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Kia Motors America
Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO16

Dealer Code: TX104

Dealer City: Hurst

Name: Peralta, Richard FTR

Report No.: SO2013PR02151

Issue Date: 11/15/2013 8:11

Dealer Name: Moritz Kia of Hurst

Dealer State: TX

Component Group:

Component Code:

TREAD Code:

Subject/Title: Customer states the Sunroof glass

Vehicle Data

Model Code: 74282

VIN: 5XYKW4A29BC [REDACTED]

Engine No: G6DCAK088213

Prod Date: 9/20/2010 12:00

Model Desc: SORENTO SX FWL

Mileage: 22,168

Trans No: BBAEC076694

Delivery Date: 5/7/2011 12

Year: 2011

Trans Type: Automatic

Repair Date: 11/15/2013 8

Part Information

Part Number: 81610 2P000

Condition: N59BROKEN / CRACKED

Part ID/Lot:

Part Name: PNL ASSY-PANORAMARO

Cause: C07CRACKED

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states the Sunroof glass shattered while driving at highway speeds.

ACTUAL CONDITION

Sunroof glass shattered while driving at highway speeds.

INVESTIGATION RESULTS

Found sunroof glass shattered

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: SO12

Dealer Code: TX122

Dealer City: Laredo

Name: Peralta, Richard FTR

Report No.: SO2013PR02153

Issue Date: 11/19/2013 8:11

Dealer Name: Sames Kia

Dealer State: TX

Component Group:

Component Code:

TREAD Code:

Subject/Title: Customer states Sunroof glass sh

Vehicle Data

Model Code: 74282

VIN: 5XYKW4A20DC [REDACTED]

Engine No: G6DCCS863581

Prod Date: 10/8/2012 12:00

Model Desc: SORENTO SX FWL

Mileage: 6,345

Trans No: BBCEE4853646

Delivery Date: 12/12/2012 12

Year: 2013

Trans Type: Automatic

Repair Date: 11/19/2013 8

Part Information

Part Number: 81610 2P000

Condition: N59BROKEN / CRACKED

Part ID/Lot:

Part Name: PNL ASSY-PANORAMAROC

Cause: C07CRACKED

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states Sunroof glass shattered while driving at highway speeds.

ACTUAL CONDITION

Sunroof glass shattered while driving at highway speeds.

INVESTIGATION RESULTS

Found Sunroof glass shattered. Scratches on the top rear of vehicle from glass debris.

POSSIBLE CAUSE

Unknown

CORRECTIVE ACTION