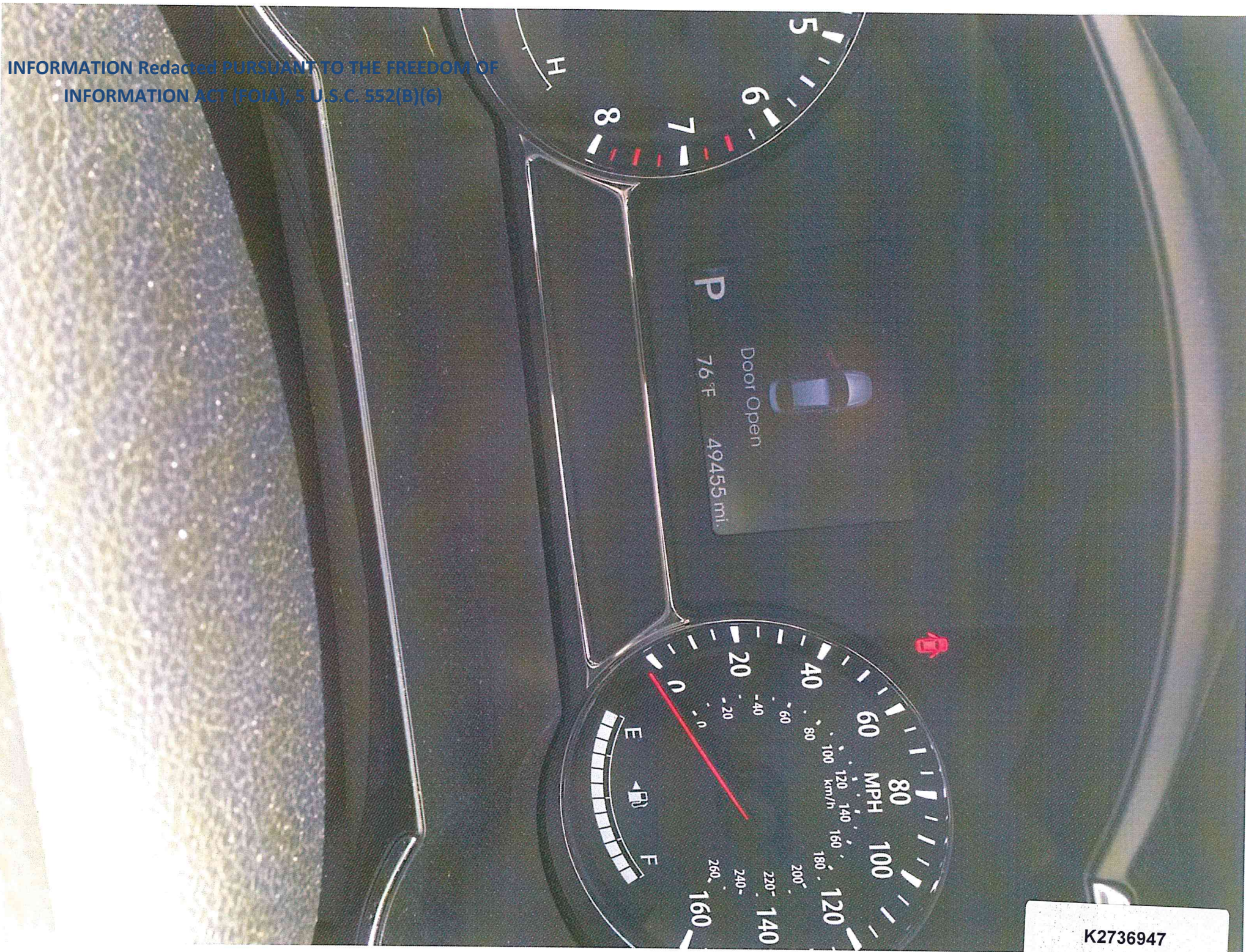


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



K2736947

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2013 OPTIMA EX	Case Number	Mileage
		5XXGN4A75DC		41,000
Elizabethtown, PA		Prod. Date: 6/20/13	Dealer: PA067 Lancaster Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

Case History

*** PHONE LOG 02/09/2015 03:21 PM US Mountain Standard Time WBurks

cust stated:

1. My sun**ROOF EXPLO**ded
2. Talked to my dealer and no one was around
3. talked to RSA but wanted to tow 90 miles in the opposite direction
4. A very bad experience
5. Glass all over us

writer stated:

1. Apologized
2. Verified cust info
3. Took accident scripting
4. Explained that will send this to the office that handles this
5. Explained that will need the car at the dealer PA067 ASAP

cust stated:

1. Will have it there weather permitting

*** NOTES 02/09/2015 03:42 PM US Mountain Standard Time WBurks Action Type:Dealer contact

writer stated:

1. Calling to verify that cust has an apt

dealer stated: no name given

1. Kia is closed
2. Its 530pm
3. They open at 730am
4. Call back then

*** NOTES 02/10/2015 07:07 AM US Mountain Standard Time WBurks Action Type:Dealer contact

Writer stated:

1. Calling to verify that cust has made an apt
2. Explained cust will be towed in weather permitting

dealer stated:

1. The manager did mention this sun**ROOF** issue
2. Do show the apt here
3. Car is not here yet, still waiting

writer stated:

1. Can you pls note this case # pls
2. Provided case#
3. Thank you

*** PHONE LOG 02/10/2015 07:16 AM US Mountain Standard Time WBurks Action Type:Outgoing call

writer sent DPSM Shane FYI sending to NCA

-----CALL TO ACTION-----

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 OPTIMA EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XXGN4A75DG ██████████	██████████	41,000
Elizabethtown, PA ██████████		Prod. Date: 6/20/13	Dealer: PA067 Lancaster Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

1. Cust alleges sun**ROOF EXPLO**ded while driving
2. Cust did not want to have car towed 90 miles in the wrong direction so drove home
3. Car is being towed this morning 2/10/15 to dealer
4. Dealer is expecting car this morning

-----CALL TO ACTION-----

*** NOTES 02/10/2015 09:26 AM US Mountain Standard Time JUTrotta Action Type:Dealer contact
Steve Bullock SM PA067:

1. gave case number
2. i need to know what to do with this car
3. DPSM is not going to help

Writer states:

1. case is sent to NCA this morning
2. you will be contacted with where to go from here
3. at this time there is no update
4. do not make any repairs to the vehicle until contacted

Steve thanked and call ended

*** NOTES 02/12/2015 09:56 AM US Mountain Standard Time CWilliams Action Type:Dealer contact
Steve called and stated

1. calling about case

Writer stated

1. i see it is with NCA
2. let me transfer you to JMojica

Dlr thanked and writer transferred to JMojica

*** PHONE LOG 02/12/2015 09:20 AM Pacific Daylight Time JMojica Action Type:Incoming call
Steven left VM requesting c/b at 717-569-6467 ext 2925

*** PHONE LOG 02/13/2015 01:43 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Steven and requested pictures.

*** PHONE LOG 02/13/2015 02:38 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in reference to vehicle

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2013 OPTIMA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGN4A75DC [REDACTED]	[REDACTED]	41,000
Elizabethtown, PA [REDACTED]		Prod. Date: 6/20/13	Dealer: PA067 Lancaster Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

3. On behalf of KMA, wtr would like to apologize to customer for the concern.
4. This is not something that Kia takes lightly, and Kia will be looking into this further.
5. Wtr is here to provide assistance.
6. Wtr has requested pictures from dlr.
7. Once pictures are received, wtr will review case and get back to customer and dlr.

Customer ([REDACTED]):

1. Thank you for following up with us.
2. We also took pictures right after it happened.
3. We can send you those pictures too, if you would like.

Wtr:

1. Yes, of course.
2. Wtr provided email address.
3. Please send pictures.
4. The more the better.
5. Wtr will c/b once review has been completed.
6. Wtr thanked and disconnected.

*** PHONE LOG 02/13/2015 02:39 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax sent

From: Steve Bullock [mailto:SBullock@lcmotors.net]

Sent: Friday, February 13, 2015 1:42 PM

To: Mojica, Jeannie [KMA]

Subject: FW: Optima Sun**ROOF SHATTER**ing

Attached are pictures from Mr. Smith's Optima.

Steve Bullock

Kia Service and Parts Manager

Phone - (717) 569-6467

Fax - (717) 381-2827

*** PHONE LOG 02/13/2015 02:44 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd

From: [REDACTED]

Sent: Friday, February 13, 2015 1:54 PM

To: Mojica, Jeannie [KMA]

Subject: [REDACTED]

Here are 4 of 6 pictures of our 2013 Kia Optima. Case # [REDACTED]

*** PHONE LOG 02/13/2015 02:44 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd

From: [REDACTED]

Sent: Friday, February 13, 2015 1:55 PM

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 OPTIMA EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGN4A75DQ [REDACTED]	[REDACTED]	41,000
Elizabethtown, PA		Prod. Date: 6/20/13	Dealer: PA067 Lancaster Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

To: Mojica, Jeannie [KMA]

Subject: [REDACTED]

Here are two more pictures - 2013 Optima Case [REDACTED]

*** PHONE LOG 02/13/2015 02:45 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd

From: Mojica, Jeannie [KMA]

Sent: Friday, February 13, 2015 2:41 PM

To: [REDACTED]

Subject: RE: [REDACTED]

Mr. and Mrs. [REDACTED]

Thank you so much for the pictures. I will call you once we have completed our review.

Thank you for your patience and cooperation,

*** PHONE LOG 02/18/2015 01:36 PM Pacific Daylight Time JMojica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.
2. Informed customer that case was reviewed.
3. At this point in time, KMA was unable to find a cause for the **SHATTER** and whether it was due to external impact or not.
4. Therefore, KMA would like to offer to cover the cost of repairs as a GW gesture.
5. If that is something that customer is interested in, wtr will need to send out release that is to be signed and returned.

Mrs. [REDACTED]

1. Yes, definitely!
2. All we want is for the car to be repaired.
3. They gave me a 15 to drive while the car is at the shop, and I am definitely thinking of upgrading!
4. I was so scared after it happened though, but anyway, yes that is all we want.

Wtr:

1. Perfect, wtr is happy to hear.
2. Wtr will send release via email.
3. Thanked and disconnected.

*** PHONE LOG 02/18/2015 01:36 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Wednesday, February 18, 2015 1:30 PM

To: [REDACTED]

Subject: Kia Case #: K2886505

Mrs. Smith,

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 OPTIMA EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGN4A75DG [REDACTED]	[REDACTED]	41,000
Elizabethtown, PA [REDACTED]		Prod. Date: 6/20/13	Dealer: PA067	Lancaster Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

Per our conversation, please see the document attached.

Thank you,

*** PHONE LOG 02/18/2015 01:44 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Steve:

1. Wtr informed SM that repairs will be covered as GW.
2. SM will be ordering parts and will have vehicle ready for customer asap.
3. Wtr thanked and disconnected.

*** PHONE LOG 02/18/2015 01:44 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

*** PHONE LOG 02/20/2015 09:34 AM Pacific Daylight Time JMoJica Action Type:Incoming call

Ms [REDACTED] left VM:

1. Please confirm you received my husband's email.

*** PHONE LOG 02/20/2015 01:35 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd

From [REDACTED]

Sent: Thursday, February 19, 2015 5:30 AM

To: Mojica, Jeannie [KMA]

Subject: Settlement & Release Form - Craig Smith

Jeannie,

See attachment related to case # [REDACTED]

Please confirm that you have received this in good order.

[REDACTED]
[REDACTED]
[REDACTED]
Elizabethtown, PA [REDACTED]

*** PHONE LOG 02/25/2015 01:13 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Friday, February 20, 2015 1:35 PM

To: [REDACTED]

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Consumer Affairs Department

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Last name	First name	VIN of 2013 OPTIMA EX	Case Number	Mileage
[REDACTED]		5XXGN4A75DC [REDACTED]	[REDACTED]	41,000
Elizabethtown, PA [REDACTED]		Prod. Date: 6/20/13	Dealer: PA067 Lancaster Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

Subject: RE: Settlement & Release Form - Craig Smith

Mr. and Mrs [REDACTED]

I received the signed document. Thank you!

Thank you,

*** PHONE LOG 02/25/2015 01:13 PM Pacific Daylight Time JMOjica Action Type:Ltr/email/fax rec'd

From: Mojica, Jeannie [KMA]

Sent: Friday, February 20, 2015 1:35 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Settlement & Release Form - Craig Smith

Mr. and Mrs [REDACTED]

I received the signed document. Thank you!

Thank you,

*** PHONE LOG 02/25/2015 01:14 PM Pacific Daylight Time JMOjica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]

Sent: Wednesday, February 25, 2015 8:47 AM

To: 'Steve Bullock'

Subject: RE: Your scanned document

Steve,

Thank you so much for the thoroughness. Please go ahead and replace the sunshade as well.

*** PHONE LOG 02/25/2015 04:18 PM Pacific Daylight Time JMOjica Action Type:Incoming call

Mr [REDACTED] ft VM:

1. I am going to be on the road.

2. Please c/b at [REDACTED]

*** PHONE LOG 02/25/2015 04:35 PM Pacific Daylight Time JMOjica Action Type:Outgoing call

Wtr:

1. Hi, I am returning your call.

2. How can I assist you?

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 OPTIMA EX</u>	<u>Case Number</u>	<u>Mileage</u>
		5XXGN4A75D		41,000
Elizabethtown, PA		Prod. Date: 6/20/13	Dealer: PA067 Lancaster Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

1. Thank you so much for getting back to me.
2. We got the car back yesterday and noted 3 issues:
 - The sunshade was damaged by the glass.
 - My wife was loading the groceries in the trunk and she noticed that the trunk lid and the spoiler were scratched.
 - There are holes in the headline, and I think there is glass in the tracked because it rattles.

Wtr:

1. I am so sorry to hear that.
2. I do apologized.
3. I did instruct the dlr to thoroughly inspect the vehicle for any subsequent damage so that we could return the vehicle back to you in the condition it was in prior to the accident.
4. I will call the dlr tomorrow to make sure this is all addressed.
5. I did authorize that the replacement of the sunshade this morning by they must have missed the other concerns.

Mr

1. Yes, Steve has pictures he could probably send to you.
2. Listen, for as frustrating as this has been I really do appreciate the approach you have taken and how helpful you have been.
3. I deal with business leaders and business professionals and how they communicate with clients or customers and I am very appreciative of your work.

Wtr:

1. Well, thank you very much.
2. I really do appreciate you saying.
3. I am here to assist you and I am glad you are satisfied with my work.
4. I will call the dlr tomorrow and have this taken care of for you.
5. Thank you so much for your patience, sir.
6. I will c/b tomorrow at

*** PHONE LOG 02/26/2015 09:54 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SM Steve:

1. SM stated pictures are available.
2. Wtr requested pictures and estimate.
3. SM emailing over info.

*** PHONE LOG 02/26/2015 10:05 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr:

1. I spoke to SM Steve and requested the pictures.
2. Once I receive the pictures and get everything set up at the dlr, I will c/b so you can schedule an appointment with the dlr.

Mr

1. Ok, that is good, thank you.
2. Just one more thing we would like to note, there is a noise with the sun**ROOF**.
3. It sounds like a window is cracked.
4. The car, to Kia's credit, was relatively quite beforehand.
5. I think mybe it was not sealed properly?

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 OPTIMA EX</u>	<u>Case Number</u>	<u>Mileage</u>
		5XXGN4A75DG		41,000
Elizabethtown, PA		Prod. Date: 6/20/13	Dealer: PA067 Lancaster Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

Wtr:

1. Apologized.
2. I will have the dlr look into that as well.
3. I will c/b once everything is set up.
4. Thank you.

*** PHONE LOG 02/27/2015 12:48 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SM Steve:

1. SM stated " I am sorry, I have not gotten a chance to send you the pictures yet, but I promise you will have them by Monday"
2. Wtr thanked and disconnected.

*** PHONE LOG 03/02/2015 02:28 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd

From: Steve Bullock [mailto:SBullock@lcmotors.net]

Sent: Monday, March 02, 2015 5:32 AM

To: Mojica, Jeannie [KMA]

Subject: Rear Trunk Lid

Jeannie,

Attached are the images in order to repair the rear trunk lid. I am going to have to get an estimate for the rear trunk lid from a body shop. We do not have one onsite. I will order the sunshade once we set an appointment to do the rear trunk lid.

Steve Bullock

Kia Service and Parts Manager

Phone - (717) 569-6467

Fax - (717) 381-2827

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

From: Mojica, Jeannie [KMA]

Sent: Monday, March 02, 2015 2:30 PM

To: 'Steve Bullock'

Subject: RE: Rear Trunk Lid

Steve,

Thank you for the pictures. Can you please send me the estimate once available?

I would like to address these customer's concerns asap.

Thank you,

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 OPTIMA EX</u>	<u>Case Number</u>	<u>Mileage</u>
		5XXGN4A75DG		41,000
Elizabethtown, PA		Prod. Date: 6/20/13	Dealer: PA067	Lancaster Kia

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

*** PHONE LOG 03/04/2015 01:13 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Steve:

1. SM stated sunshade is expected on Friday, but it depends on the weather conditions.
2. SM stated the body shop has to assess the damage in person and cannot go based off the pictures.
3. SM stated customer will be going out of state and dlr rentals are only covered in-state.
4. Wtr will talk to customer to address that.

*** PHONE LOG 03/04/2015 02:02 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr:

1. Calling in reference to vehicle.
 2. I spoke to the dlr and they informed me that the sunshade should arrive on Friday, however, that is subject to change because of the weather.
 3. I will have the dlr address all your concerns once the vehicle is at their dlr.
- The will look into the rattle
 - Examine the headline
 - Repair the trunk lid
 - Replace the sunshade

Customer:

1. Ok, just to be clear, the headliner is fine but I think there is glass somewhere there because you can hear it.
2. Also, I think the seal needs to be re-done because there is a windnoise when we drive, as if a window was slightly open.

Wtr:

1. Ok, the dlr will address that.
2. When is customer available?
3. The rental cannot be taken outside of the state.

Customer:

1. We do have some trips scheduled because we travel from state to state a lot because of our jobs.
2. I don't think we have anything scheduled until the 14th.

Wtr:

1. Ok, I will f/u with the dlr on Friday and we'll go from there.
2. Thanked and disconnected.

*** PHONE LOG 03/06/2015 01:29 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Steve:

1. SM confirmed sunshade arrived.
2. SM stated customer was informed and is scheduled to drop vehicle off on Monday evening.
3. Wtr will f/u with SM on Tuesday.

*** PHONE LOG 03/06/2015 01:31 PM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd

From: Mojica, Jeannie [KMA]

Sent: Friday, March 06, 2015 1:31 PM

To:

Subject: Kia Case #

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 OPTIMA EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGN4A75DG [REDACTED]	[REDACTED]	41,000
Elizabethtown, PA [REDACTED]		Prod. Date: 6/20/13	Dealer: PA067 Lancaster Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

Mr. and Mrs [REDACTED]

I communicated with the Service Manager today, and he informed me of your appointment to drop off the vehicle on Monday evening. I will follow up again with the dealer on Tuesday.

Thank you,

*** PHONE LOG 03/10/2015 03:09 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd

From: [REDACTED]
Sent: Friday, March 06, 2015 3:19 PM
To: Mojica, Jeannie [KMA]
Subject: Re: Kia Case #: [REDACTED]

Jeannie,
Correct!
Thank you.
I have decided to not travel out of state so we can get this completed.
We appreciate your follow through on our behalf.
[REDACTED]

*** PHONE LOG 03/10/2015 03:12 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax sent

From: Mojica, Jeannie [KMA]
Sent: Tuesday, March 10, 2015 4:12 PM
To: Steve Bullock <SBullock@lcmotors.net> (SBullock@lcmotors.net)
Subject: [REDACTED] K2886505-5XXGN4A75DG [REDACTED]

Steve,

Can you confirm whether Ms. [REDACTED] dropped off her vehicle last night? Also, let me know if we have a better picture on how long the trunk lid might take.

Thank you,

*** PHONE LOG 03/12/2015 10:40 AM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd

From: Steve Bullock [mailto:SBullock@lcmotors.net]
Sent: Thursday, March 12, 2015 4:13 AM
To: Mojica, Jeannie [KMA]
Subject: RE: [REDACTED] K2886505-5XXGN4A75DG [REDACTED]

The vehicle was dropped for 3/10. We almost have the vehicle wrapped up with the roller assembly and removing the glass. Then off to the body shop.

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Consumer Affairs Department

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Last name	First name	VIN of 2013 OPTIMA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGN4A75DC [REDACTED]	[REDACTED]	41,000
Elizabethtown, PA [REDACTED]		Prod. Date: 6/20/13	Dealer: PA067 Lancaster Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

Steve Bullock
Kia Service and Parts Manager
Phone - (717) 569-6467
Fax - (717) 381-2827

*** PHONE LOG 03/12/2015 10:41 AM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd
From: Steve Bullock [mailto:SBullock@lcmotors.net]
Sent: Thursday, March 12, 2015 7:52 AM
To: Mojica, Jeannie [KMA]
Subject: Mrs [REDACTED] rear trunk lid

Attached are the pictures for the trunk lid. It is completed in the shop and I am getting ready to take it to the body shop. Did she give you a time frame she needs it back by?

Steve Bullock
Kia Service and Parts Manager
Phone - (717) 569-6467
Fax - (717) 381-2827

*** PHONE LOG 03/12/2015 10:41 AM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, March 12, 2015 9:05 AM
To: 'Steve Bullock'
Subject: RE: Mrs [REDACTED] rear trunk lid

Steve,

She said she would be postponing her trip until repairs were completed. However, obviously we still want to get the car back to her asap.

Thank you,

*** PHONE LOG 03/12/2015 10:41 AM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd
From: Steve Bullock [mailto:SBullock@lcmotors.net]
Sent: Thursday, March 12, 2015 9:11 AM
To: Mojica, Jeannie [KMA]
Subject: RE: Mrs [REDACTED] rear trunk lid

The body shop will need to sand the entire trunk lid down and repaint. They are looking at a couple hundred dollars to do so. Are you going to be okay with this? They can't just touch it up.

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 OPTIMA EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGN4A75DG [REDACTED]	[REDACTED]	41,000
Elizabethtown, PA [REDACTED]		Prod. Date: 6/20/13	Dealer: PA067 Lancaster Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

Kia Service and Parts Manager

Phone - (717) 569-6467

Fax - (717) 381-2827

*** PHONE LOG 03/12/2015 10:42 AM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd

From: Mojica, Jeannie [KMA]

Sent: Thursday, March 12, 2015 9:12 AM

To: 'Steve Bullock'

Subject: RE: Mrs. [REDACTED] rear trunk lid

That's fine. Did they give you an estimate that you could send over ? I would like to have an estimate on file.

*** PHONE LOG 03/16/2015 12:53 PM Pacific Daylight Time JMoJica Action Type:Outgoing call

Wtr spoke to SM Steve:

1. SM stated vehicle is at the body shop.
2. SM stated the spoiler has to be replaced (appears as though port installation used about 3 different adhesives and bottom portion was rusting).
3. SM sending pictures of rear spoiler to add to notes.
4. SM stated new spoiler has been ordered and ETA is 3/20/15.

*** PHONE LOG 03/18/2015 07:51 AM Pacific Daylight Time JMoJica Action Type:Incoming call

SM Steve left VM:

1. The repairs are completed but I don't know how we will get paid.
2. Please c/b.

*** PHONE LOG 03/23/2015 10:37 AM Pacific Daylight Time JMoJica Action Type:Ltr/email/fax rec'd

From: Steve Bullock [<mailto:SBullock@lcmotors.net>]

Sent: Monday, March 23, 2015 6:16 AM

To: Mojica, Jeannie [KMA]

Cc: Eisenhuth, Shane [KMA]

Subject: Mrs. [REDACTED] sun**ROOF**

Jeannie,

I had left you a couple messages last week in regards to Mrs. [REDACTED] Optima with the sun**ROOF** dilemma. The vehicle is completed and I still have the repair bills open. How exactly is Kia paying for this work? I would like to have this submitted by the end of the month because of accounting. Let me know what I need to get to you.

Steve Bullock

Kia Service and Parts Manager

Phone - (717) 569-6467

Fax - (717) 381-2827

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2013 OPTIMA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGN4A75DC [REDACTED]	[REDACTED]	41,000
Elizabethtown, PA [REDACTED]	Prod. Date: 6/20/13		Dealer: PA067 Lancaster Kia	

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

Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

*** PHONE LOG 03/23/2015 10:37 AM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, March 23, 2015 9:40 AM
To: 'Steve Bullock'
Cc: Eisenhuth, Shane [KMA]
Subject: RE: Mrs. [REDACTED] Sun**ROOF**

Steve,

We discussed this when I approved the repairs. Send me the RO at warranty pricing and any sublet invoices and I will make sure your dlr is reimbursed on your parts statement.

*** PHONE LOG 03/23/2015 03:30 PM Pacific Daylight Time J Mojica Action Type:Incoming call
Ms. [REDACTED] left VM:
1. I have an appt with the dlr again tomorrow and was hoping to talk to you beforehand.
2. Please c/b.

*** PHONE LOG 03/24/2015 02:27 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax rec'd
-----Original Message-----
From: Steve Bullock [mailto:SBullock@lcmotors.net]
Sent: Monday, March 23, 2015 11:39 AM
To: Mojica, Jeannie [KMA]
Subject: Mrs. [REDACTED] Sun**ROOF** repair order

Jeannie,

Attached are the repair orders associated with Mrs. [REDACTED] Sun**ROOF** claim. There are 2 repair orders along with a bill from Chapman Collision which is the body shop we use. You will also see pictures of the rear deck lid. When they removed the spoiler there was excessive rust on the deck lid. That took some time to sand down and final prep. Looks like with \$362.70 + \$585.65 + \$1067.40 = \$2015.75 as the total.

Steve Bullock
Kia Service and Parts Manager
Phone - (717) 569-6467
Fax - (717) 381-2827

*** PHONE LOG 03/24/2015 02:28 PM Pacific Daylight Time J Mojica Action Type:Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, March 24, 2015 3:28 PM
To: 'Steve Bullock'
Subject: RE: Mrs. [REDACTED] Sun**ROOF** repair order

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2013 OPTIMA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGN4A75DG [REDACTED]	[REDACTED]	41,000
Elizabethtown, PA [REDACTED]		Prod. Date: 6/20/13	Dealer: PA067 Lancaster Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

I will make sure your dlr is reimbursed on their parts statement.

Thank you,

*** PHONE LOG 03/25/2015 08:56 AM Pacific Daylight Time J Mojica Action Type:Incoming call

Ms [REDACTED] left VM:

1. Please c/b on my cell ([REDACTED])
2. Steve has my car.
3. He needs to talk to you about it.

*** PHONE LOG 03/27/2015 12:44 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SM Steve:

1. SM stated customer came in with CEL, and stated that sun **ROOF** is loose (can be pushed up slightly).
 2. SM will have minor adjustment done to sun **ROOF** that should address the issue.
 3. Wtr will f/u with dlr next week.
- [!<For Internal Use Only
Customer is on vacation for 2 weeks>!]

*** PHONE LOG 04/02/2015 11:22 AM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr left VM for SM requesting c/b or email w/status update.

*** PHONE LOG 04/06/2015 03:57 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr attempted to contact Serv. Dept.:

1. No answer.
2. No VM.

*** PHONE LOG 04/09/2015 01:24 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr left VM for SM requesting c/b.

*** PHONE LOG 04/10/2015 12:17 PM Pacific Daylight Time J Mojica Action Type:Outgoing call

Wtr spoke to SM Steve:

1. SM stated vehicle is back at dlr for rattle/wind noise.
2. SM stated tech went ahead and addressed that.
3. Wtr requested c/b if anything changes, other than that GW request will be submitted based on the total listed in email.

*** NOTES 04/20/2015 12:22 PM Pacific Daylight Time J Mojica Action Type:Internal

Wtr submitted GW request 95423

Dlr to be reimbursed \$2015.75 on parts statement.

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 OPTIMA EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	5XXGN4A75DG ██████████	██████████	41,000
Elizabethtown, PA ██████████		Prod. Date: 6/20/13	Dealer: PA067 Lancaster Kia	

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Exterior

Kia Case Type Lvl2: Quality

Kia Case Type Lvl4: Windshield/Rear Glass(Breakaway)

*** PHONE LOG 04/21/2015 08:03 AM Pacific Daylight Time JMojica Action Type:Incoming call

SM Steve left VM:

1. Mrs. ██████████ is all taken care of.
2. I just want to verify that we will get the credit on the parts statement.
3. Please c/b.

*** PHONE LOG 04/21/2015 08:05 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd

From: Mojica, Jeannie [KMA]

Sent: Tuesday, April 21, 2015 9:05 AM

To: 'Steve Bullock'

Subject: RE: Mrs. ██████████ Sun**ROOF** repair order

Steve,

I got your VM. Thank you for the update. The paperwork for the reimbursement has been submitted. The reimbursement should show on your next 1 or 2 parts statements.

Thank you.

Broken Sunroof Report

Case



Report Details

1 . Name of vehicle owner:



2 . Address of vehicle owner:



3 . Phone number of vehicle owner:



4 . Name of driver:



5 . Address of driver:

No response selected.

6 . Phone number of driver:

No response selected.

7 . What is the age of the driver?

65

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>)?

2/7/15

before noon

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

before noon

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

clear / low 40

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

insterstate

14 . Provide name of road, highway or address:

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

I70 east

16 . What direction was the vehicle facing/heading?

east

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

68 mph

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

no other vehicals

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

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.

Driving done the road and the sounded like a gunshot
then we were covered in glass

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

frt panel that moves

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?

two frt seats were adults
back seat was a dog

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 response selected.

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

Injury from glass.

42 . Describe the nature of the injuries.

cuts due to glass shards and clean up

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?

here at home

being towed to the dealer at 830 am tomorroee weather permitting

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

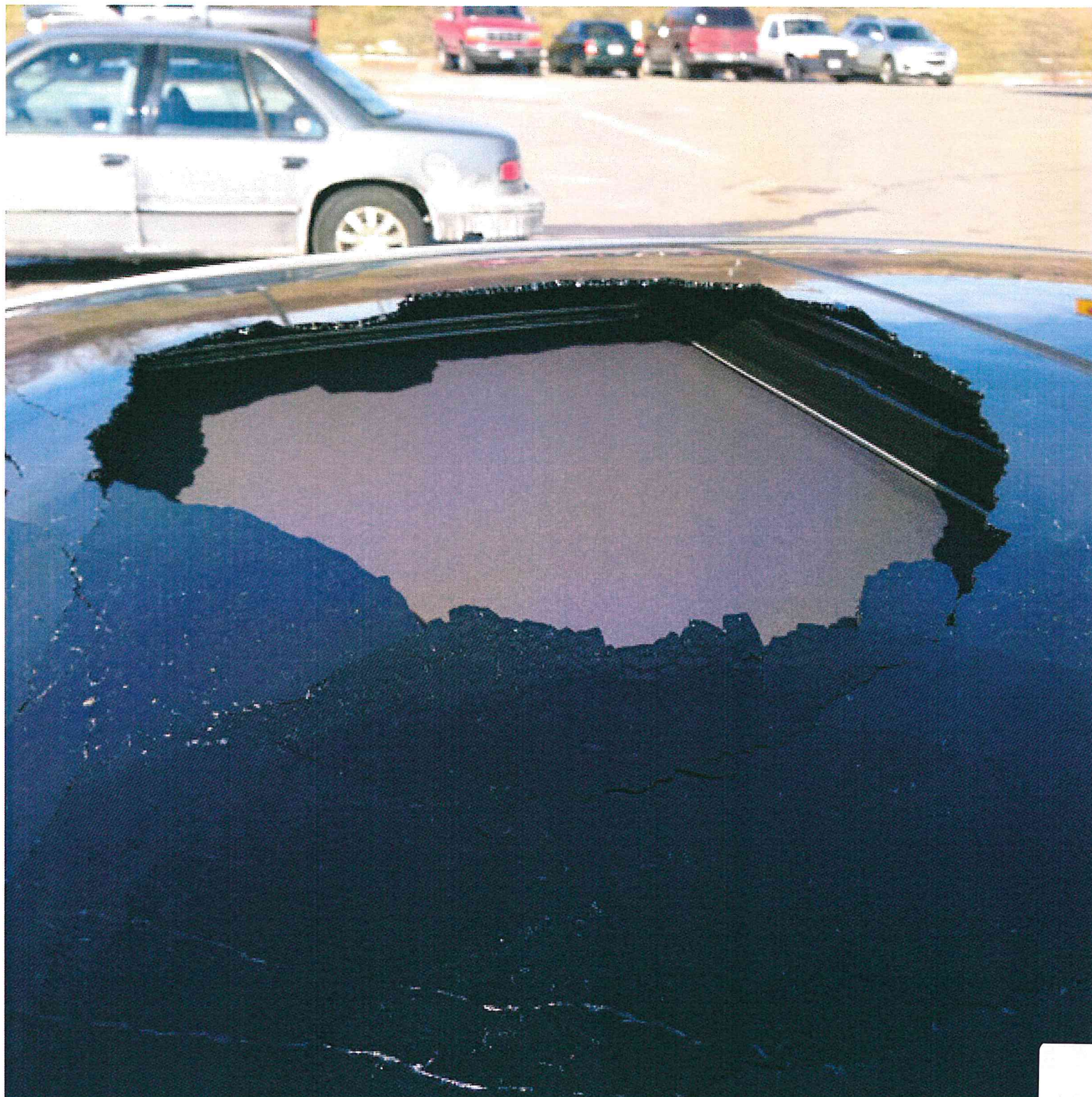
no repairs

61 . What action are you requesting of Kia?

- 1. My hope would be that Kia will repair the sunroof*
- 2. I have an extended warranty*
- 3. To work with the dealer for a loaner*
- 4. Want repaired*



K2886505



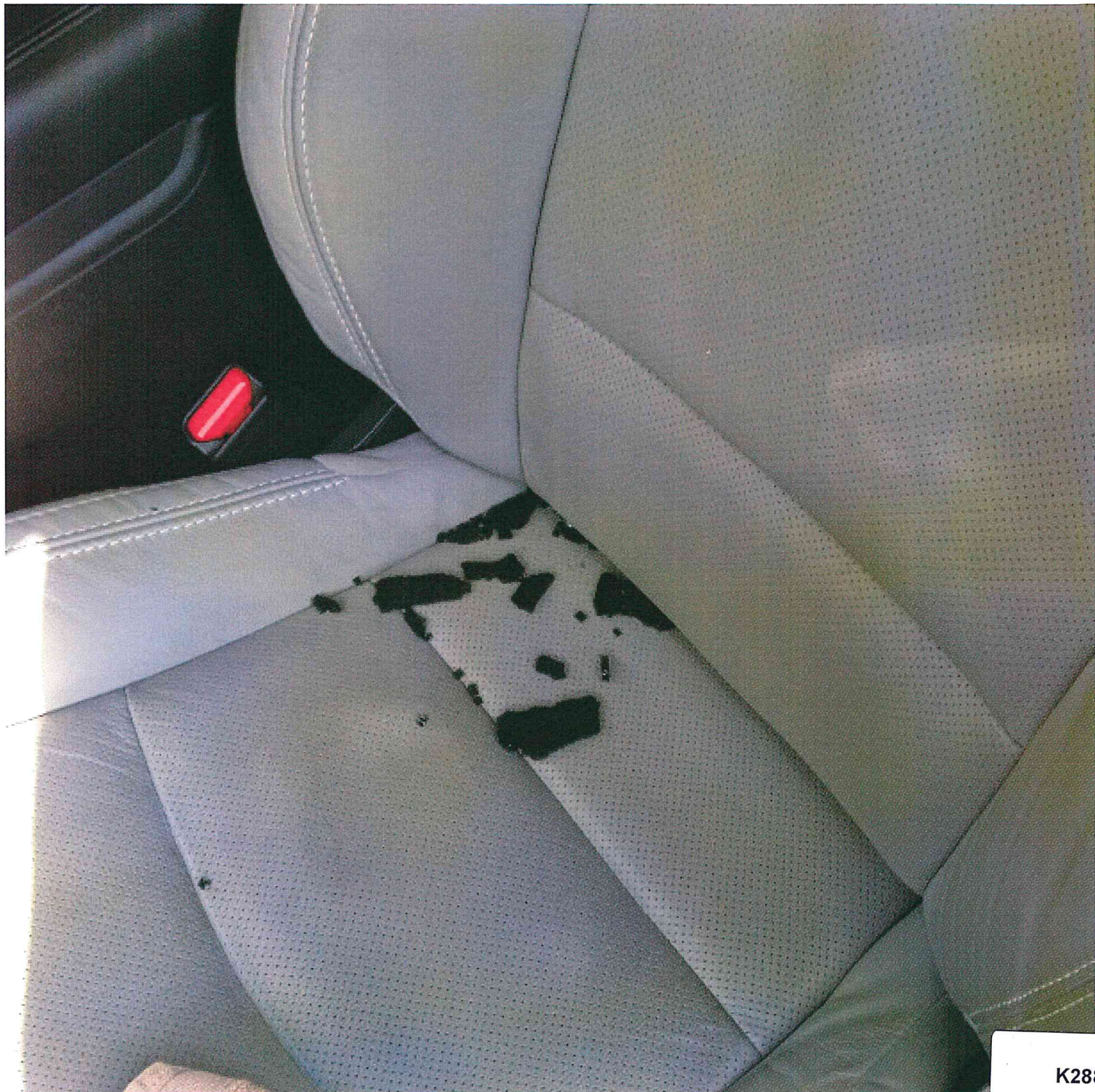
K2886505



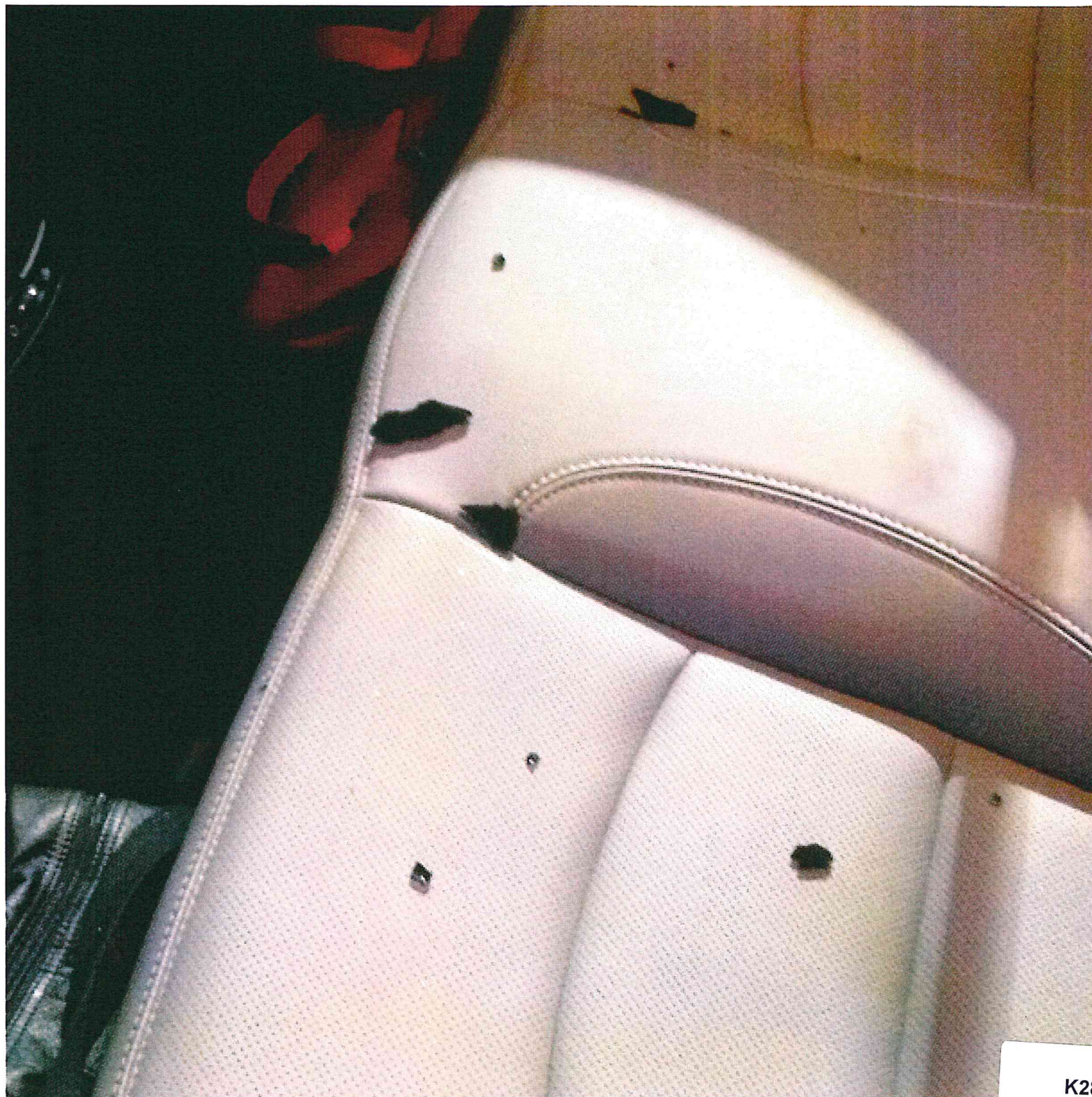
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K2886505

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2013 OPTIMA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	5XXGN4A74DG [REDACTED]	[REDACTED]	34,189
Wagner, OK [REDACTED]		Prod. Date: 5/13/13	Dealer: OK007 Ferguson 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 03/25/2015 01:14 PM US Mountain Standard Time RHoward

Alan Service Director OK007 called:

1. DPSM advised to open a case
2. Customer's sun**ROOF SHATTER**ed
3. **EXPLO**ded outward like there was pressure in the car
4. They were driving and it was raining and it **SHATTER**ed

Writer:

1. Collected customer details
2. Provided case number
3. I'll get in contact with the customer and get more information
4. NCA may be involved and would call in 2-3 business days

Alan:

1. I'm handling this [REDACTED]
2. Call my cell [REDACTED]

Customer Name: [REDACTED]

Original Owner (Y/N): No

Customer Phone # [REDACTED]

Customer Address [REDACTED], Wagner, OK [REDACTED]

VIN: 5XXGN4A74DG [REDACTED]

Model/Year/Mileage: 2013 Optima 34,189

Current Dealer Code: OK007

Selling Dealer (Y/N): No

Current Repair Issue: Customer states sun**ROOF SHATTER**ed

Able to Duplicate (Y/N): Yes

RO# and Open Date: RO#106834 03/23/2015

Parts on order (Y/N), if so obtain part#, order#: No

Vehicle repaired & customer has possession (Y/N): No/No

Repeat Repair (Y/N), if so, how many times? No

Repair History of current concern: N/A

Days Down at initial Service Alert report: 2

ETA for completion of repairs: Waiting to hear from NCA

Techline Case: No

Rental / Loaner Provided? If so, since when? Loaner

Dealer contacted their DPSM (if needed): Yes

*** PHONE LOG 03/25/2015 01:31 PM US Mountain Standard Time RHoward Action Type: Outgoing call

Writer called customer on [REDACTED] left VM:

1. Following up regarding concerns with sun**ROOF**
2. Would like to get more information
3. Provided case number

*** NOTES 03/25/2015 01:31 PM US Mountain Standard Time RHoward Action Type: Dealer contact

[!<For Internal Use Only

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2013 OPTIMA EX	Case Number	Mileage
Wagner, OK		5XXGN4A74DG		34,189
Prod. Date: 5/13/13		Dealer: OK007 Ferguson 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 03/26/2015 01:27 PM US Mountain Standard Time RHoward Action Type:Outgoing call

Customer called:

1. Returning phone call

Writer:

1. Thanked
2. Collected sun **ROOF** scripting
3. Apologized for incident
4. Our National office will be in contact with you in the next 2-3 business days

Customer:

1. OK Thank you
2. We started searching online and we saw several other people had this issue
3. There is a NTSB claim form that they are asking us to fill
4. Hyundai has recalled theirs
5. NTSB is saying that any one has a claim on Kia that has the same thing
6. Do you want me to fill that out or do you do that?

Writer:

1. Because this is not handled in this office I am not sure
2. If you would please wait until the National office contacts you, I will document your question here

Customer:

1. Ok thank you

*** NOTES 03/26/2015 04:07 PM US Mountain Standard Time RHoward Action Type:Manager review

Dispatching for:

1. Customer alleges sun **ROOF SHATTER**ed
2. Customer alleges was driving on highway when front portion of sun **ROOF SHATTER**ed
3. Please assist

*** FORWARD 03/31/2015 08:11 AM Pacific Daylight Time SMarino

*** PHONE LOG 04/01/2015 12:26 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called customer and left message:

1. Calling in regards to your 2013 KIA Optima
2. Requested call back
3. Gave call back number

*** NOTES 04/01/2015 12:31 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dealer OK007 and left message for Service Manager Alan (918)289-6550

1. Requested photos and call back

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 OPTIMA EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	5XXGN4A74DG [REDACTED]	[REDACTED]	34,189
Wagner, OK	[REDACTED]	Prod. Date: 5/13/13	Dealer: OK007	Ferguson 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 04/01/2015 02:16 PM Pacific Daylight Time SamuelKim Action Type:Incoming call

Received message from customer:

1. My name is [REDACTED]
2. I'm returning your call concerning my 2013 KIA Optima
3. My phone number is [REDACTED]
4. And I will probably be unavailable to answer my phone in about 5 minutes
5. I have to go into another meeting and will be done about an hour after that
6. Thank You very much

*** NOTES 04/02/2015 10:23 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Called dealer OK007 and spoke with Service Manager Alan (918)258-1800

Writer states:

1. Calling to get some more information on this vehicle
2. Requested photos
3. Gave dealer email address

Dealer states:

1. We opened a case on it from Consumer Affairs
2. Nobody called me for a week or two
3. DPSM said to go ahead and order it
4. We had the glass in stock, but we also needed the track, we're waiting on the track
5. The car's at a Body Shop
6. They're in a loaner car, they've been in a loaner car for 2 weeks

*** PHONE LOG 04/02/2015 10:28 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call

Called and spoke with [REDACTED]

Writer states:

1. Calling in regards to your 2013 KIA Optima
2. Apologized for the situation

Customer states:

1. We were on vacation
2. My husband was driving, I was in the passenger seat talking with my daughter over the phone
3. All of a sudden we heard a loud noise and glass just started raining down on top of us
4. My immediate thought was because we were going through a mountain, a rock had tumbled down
5. I got off the phone with my daughter
6. My husband thought somebody had shot the window out
7. I had blood on my hands because of the glass
8. My husband asked me if I'm okay, I said I'm okay
9. We were looking at the backseat to see if there were any rocks
10. My husband said look up, the window blew upwards

Writer states:

1. Are you and your husband okay?
2. Did you contact 9-1-1?
3. Did you or your husband seek medical treatment?

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 OPTIMA EX</u>	<u>Case Number</u>	<u>Mileage</u>
Wagner, OK		5XXGN4A74DC	K2915032	34,189
Prod. Date: 5/13/13		Dealer: OK007 Ferguson Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

Customer states:

1. My husband and I are okay
2. No, we didn't
3. No, we didn't need to
4. We had extended warranty or something like that, but they said this wasn't covered
5. I called RSA because I wasn't sure what he had to do, the car was driveable
6. So we just drove the rest of the way home

Writer states:

1. I spoke with the dealership and they are in the process of repairing your vehicle
2. This is a goodwill from KMA
3. If you have any questions, you are more than welcome to contact me

Customer states:

1. I appreciate that very much

*** NOTES 04/06/2015 08:54 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer OK007 and spoke with Galen in the Service Department

Writer states:

1. Calling to get an update on this vehicle
2. Requested photos, have not received them

Dealer states:

1. Waiting on the part on the rail, it should be in Thursday
2. We have sun**ROOF** and glass
3. I will send them myself

(Dealer seemed annoyed and did not want to discuss further)

*** NOTES 04/07/2015 09:12 AM Pacific Daylight Time SamuelKim Action Type:Dealer contact

Received email from Service Director Alan McLaughlin at dealer OK007 (importalan@gmail.com)

Samuel here are the pictures and the car is being repaired at this time. The RO # is 107223 was written on 4/1/2015 vehicle has 34190 miles on it. Sally Hall said to do this as a one time good will repair.

--

Alan McLaughlin

Import Service Director

Ferguson Advantage Imports

BROKEn Arrow, OK 74012

918-508-3411

*** NOTES 04/07/2015 09:44 AM Pacific Daylight Time SamuelKim Action Type:Internal

Reviewed case with CAFOM.

*** NOTES 04/08/2015 10:04 AM Pacific Daylight Time SamuelKim Action Type:Internal

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2013 OPTIMA EX</u>	<u>Case Number</u>	<u>Mileage</u>
Wagner, OK		5XXGN4A74DG		34,189
Prod. Date: 5/13/13		Dealer: OK007 Ferguson Kia		

Kia Case Type Lvl1: Complaint

Kia Case Type Lvl3: Interior

Kia Case Type Lvl2: Quality

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

Received request from SKim to process dealer GW reimbursement

*** PHONE LOG 04/08/2015 10:25 AM Pacific Daylight Time SMarino Action Type:Outgoing call

Called dealer, OK007 - spoke to Alan, service mgr

1. Reviewed dealer repair reimbursement process
2. Gave writers email and phone #

*** PHONE LOG 04/17/2015 07:09 AM Pacific Daylight Time SMarino Action Type:Outgoing call

Called dealer, OK007 - left vmail for Alan McLaughlin, service mgr

*** PHONE LOG 04/20/2015 10:00 AM Pacific Daylight Time SMarino Action Type:Outgoing call

Called dealer, OK007 - spoke to Alan, service mgr

1. Writer advised need copy of sublet invoice's - rental and glass company
2. Writer questioned why the sun**ROOF** rails were replaced
3. Alan stated there were plastic pieces on the rails that were damaged by the **BROKE**n glass
4. Writer advised can not process repair invoice without copy's of sublet, invoice needs to be documented correctly, and \$37.48 labor is removed
5. Alan stated he understood and he would make the necessary corrections and resend repair invoice

*** NOTES 04/21/2015 07:55 AM Pacific Daylight Time SMarino Action Type:Dealer contact

Process GW # 95432

Reimbursement will be posted to dealer 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]
Wagner, OK [REDACTED]

3 . Phone number of vehicle owner:

[REDACTED]

4 . Name of driver:

[REDACTED]

5 . Address of driver:

[REDACTED]
Wagner, OK [REDACTED]

6 . Phone number of driver:

[REDACTED]

7 . What is the age of the driver?

[REDACTED]

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

9 . Please describe the type of impact(s) the vehicle has experienced:

It got hit in the rear of the car, approximately 6 months ago. They had to replace the trunk part of the car, it was pushed forward.

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

Unsure, approximately 6 months ago. Paperwork is in the car at the dealership.

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

Date of sunroof breakaway: 03/21/2015 around 9:00 AM

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

It was rainy/misty out, temperature in the 50s, just breezy not a lot of wind

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

Driving through Mountains in South Arkansas
Quachita Mountains
Traveling on the highway
We were driving towards Murphysboro, AR

14 . Provide name of road, highway or address:

Unsure name of highway

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

We just left the town of Mina, AR, between Mina and Murfreesboro, AR. We were driving on Highway 59 Southbound, nearest exit would be highway our county road 246

16 . What direction was the vehicle facing/heading?

South

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

55 MPH

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

No traffic, I dont remember seeing another vehicle around us

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

Normal paved highway, did not notice any pot holes or rough surface

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.

It sounded like it exploded. I was on the phone with my daughter at the time and she thought the car exploded. Big huge explosion and glass started raining down. I thought a rock had fallen down into the car, after I screamed we looked around and did not see anything fall in the car, the glass blew out of the car not in. My fingers were starting to bleed at that point in time, the glass shattered in tiny little pieces. The glass was all in my hair and all over. We were able to stop on the roadway, but because it was mountainous area we had to continue driving for a pull off. We took pictures at the car wash and vacuumed the glass

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

The glass that lifts up in the front broke, the moveable part. Other glass remained

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?

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.)

Julie Parnell, same address and phone number

Small cuts

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

Injury from glass.

42 . Describe the nature of the injuries.

Small cuts from the shards of glass

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?

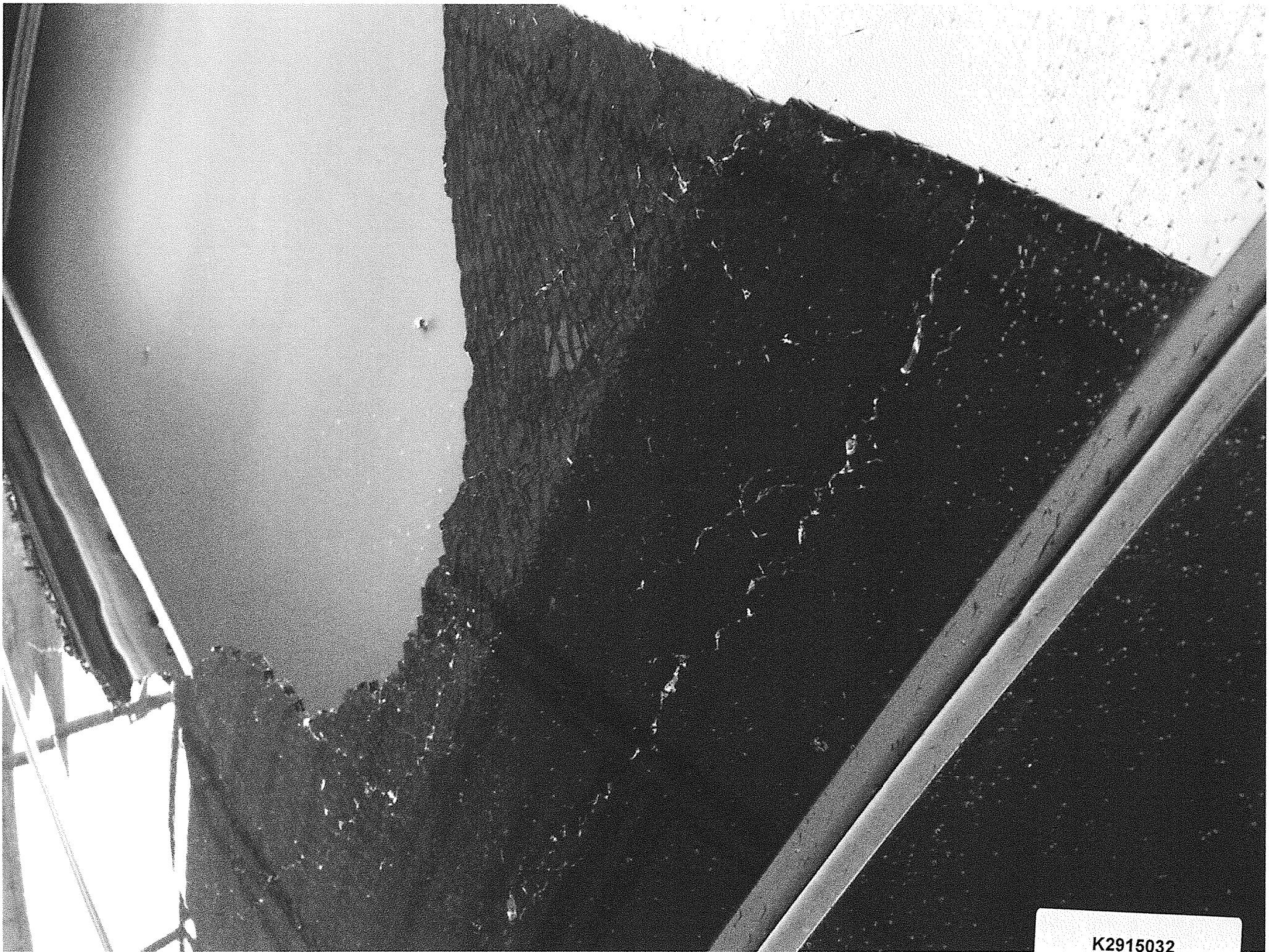
OK007 Ferguson Kia

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

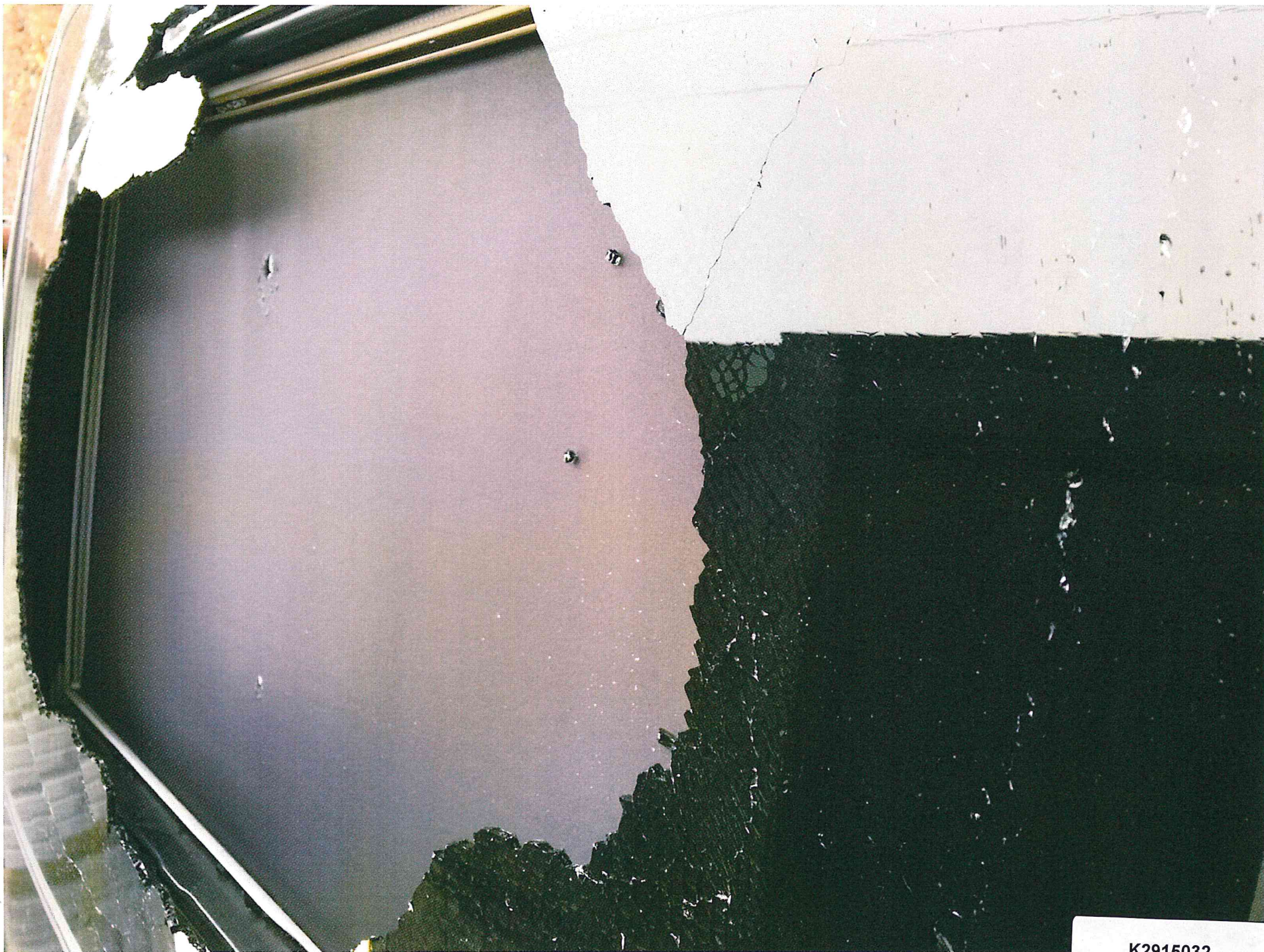
No

61 . What action are you requesting of Kia?

To fix the sunroof



K2915032



K2915032



K2915032

FIELD REPORTS



Field Product Quality Report

User:NVanderreest-FS

Case Number - [REDACTED]

05/07/2015 02:49:49 PM

Distributor: KMA
Region/District:
Dealer Code: 90305
Dealer City: Western Springs
Name: Joe Perez Engineer
Attachments: FR_Case_F2381334.doc

Report No.: ID2012JP01594
Issue Date: 10/29/2012 01:00:00 AM
Dealer Name: KRICAR7087840889Site
Dealer State: IL

Component Group: Please Specify
Component Code: Please Specify
TREAD: 16 Structure

Subject/Title: 11MY TF Panorama Sunroof Glass Field Inspection

Vehicle Data

Model Code: 55282
VIN: KNAGR4A66B [REDACTED]
Engine No.:
Prod Date: 4/12/2011

Model Desc: OPTIMA SX
Mileage: 20976
Trans No.:
Deliver Date: 6/26/2011

Year: 2011
Trans Type: Automatic
Repair Date: 10/18/2012

Part Information

Part Number: 81631 2T000
Condition: N59 CRACKED
Part ID/Lot:

Part Name: Panorama Sunroof Glass
Cause: C07 CRACKED
Other Part No.:

Additional Incident Vehicle List

VIN #	Mileage	Repair Date	Prod. Date	Cond.	Cause	Comments

Case History

CUSTOMER COMPLAINT

Sunroof Glass exploded while driving @ approximately 60 mph

ACTUAL CONDITION

It was observed that the Sunroof Sliding glass had a hole in the center of the glass

INVESTIGATION RESULTS

Upon inspecting the subject vehicle, it was observed that the sliding sunroof glass had a hole in the center; approximately 24" w x 16" h. It was observed that the glass fragmentation occurred from the center outwards (circular web pattern). The glass was recovered for further analysis.

POSSIBLE CAUSE

Unknown and Inconclusive - Under Investigation

CORRECTIVE ACTION

Continue to investigate field issues and identify "Root Cause".

Case History

RECOMMENDATIONS

******End Field Product Quality Report* [REDACTED] *****


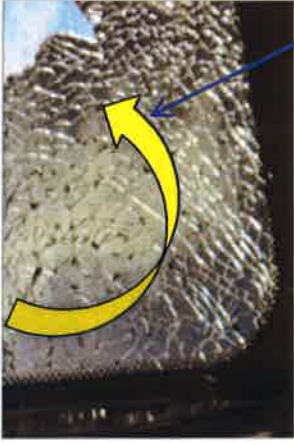


TFT – Field Investigation Report

Kia Motors America | 10/18/2012

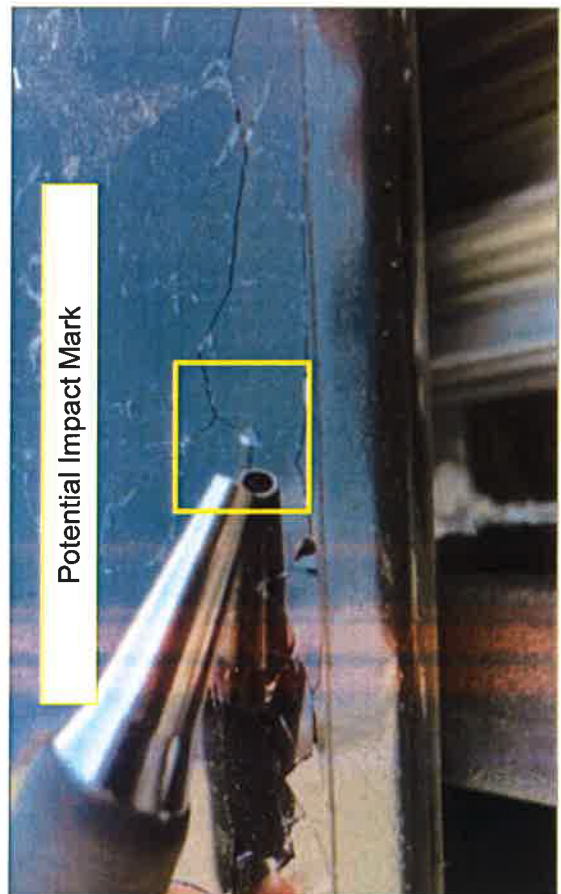
The Power to Surprise

TF – Field Investigation Analysis Report

Purpose	<ul style="list-style-type: none">❖ Investigate Field Quality Issue and Identify “Root Cause”❖ Complaint Vehicle Panorama Sunroof Glass Exploded Driving @ approximately 60 MPH (KMA PQ) Luis Buitrago and Joe Perez / (Webasto Supplier) Mr. Kim❖ TFT Members
Investigation Results	<p>❖ <u>Analysis:</u></p> <ul style="list-style-type: none">❖ During the inspection, TFT observed an explosion occurred in the center of glass. Fragmentation occurred from the center of the glass and as a result, consequential damage occurred to the paint.❖ The Investigation results are Inconclusive as to the “Root Cause” of this condition. Panorama sunroof front glass was recovered for further analysis. <p>❖ <u>Details:</u></p> <ul style="list-style-type: none">❖ VIN = KNAGR4A66B5[REDACTED] / MILES = 20,976❖ Vehicle approx. Speed = 60 mph❖ Approx outside Temp = 59 deg F° / Location = Del Mar, CA❖ Incident occurred while driving South on the I-5 Fwy❖ Customer heard loud explosion coming from her vehicle❖ Sunroof closed / Sunshade was open during occurrence❖ Explosion occurred – customer stating, she realize sunroof glass had exploded. Additionally stating, little glass had fallen inwards from the explosion. ➤ <p>❖ <u>See Attached for additional photos</u></p> <div><p>Explosion in Center of Glass</p><p>Circular fracture configuration</p></div> <ul style="list-style-type: none">❖ KMC to investigate supplier sunroof heat treatment variability and material characteristics (heat expansion).❖ KMC to investigate body opening cavity variability and sunroof dimension variability for potential interference❖ KMC to investigate glass sample for material quality.
Next Steps	

Problem

Panorama Glass Exploded



Condition

06:03



Overcast
Light Rain

59°F / 15°C

55°F / 13°C

88%

30.06 in
(767.8 mm)

ESE 3.5 mph
(ESE 6 kph)

0.00 in
(0.00 mm)

105AM

RH Front Edge of Glass



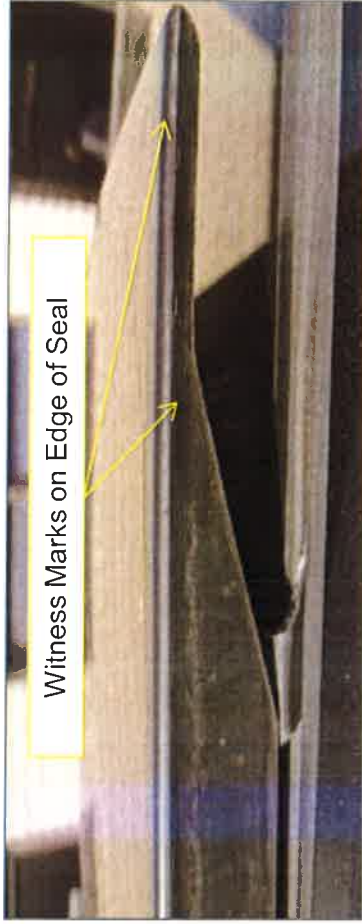
LH Front Edge of Glass



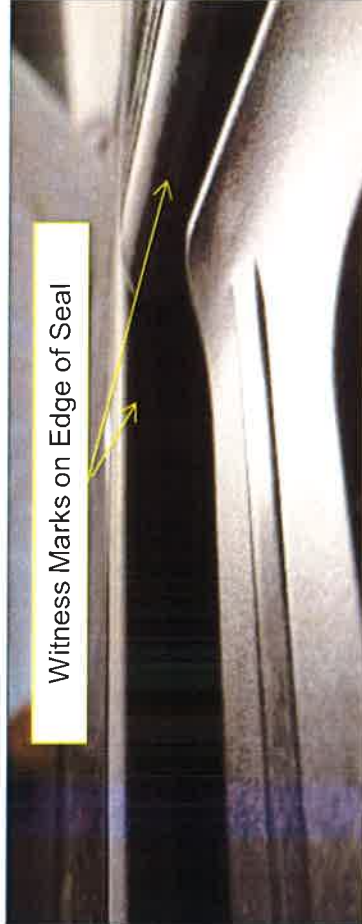
Separation of Front Seal to Glass



Witness Marks on Edge of Seal



Witness Marks on Edge of Seal



Witness Marks on Edge of Seal





Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO12

Dealer Code: TX058

Dealer City: Austin

Name: Richard Peralta FTR

Report No.: SO2013RP01707

Issue Date: 2/17/2013 8:00:00AM

Dealer Name: South Point Kia

Dealer State: TX

Component Group:

Component Code:

TREAD Code:

Subject/Title: Vehicle Panorama sunroof shattered while driving vehicle at highway speeds

Vehicle Data

Model Code: Z5262

Model Desc: OPTIMA HYBRID

VIN: KNAGM4AD3C [REDACTED]

Mileage: 420

Year: 2012

Engine No: [REDACTED]

Trans No:

Trans Type: Automatic

Prod Date: 12/6/2012 12:00:00AM

Delivery Date: 1/30/2013

Repair Date: 2/11/2013 8:00:00AM

Part Information

Part Number: 81630 2T000

Part Name: GLASS ASSY-PANORAMAR

Condition: N59OTHERS

Cause: C99OTHERS

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Vehicle Panorama sunroof shattered while driving vehicle at highway speeds

ACTUAL CONDITION

Vehicle Panorama sunroof shattered while driving vehicle at highway speeds

INVESTIGATION RESULTS

Found that the glass was pushed up and out. There was no evidence of rock chip, around the edge.

POSSIBLE CAUSE

Unknown

CORRECTIVE ACTION

Clean assembly and replace the panorama sunroof glass. Ship fragmented glass to KMA for inspection.

RECOMMENDATIONS

*** EMAIL OUT Ìì DHowells-TL Action Type:External email

Send to:[dhowells@kiausa.com]

You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

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

<<File Attachment:

\\copubs\ClarifyOBJ\TL_Attachments\SendHistory\Case_F2442098_DHowells-TL_04-29-2013120037.doc>>



F2442098



F2442098



F2442098



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: WE02

Dealer Code: CA263

Dealer City: Valencia

Name: Alberto Perez FTR

Report No.: WE2013AP01862

Issue Date: 4/26/2013 8:00:00AM

Dealer Name: California Supers

Dealer State: CA

Component Group: Please Specify

Component Code: Please Specify

TREAD Code:

Subject/Title: Sunroof Glass Shattered

Vehicle Data

Model Code: Z5262

Model Desc: OPTIMA HYBRID

VIN: KNAGM4AD0B5 [REDACTED]

Mileage: 17,762

Year: 2011

Engine No:

Trans No:

Trans Type: Automatic

Prod Date: 10/6/2011 12:00:00AM

Delivery Date: 12/30/2011

Repair Date: 4/26/2013 8:00:00AM

Part Information

Part Number: 81630a

Part Name: Front Panoramic Sunroof Glass

Condition: N59BROKEN, SPLIT, TORN

Cause: C06BROKEN, SPLIT, TORN

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states sunroof glass broke while at a stop sign.

ACTUAL CONDITION

The front panoramic sunroof glass is shattered.

INVESTIGATION RESULTS

Multiple small rock impact were identified on front hood, windshield, rear panoramic glass and rear truck surface area.

POSSIBLE CAUSE

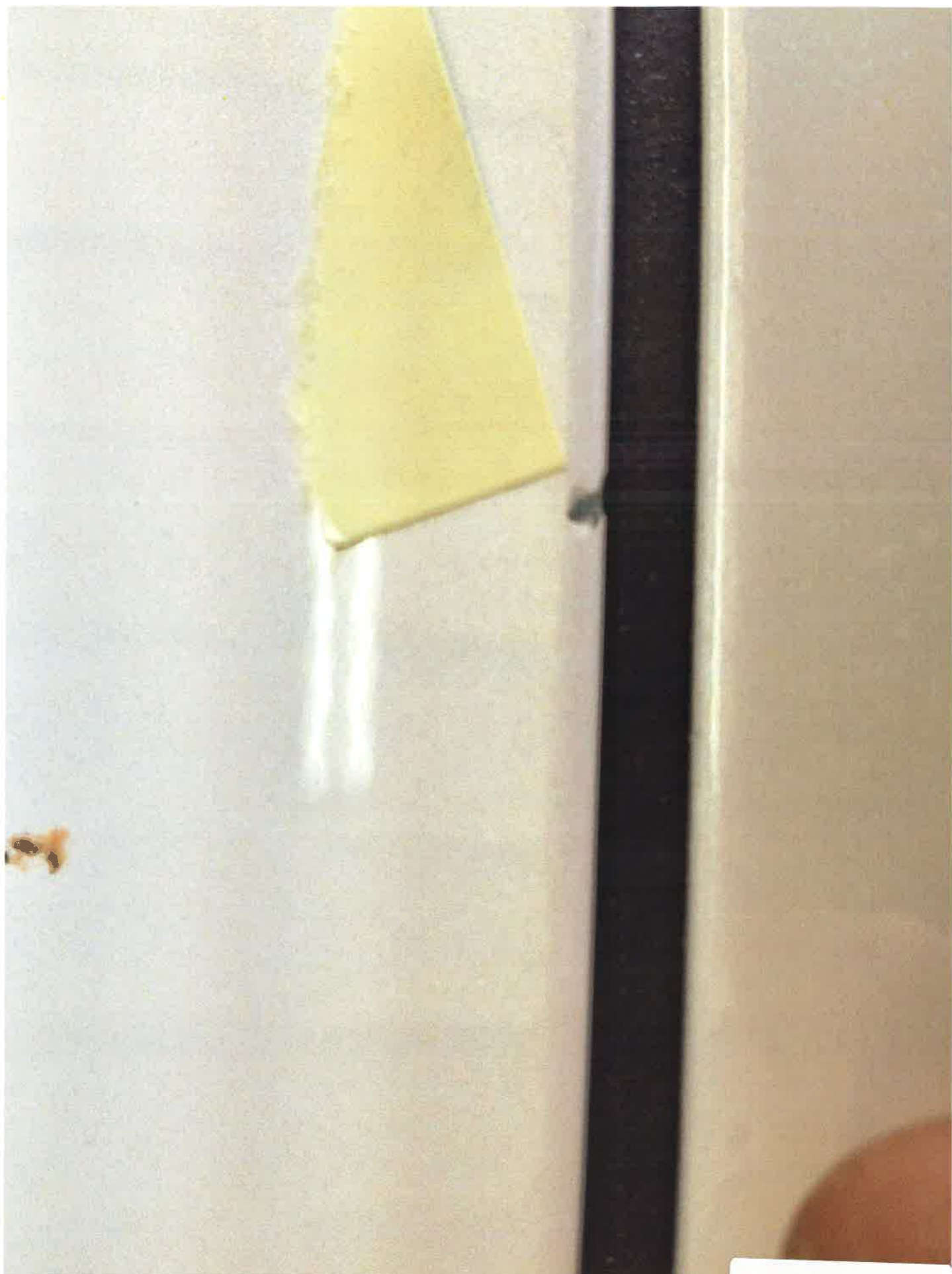
Unknown

CORRECTIVE ACTION

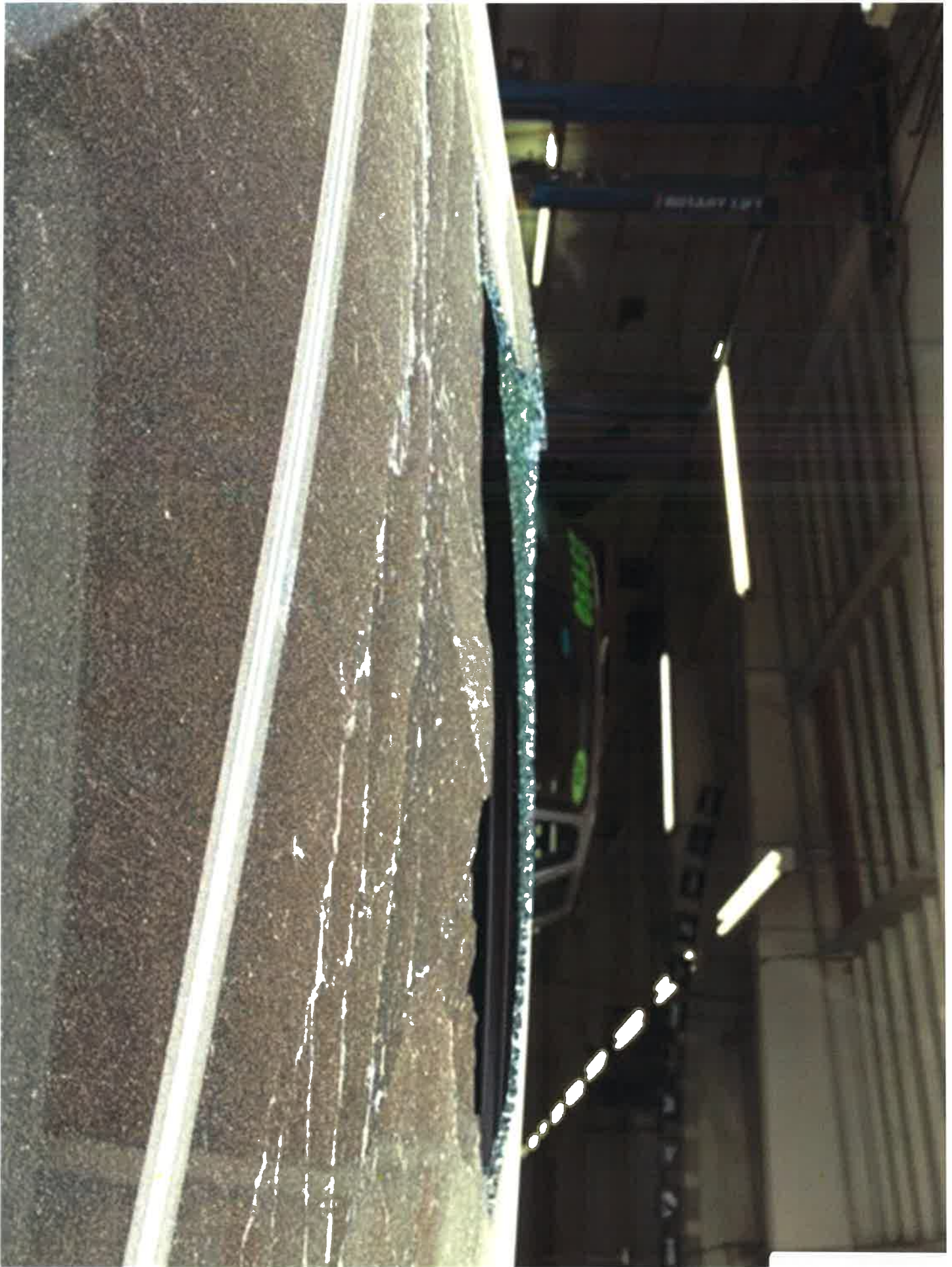
Panoramic sunroof glass assembly was replaced.

RECOMMENDATIONS

*** CASE CLOSE 08/06/2013 09:15 PM Pacific Daylight Time NVanderreest-FS



F2485275



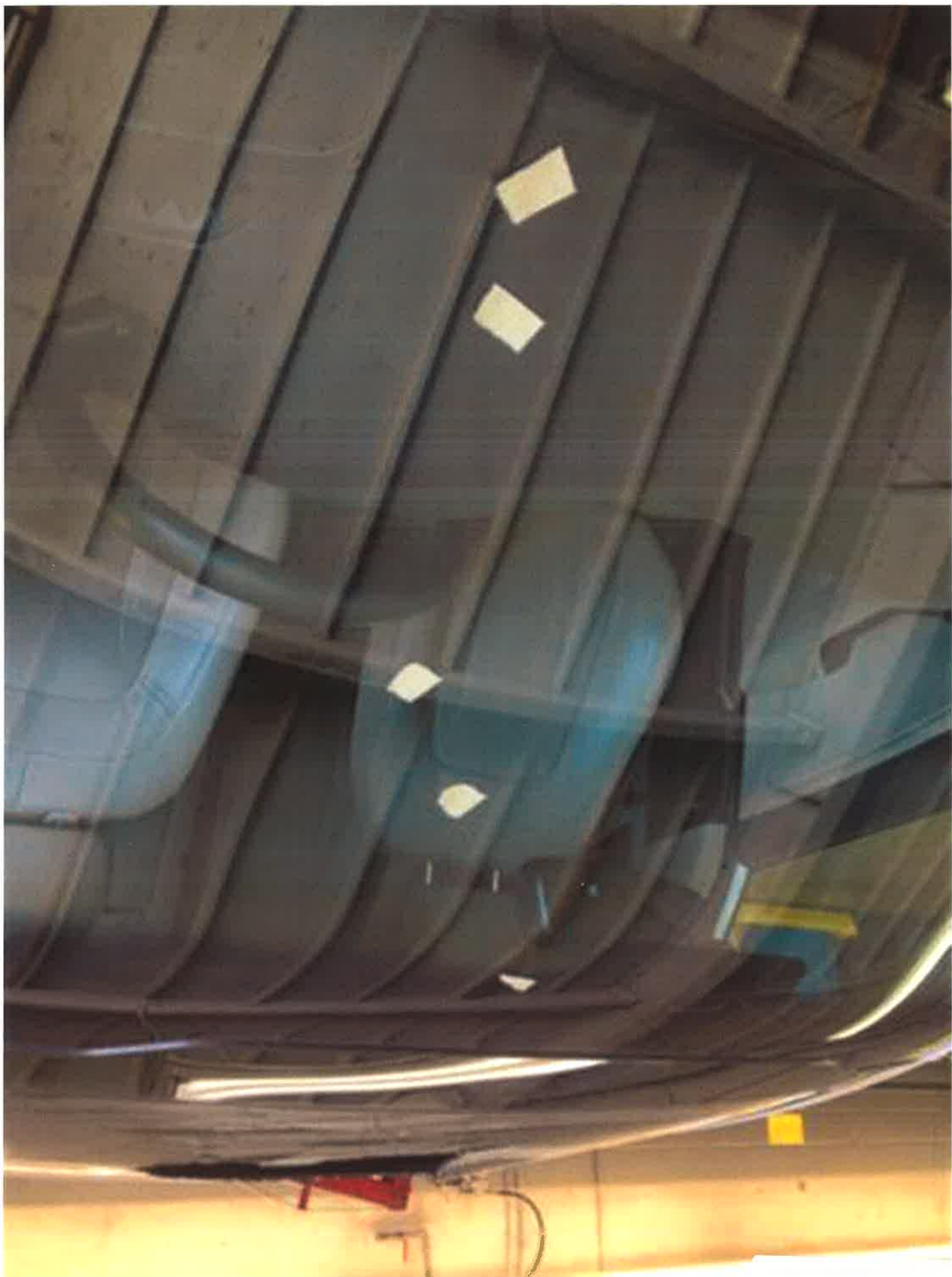
F2485275



F2485275



F2485275



F2485275



F2485275



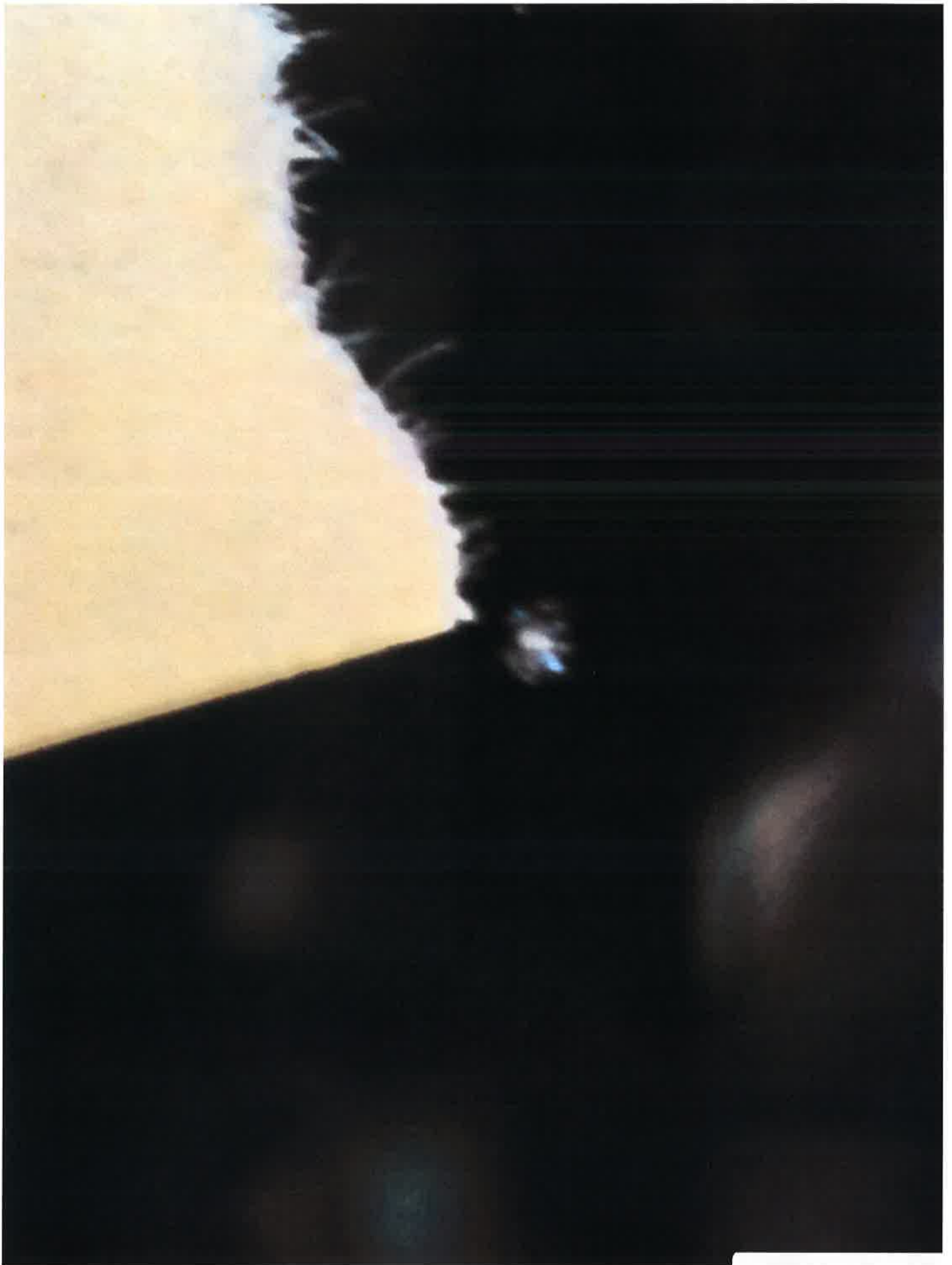
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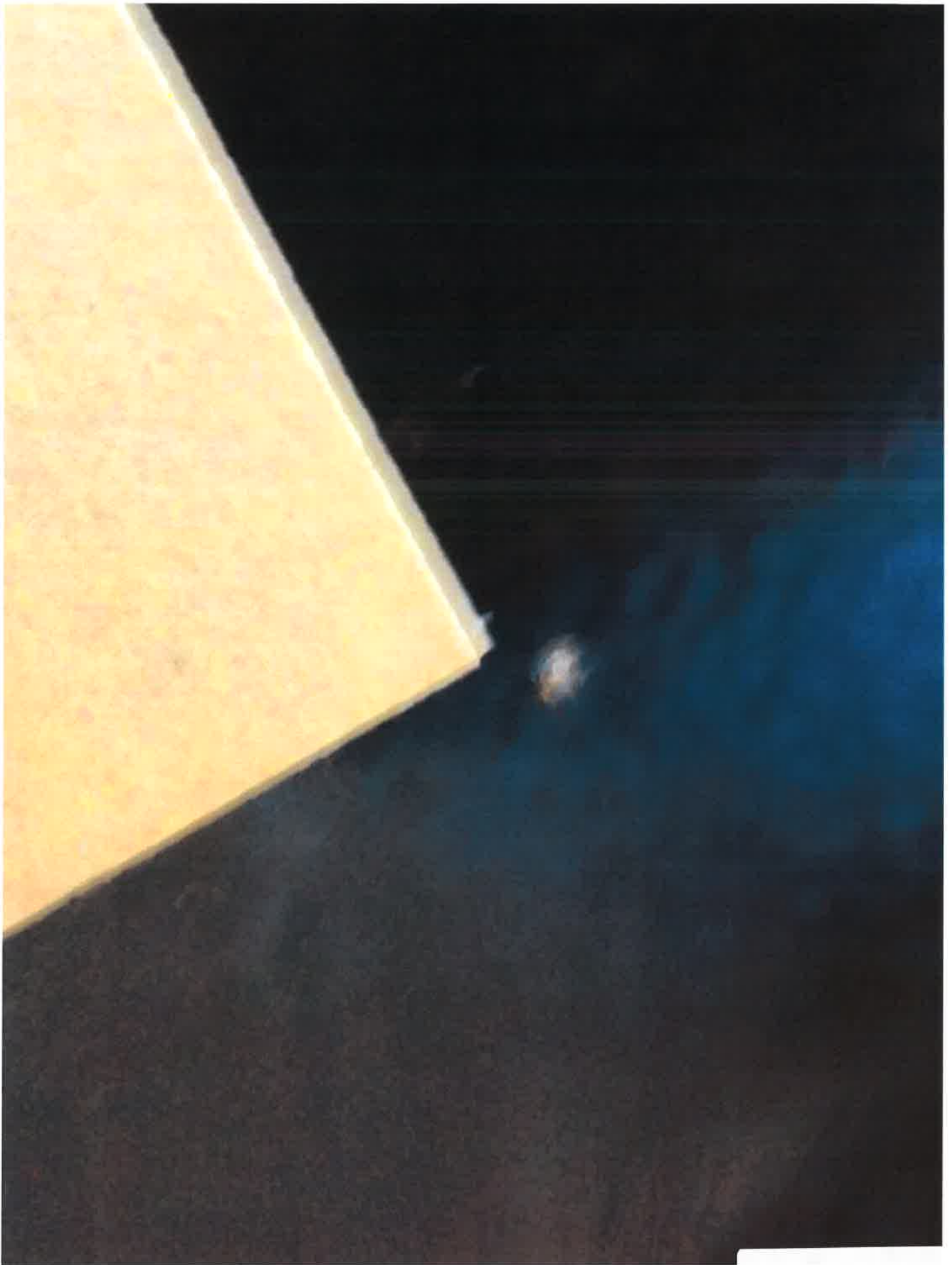
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F2485275



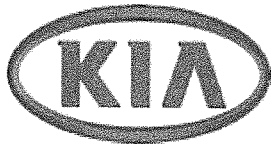
F2485275



F2485275



F2485275



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: EA14

Dealer Code: NY058

Dealer City: East Syracuse

Name: Dan Anderson FTR

Report No.: EA2013DA01772

Issue Date: 3/29/2013 8:00:00AM

Dealer Name: Kia of East Syrac

Dealer State: NY

Component Group:

Component Code:

TREAD Code:

Subject/Title: Panaramic Sunroof Broken

Vehicle Data

Model Code: Z5262

Model Desc: OPTIMA HYBRID

VIN: KNAGM4AD3B5 [REDACTED]

Mileage: 65,363

Year: 2011

Engine No:

Trans No:

Trans Type: Automatic

Prod Date: 5/18/2011 12:00:00AM

Delivery Date: 8/13/2011

Repair Date: 3/28/2013 8:00:00AM

Part Information

Part Number: 81630 2T000

Part Name: GLASS ASSY-PANORAMAR

Condition: N59OTHERS

Cause: C99OTHERS

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Sunroof broke while driving.

ACTUAL CONDITION

Sunroof glass was broken upon inspection

INVESTIGATION RESULTS

FTR inspected vehicle. Roof glass was broken. Inspected glass area for impact. Impact mark was evident on the RF leading edge of the glass (see pics). Inspected the hood and front grill area for any stone chips and initial impact points. There were several stone chips on the hood area. One stone impact on the RF hood area was in direct line of the impact on the leading edge of the sunroof glass. No evidence of defect was found on the glass or sunroof during the inspection. Outside influence by a rock or road debris seems to be the cause of glass failure.

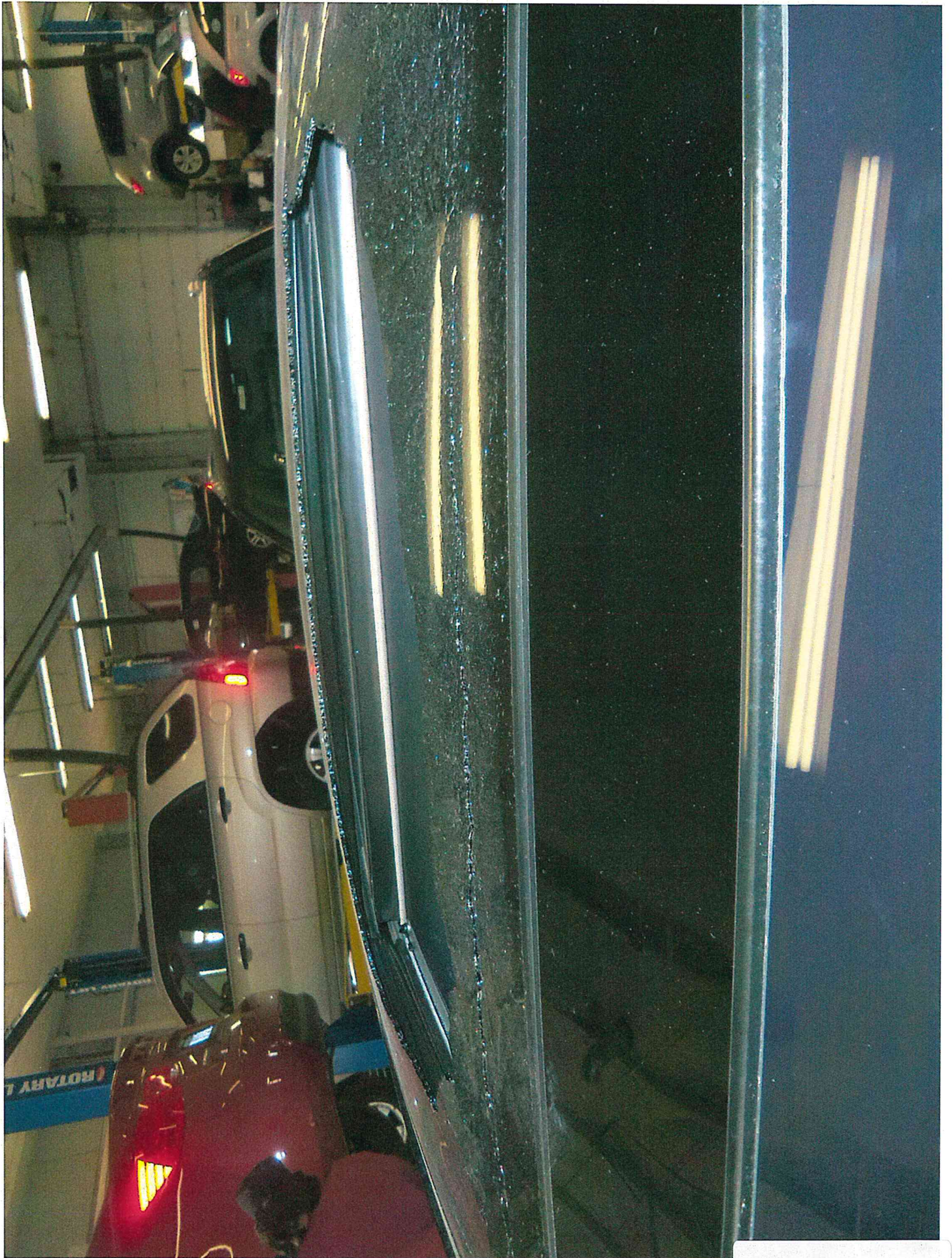
POSSIBLE CAUSE

Outside influence by a rock or road debris seems to be the cause of glass failure.

CORRECTIVE ACTION

Replacement of the sunroof glass assembly

RECOMMENDATIONS



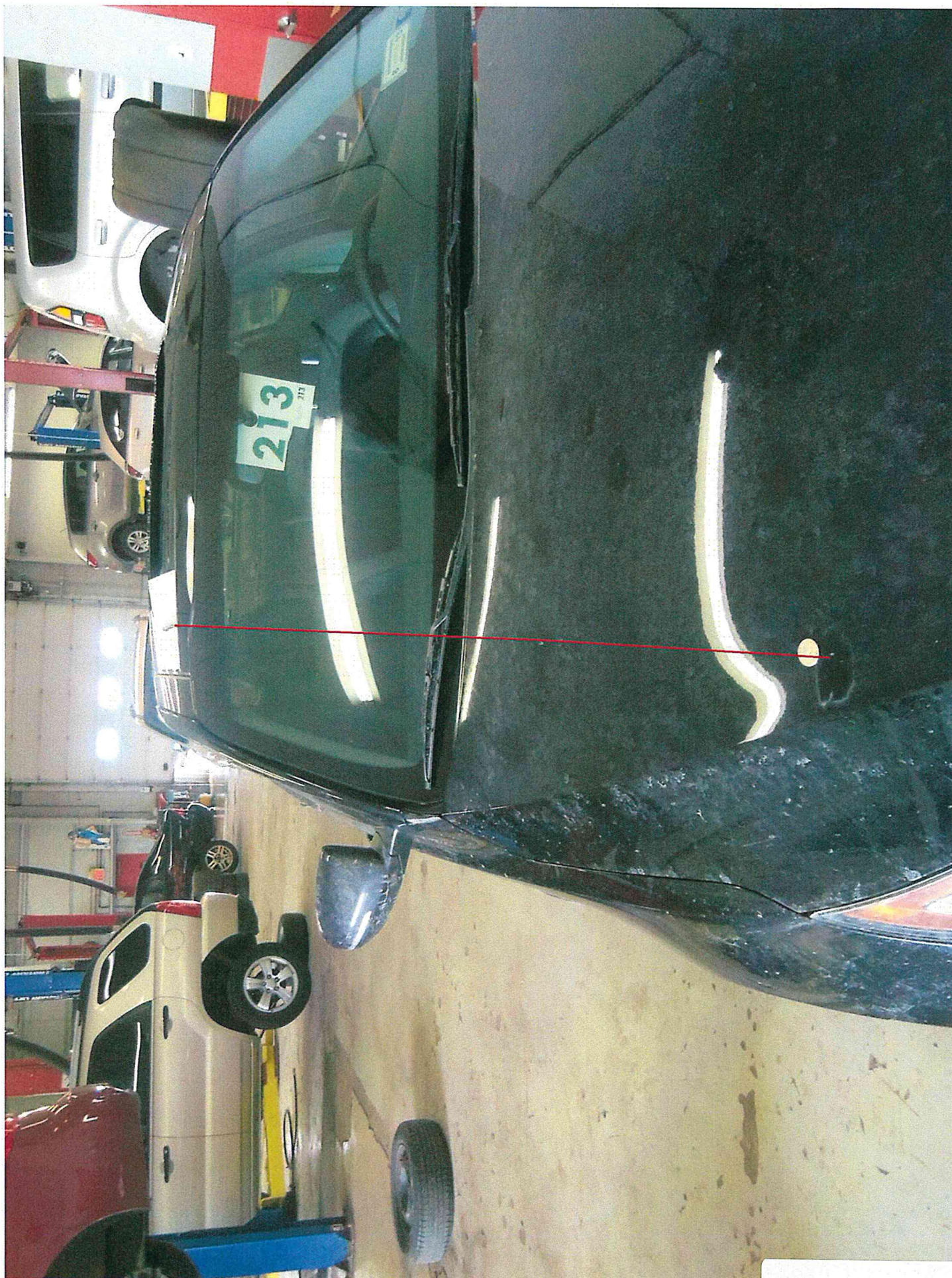
F2485282



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F2485282



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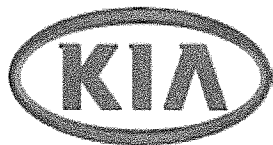


F2485282



KNAGM4AD3B5





Kia Motors America Field Product Quality Report

Case Number [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO10

Dealer Code: OK007

Dealer City: Broken Arrow

Name: Richard Peralta FTR

Report No.: SO2013RP01729

Issue Date: 2/28/2013 8:00:00AM

Dealer Name: Ferguson Kia

Dealer State: OK

Component Group: Please Specify

Component Code: Please Specify

TREAD Code:

Subject/Title: Sunroof glass Broke while driving at highway speeds.

Vehicle Data

Model Code: 55282

Model Desc: OPTIMA SX

VIN: 5XXGR4A64DC [REDACTED]

Mileage: 7,303

Year: 2013

Engine No: [REDACTED]

Trans No:

Trans Type: Automatic

Prod Date: 7/3/2012 12:00:00AM

Delivery Date: 7/27/2012

Repair Date: 2/28/2013 8:00:00AM

Part Information

Part Number: 81631 2T000

Part Name: GLASS SUB ASSY-P/RF

Condition: N59OTHERS

Cause: C99OTHERS

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states that the sunroof glass broke as they were driving down the highway

ACTUAL CONDITION

Sunroof glass broke due to impact mark at the RF of the glass

INVESTIGATION RESULTS

Found that the glass had fragmented, and there was a chip, in the glass near the edge at the RF of the sunroof

POSSIBLE CAUSE

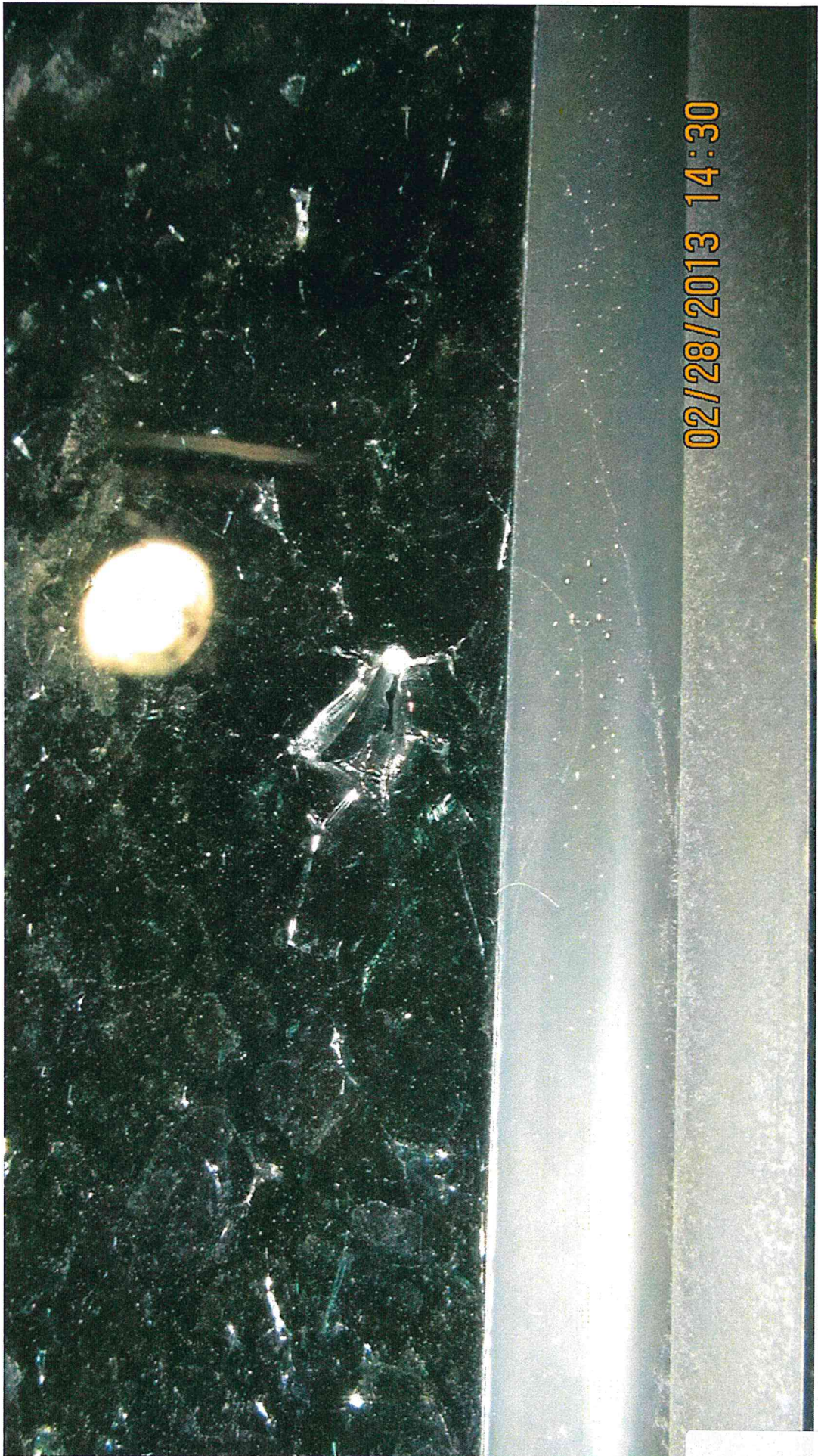
Rock chip

CORRECTIVE ACTION

Replace sunroof glass assembly, clean area of glass. Shipped fragmented glass to Product Quality.

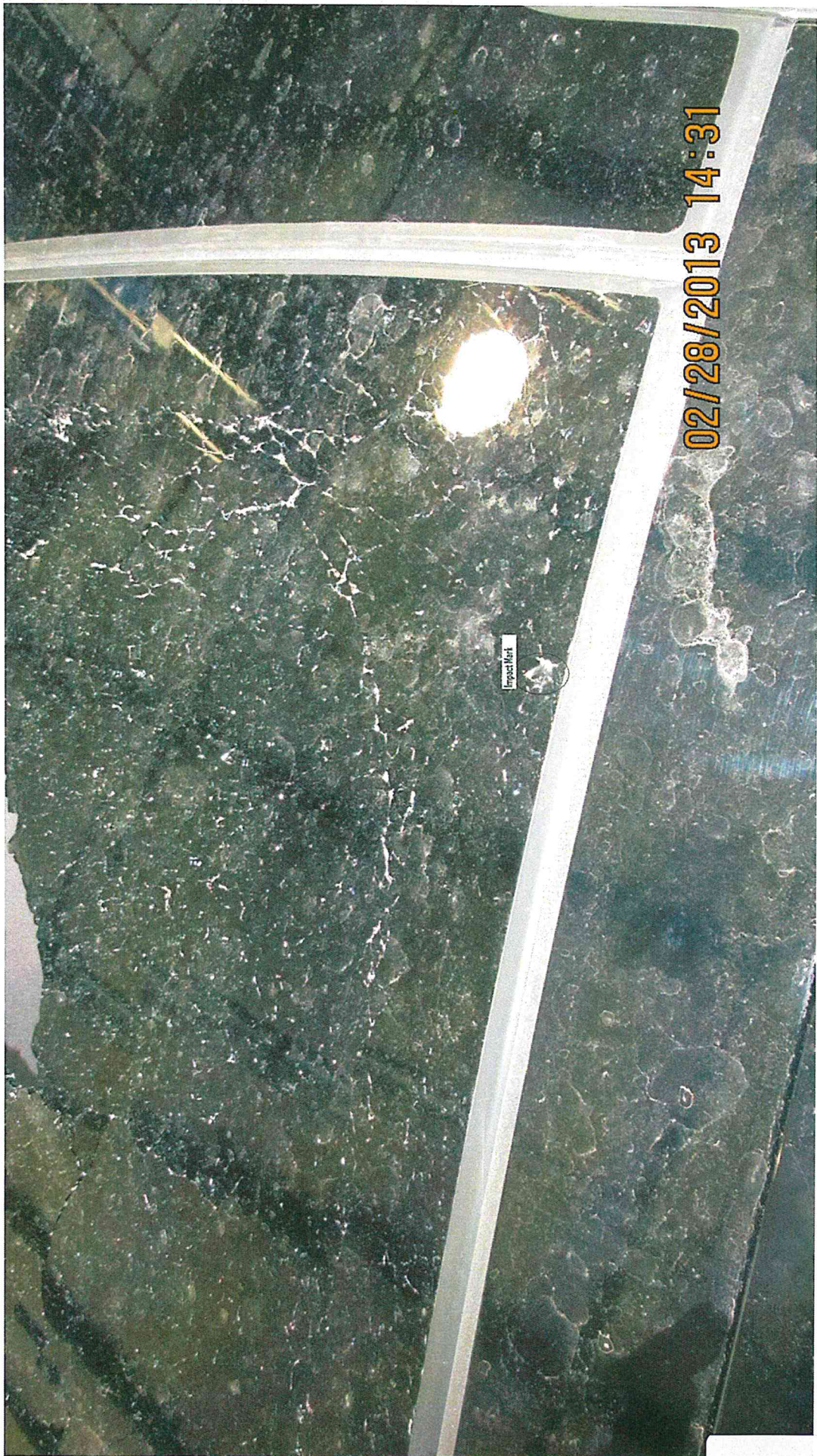
RECOMMENDATIONS

*** CASE CLOSE 05/24/2013 11:02 AM Pacific Daylight Time NVanderreest-FS



02/28/2013 14:30

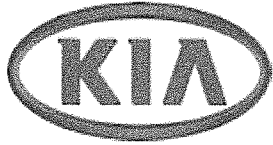
F2485284



02/28/2013 14:31



F2485284



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: WE10

Dealer Code: nm010

Dealer City: Albuquerque

Name: Alberto Perez FTR

Report No.: WE2013AP01881

Issue Date: 5/2/2013 8:00:00AM

Dealer Name: Garcia Kia

Dealer State: NM

Component Group:

Component Code:

TREAD Code:

Subject/Title: Sunroof Glass Shattered

Vehicle Data

Model Code: 55282

Model Desc: OPTIMA SX

VIN: 5XXGR4A64CG [REDACTED]

Mileage: 18,507

Year: 2012

Engine No: [REDACTED]

Trans No:

Trans Type: Automatic

Prod Date: 12/8/2011 12:00:00AM

Delivery Date: 1/17/2012

Repair Date: 5/3/2013 8:00:00AM

Part Information

Part Number:

Part Name:

Condition: N59BROKEN, SPLIT, TORN

Cause: C06BROKEN, SPLIT, TORN

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states sunroof glass broke while driving on highway.

ACTUAL CONDITION

Vehicle was driven at 10 AM on freeway speed at 70 mph when front panoramic sunroof glass shattered

INVESTIGATION RESULTS

Multiple small rock impact were identified on front hood and windshield area.

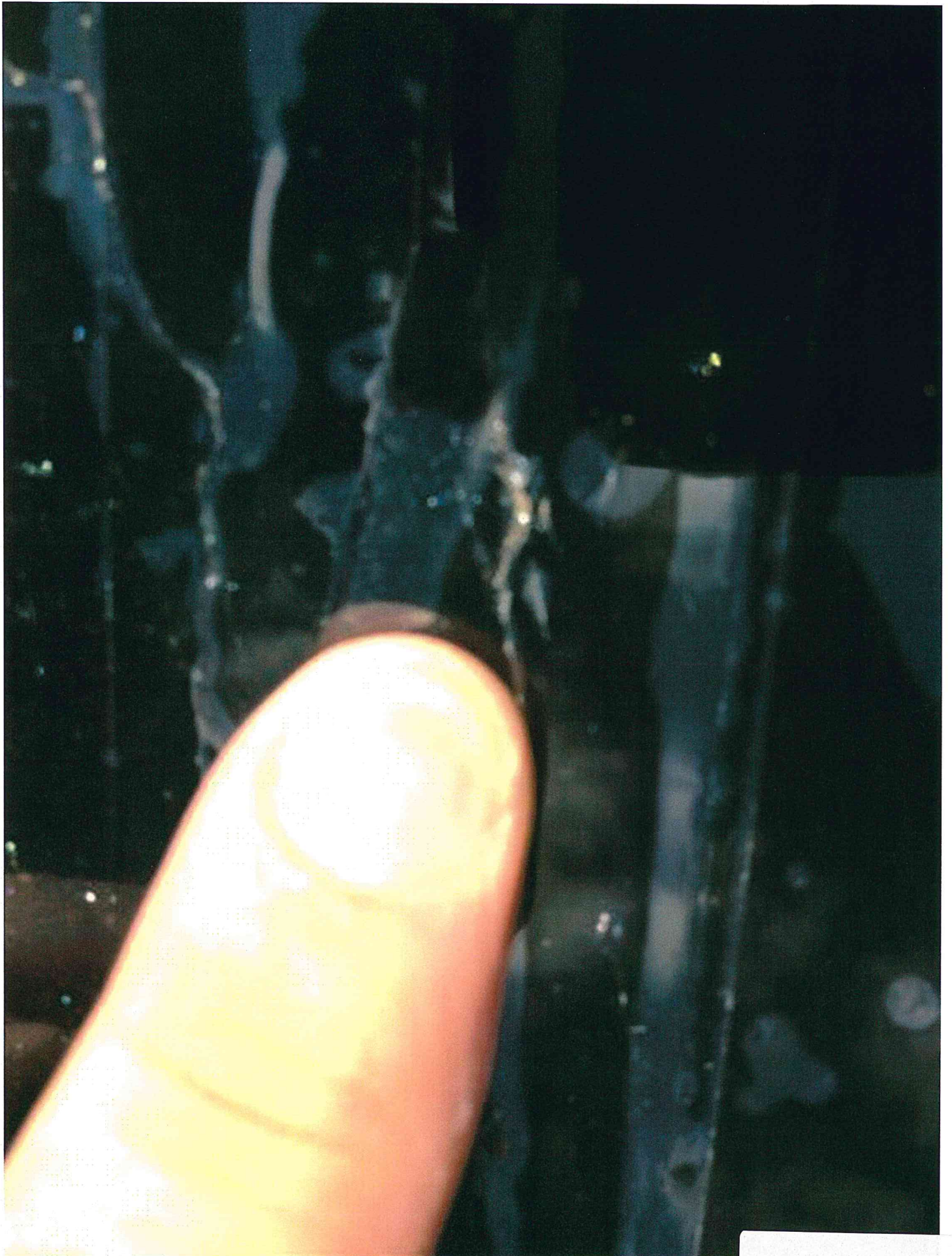
POSSIBLE CAUSE

Unknown

CORRECTIVE ACTION

Panoramic sunroof glass assembly was replaced

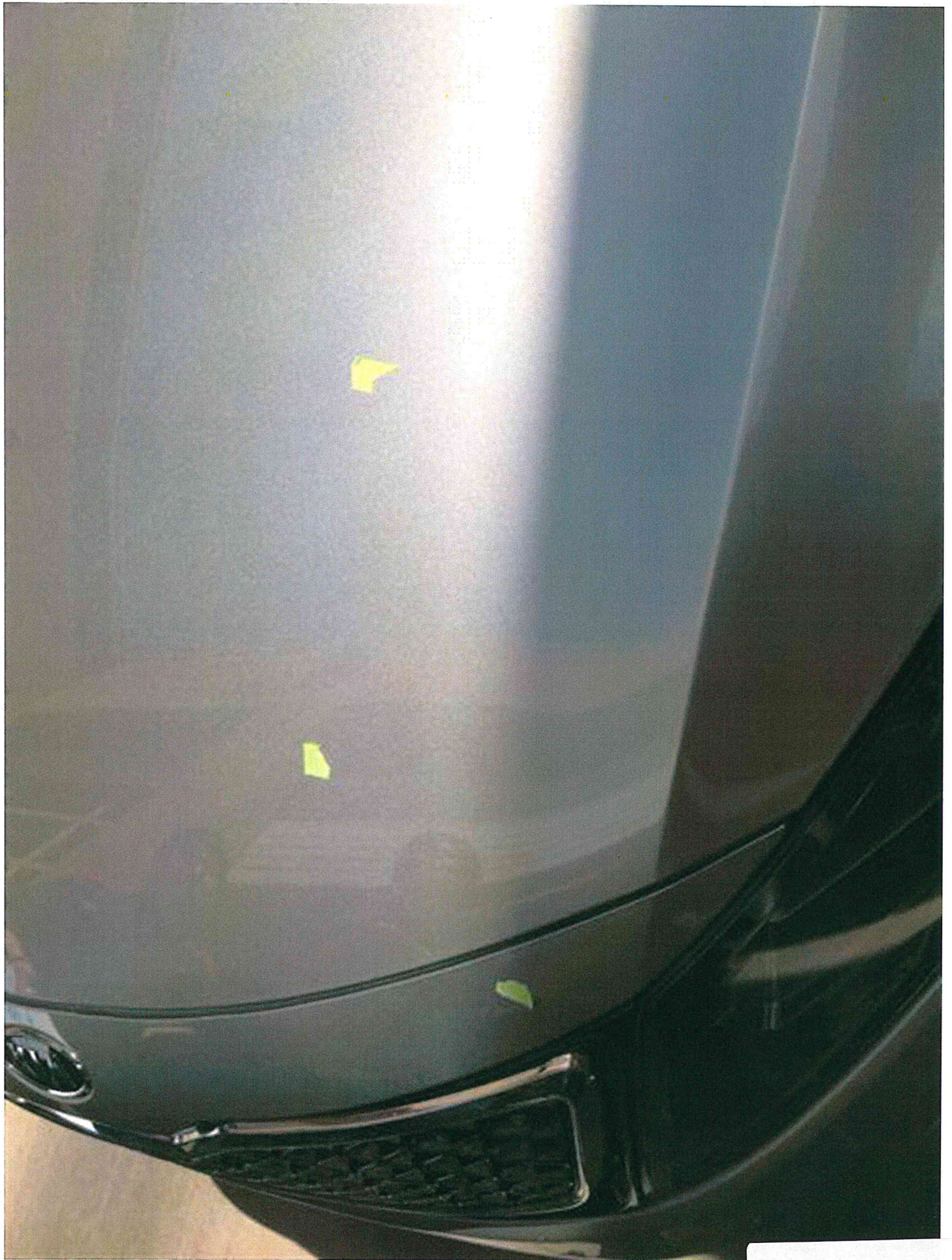
RECOMMENDATIONS



F2486234



F2486234



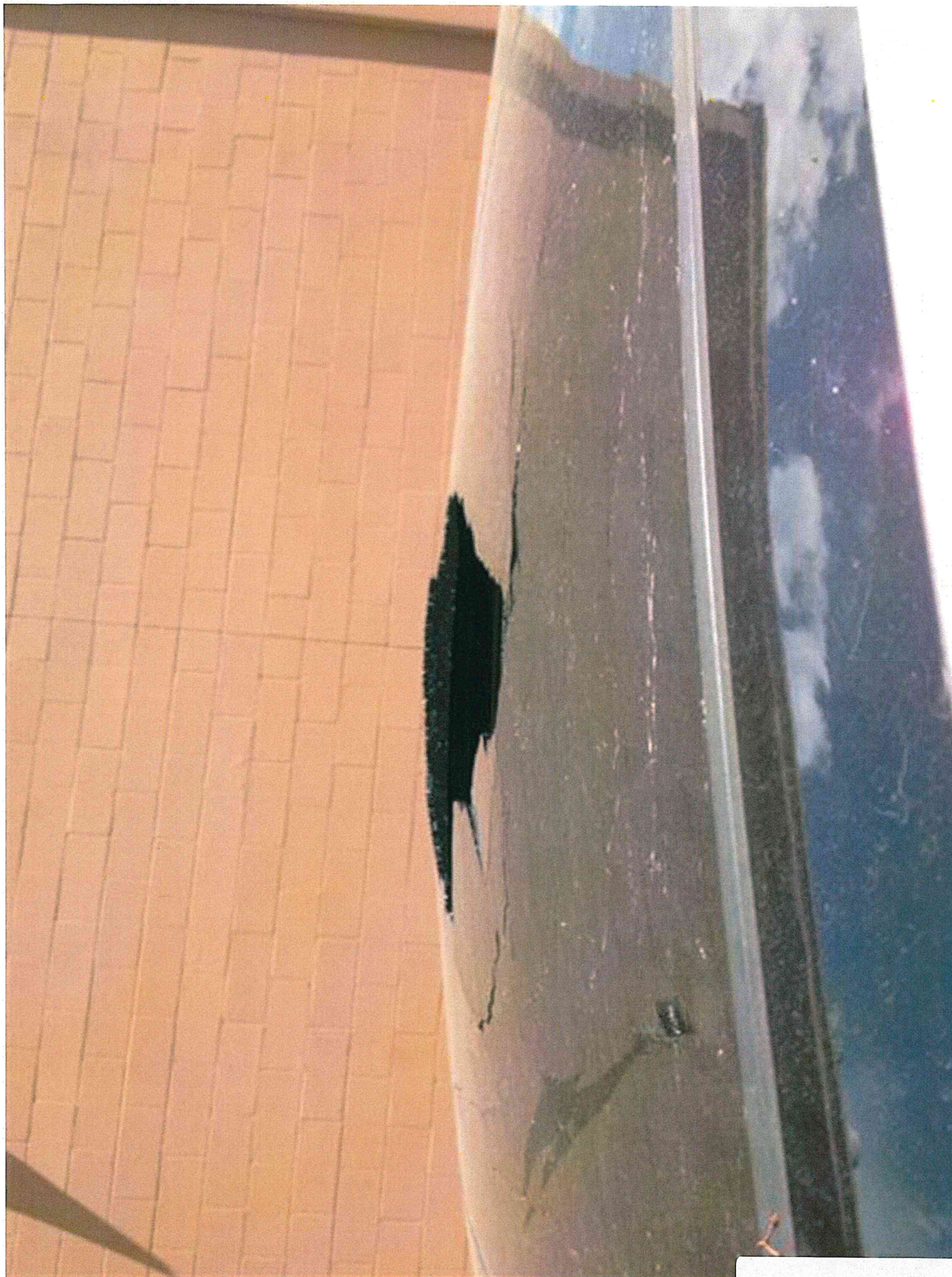
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P

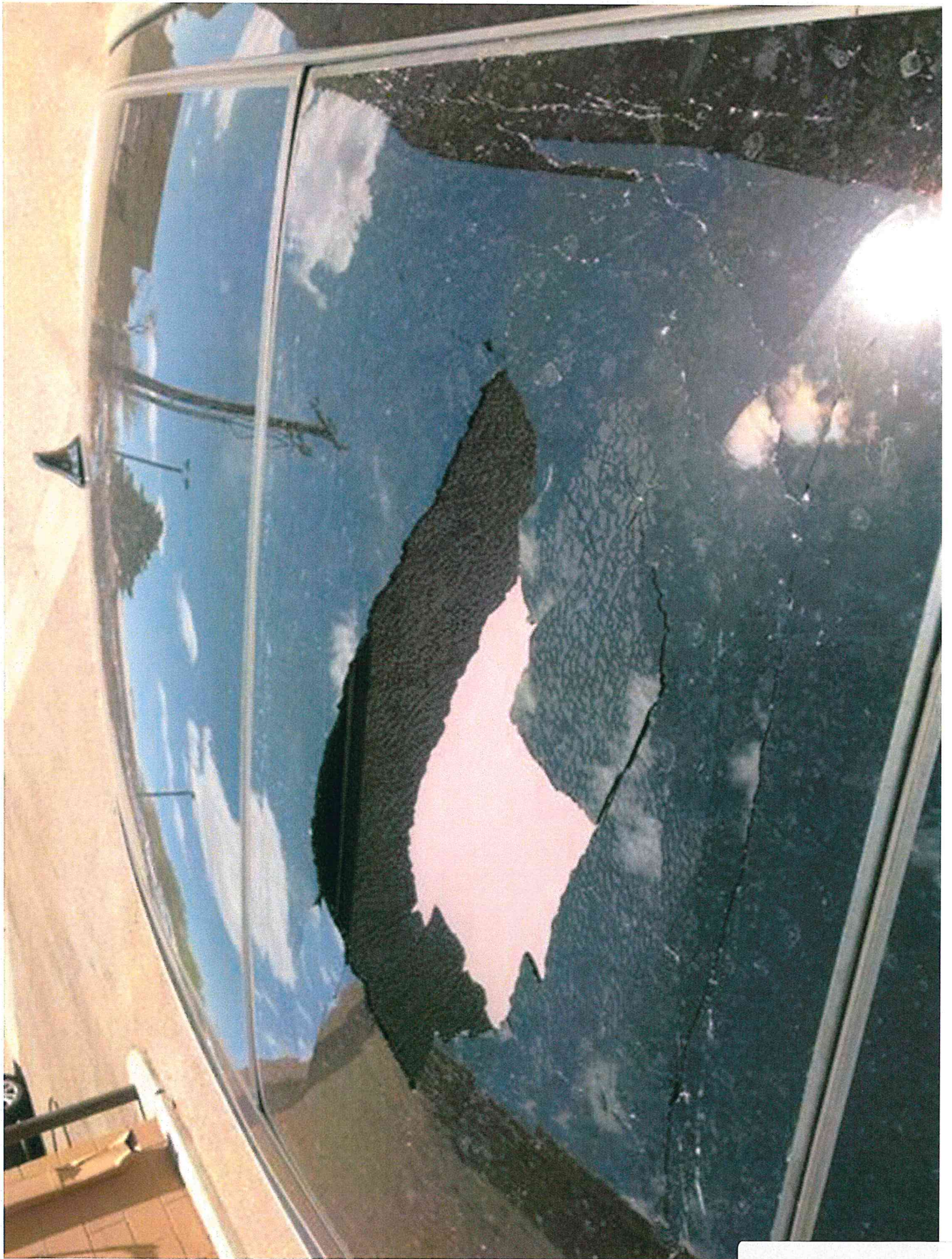
Door Open

89°F

18507 mi.



F2486234



F2486234



MANUFACTURED BY

KIA MOTORS MANUFACTURING GEORGIA, INC

DEC/07/11

GVWR 4497 lbs

PAINT STM

GAWR

FRONT 2425 lbs

GAWR

REAR

2116 lbs

TRIM VA

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL
MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

V.I.N. 5XXGR4A64CG

PASSENGER CAR



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO16

Dealer Code: OK015

Dealer City: Lawton

Name: Richard Peralta FTR

Report No.: SO2013RP01906

Issue Date: 5/13/2013 8:00:00AM

Dealer Name: Milo Gordon Kia

Dealer State: OK

Component Group:

Component Code:

TREAD Code:

Subject/Title: Sunroof glass shattered.

Vehicle Data

Model Code: 55282

Model Desc: OPTIMA SX

VIN: 5XXGR4A64DG [REDACTED]

Mileage: 3,395

Year: 2013

Engine No: [REDACTED]

Trans No:

Trans Type: Automatic

Prod Date: 10/24/2012 12:00:00AM

Delivery Date: 3/5/2013 1:

Repair Date: 5/3/2013 8:00:00AM

Part Information

Part Number: 81630 2T000

Part Name: GLASS ASSY-PANORAMAR

Condition: N59CRACKED

Cause: C07CRACKED

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Sunroof glass shattered while driving at 40 MPH.

ACTUAL CONDITION

Sunroof glass is shattered.

INVESTIGATION RESULTS

Found that the sunroof had shattered while driving. Found scratches on the trunk lid from glass debris.

POSSIBLE CAUSE

Unknown

CORRECTIVE ACTION

Replace the sunroof glass.

RECOMMENDATIONS



F2486235



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: EA04

Dealer Code: NJ063

Dealer City: Newton

Name: Chris Capuzzo FTR

Report No.: EA2013CC01902

Issue Date: 5/9/2013 8:00:00AM

Dealer Name: Newton Kia

Dealer State: NJ

Component Group:

Component Code:

TREAD Code:

Subject/Title: Customer states Panaramic sunroof shattered

Vehicle Data

Model Code: 53242

Model Desc: OPTIMA EX

VIN: 5XXGN4A7XDG [REDACTED]

Mileage: 6,229

Year: 2013

Engine No: [REDACTED]

Trans No:

Trans Type: Automatic

Prod Date: 7/12/2012 12:00:00AM

Delivery Date: 8/7/2012 1:

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

Part Information

Part Number: 81630 2T000

Part Name: GLASS ASSY-PANORAMAR

Condition: N59 FOREIGN MATERIAL, CLOGGED

Cause: C32 FOREIGN MATERIAL, CLOGGED

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states Panoramic Sunroof Shattered

ACTUAL CONDITION

The movable sunroof glass was shattered and there was scratches on rear deck lid

INVESTIGATION RESULTS

FTR investigated concern. When vehicle was inspected - there was a hole in the movable sunroof glass. The sunroof glass was taped with packing tape on the outside and blue painters tape on the broken hole area. The glass had a hole approximately the size of a basketball. The glass appeared to have an upward bow. There was some residual glass on the inside of the vehicle - but I was informed that a majority of the glass in the interior was cleaned by the customer. The outside of the vehicle was inspected and a rock chip was found on the hood. There was also cuts and gouges in the rear deck lid surface. I was informed by the service manager that the customer stated that they were traveling on the highway (Route 80 in NJ) and the sunroof was in the "vent" position. They then heard a loud "Gunshot" type sound and glass began to fall. The drivers window was also in the open position.

POSSIBLE CAUSE

Foreign Object contact glass surface

CORRECTIVE ACTION

Repair and refinish the rear deck lid surface - replace panoramic sunroof movable glass - clean interior of vehicle.
Techline case - T2480594

RECOMMENDATIONS

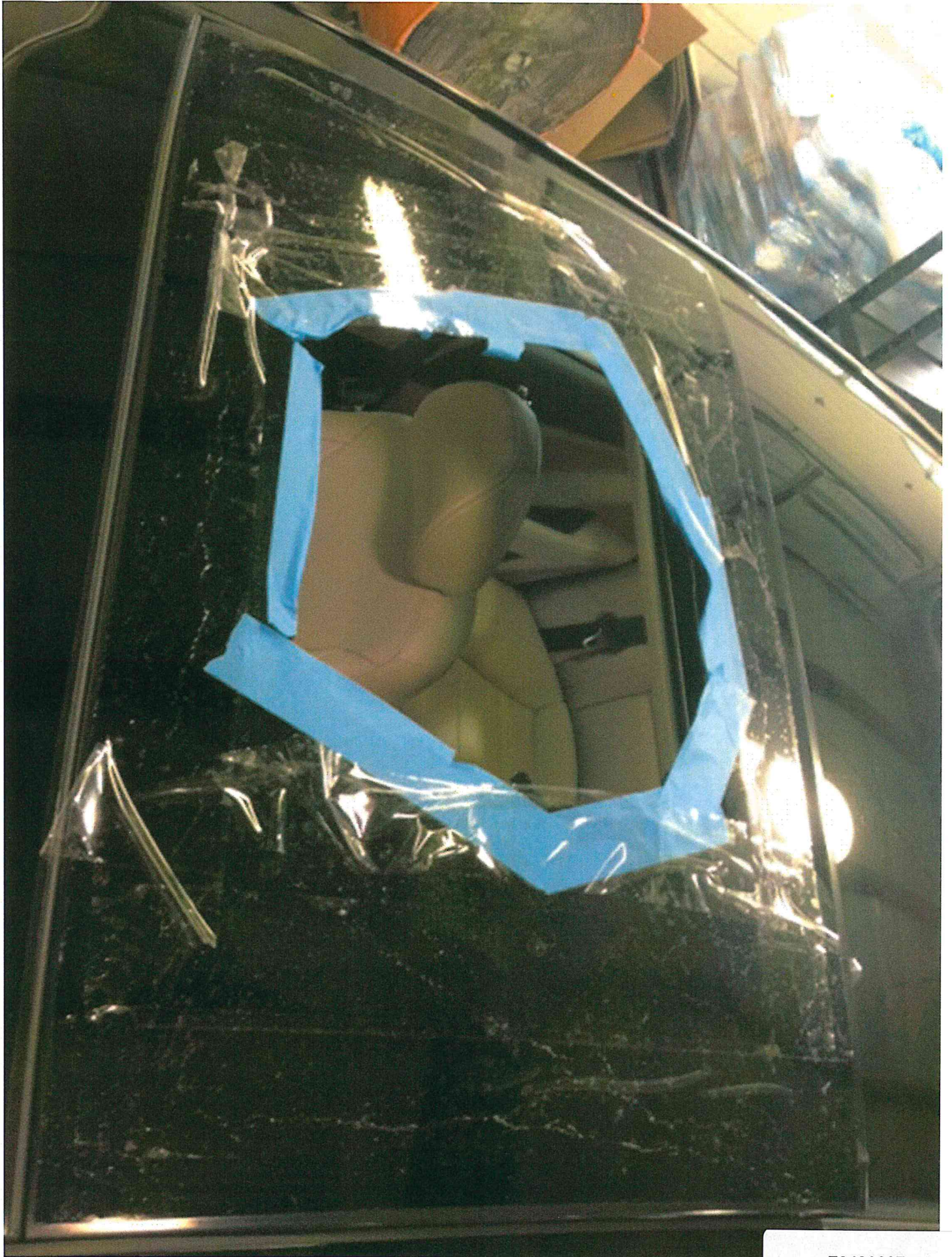
Rock Chip in hood



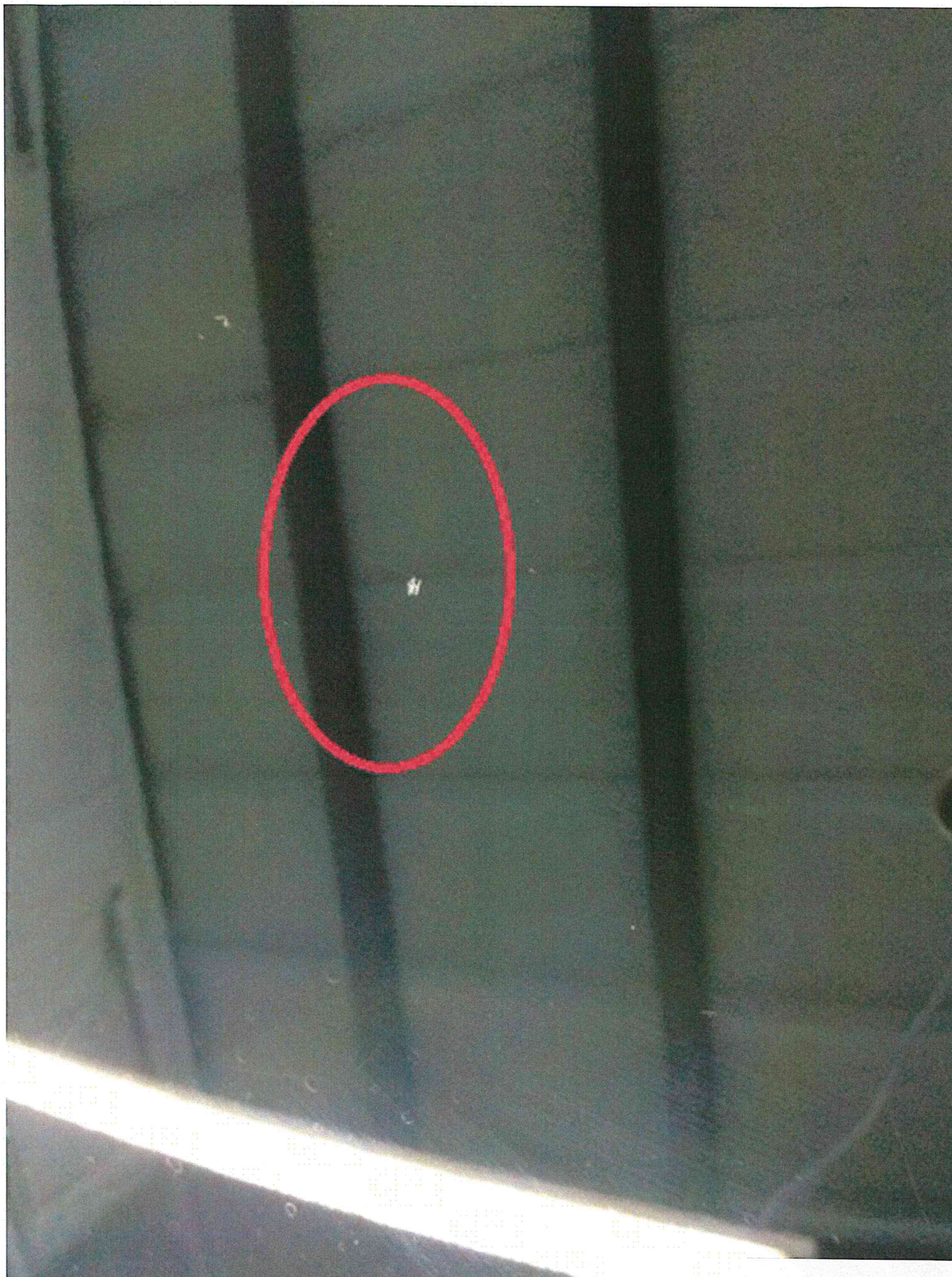
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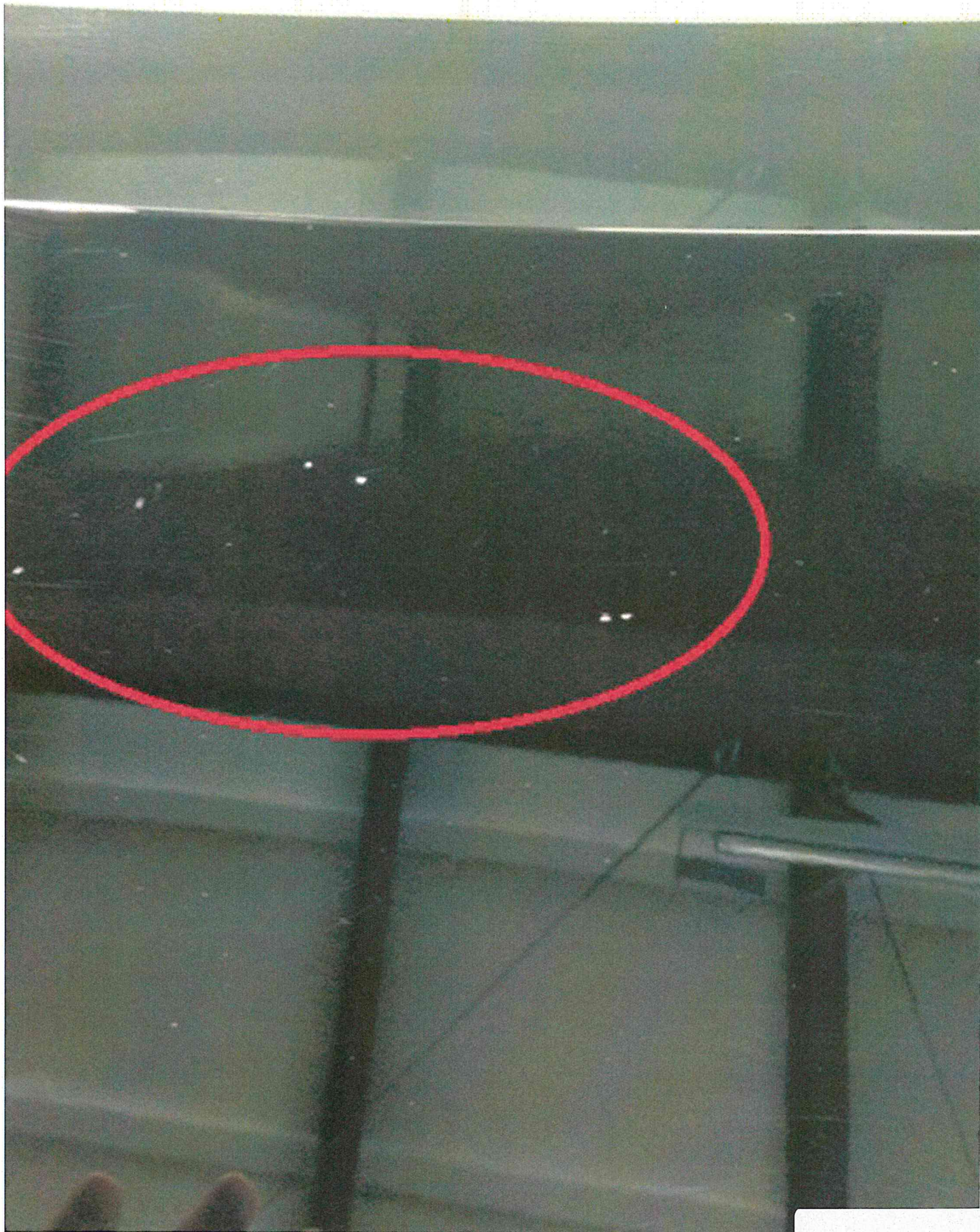
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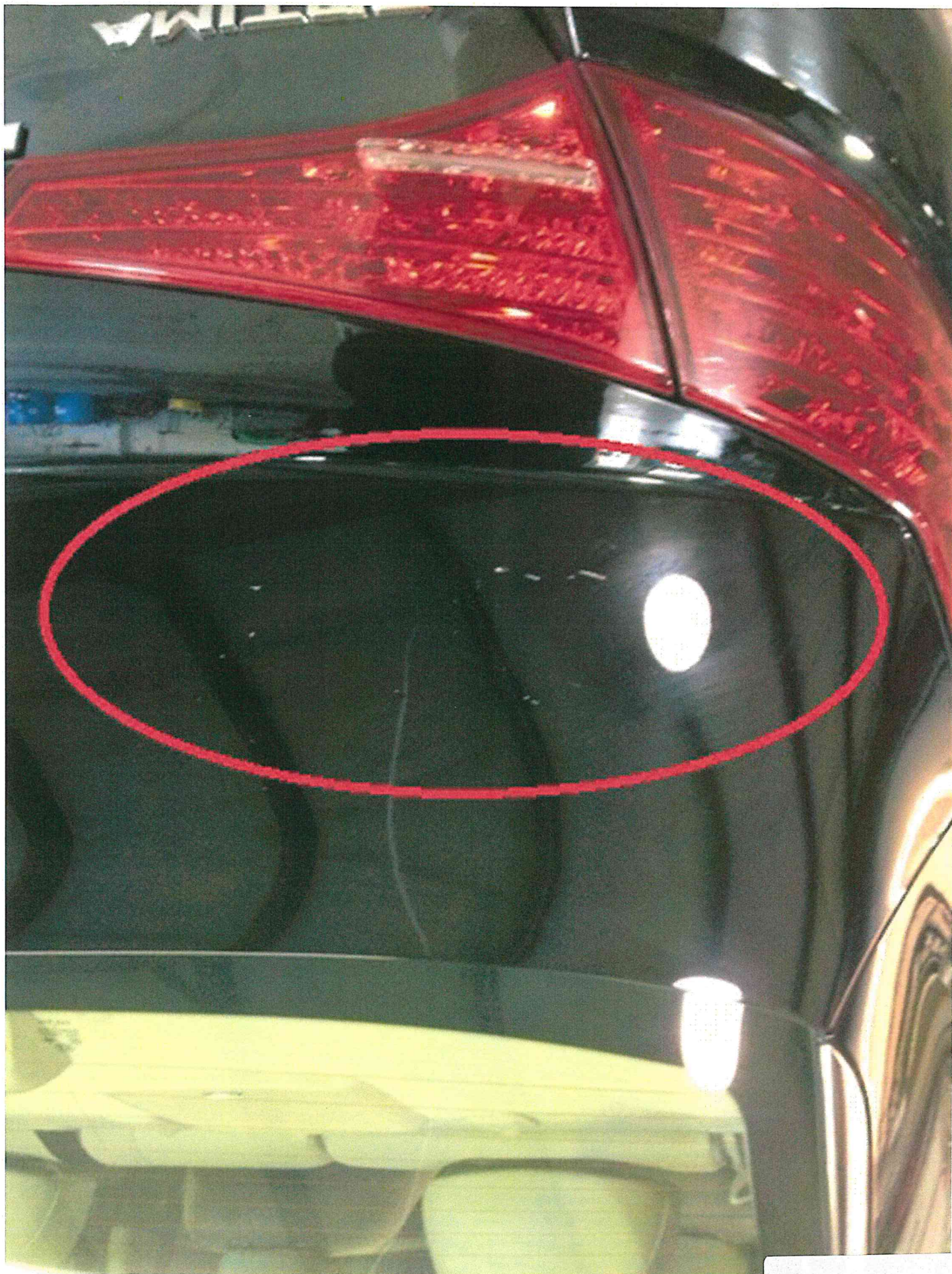
F2486237



F2486237



F2486237



F2486237



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO10

Dealer Code: AR018

Dealer City: Little Rock

Name: Richard Peralta FTR

Report No.: SO2013RP01907

Issue Date: 5/13/2013 8:00:00AM

Dealer Name: Bale Kia

Dealer State: AR

Component Group:

Component Code:

TREAD Code:

Subject/Title: Sunroof glass shattered while driving.

Vehicle Data

Model Code: 55282

Model Desc: OPTIMA SX

VIN: 5XXGR4A6XDG [REDACTED]

Mileage: 3,623

Year: 2013

Engine No: [REDACTED]

Trans No:

Trans Type: Automatic

Prod Date: 11/6/2012 12:00:00AM

Delivery Date: 1/31/2013

Repair Date: 5/2/2013 8:00:00AM

Part Information

Part Number:

Part Name:

Condition: N59CRACKED

Cause: C07CRACKED

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Sunroof glass shattered while driving at highway speeds.

ACTUAL CONDITION

Sunroof glass shattered

INVESTIGATION RESULTS

Found Sunroof glass shattered. Scratches on the trunk lid from glass debris.

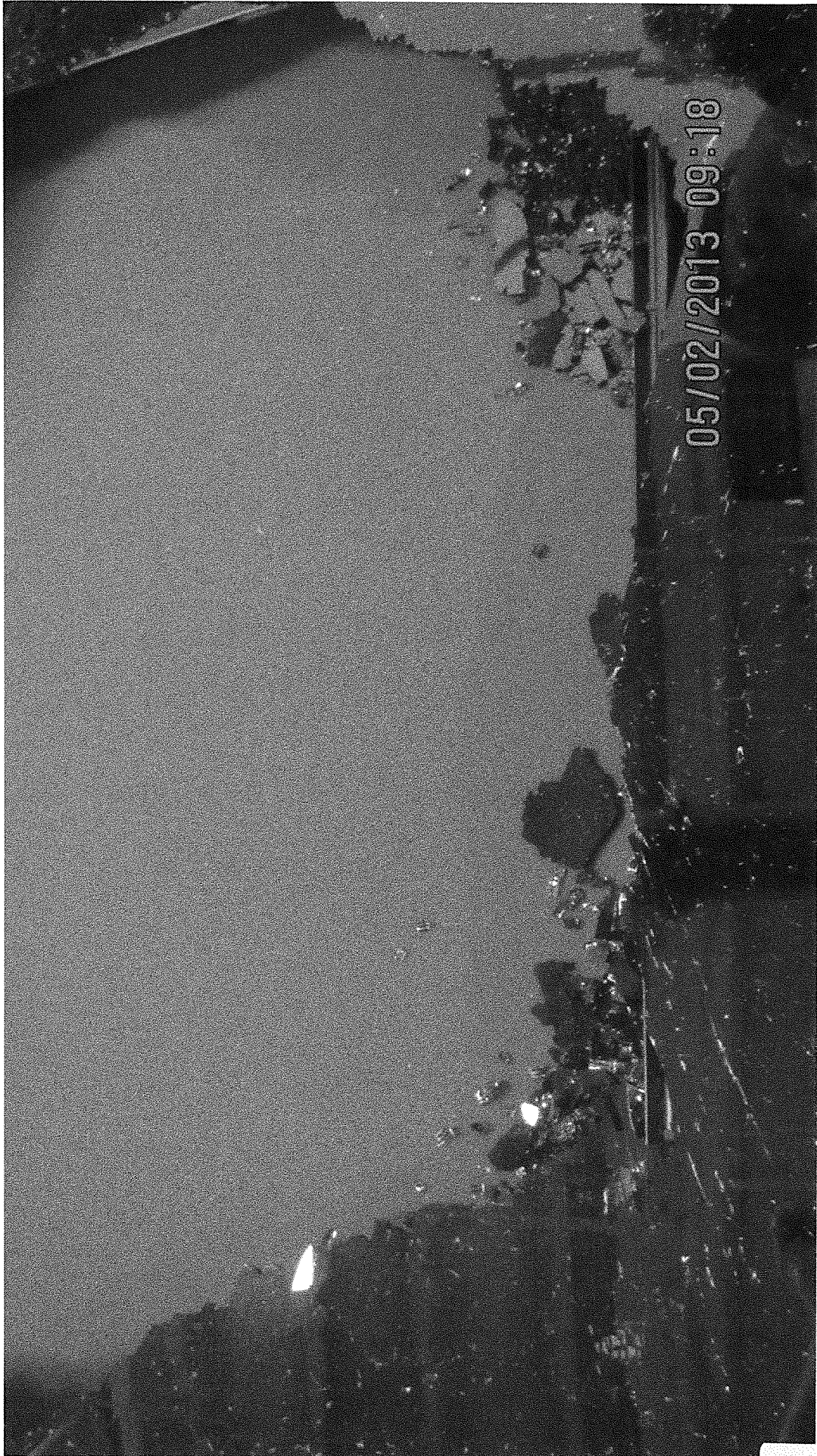
POSSIBLE CAUSE

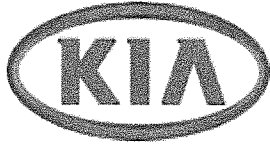
Unknown

CORRECTIVE ACTION

Replace the sunroof glass.

RECOMMENDATIONS





Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: EA11

Dealer Code: MD042

Dealer City: Waldorf

Name: James Selz FTR

Report No.: EA2013JS01913

Issue Date: 5/17/2013 8:00:00AM

Dealer Name: Kia of Waldorf

Dealer State: MD

Component Group:

Component Code:

TREAD Code:

Subject/Title: Customer states while driving the vehicle the sunroof shattered.

Vehicle Data

Model Code: 53242

Model Desc: OPTIMA EX

VIN: 5XXGN4A79D0 [REDACTED]

Mileage: 8,321

Year: 2013

Engine No: [REDACTED]

Trans No:

Trans Type: Automatic

Prod Date: 6/28/2012 12:00:00AM

Delivery Date: 8/1/2012 1:

Repair Date: 12/19/2012 8:00:00AM

Part Information

Part Number: 81630 2T000

Part Name: GLASS ASSY-PANORAMAR

Condition: N59BROKEN, SPLIT, TORN

Cause: C06BROKEN, SPLIT, TORN

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states while driving the vehicle the sunroof shattered.

ACTUAL CONDITION

Sunroof was shattered and already cleaned up.

INVESTIGATION RESULTS

FTR inspected the subject vehicle for concern of sunroof shatter. During my inspection I found the sunroof was totally shattered. The sunroof shade was closed and no glass on the shade because the dealer vacuumed off. I found the glass chips traveled back and hit the rear deck lid. From the information I gather, it is possible that the glass shattered due to impact, but it is difficult to determine point of impact.

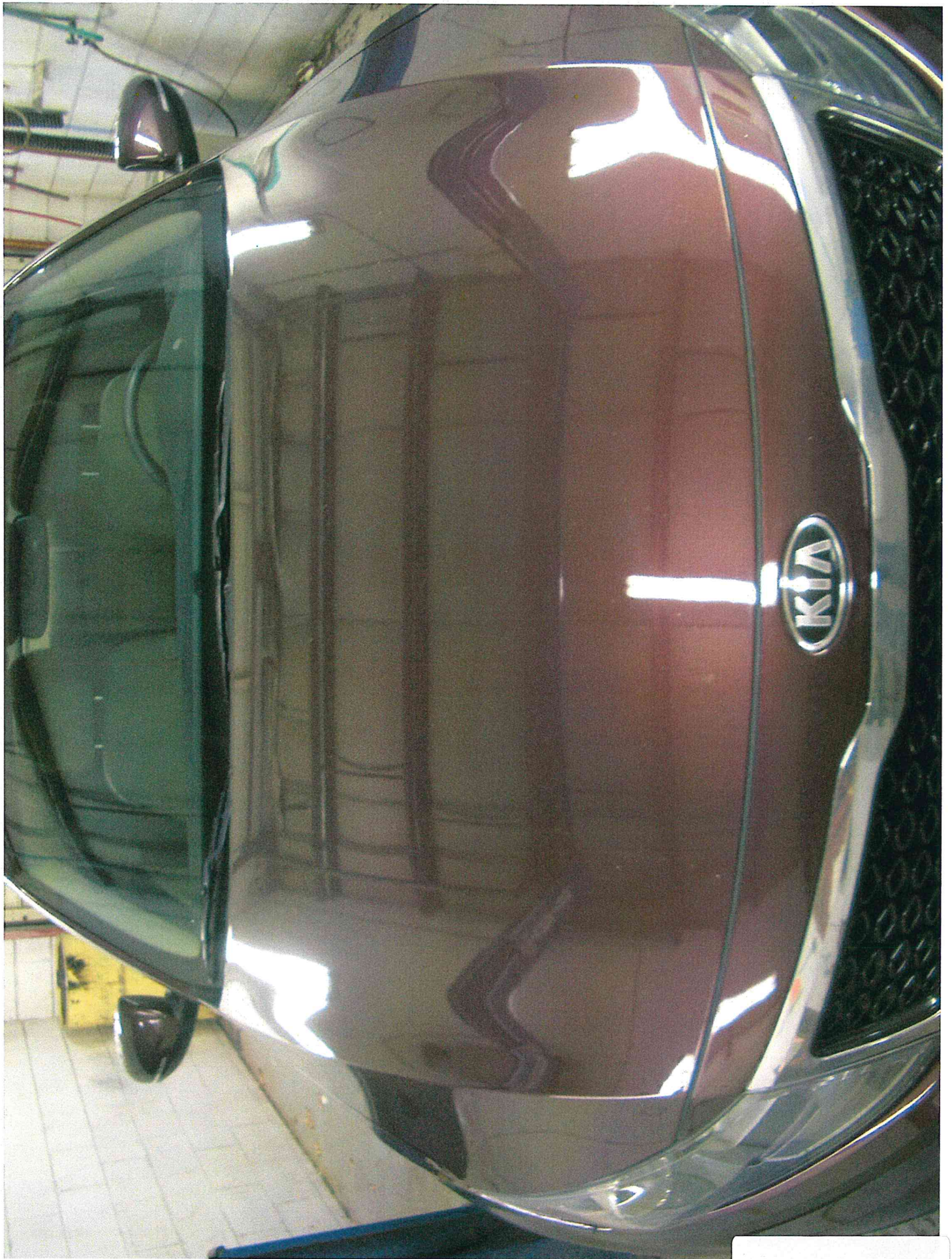
POSSIBLE CAUSE

Undetermined

CORRECTIVE ACTION

Replaced the sunroof panel.

RECOMMENDATIONS



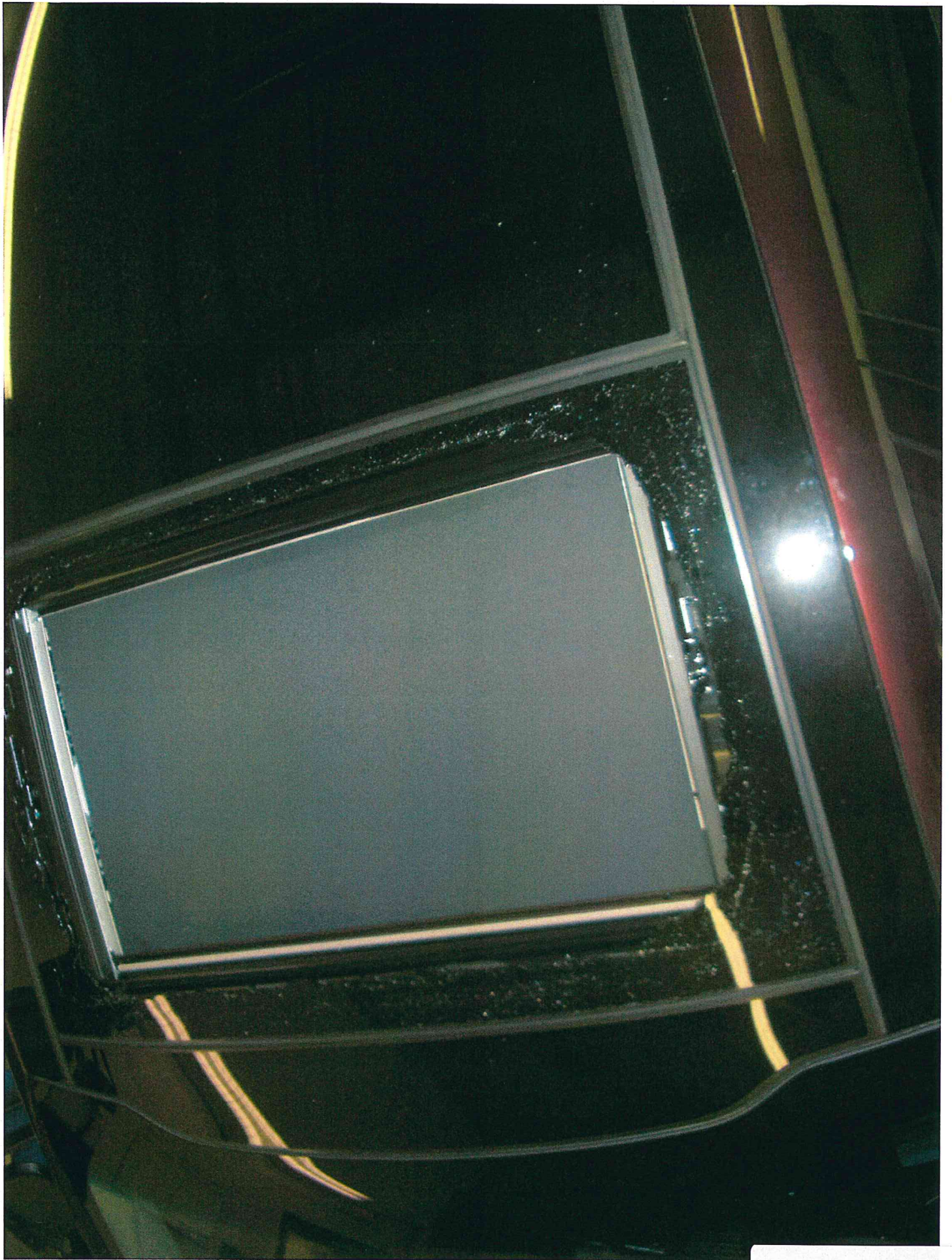
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