





Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: EA02

Dealer Code: MA038

Dealer City: Norwood

Name: Lundgren, Daniel FTR

Report No. [REDACTED]

Issue Date: 1/15/2014 8:01:00AM

Dealer Name: Central Kia of No

Dealer State: MA

Component Group:

Component Code:

TREAD Code:

Subject/Title: Panoramic Sunroof Shattered

Vehicle Data

Model Code: 53242

Model Desc: OPTIMA EX

VIN: 5XXGN4A70DG [REDACTED]

Mileage: 7,630

Year: 2013

Engine No [REDACTED]

Trans No: [REDACTED]

Trans Type: Automatic

Prod Date: 9/7/2013 12:00:00AM

Delivery Date: 9/30/2013

Repair Date: 1/15/2014 8:01:00AM

Part Information

Part Number:

Part Name:

Condition: N99OTHERS

Cause: C07CRACKED

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 and found front 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

A hole was in the center of the closed glass sunroof panel. (see photo) An outward crack was at the front of the glass that remained in place and cracks were throughout the rest of the panel. 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.

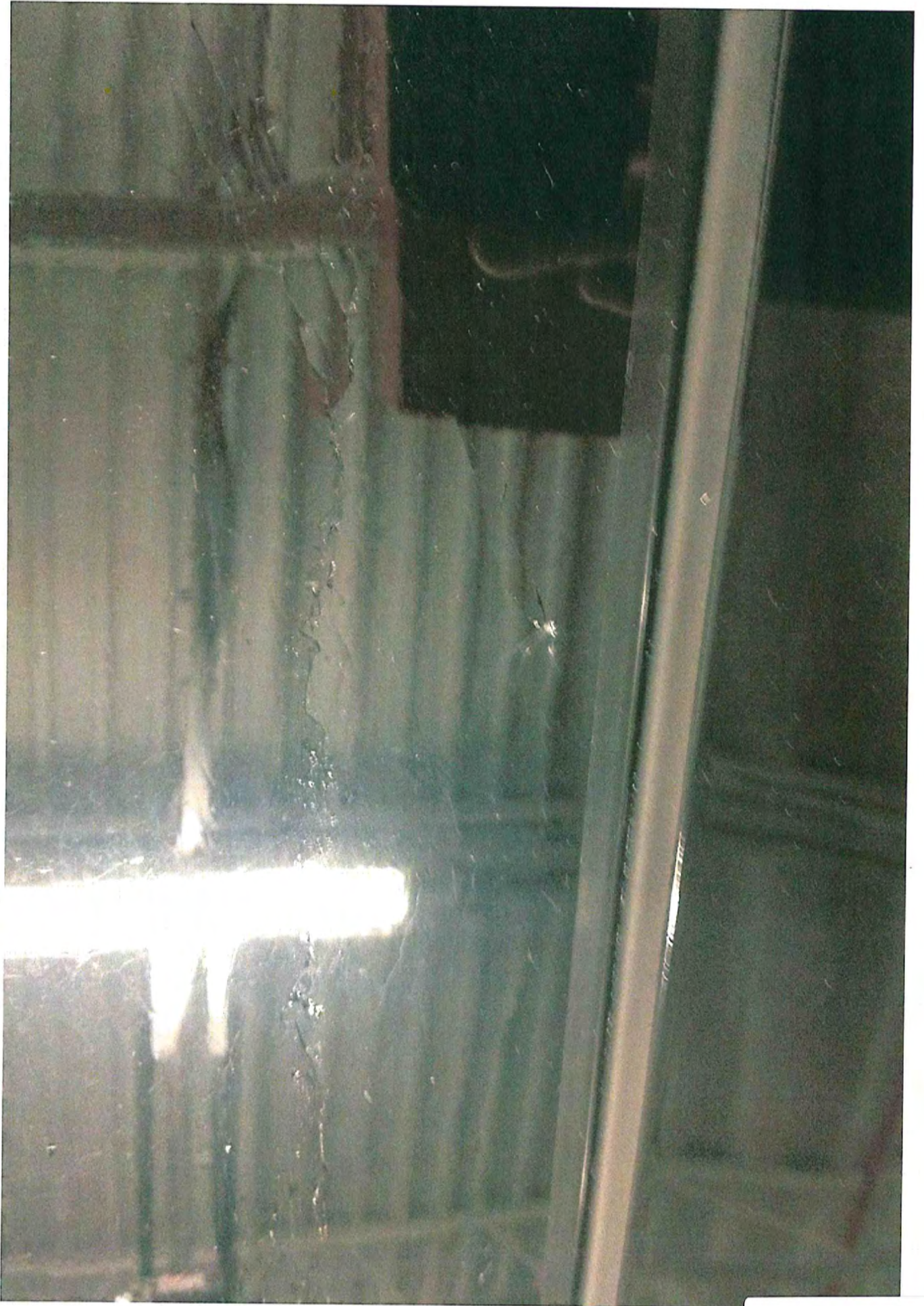
CORRECTIVE ACTION

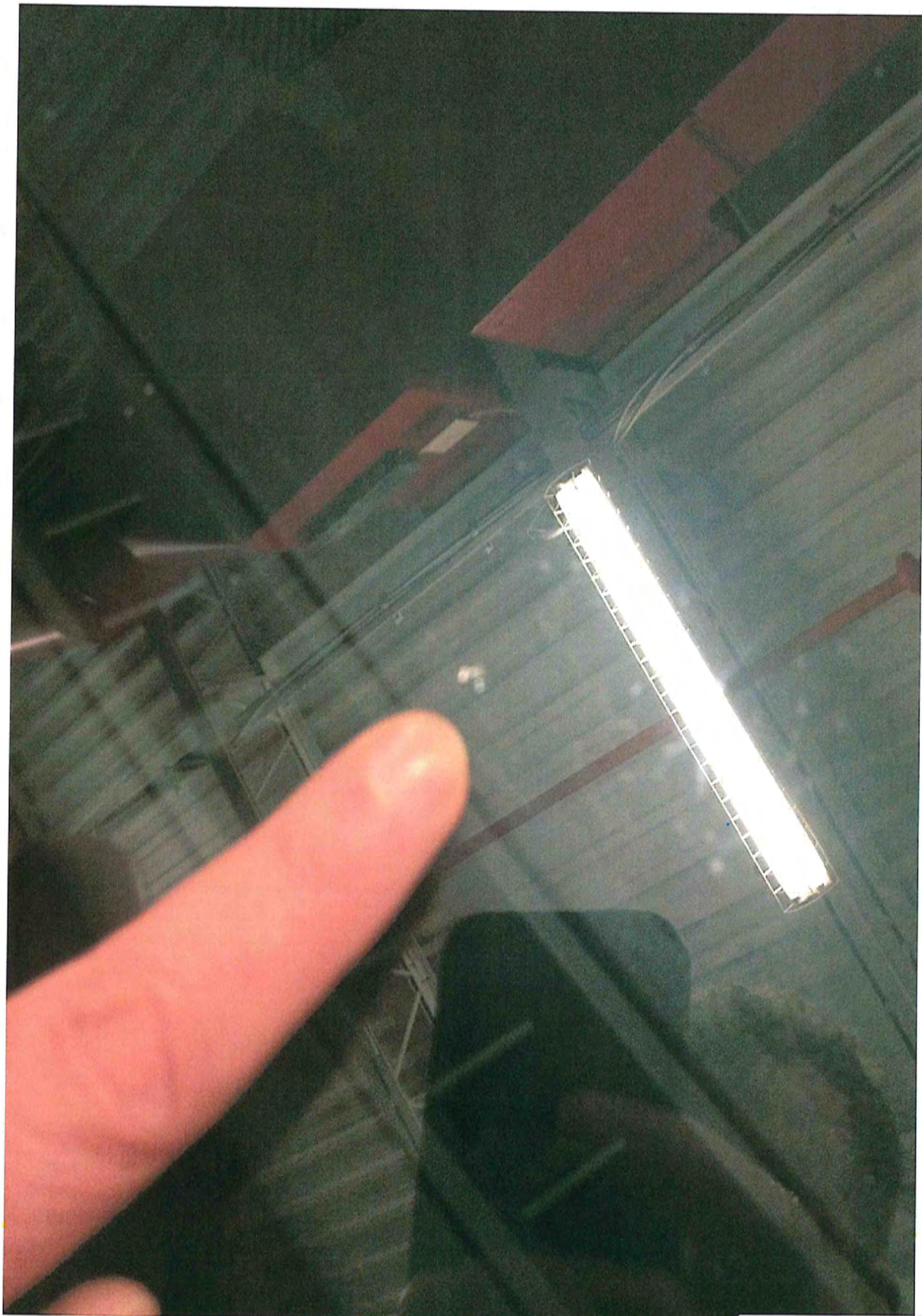
No action taken at this time. Results of inspection reported to Platform Engineer and NCA.

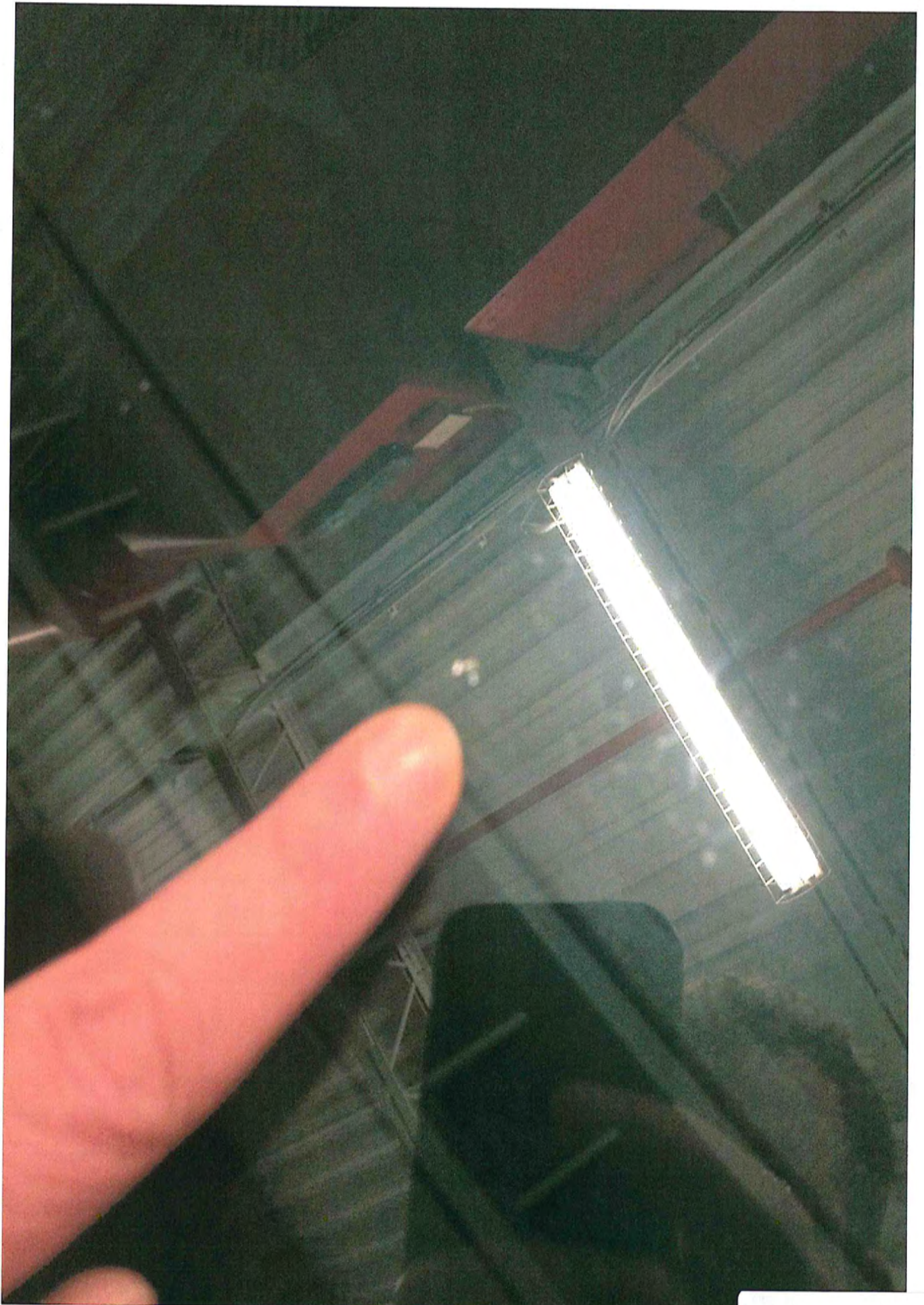
RECOMMENDATIONS

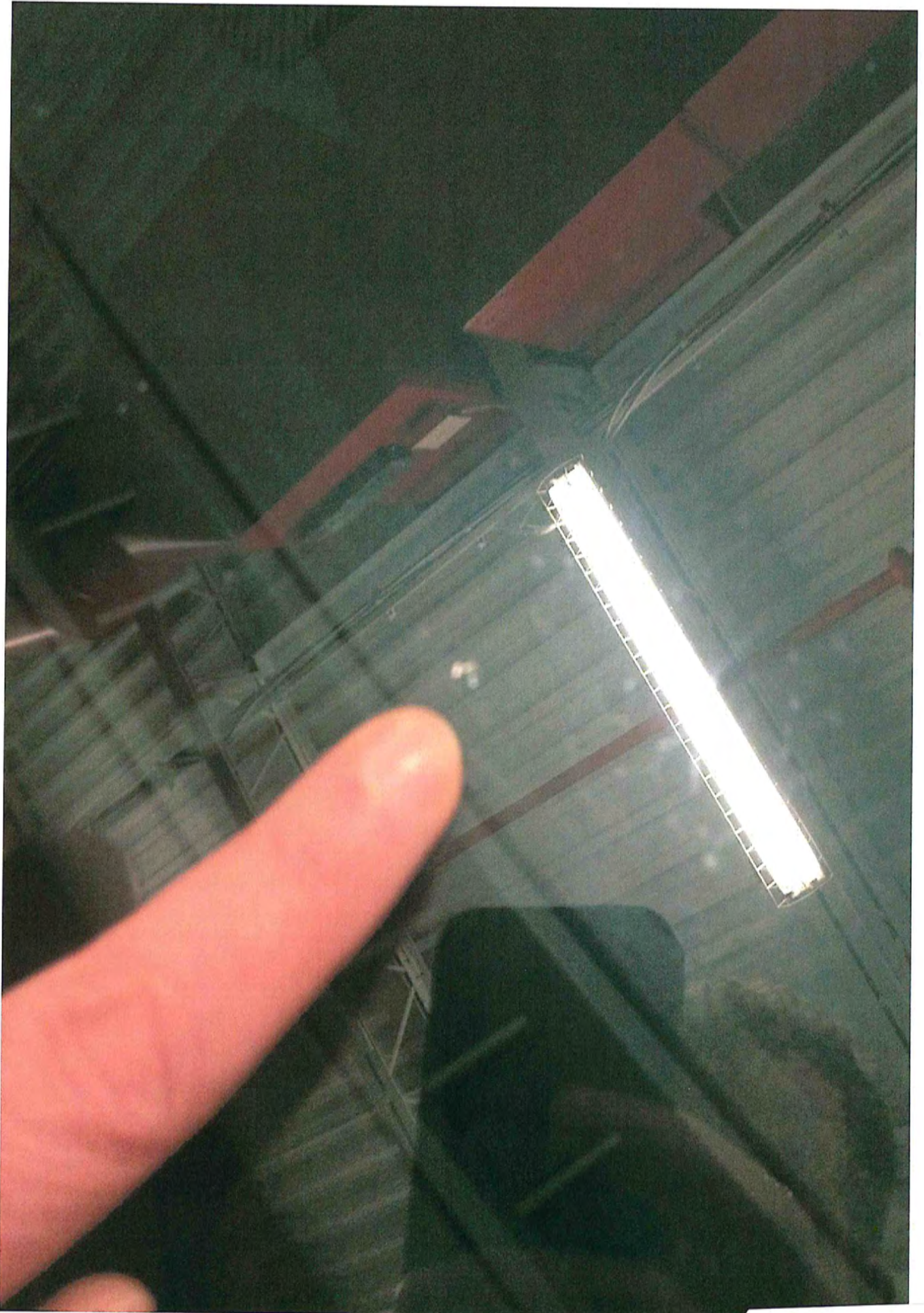


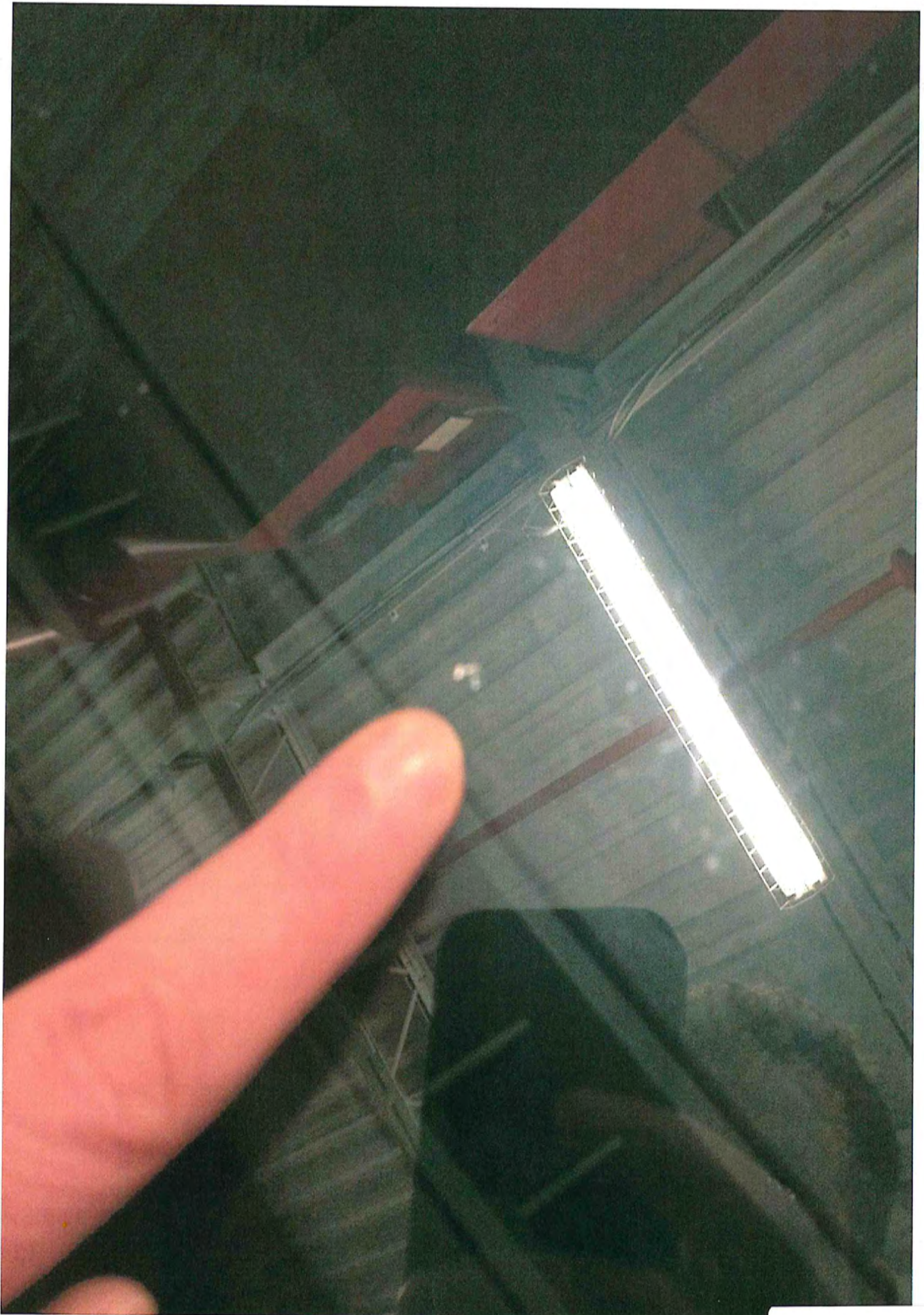


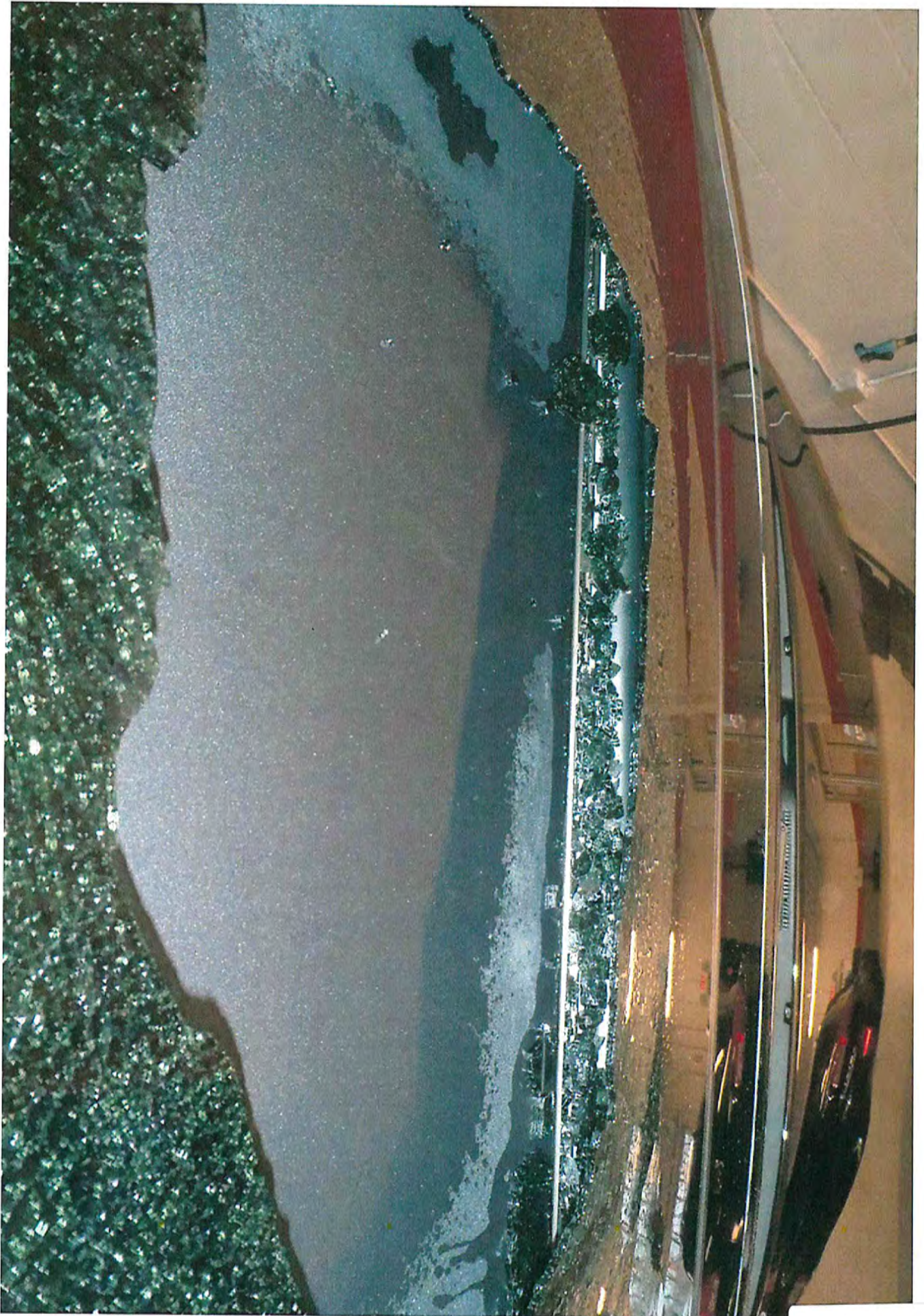


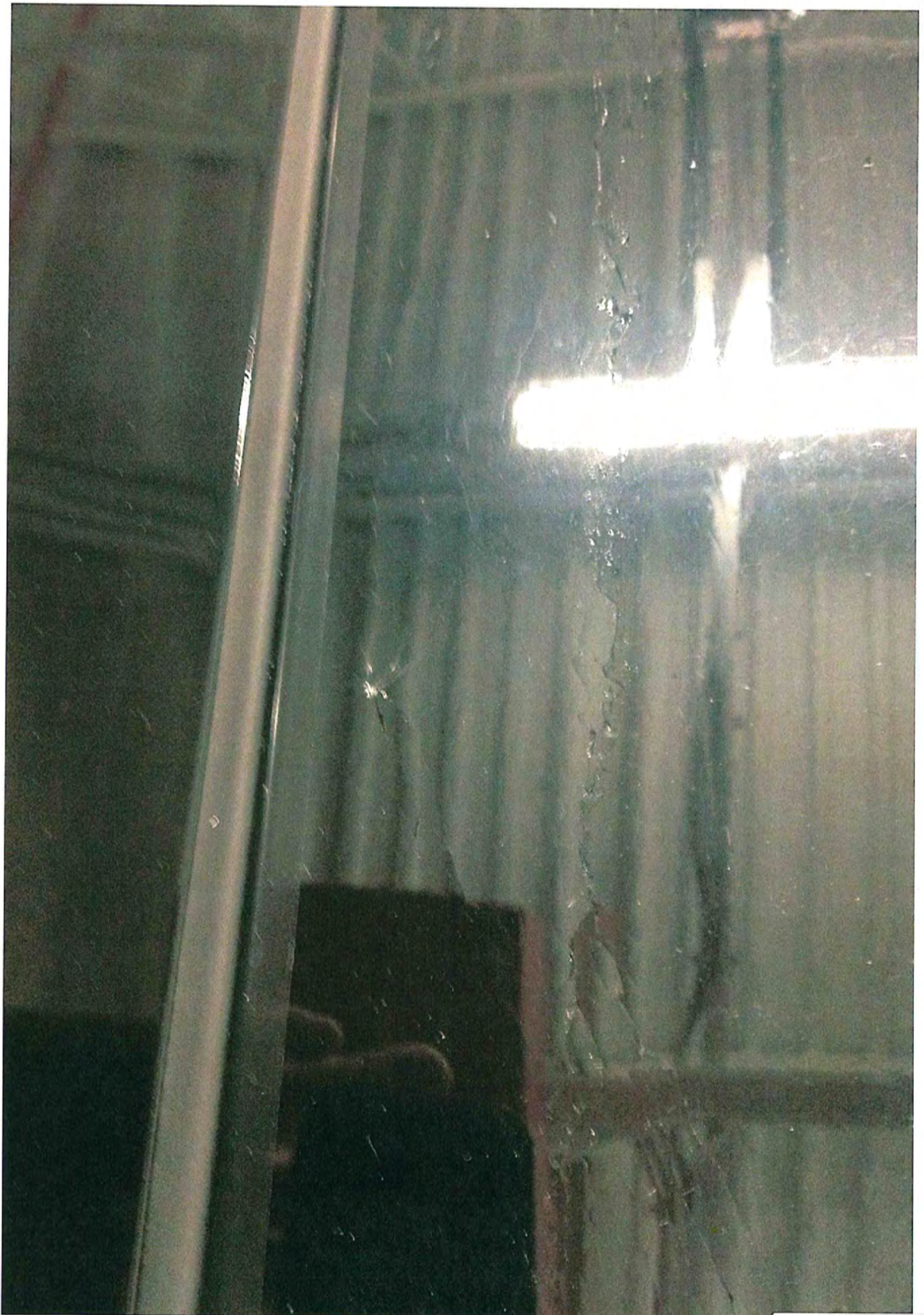




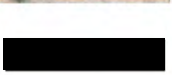


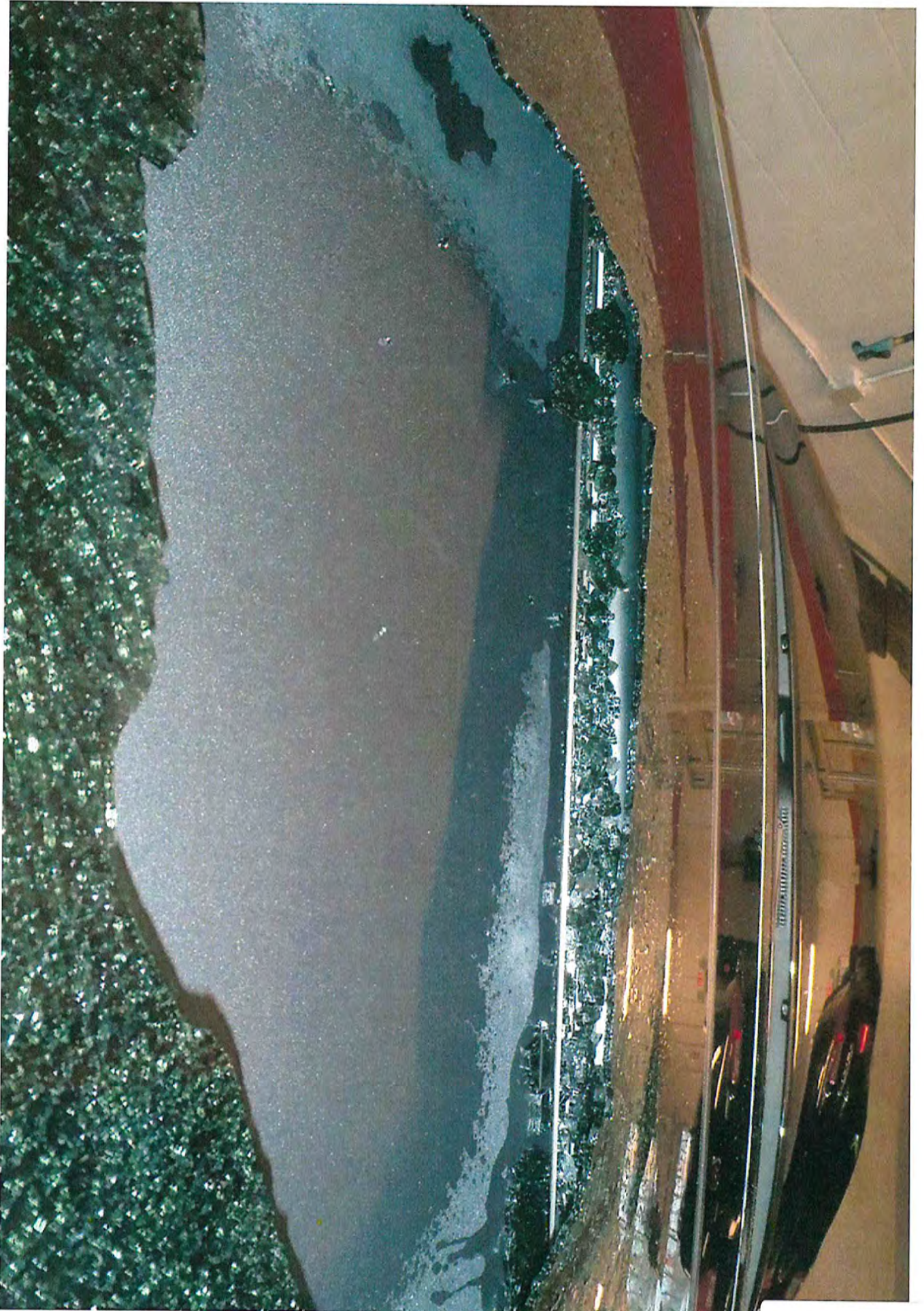


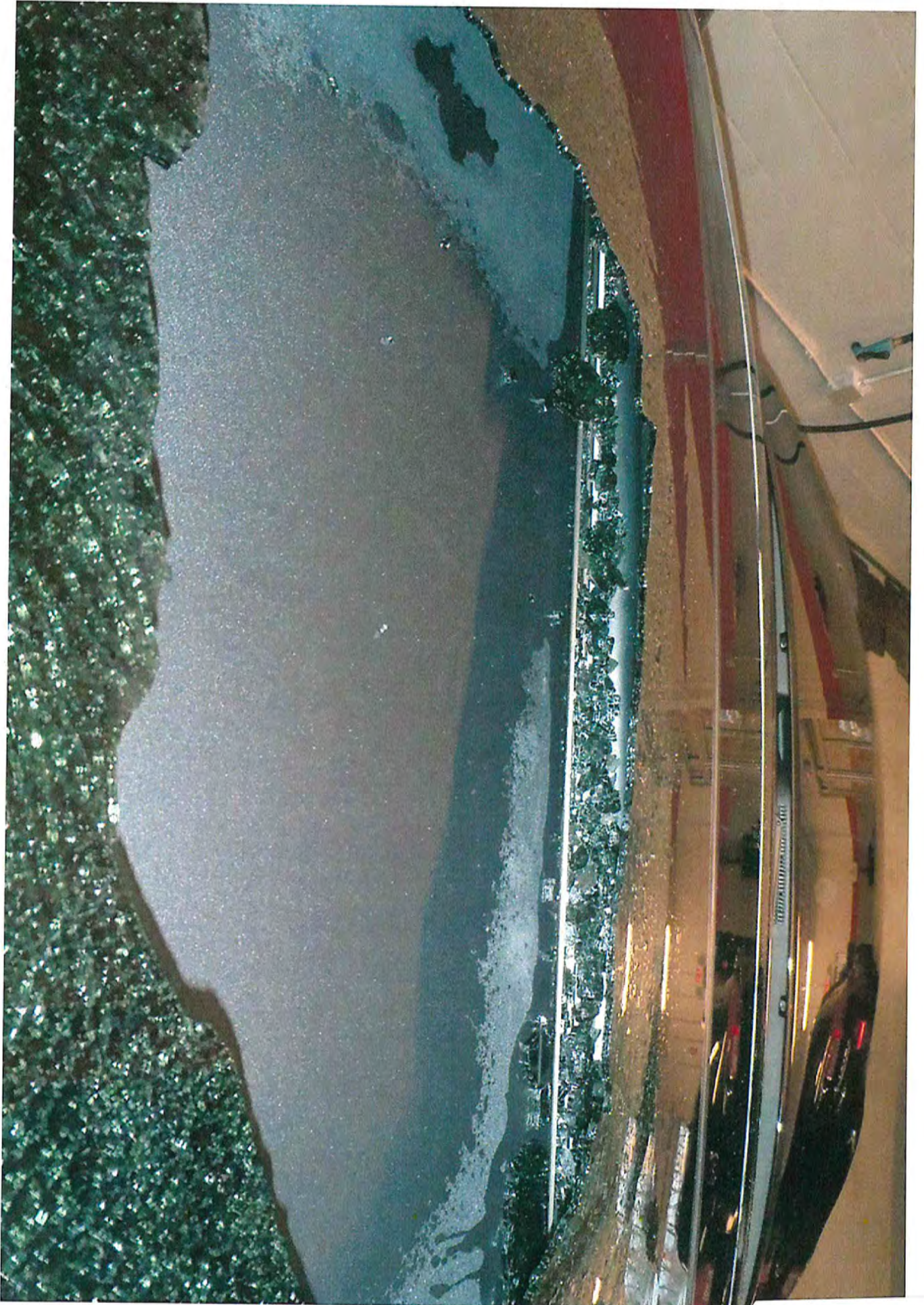


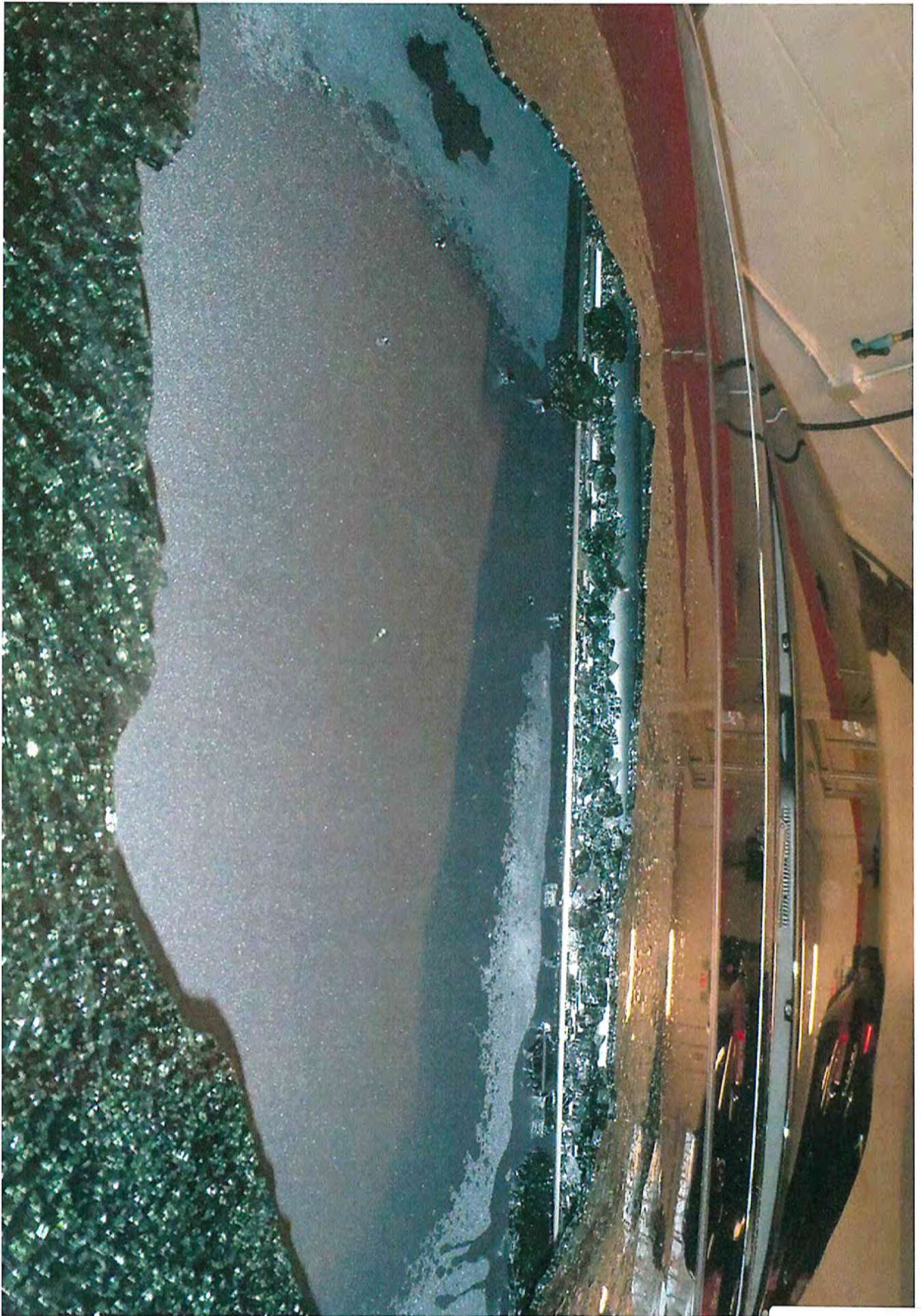


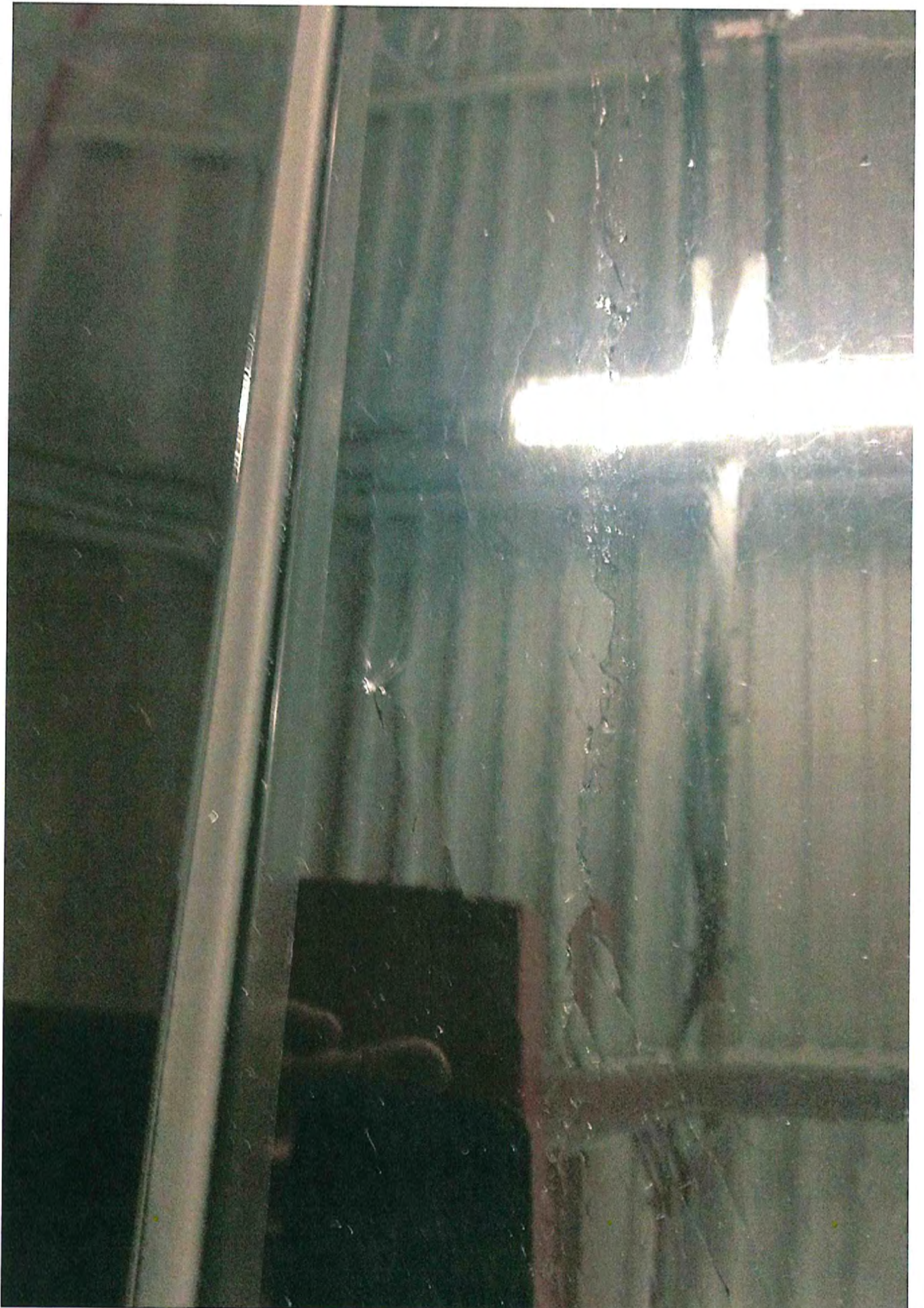














Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: WE06

Dealer Code: AZ040

Dealer City: Gilbert

Name: Leon, Gino FTR

Report No.: [REDACTED]

Issue Date: 1/23/2014 8:01:00AM

Dealer Name: Horne Kia

Dealer State: AZ

Component Group:

Component Code:

TREAD Code:

Subject/Title: Shattered Sunroof

Vehicle Data

Model Code: 55282

Model Desc: OPTIMA SX

VIN: 5XXGR4A65DC [REDACTED]

Mileage: 24,632

Year: 2013

Engine No: [REDACTED]

Trans No: [REDACTED]

Trans Type: Automatic

Prod Date: 6/4/2012 12:00:00AM

Delivery Date: 7/19/2012

Repair Date: 1/23/2014 8:01:00AM

Part Information

Part Number: 81630 2T000

Part Name: GLASS ASSY-PANORAMAR

Condition: N59BROKEN / CRACKED

Cause: C06BROKEN, SPLIT, TORN

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer was driving to airport when panoramic sunroof shattered

ACTUAL CONDITION

Panoramic sunroof shattered

INVESTIGATION RESULTS

DPSM inspected vehicle and relayed results to FTR. There are no apparent signs of impact causing the sunroof assy to shatter. Normal signs of windshield pitting for driving around the Metro Phoenix Area.

POSSIBLE CAUSE

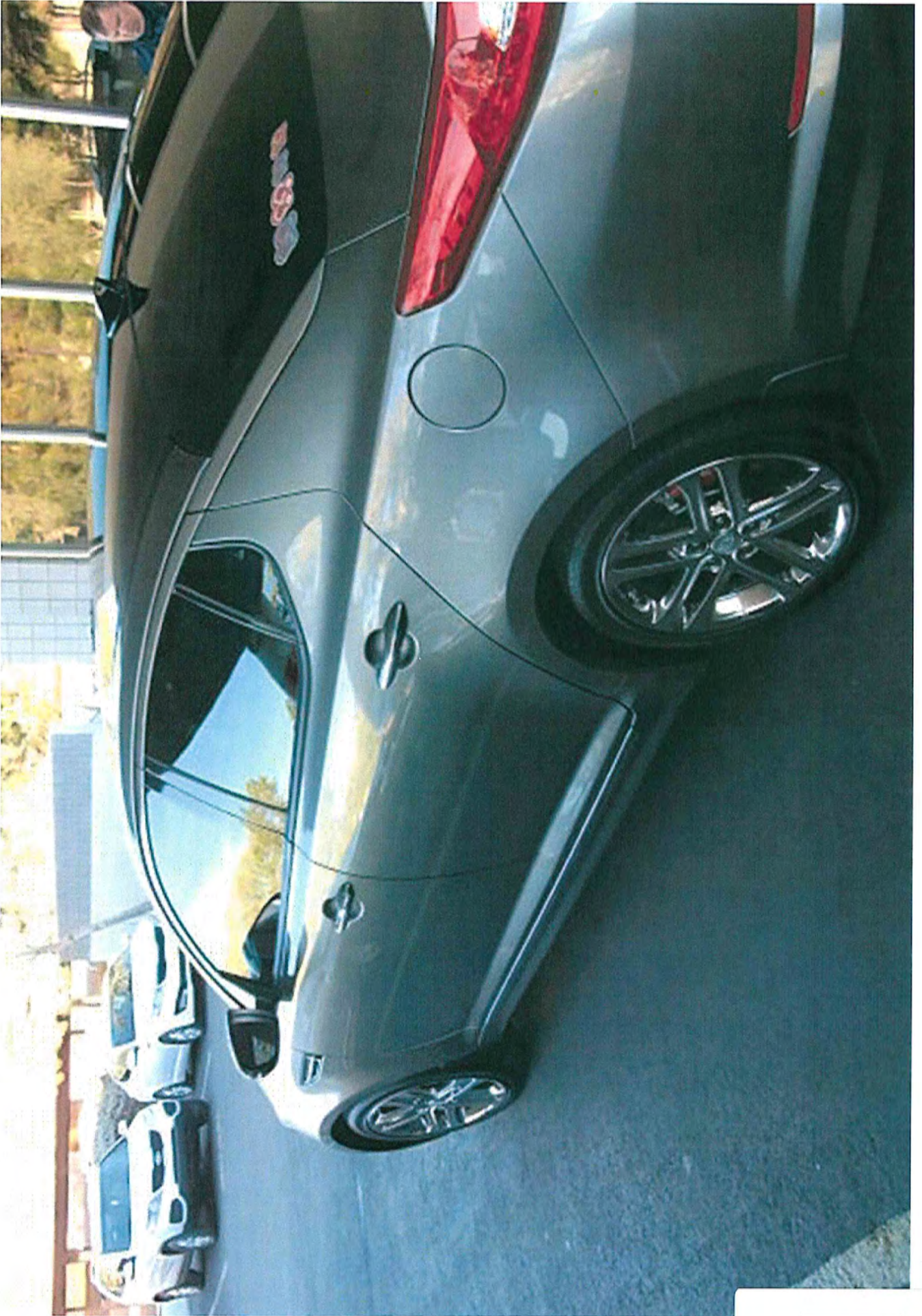
Undetermined

CORRECTIVE ACTION

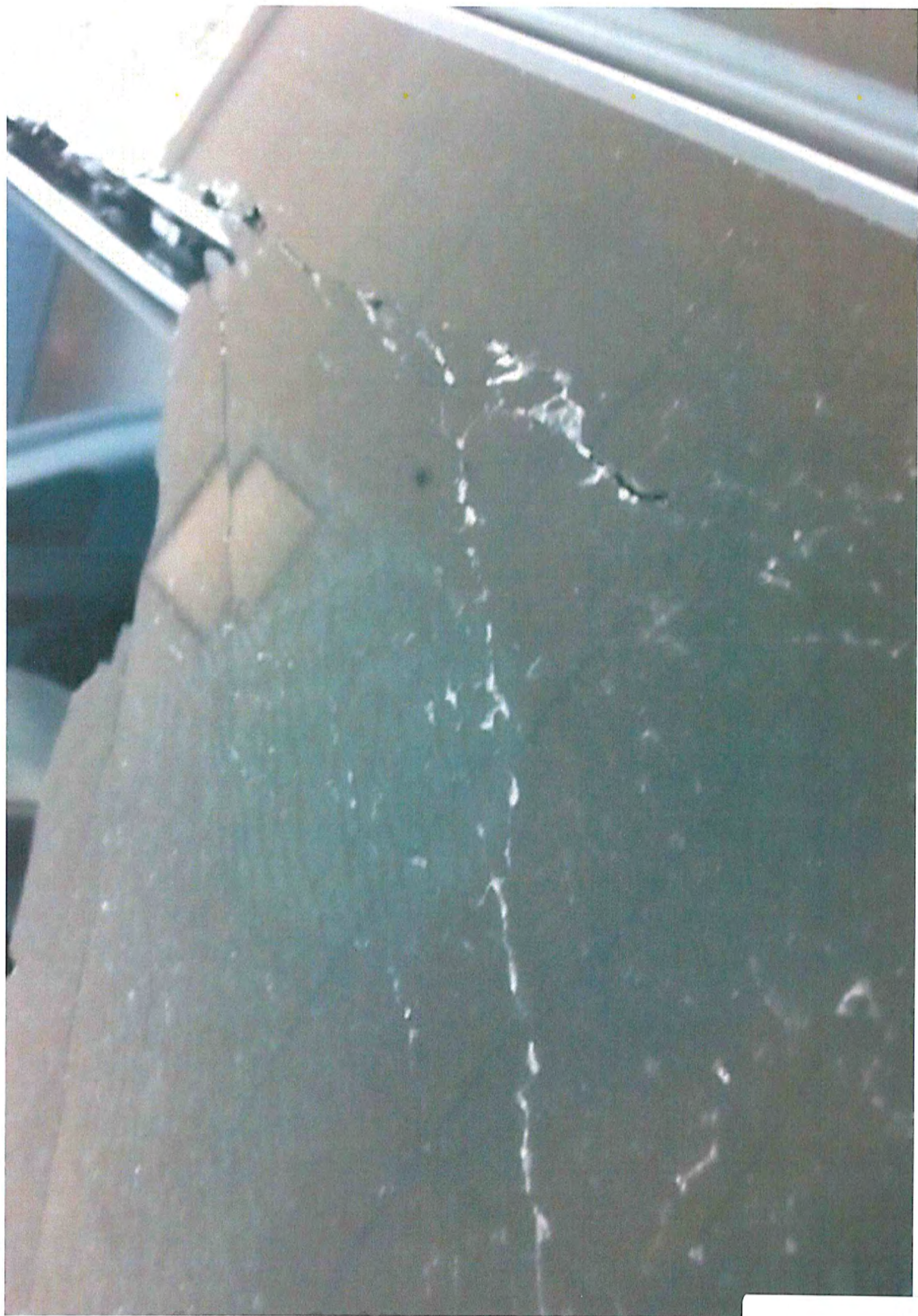
Replace shattered panoramic sunroof glass

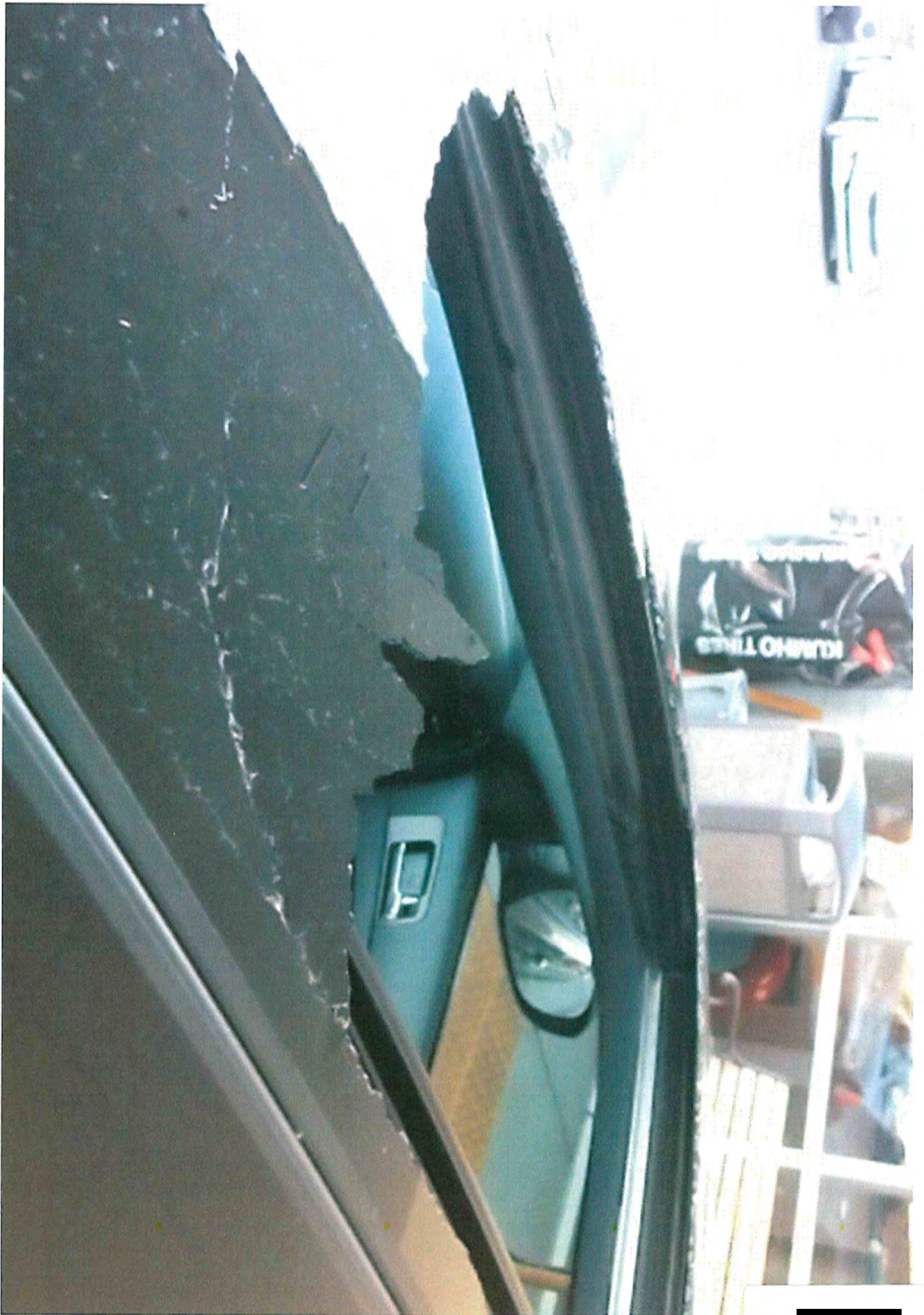
RECOMMENDATIONS

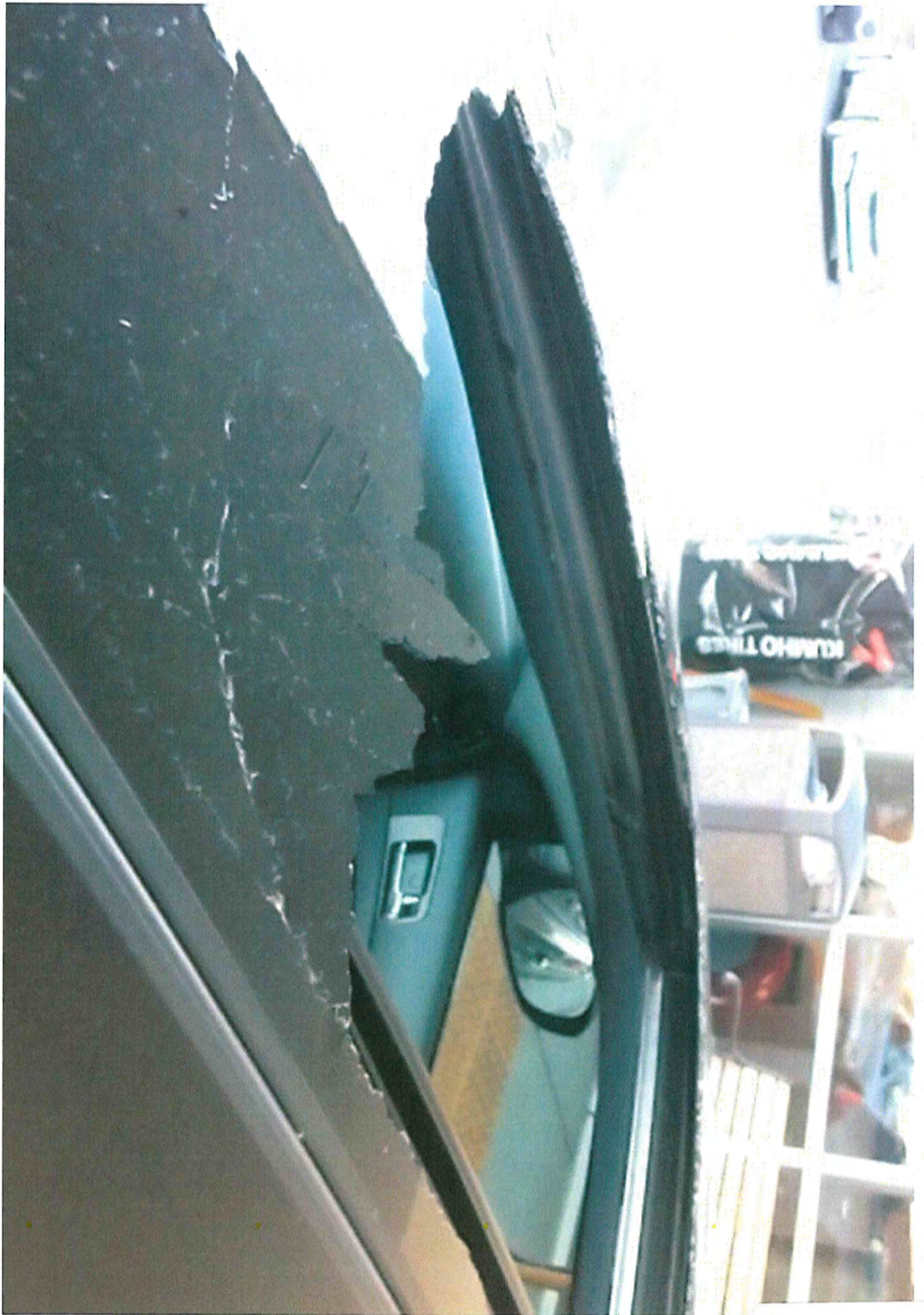








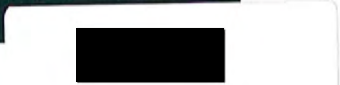


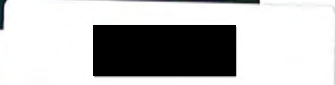
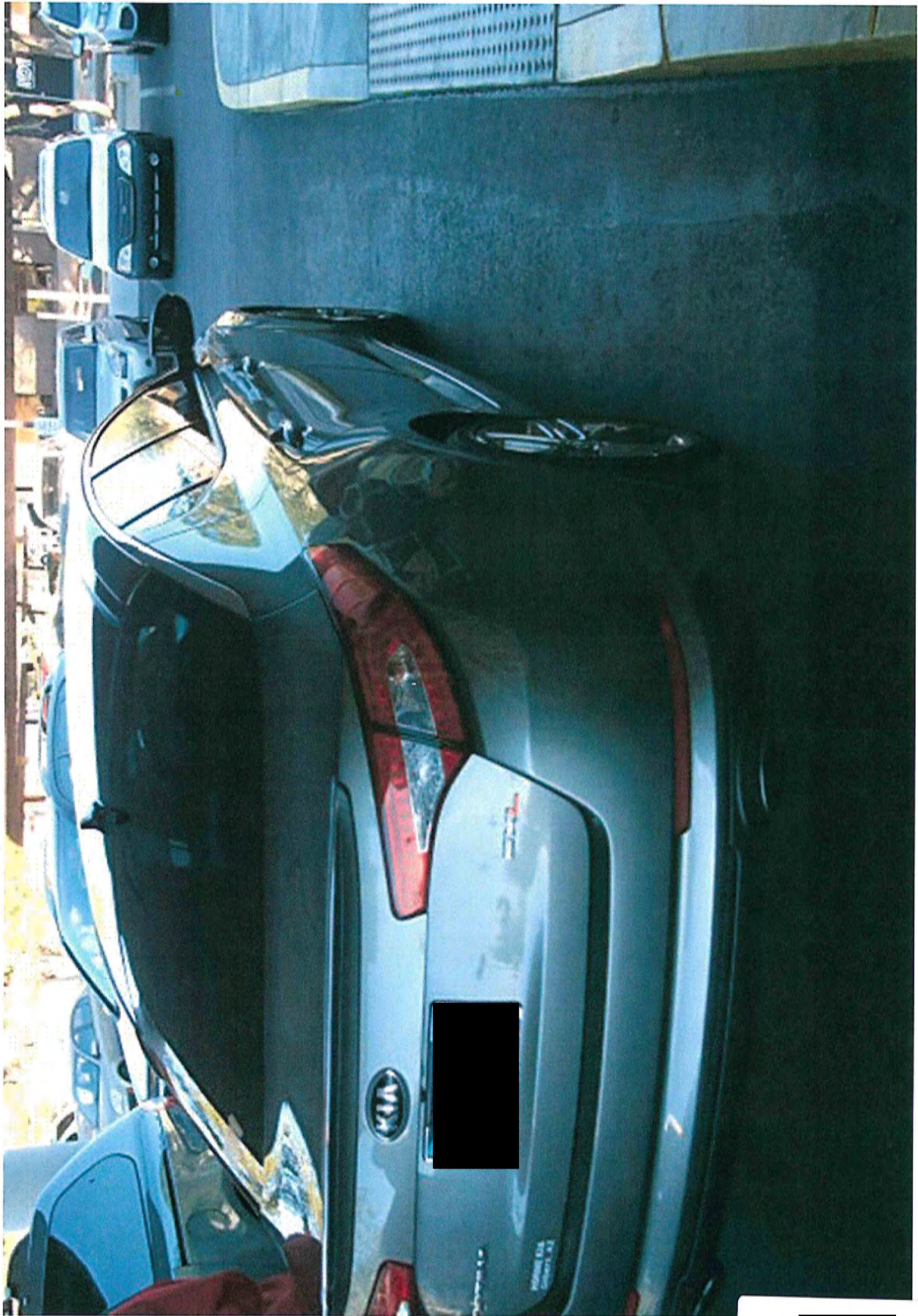














Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO06

Dealer Code: TX076

Dealer City: Amarillo

Name: Peralta, Richard FTR

Report No. [REDACTED]

Issue Date: 2/14/2014 8:02:00AM

Dealer Name: Pete's Car Smart

Dealer State: TX

Component Group:

Component Code:

TREAD Code:

Subject/Title: Customer states Sunroof glass shattered

Vehicle Data

Model Code: 53242

VIN: 5XXGN4A73DG [REDACTED]

Engine No. [REDACTED]

Prod Date: 9/15/2012 12:00:00AM

Model Desc: OPTIMA EX

Mileage: 22,464

Trans No. [REDACTED]

Delivery Date: 10/23/2012

Year: 2013

Trans Type: Automatic

Repair Date: 2/14/2014 8:02:00AM

Part Information

Part Number: 81630 2T000

Condition: N59BROKEN / CRACKED

Part ID/Lot:

Part Name: GLASS ASSY-PANORAMAR

Cause: C07CRACKED

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states Sunroof glass shattered while driving

ACTUAL CONDITION

Sunroof glass shattered

INVESTIGATION RESULTS

Found no impact marks on the shattered glass

POSSIBLE CAUSE

Unknown

CORRECTIVE ACTION

Replace the sunroof glass

RECOMMENDATIONS

KIA MANUFACTURED BY KIA MOTORS MANUFACTURING GEORGIA, INC.
SEP/15/12 GVWR 4299 lbs PAINT SWP

GAWR FRONT 2425 lbs GAWR REAR 2116 lbs TRIM UP

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. 5XXGN4A73DG

PASSENGER CAR

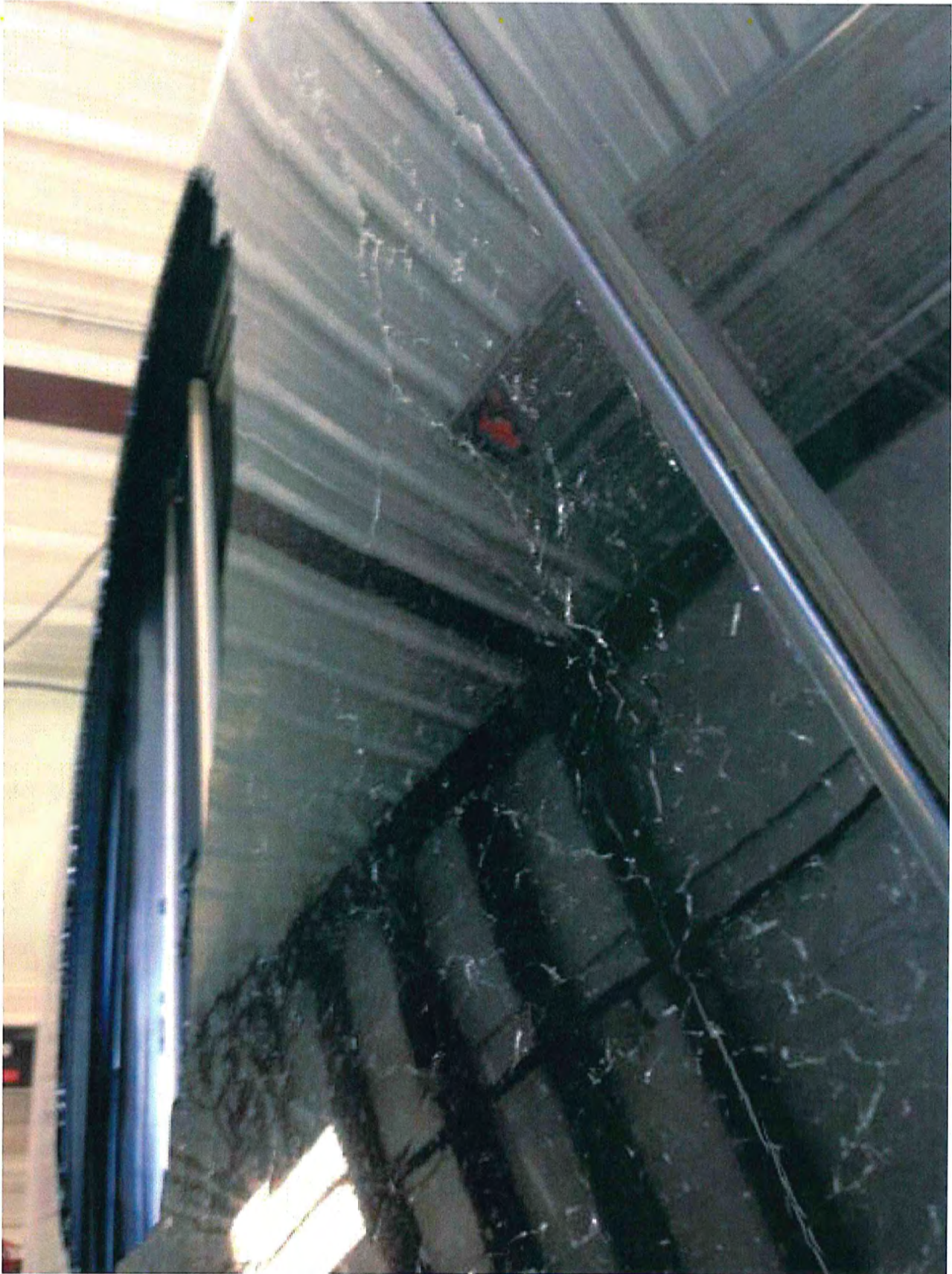


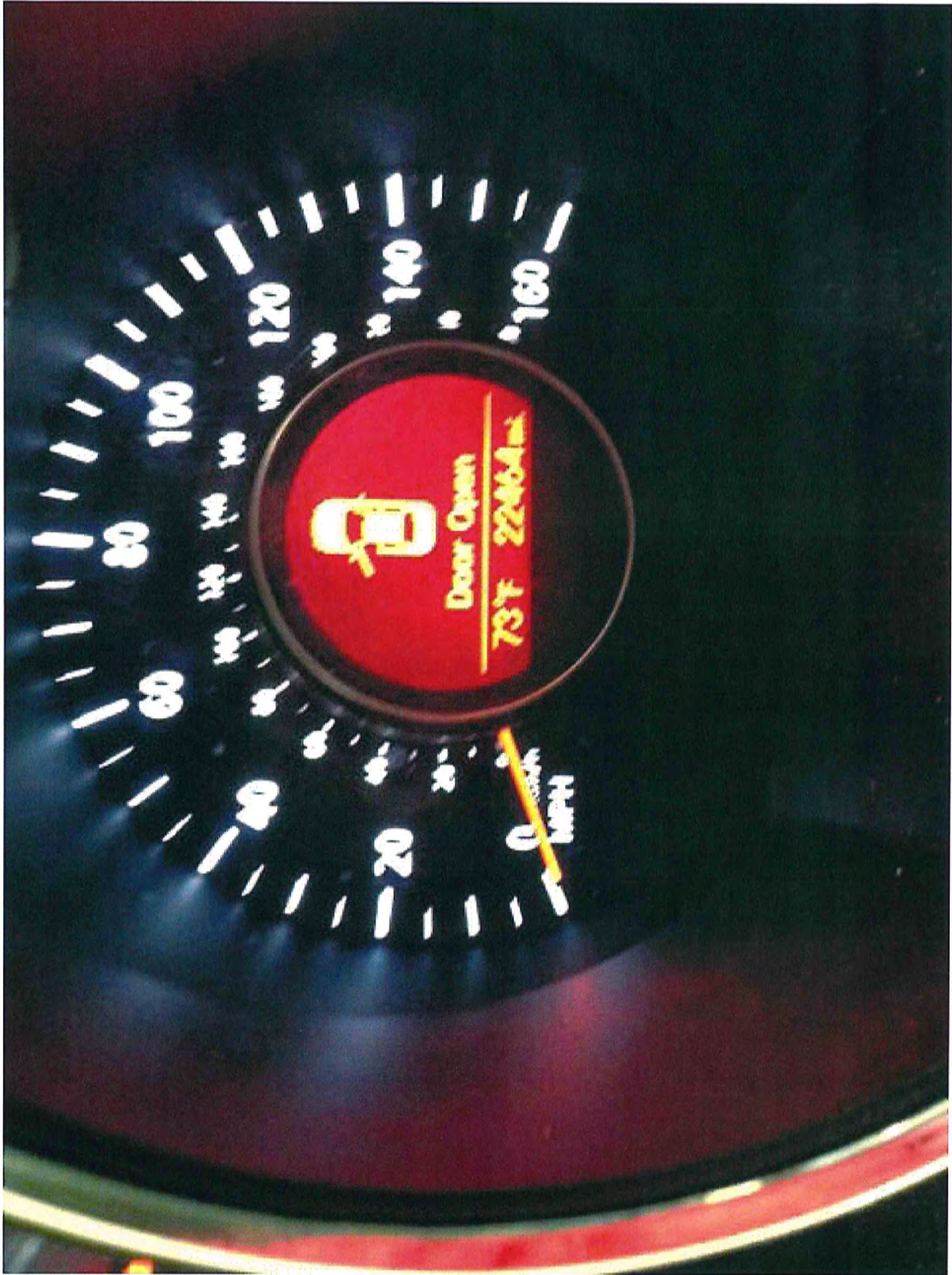
CS50

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION

ITEM	DESCRIPTION	DATE	INITIALS









Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: WE10

Dealer Code: NM012

Dealer City: Farmington

Name: Leon, Gino FTR

Report No: [REDACTED]

Issue Date: 2/24/2014 8:02:00AM

Dealer Name: Hi Country Kia

Dealer State: NM

Component Group:

Component Code:

TREAD Code:

Subject/Title: Shattered Sunroof

Vehicle Data

Model Code: 53242

Model Desc: OPTIMA EX

VIN: 5XXGN4A73DG [REDACTED]

Mileage: 3,239

Year: 2013

Engine No: [REDACTED]

Trans No: [REDACTED]

Trans Type: Automatic

Prod Date: 8/8/2013 12:00:00AM

Delivery Date: 11/26/2013

Repair Date: 2/24/2014 8:02:00AM

Part Information

Part Number: 81630 2T000

Part Name: GLASS ASSY-PANORAMAR

Condition: N59BROKEN / CRACKED

Cause: C06BROKEN, SPLIT, TORN

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer States -PANORAMIC ROOF GLASS SHATTERED OUTWARD WHEN HE WAS ON THE WAY TO OUR SERVICE DEPT. FOR AUDIO PROBLEMS.

ACTUAL CONDITION

Panoramic roof glass shattered outward

INVESTIGATION RESULTS

DPSM inspected vehicle and found no signs of impact.

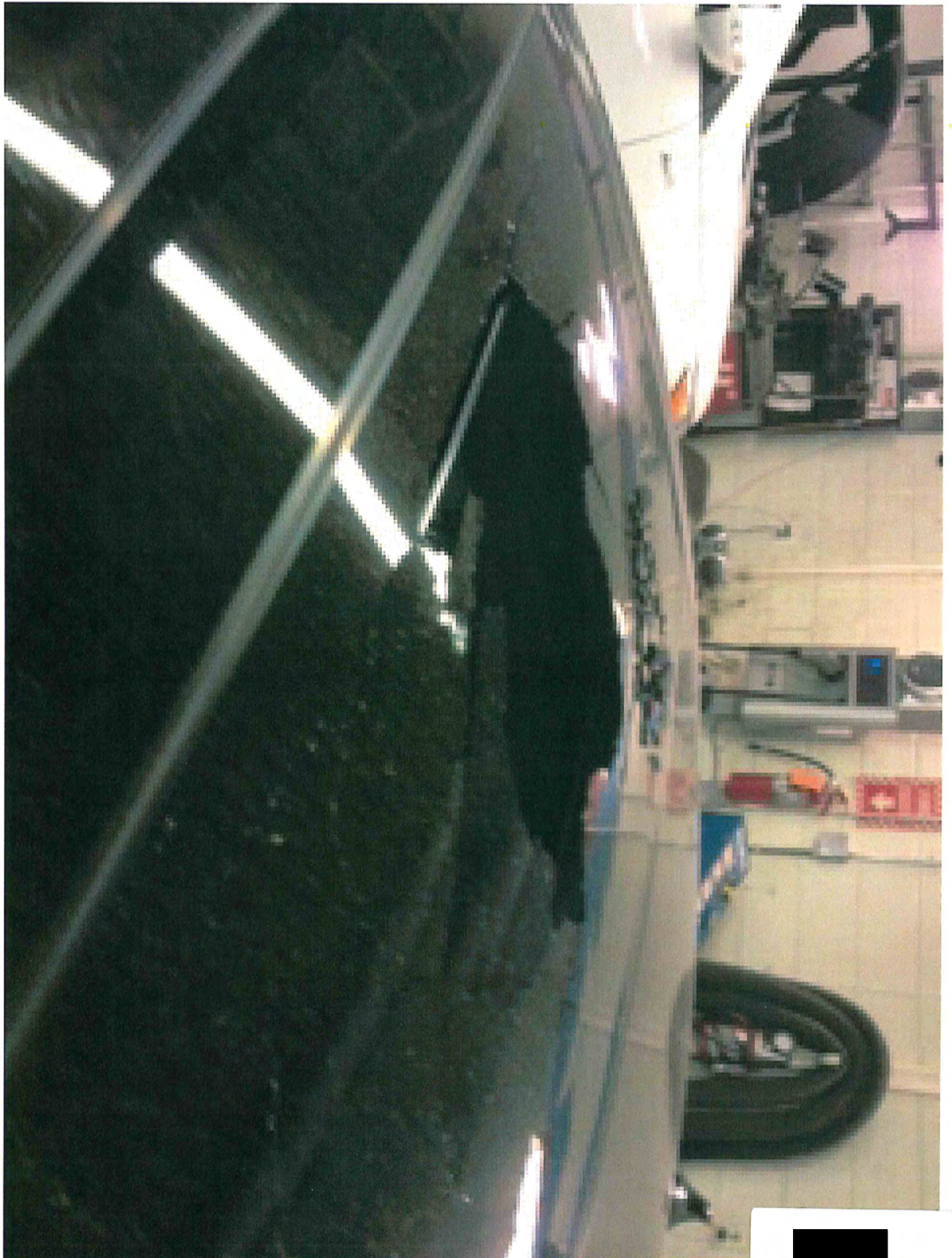
POSSIBLE CAUSE

Undetermined

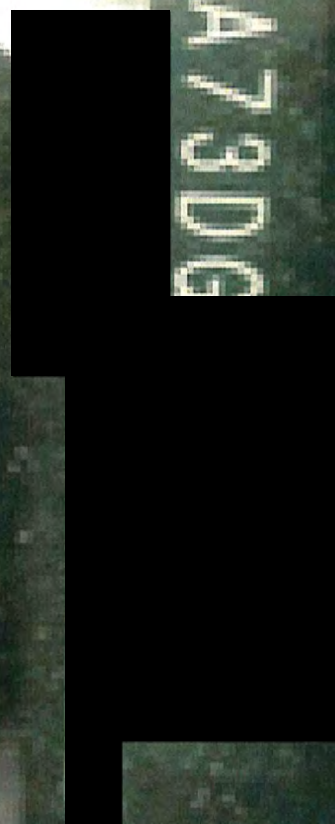
CORRECTIVE ACTION

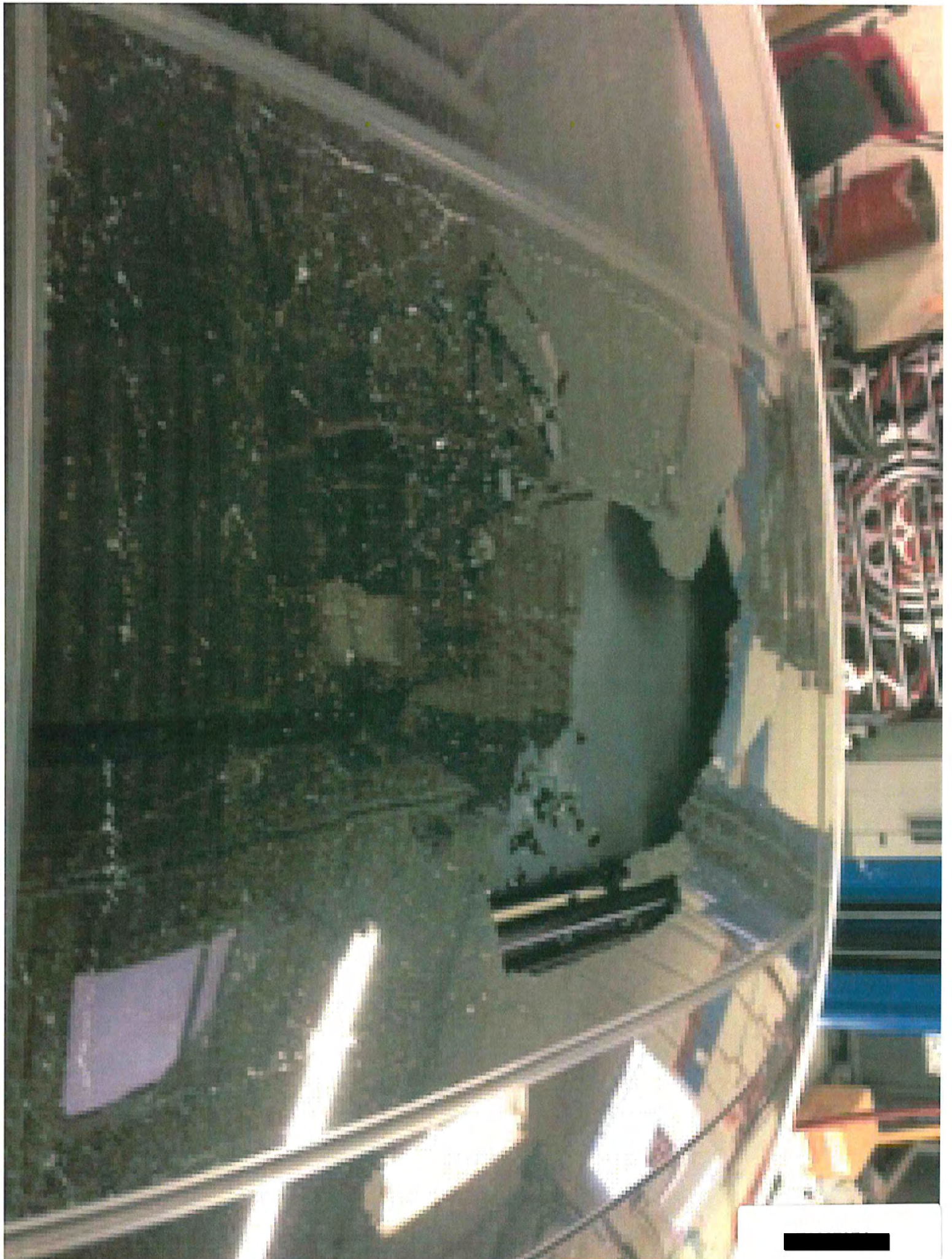
Replace panoramic glass

RECOMMENDATIONS



5X XGN4A79DG







I inspected the vehicle during my dealer visit last week I did not see any evidence of outside influence (no rocks, debris or witness marks of impact around the upper roof). Dealer advised they will need to drop the headliner to fully clean all shattered glass, that's what the PWA below is for. Thanks.

PWA FORM – WE10 DPSM - RSandoval



<input type="checkbox"/> Repairs over \$1000 <input type="checkbox"/> Straight time labor over 0.9 <input type="checkbox"/> In-stock/Used vehicles <input type="checkbox"/> Claims past 30 days submission <input type="checkbox"/> Goodwill	Reason for PWA Request
	Panoramic Sunroof explosion ADJUSTMENT
Dealer Code	NM012
Customer Name	[REDACTED]
Is this the first owner? Yes/No	YES
Request Date	2/20/2014
Open RO Date	2/14/2014
RO#	335961
VIN	5XXGN4A73DG [REDACTED]
Year and Model	2013 KIA OPTIMA
Engine/2wd/4wd/Auto/Manual	2.4/FWD/AUTO
Mileage	3,239
Complaint and Root Cause of failure	PANORAMIC ROOF GLASS EXPLODED OUTWARD WHEN HE WAS ON THE WAY TO OUR SERVICE DEPT. FOR AUDIO PROBLEMS.
Maintenance records or log and attach a copy to warranty RO	
Comeback-yes-no	NO
Part# and Total	816302T000 \$359.07
Labor Total	6.9/ \$554.42 / LABOR OP 81600R0A
Straight Time Total	
Claim Total	\$913.49
Sublet Amount	TBD
Dealer Participation	
Customer Participation	
Techline Case # or CA Case#	K2660959
Service Alert Contacted?	YES
Additional Information necessary	Rental Car amount TBD depending on B/O part



to substantiate repair (Photos) if needed	arrival. THIS IS AN ADJUSTMENT TO A PREVIOUS PWA
PWA#	
DPSM Comments	





Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA
Region/District: SO06
Dealer Code: TX099
Dealer City: Leonard
Name: Peralta, Richard FTR

Report No.: [REDACTED]
Issue Date: 2/20/2014 8:02:00AM
Dealer Name: Huffines Kia Mck
Dealer State: TX

Component Group:
Component Code:
TREAD Code:

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

Vehicle Data

Model Code: 53242	Model Desc: OPTIMA EX	
VIN: 5XXGN4A70DG [REDACTED]	Mileage: 39,371	Year: 2013
Engine No: [REDACTED]	Trans No: [REDACTED]	Trans Type: Automatic
Prod Date: 7/25/2012 12:00:00AM	Delivery Date: 8/11/2012	Repair Date: 2/20/2014 8:02:00AM

Part Information

Part Number: 81600 2T011UP	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 that the sunroof shattered while driving

ACTUAL CONDITION

The sunroof shattered while driving

INVESTIGATION RESULTS

Found no evidence of rock chip in the remaining glass.

POSSIBLE CAUSE

Unknown

CORRECTIVE ACTION

Replace the sunroof assy

RECOMMENDATIONS



MANUFACTURED BY KIA MOTORS MANUFACTURING CO., LTD. GEORGIA, INC.

KIA MOTORS MANUFACTURING CO., LTD. GEORGIA, INC.
PAINT DO

JUL/25/12

GVWR

4299 lbs

GAWR

2116 lbs

REAR

TRIM UP

GAWR FRONT 2425 lbs

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. 5XXGN4A70DG

PASSENGER CAR



INFORMATION
ET LE CHARGEMENT

SEE OWNER'S
MANUAL FOR
ADDITIONAL
INFORMATION

SEE OWNER'S
MANUAL FOR
ADDITIONAL
INFORMATION

CS50



Door Open

68°F 39371 mi.

80

100

40

20

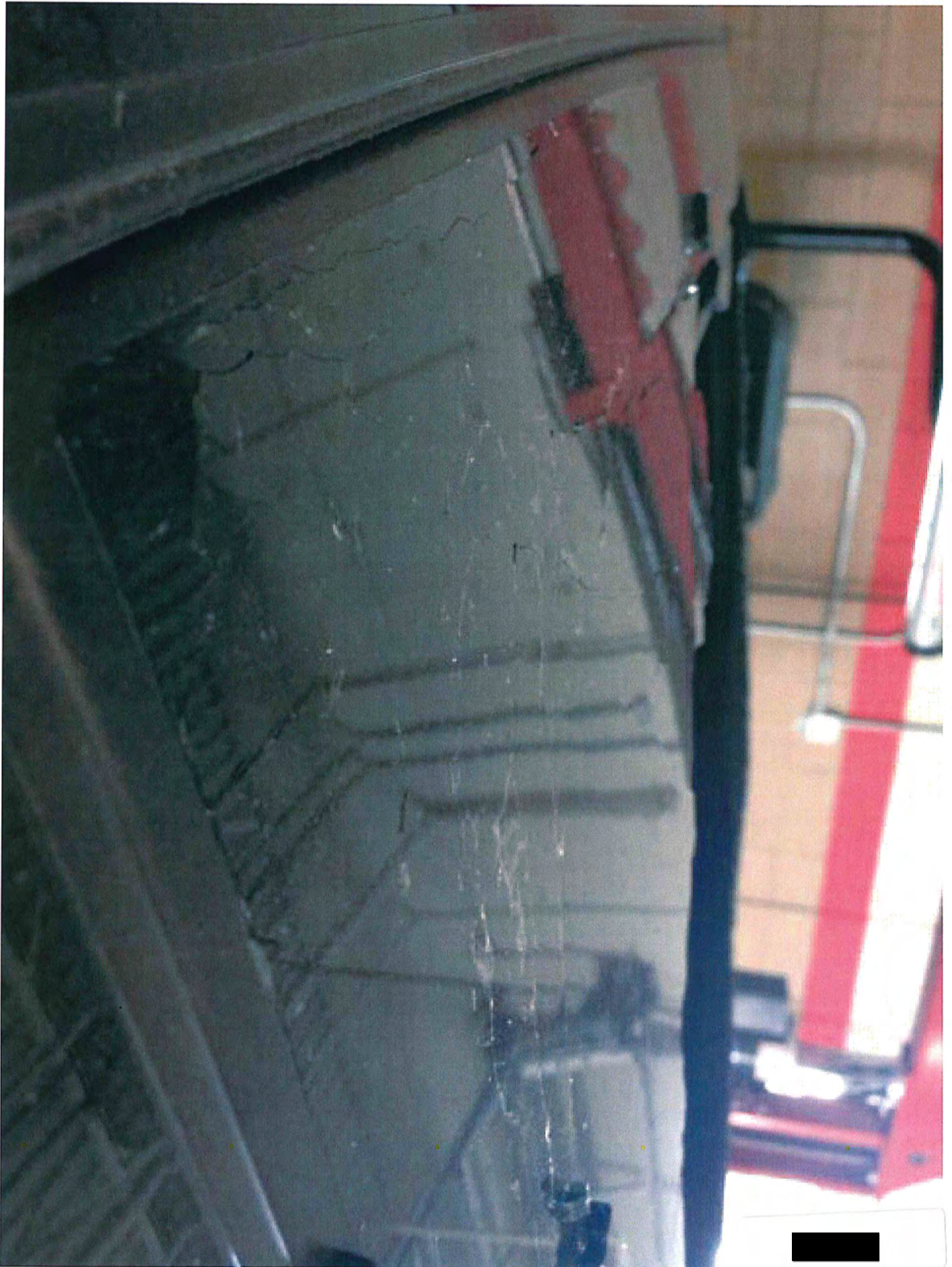
140

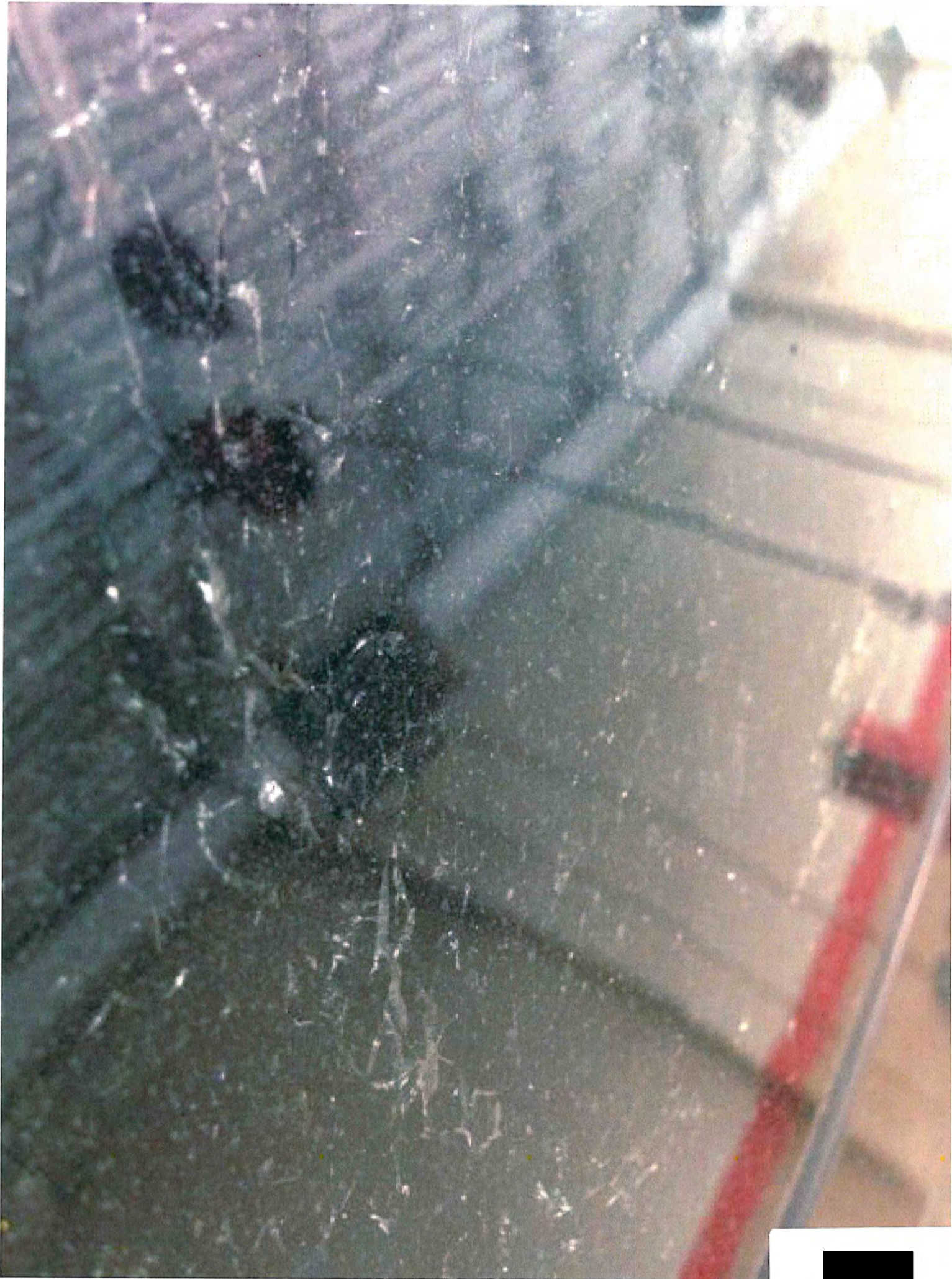
160

0 km/h
MPH











Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO06

Dealer Code: TX130

Dealer City: Irving

Name: Peralta, Richard FTR

Report No: [REDACTED]

Issue Date: 2/17/2014 8:02:00AM

Dealer Name: Central Kia of Irvi

Dealer State: TX

Component Group:

Component Code:

TREAD Code:

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

Vehicle Data

Model Code: 53242

Model Desc: OPTIMA EX

VIN: 5XXGN4A78CG [REDACTED]

Mileage: 37,364

Year: 2012

Engine No: [REDACTED]

Trans No: [REDACTED]

Trans Type: Automatic

Prod Date: 1/6/2012 12:00:00AM

Delivery Date: 1/27/2012

Repair Date: 2/17/2014 8:02:00AM

Part Information

Part Number: 81600 2T01187

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 the sunroof shattered at highway speeds

ACTUAL CONDITION

The sunroof shattered at highway speeds

INVESTIGATION RESULTS

Found no evidence of rock chip. Most of the glass removed by customer.

POSSIBLE CAUSE

Unknown

CORRECTIVE ACTION

Replace the sunroof assy.

RECOMMENDATIONS

MANUFACTURED BY KIA MOTORS MANUFACTURING

PAINT EB

4299 bs

TRIM UP



KIA MOTORS MANUFACTURING

JAN/05/12

GYWR

2116 bs

GAWR FRONT 2425 bs

REAR

2116 bs

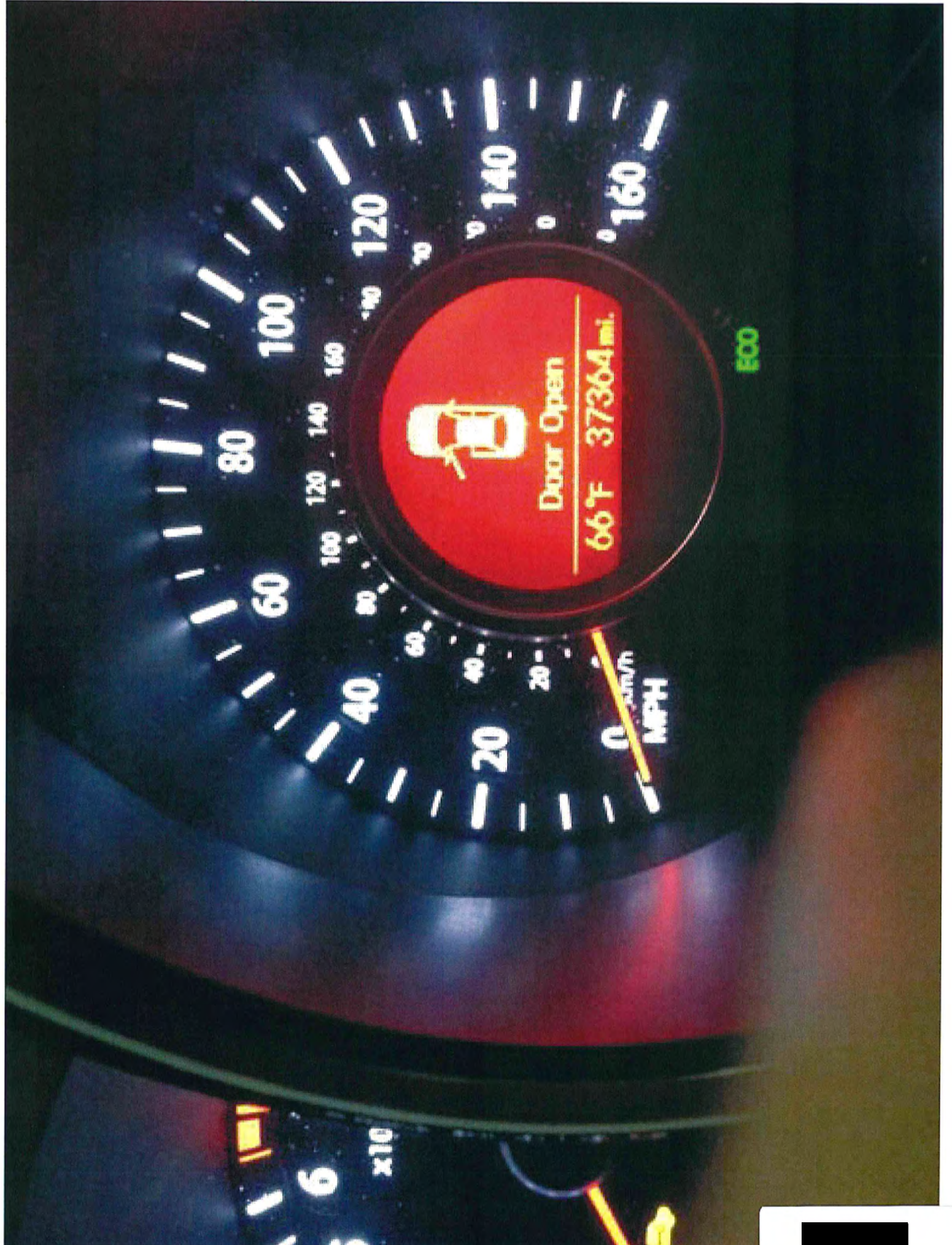
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

V.I.N. 5XXGN4A78CG

PASSENGER CAR

CS50

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION. SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION. SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION.



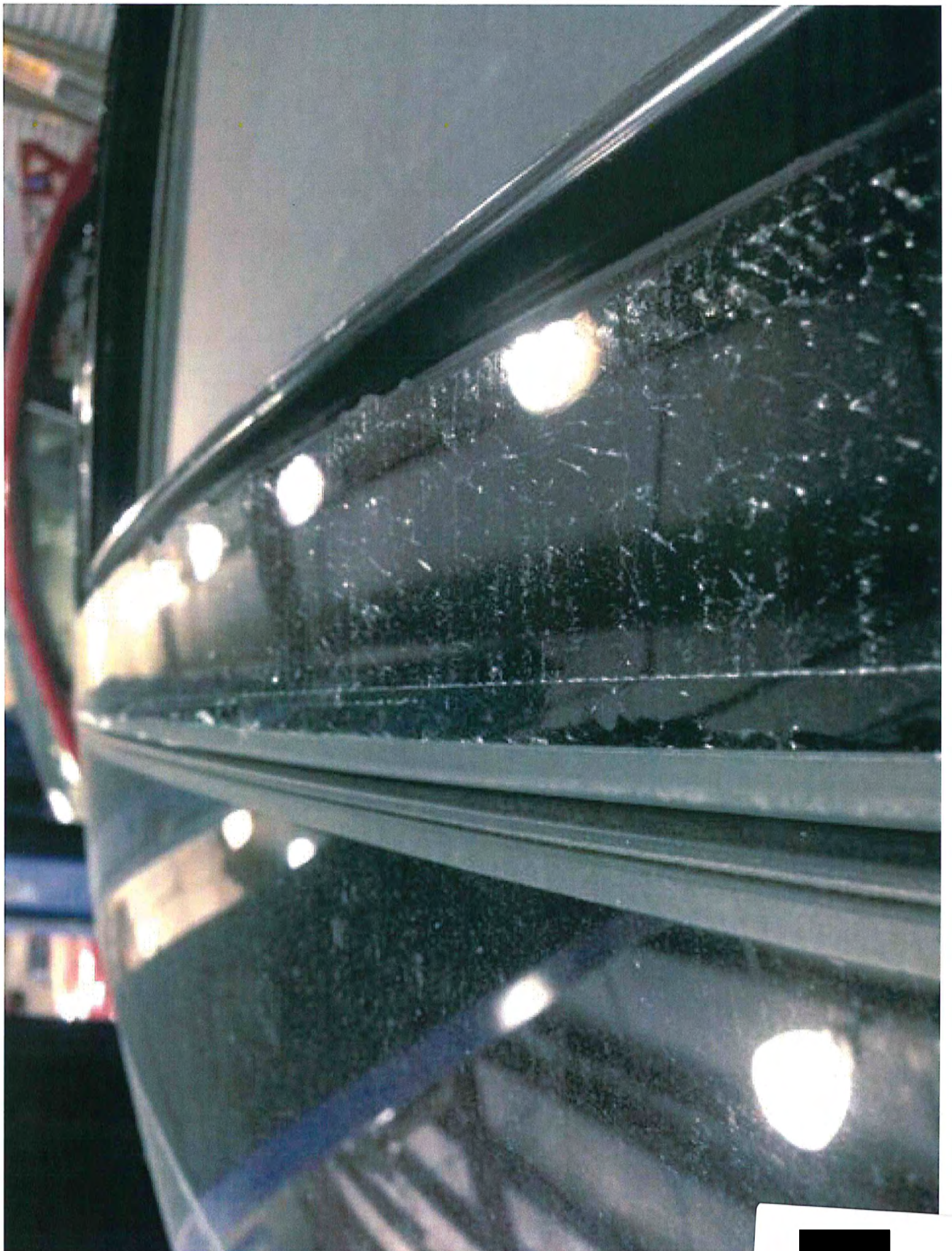
Door Open
66°F 37364 mi.

ECO

0 MPH

6 x10









Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA
Region/District: WE09
Dealer Code: OR012
Dealer City: Gresham
Name: Leon, Gino FTR

Report No.: [REDACTED]
Issue Date: 3/4/2014 8:03:00AM
Dealer Name: Weston Kia
Dealer State: OR

Component Group:
Component Code:
TREAD Code:

Subject/Title: Shattered Sunroof

Vehicle Data

Model Code: 55242	Model Desc: OPTIMA EX TURBO	
VIN: 5XXGN4A69C[REDACTED]	Mileage: 32,238	Year: 2012
Engine No: [REDACTED]	Trans No: [REDACTED]	Trans Type: Automatic
Prod Date: 10/20/2011 12:00:00AM	Delivery Date: 3/13/2012	Repair Date: 3/4/2014 8:03:00AM

Part Information

Part Number: 81630 2T000	Part Name: GLASS ASSY-PANORAMAR	
Condition: N59BROKEN / CRACKED	Cause: C06BROKEN, SPLIT, TORN	
Part ID/Lot:	Other Part No:	Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states sunroof shattered while driving

ACTUAL CONDITION

The panoramic shattered outward from vehicle

INVESTIGATION RESULTS

DPSM investigated vehicle and saw no impact on vehicle or panoramic roof. CA Case Number - K2664531

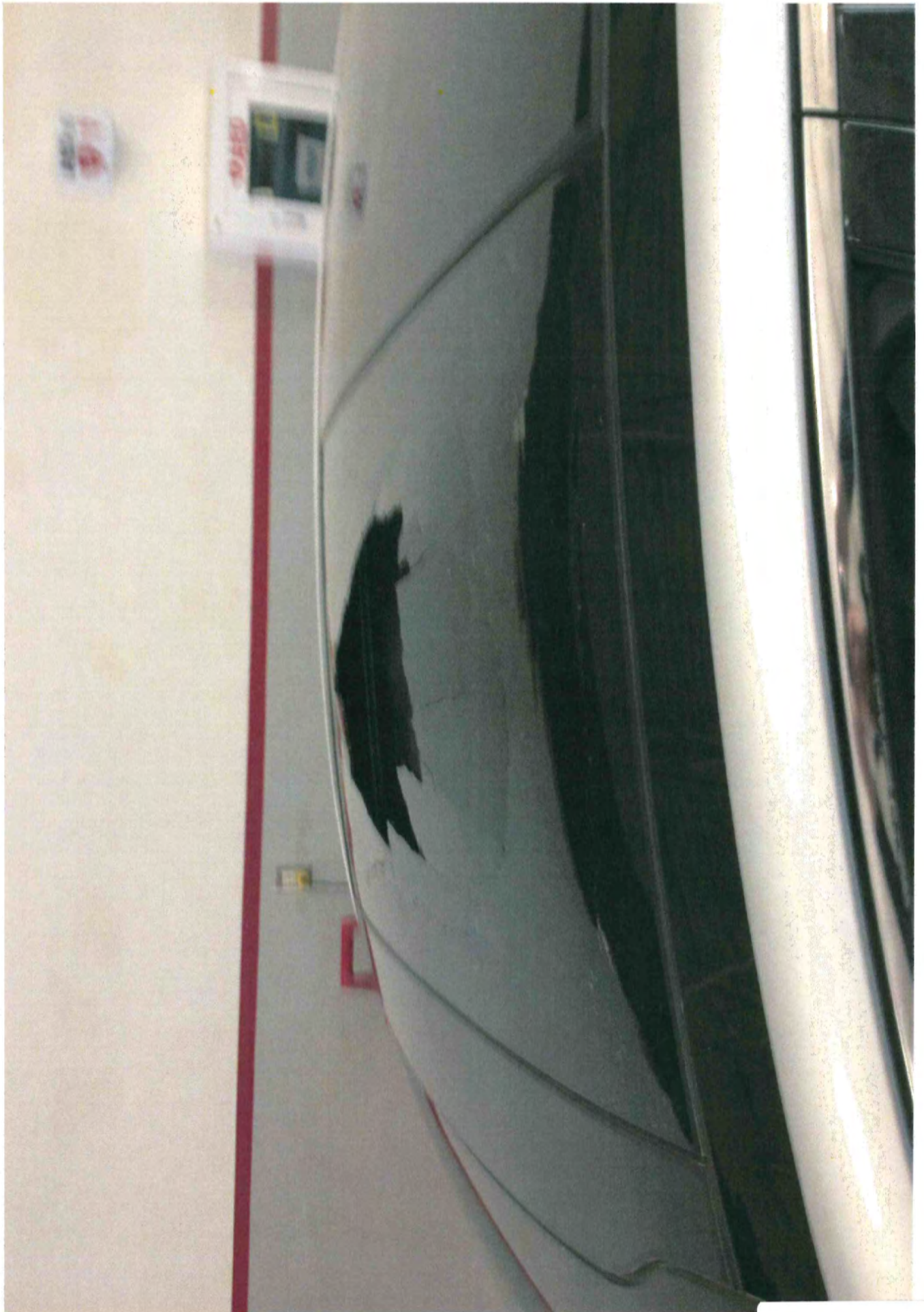
POSSIBLE CAUSE

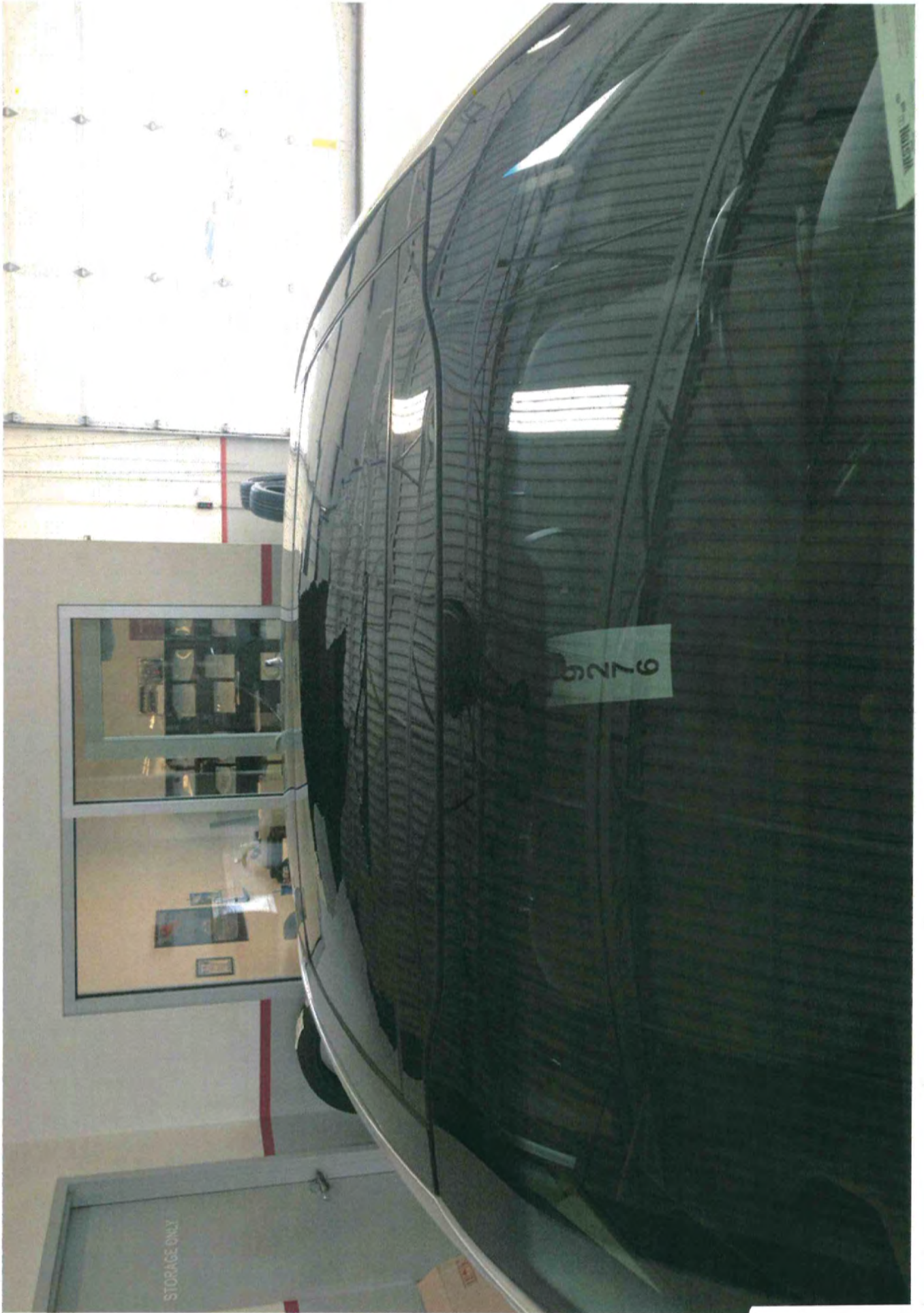
Undetermined

CORRECTIVE ACTION

Replace shattered panoramic glass

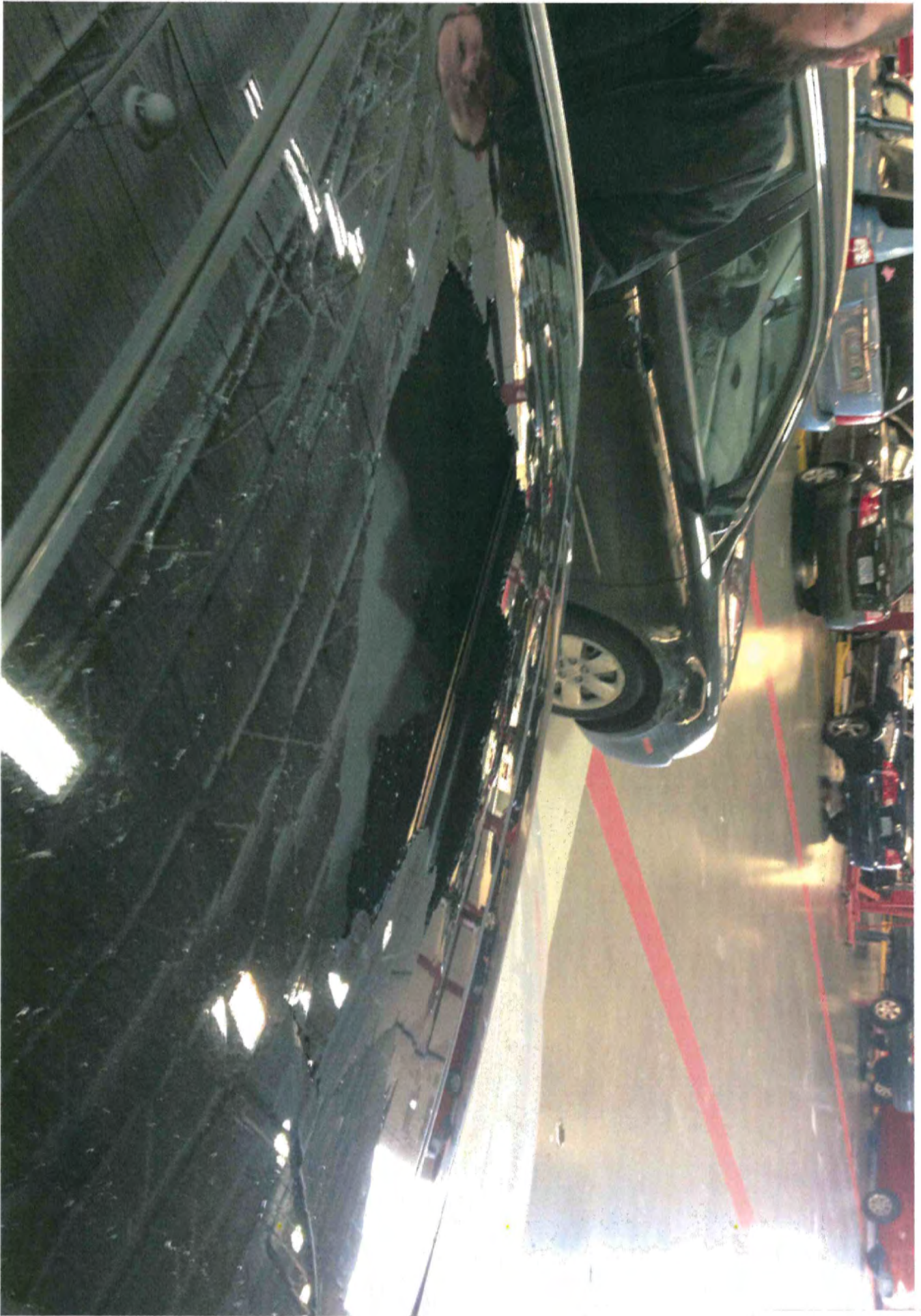
RECOMMENDATIONS













 **MANUFACTURED BY KIA MOTORS MANUFACTURING GEORGIA, INC.**

OCT/19/11 **GVWR 4497bs** **PAINT 3D**

GAWR FRONT 2425bs **GAWR REAR 2116bs** **TRIM 87**

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. 5XXGN4A69CG

PASSENGER CAR







Door Open

64°F 322203mi.

ECO



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO12

Dealer Code: TX122

Dealer City: Laredo

Name: Childery, Stormy Manager

Report No.: [REDACTED]

Issue Date: 3/11/2014 8:03:00AM

Dealer Name: Sames Kia

Dealer State: TX

Component Group:

Component Code:

TREAD Code:

Subject/Title: The sunroof shattered while driving at highway speeds.

Vehicle Data

Model Code: 55282

Model Desc: OPTIMA SX

VIN: 5XXGR4A66CG [REDACTED]

Mileage: 25,498

Year: 2012

Engine No:

Trans No: [REDACTED]

Trans Type: Automatic

Prod Date: 11/18/2011 12:00:00AM

Delivery Date: 1/13/2012

Repair Date: 3/11/2014 8:03:00AM

Part Information

Part Number: 81630 2T000

Part Name: GLASS ASSY-PANORAMAR

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 at highway speeds.

ACTUAL CONDITION

The sunroof shattered while driving at highway speeds.

INVESTIGATION RESULTS

Found no evidence of rock chip.

POSSIBLE CAUSE

Unknown

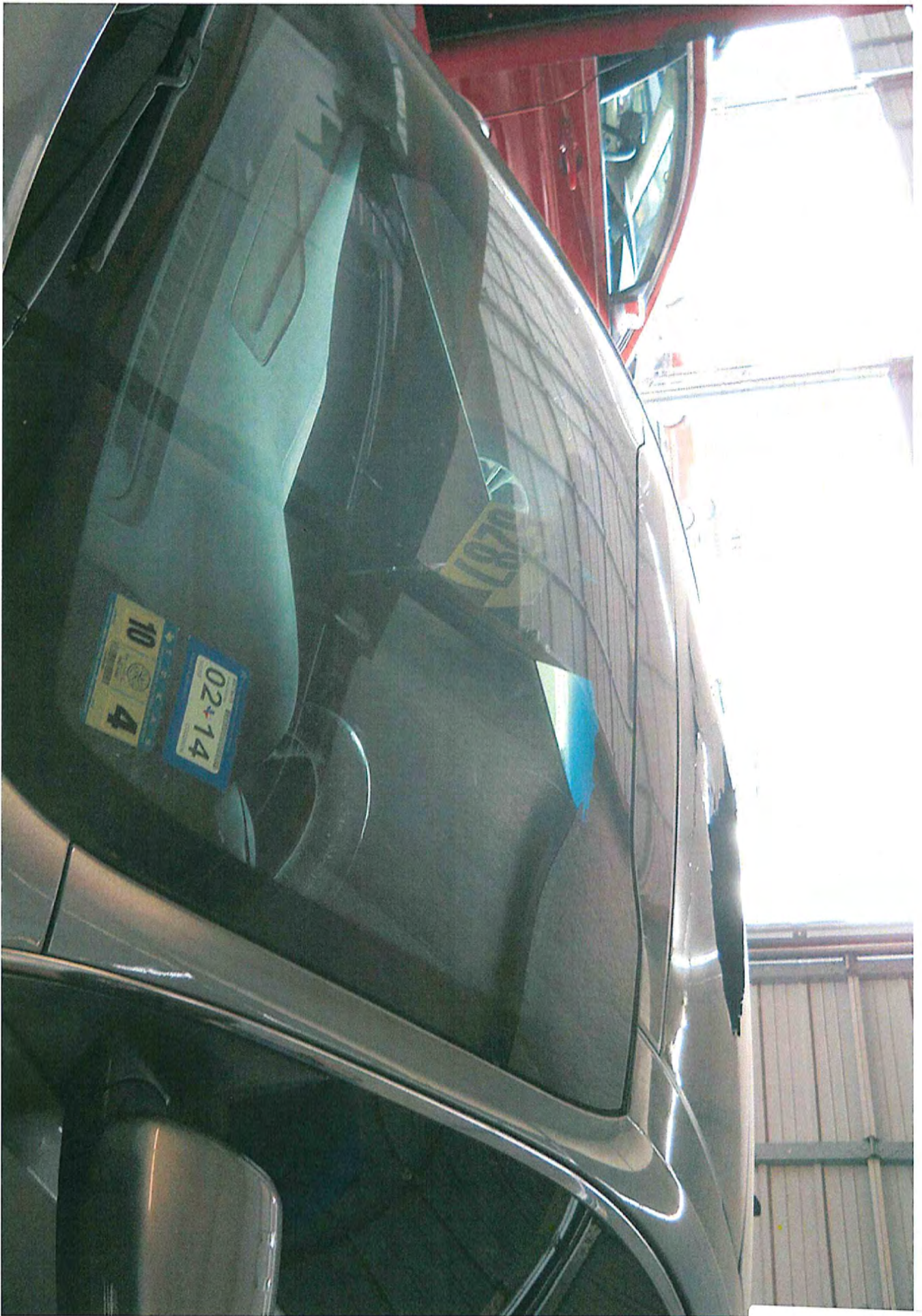
CORRECTIVE ACTION

Replace the sunroof glass

RECOMMENDATIONS

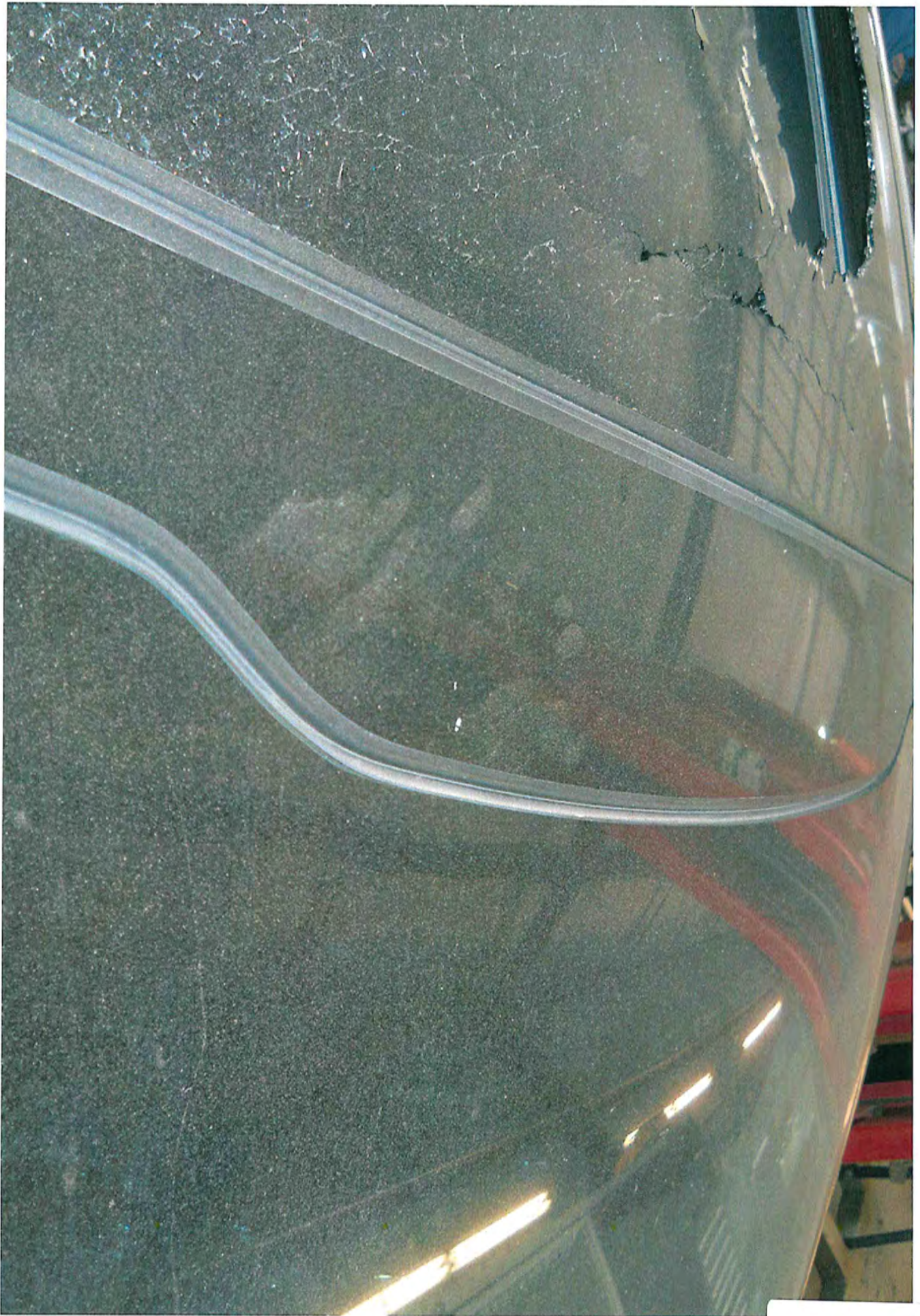














Kia Motors America Field Product Quality Report

Case Number [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: CE02

Dealer Code: OH051

Dealer City: Willoughby

Name: Ginn, Brian FTR

Report No.: [REDACTED]

Issue Date: 2/28/2014 8:02:00AM

Dealer Name: Mentor Kia

Dealer State: OH

Component Group:

Component Code:

TREAD Code:

Subject/Title: Sun Roof Investigation

Vehicle Data

Model Code: 53242

Model Desc: OPTIMA EX

VIN: 5XXGN4A7XDG [REDACTED]

Mileage: 16,962

Year: 2013

Engine No: [REDACTED]

Trans No: [REDACTED]

Trans Type: Automatic

Prod Date: 9/25/2012 12:00:00AM

Delivery Date: 7/8/2013 1:

Repair Date: 2/28/2014 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 sunroof glass shattered outward.

ACTUAL CONDITION

Sunroof Glass was Shattered.

INVESTIGATION RESULTS

FTR inspected vehicle on 2/27/2014. Verified sunroof glass was shattered. Glass was less than 10% intact on vehicle. Inspected sunroof extensively but did not notice any projectiles or obvious evidence of impact damage to glass except possible areas as noted in attached pictures.

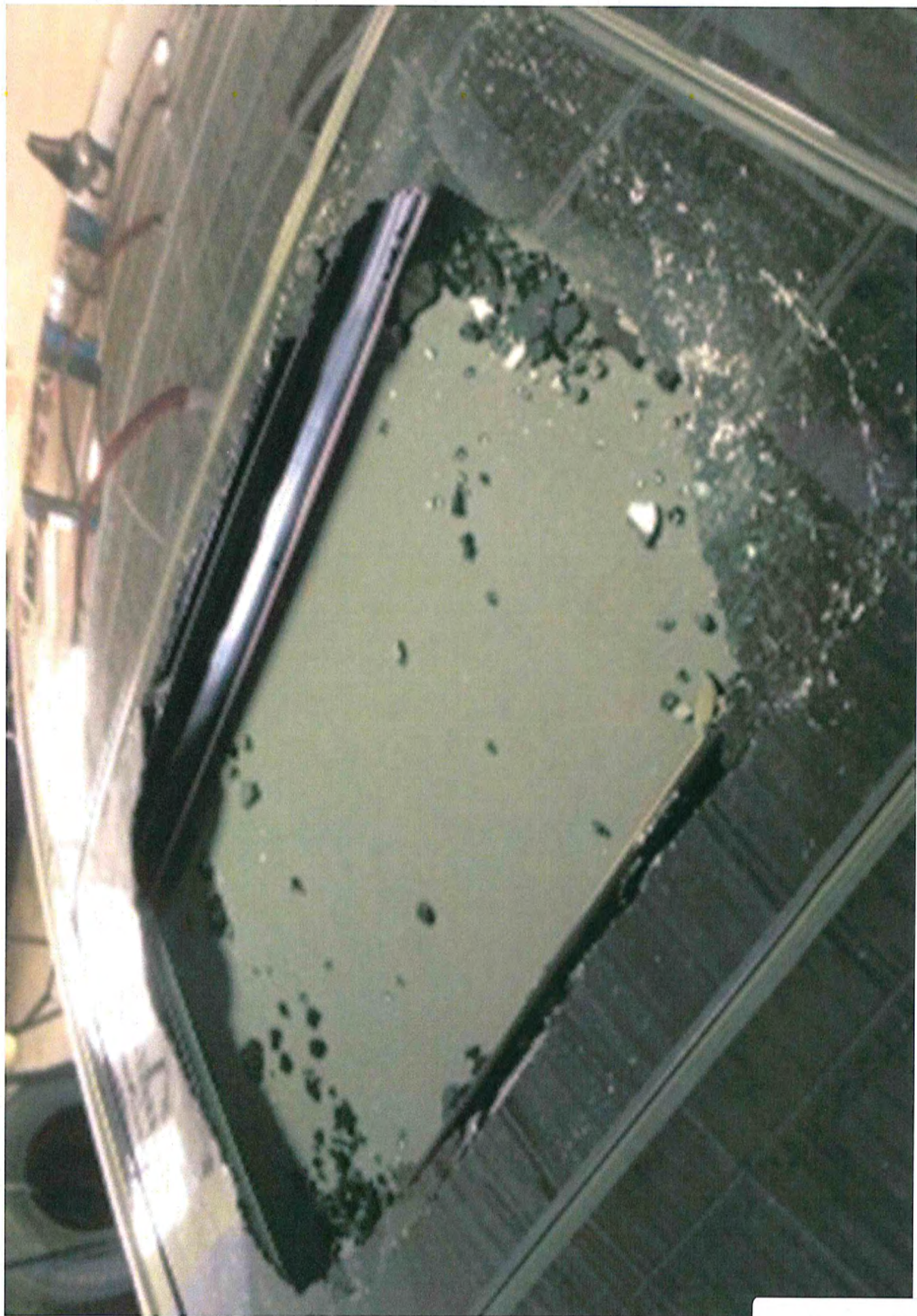
POSSIBLE CAUSE

Undetermined.

CORRECTIVE ACTION

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

RECOMMENDATIONS







Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO17

Dealer Code: TX124

Dealer City: Rosenberg

Name: Webster, Steven Manager

Report No: [REDACTED]

Issue Date: 4/21/2014 8:04:00AM

Dealer Name: Fort Bend Kia

Dealer State: TX

Component Group:

Component Code:

TREAD Code:

Subject/Title: Sunroof Shattered

Vehicle Data

Model Code: 53242

Model Desc: OPTIMA EX

VIN: 5XXGN4A78DG [REDACTED]

Mileage: 11,399

Year: 2013

Engine No: [REDACTED]

Trans No: [REDACTED]

Trans Type: Automatic

Prod Date: 5/22/2013 12:00:00AM

Delivery Date: 6/29/2013

Repair Date: 4/21/2014 8:04:00AM

Part Information

Part Number: 81630 2T000

Part Name: GLASS ASSY-PANORAMAR

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.

ACTUAL CONDITION

The sunroof shattered while driving.

INVESTIGATION RESULTS

Found no reason why the roof shattered.

POSSIBLE CAUSE

Unknown

CORRECTIVE ACTION

Replace the sunroof

RECOMMENDATIONS



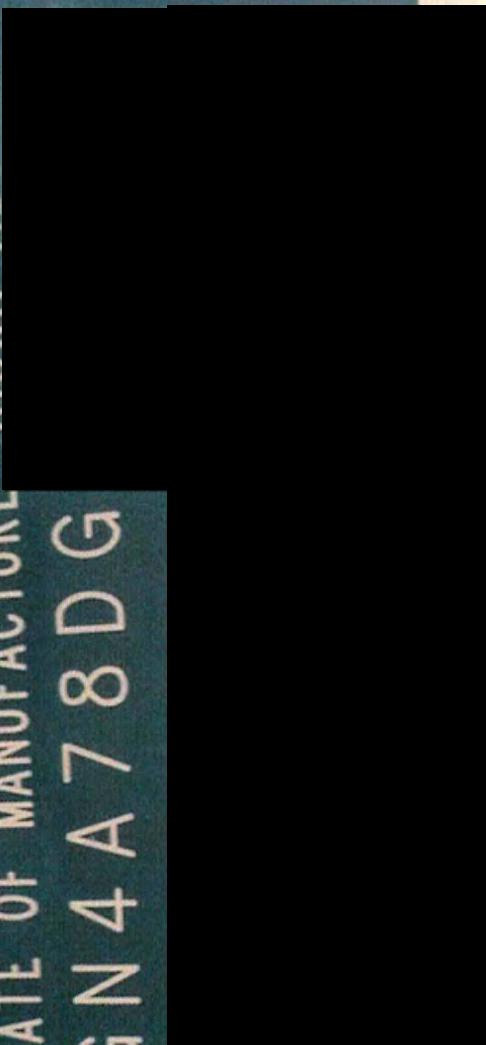
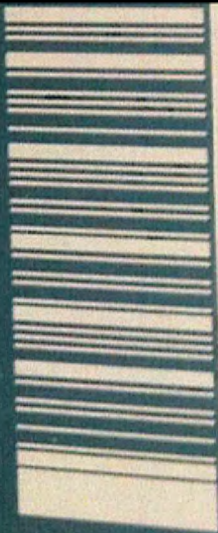
MANUFACTURED BY GEORGIA, INC.
 KIA MOTORS MANUFACTURING PAINT SWP
 MAY/22/13 GVWR 4299 lbs TRIM 87

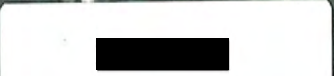
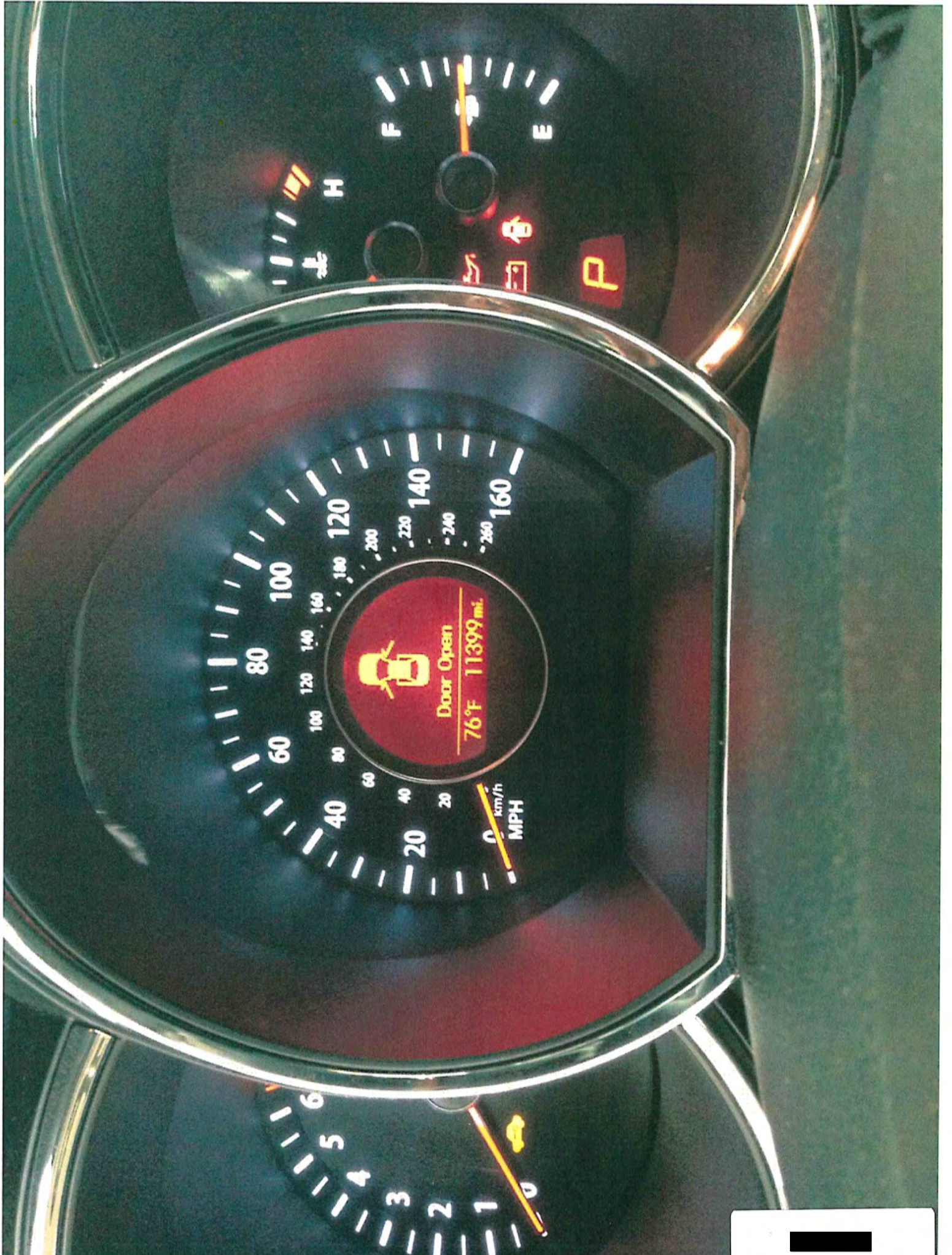
GAWR 2425 lbs
 FRONT

GAWR 2116 lbs
 REAR

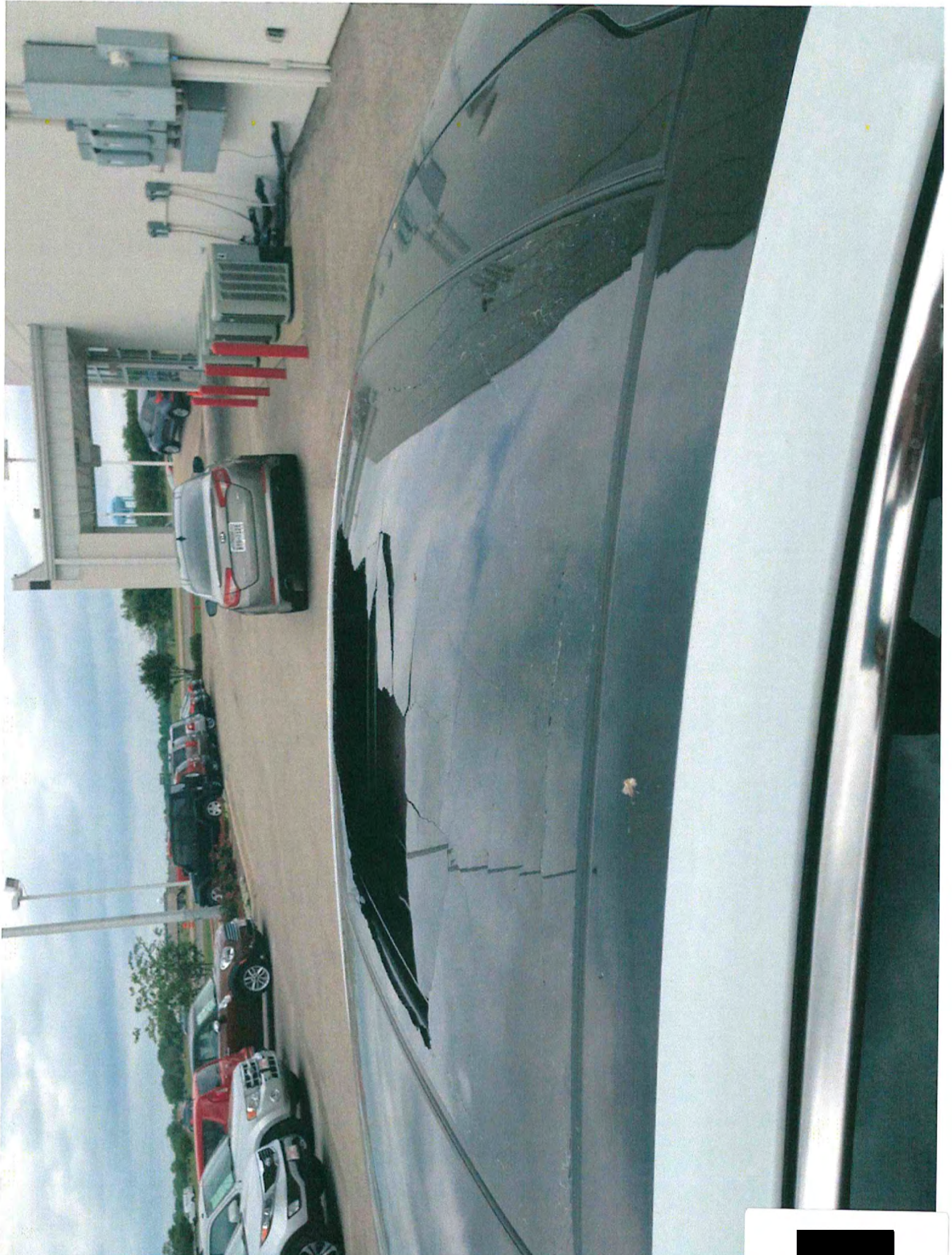
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL
 MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS
 IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

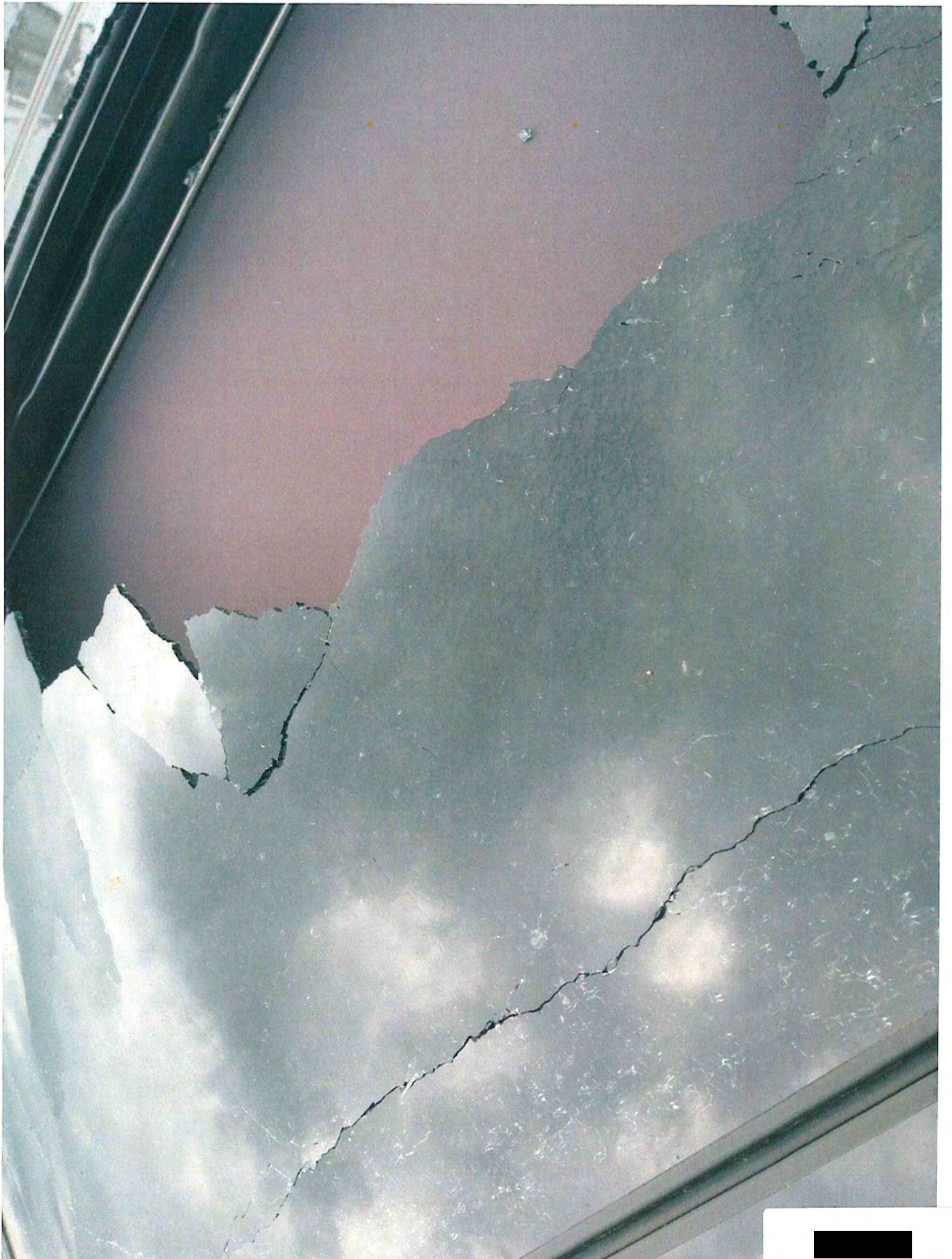
V.I.N. 5XXGN4A78DG













Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Distributor: KMA
 Region/District: WE01
 Dealer Code: CA243
 Dealer City: Los Angeles
 Name: Perez, Alberto FTR

Report No.: [REDACTED]
 Issue Date: 3/3/2014 8:03:00AM
 Dealer Name: Kia of Cerritos
 Dealer State: CA

Component Group:
 Component Code:
 TREAD Code:

Subject/Title: Panoramic Roof Investigation

Vehicle Data

Model Code: 53242	Model Desc: OPTIMA EX	
VIN: 5XXGN4A75DG [REDACTED]	Mileage: 8,249	Year: 2013
Engine No: [REDACTED]	Trans No: [REDACTED]	Trans Type: Automatic
Prod Date: 3/22/2013 12:00:00AM	Delivery Date: 4/27/2013	Repair Date: 3/3/2014 8:03:00AM

Part Information

Part Number: 81630 2T000	Part Name: GLASS ASSY-PANORAMAR
Condition: N59BROKEN / CRACKED	Cause: C99OTHERS
Part ID/Lot:	Other Part No: Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states while driving with the sunroof closed, the glass shattered.

ACTUAL CONDITION

Panoramic roof glass failure.

INVESTIGATION RESULTS

FTR inspected vehicle on 3/3/2014. Verified panoramic roof was shattered. Panel was still 75% intact on vehicle although entire glass panel was shattered. Inspected roof panel extensively and noted evidence of impact to right outer/rear area of remaining glass.

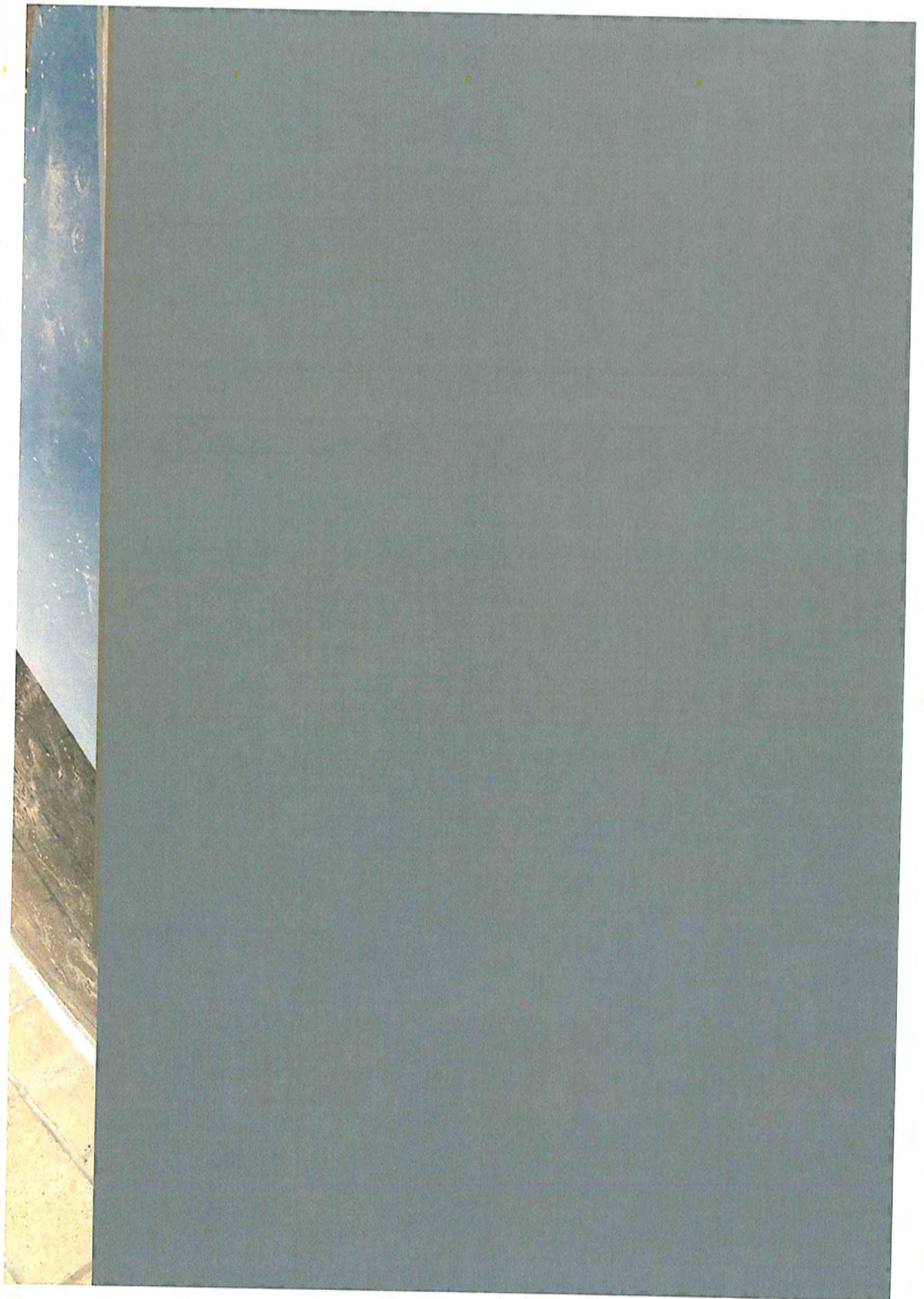
POSSIBLE CAUSE

Possible roof glass failure is unknown.

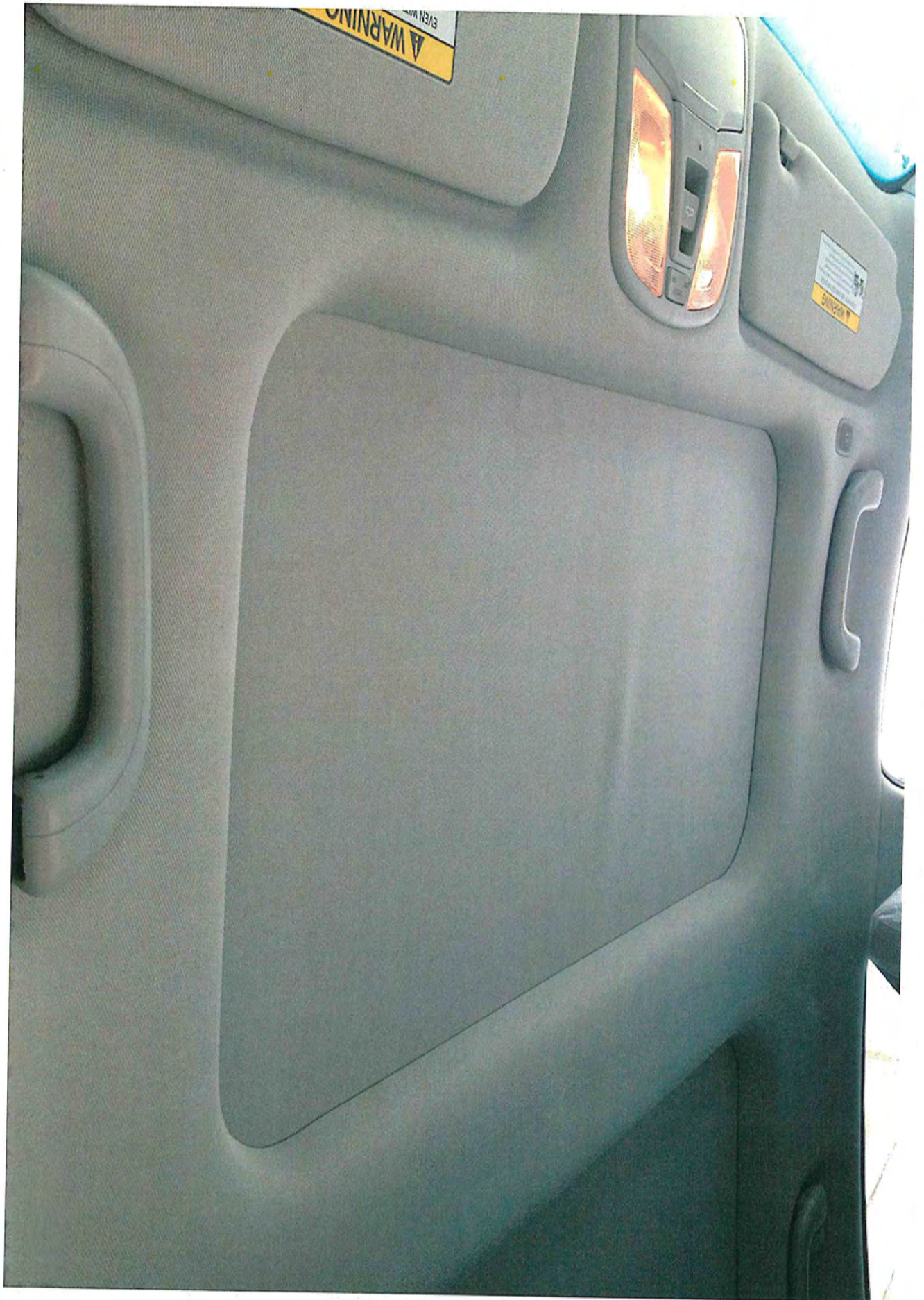
CORRECTIVE ACTION

Recommend to replace sunroof glass assembly. Results of inspection reported to Plattform Engineer and NCA.

RECOMMENDATIONS









Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA
Region/District: WE02
Dealer Code: CA270
Dealer City: Pasadena
Name: Perez, Alberto FTR

Report No.: [REDACTED]
Issue Date: 3/26/2014 8:03:00AM
Dealer Name: Kia of Alhambra
Dealer State: CA

Component Group:
Component Code:
TREAD Code:

Subject/Title: Panoramic Sunroof Shattered

Vehicle Data

Model Code: 55282	Model Desc: OPTIMA SX	
VIN: 5XXGR4A61DC [REDACTED]	Mileage: 5,791	Year: 2013
Engine No [REDACTED]	Trans No [REDACTED]	Trans Type: Automatic
Prod Date: 10/12/2012 12:00:00AM	Delivery Date: 12/21/2012	Repair Date: 3/26/2014 8:03:00AM

Part Information

Part Number: 81616 3R510	Part Name: GLASS ASSY-PANORAMAR	
Condition: N59BROKEN / CRACKED	Cause: C07CRACKED	
Part ID/Lot:	Other Part No:	Other Part No:

Case History

CUSTOMER COMPLAINT

Customer stated the sunroof was already shattered when first entered the vehicle in the morning.

ACTUAL CONDITION

FTR inspected vehicle and found front 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

A hole was found at the center of the closed glass sunroof panel. (see photo) An outward crack was at the front of the glass that remained in place and cracks were throughout the rest of the panel. A paint chip was found on the rear of truck led. Multiple chip was also found at rear deck lid lip. (see photos attached).

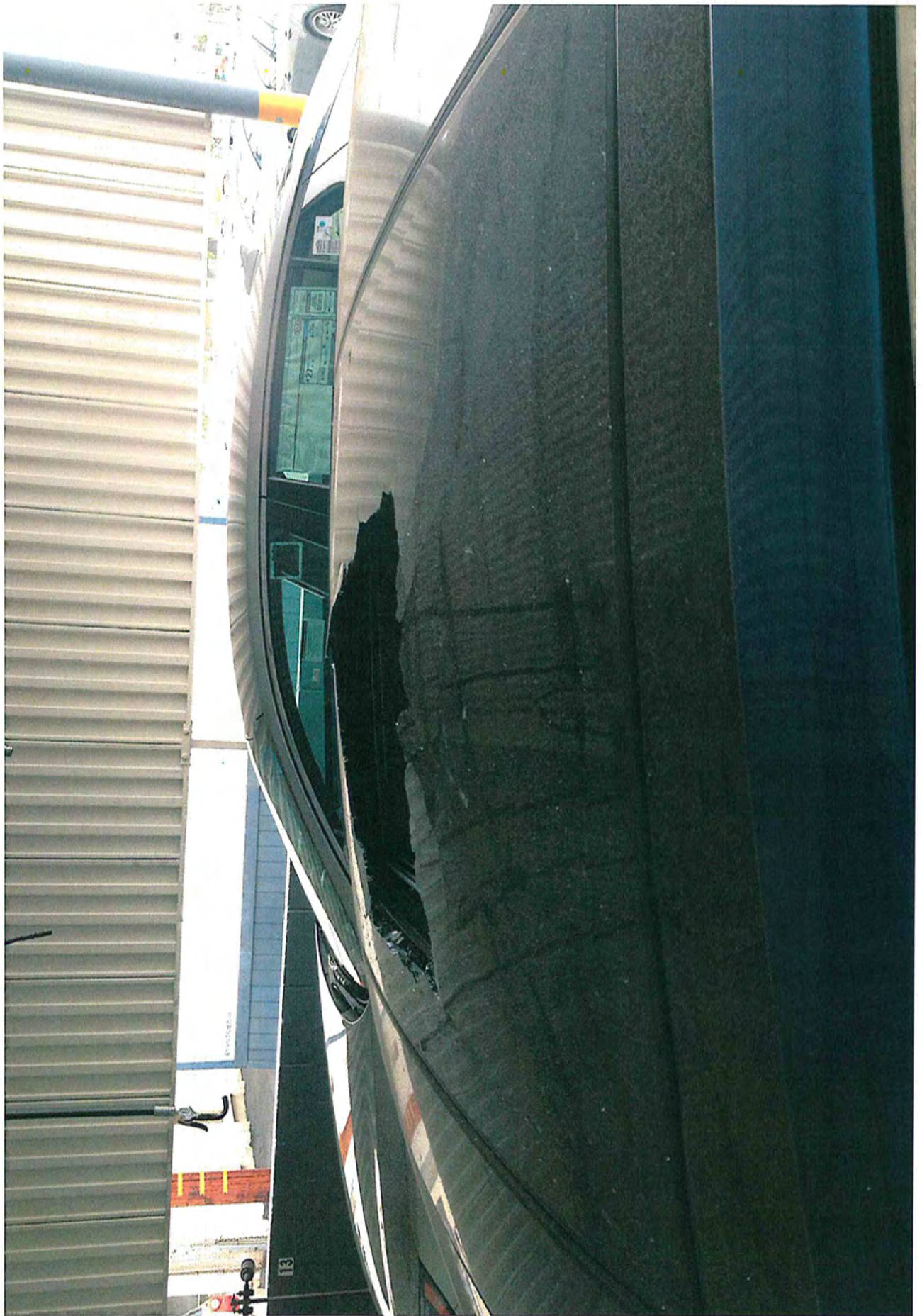
POSSIBLE CAUSE

Evidence of sunroof glass failure due to impact from outside source resulting in weakening of glass integrity. Signs of impact on sunroof glass and rear deck lid lip.

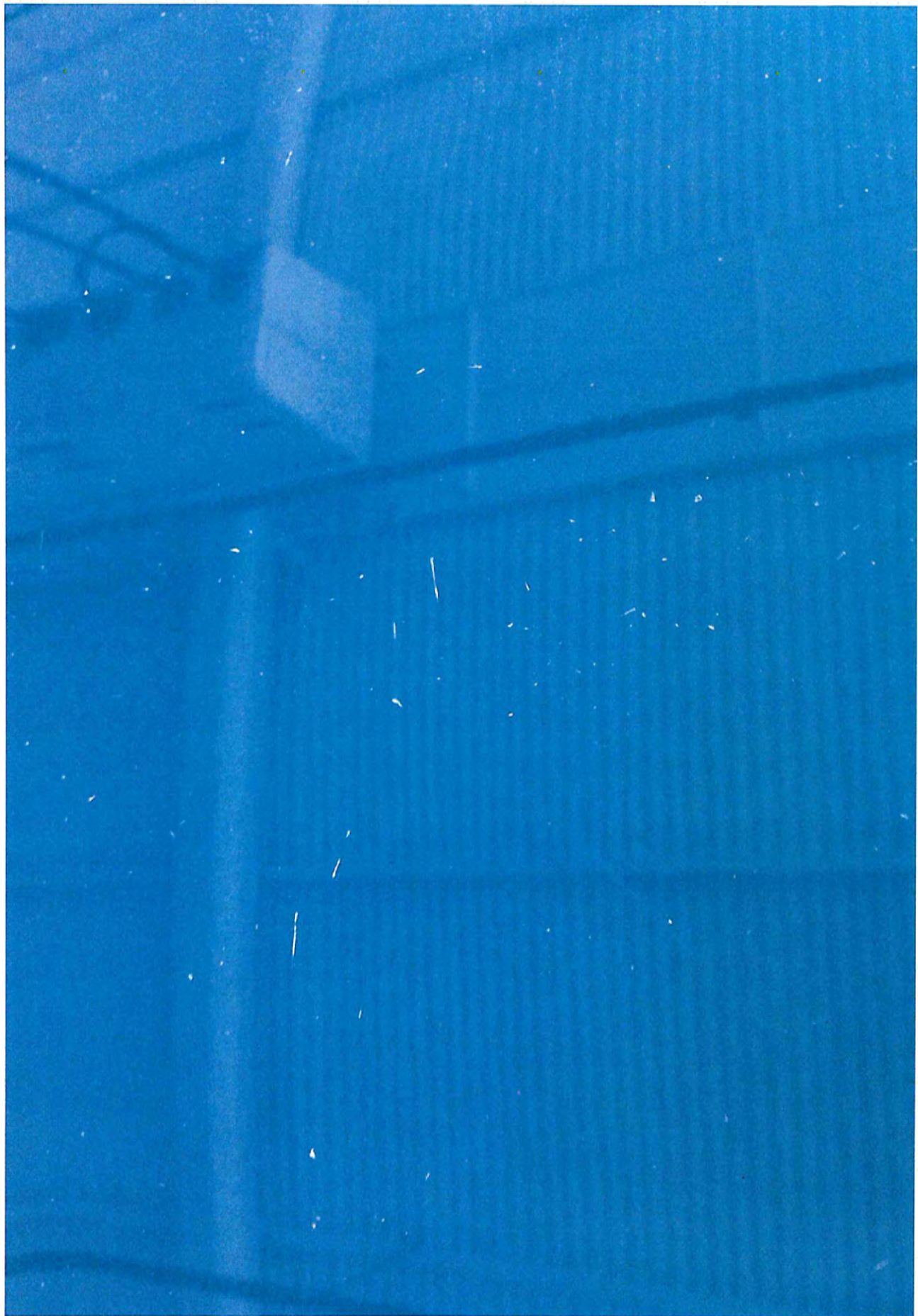
CORRECTIVE ACTION

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

RECOMMENDATIONS



























Kia Motors America Field Product Quality Report

Case Number [REDACTED]

Page 1 of 2

Distributor: KMA
Region/District: SO14
Dealer Code: FL056
Dealer City: Tampa
Name: Nelson, Jeffrey FTR

Report No.: [REDACTED]
Issue Date: 3/19/2014 8:03:00AM
Dealer Name: Courtesy Kia of E
Dealer State: FL

Component Group:
Component Code:
TREAD Code:

Subject/Title: Shattered Sunroof

Vehicle Data

Model Code: 53242	Model Desc: OPTIMA EX	
VIN: 5XXGN4A7XCG [REDACTED]	Mileage: 38,413	Year: 2012
Engine No.: [REDACTED]	Trans No.: [REDACTED]	Trans Type: Automatic
Prod Date: 10/26/2011 12:00:00AM	Delivery Date: 12/20/2011	Repair Date: 3/19/2014 8:03:00AM

Part Information

Part Number: 81630 2T000	Part Name: GLASS ASSY-PANORAMAR
Condition: N59BROKEN / CRACKED	Cause: C06BROKEN, SPLIT, TORN
Part ID/Lot:	Other Part No: Other Part No:

Case History

CUSTOMER COMPLAINT

Sunroof shattered while vehicle was in garage

ACTUAL CONDITION

Sunroof shattered

INVESTIGATION RESULTS

FTR inspected vehicle on 3/19/2014. Verified panoramic roof was shattered. Panel was still 80% intact on vehicle although entire glass panel was shattered. No sign of impact damage.

POSSIBLE CAUSE

Possible roof glass failure is unknown of source resulting in weakening of glass integrity