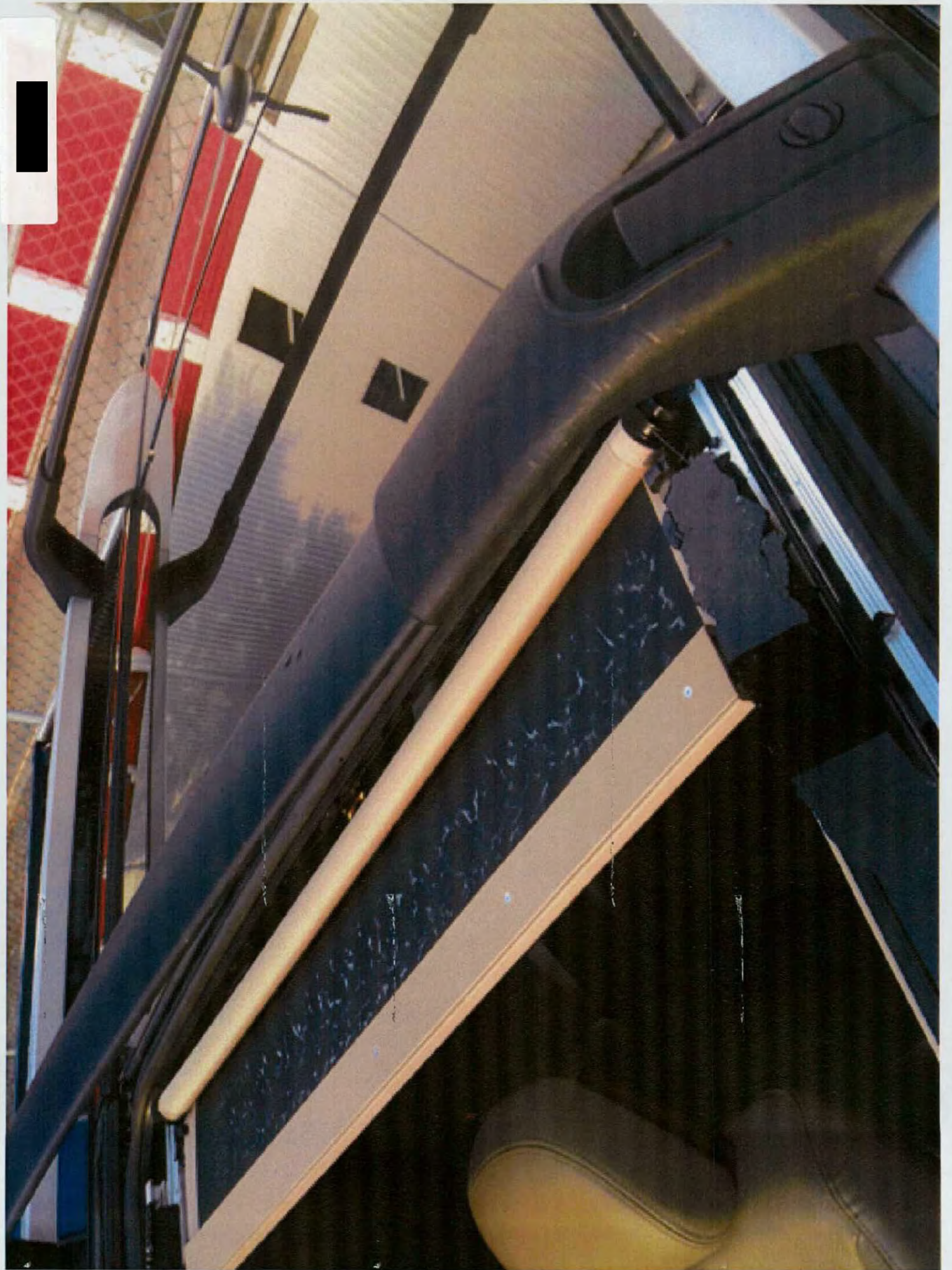




[REDACTED]





Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: CE08

Dealer Code: MN008

Dealer City: Rochester

Name: Flanagan, Jack FTR

Report No.: CE2014FJ00030

Issue Date: 2/12/2014 8:02:00

Dealer Name: Rochester Kia

Dealer State: MN

Component Group:

Component Code:

TREAD Code:

Subject/Title: Panoramic Roof Investigation

Vehicle Data

Model Code: 74442

Model Desc: SORENTO EX 4

Year: 2011

VIN: 5XYKUDA2XBC [REDACTED]

Mileage: 53,970

Engine No: G6DCAK041224

Trans No: BDAEA4301154

Trans Type: Automatic

Prod Date: 4/8/2010 12:00

Delivery Date: 5/13/2010 12

Repair Date: 2/12/2014 8:

Part Information

Part Number: 81610 2P000

Part Name: PNL ASSY-PANORAMAROC

Condition: N59BROKEN / CRACKED

Cause: C99OTHERS

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states that the front roof broke while driving. Customer [REDACTED]

ACTUAL CONDITION

Panoramic roof glass broken.

INVESTIGATION RESULTS

Dealer created TAC case # [REDACTED] and was advised to contact DPSM for authorization. The dealer took all pictures and did initial inspection. The repair was authorized by DPSM. Vehicle was repaired and released with no direct KMA involvement. No obvious impact damage was noted by dealer.

POSSIBLE CAUSE

Due to vehicle being repaired with no KMA inspection and lack of physical evidence root cause could not be accurately

determined.

CORRECTIVE ACTION

Dealer installed new sunroof.

RECOMMENDATIONS





Small illegible sign on the wall.

Show Floor









Kia Motors America
Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: WE06

Dealer Code: AZ049

Dealer City: Peoria

Name: Leon, Gino FTR

Report No.: WE2014LG00060

Issue Date: 3/20/2014 8:03:00

Dealer Name: Peoria Kia

Dealer State: AZ

Component Group:

Component Code:

TREAD Code:

Subject/Title: Shattered Sunroof

Vehicle Data

Model Code: 74282

VIN: 5XYKW4A29CC [REDACTED]

Engine No: G6DCBS718190

Prod Date: 10/7/2011 12:00

Model Desc: SORENTO SX FWD

Mileage: 0

Trans No: BBEE4324082

Delivery Date: 2/17/2012 12

Year: 2012

Trans Type: Automatic

Repair Date: 3/20/2014 8:

Part Information

Part Number: 81610 2P000

Condition: N59BROKEN / CRACKED

Part ID/Lot:

Part Name: PNL ASSY-PANORAMAROC

Cause: C06BROKEN, SPLIT, TORN

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer was driving 35 mph and Panoramic Glass shattered

ACTUAL CONDITION

Panoramic Sunroof Shattered

INVESTIGATION RESULTS

Panoramic Sunroof shattered - no signs of impact. DPSM inspected

POSSIBLE CAUSE

Undetermined

CORRECTIVE ACTION

Replace Panoramic Glass

RECOMMENDATIONS
