



Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

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Distributor: KMA

Region/District: CE02

Dealer Code: OH025

Dealer City: Toledo

Name: Flanagan, Jack FTR

Report No.: CE2014FJ00181

Issue Date: 8/18/2014

Dealer Name: Taylor Kia

Dealer State: OH

Component Group:

Component Code:

TREAD Code:

Subject/Title: Panoramic Roof

Vehicle Data

Model Code: 74482

VIN: 5XYKWDA22CG [REDACTED]

Engine No: G6DCBS708230

Prod Date: 9/21/2011

Model Desc: SORENTO SX

Mileage: 48,929

Trans No:

Delivery Date: 4/12/2012

Year: 2012

Trans Type: Automatic

Repair Date: 8/18/2014

Part Information

Part Number:

Condition: A32 Appearance > Parts
Appearance Concern >

Part ID/Lot:

Part Name:

Cause: ZZ6[ZZ6] External influence

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 8/18/2014. Verified panoramic roof glass was shattered. Panel was approximately 10% intact on vehicle although entire glass panel was shattered. Inspected sunroof glass extensively and found "chip" at front edge of glass panel.

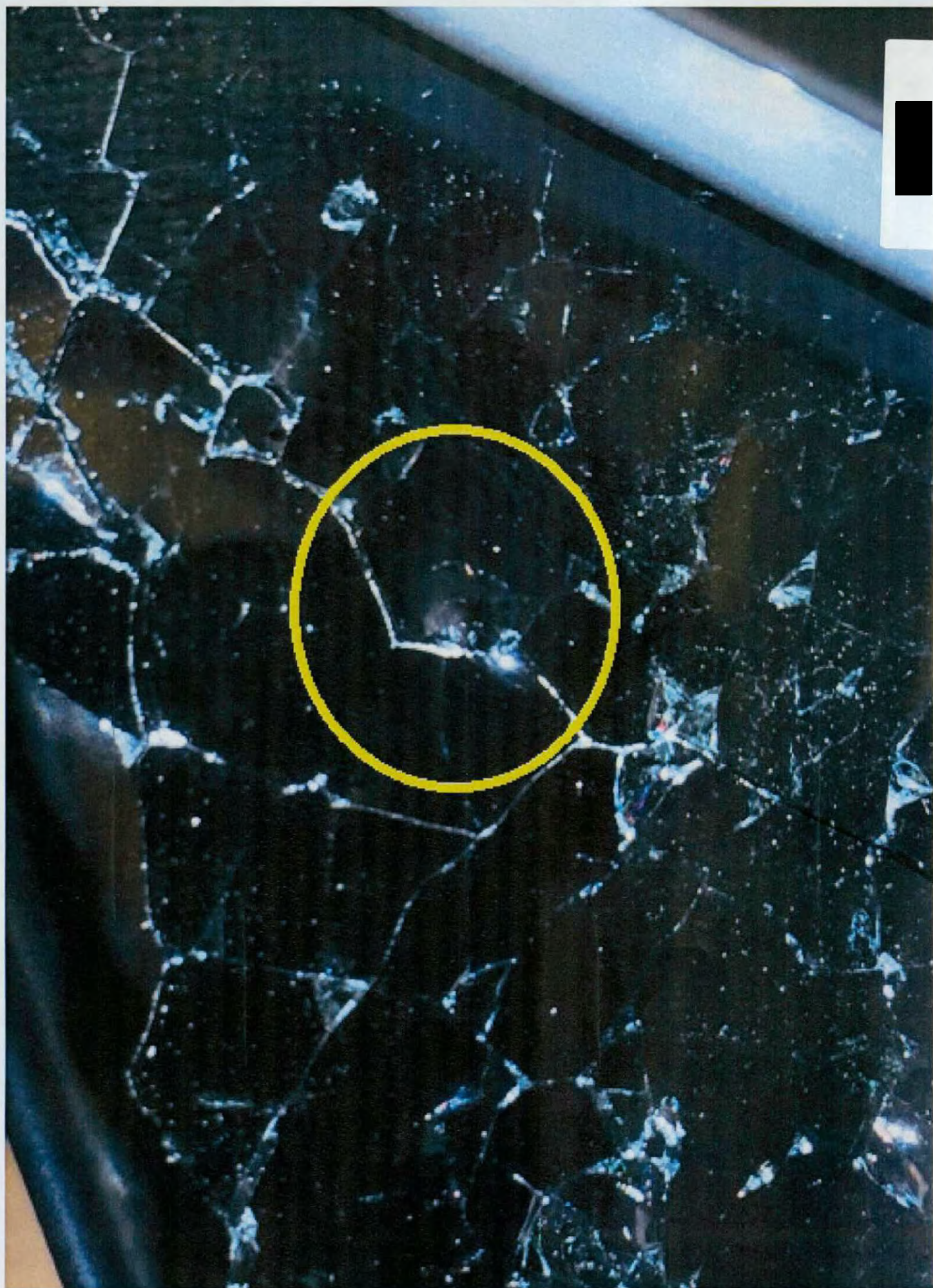
POSSIBLE CAUSE

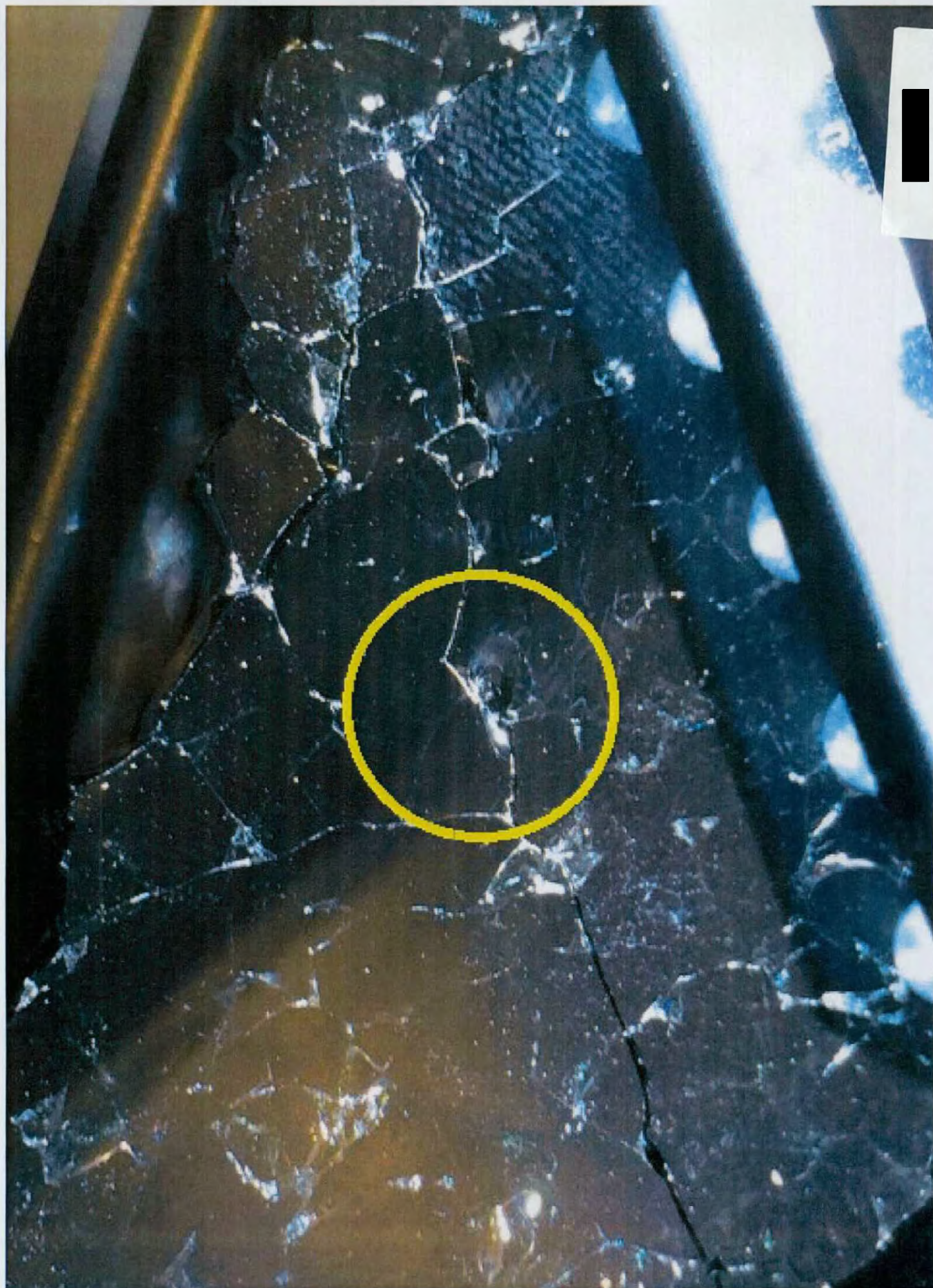
There are no definitive signs of impact. Cause of sunroof fracture is unknown.

CORRECTIVE ACTION

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

RECOMMENDATIONS







Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

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Distributor: KMA

Region/District: SO17

Dealer Code: TX119

Dealer City: Corpus Christi

Name: Peralta, Richard FTR

Report No.: SO2014PR00185

Issue Date: 8/20/2014

Dealer Name: Mike Shaw Kia

Dealer State: TX

Component Group:

Component Code:

TREAD Code:

Subject/Title: Sunroof shattered while

Vehicle Data

Model Code: 74282

VIN: 5XYKW4A29D [REDACTED]

Engine No: G6DCCS820093

Prod Date: 7/11/2012

Model Desc: SORENTO SX

Mileage: 4,048

Trans No:

Delivery Date: 9/25/2012

Year: 2013

Trans Type: Automatic

Repair Date: 8/20/2014

Part Information

Part Number: 81610 2P000

Condition: B11 Assembly > Assembly
Concern > Incorrectly

Part ID/Lot:

Part Name: PNL

Cause:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

Customer states Sunroof shattered while closing rear hatch

ACTUAL CONDITION

Sunroof shattered while closing rear hatch

INVESTIGATION RESULTS

All glass gone with the exception of the side rails

POSSIBLE CAUSE

Unknown

CORRECTIVE ACTION

Replace pano roof assy

RECOMMENDATIONS



MANUFACTURED BY

KIA MOTORS MANUFACTURING GEORGIA, IN

UL/11/12

GVWR 5203 lbs

PAINT SWP

TRIM VA

GAWR

TIRES

RIMS

COLD TIRE INFL

NT 2977 lbs

P235/60R18

7.0JX18

33psi

SINGL

R 3197 lbs

P235/60R18

7.0JX18

33psi

SINGL

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL
MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE

V I N 5 X Y K W 4 A 2 9 D G

MPV



