

PE19-004

KIA

6/28/2019

DEFECT B

FIELD REPORTS

SPORTAGE





Field Product Quality Report

* Required Fields

Distributor	KMA	Report #	[REDACTED]
Region	SW08	Report Create	11/18/2018
Dealer*	[CO037] MEDVED NORTH IMPORTS, INC.	Dealer City, State	WHEAT RIDGE, CO
Name	[REDACTED] - FTS	Attached	
Model Number	42422	Model	2018 SPORTAGE LX/BS AUTO
VIN*	KNDPMCAC8J7 [REDACTED]	Production Date	05/08/2017
Engine No	G4KJHH041139	Delivery Date	06/30/2017
Trans No	KMHRBH771197	FTS Visit Date	11/16/2018
Trans Type	Auto	RO Open Date	11/09/2018
Mileage In	41793	Mileage Out	41793
Part No		Part Desc	
Oth Part #1	-	Oth Part #2	-
Condition/Nature	-	Cause	-
Subject*	LM-DLR-CO037-[REDACTED]		

Additional VIN List

VIN No	Prod.Date	Mileage	Condition/Nature	Cause
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Condition

Customer Complaint Actual Condition

Customer states vehicle was overheating and customer dropped vehicle off and minutes later it engulfed in flames

There had been a fire in engine bay area

Analysis

Investigation Results

- Service Manager advised me of this vehicle during my visit to assist with another vehicle
- The vehicle was outside when I first saw it so I took pictures of it there before pushing it into the shop
- The battery was destroyed in the fire so I was unable to turn the ignition on
- The SM contacted the rental car company and asked them for the last known mileage...the mileage listed in this report was obtained from the rental car company not actually seen by me
- Pushed the vehicle into the shop and onto a lift to inspect the chassis and take pictures

Possible Cause Corrective Action

Unknown

Advised them not to do anything to the vehicle until they have heard back from someone at Kia



File Uploads

Open	File Name	Comments
Open	IMG_1385.JPG	
Open	IMG_1386.JPG	
Open	IMG_1389.JPG	

LOADING INFORMATION
LES PNEUS ET LE CHARGEMENT

D40

TOTAL 5	FRONT 2	REAR 3
	AVANT	ARRIÈRE
440 kg ou 970 lb		

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
VOIR LE MANUEL DE L'USAGER POUR PLUS DE RENSEIGNEMENTS

MANUFACTURED IN KOREA BY
KIA MOTORS CORPORATION

05/17 **GVWR 4740 LB** **PAINT BY2** **TRIM WK**
GAWR **TIRES** **RIMS** **COLD TIRE INFL**

FRONT 2646 LB 225/60 R17 **7.0Jx17** **35psi SINGLE**
REAR 2535 LB 225/60 R17 **7.0Jx17** **35psi SINGLE**

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. KNDPMCAC8J7 [REDACTED]
MPV





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