





Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

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Distributor: KMA

Region/District: EA11

Dealer Code: MD042

Dealer City: Waldorf

Name: Selz, James FTR

Report No.: EA2013SJ02144

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

Dealer Name: Kia of Waldorf

Dealer State: MD

Component Group:

Component Code:

TREAD Code:

Subject/Title: Panoramic Sunroof Shattered

Vehicle Data

Model Code: 74482

Model Desc: SORENTO SX AWC

Year: 2011

VIN: 5XYKWD2XBG [REDACTED]

Mileage: 60,600

Engine No: G6DCAK081950

Trans No: BDAEB053698

Trans Type: Automatic

Prod Date: 9/2/2010 12:00

Delivery Date: 10/16/2010 12

Repair Date: 11/8/2013 8:

Part Information

Part Number: 81610 2P000

Part Name: PNL ASSY-PANORAMAROC

Condition: N86FALLING-OFF,
SAGGED, LOOSENING

Cause: C63FLAW IN MATERIAL

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states sunroof was broken while stationed at red light.

ACTUAL CONDITION

Found the sunroof was cracked and pushed outwards.

INVESTIGATION RESULTS

DPSM inspected the vehicle and did not see any indication of outside influence causing the stationer part of the sunroof to crack. There were no signs of impact on the roof or roof rails.

POSSIBLE CAUSE

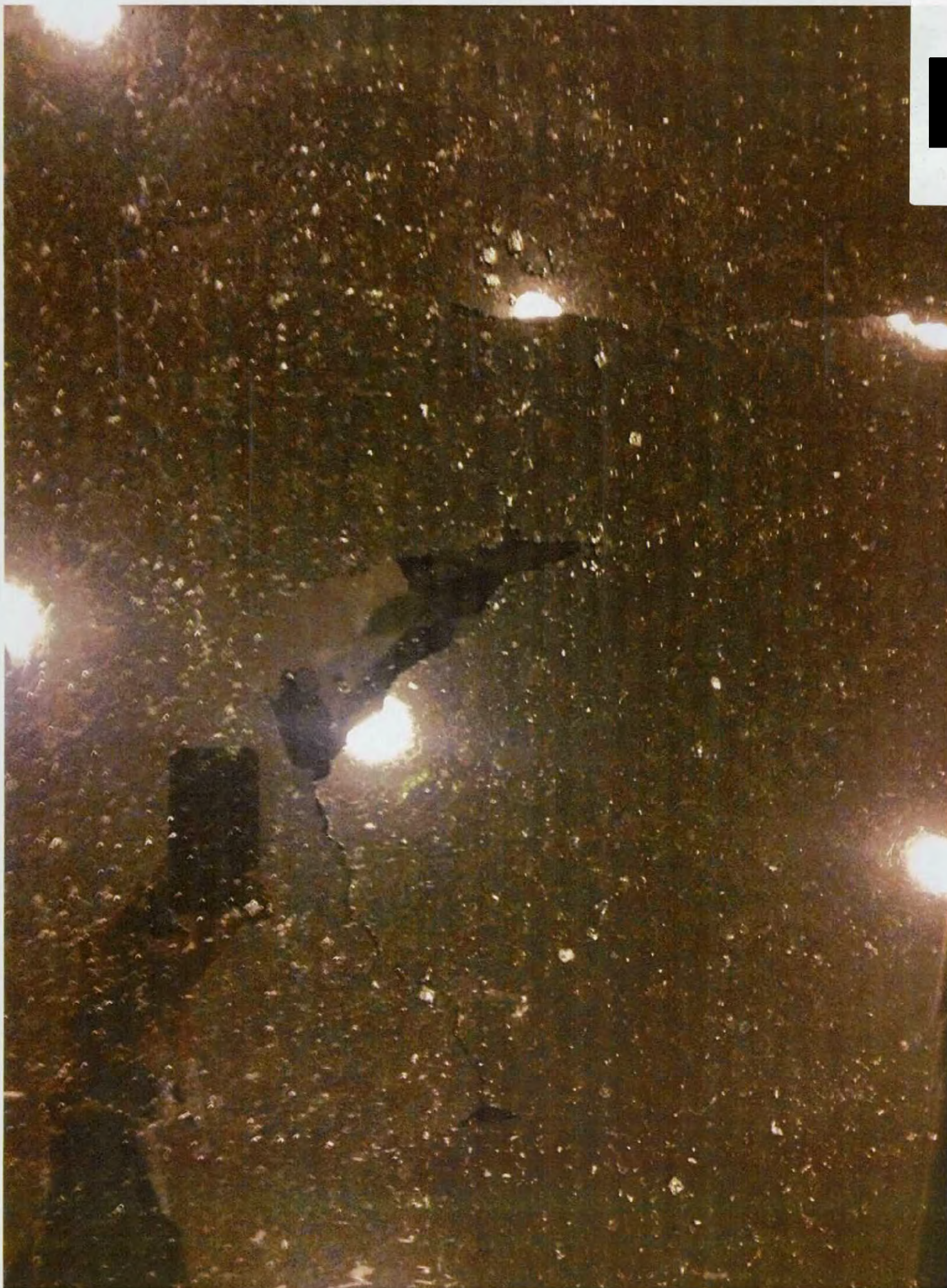
CORRECTIVE ACTION

Replaced panoramic sunroof glass rear

RECOMMENDATIONS









Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

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Distributor: KMA

Region/District: SO16

Dealer Code: OK015

Dealer City: Lawton

Name: Peralta, Richard FTR

Report No.: SO2013PR02147

Issue Date: 11/11/2013 8:11

Dealer Name: Milo Gordon Kia

Dealer State: OK

Component Group:

Component Code:

TREAD Code:

Subject/Title: Customer states the sunroof shatt

Vehicle Data

Model Code: 74282

VIN: 5XYKW4A25CG [REDACTED]

Engine No: G6DCBA772138

Prod Date: 12/7/2011 12:00

Model Desc: SORENTO SX FWL

Mileage: 35,340

Trans No: BBEE4383248

Delivery Date: 1/30/2012 12

Year: 2012

Trans Type: Automatic

Repair Date: 11/11/2013 8

Part Information

Part Number: 81610 2P000

Condition: N59BROKEN / CRACKED

Part ID/Lot:

Part Name: PNL ASSY-PANORAMAROK

Cause: C07CRACKED

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 sunroof glass shattered.

POSSIBLE CAUSE

Unknown

CORRECTIVE ACTION