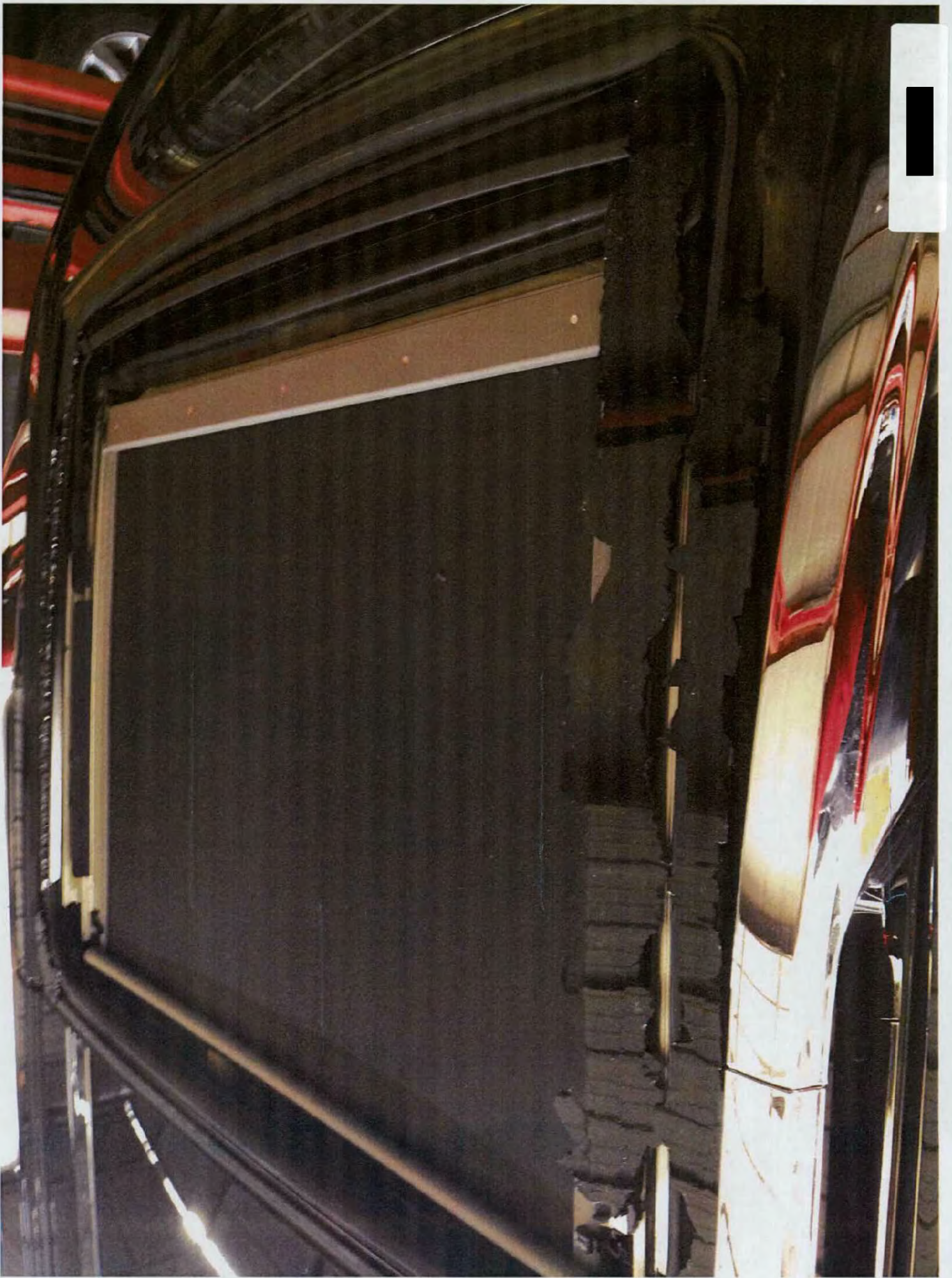

Replace the sunroof assy

RECOMMENDATIONS









Kia Motors America
Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: WE10

Dealer Code: UT010

Dealer City: Salt Lake City

Name: Leon, Gino FTR

Report No.: WE2014LG00047

Issue Date: 2/25/2014 8:02:00

Dealer Name: Jerry Seiner Kia, Salt

Dealer State: UT

Component Group:

Component Code:

TREAD Code:

Subject/Title: Shattered Sunroof

Vehicle Data

Model Code: 74442

VIN: 5XYKUDA25D [REDACTED]

Engine No: G6DCCS871934

Prod Date: 12/5/2012 12:00

Model Desc: SORENTO EX AWE

Mileage: 23,357

Trans No: BDCEE4952691

Delivery Date: 2/8/2013 12

Year: 2013

Trans Type: Automatic

Repair Date: 2/25/2014 8:

Part Information

Part Number: 81610 2P000

Condition: N59BROKEN / CRACKED

Part ID/Lot:

Part Name: PNL ASSY-PANORAMAROX

Cause: C06BROKEN, SPLIT, TORN

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

While driving the sunroof glass shattered. Customer did not hear anything impact the glass and we could not find anything inside the vehicle that could have caused it to break.

ACTUAL CONDITION

Panoramic glass shattered outwards away from vehicle

INVESTIGATION RESULTS

DPSM and dealership inspected vehicle and could not any signs of impact.

POSSIBLE CAUSE

Undetermined

CORRECTIVE ACTION

Replace Panoramic Glass

RECOMMENDATIONS

Pictures for sunroof – 2013 Sorento – VIN# 5XYKUDA25DG [REDACTED]





