED]	32,836
Odessa, TX [REDACTED]		Prod. Date: 11/23/12	Dealer: TX028	Kelly Grimsley Kia

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

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

*** PHONE LOG 12/23/2014 09:35 AM US Mountain Standard Time TMcDuffie Action Type:Outgoing call
Customer called
1. I am requesting information on case

Writer states

1. Advised case is at national
2. Advised CSR JMohica is working case
3. Gave CSR Information
4. Tried to get CSR on the phone lvm
-gave customer and case information

Customer states

1. I need a rental car
2. I need to speak with her today
3. If I cant speak with her I am going to request to speak with someone else

*** PHONE LOG 12/23/2014 09:02 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to acting SM Steven (SM is out, just had knee surgery):
1. Wtr advised SM that repairs are being authorized as 1 time GW gesture to customer, given that KMA could not determine a cause for the **SHATTER** and whether it was due to external impact or not.
2. Wtr authorized rental for customer while vehicle is at the shop.
3. SM put wtr on hold and contacted Enterprise.
4. SM stated, per Enterprise, only a compact car was available.
5. Wtr will contact customer and have her reach out to SM.
6. Wtr thanked and disconnected.

*** PHONE LOG 12/23/2014 09:05 AM Pacific Daylight Time JMojica Action Type:Incoming call
Mr. [REDACTED] left VM requesting c/b 432-803-2661

*** PHONE LOG 12/23/2014 09:12 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. Wtr apologizes for delays in getting case reviewed.
3. KMA is offering to repair vehicle as a 1 time GW gesture.
4. KMA inspected the vehicle and is unable to determine a cause for the **SHATTER**, whether due to external impact or not.
5. KMA will also be covering rental, \$30/day ins. and gas are CP.

Customer:

1. This is great news.
2. This is the best Christmas present.
3. Thank you so much.

Wtr:

1. Not a problem.
2. Wtr is happy to be of assistance.

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Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SPORTAGE EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPC3A21D7 [REDACTED]	[REDACTED]	32,836
Odessa, TX [REDACTED]		Prod. Date: 11/23/12	Dealer: TX028	Kelly Grimsley Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

3. Informed customer that only veh. available through Enterprise is compact veh.
4. However, wtr instructed acting SM to switch rental once more comparable veh. is available.
5. Please contact dlr, wtr just got off the phone with SM.

Customer:

1. Again, thank you so much.

Wtr:

1. It's a pleasure.
2. Thanked and disconnected.

*** PHONE LOG 12/26/2014 10:25 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SA heath (ASM Steven on lunch break):

1. SA confirmed parts were ordered and dlr is waiting on parts to begin repairs.

*** PHONE LOG 01/09/2015 01:49 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr attempted to contact Serv. Dept.:

1. No answer.
2. Wtr will try back next week.

*** PHONE LOG 01/14/2015 08:33 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SW Jeff:

1. Wtr requested pictures.
2. Wtr needs pictures asap so KMA can make a determination, wtr also requested estimate.
3. SW stated both lower control arms and left side axel would need to be replaced.
4. SW stated ball park would be \$900, parts and labor included.
5. SW faxing over estimate.
6. SW also emailing pictures.

*** NOTES 01/14/2015 08:56 AM Pacific Daylight Time J Mojica Action Type:Dealer contact

[!<For Internal Use Only

Disregard previous case notes.>!]

*** PHONE LOG 01/14/2015 09:03 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SD Kevin Wise:

1. SD stated customer is requesting that seat covers be replaced due to scratches from glass.
2. SD stated pictures were sent via email to previous case handler.
3. SD stated there also needs to be some paint work done for scratches from glass, and frame also needs to be replaced.
4. Wtr authorized all work except seat cover replacement.
5. Wtr will review pictures and get back to SD.

*** PHONE LOG 01/14/2015 02:50 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr left VM for SD:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SPORTAGE EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPC3A21D7 [REDACTED]	[REDACTED]	32,836
Odessa, TX [REDACTED]		Prod. Date: 11/23/12	Dealer: TX028	Kelly Grimsley Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

1. Wtr cannot locate pictures of seat.
2. Please forward pictures to jmojica@kiausa.com
3. Please c/b if there are any questions.

*** PHONE LOG 01/16/2015 11:08 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr spoke to SD Kevin:

1. Wtr requested pictures.
2. SD requested email [REDACTED]

*** PHONE LOG 01/16/2015 11:08 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent

Wtr sent email to SD:

From: Mojica, Jeannie [KMA]
Sent: Friday, January 16, 2015 11:07 AM
To: [REDACTED]
Subject: 2013 Sportage - KNDPC3A21D7 [REDACTED]

[REDACTED]

Please send me the pictures of the seat.

Thank you,

*** PHONE LOG 01/20/2015 03:08 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received picture from SM via email.

*** PHONE LOG 01/20/2015 04:15 PM Pacific Daylight Time JMojica Action Type:Incoming call
Incoming call from Irvine Receptionist:

Customer:

1. Hi, I just wanted to find out the status of my car.
2. The dealer said they are not allowed to talk to me about it.

Wtr:

1. Apologized, that is not the case.
2. Dealer can talk to customer about repairs.
3. Informed customer that wtr just received pictures of seat.
4. All other repairs have been approved as GW and should be underway.
5. The only approval dlr is waiting on is for the seats.

Customer:

1. Oh, ok.
2. Yeah, I am not sure why they won't talk to me about it.
3. It is my car

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SPORTAGE EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPC3A21D7 [REDACTED]	[REDACTED]	32,836
Odessa, TX [REDACTED]		Prod. Date: 11/23/12	Dealer: TX028	Kelly Grimsley Kia

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

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

Wtr:

1. Yes, wtr understands and does apologize.
2. Customer has every right to know status of repairs.
3. Wtr is not sure exactly where dlr is on repairs, but can contact dlr tomorrow to have them reach out to customer.
4. Is that ok?

Customer:

1. Ok, yeah that would be great.
2. Thank you.

Wtr:

1. Not a problem.
2. Thanked and disconnected.

*** PHONE LOG 01/21/2015 12:48 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SM and requested pricing on seat repairs:

1. SM will c/b in a couple of hours with info.

*** PHONE LOG 01/22/2015 08:40 AM Pacific Daylight Time J Mojica Action Type:Incoming call

SM left VM requesting c/b.

*** PHONE LOG 01/22/2015 04:35 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SM Kevin:

1. SM stated dlr is still waiting on parts.
2. SM stated parts were UPERed.
3. SM stated DPSM looked at vehicle during dealer visit yesterday.
4. SM stated customer was informed that scratches on seat do not seem to be from glass.
5. SM stated customer seemed to agree with that.
6. Wtr will contact SM tomorrow for part order info so wtr can f/u and make sure dlr receives the parts asap.

*** PHONE LOG 01/23/2015 04:15 PM Pacific Daylight Time J Mojica Action Type:Incoming call

[REDACTED] husband, left VM requesting c/b.

*** PHONE LOG 01/23/2015 04:19 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr:

1. Calling back.

Customer:

1. Hi, it is nice to hear from you.
2. I was calling because the dealer did not provide me with updates so I wanted to see if you had any info, but I actually spoke to SM Kevin today and he told me they are waiting on the parts.
3. They have treated me very good.
4. They have been great to me.
5. I am not sure if you know, but they made a big dent on the side of the car.

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Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SPORTAGE EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPC3A21D7 [REDACTED]	[REDACTED]	32,836
Odessa, TX [REDACTED]		Prod. Date: 11/23/12	Dealer: TX028	Kelly Grimsley Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

6. Kevin said they would take care of it though.
7. I have a rental though.
8. Kevin said the parts would take about 3 weeks to get to the dealer.
9. I don't mean to bother, my wife is just stressing out.

Wtr:

1. Wow, wtr was not aware of dent.
2. Apologized, wtr will speak to dlr about it on Monday.
3. Wtr is working on getting parts to dealer asap.
4. Wtr apologizes, wtr knows customer has been without vehicle for too long.
5. Wtr will make sure vehicle gets back to customer asap.

Customer:

1. Ok, Ms. Mojica, thank you.
2. I really appreciate it.

Wtr:

1. Thanked and disconnected.

*** PHONE LOG 01/26/2015 10:58 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr spoke to SM Kevin:

1. SM stated glass arrived today.
2. SM stated frame ETA is by 1/30/15.
3. SM stated there are 2 dents, one was done by dlr and it is going to get fixed. The second dent was done by the customer and customer requested quote for repair.

*** PHONE LOG 01/29/2015 01:50 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr left VM for SM Kevin:

1. Just calling to f/u on repairs.
2. Requested c/b to make sure repairs are on track.

*** PHONE LOG 02/04/2015 02:35 PM Pacific Daylight Time JMojica Action Type:Outgoing call

wtr left VM for SM Kevin (432-557-6356) requesting c/b.

*** PHONE LOG 02/10/2015 03:56 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr spoke to SM Kevin:

1. SM stated vehicle should be ready for p/u on 2/12/15.

*** PHONE LOG 02/17/2015 10:27 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr spoke to SM Kevin:

1. SM stated vehicle is at body shop for paint work.
2. SM stated vehicle should be ready for p/u by Friday at the latest.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SPORTAGE EX FWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPC3A21D7 [REDACTED]	[REDACTED]	32,836
Odessa, TX	[REDACTED]	Prod. Date: 11/23/12	Dealer: TX028	Kelly Grimsley 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 02/20/2015 04:04 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr left VM for SM Kevin requesting c/b with status update.

*** PHONE LOG 02/25/2015 01:24 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoket o SM Kevin:

1. SM stated vehicle is at the body shop and dlr is hoping to have it ready for p/u on Friday.

*** PHONE LOG 03/04/2015 02:11 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoke to SM Kevin who requested c/b tomorrow.

*** PHONE LOG 03/06/2015 12:53 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoke to SM Kevin:

1. SM stated vehicle was ready, but SM was not satsfied with body work so it went back to body shop and should be ready by Monday.

*** PHONE LOG 03/11/2015 11:45 AM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr left VM for SM Kevin requesting c/b with status update.

*** PHONE LOG 03/18/2015 12:23 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr left VM for SM Kevin requesting c/b with status update.

*** PHONE LOG 03/19/2015 07:59 AM Pacific Daylight Time J Mojica Action Type:Incoming call
SM Kevin left VM:

1. The customer has the vehicle now, as of 3/10/15.
2. Please c/b so we can find out how to settle this.

*** PHONE LOG 03/23/2015 01:29 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoke to SM Kevin:

1. SM stated " I know we need to talk, but I am in the middle of something right now"
2. Wtr requested c/b.

*** PHONE LOG 03/25/2015 01:37 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoke to SM Kevin:

1. SM stated customer has been back in vehicle for some time now, and dlr has f/u to make sure everything was going well.
2. SM faxing over docs
-SM does not expect KMA to cover all of rental invoice (\$2,500)
-SM faxing over docs with rental charges, so dlr and KMA can work something out.

*** PHONE LOG 03/27/2015 02:30 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2013 SPORTAGE EX FWD	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPC3A21D7 [REDACTED]	[REDACTED]	32,836
Odessa, TX [REDACTED]		Prod. Date: 11/23/12	Dealer: TX028	Kelly Grimsley Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

3/25/2015 2:34:35 PM Transmission Record
Received from remote ID: 432-332-4944
Inbound user ID KMACA-RIGHTFAX, routing code 0
Result: (0/352;0/0) Successful Send
Page record: 1 - 2
Elapsed time: 01:51 on channel 6

*** NOTES 04/02/2015 11:37 AM Pacific Daylight Time J Mojica Action Type: Internal
Rental Inv. is \$2,541.00, 77 days
Vehicle at body shop for body damage done by dlr since approx 2/10/2015.
Wtr will offer reimburse dlr for 48 days (\$38/day) which adds up to approx. \$1,800.

*** PHONE LOG 04/02/2015 11:41 AM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr spoke to SM Kevin:
1. Wtr offered to cover \$1,800 of rental charges.
2. SM stated that would be fine and appreciated.
3. SM will c/b tomorrow to work out details on repairs charges.

*** PHONE LOG 04/09/2015 10:43 AM Pacific Daylight Time J Mojica Action Type: Incoming call
SM Kevin left VM requesting c/b.

*** PHONE LOG 04/09/2015 10:46 AM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr left VM for SM requesting c/b.

*** PHONE LOG 04/10/2015 12:18 PM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr spoke to SM Kevin:
1. SM calling right back.

*** PHONE LOG 04/10/2015 01:43 PM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr spoke to SM Kevin:
1. Wtr and SM went through RO.
2. Wtr and SM agreed that \$3,824.07 is total that dlr is to be reimbursed on parts statement.

*** PHONE LOG 04/27/2015 11:50 AM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr submitted GW request 95472
Dlr to be reimbursed \$3,824.07 on parts statement

Broken Sunroof Report

Case [REDACTED]

Report Details

End

0 .
No response selected.

1 . Name of vehicle owner:

[REDACTED]

2 . Address of vehicle owner:

[REDACTED]
Odessa, TX [REDACTED]

3 . Phone number of vehicle owner:

[REDACTED]

4 . Name of driver:

same

5 . Address of driver:

No response selected.

6 . Phone number of driver:

No response selected.

7 . What is the age of the driver?

32

8 . Does the vehicle have any history of any type of impacts (e.g., collision, stone strikes, or road

No

10 . What was the date of the incident (<MM/DD/YYYY>)?

11/9/2014

11 . What time of day did the incident occur (<HH:MM> <AM/PM>)?

7 a.m.

12 . What was the weather condition (rain/sleet/hail, temperature, wind)?

clear 50 degrees

13 . Where did the incident occur? (e.g., highway, road, garage, parking lot, etc.)

street

14 . Provide name of road, highway or address:

Mission lane

15 . What was the nearest mile market/exit name or cross-street from the incident location?

neighborhood

16 . What direction was the vehicle facing/heading?

West

17 . How fast was the vehicle moving (MPH/Stationary)?

45-50

18 . Describe traffic conditions around you [how close was the nearest vehicle to you and what type of

no traffic

19 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some

normal

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

Closed

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

No

27 . Did you see and/or hear the sunroof glass break?

Yes

28 . Please describe what you saw or heard at the time of the breakage.

heard like a boom. Felt like pressure and then the glass went up and then started raining down on me

29 . Which glass panel broke? (On 2011-2013 Sorento, there are two glass panels: a moving front panel

front panel

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

OPEN

31 . Have you ever put anything on the roof of your vehicle (including items on the roof rack)?

No

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

No

37 . For each seating position, what was the age and name of who was in that position?

No response selected.

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

Yes

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

Yes

40 . Who was injured? (Name, address and phone number of who was/were injured.)

scratches on my hands

41 . Was the injury from glass or any other debris?

Injury from glass.

42 . Describe the nature of the injuries.

small scratches on hands, back

43 . Did any of the injured persons seek medical attention?

No

44 . Were the police contacted?

No

49 . Was the insurance company contacted?

Yes

50 . Name of the insurance company?

Progressive

51 . Address of the insurance company?

No response selected.

52 . Phone number to the insurance company?

No response selected.

53 . Insurance policy number?

No response selected.

54 . Insurance claim number?

no claim

55 . When was your insurance company contacted? <MM/DD/YYYY>

11/10/2014

56 . Did you provide them with a recorded statement over the phone or a written statement?

No

57 . Have you settled with the insurance company?

No

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

Driven

59 . Where is the vehicle now?

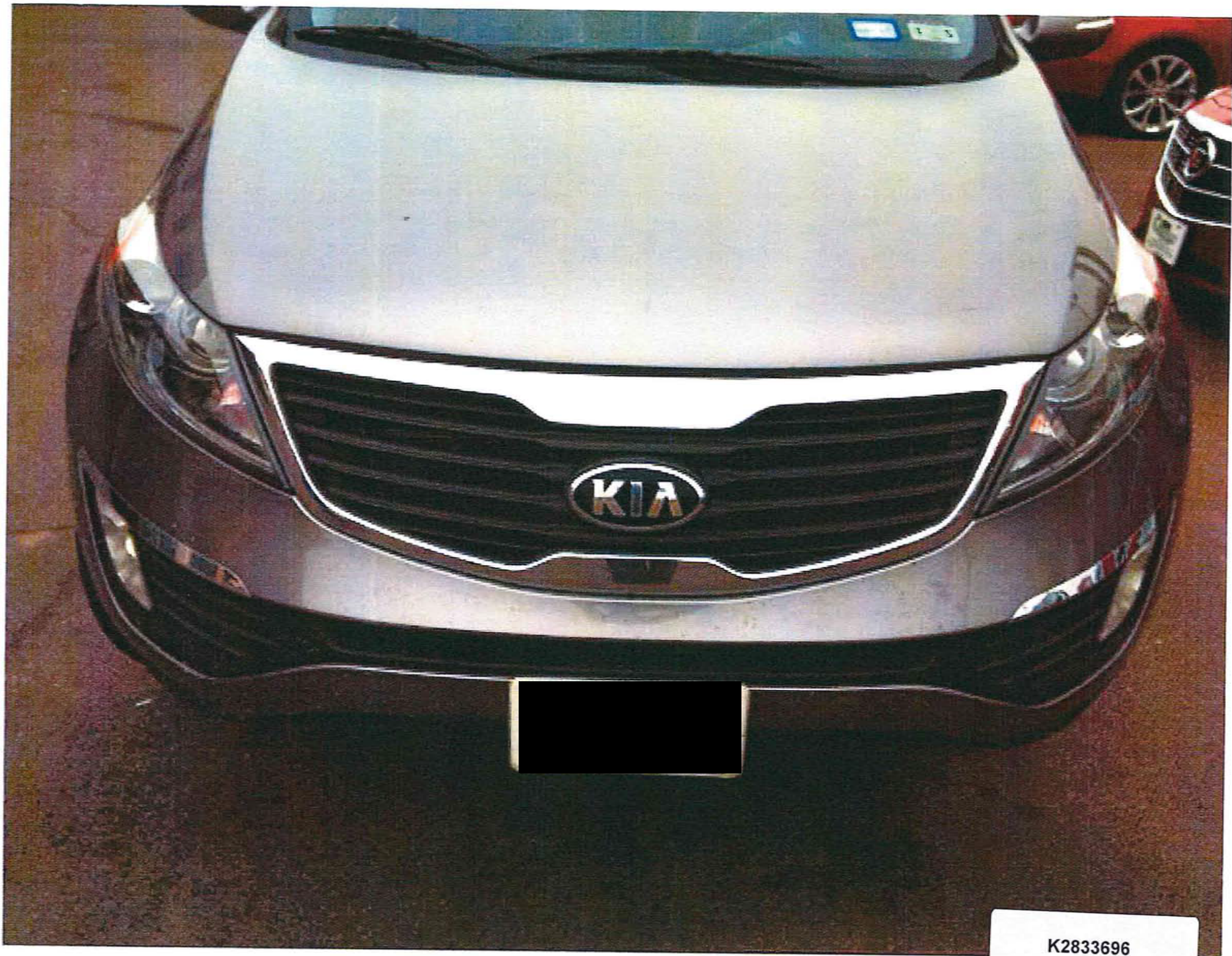
Kelly Grimsley Kia
TX028

60 . Have sunroof repairs been completed, or has the broken sunroof been altered since the incident

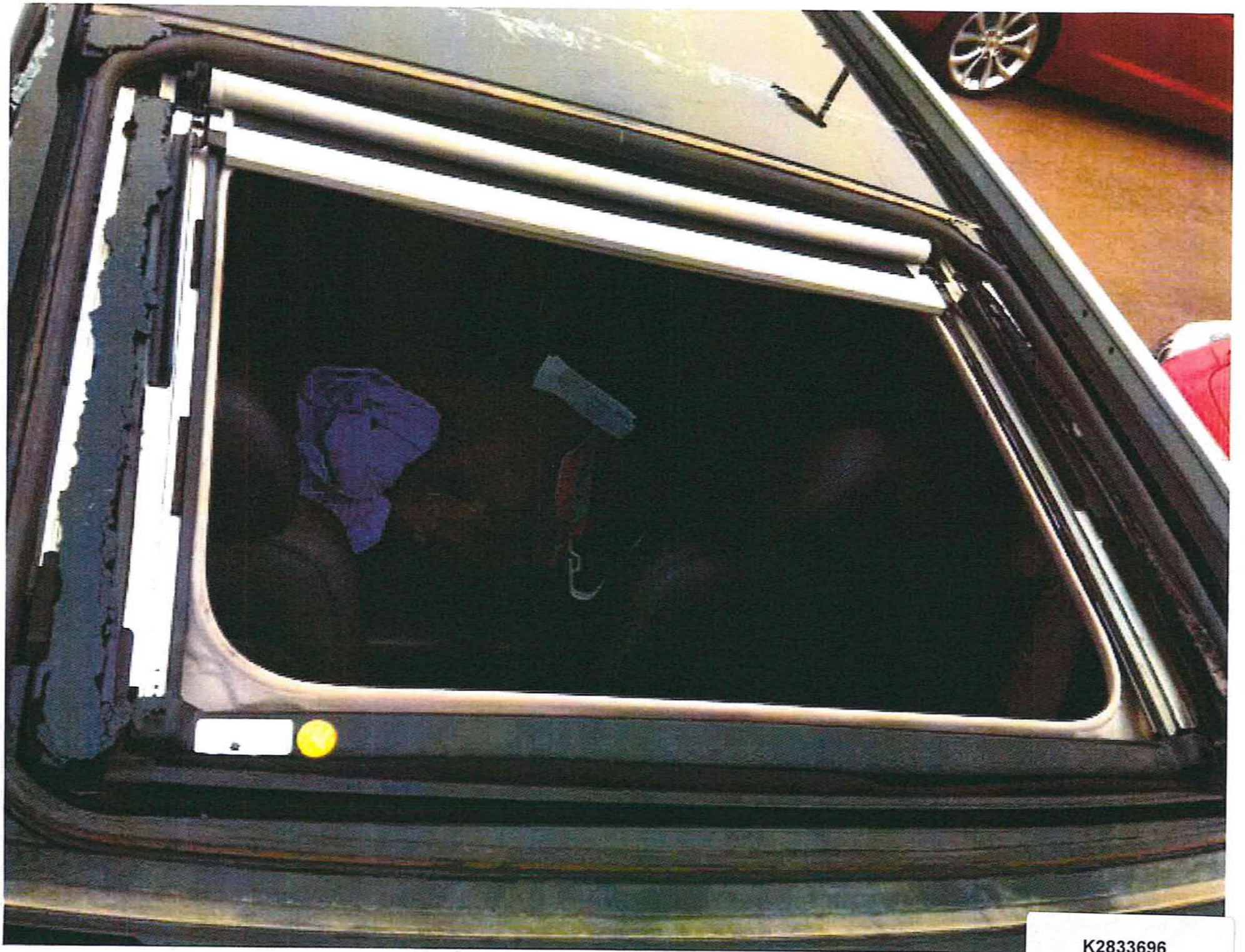
no

61 . What action are you requesting of Kia?

want to have this repaired and replace the sunroof



K2833696



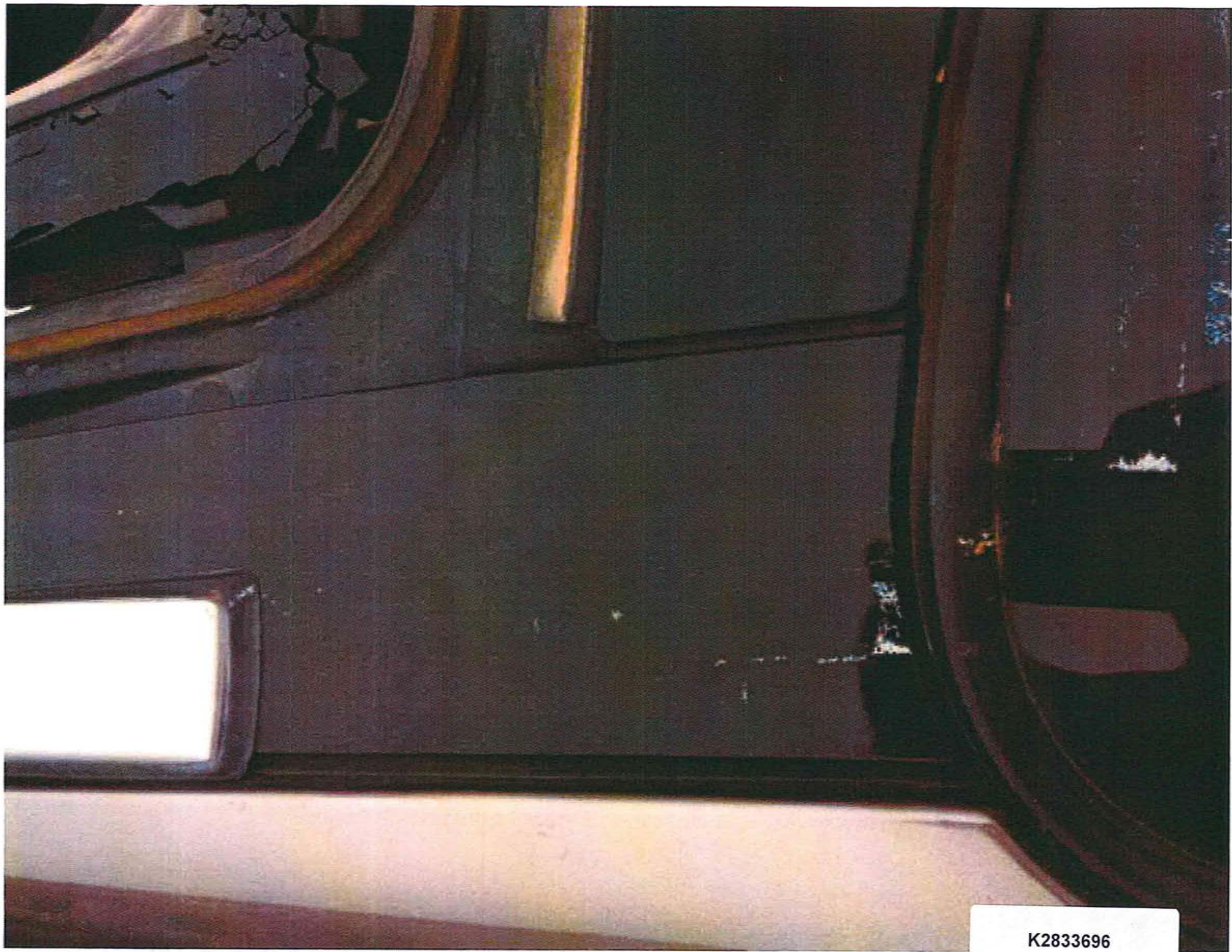
K2833696



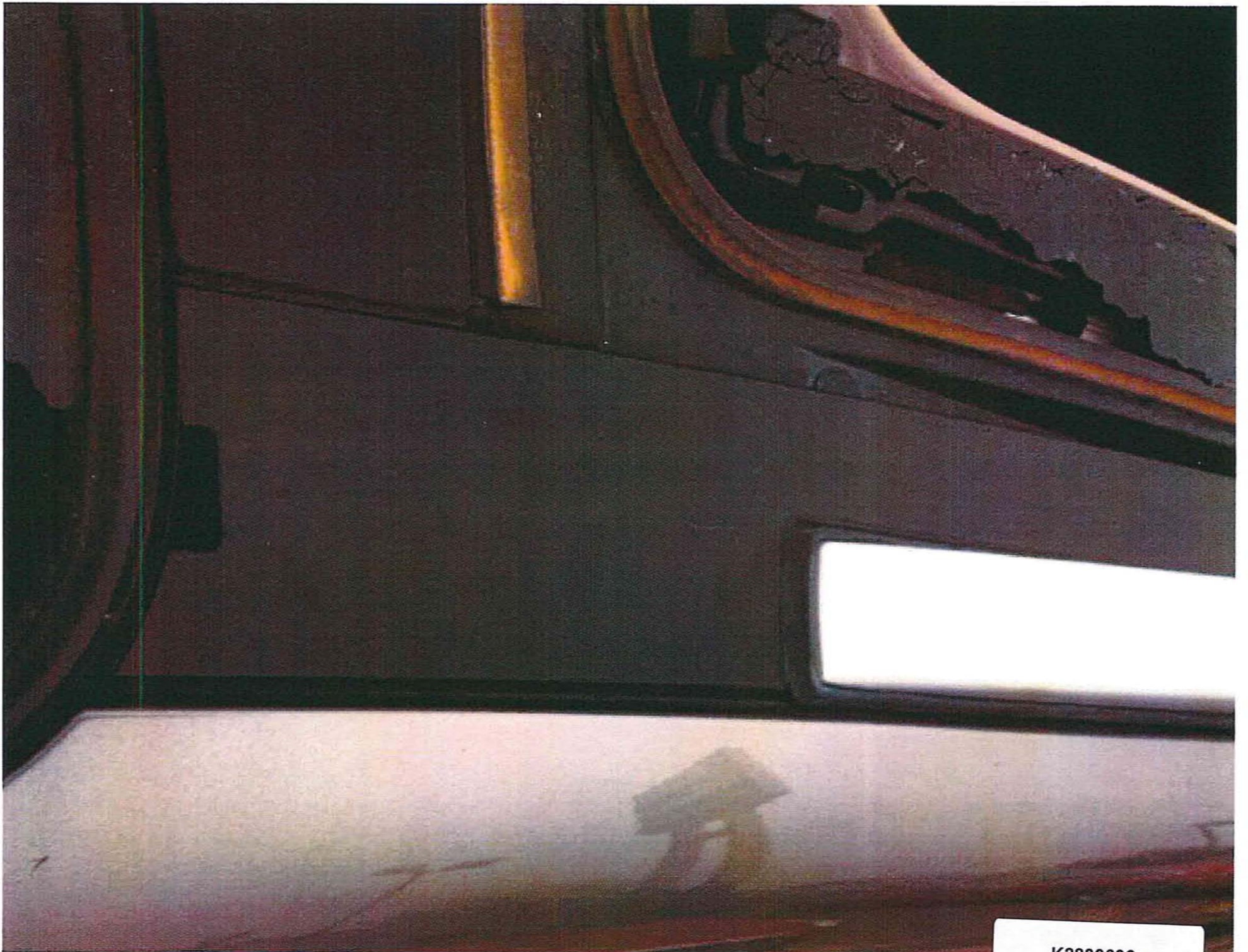
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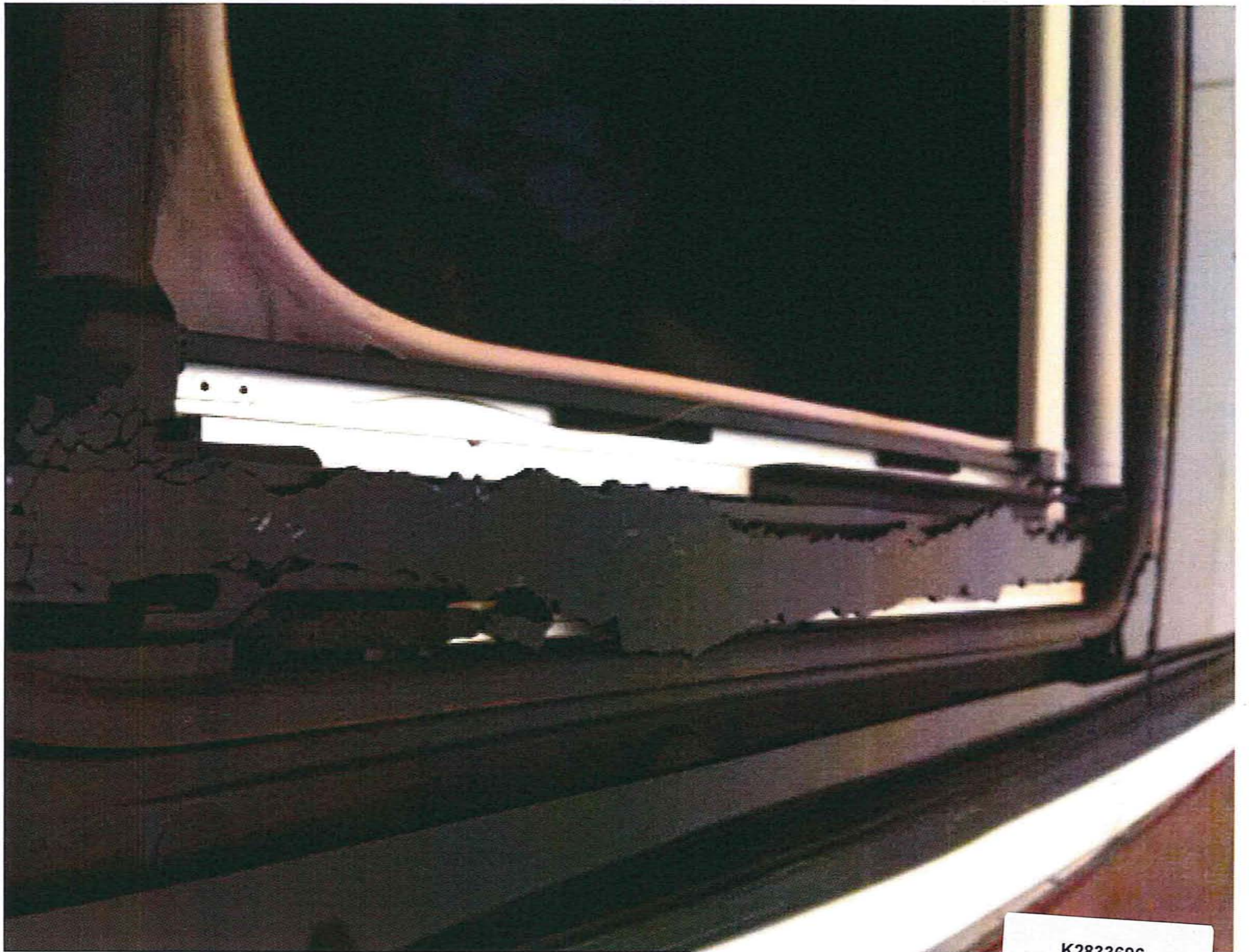
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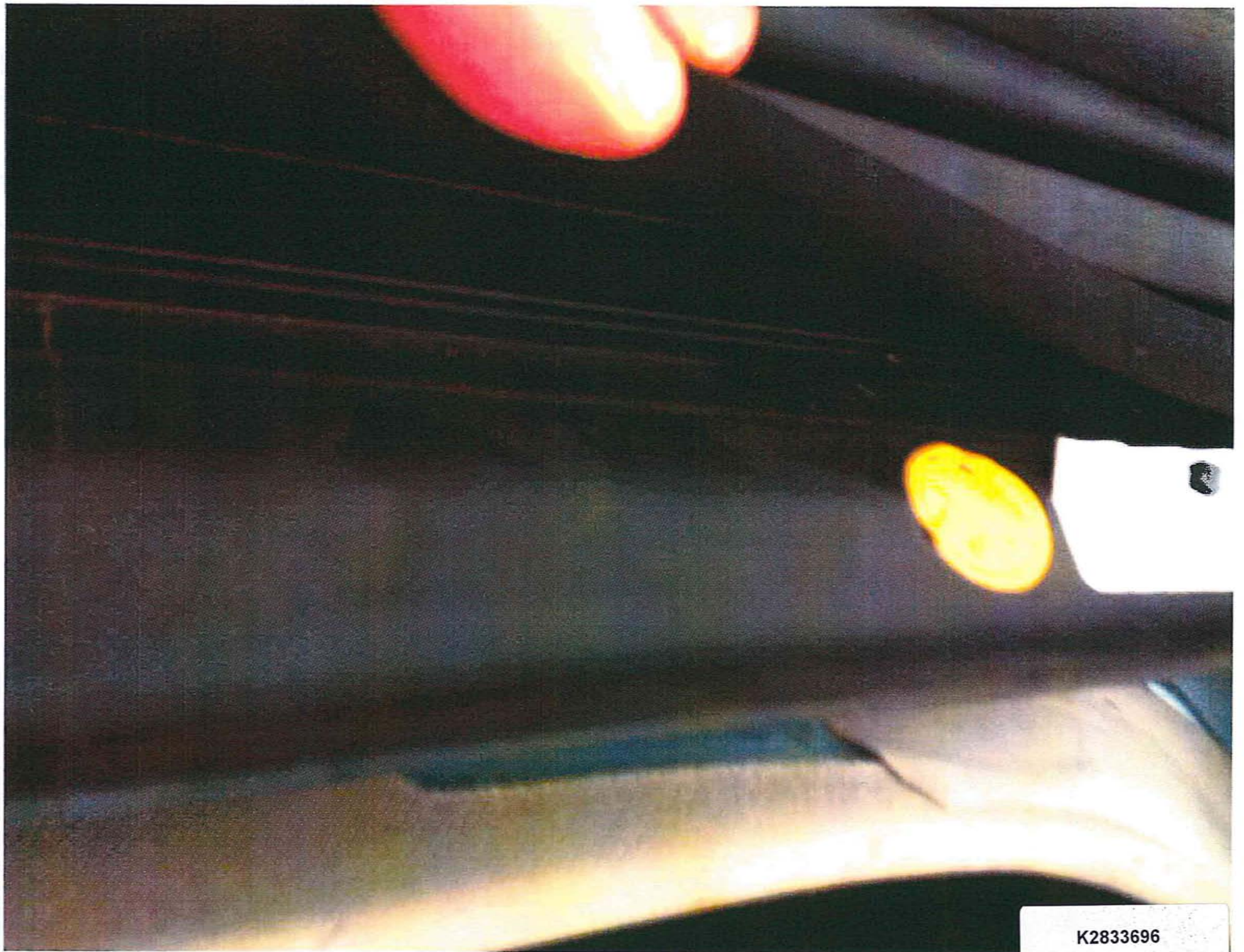
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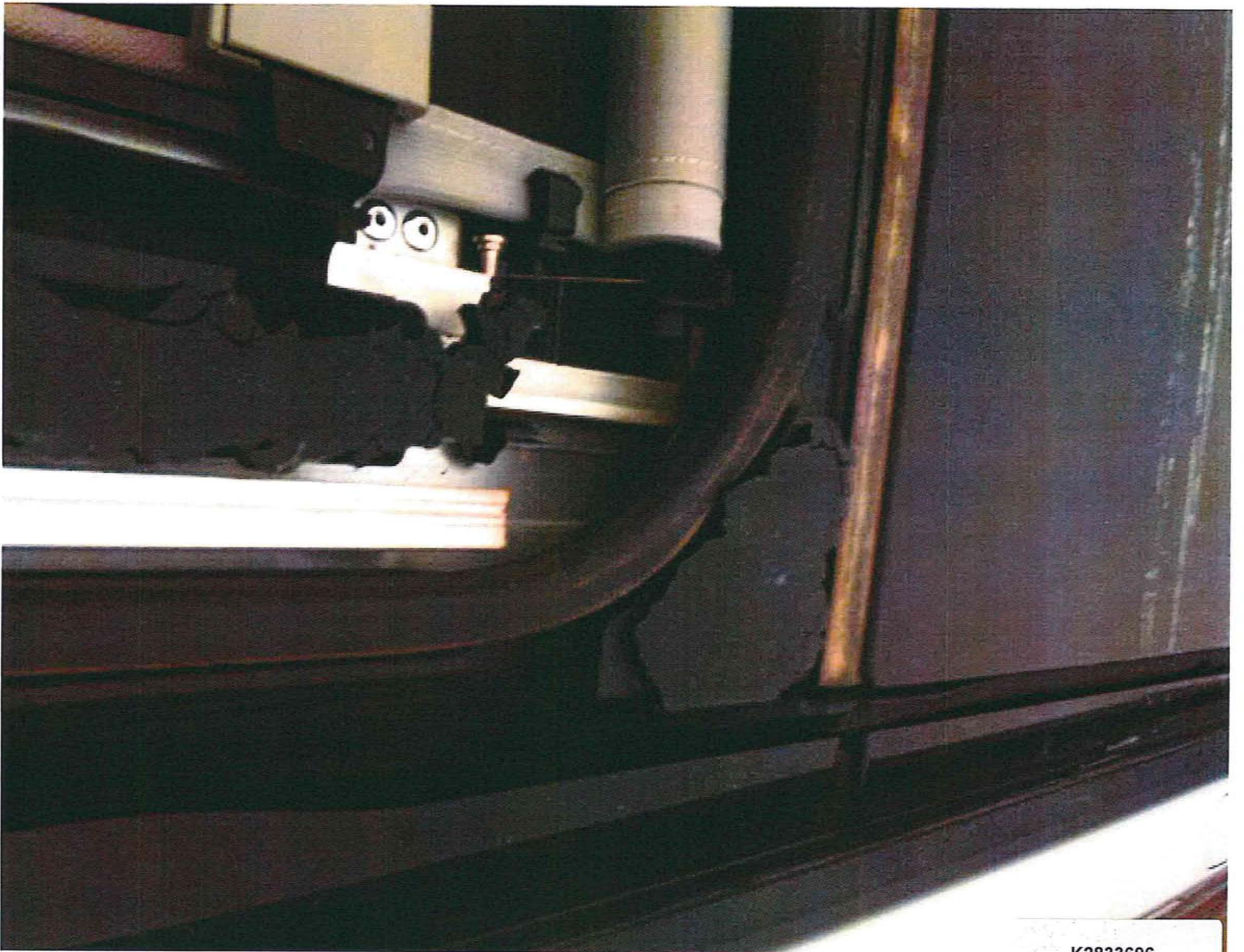
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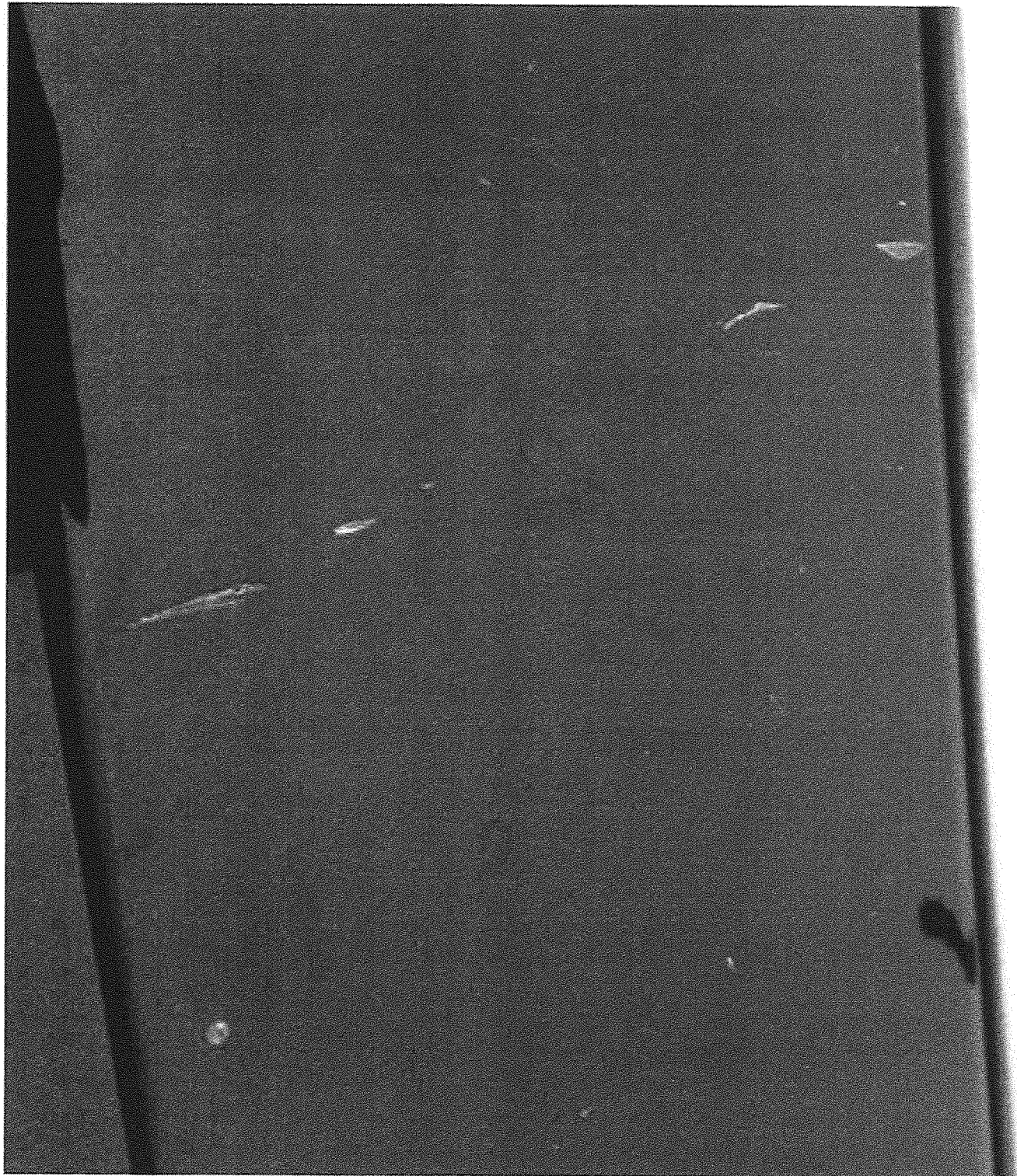
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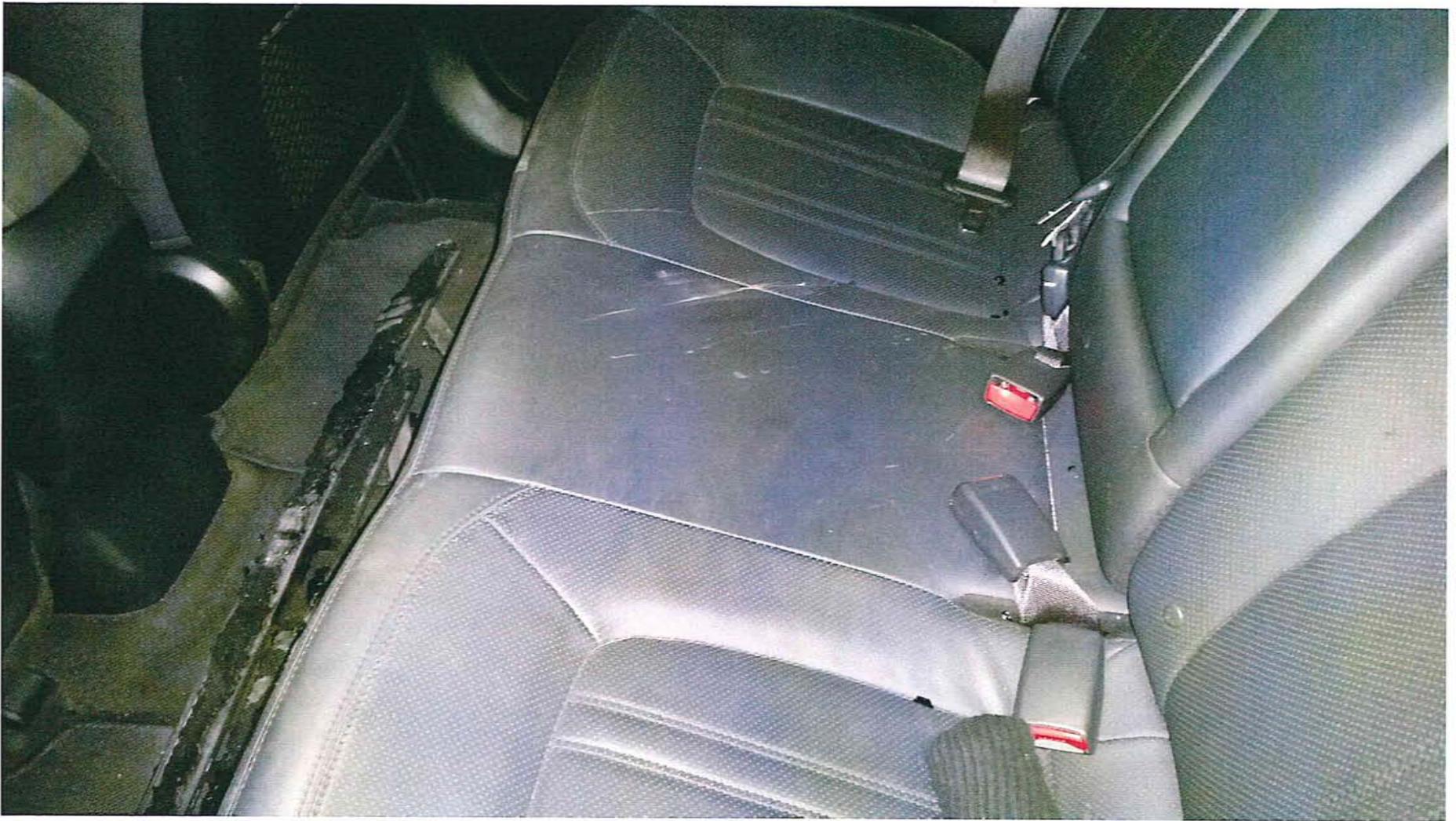
K2833696



K2833696



K2833696



K2833696

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SPORTAGE EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPCCA26C7 [REDACTED]	[REDACTED]	17,125
Incline Village, NV [REDACTED]		Prod. Date: 2/1/12	Dealer: CA267 Concord 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 01/05/2015 02:27 PM US Mountain Standard Time RBauer
Svc Mgr Chris at CA267 states:

1. This customer came in this weekend and stated that the sun**ROOF** had **EXPLO**ded.
2. He claims that he has called 800-225-3193 about 5 times today.
3. He has left the Veh here in disgust.
4. The FTR for this area has requested that someone in your office call him and get the ball rolling.
5. What should we do?

Writer states:

1. Advised that they should wait until NCA contact them to do anything.
2. Advised that TCS will contact customer.

Svc Mgr Chris at CA267 states:

1. Thanked writer.

*** PHONE LOG 01/05/2015 02:28 PM US Mountain Standard Time RBauer Action Type:Outgoing call
Writer called customer and left VM:

1. Gave name, 800#, extension and case number.
2. Calling to review customer case.
3. Request callback.

*** PHONE LOG 01/05/2015 03:01 PM US Mountain Standard Time BWhite Action Type:Incoming call
[REDACTED] stated:

1. Returning a call to someone

Writer stated:

1. I can see if RBauer is available

[REDACTED] stated:

1. Yes please

Writer stated:

1. Apologized, RBauer is not available
2. I can assist you
3. Writer completed scripting

[REDACTED] stated:

1. I want out of the vehicle
2. My family does not feel safe in it

Writer stated;

1. I will send this to our national office
2. Allow 1-2 business days for a call back

[REDACTED] stated:

1. Thank you

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SPORTAGE EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPCCA26C7 [REDACTED]	[REDACTED]	17,125
Incline Village, NV [REDACTED]		Prod. Date: 2/1/12	Dealer: CA267 Concord Kia	

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

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

*** PHONE LOG 01/07/2015 07:47 AM Pacific Daylight Time SMarino Action Type:Outgoing call
Called dealer, CA267 - spoke to Kevin Graybehl, service mgr
1. Writer reviewed case with Mr. Graybehl
2. Writer requested pictures

*** NOTES 01/07/2015 07:48 AM Pacific Daylight Time SMarino Action Type:Dealer contact
Received pictures

*** PHONE LOG 01/07/2015 01:30 PM US Mountain Standard Time HBrandt Action Type:Incoming call
Cust states:
1. Calling to follow up on my case

Writer states:
1. Advised cust case is in NCA
2. POC is SKim
3. Provided #877

Cust states:
1. Ok thank you

*** PHONE LOG 01/07/2015 02:34 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. My name is [REDACTED]
2. I have case number [REDACTED]
3. And I would like to speak to you and find out where with at on our KIA because I'd like to get it fixed right away
4. If you can give me a call back at [REDACTED]
5. I would certainly appreciate it
6. Thank You very much, hope to speak to you soon
7. Again the numbers [REDACTED]
8. Thank You very much, good bye

*** PHONE LOG 01/07/2015 04:33 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 2012 KIA Sportage

Customer states:
1. Everybody was at our house in Tahoe for Christmas
2. We asked our son to take the KIA down for us
3. He and my grandson left and they started driving down and somewhere around Dixon, south of Davis
4. He was going between 50 and 60 somewhere around there, second to the slowest lane
5. It sounded like a shotgun and the sun**ROOF** imploded
6. My grandson was covered in glass, no injury, just scared to death
7. My son was able to get the car in control and get if off the road
8. My son called me asked me what I wanted to do

**Kia Motors America
Consumer Affairs Department**

Page 3 of 6

Last name	First name	VIN of 2012 SPORTAGE EX AWD	Case Number	Mileage
		KNDPCCA26C7		17,125
Incline Village, NV		Prod. Date: 2/1/12	Dealer: CA267	Concord Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

9. There was a big shard of glass hanging, 12 to 14 inches long, he had to remove it
10. In order to get it out, he bent the arm and drove to Fairfield KIA and they said the service department was closed
11. He got back in the car and drove it home to Oakland
12. He left the car there and took one of his car and went to the hospital and he got a couple of stitches
13. My son is 39 years old and this guy can drive
14. He was really shaken and really, really, upset
15. Nothing hit it, there's never anything heavy on the **ROOF**
16. They have the parts and I told them to wait on it because if I'm going to pay for this, I'm going to be one unhappy guy
17. I don't want to make a big deal out of it
18. I didn't want the car but my wife says I like the car

Writer states:

1. Apologized for the situation
2. Is your son okay?
3. Did the dealership place you in a loaner or a rental?

Customer states:

1. I'm not sure which hand, they took a piece of glass out of his eye
2. It was in his eye, it wasn't stuck in his eye
3. No we were not, that's what my son originally had asked for
4. I've done a rental through my insurance company, but I told them I don't want to encompass having to pay for the repairs
5. I don't want my insurance going up

Writer states:

1. What are you requesting of KIA?
2. Let me get some information from the dealership and follow up with you
3. Gave customer call back number

Customer states:

1. At this point I would like the car repaired, all the glass out, get that **ROOF** on and if there's scratches or something, get that taken care of too
2. I just want my car back the way it was
3. I bought 2 KIA in 30 days from the same dealer, I bought my daughter's Sorento
4. Then I took my truck in 2 weeks later and bought a Sportage
5. Our mileage is not great
6. I've had about 80 cars from Volkswagons to Ferraris
7. That car when you drive highway speeds you feel the pressure inside that car, you really feel it
8. Thank You

*** NOTES 01/07/2015 04:33 PM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with CAFOM.

*** NOTES 01/07/2015 04:33 PM Pacific Daylight Time SamuelKim Action Type:Internal
FTR to inspect vehicle today 1/7.

*** NOTES 01/07/2015 04:36 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer CA267 and left message for the Service Department

Kia Motors America
Consumer Affairs Department

Page 4 of 6

Last name	First name	VIN of 2012 SPORTAGE EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPCCA26C7 [REDACTED]	[REDACTED]	17,125
Incline Village, NV [REDACTED]		Prod. Date: 2/1/12	Dealer: CA267	Concord Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

1. FTR will be coming to inspect this vehicle tonight
2. Requested call back
3. Gave call back number

*** NOTES 01/07/2015 05:16 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Received message from Service Manager Kevin at dealer CA267

1. SM to meet FTR at 5:20PM

*** PHONE LOG 01/08/2015 03:34 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with [REDACTED]

Writer states:

1. Requested photos
2. Gave customer email address

Customer states:

1. I will send them to you right away

*** PHONE LOG 01/08/2015 03:35 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

Received blank email from customer [REDACTED]

*** PHONE LOG 01/08/2015 03:35 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent

Sent customer email [REDACTED]

Mr. [REDACTED]

I apologize, but for some reason the photos are missing from the email. Could you try reattaching the photos and sending them again.

*** PHONE LOG 01/08/2015 04:32 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd

Received email from customer [REDACTED]

Sam

I'm sending again

Hope this works

Sent from my iPhone

*** NOTES 01/09/2015 02:02 PM Pacific Daylight Time SamuelKim Action Type:Internal

Reviewed case with KMA Engineers and CAFOM.

*** PHONE LOG 01/09/2015 03:37 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax sent

Sent customer email [REDACTED]

Dear Mr. [REDACTED]

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SPORTAGE EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPCCA26C7 [REDACTED]	[REDACTED]	17,125
Incline Village, NV [REDACTED]		Prod. Date: 2/1/12	Dealer: CA267 Concord Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

Per our conversation, KIA would like to offer you a one-time, goodwill repair to your 2012 KIA Sportage's sun**ROOF**. Please indicate your acceptance of this offer by signing the attached Release Letter (both signatures required) and returning all pages back to me. Once received, I will get in contact with the dealership and authorize the repairs. If you have any further questions or concerns, please do not hesitate to contact me.

*** PHONE LOG 01/12/2015 03:59 PM Pacific Daylight Time SamuelKim Action Type:Ltr/email/fax rec'd
Received email from customer [REDACTED]
Sam,

We will not be signing the agreement. It is not agreeable to us. It is far too reaching. My son and I have serious concerns as the effects of this imploding sun**ROOF**. I am also concerned with the fact that I cannot under the agreement file a complaint with the appropriate agencies for investigation into the cause of these imploding sun**ROOF**s.
Please give me a call when you can to discuss this.

*** PHONE LOG 01/12/2015 04:00 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and left message for customer:
1. Requested call back
2. Gave call back number

*** PHONE LOG 01/13/2015 12:20 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. It's [REDACTED]
2. Give me a call when you have a chance please
3. Thank you very much, bye

*** PHONE LOG 01/13/2015 12:22 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [REDACTED]
Customer states:
1. I don't know what's gong to happen to my son and my grandson
2. I don't know what the result of the situation has on any one of them, it could end up as a personal injury claim
3. My son was inured and shook up pretty bad and my grandson is afraid of riding in a car with a sun**ROOF**

Writer states:
1. Does your son or your grandson have any out of pocket expenses?
2. What are you requesting of KIA?
3. Let me look into this and I'll give you a call back

Customer states:
1. I don't know that, I'm sure he had a deductible on his insurance
2. The best result for me at this point is to rescind the contract on my vehicle and deduct the miles

*** PHONE LOG 01/13/2015 04:59 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with [REDACTED]
Writer states:

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2012 SPORTAGE EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPCCA26C7 [REDACTED]	[REDACTED]	17,125
Incline Village, NV [REDACTED]		Prod. Date: 2/1/12	Dealer: CA267 Concord Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

2. Please read and sign the Release Letter and return it back to me

Customer states:

1. My son has his own counsel
2. They told him not to sign the letter as it would take away his rights
3. The only other thing that was satisfy me is the buyback on the car

Writer states:

1. Referred customer to WCIM

Customer states:

1. I'll just take my car out of there tomorrow and file a claim with my insurance company
2. I do appreciate your efforts
3. I'll just have my lawyers take care of it

*** CASE CLOSE 01/13/2015 05:00 PM Pacific Daylight Time SamuelKim

Broken Sunroof Report

Case K2863751

Report Details

End

0 .
No response selected.

1 . Name of vehicle owner:

1. [REDACTED]
2. [REDACTED]
3. [REDACTED] Incline Village, NV [REDACTED]

2 . Address of vehicle owner:

1. On file

3 . Phone number of vehicle owner:

[REDACTED]

4 . Name of driver:

1. [REDACTED] (Son)

5 . Address of driver:

N/A

6 . Phone number of driver:

N/A

7 . What is the age of the driver?

1. 39 years old

8 . Does the vehicle have any history of any type of impacts (e.g., collision, stone strikes, or road
No

10 . What was the date of the incident (<MM/DD/YYYY>)?

1. 12/28/2014

11 . What time of day did the incident occur (<HH:MM> <AM/PM>)?

1. 4:30-5PM

12 . What was the weather condition (rain/sleet/hail, temperature, wind)?

1. Clear

13 . Where did the incident occur? (e.g., highway, road, garage, parking lot, etc.)

1. Highway 80

14 . Provide name of road, highway or address:

1. Highway 80

15 . What was the nearest mile market/exit name or cross-street from the incident location?

1. Unknown, possibly near Dixon, CA

16 . What direction was the vehicle facing/heading?

1. West

17 . How fast was the vehicle moving (MPH/Stationary)?

1. 50-55 MPH

18 . Describe traffic conditions around you [how close was the nearest vehicle to you and what type of

1. Moderate Highway traffic

19 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some

1. Clean, good road

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

Closed

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

No

27 . Did you see and/or hear the sunroof glass break?

Yes

28 . Please describe what you saw or heard at the time of the breakage.

1. Sounded like a shotgun went off in the vehicle

29 . Which glass panel broke? (On 2011-2013 Sorento, there are two glass panels: a moving front panel

1. Front

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

No response selected.

31 . Have you ever put anything on the roof of your vehicle (including items on the roof rack)?

No

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

Yes

37 . For each seating position, what was the age and name of who was in that position?

1. 8 Years old

2. [REDACTED] (Grandson)

3. Carseat in backseat, passenger side

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

Yes

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

No response selected.

40 . Who was injured? (Name, address and phone number of who was/were injured.)

1. [REDACTED] (Driver)

2. Cuts on his hand & stitches

3. Glass removed from his eye

41 . Was the injury from glass or any other debris?

Injury from glass.

42 . Describe the nature of the injuries.

[REDACTED] (Son)

1. Cuts on right hand
2. Stitches
3. Glass in eye
4. Emotional trauma

[REDACTED] (Grandson)

1. No physical injuries
2. Emotional trauma

43 . Did any of the injured persons seek medical attention?

Yes

44 . Were the police contacted?

No

49 . Was the insurance company contacted?

Yes

50 . Name of the insurance company?

1. Compass

51 . Address of the insurance company?

1. Unknown

52 . Phone number to the insurance company?

- 1 916-858-2168 - Ken Marshall

53 . Insurance policy number?

- 1 [REDACTED]

54 . Insurance claim number?

- 1 [REDACTED]

55 . When was your insurance company contacted? <MM/DD/YYYY>

1. 12/29/0214

56 . Did you provide them with a recorded statement over the phone or a written statement?

No

57 . Have you settled with the insurance company?

No

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

Driven

59 . Where is the vehicle now?

1. Concord Kia

60 . Have sunroof repairs been completed, or has the broken sunroof been altered since the incident

1. Parts have been ordered but no repairs have been completed

61 . What action are you requesting of Kia?

1. At this point, I do not feel like my wife will be comfortable in the vehicle
2. I would rather return the vehicle and get my money back except for the mileage used



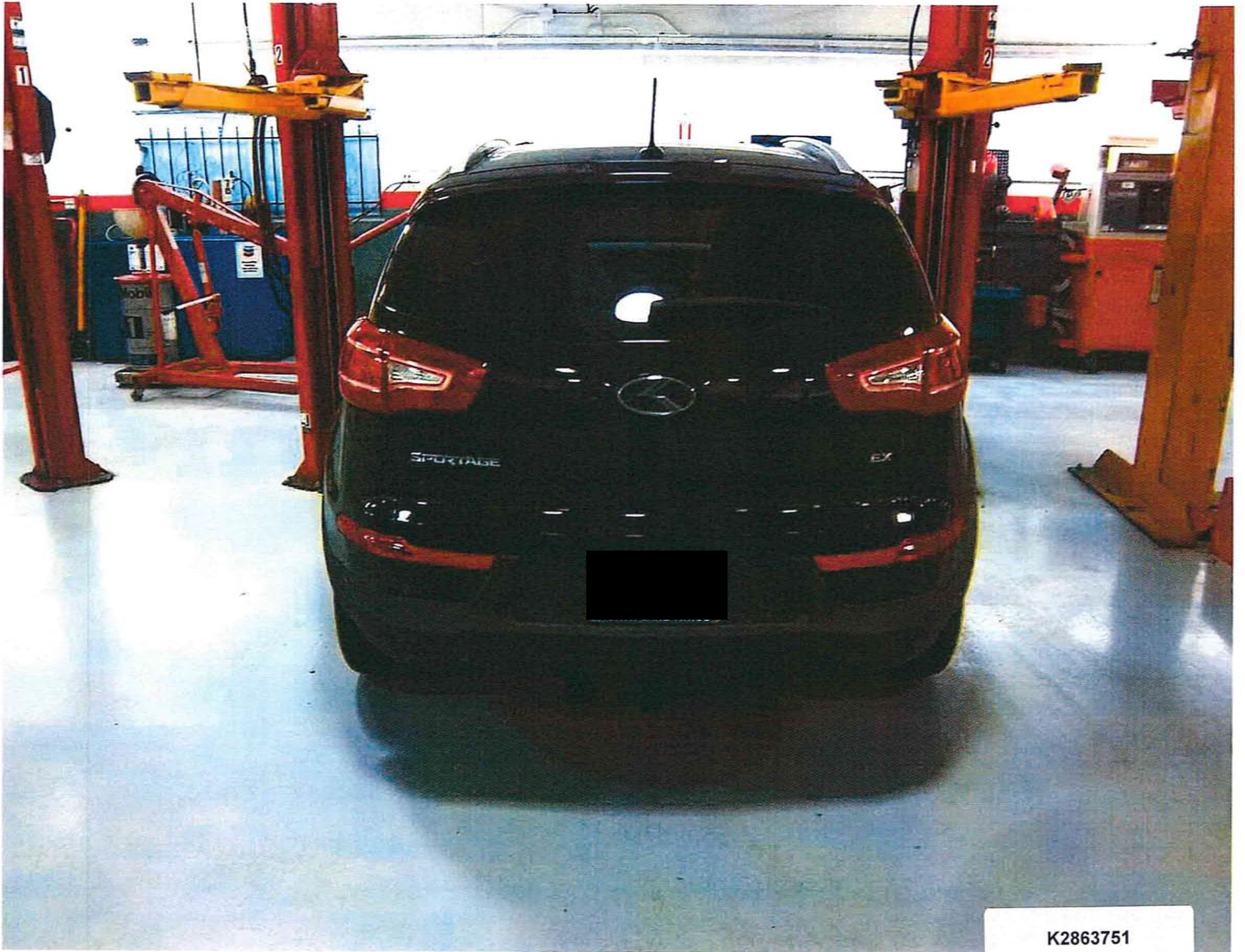
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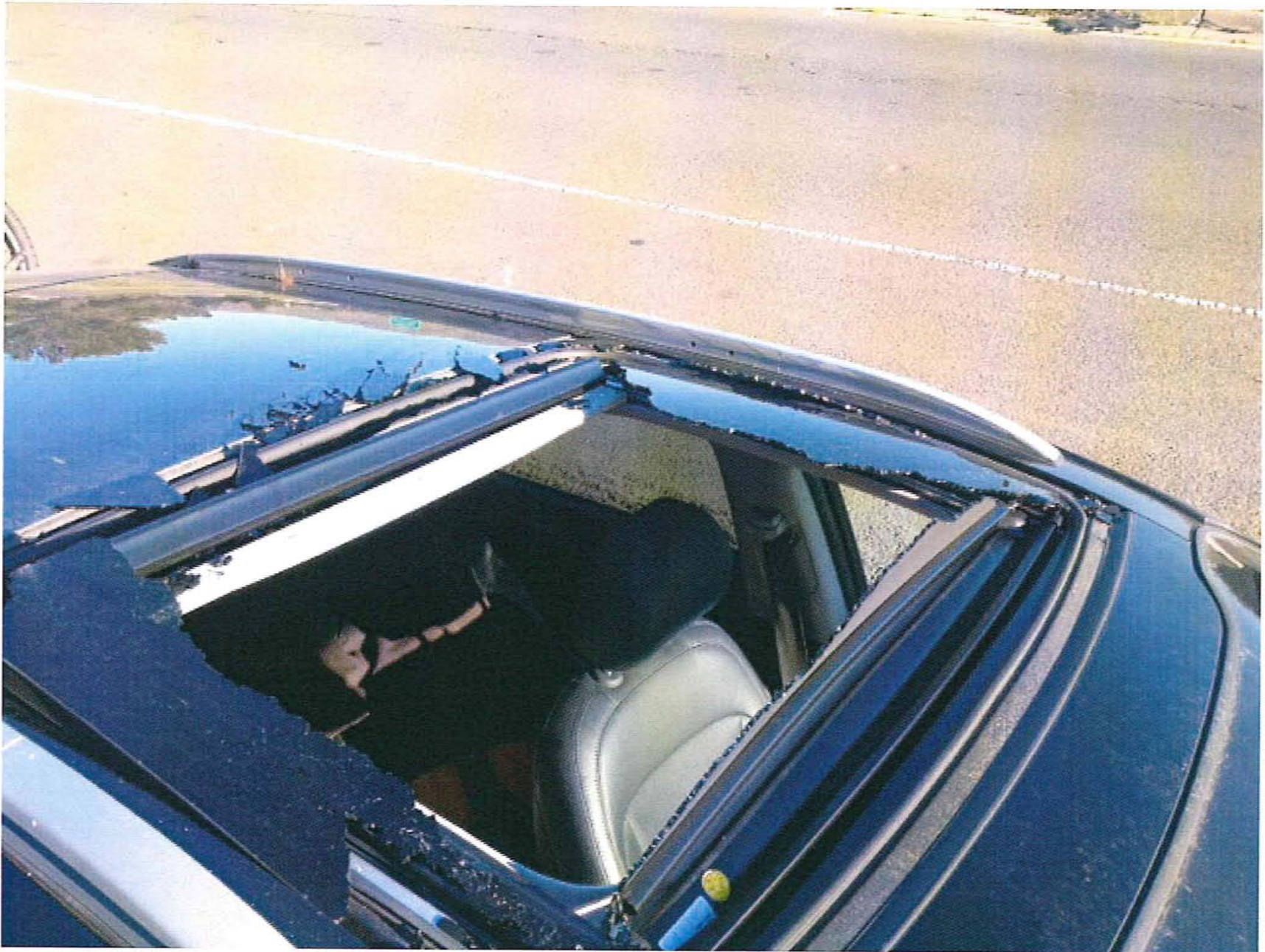
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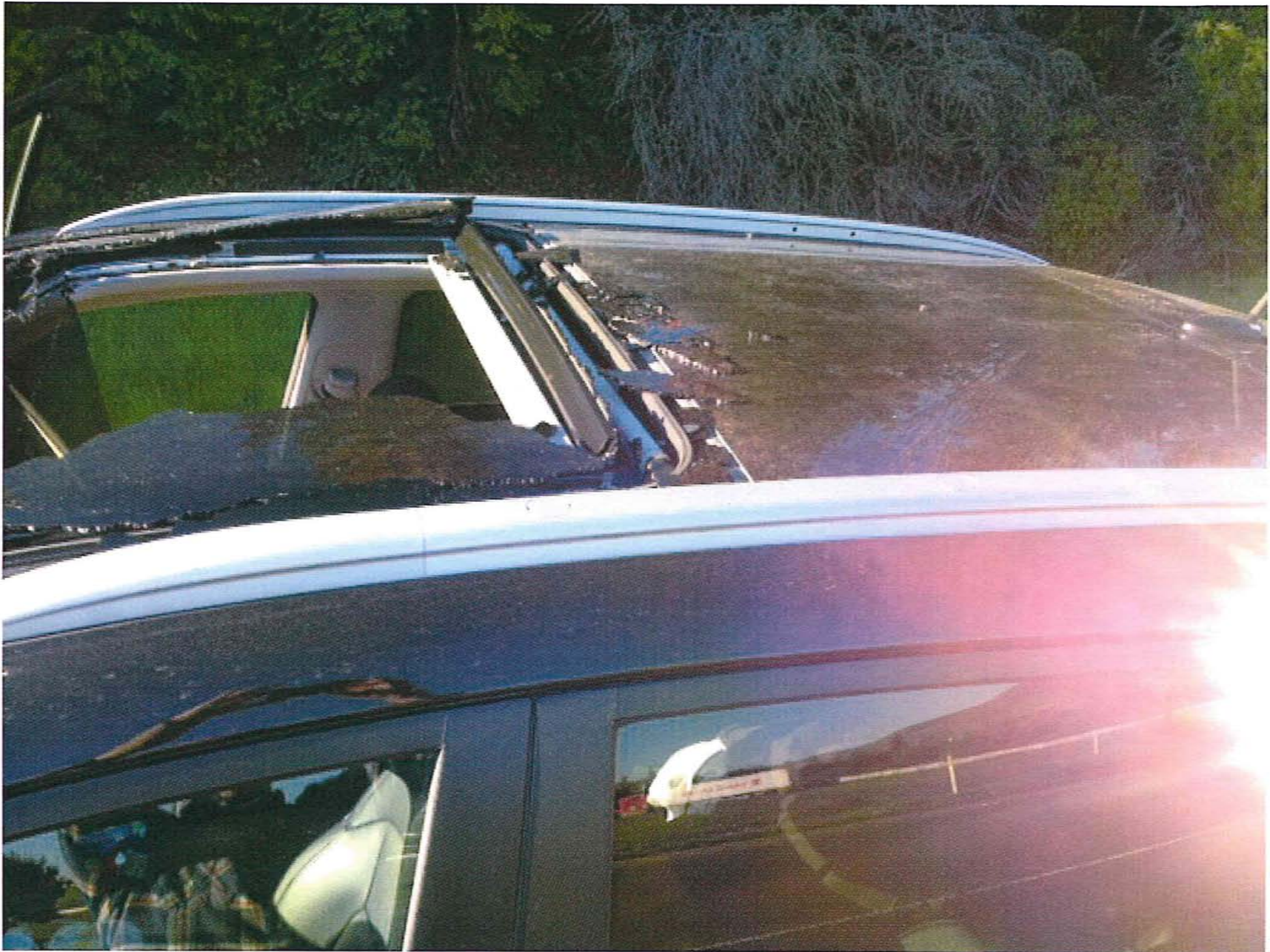
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K2863751



K2863751



K2863751

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2013 SPORTAGE EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPCCA29D [REDACTED]	[REDACTED]	21,300
Anchorage, AK [REDACTED]		Prod. Date: 2/27/13	Dealer: AK005	Lithia Kia of Anchorage

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

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

Case History

*** PHONE LOG 02/24/2015 03:25 PM US Mountain Standard Time JEchenique Action Type:Incoming call
Cust stated

1. While driving the vehicle on 2/21/2015 my sun**ROOF** just imploded on my husband, my mother and myself.
2. the DLR is no help at all, they told me to contact you to discuss this issue further
3. The DLR also told me to contact my insurance company

Wrt stated

1. apologized to cust
2. went through the script for **BROKE**n sun**ROOF** interview
3. adv cust i would reach out to DLR and then dispatch case to national
4. adv cust to expect a call back within 2 business days

Cust stated

1. thank you

*** NOTES 02/24/2015 03:43 PM US Mountain Standard Time JEchenique Action Type:Manager review
*****EDIT*****

When was your insurance company contacted? 02/21/2015

(due to Clarify error i am unable to edit this using the 'Modify Report' tool)

*** NOTES 02/24/2015 03:52 PM US Mountain Standard Time JEchenique Action Type:Manager review
Writer

1. Wrt called [REDACTED]
2. Wrt spoke to Matt

*** Stated***

- a) Original Owner [REDACTED]
- b) Customer Name : Same
- c) Customer phone : Same
- d) Customer address : Same
- e) VIN : KNDPCCA29D [REDACTED]
- f) MY and Mileage : 21,376
- g) RO# and Open Date : 91716 opened 2/23/2015
- h) Vehicle repaired & customer has possession : No repairs done, still at DLR
- i) Able to Duplicate : n/a
- j) Parts on order : no
- k) Repeat Repair : no
- l) Repair History :
 - April 2014 oil change and scuff on front of vehicle RO# 84185
 - January 2014 oil change
- m) Days Down at initial Service Alert report : One day
- n) ETA for completion of repairs : n/a
- o) Techline Case : n/a
- p) Rental / Loaner Provided? : offered no
- q) Customer Request : Cust requests Kia to replace window and clean car of all glass, cust is also looking for reassurance that it wont happen again

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2013 SPORTAGE EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPCCA29D7 [REDACTED]	[REDACTED]	21,300

Anchorage, AK [REDACTED] Prod. Date: 2/27/13 Dealer: AK005 Lithia Kia of Anchorage

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

- r) Dealer contacted their DPSM : no
- s) If HEV vehicle, is dealer HEV certified :
- t) Dealer Code / Selling Dealer : AK005 / yes selling DLR
- u) Current Repair Issue and Diagnosis : none at the moment
- v) Justification of Goodwill : n/a

*** NOTES 02/24/2015 03:53 PM US Mountain Standard Time JEchenique Action Type:Manager review
Emailing DPSM Mark White
Dispatching concern to national

*** PHONE LOG 02/27/2015 02:27 PM US Mountain Standard Time HBrandt Action Type:Incoming call

Cust states:

1. Calling to follow up on case

Writer states:

1. Advised cust case is at NCA with JMojica
2. Provided 877#

Cust states:

1. Ok thank you

*** PHONE LOG 02/27/2015 03:59 PM Pacific Daylight Time JMojica Action Type:Incoming call

Ms [REDACTED] left VM requesting c/b.

*** PHONE LOG 02/27/2015 04:05 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr left msg for Ms [REDACTED] requesting c/b.

*** PHONE LOG 02/27/2015 04:28 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Customer:

1. I am returning your call.

Wtr:

1. Thank you.
2. I understand you experienced a concern with your vehicle and that vehicle is currently at the dlr.
3. I will be handling your case from here.
4. I am going to call the dlr and request pictures so the case can be reviewed here.

Customer:

1. Ok, thank you.
2. I appreciate that.
3. I am a little desperate here because I don't have a car to drive.

Wtr:

1. Apologized.
2. I will make sure this gets addressed asap.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 9

Last name	First name	VIN of 2013 SPORTAGE EX AWD	Case Number	Mileage
██████████	██████████	KNDPCCA29D7██████████	██████████	21,300
Anchorage, AK ██████████		Prod. Date: 2/27/13	Dealer: AK005	Lithia Kia of Anchorage

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

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

3. Thanked and disconnected.

*** PHONE LOG 02/27/2015 05:00 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SA Matt:

1. Wtr requested pictures of the vehicle.
2. Wtr provided email address.
3. SA stated pictures would be send over via email.

*** PHONE LOG 03/02/2015 12:48 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd

Wtr received pictures:

From: ██████████
Sent: Saturday, February 28, 2015 8:54 AM
To: Mojica, Jeannie [KMA]
Subject: 2013 sportage ██████████

*** PHONE LOG 03/02/2015 03:37 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. Wtr received pictures from dlr.
3. Wtr reviewed them with engineer.
4. Unfortunately, at this time, Kia is unable to determine a cause for the **SHATTER**, whether it was due to external impact or not.
5. However, KMA would like to cover the cost of repairs as a GW gesture to customer.
6. Wtr would need to send out a release to customer that would need to be signed and returned to wtr.

Customer:

1. Oh, that is good news.
2. ██████████
3. Does it have to be at that dlr?
4. I know you probably don't want to hear this, but they are horrible and they don't even care.

Wtr:

1. Apologized.
2. It does have to be at that dlr.
3. Wtr will make sure to f/u closely to insure this is done in a timely manner.
4. Wtr will contact dlr to make sure they provide alt. transportation.
5. Wtr will send the email out now.
6. Thanked and disconnected.

*** PHONE LOG 03/02/2015 03:46 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr left msg for Serv. Dept. authorizing rental and requesting c/b.

*** PHONE LOG 03/02/2015 03:46 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax sent

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2013 SPORTAGE EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPCCA29D7 [REDACTED]	[REDACTED]	21,300
Anchorage, AK [REDACTED]		Prod. Date: 2/27/13	Dealer: AK005	Lithia Kia of Anchorage

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

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

Sent: Monday, March 02, 2015 3:46 PM
To: [REDACTED]
Subject: Kia Case #: [REDACTED]

Ms. [REDACTED]

Per our conversation, please see the document attached.

Also, I left the Service Dept. a message about providing you with a rental. I will follow up with them tomorrow.

Thank you,

*** PHONE LOG 03/03/2015 11:24 AM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr spoke to SA Matt:
1. SA stated rental was provided last night.
2. SA ordering parts.
3. Wtr will send f/u email.

*** PHONE LOG 03/03/2015 11:24 AM Pacific Daylight Time J Mojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, March 03, 2015 11:24 AM
To: [REDACTED]
Subject: KNDPCCA29D7 [REDACTED] - 2013 Sportage - [REDACTED]

Thank you for taking the time to talk to me about Ms. [REDACTED] sun**ROOF** issue and providing the pictures. KMA has reviewed the pictures that you sent. Based off the pictures that were provided there is no conclusive evidence showing impact or not.

Kia Motors America will authorize replacement of the sun**ROOF** as goodwill gesture. Please email the completed repair invoice and rental invoice to jmojica@kiausa.com <<mailto:jmojica@kiausa.com>> so I can make sure your dealer gets reimbursed on the parts statement. Also can you please ensure the repair invoice is document as followed.

- o Complaint: "Customer states sun**ROOF SHATTER**ed while driving"
- o 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"
- o Correction: "Kia Motors has authorized replacement of sun**ROOF** as one-time goodwill gesture on behalf of customer"

Please let me know if you have any additional questions.

Thank you again for your assistance with this issue.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SPORTAGE EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPCCA29D7 [REDACTED]	[REDACTED]	21,300
Anchorage, AK [REDACTED]		Prod. Date: 2/27/13	Dealer: AK005	Lithia Kia of Anchorage

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

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

*** PHONE LOG 03/04/2015 09:23 AM Pacific Daylight Time J Mojica Action Type: Incoming call
Customer left VM:
1. I talked to a tech who suggested that we install a wind deflector.
2. I think it is like a \$79 part.
3. I would feel more comfortable with it.
4. Please c/b.

*** PHONE LOG 03/04/2015 12:19 PM Pacific Daylight Time J Mojica Action Type: Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. I understand you have some questions.

Customer:
1. Yes, I spoke to a tech and he suggested that I have a wind deflector installed.
2. I think I would feel more comfortable and it would put my mind more at ease.

Wtr:
1. Our review did not conclude that that was the cause for the **SHATTER**.
2. Our investigation was inconclusive.
3. Therefore, that's not something that Kia would be offering at this time.
4. Apologized.

Customer:
1. Ok, what if I had it installed?
2. I really just don't want this to happen again.

Wtr:
1. In all honesty, we would not expect this to re-occur.
2. However, I cannot 100% guarantee it because it is not something I can actually control.
3. With that said, should it happen again, we recommend that you contact us so we can go through this process again.
4. If you want to have it installed, I mean that would be up to you.
5. I can't necessarily advise you for or against that.

Customer:
1. Ok.
2. I am at work right now, but I should be able to send you the signed release later today.

Wtr:
1. Ok, the dlr will order the parts so when the release is received we can get the car back to you asap.

Customer:
1. Ok, can you make sure the dlr details the car so there is no glass in there?
2. Also, they only authorized the rental through Saturday.

Wtr:
1. Ok, the rental is yours until the repairs are completed.
2. I will communicate with the dlr to make sure this is addressed.
3. Thanked and disconnected.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SPORTAGE EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPCCA29D7 [REDACTED]	[REDACTED]	21,300
Anchorage, AK [REDACTED]		Prod. Date: 2/27/13	Dealer: AK005	Lithia Kia of Anchorage

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

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

*** PHONE LOG 03/04/2015 12:28 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd
From: Mojica, Jeannie [KMA]
Sent: Wednesday, March 04, 2015 12:28 PM
To: 'matt glenn'
Subject: RE: KNDPCCA29D7 [REDACTED] 2013 Sportage - [REDACTED]

Matt,

Can we make sure that all the glass is THOROUGHLY cleaner out of the vehicle? Please ensure there is no glass inside the vehicle before releasing it to the customer.

Also, her rental will be covered until the repairs are completed and the vehicle is ready for pick up.

Thank you,

*** PHONE LOG 03/05/2015 02:38 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd
Wtr received email with signed release:

From: Debbie Even [<mailto:rubyraven@gmail.com>]
Sent: Wednesday, March 04, 2015 7:09 PM
To: Mojica, Jeannie [KMA]
Subject: Re: Kia Case #: [REDACTED]

*** PHONE LOG 03/05/2015 02:38 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd
From: Mojica, Jeannie [KMA]
Sent: Thursday, March 05, 2015 2:36 PM
To: 'Debbie Even'
Subject: RE: Kia Case #: [REDACTED]

Ms. [REDACTED]

Thank you! The dealership will contact you once your vehicle is ready for pick up.

Thank you again,

*** PHONE LOG 03/05/2015 02:45 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoke to SA Matt who confirmed receipt of email.

*** PHONE LOG 03/10/2015 01:30 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoke to SA Matt:
1. SA stated ETA on parts is in 1-2 days.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SPORTAGE EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPCCA29D7 [REDACTED]	[REDACTED]	21,300
Anchorage, AK [REDACTED]		Prod. Date: 2/27/13	Dealer: AK005	Lithia Kia of Anchorage
Kia Case Type Lvl1: Complaint		Kia Case Type Lvl3: Interior		
Kia Case Type Lvl2: Quality		Kia Case Type Lvl4: Sun ROOF Breakaway		

*** PHONE LOG 03/13/2015 11:42 AM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoke to SA Travis (SA Matt w/customer):
1. SA stated part arrived, tech is working on vehicle, and vehicle should be ready for pick up by tomorrow.
2. Wtr will c/b next week to make sure everything went as planned.

*** PHONE LOG 03/17/2015 08:02 AM Pacific Daylight Time J Mojica Action Type:Incoming call
Customer left VM:
1. I am driving the rental and I got a chip in the windshield.
2. I guess I will have to take it to the dlr because if not it might turn into a crack.

*** PHONE LOG 03/18/2015 02:16 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoke to SA Travis:
1. SA stated vehicle is being detailed, and will be ready for p/u today.
2. Wtr provided email address for RO

*** PHONE LOG 03/23/2015 12:11 PM Pacific Daylight Time J Mojica Action Type:Outgoing call
Wtr spoke to SA Travis:
1. SA stated customer has possession of vehicle.
2. SA will make sure docs are sent over to wtr.

*** PHONE LOG 03/26/2015 04:02 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd
From: Matt Glenn [mailto:MGlenn@lithia.com]
Sent: Tuesday, March 24, 2015 3:57 PM
To: Mojica, Jeannie [KMA]
Subject: WARRANTY COP FOR RO9193 [REDACTED]

*** PHONE LOG 03/26/2015 04:02 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, March 26, 2015 4:54 PM
To: 'Matt Glenn'
Subject: RE: WARRANTY COP FOR RO9193 [REDACTED]

Matt,

I need a copy of the rental invoice as well.

Thank you,

*** PHONE LOG 04/02/2015 02:56 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2013 SPORTAGE EX AWD	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDPCCA29D7 [REDACTED]	[REDACTED]	21,300
Anchorage, AK [REDACTED]		Prod. Date: 2/27/13	Dealer: AK005	Lithia Kia of Anchorage

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

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

Sent: Monday, March 30, 2015 10:46 AM
To: Mojica, Jeannie [KMA]
Subject: RO#91931 [REDACTED]

*** PHONE LOG 04/02/2015 02:56 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, April 02, 2015 3:56 PM
To: 'Matt Glenn'
Subject: RE: WARRANTY COP FOR RO91931 [REDACTED]

Matt,

I did receive the rental agreement, but I don't see the amount due...

*** PHONE LOG 04/08/2015 02:57 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd

From: Matt Glenn [mailto:MGlenn@lithia.com]
Sent: Wednesday, April 08, 2015 12:56 PM
To: Mojica, Jeannie [KMA]
Subject: RE: WARRANTY COP FOR RO91931 [REDACTED]

The rental agreement doesn't have a price on it. They had the rental vehicle for 15 days at \$49 a day. If you would like I can put that on the rental agreement and re email it to you? Let me know what works for you

Thanks,
Matt

*** PHONE LOG 04/08/2015 03:01 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, April 08, 2015 4:01 PM
To: 'Matt Glenn'
Subject: RE: WARRANTY COP FOR RO91931 [REDACTED]

Matt,

Yes, please make sure the days and rate is listed on the rental agreement. Thank you!

*** PHONE LOG 04/14/2015 08:27 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received rental agreement w/charges listed via email.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 SPORTAGE EX AWD</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDPCCA29D7 [REDACTED]	[REDACTED]	21,300
Anchorage, AK [REDACTED]		Prod. Date: 2/27/13	Dealer: AK005	Lithia Kia of Anchorage

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

Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ~~sun~~**ROOF** Breakaway

From: Mojica, Jeannie [KMA]
Sent: Monday, April 20, 2015 12:43 PM
To: 'Matt Glenn'
Subject: RE: WARRANTY COP FOR RO91931 [REDACTED]

Matt,

I don't know you would have to close out the RO. That is something you have to figure out on your end.

I have a question about the rental agreement. The rental agreement says 15 days at \$49/day for a total of \$735 due on the rental. The sublet rental charges on the RO are \$450 for 15 days which equals to \$30/day which actually looks a lot more accurate considering KMA policy covers up to \$30/day and rental and gas are customer pay. Can you please verify that my calculations are correct? I would never authorize the \$49/day on a rental but if you are telling me that's what it was I will take your word for it.

Thank you,

*** NOTES 04/20/2015 11:51 AM Pacific Daylight Time J Mojica Action Type: Internal
Wtr submitted GWR 95422
Dlr to be reimbursed \$1060.66 (unless otherwise noted by SA Matt).

Broken Sunroof Report

Case K2895949

Report Details

End

0 .
No response selected.

1 . Name of vehicle owner:

[REDACTED]

2 . Address of vehicle owner:

[REDACTED] Anchorage, AK [REDACTED]

3 . Phone number of vehicle owner:

[REDACTED]

4 . Name of driver:

[REDACTED] (husband)

5 . Address of driver:

[REDACTED] Anchorage, AK [REDACTED]

6 . Phone number of driver:

[REDACTED]

7 . What is the age of the driver?

56 years old

8 . Does the vehicle have any history of any type of impacts (e.g., collision, stone strikes, or road

No

10 . What was the date of the incident (<MM/DD/YYYY>)?

2/21/2015

11 . What time of day did the incident occur (<HH:MM> <AM/PM>)?

9 a.m.

12 . What was the weather condition (rain/sleet/hail, temperature, wind)?

Windy and rainy

it was above freezing, about 35 degrees F

cust stated

1. it was a warm day

13 . Where did the incident occur? (e.g., highway, road, garage, parking lot, etc.)

Between Anchorage and Indian on heading south on stuart hwy

14 . Provide name of road, highway or address:

Stuart Hwy / Hwy 1

15 . What was the nearest mile market/exit name or cross-street from the incident location?

Closer to mile marker 16

16 . What direction was the vehicle facing/heading?

heading south

17 . How fast was the vehicle moving (MPH/Stationary)?

going about 45 to 50 mph

18 . Describe traffic conditions around you [how close was the nearest vehicle to you and what type of

No other vehicle on the road at that time

19 . What was the condition of the highway/interstate? (e.g., freshly paved, some roughness, had some

it's in good shape, there are no pot wholes, it was refinished recently

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

Closed

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

No

27 . Did you see and/or hear the sunroof glass break?

Yes

28 . Please describe what you saw or heard at the time of the breakage.

Cust stated

1. a semi truck came around and passed us and after it passed, it created a pressure that we think caused the window to implode on us. At that time the in all other windows were closed

29 . Which glass panel broke? (On 2011-2013 Sorento, there are two glass panels: a moving front panel

The fron moving panel

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

OPEN

31 . Have you ever put anything on the roof of your vehicle (including items on the roof rack)?

No

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

Yes

37 . For each seating position, what was the age and name of who was in that position?

Drive: 58

Passange: 46

behind the passanger seat: 77

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

Yes

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

Yes

40 . Who was injured? (Name, address and phone number of who was/were injured.)

██████████ stated his eye was bugging him after the incident but was fine says he felt fine 2 days after the incident

41 . Was the injury from glass or any other debris?

Injury from glass.

42 . Describe the nature of the injuries.

eye irritation

43 . Did any of the injured persons seek medical attention?

No

44 . Were the police contacted?

No

49 . Was the insurance company contacted?

Yes

50 . Name of the insurance company?

Geico

51 . Address of the insurance company?

n/a cust only goes online

52 . Phone number to the insurance company?

800-861-8380

53 . Insurance policy number?

██████████

54 . Insurance claim number?

████████████████████

55 . **When was your insurance company contacted? <MM/DD/YYYY>**

No response selected.

56 . **Did you provide them with a recorded statement over the phone or a written statement?**

Yes

57 . **Have you settled with the insurance company?**

No

58 . **Was the vehicle driven or towed following the incident?**

Driven

59 . **Where is the vehicle now?**

At the DLR

60 . **Have sunroof repairs been completed, or has the broken sunroof been altered since the incident**

Cust states

1. We haven't touched it at all since the incident
2. but we're not sure what the DLR has done to it, they have not provided us with any info

61 . **What action are you requesting of Kia?**

Cust states

1. I want the repair covered by Kia
2. and the glass cleaned out.
3. I also want Kia to reassure me that i'm safe in my car



K2895949



K2895949



K2895949



K2895949



K2895949

FIELD REPORTS



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO17

Dealer Code: TX018

Dealer City: Laredo

Name: Peralta, Richard FTR

Report No. [REDACTED]

Issue Date: 11/19/2013 8:11:00AM

Dealer Name: Bert Ogden Kia

Dealer State: TX

Component Group:

Component Code:

TREAD Code:

Subject/Title: Customer states Sunroof glass shattered while driving at highway speeds.

Vehicle Data

Model Code: 42242

Model Desc: SPORTAGE EX FWD

VIN: KNDPC3A29D7 [REDACTED]

Mileage: 12,067

Year: 2013

Engine No: [REDACTED]

Trans No: [REDACTED]

Trans Type: Automatic

Prod Date: 8/10/2012 12:00:00AM

Delivery Date: 10/24/2012

Repair Date: 11/19/2013 8:11:00AM

Part Information

Part Number: 81600 3W020ED

Part Name: PANORAMA ROOF ASSY

Condition: N59BROKEN / CRACKED

Cause: C07CRACKED

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states Sunroof glass shattered while driving at highway speeds.

ACTUAL CONDITION

The Sunroof glass shattered while driving at highway speeds.

INVESTIGATION RESULTS

Found sunroof glass shattered.

POSSIBLE CAUSE

Unknown

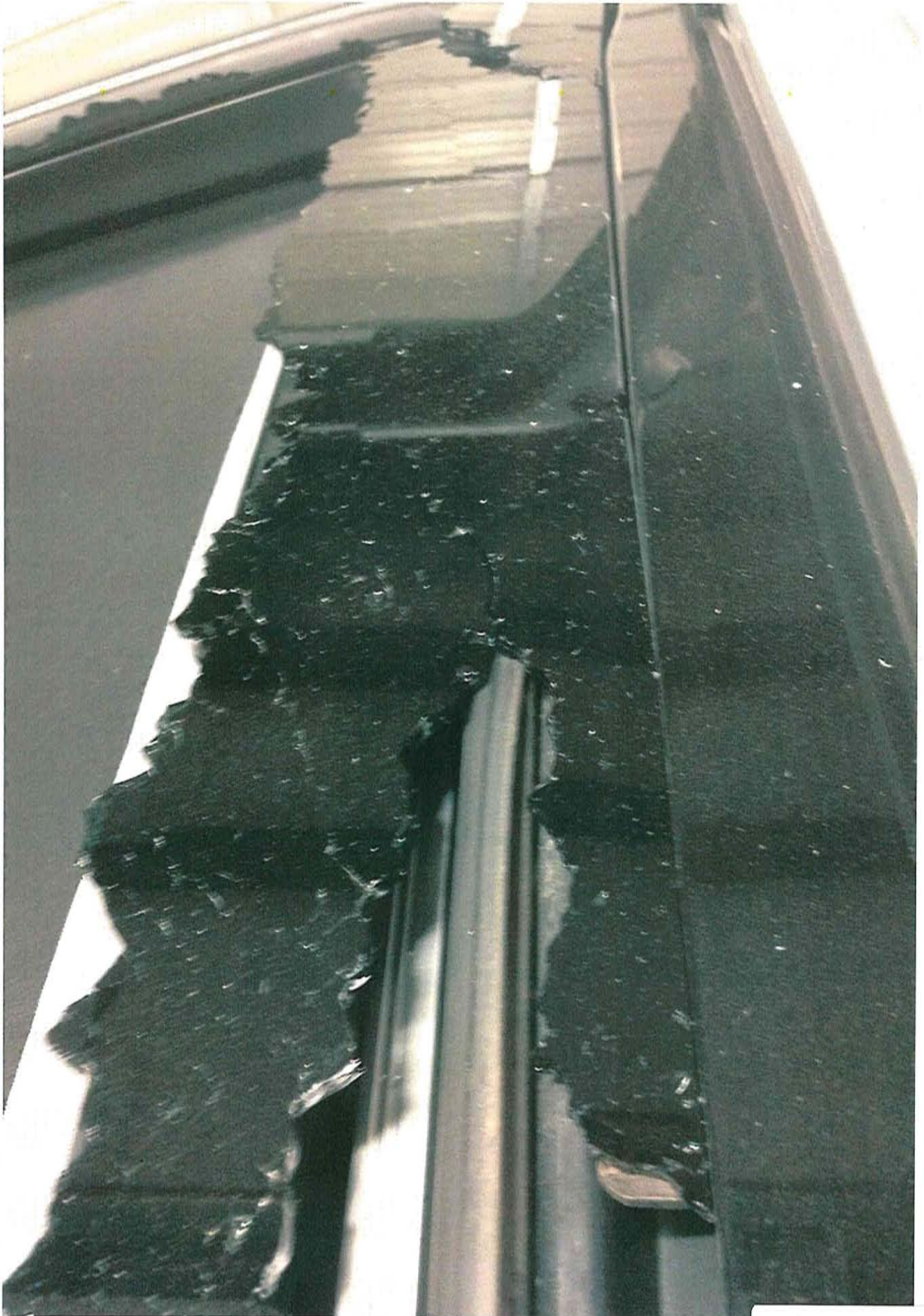
CORRECTIVE ACTION

Replace the sunroof assy.

RECOMMENDATIONS



F2633521



F2633521



F2633521



F2633521

F2633521



F2633521



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO05

Dealer Code: TX022

Dealer City: Houston

Name: Peralta, Richard FTR

Report No. [REDACTED]

Issue Date: 12/5/2013 8:12:00AM

Dealer Name: DeMontrond Kia

Dealer State: TX

Component Group:

Component Code:

TREAD Code:

Subject/Title: Customer states the sunroof shattered at highway speeds

Vehicle Data

Model Code: 42242

Model Desc: SPORTAGE EX FWD

VIN: KNDPC3A24C7 [REDACTED]

Mileage: 31,483

Year: 2012

Engine No [REDACTED]

Trans No [REDACTED]

Trans Type: Automatic

Prod Date: 12/7/2011 12:00:00AM

Delivery Date: 3/12/2012

Repair Date: 12/5/2013 8:12:00AM

Part Information

Part Number: 67114 3W300

Part Name: PNL-PANORAMA FR

Condition: N59BROKEN / CRACKED

Cause: C07CRACKED

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states the sunroof shattered at highway speeds

ACTUAL CONDITION

The sunroof shattered at highway speeds, in the tilted up position. With the sunshade open.

INVESTIGATION RESULTS

The sunroof had shattered at highway speeds, in the tilted up position. With the sunshade open. However, it was determined that there is a rock chip approx 60mm from the rear edge.

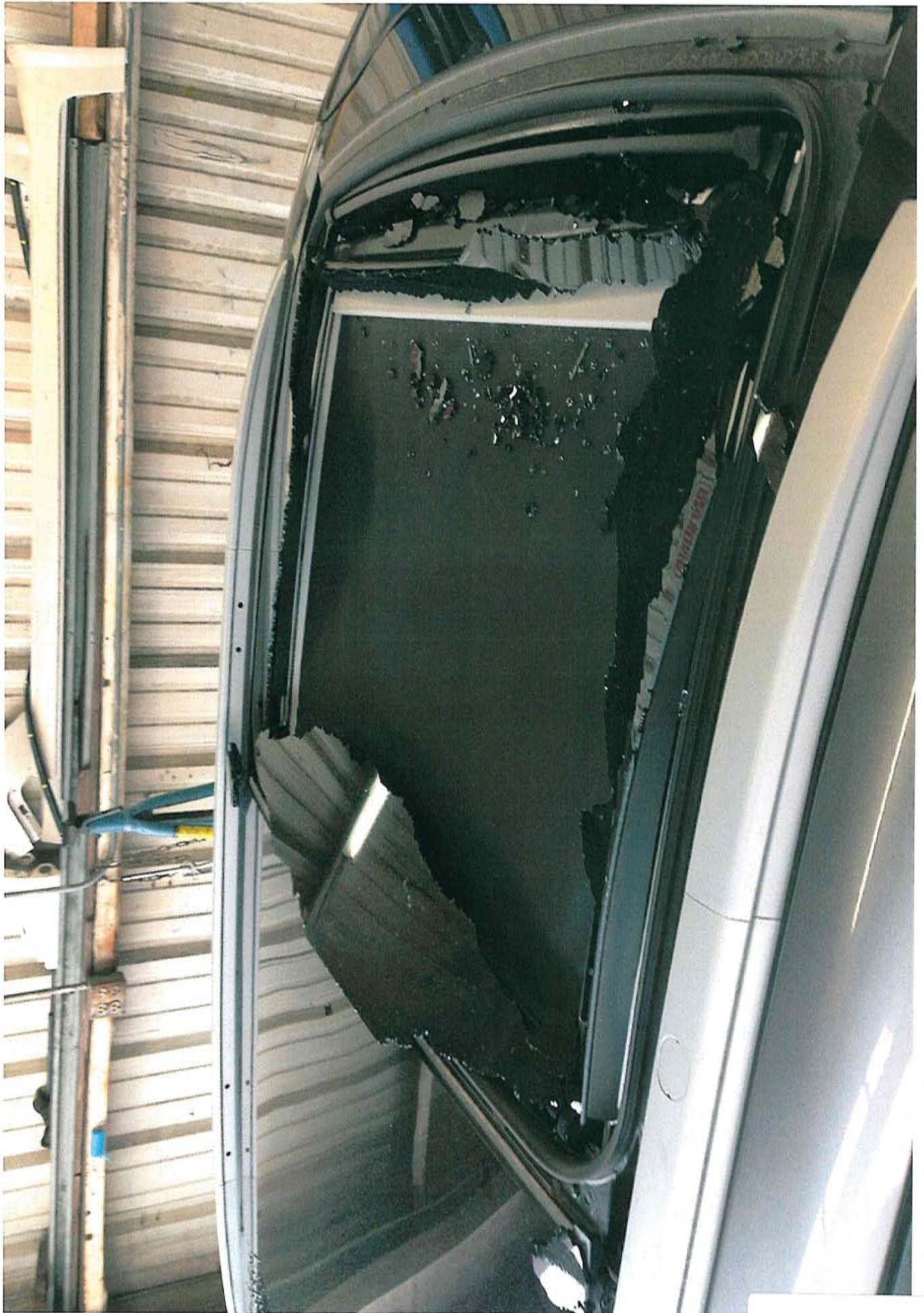
POSSIBLE CAUSE

Rock chip on the front, tilted up, panoramic roof.

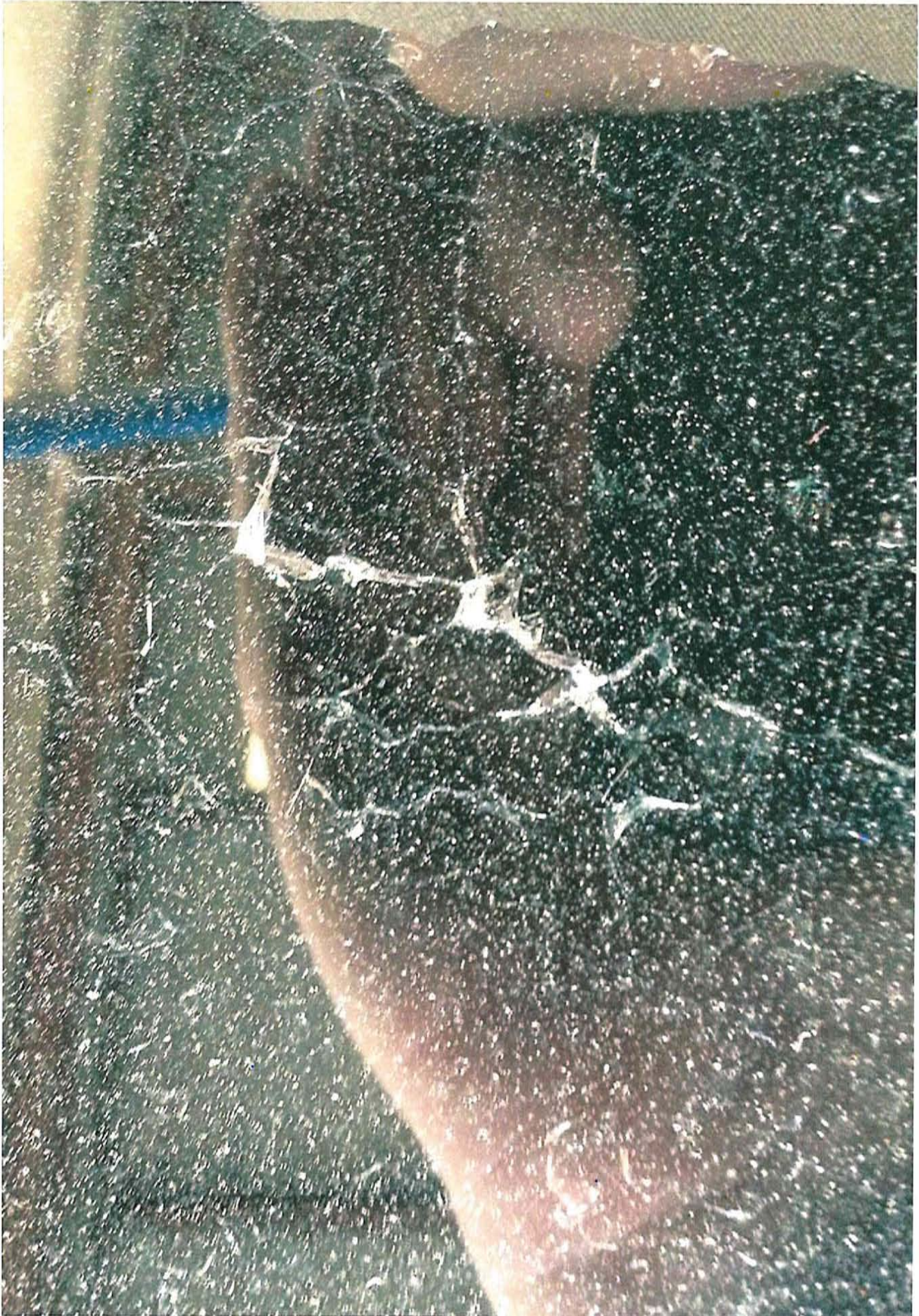
CORRECTIVE ACTION

Replace the panoramic roof.

RECOMMENDATIONS



F2633522



F2633522



F2633522





Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: EA08

Dealer Code: PA076

Dealer City: State College

Name: Scamardella, Michael FTR

Report No.: [REDACTED]

Issue Date: 1/13/2014 8:01:00AM

Dealer Name: Lion Country Kia

Dealer State: PA

Component Group:

Component Code:

TREAD Code:

Subject/Title: Shattered front glass panel of panoramic roof.

Vehicle Data

Model Code: 45482

Model Desc: SPORTAGE SX AWD

VIN: KNDPCCA60B [REDACTED]

Mileage: 28,744

Year: 2011

Engine No [REDACTED]

Trans No: [REDACTED]

Trans Type: Automatic

Prod Date: 4/12/2011 12:00:00AM

Delivery Date: 8/2/2011 1:

Repair Date: 1/13/2014 8:01:00AM

Part Information

Part Number: 81611 3W000

Part Name: PNL ASSY-PANORAMAROO

Condition: N59BROKEN / CRACKED

Cause: C99OTHERS

Part ID/Lot:

Other Part No: 81616 3W000

Other Part No:

Case History

CUSTOMER COMPLAINT

"Customer states while driving the moon roof glass shattered."

ACTUAL CONDITION

FTR visit requested by national consumer affairs analyst to investigate vehicle condition at the dealership the vehicle was dropped off at (towed in).

INVESTIGATION RESULTS

FTR inspected vehicle and found front panel of panoramic roof shattered. Sunshade was slightly opened (approx 10% of full travel) and there was glass debris sitting on top of the sunshade, located in the vehicle interior, and sprayed down the remainder of the roof/liftgate of vehicle. Vehicle has some random light paint chips on the front leading edge of the hood, on both exterior A-pillar panels, on both outside rear view mirrors, and on the trailing edge of the L/F door glass frame. Windshield glass has no evidence of stone damage and roof panel (rear of panoramic glass) had paint chips from shattered glass contacting vehicle body after breakage. There was broken glass debris (dust) present across the rear panoramic roof glass panel along with the painted roof panels and rear liftgate/rear bumper.

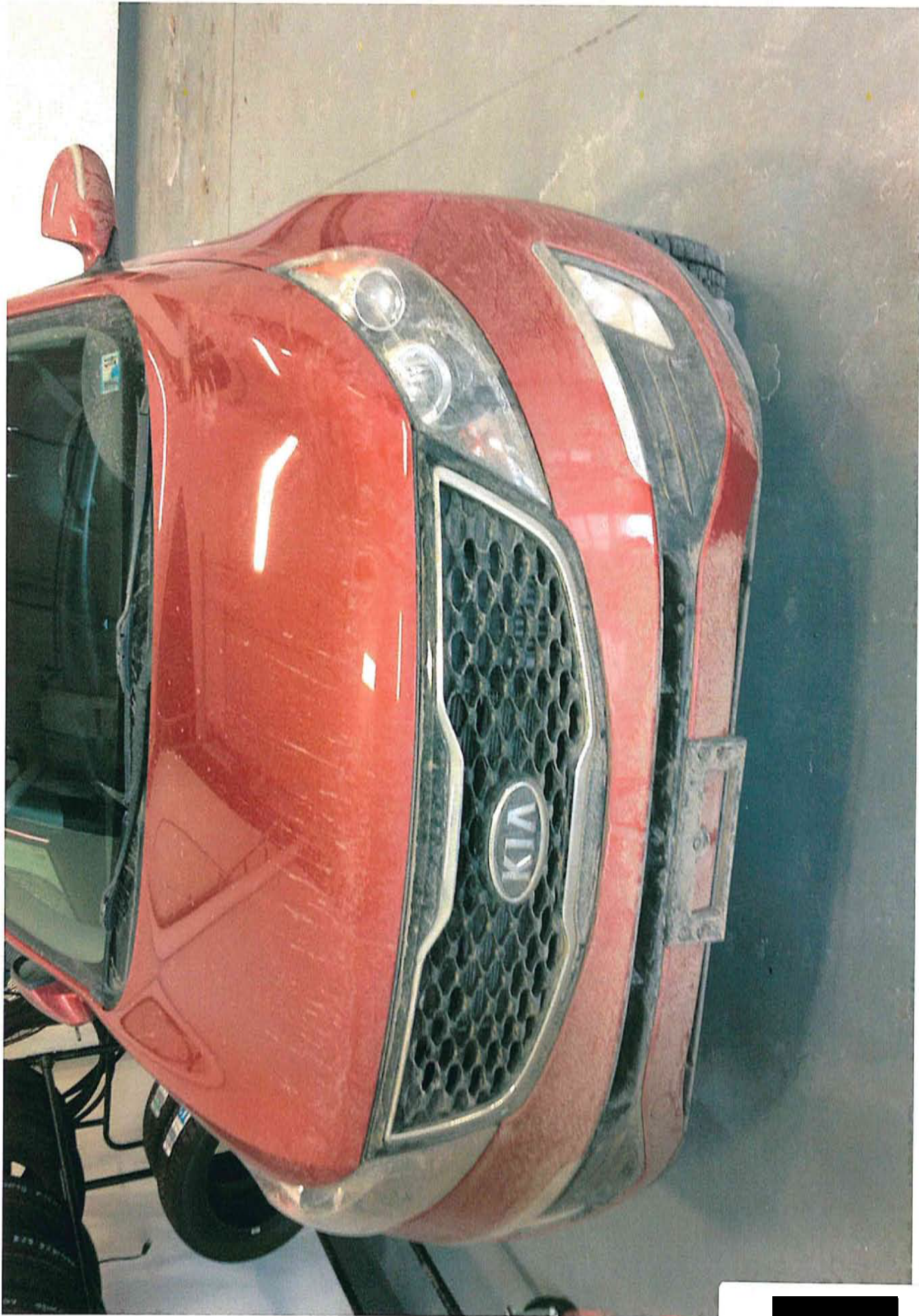
POSSIBLE CAUSE

Unable to determine cause of shattered glass at this time. No foreign objects were found in the sunshade or mixed in with broken glass inside the vehicle.

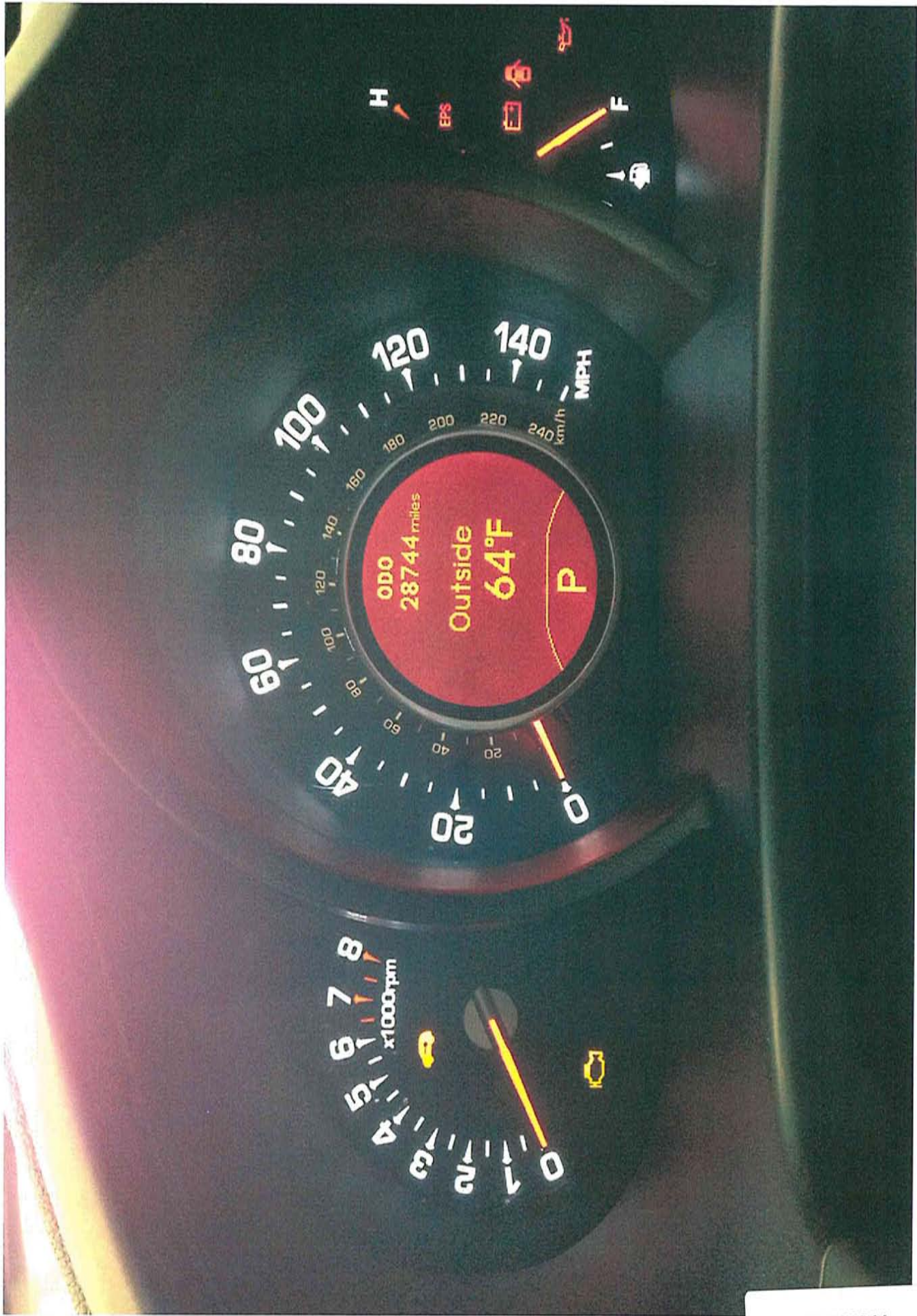
CORRECTIVE ACTION

Front panoramic roof glass panel replacement is required along with thorough cleaning of roof guide rails and glass tracks. Rear panoramic roof glass panel replacement along with painted roof panel repair would be needed for aesthetic improvement (cosmetic damage).

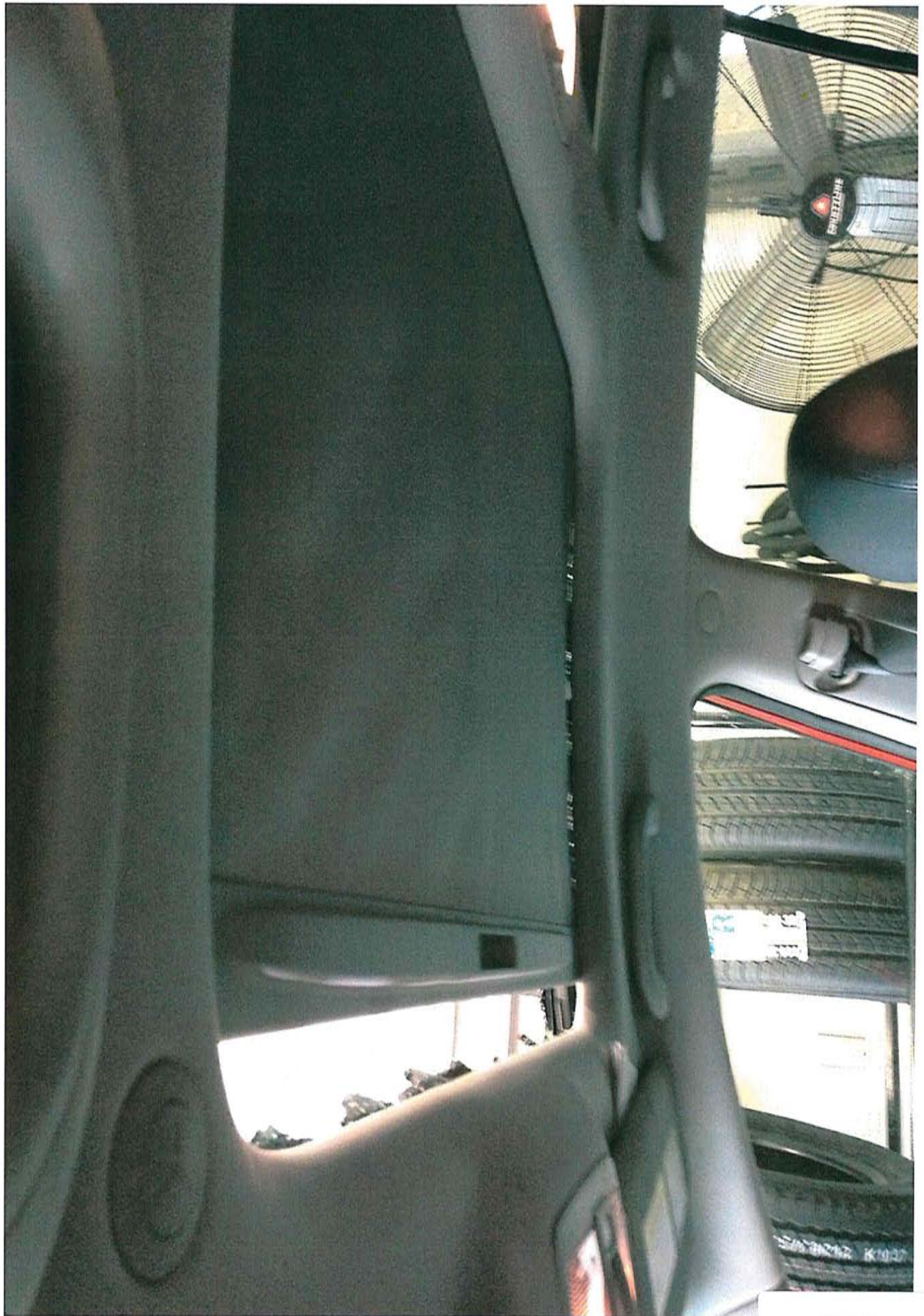
RECOMMENDATIONS







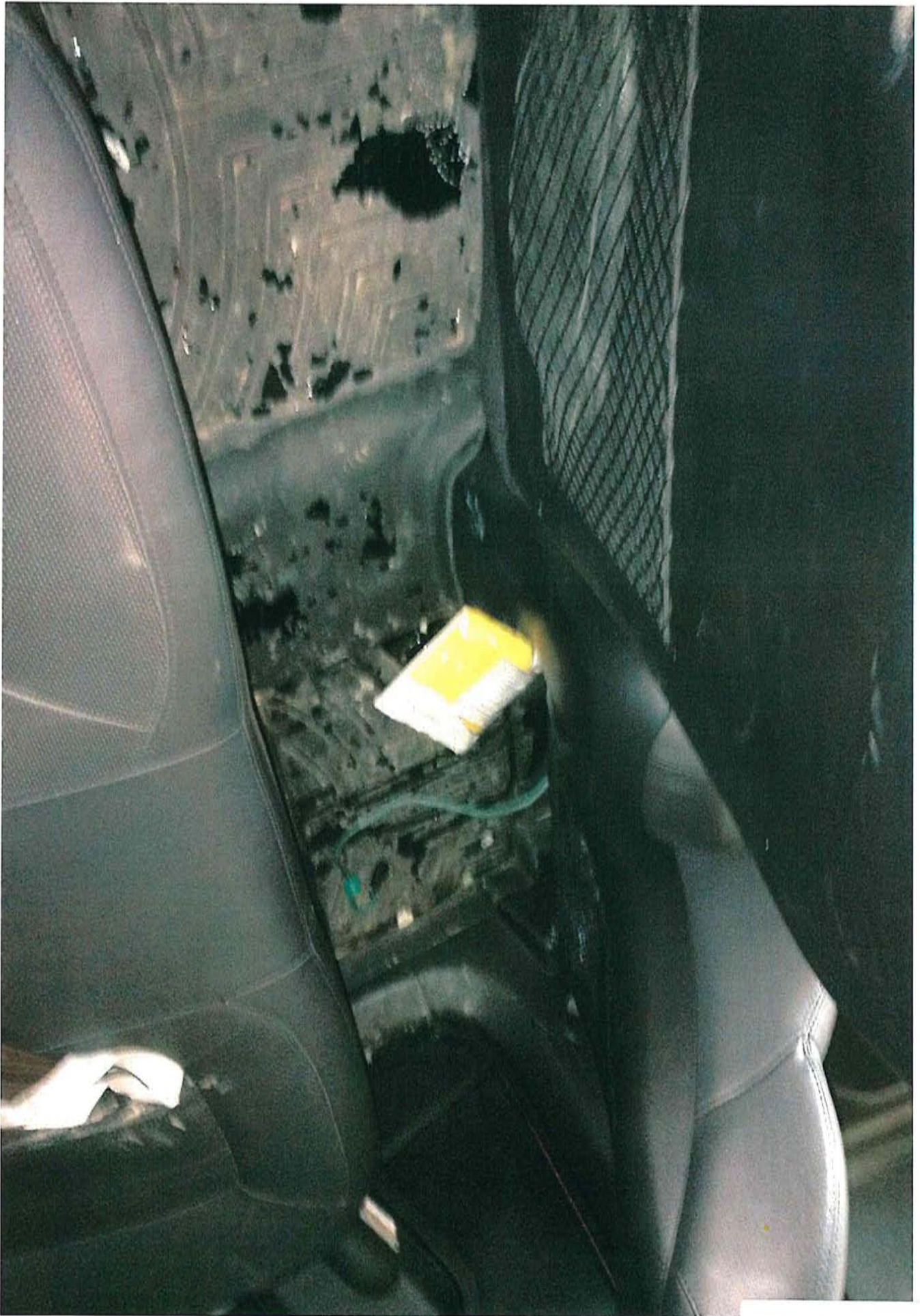
F2638244



F2638244



F2638244

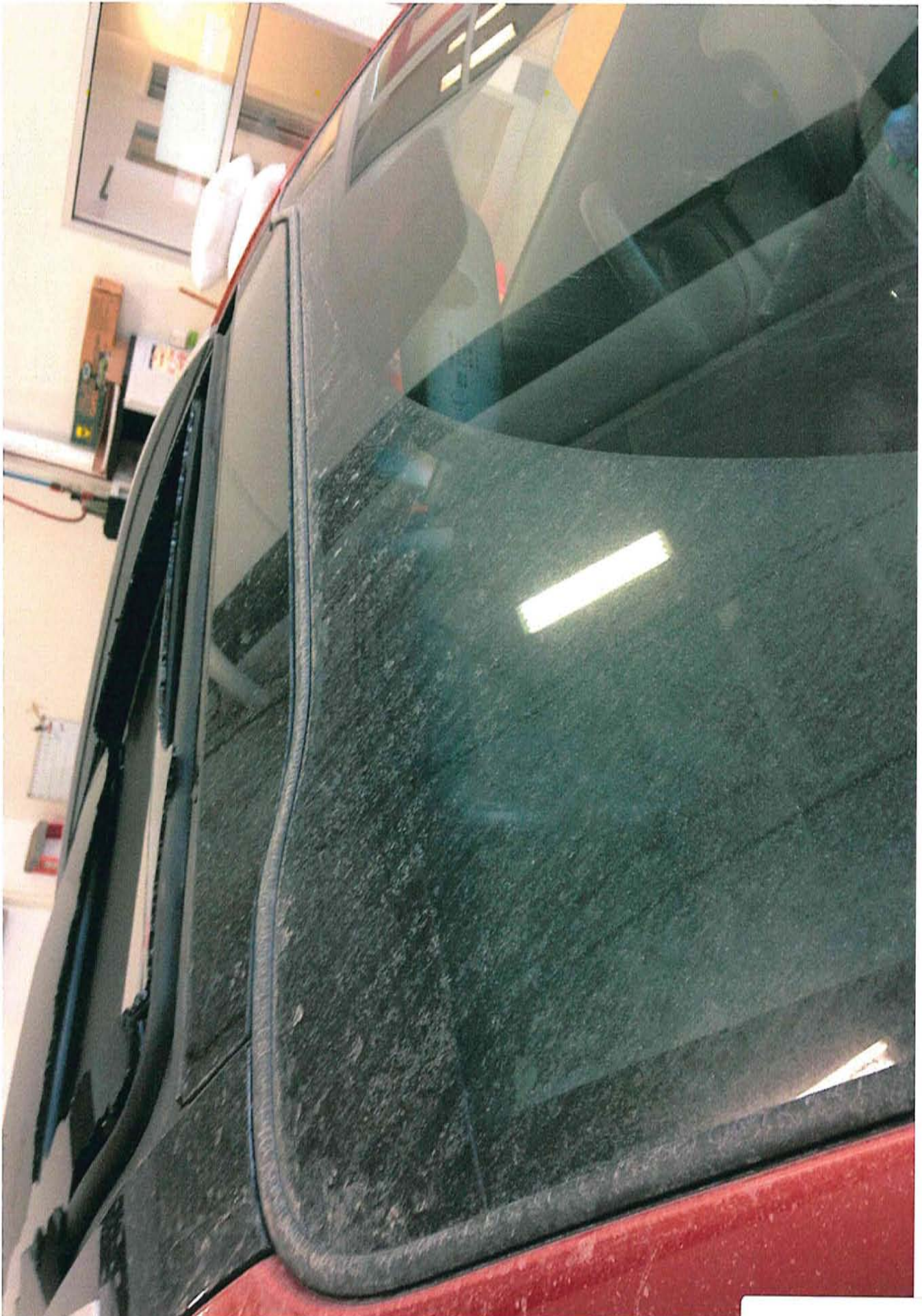


F2638244



F2638244





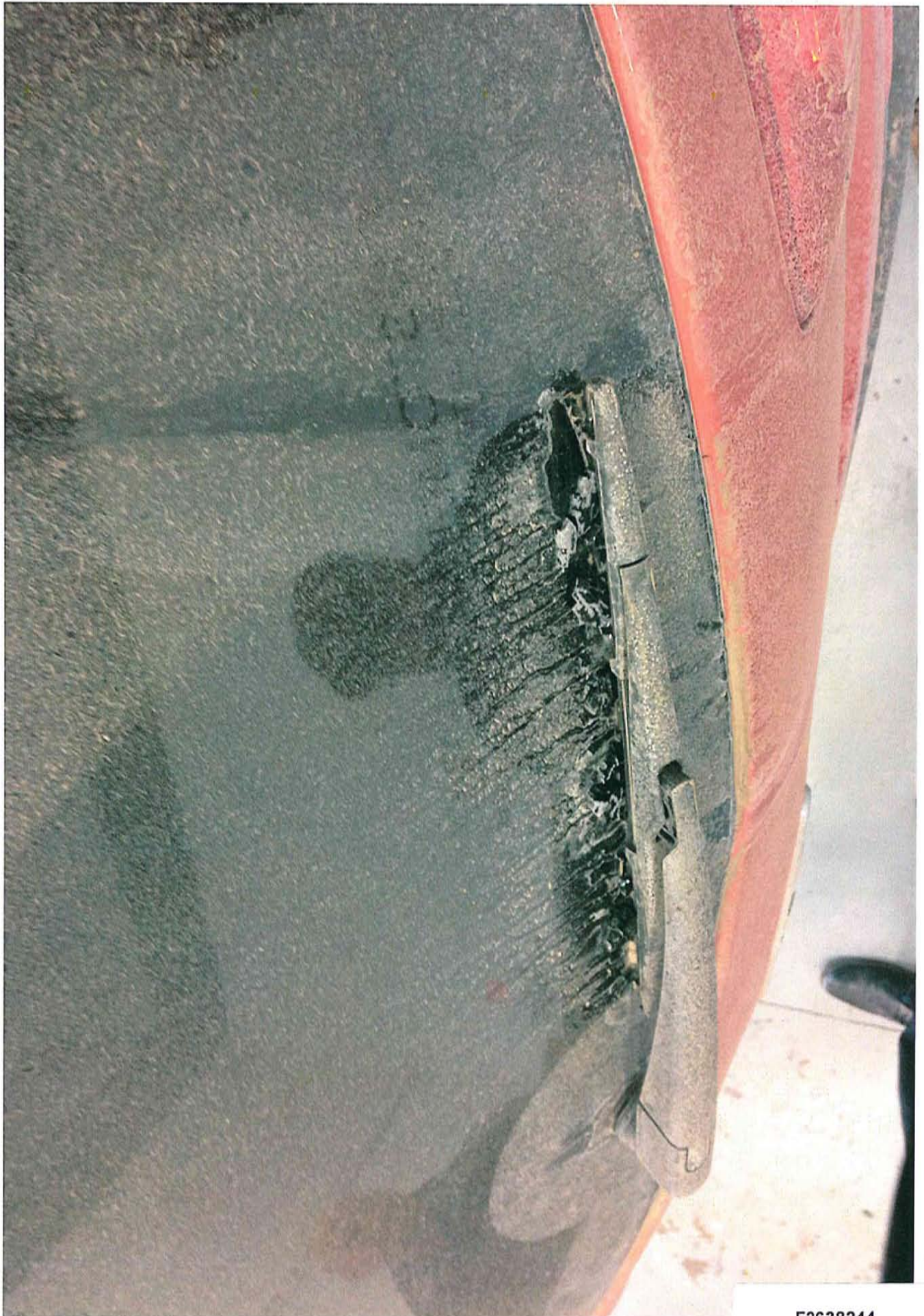
F2638244



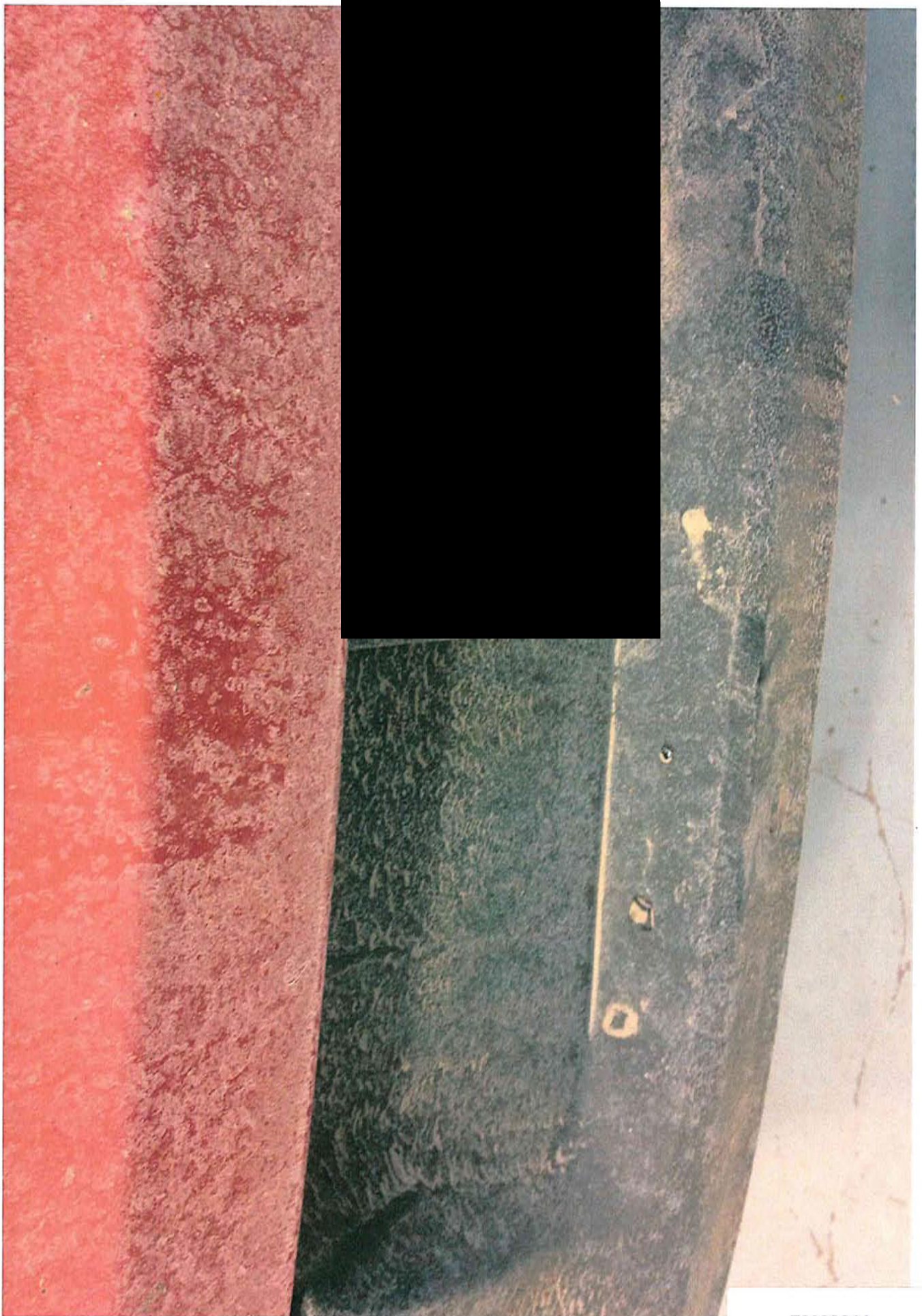
F2638244



F2638244



F2638244



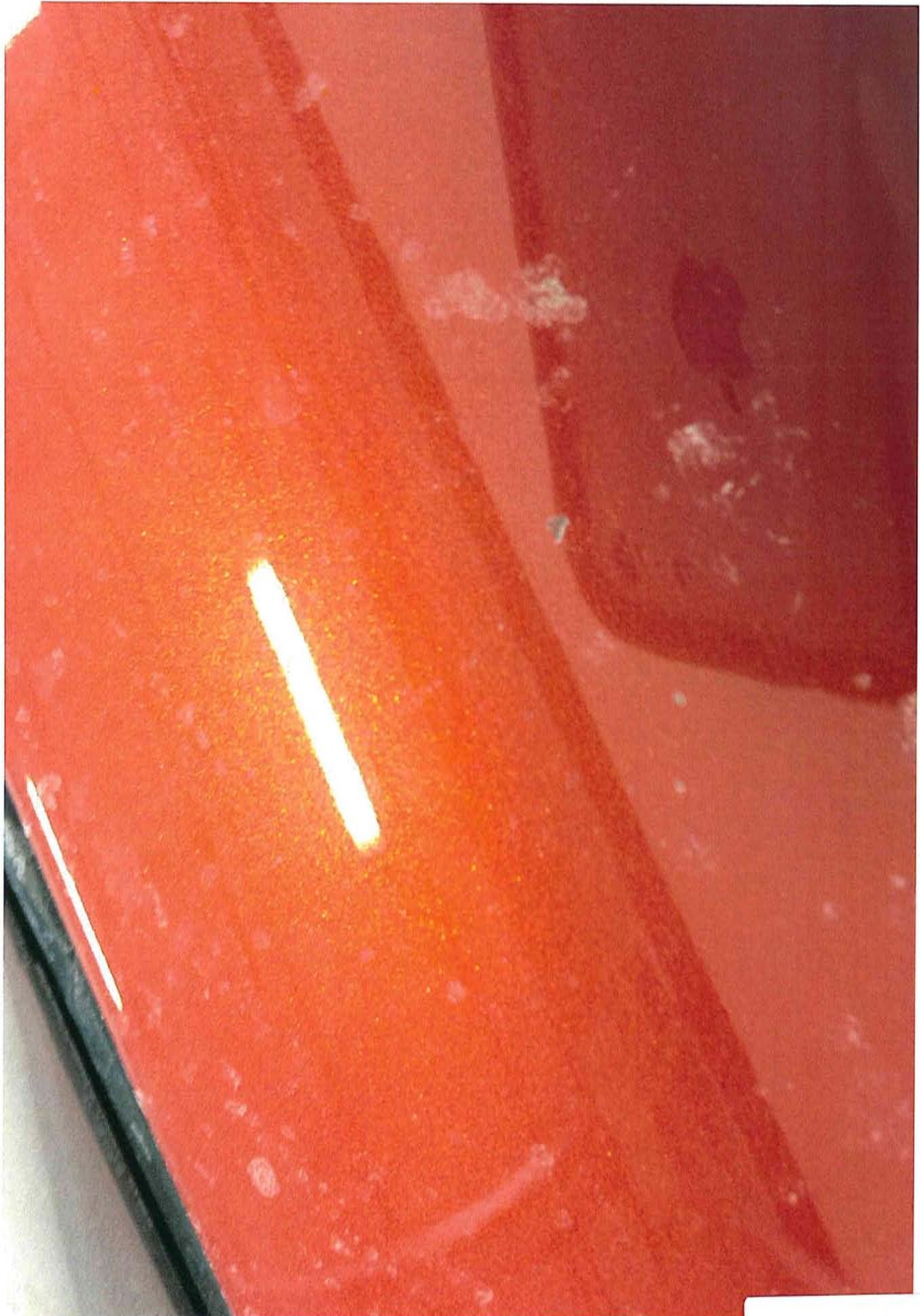
F2638244



F2638244



F2638244



F2638244



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: CE05

Dealer Code: MO025

Dealer City: Jefferson City

Name: Flanagan, Jack FTR

Report No.: [REDACTED]

Issue Date: 2/21/2014 8:02:00AM

Dealer Name: Fletcher Kia

Dealer State: MO

Component Group:

Component Code:

TREAD Code:

Subject/Title: Panoramic Roof Investigation

Vehicle Data

Model Code: 42442

Model Desc: SPORTAGE EX AWD

VIN: KNDPCCA20B7 [REDACTED]

Mileage: 57,376

Year: 2011

Engine No: [REDACTED]

Trans No: [REDACTED]

Trans Type: Automatic

Prod Date: 12/28/2010 12:00:00AM

Delivery Date: 2/18/2011

Repair Date: 2/21/2014 8:02:00AM

Part Information

Part Number:

Part Name:

Condition: N59BROKEN / CRACKED

Cause: C99OTHERS

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states the Sun Roof Glass Broke While Driving. Customer: Haslag

ACTUAL CONDITION

Panoramic roof glass broken.

INVESTIGATION RESULTS

The dealer took all pictures and did initial inspection. All results and pictures were forwarded to DPSM/FTR. Upon inspection by dealer personnel an existing impact point was noted at center leading edge of roof indicating impact damage may have been involved.

POSSIBLE CAUSE

Root cause could not be accurately determined.

CORRECTIVE ACTION

No action taken to date.

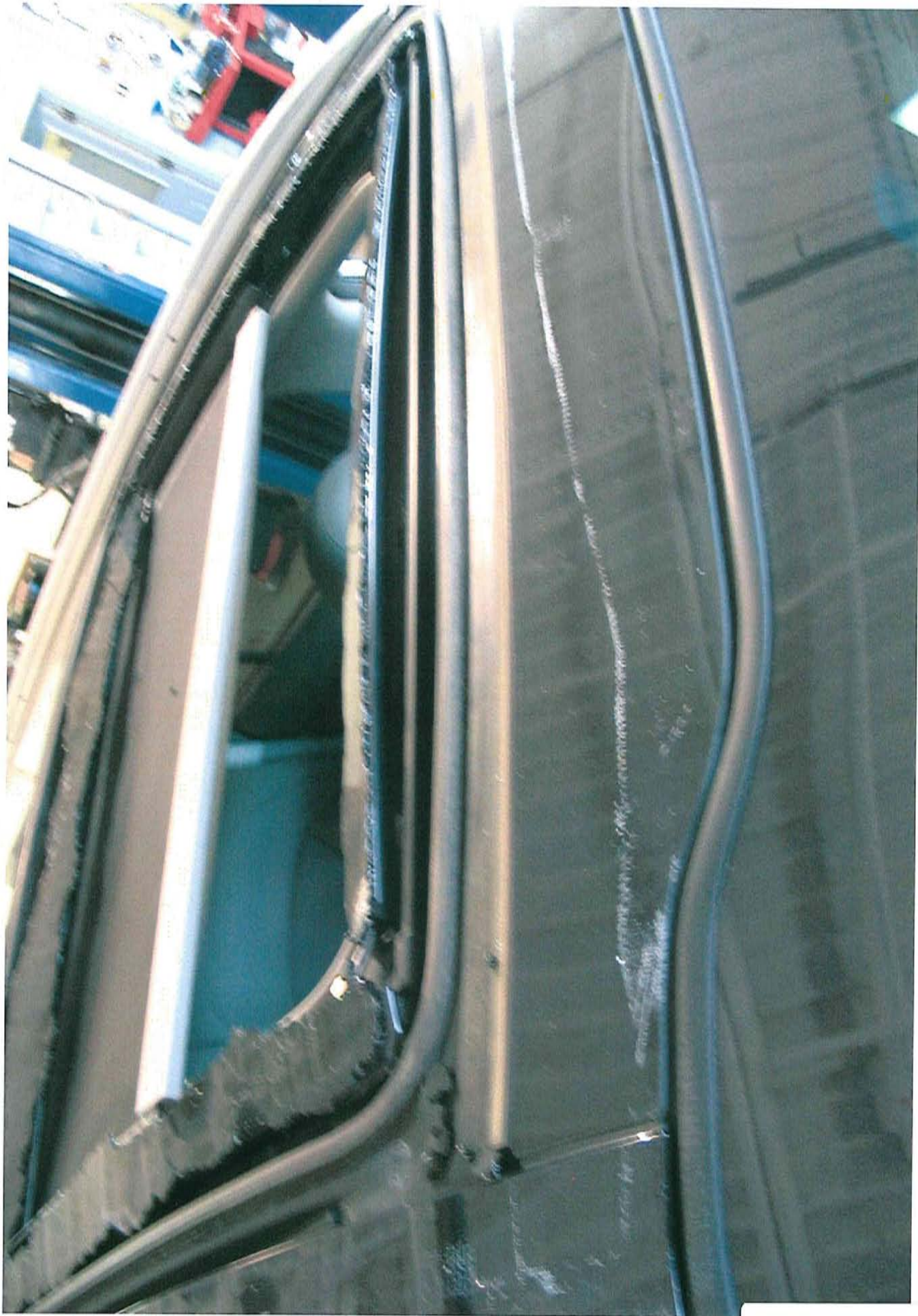
RECOMMENDATIONS



F2669976



F2669976



F2669976



F2669976



F2669976



F2669976



F2669976



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: WE01

Dealer Code: CA243

Dealer City: Los Angeles

Name: Perez, Alberto FTR

Report No.: [REDACTED]

Issue Date: 3/24/2014 8:03:00AM

Dealer Name: Kia of Cerritos

Dealer State: CA

Component Group:

Component Code:

TREAD Code:

Subject/Title: Customer states the sunroof shattered while driving onto highway

Vehicle Data

Model Code: 45282

Model Desc: SPORTAGE SX FWD

VIN: KNDPC3A65D7 [REDACTED]

Mileage: 17,930

Year: 2013

Engine No [REDACTED]

Trans No [REDACTED]

Trans Type: Automatic

Prod Date: 9/4/2012 12:00:00AM

Delivery Date: 12/15/2012

Repair Date: 3/24/2014 8:03:00AM

Part Information

Part Number: 81610 2P000

Part Name: PNL ASSY-PANORAMAROO

Condition: N59BROKEN / CRACKED

Cause: C07CRACKED

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states the sunroof shattered while driving onto freeway.

ACTUAL CONDITION

Customer was traveling between 35-45 mph while merging onto freeway lanes.

INVESTIGATION RESULTS

Inconclusive

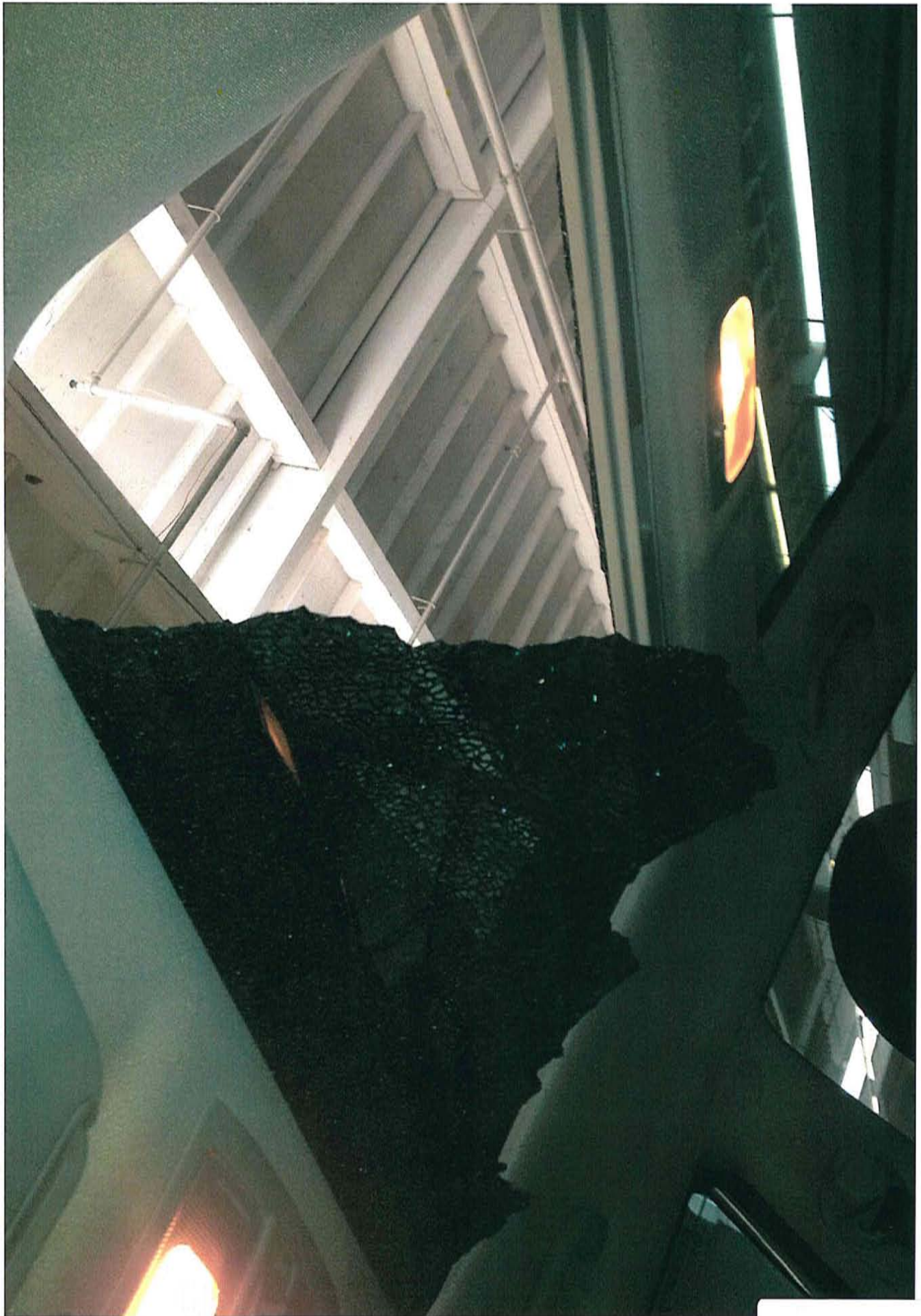
POSSIBLE CAUSE

Unknown

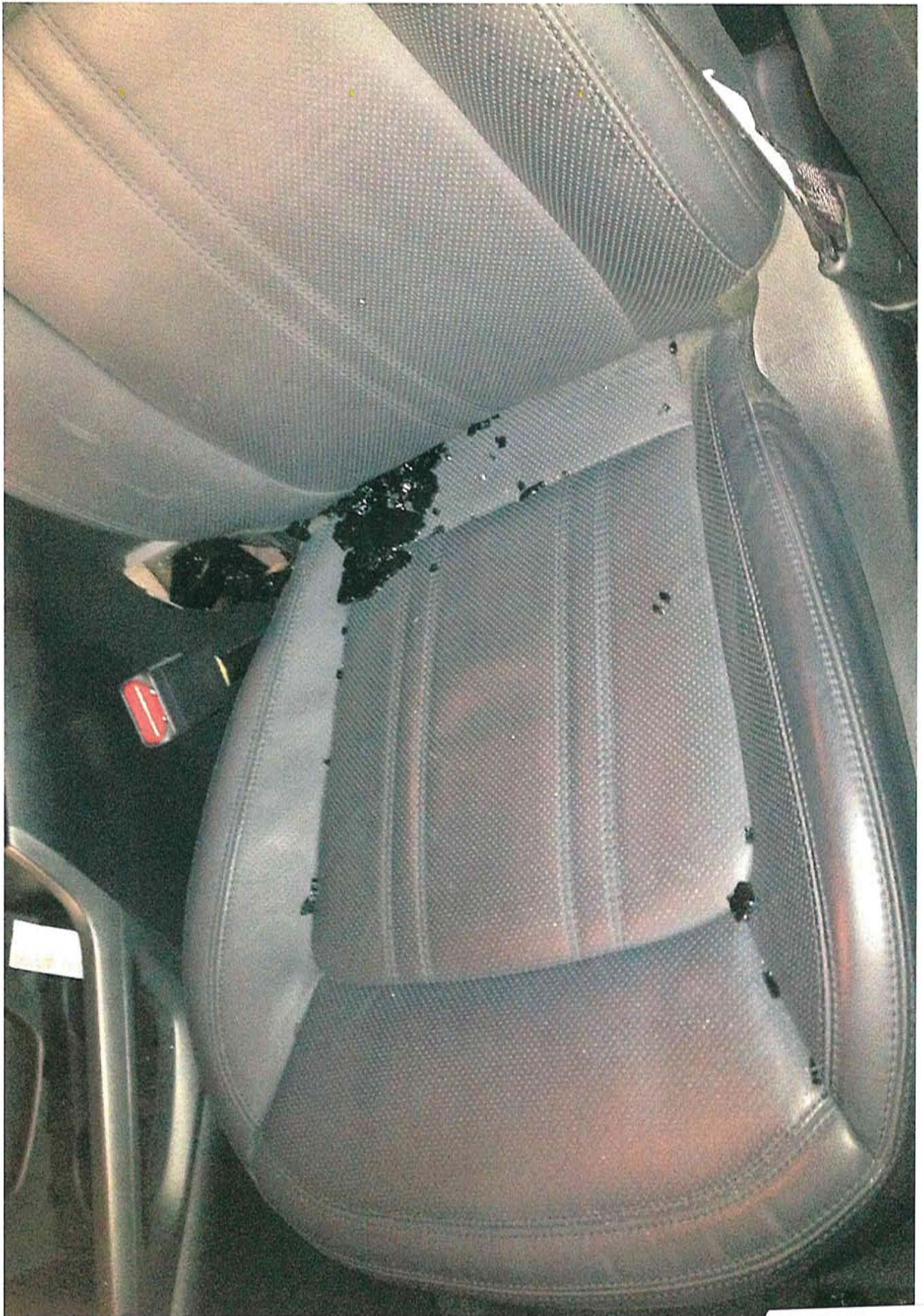
CORRECTIVE ACTION

Recommending to replace sunroof glass assembly.

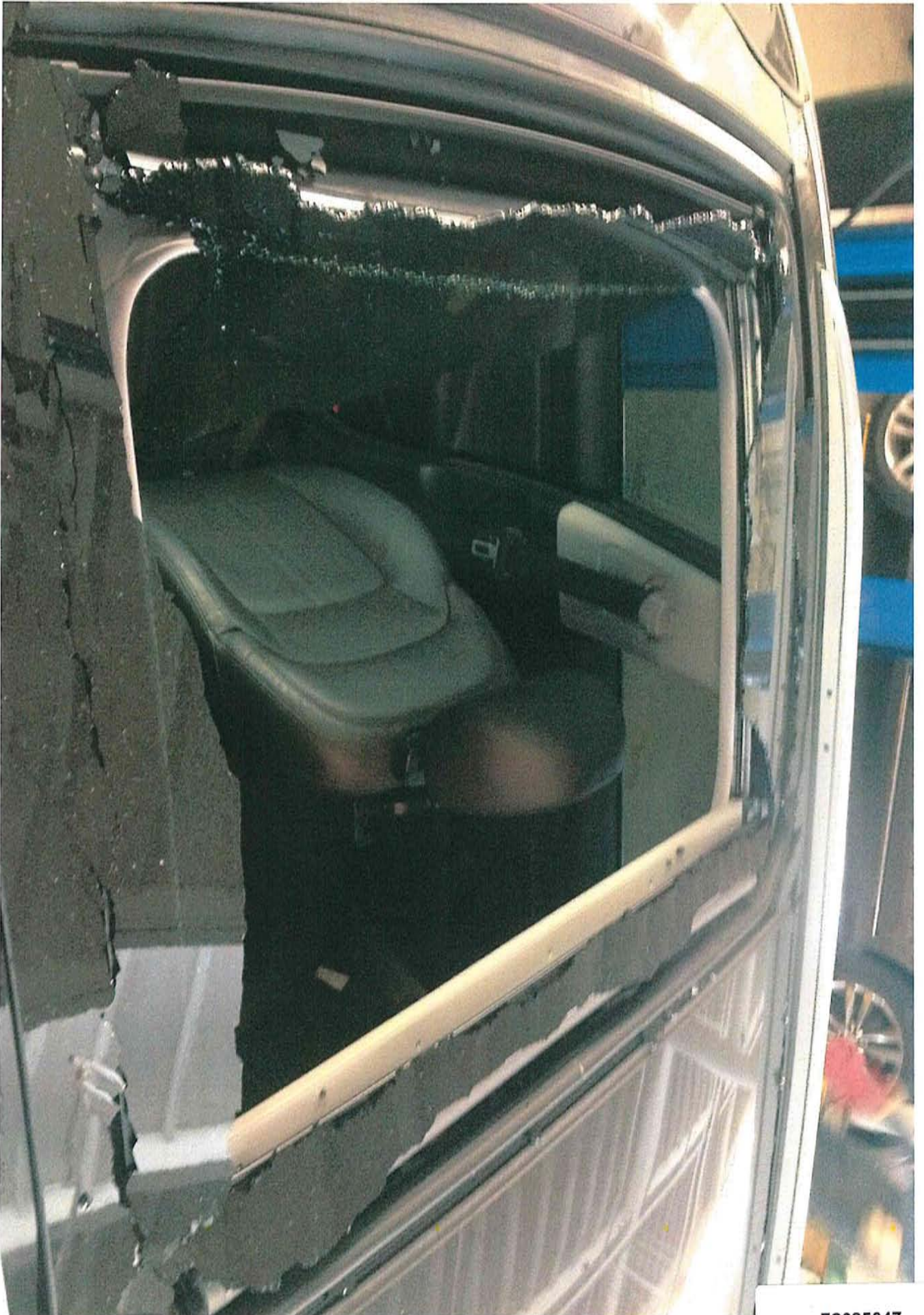
RECOMMENDATIONS



F2685047



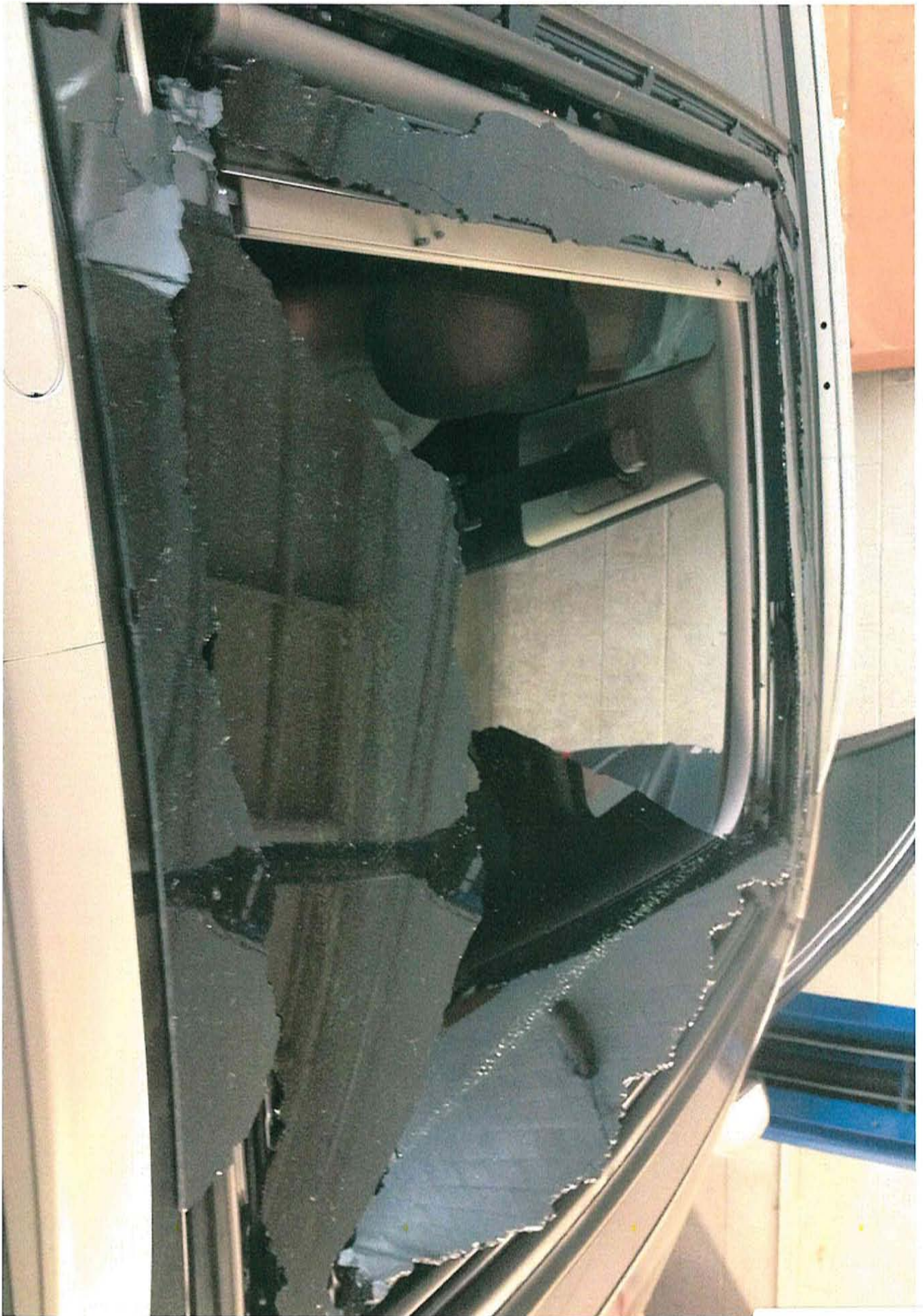
F2685047



F2685047



F2685047



F2685047



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: CE04

Dealer Code: IL055

Dealer City: Quincy

Name: Flanagan, Jack FTR

Report No.: [REDACTED]

Issue Date: 4/15/2014 8:04:00AM

Dealer Name: Shottenkirk Kia o

Dealer State: IL

Component Group:

Component Code:

TREAD Code:

Subject/Title: Panoramic Roof Investigation

Vehicle Data

Model Code: 42242

Model Desc: SPORTAGE EX FWD

VIN: KNDPC3A24C [REDACTED]

Mileage: 26,559

Year: 2012

Engine No:

Trans No [REDACTED]

Trans Type: Automatic

Prod Date: 11/22/2011 12:00:00AM

Delivery Date: 1/16/2012

Repair Date: 4/15/2014 8:04:00AM

Part Information

Part Number:

Part Name:

Condition:

Cause:

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states they were driving down the road, heard a loud pop and the sunroof was shattered. Customer: [REDACTED]

ACTUAL CONDITION

Panoramic roof glass shattered.

INVESTIGATION RESULTS

FTR inspected vehicle on 4/15/2014. Verified panoramic roof glass was shattered. Panel was approximately 10% intact on vehicle although entire glass panel was shattered. Inspected remaining sunroof glass extensively with no definitive signs of impact noted on remaining glass. Noted multiple small chips and scratches on other roof/glass surfaces.

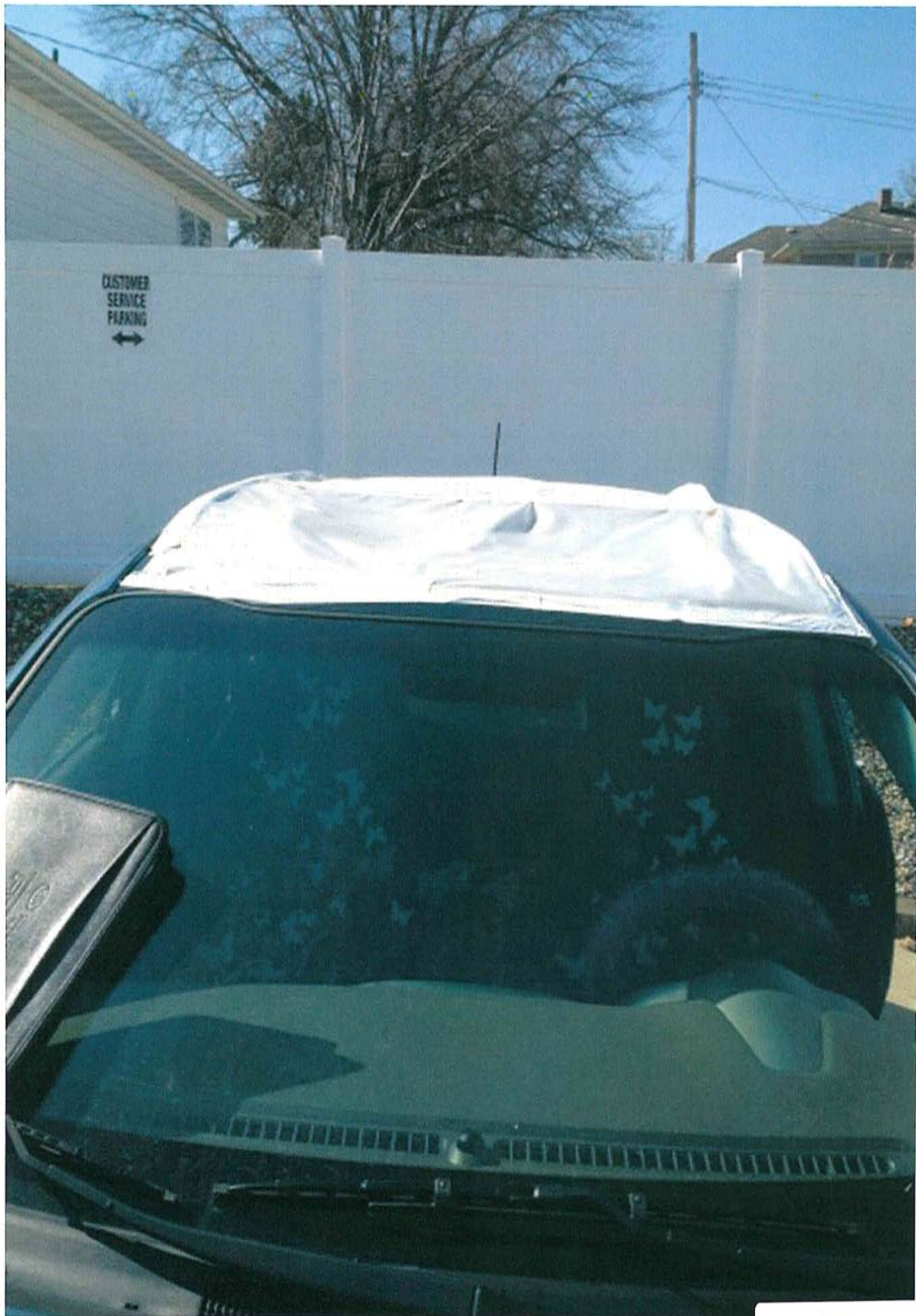
POSSIBLE CAUSE

There are no definitive signs of impact. Cause of sunroof fracture is unknown.

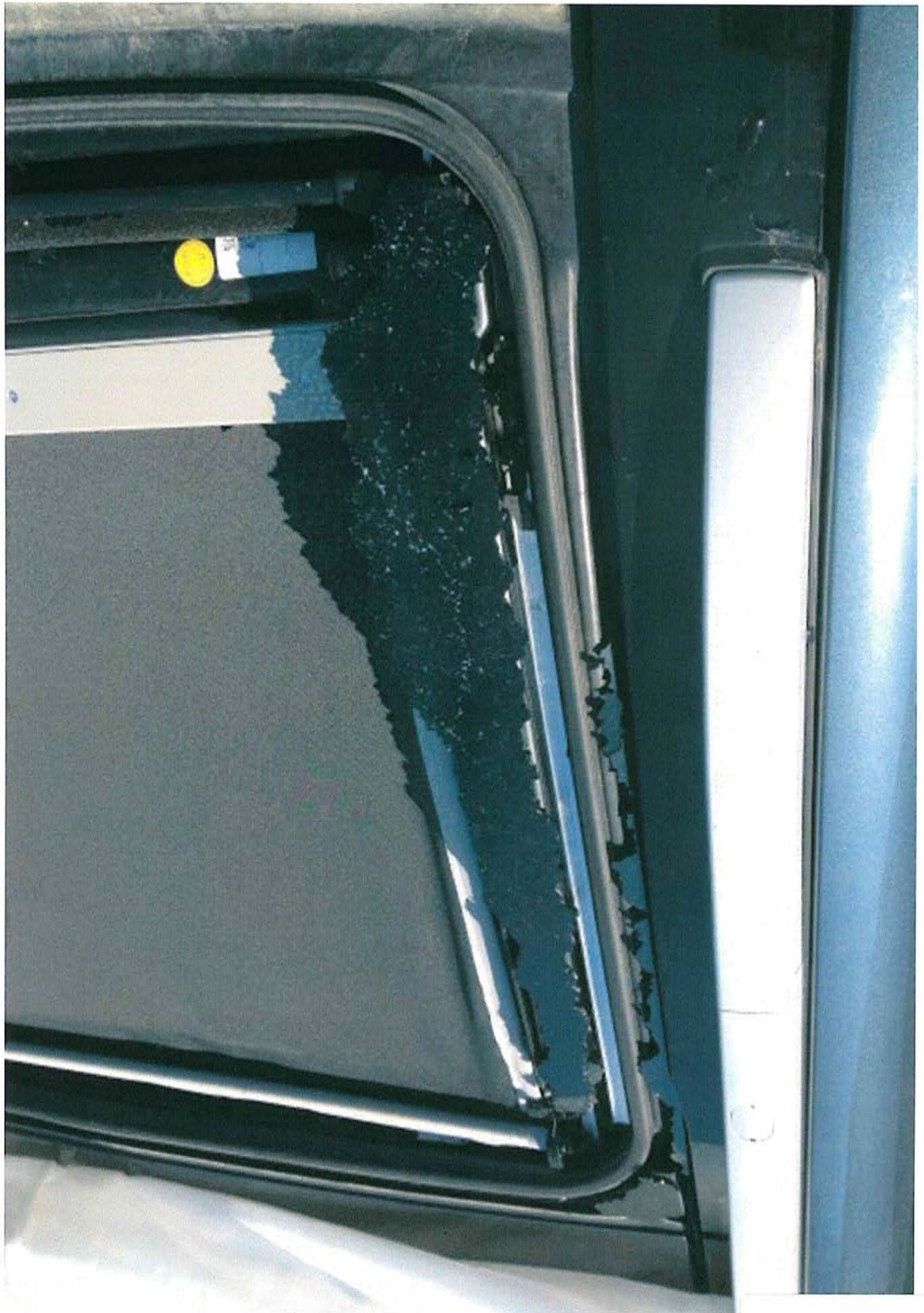
CORRECTIVE ACTION

No action taken at this time. Results of inspection reported to RCAM and NCA.

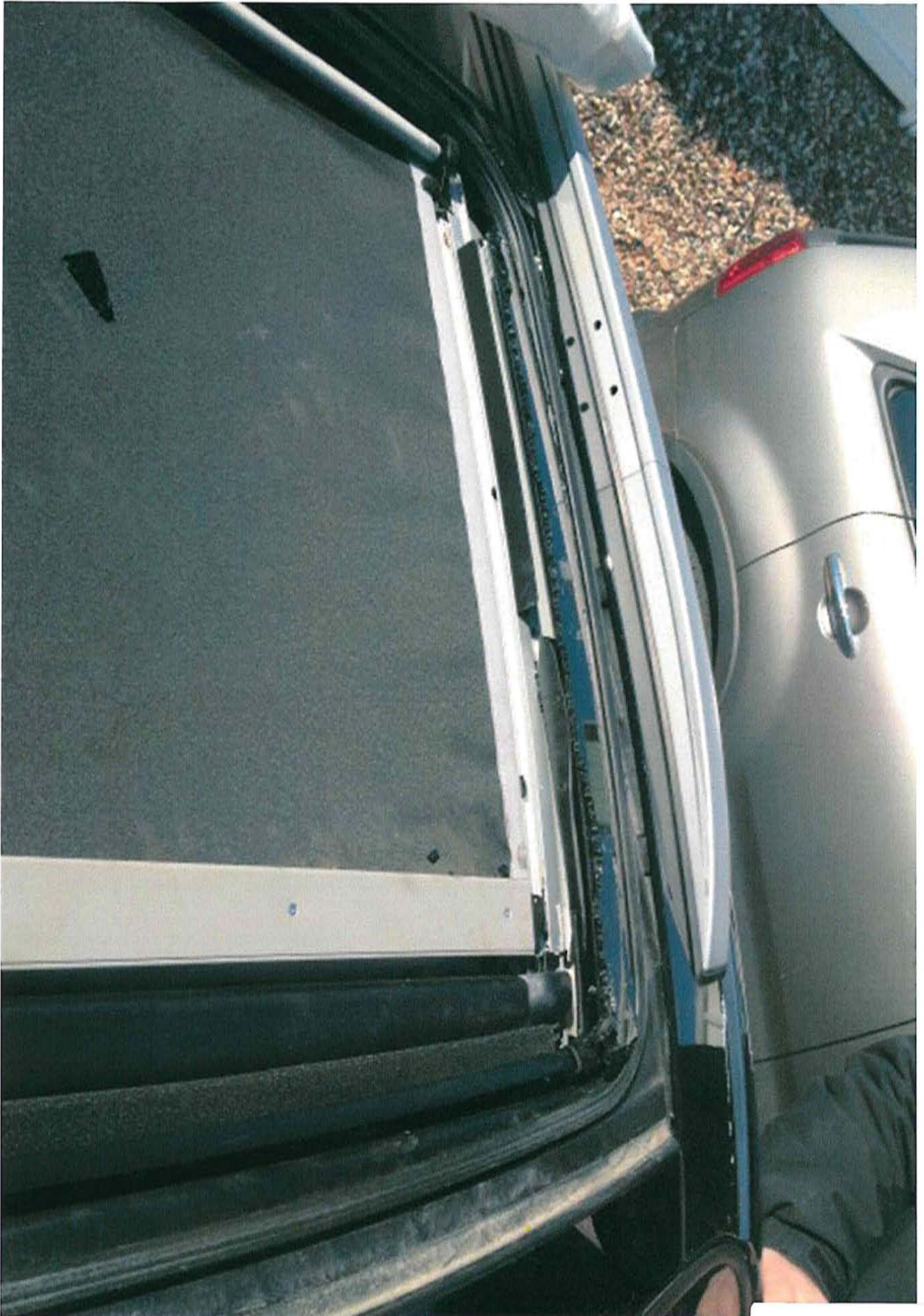
RECOMMENDATIONS



F2701339



F2701339



F2701339



F2701339



F2701339



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO13

Dealer Code: GA074

Dealer City: Perry

Name: Melkowski, Paul FTR

Report No.: [REDACTED]

Issue Date: 6/11/2014 8:06:00AM

Dealer Name: Jeff Smith Kia

Dealer State: GA

Component Group:

Component Code:

TREAD Code:

Subject/Title: Sunroof Sliding Glass Panel Shattered While Parked Inside Garage

Vehicle Data

Model Code: 42242

Model Desc: SPORTAGE EX FWD

VIN: KNDPC3A29C7 [REDACTED]

Mileage: 33,051

Year: 2012

Engine No: [REDACTED]

Trans No: [REDACTED]

Trans Type: Automatic

Prod Date: 5/19/2012 12:00:00AM

Delivery Date: 11/23/2012

Repair Date: 6/11/2014 8:06:00AM

Part Information

Part Number: 81611 3W000

Part Name: PNL ASSY-PANORAMAROO

Condition: N59BROKEN / CRACKED

Cause: C07CRACKED

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Panoramic sunroof sliding glass panel shattered while parked inside the customer's garage

ACTUAL CONDITION

The panoramic sunroof sliding glass panel is shattered

INVESTIGATION RESULTS

Customer states the vehicle was parked inside the garage at around 9 PM on 6/3/2014 and when she returned to the garage at around 9 AM the next morning she noticed the sunroof was shattered. There was no evidence present at the time of inspection indicating an impact. The shattered sunroof panel had been disturbed by the customer prior to inspection. Vehicle appears to be in good condition.

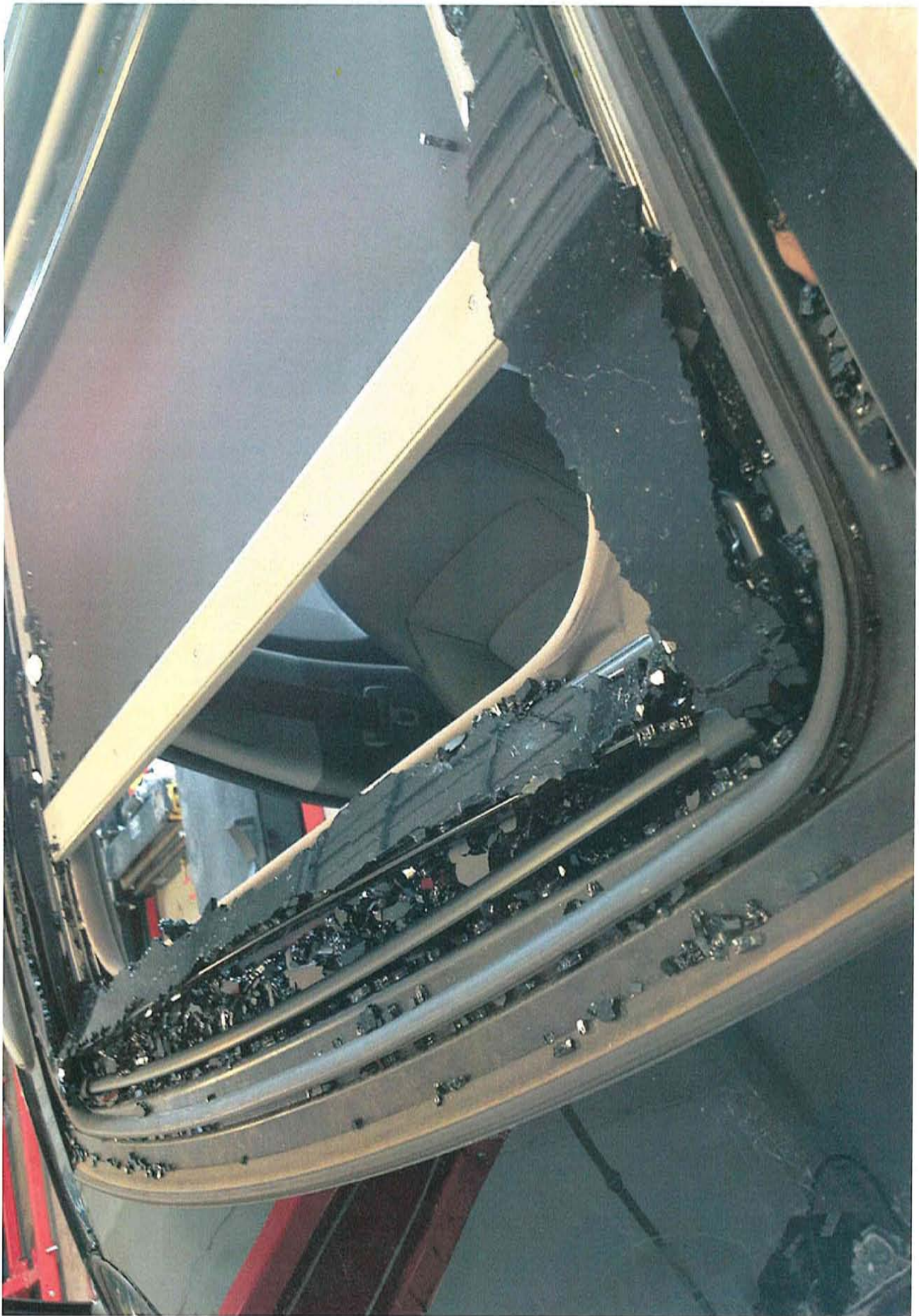
POSSIBLE CAUSE

UnknownThe customer removed most of the shattered glass debris prior to dropping off the vehicle at the dealership

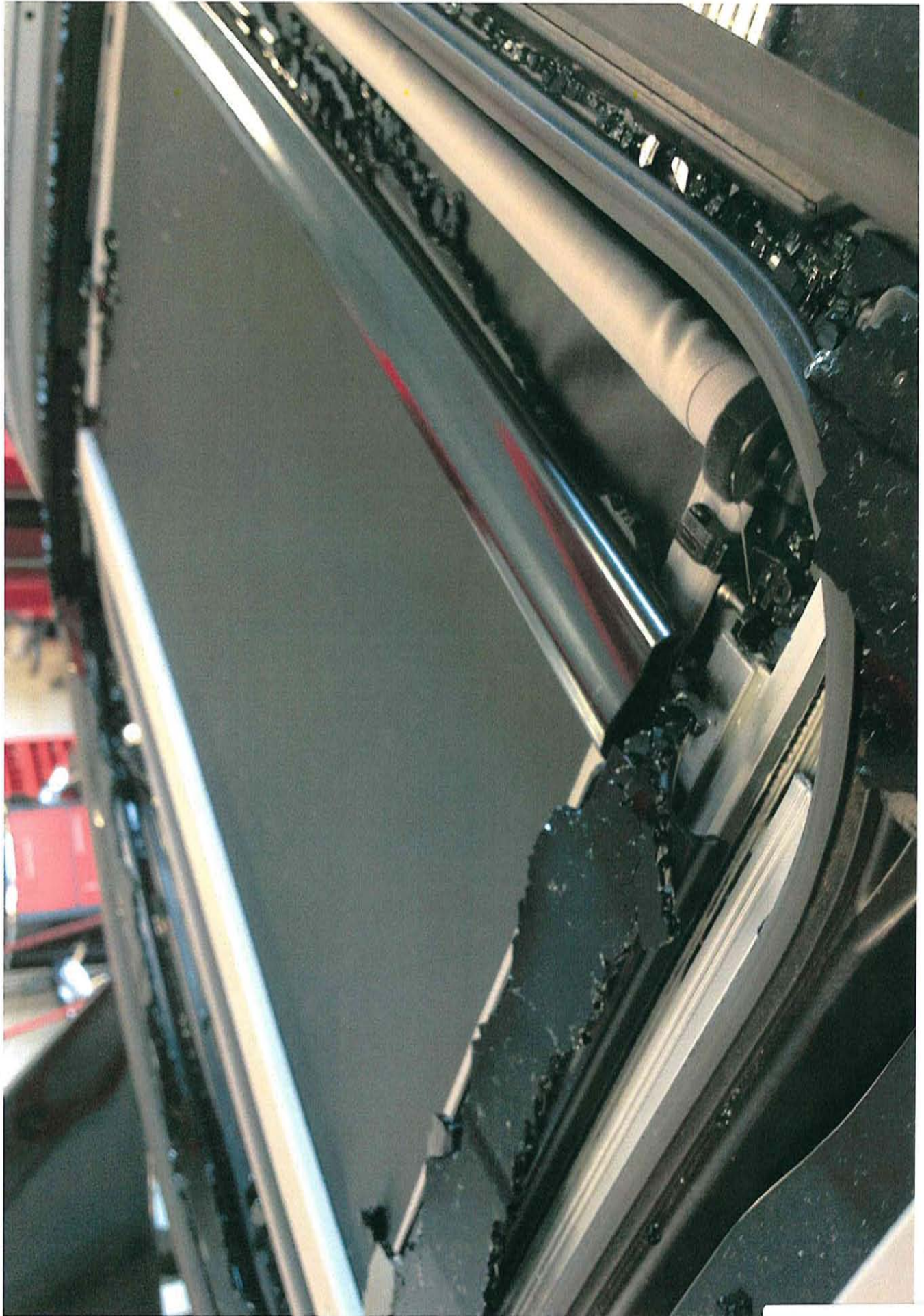
CORRECTIVE ACTION

Panoramic sunroof sliding glass panel needs to be replacedSunroof frame assembly requires thorough cleaning/removal of glass debris

RECOMMENDATIONS



F2733089



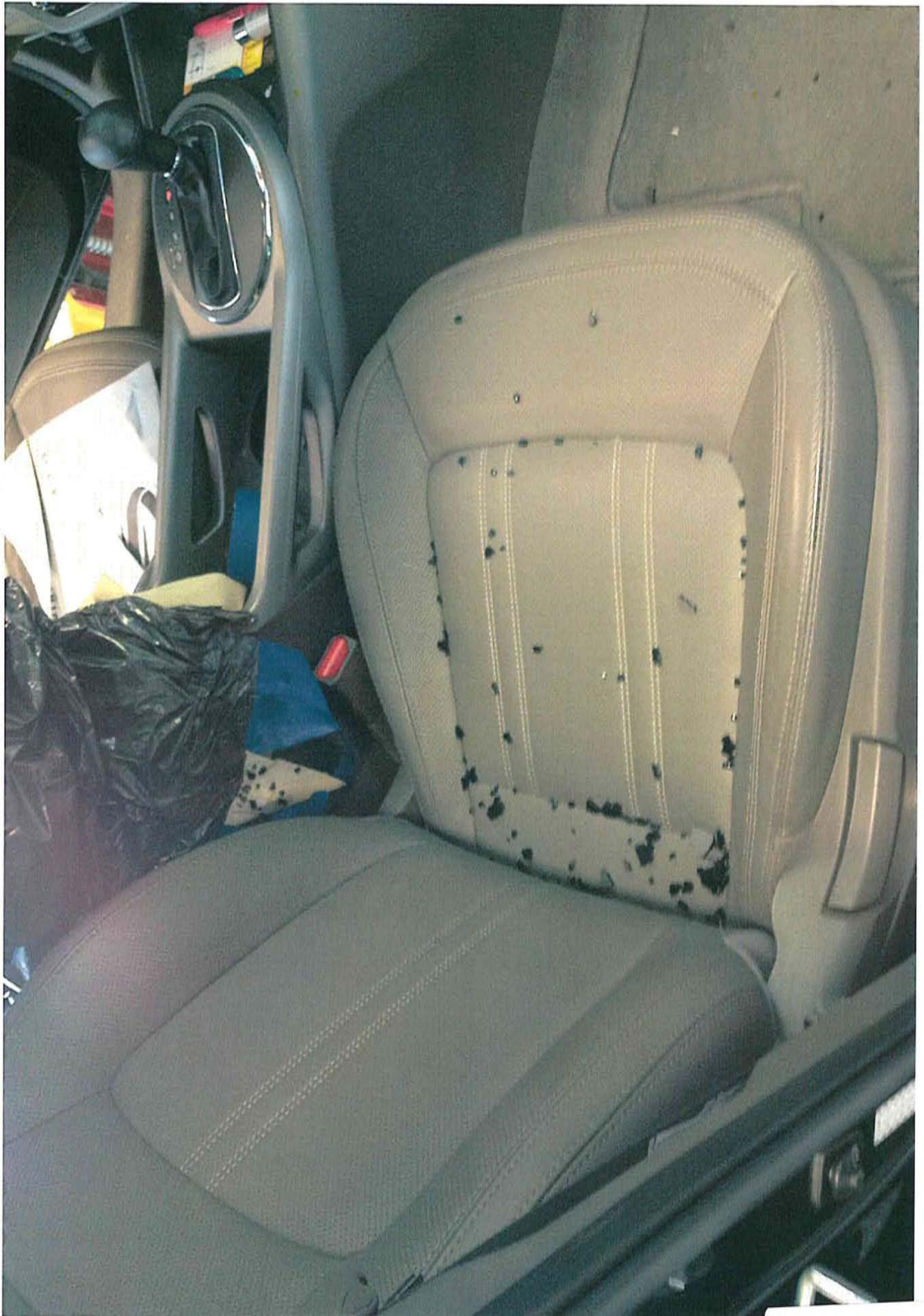
F2733089



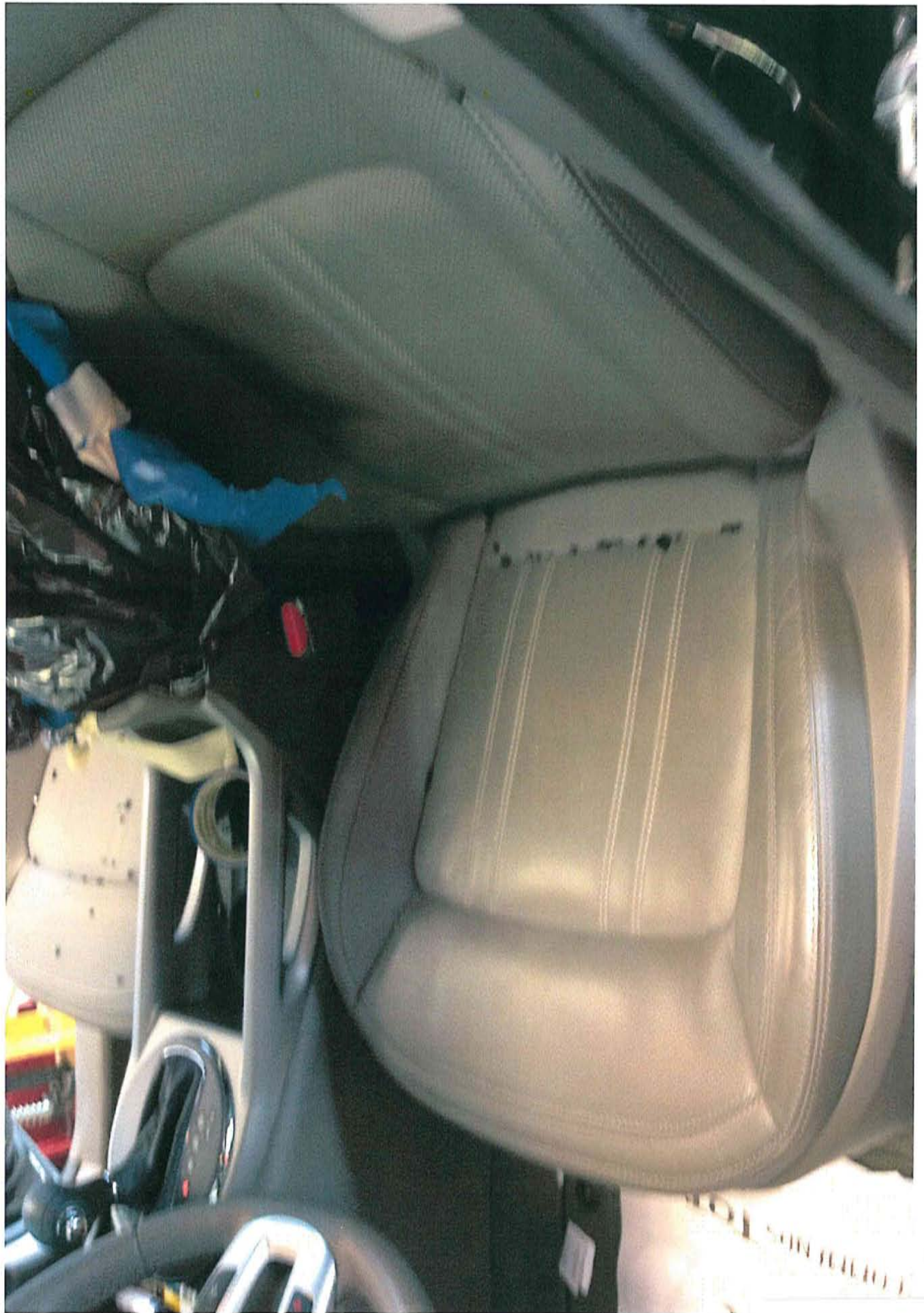
F2733089



F2733089



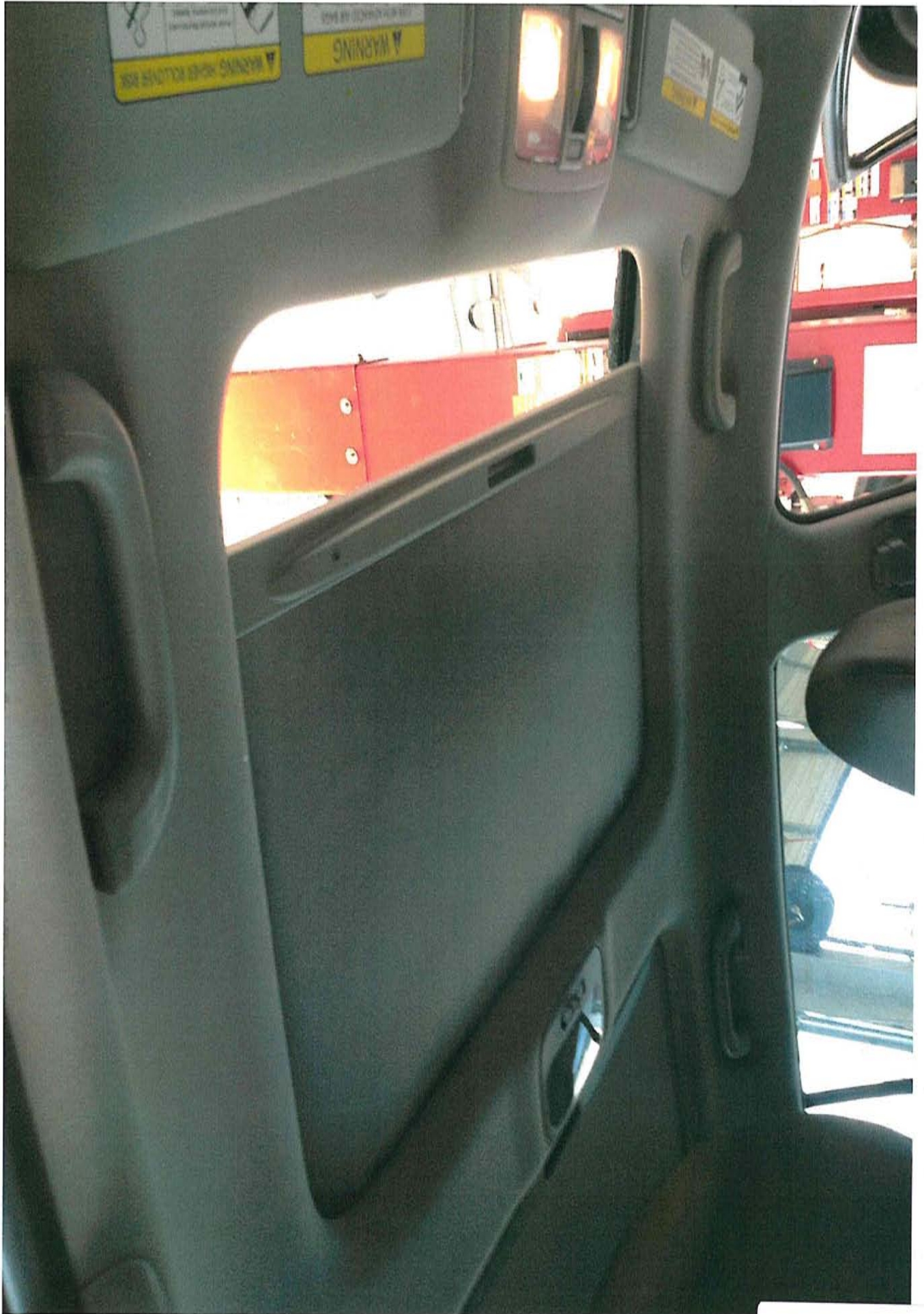
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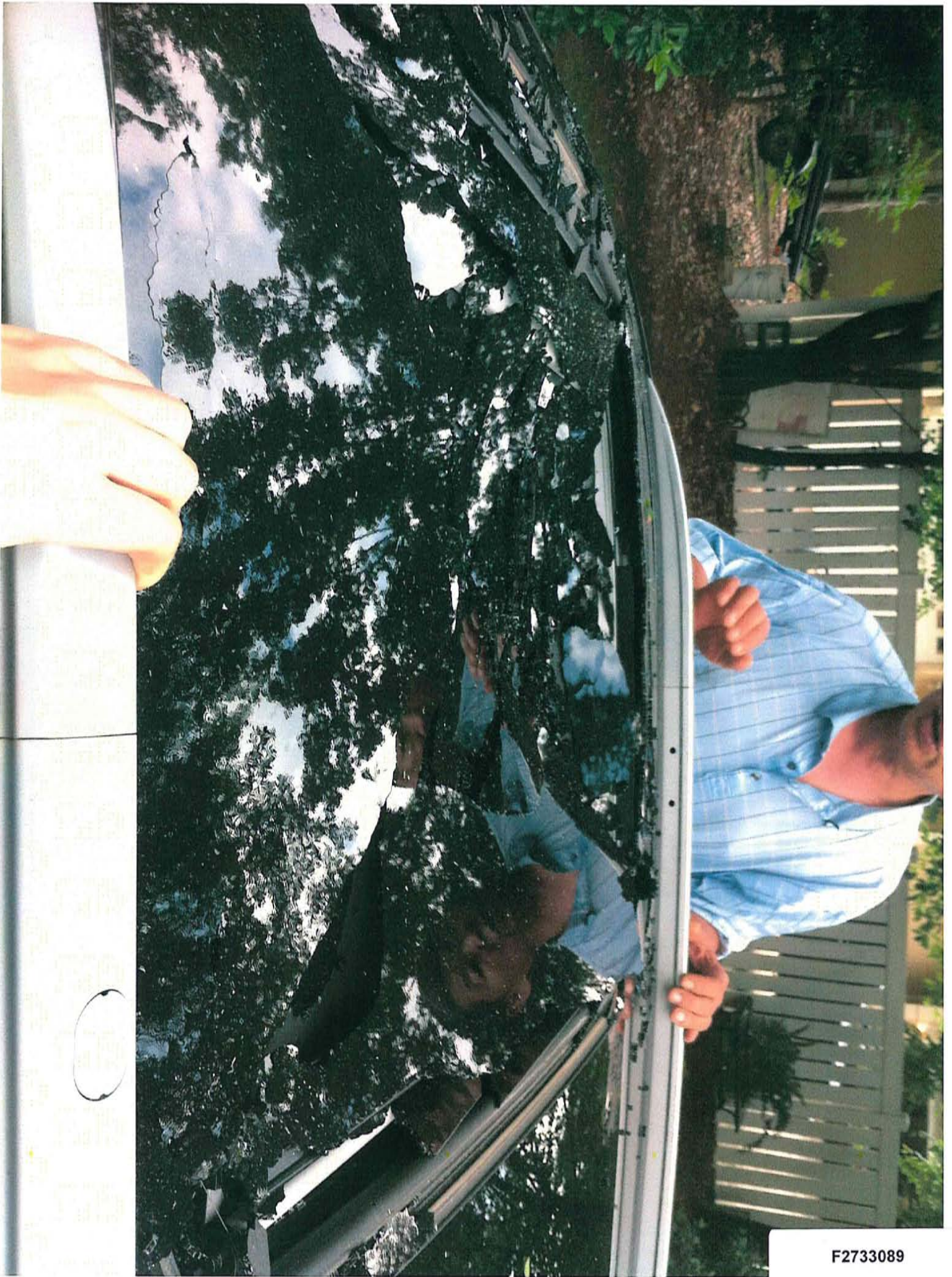
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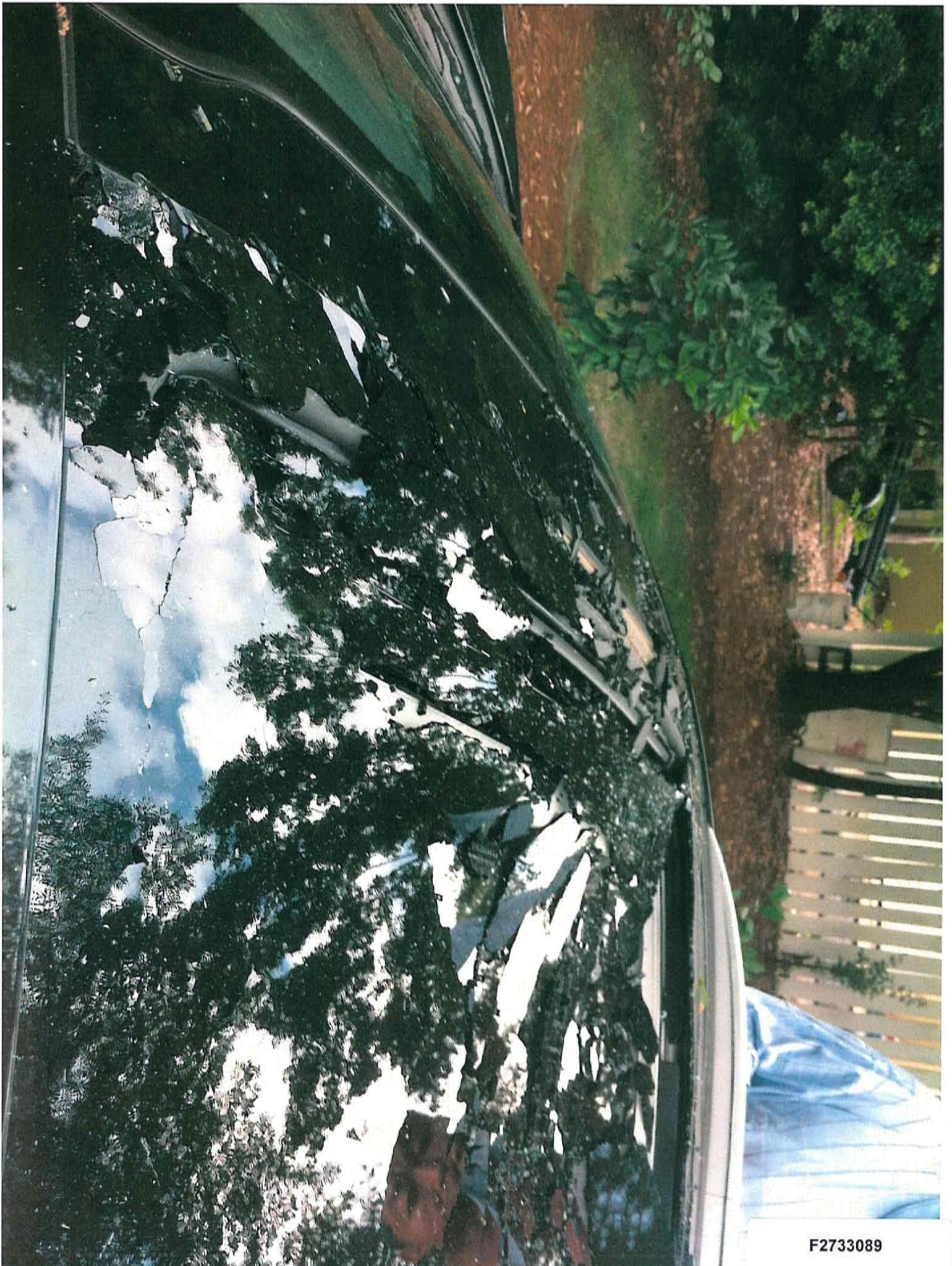
F2733089



F2733089



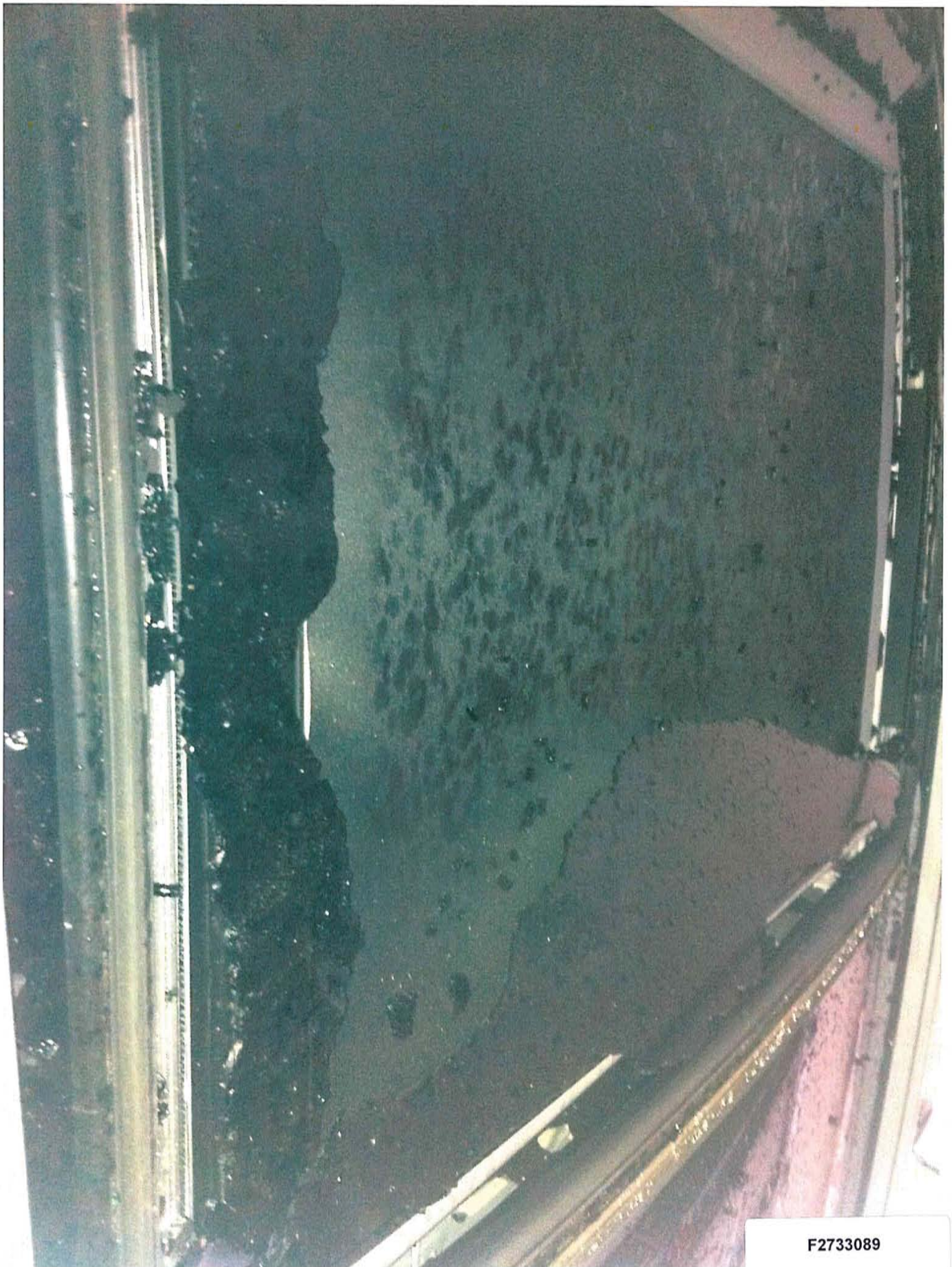
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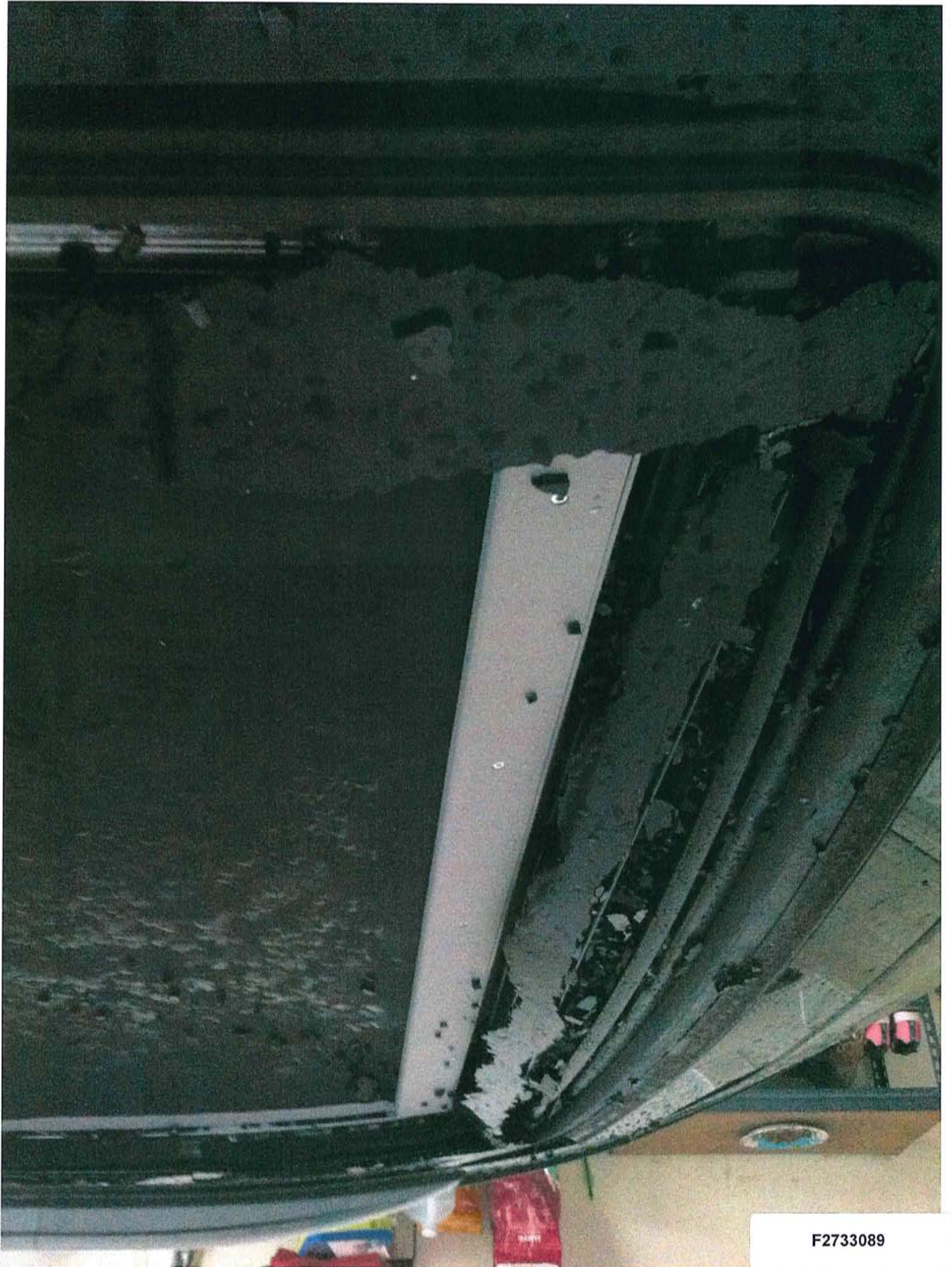
F2733089



F2733089



F2733089



F2733089



F2733089



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA
Region/District: EA02
Dealer Code: MA006
Dealer City: Braintree
Name: Lundgren, Daniel FTR

Report No.: [REDACTED]
Issue Date: 7/28/2014 8:07:00AM
Dealer Name: Quirk Kia
Dealer State: MA

Component Group:
Component Code:
TREAD Code:

Subject/Title: panoramic roof shattered while driving

Vehicle Data

Model Code: 42442	Model Desc: SPORTAGE EX AWD	
VIN: KNDPCCA29D [REDACTED]	Mileage: 15,358	Year: 2013
Engine No: [REDACTED]	Trans No: [REDACTED]	Trans Type: Automatic
Prod Date: 3/8/2013 12:00:00AM	Delivery Date: 5/20/2013	Repair Date: 7/28/2014 8:07:00AM

Part Information

Part Number:	Part Name:	
Condition: N99OTHERS	Cause: C99OTHERS	
Part ID/Lot:	Other Part No:	Other Part No:

Case History

CUSTOMER COMPLAINT

Customer Says while driving on highway the sunroof shattered.

ACTUAL CONDITION

FTR inspected vehicle on 7/23/14 and found front sunroof panel of panoramic roof shattered. The sunroof was closed as well as the sunshade. The glass debris sitting on top of the sunshade.

INVESTIGATION RESULTS

The vehicle glass was covered with plastic and tape covering the shattered glass. Roof racks with a pod was installed on the vehicle at the time of the inspection. 80% of the glass was shattered and the pieces collected in the sun shade which was closed. The front edge of the glass was found to be flipped back. (see photos) A paint chip was found on the hood down to the metal. No rust was on the exposed metal suggesting the chip was recent. A chip was in the windshield was also found. (see photos attached) other small chips in the paint and windshield were noted as well.

POSSIBLE CAUSE

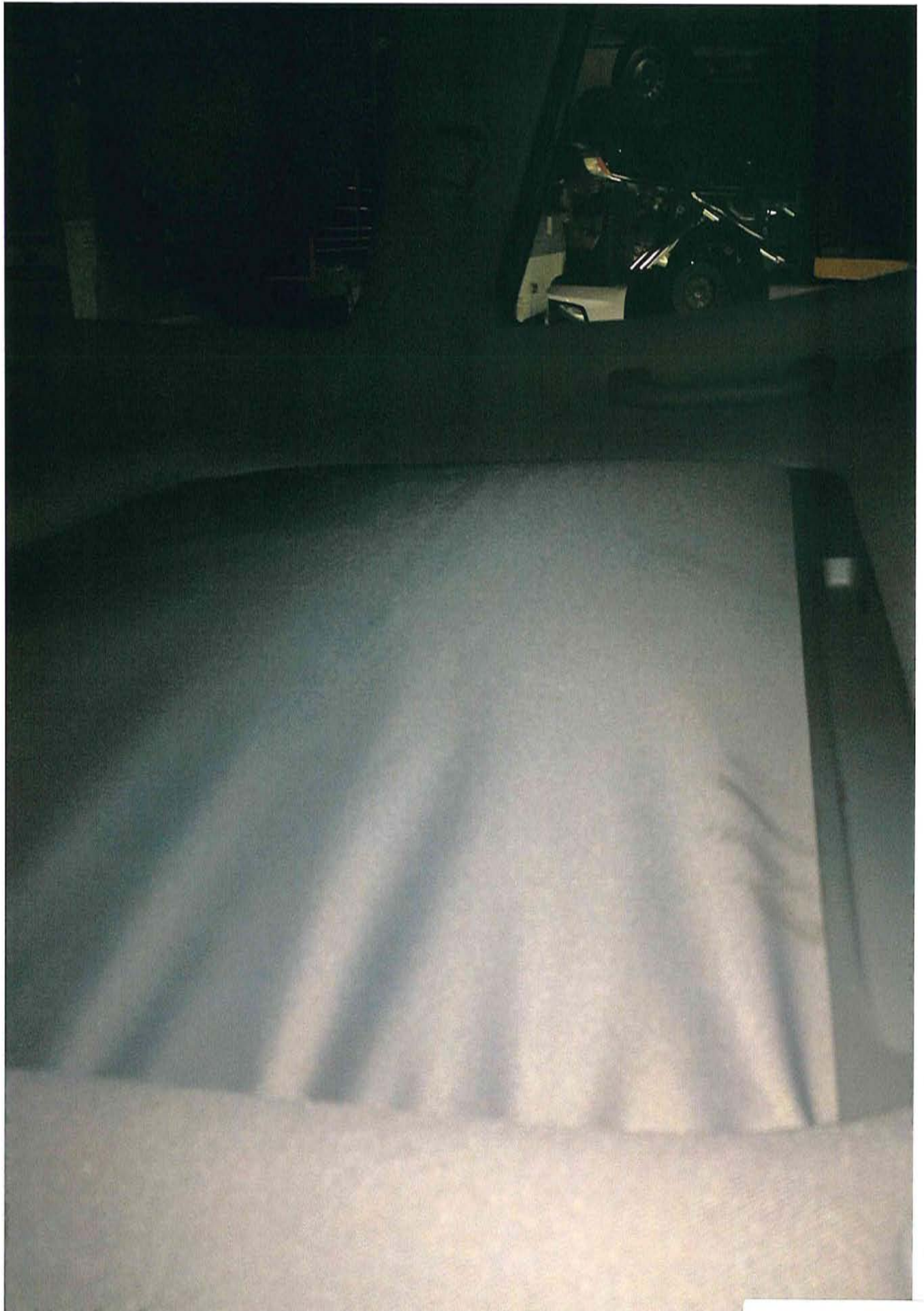
Possible roof glass failure due to impact from outside source resulting in weakening of glass integrity. Signs of impact on hood and windshield was found.

CORRECTIVE ACTION

No action taken at this time. Results of inspection reported to Platform Engineer and NCA.

RECOMMENDATIONS





F2794604



F2794604



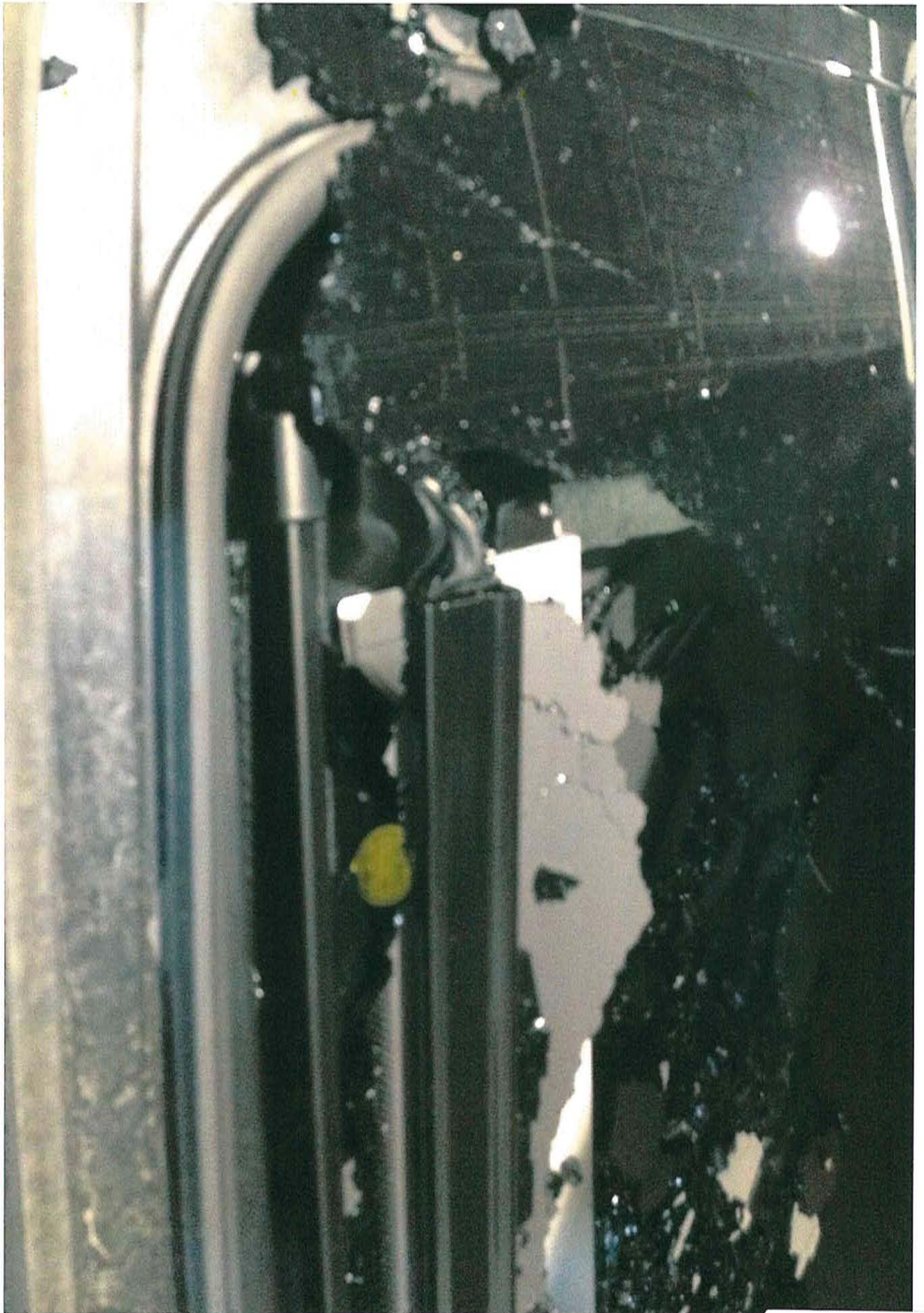
F2794604



F2794604



F2794604



F2794604



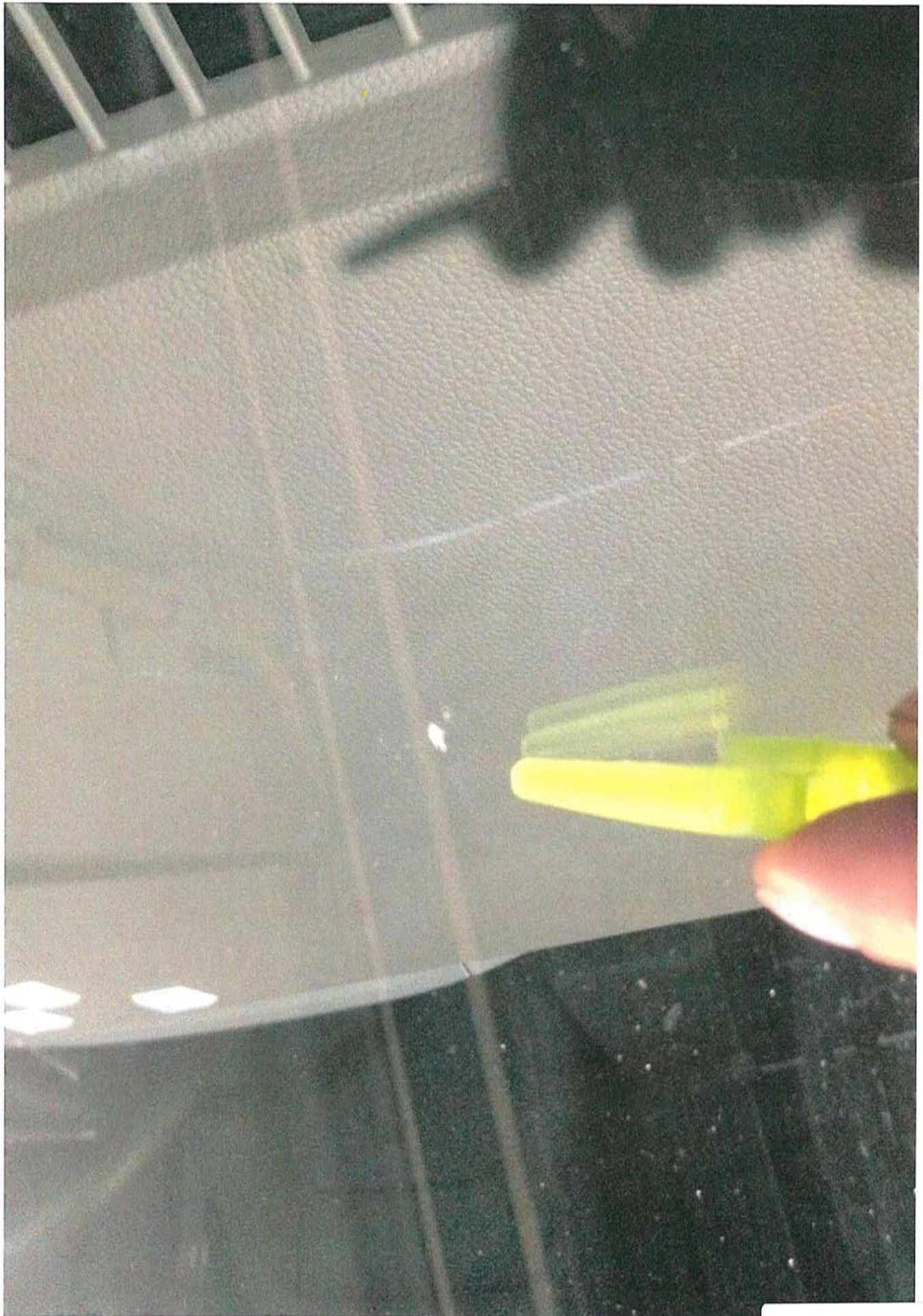
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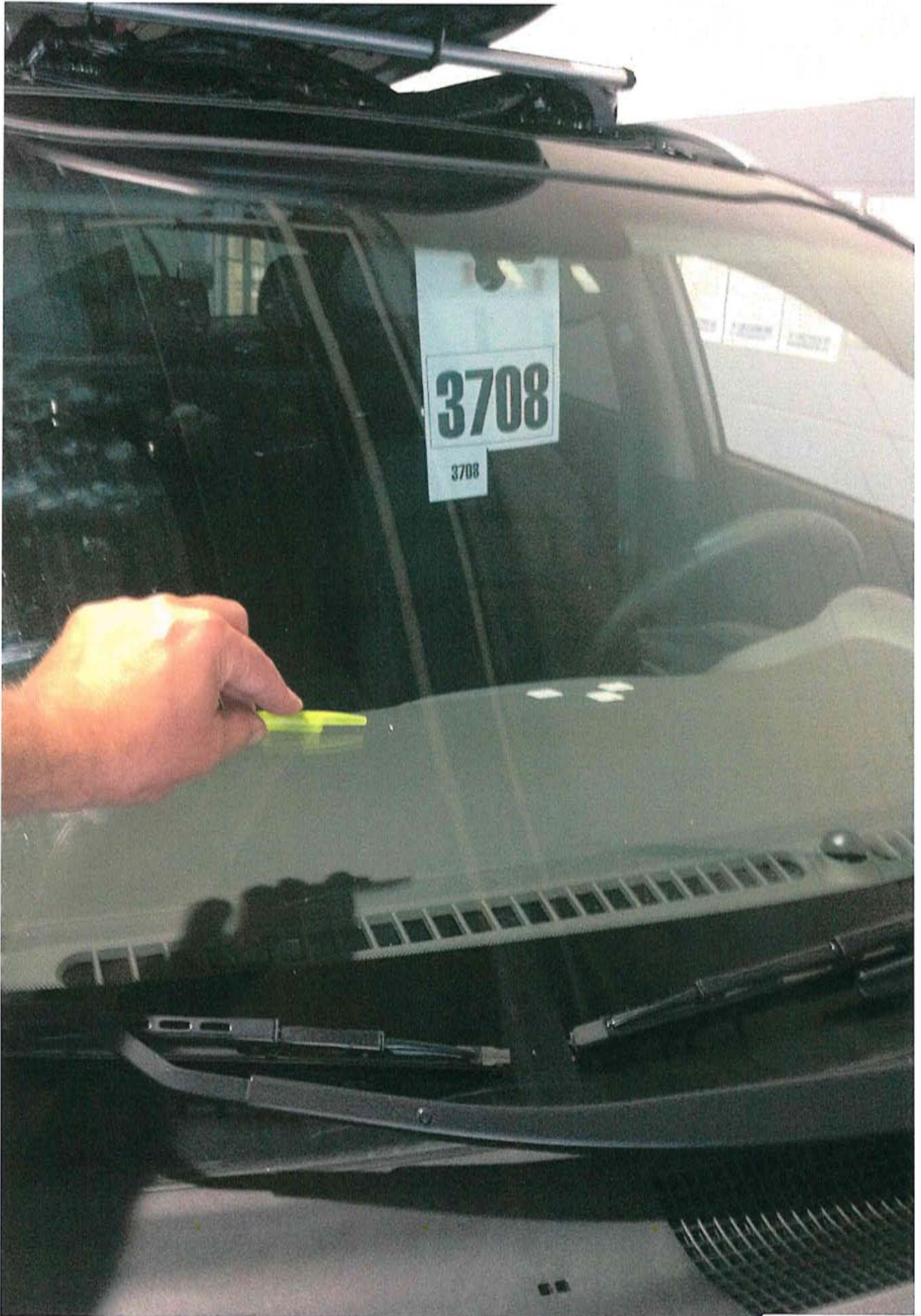
F2794604



F2794604

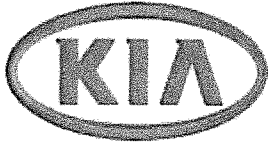


F2794604



F2794604

**TECHNICAL ASSISTANCE CASE
CENTER REPORTS**



**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,011 SPORTAGE EX AWD

Engine: [REDACTED]

Model Code: 42442

VIN: KNDPCCA22B7 [REDACTED]

Mileage: 24,248

Prod Date: 3/17/2011 12:00:00/

Warranty Start Date: 4/30/2011 12:00:00AM

Dealer/Contact Data:

Dealer: PA063 Monroeville Kia

Phone: 4128562100

FAX: 4128568808

Contact: Bruce Loutsenhizer

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 02/25/2013 02:20 PM clarify Action Type: Manager review

*** Performed by contact: Bruce Loutsenhizer, 4128562100

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

Problem Description :

the sun roof glass is broken from the middle out it appers,customer states they were driving down the road and it just broke,they also state that they googled this and they feel it is a common? problem? i have not seen any other sun roofs just brake,also they state that they were not using it or tring to open it at the time,it is intact on the rails

Diagnostics Performed :

inspect son roof glass

*** PHONE LOG 02/25/2013 02:23 PM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: Please do not touch the vehicle until contacted by consumer affairs. Thanks

*** NOTES 02/25/2013 02:31 PM clarify Action Type: Manager review

*** Performed by contact: Bruce Loutsenhizer, 4128562100

Result of Advice 1:will do

*** PHONE LOG 02/26/2013 08:29 AM Pacific Daylight Time dbrisky Action Type:Incoming call

Advice 1: Tech called in. Dealer has not heard from C/A Please attach pictures to the case or e mail them to dbrisky@kiausa.com

*** PHONE LOG 02/26/2013 10:01 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke with technician Bruce
2. I'm calling to follow up on the customers vehicle
3. Were you able to take any pictures of the vehicle

Bruce states:

1. Yes, I did take pictures and sent them to the techline rep that I was working with

Writer states:

1. Thank you
2. Once received I will review them and follow up with further determination

*** NOTES 02/26/2013 12:01 PM clarify Action Type: Manager review

*** Performed by contact: Bruce Loutsenhizer, 4128562100

i was checking in to see if you recieved the pictures? please note that there is no damage to the rear portion of the glass,our body shop personal believe that something impacted the front portion of the glass as there isnt even a scratch on the rear portion

Additional Comments:i was checking in to see if you recieved the pictures? please note that there is no damage to the rear portion of the glass,our body shop personal believe that something impacted the front portion of the glass as there isnt even a scratch on the rear portion

*** PHONE LOG 02/26/2013 12:12 PM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: Received the pictures and forwarded them to C/A

*** NOTES 02/26/2013 01:31 PM clarify Action Type: Manager review

*** Performed by contact: Bruce Loutsenhizer, 4128562100

Result of Advice 1:thank you

*** RESEARCH LOG 02/26/2013 01:37 PM Pacific Daylight Time dbrisky Action Type:Administrative task

Should have an update by the end of the day or first thing in the morning.

*** NOTES 02/27/2013 06:22 AM clarify Action Type: Manager review

*** Performed by contact: Bruce Loutsenhizer, 4128562100

Result of Advice 1:dpsm aproved 1 time good will repair,parts are on order

*** RESEARCH LOG 02/27/2013 06:23 AM Pacific Daylight Time dbrisky Action Type:Administrative task

Thanks for the update.

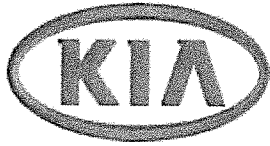
*** CASE CLOSE 03/18/2013 09:18 AM clarify

*** Performed by contact: Bruce Loutsenhizer, 4128562100

replace sun roof glass

Photos for Case # T2439631





Kia Motors America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,011 SPORTAGE EX FWD

Engine: [REDACTED]

Model Code: 42242

VIN: KNDPC3A27B7 [REDACTED]

Mileage: 26,803

Prod Date: 1/18/2011 12:00:00/

Warranty Start Date: 3/31/2011 12:00:00AM

Dealer/Contact Data:

Dealer: AL023 Brewbaker Kia

Phone: 3342714111

FAX: 3342716076

Contact: Shane Matherson

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Damage (General)

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 04/08/2013 07:34 AM clarify Action Type: Manager review

*** Performed by contact: Shane Matherson, 3342714111

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

Problem Description :

Customer states they were on the highway, heard a loud noise and the sunroof glass shattered

Diagnostics Performed :

inspected roof area for damage, none found

*** PHONE LOG 04/08/2013 07:43 AM Pacific Daylight Time RLevy-TL Action Type: Web Contact

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

*** PHONE LOG 04/09/2013 04:03 AM Pacific Daylight Time RLevy-TL Action Type: Web Contact

Advice 1: Shane, please take some high quality pictures of the sunroof concern. Need close-up pictures of any external impact damage from four different angles. Also need close-up pictures of the crack sunroof. Also wide-angle shots of the whole Senate from four different angles as well. Please either attach the photos to the case or e-mail them to rlevy@kiausa.com and attach the case number to the e-mail. Thanks

*** RESEARCH LOG 04/09/2013 06:07 AM Pacific Daylight Time RLevy-TL Action Type: Administrative task

[!<For Internal Use Only

See attach photo's>!]

*** PHONE LOG 04/09/2013 08:33 AM Pacific Daylight Time RLevy-TL Action Type: Web Contact

Advice 1: Shane, the picture you took are not high quality and we need high quality ones from 4 different angles to determine the cause if this. Please use a smart phone or camera with at least 5 megapixels. Need close-up pictures of any external impact damage from 4 different angles. Also need close-up pictures of the crack sunroof. Also wide-angle shots of the whole sunroof from 4 different angles as well. Please either attach the photos to the case or e-mail them to rlevy@kiausa.com and attach the case number to the e-mail. Thanks

*** NOTES 04/10/2013 11:21 AM clarify Action Type: Manager review

*** Performed by contact: Shane Matherson, 3342714111

Result of Advice 1:PICTURES WERE TAKEN WITH I PHONE 4,THEY WERE SENT AT MEDIUM MEGAPIXLE,DO THEY NEED TO BE SENT ANOTHER WAY? OUR DPSM WILL BE IN STORE TOMMORROW,IS THIS SOMETHING HE CAN ADDRESS?

*** EMAIL OUT Óí□ JRiaille-TL Action Type:External email

Send to:[jriaille@kiausa.com]

*** RESEARCH LOG 04/11/2013 10:31 AM Pacific Daylight Time RLevy-TL Action Type:Administrative task

Have the DPSM take the photos and send them to the e-mail address above.

*** NOTES 04/18/2013 12:06 PM clarify Action Type: Manager review

*** Performed by contact: Shane Matherson, 3342714111

Result of Advice 1:DPSM came out with engineer while I was in KIA training center. They removed remaining glass and frame.They took sunroof screws and rear sunroof pivot arm. Parts cannot find the screws or rear pivot arm in catalog?????????

*** PHONE LOG 04/18/2013 12:55 PM Pacific Daylight Time RLevy-TL Action Type:Web Contact

Advice 1: I understand the concern but techline has no control over any parts issues. You will need to contact the parts hotline at (800)542-5611

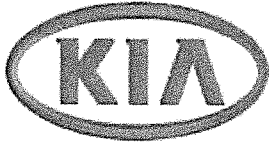
*** CASE CLOSE 05/14/2013 12:25 PM clarify

*** Performed by contact: Shane Matherson, 3342714111

replaced sunroof glass

Photos for Case # [REDACTED]





**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,011 SPORTAGE EX AWD

Engine: [REDACTED]

Model Code: 42442

VIN: KNDPCCA27B7 [REDACTED]

Mileage: 17,785

Prod Date: 5/4/2011 12:00:00A

Warranty Start Date: 9/7/2011 12:00:00AM

Dealer/Contact Data:

Dealer: MA038 Central Kia of Norwood

Phone: 7817628100

FAX: 7812555829

Contact: Joaquim Arelo

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Seat Cooling Inop_Sunroof Inop

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 07/01/2013 10:17 AM clarify Action Type: Manager review

*** Performed by contact: Joaquim Arelo, 7817628100

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

Problem Description :

vehicle came in with sunroof shattered cutomer states he was driving the the sunroof just shattered

Diagnostics Performed :

there is nothing to diag. the sunroof is shattered, im opening a tech case because DPSM told us to open a tech case

*** PHONE LOG 07/01/2013 10:29 AM Pacific Daylight Time DRichmond Action Type:Web Contact

Advice 1: Hello, please take picture and attach to the case. We have a procedure for this concern for XM models but not Sportage. Then perform the repair. Thanks.

*** NOTES 07/02/2013 08:50 AM clarify Action Type: Manager review

*** Performed by contact: Joaquim Arelo, 7817628100

Result of Advice 1:can you please give me your email adress and i will send you all the pictures that we have oon this vehicle

*** PHONE LOG 07/02/2013 09:17 AM Pacific Daylight Time DRichmond Action Type:Web Contact

Advice 1: Hello, first try adding the picture. You can add attachments by clicking on the "Attachment button between middle to top of page on the right hand side. IF still cannot find the attachment check with another tech to assist. Once you add the pictures then leave me a note in the case or I will not know you added them. If you still cannot do this then send to DRichmond@kiausa.com. Thanks.

*** NOTES 07/02/2013 09:36 AM clarify Action Type: Manager review

*** Performed by contact: Joaquim Arelo, 7817628100

Result of Advice 1: please let me know if you get the pics thanks

*** PHONE LOG 07/02/2013 09:39 AM Pacific Daylight Time DRichmond Action Type: Web Contact

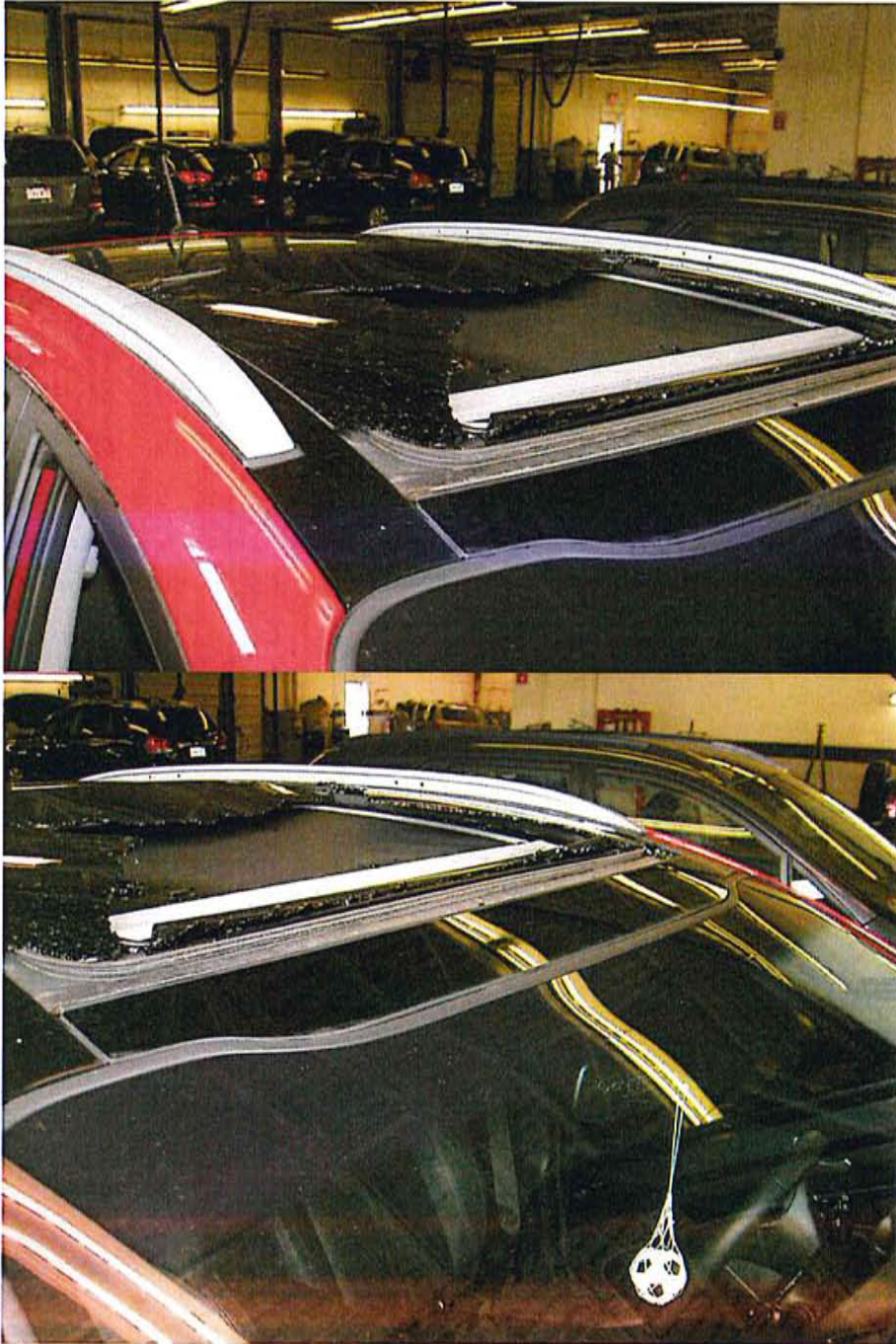
Advice 1: I can see the pictures in the case, good job. that does help us. Thanks.

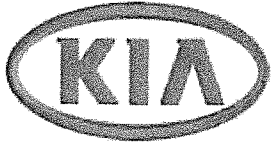
*** CASE CLOSE 07/09/2013 06:41 AM clarify

*** Performed by contact: Joaquim Arelo, 7817628100

nothing was replaced by dealer customer put claim through his insurance

Photos for Case # [REDACTED]





**Kia Motors America
Technical Assistance Center**

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2,013 SPORTAGE EX FWD

Engine: [REDACTED]

Model Code: 42242

VIN: KNDPC3A20D [REDACTED]

Mileage: 31,606

Prod Date: 4/9/2013 12:00:00AM

Warranty Start Date: 6/30/2013 12:00:00AM

Dealer/Contact Data:

Dealer: GA083 Rick Case Kia

Phone: 7704762800

FAX: 6789570767

Contact: Raymond Kary

Contact Title:

Service District:

Case Details:

Case Title: Sunroof Glass Shattered #

Symptom: Sunroof Inop

DTC:

System: Body Interior & Exterior

Component: Sunroof

Resolution:

Case History

*** NOTES 04/07/2015 08:29 AM clarify Action Type: Dealer contact

*** Performed by contact: Raymond Kary, *08262010143015

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

Problem Description :

cust states sunroof shattered while driving
glass is broken and attachment points are still in frame.
any thoughts?

Diagnostics Performed :

xxx

*** PHONE LOG 04/07/2015 08:43 AM Pacific Daylight Time DRichmond Action Type:Web Contact

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

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

*** NOTES 04/08/2015 06:54 AM clarify Action Type: Dealer contact

*** Performed by contact: Raymond Kary, *08262010143015

Result of Advice 1:case# [REDACTED]

cust taped roof up - part is on order - will take pics when part is here. so car can be outside for now if that is "ok"

*** PHONE LOG 04/08/2015 07:51 AM Pacific Daylight Time DRichmond Action Type:Web Contact

Advice 1: Hello Ray, did your dealer here from C/A after opening the Techline case. Thanks.

*** NOTES 04/08/2015 09:17 AM clarify Action Type: Dealer contact

*** Performed by contact: Raymond Kary, *08262010143015

Result of Advice 1:they came in with a case open.

*** PHONE LOG 04/08/2015 09:29 AM Pacific Daylight Time DRichmond Action Type:Web Contact

Advice 1: I understand that part, but your dealer should have heard from C/A after opening the Techline case. Let me know if you or your service manager/advisors heard from C/A. Thanks.

*** CASE CLOSE 04/21/2015 05:06 AM clarify

*** Performed by contact: Raymond Kary, *08262010143015

sunroof