







Kia Motors America Field Product Quality Report

Case Number: [REDACTED]

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Distributor: KMA

Region/District: CE07

Dealer Code: WI019

Dealer City: Waukesha

Name: Ginn, Brian FTR

Report No.: CE2014GB00174

Issue Date: 8/6/2014

Dealer Name: Russ Darrow Kia

Dealer State: WI

Component Group:

Component Code:

TREAD Code:

Subject/Title: Sunroof Investigation

Vehicle Data

Model Code: 74442

VIN: 5XYKUDA22BG [REDACTED]

Engine No: G6DCAK031135

Prod Date: 3/5/2010

Model Desc: SORENTO EX

Mileage: 83,763

Trans No:

Delivery Date: 7/28/2010

Year: 2011

Trans Type: Automatic

Repair Date: 8/6/2014

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 that the Sunroof glass shattered.

ACTUAL CONDITION

Sunroof Glass was Shattered.

INVESTIGATION RESULTS

FTR inspected vehicle on 8/5/2014. Verified sunroof glass was shattered. Glass was less than 10% intact on vehicle. Inspected sunroof extensively but did not notice any projectiles or obvious evidence of impact damage to glass.

POSSIBLE CAUSE

Undetermined.

CORRECTIVE ACTION

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

RECOMMENDATIONS





