



















Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

Page 1 of 2

Distributor: KMA

Region/District: CE02

Dealer Code: OH063

Dealer City: Alliance

Name: Flanagan, Jack FTR

Report No.: CE2014FJ00081

Issue Date: 4/2/2014 8:04:00

Dealer Name: Kia of Alliance

Dealer State: OH

Component Group:

Component Code:

TREAD Code:

Subject/Title: Panoramic Roof Investigation

Vehicle Data

Model Code: 74482

VIN: 5XYKWD429D0 [REDACTED]

Engine No: G6DCCS795906

Prod Date: 4/18/2012 12:00

Model Desc: SORENTO SX AWD

Mileage: 34,055

Trans No: BDCEEA928227

Delivery Date: 5/12/2012 12

Year: 2013

Trans Type: Automatic

Repair Date: 4/2/2014 8:04

Part Information

Part Number:

Condition: N59BROKEN / CRACKED

Part ID/Lot:

Part Name:

Cause: C99OTHERS

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states the sunroof shattered. Customer [REDACTED]

ACTUAL CONDITION

Panoramic roof glass shattered.

INVESTIGATION RESULTS

FTR inspected vehicle on 4/02/2014. Verified rear panoramic roof glass was shattered. Panel was approximately 80% intact on vehicle although entire glass panel was shattered. Inspected sunroof glass extensively and found "chip" at leading front edge of rear glass panel.

POSSIBLE CAUSE

There are no definitive signs of impact. Cause of sunroof fracture is unknown.

CORRECTIVE ACTION

No action taken at this time. Results of inspection reported to RCAM and NCA.

RECOMMENDATIONS
