



## Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: SO03

Dealer Code: FL087

Dealer City: Merritt Island

Name: Nelson, Jeffrey FTR

Report No.: SO2014NJ00034

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

Dealer Name: Bob Dance Kia

Dealer State: FL

Component Group:

Component Code:

TREAD Code:

Subject/Title: Customer states sunroof glass sha

### Vehicle Data

Model Code: 74482

Model Desc: SORENTO SX AWT

Year: 2012

VIN: 5XYKWDA22C0 [REDACTED]

Mileage: 25,807

Engine No: G6DCBS724242

Trans No: BDBEBA670240

Trans Type: Automatic

Prod Date: 10/24/2011 12:

Delivery Date: 12/28/2011 12

Repair Date: 2/17/2014 8:

### Part Information

Part Number: 81610 2P000

Part Name: PNL ASSY-PANORAMARO

Condition: N59BROKEN / CRACKED

Cause: C07CRACKED

Part ID/Lot:

Other Part No:

Other Part No:

### Case History

#### CUSTOMER COMPLAINT

Customer states while driving sunroof shattered. No other vehicles were around when this happened.

#### ACTUAL CONDITION

Sunroof glass shattered

#### INVESTIGATION RESULTS

Investigation was done by DPSM Found sunroof glass shattered

#### POSSIBLE CAUSE

Unknown

#### CORRECTIVE ACTION

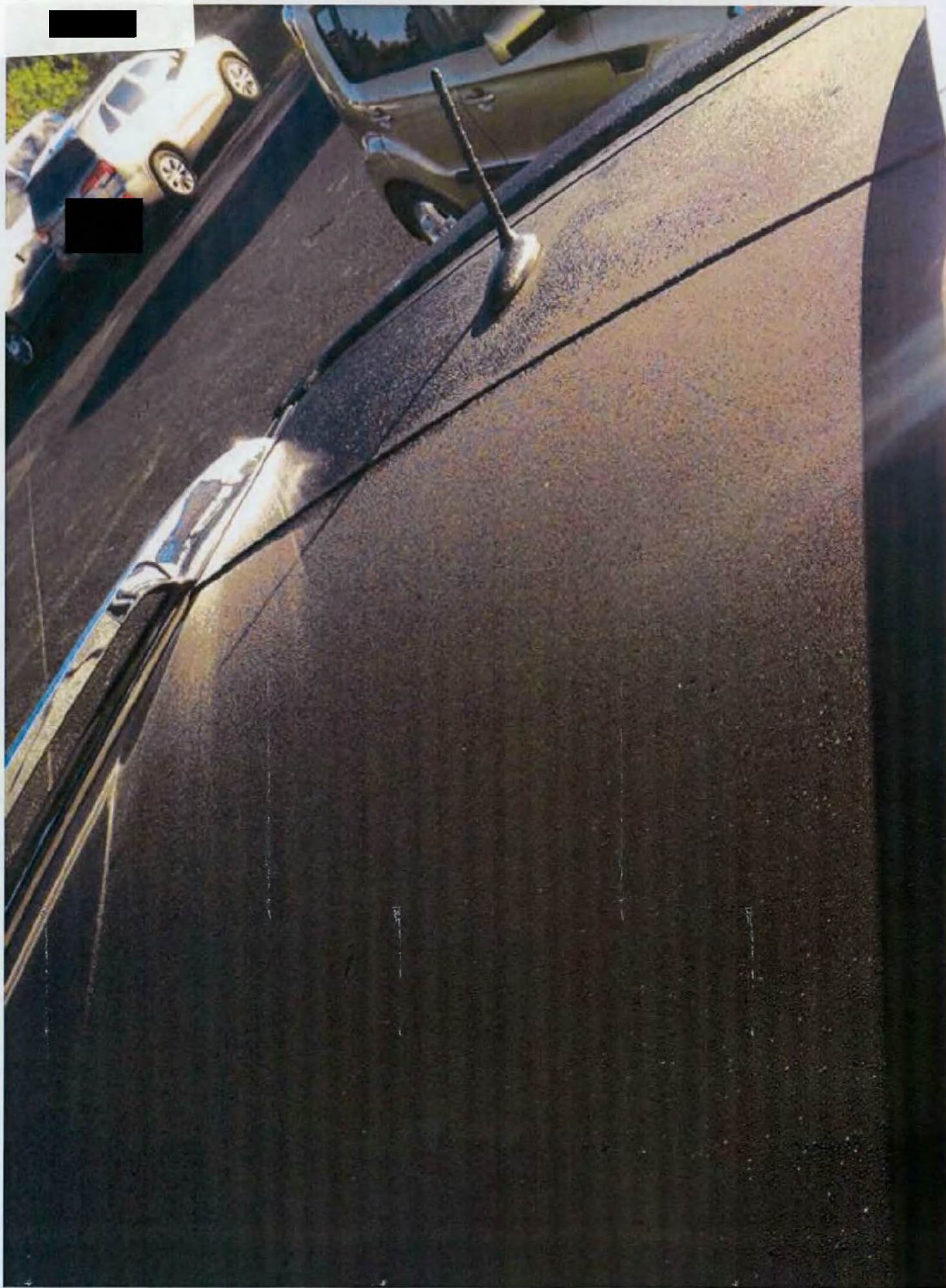
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Replaced sunroof panel assy

RECOMMENDATIONS  
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## Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

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Distributor: KMA

Region/District: SO04

Dealer Code: FL119

Dealer City: Jacksonville

Name: Nelson, Jeffrey FTR

Report No.: SO2014NJ00021

Issue Date: 1/25/2014 8:01:00

Dealer Name: Southside Kia

Dealer State: FL

Component Group:

Component Code:

TREAD Code:

Subject/Title: Customer states sunroof glass sh

### Vehicle Data

Model Code: 74242

VIN: 5XYKU4A2XDC [REDACTED]

Engine No: G6DCCS827880

Prod Date: 7/20/2012 12:00

Model Desc: SORENTO EX FWE

Mileage: 37,343

Trans No: BBCEEA061127

Delivery Date: 8/15/2012 12

Year: 2013

Trans Type: Automatic

Repair Date: 1/25/2014 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:

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#### CORRECTIVE ACTION



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Replaced sunroof panel assy

RECOMMENDATIONS

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