









Kia Motors America
Field Product Quality Report

Case Number: [REDACTED]

Distributor: KMA

Region/District: EA09

Dealer Code: NJ028

Dealer City: Burlington City

Name: Selz, James FTR

Report No.: EA2014SJ00083

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

Dealer Name: Burlington Kia

Dealer State: NJ

Component Group:

Component Code:

TREAD Code:

Subject/Title: Sunroof panel shattered.

Vehicle Data

Model Code: 74242

VIN: 5XYKU4A26BG [REDACTED]

Engine No: G6DCAK036290

Prod Date: 3/22/2010 12:00

Model Desc: SORENTO EX 4

Mileage: 44,062

Trans No: BB9EA4243454

Delivery Date: 5/22/2010 12

Year: 2011

Trans Type: Automatic

Repair Date: 4/8/2014 8:04

Part Information

Part Number:

Condition: N59BROKEN / CRACKED

Part ID/Lot:

Part Name:

Cause: C32FOREIGN MATERIAL, CLOGGED

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states driving along and the sunroof shattered.

ACTUAL CONDITION

Only the outside edge of the sunroof is left and water is sitting on the sunroof shade. Water was sitting the cup holders too.

INVESTIGATION RESULTS

Sunroof panel completely shattered and the deflector was missing, the only pieces left were the pieces attached to the sunroof rails. I did find small chips in the windshield. I noticed a mark on the right side hood panel that looks like something hit and skip across it. Also found a chip in the front of the rear glass roof panel. Notice a small amount of paint chips on the rear air deflector. I noticed water intrusions in the vehicle. The customer allegedly drove the vehicle in the rain and did not cover up the roof panel were the sunroof shattered. Dealer is not sure the customer covered the panel after or just before they brought the vehicle to the dealer. The headliner and the carpet are still damp and water is sitting in the cup holder and top of the front shade that covers the sunroof panel.

POSSIBLE CAUSE

Undetermined.

CORRECTIVE ACTION

We need to make sure the dealer dries the carpet out and also inspects under the center console for water damage. They need to drop the headliner to inspect for water intrusion into connectors and verify there is no corrosion. They will need to replace Visors and the front shade for the sunroof panel due to water damage. The will need to be replace defector and sunroof glass panel.

RECOMMENDATIONS









