

**2014-2016MY Cadenza
Windshield
Basis of Safety Defect Determination 573.6(c)(6)**

September 2021	Through regular monitoring of field data, Kia North America (Kia NA) Safety Office identifies potential front windshield glass looseness complaint on a 2016MY Cadenza. Kia NA Safety Office conducts preliminary evaluation of warranty claims of windshield glass leaks, wind noise and flapping.
October-November 2021	Kia NA Safety Office continues to analyze field data to identify potential loose windshield glass incidents and locates potential vehicle for inspection. No customer complaints of complete windshield glass separation. No reports of injuries or crashes.
November 17, 2021	Kia NA inspects a 2016MY Cadenza vehicle and identifies windshield glass looseness on certain sections of glass. Following vehicle inspection, windshield glass is removed and shipped to Kia NA for further investigation.
December 20, 2021	Kia NA receives the shipped 2016MY Cadenza windshield glass. Kia NA Safety Office inspects windshield glass and identifies insufficient primer application on certain sections of glass.
January 25, 2022	Kia NA Safety Office locates a 2014MY Cadenza for inspection. Vehicle inspection reveals windshield glass looseness on certain sections of glass. Windshield glass was not removed in order to conduct further investigation. Kia NA begins vehicle repurchase process.
February 16, 2022	The windshield glass for the 2016MY Cadenza previously inspected is sent to Kia Corporation (Kia HQ) for its further investigation.
February 26, 2022	Kia HQ receives the shipped windshield glass from subject 2016MY Cadenza.
March 3-4, 2022	Kia NA receives repurchased 2014MY Cadenza vehicle. Kia NA Safety Office removes windshield glass from the vehicle and confirms insufficient adhesion along certain sections of windshield.
March 7-8, 2022	Kia HQ informs Kia NA Safety Office of its 2016MY Cadenza windshield glass investigation results. Kia HQ confirms windshield glass had lower primer thickness along certain sections of the windshield.

	<p>Kia HQ advises Kia NA Safety Office that while exact cause of condition is not known, it is believed to be due to a deviation in the application of primer to the front windshield glass at the vehicle assembly plant.</p>
<p>March 8, 2022</p>	<p>Kia NA decides to conduct a safety recall of the 2014-2016MY Cadenza vehicles. 256 warranty claims [dates of receipt 8/31/16—10/25/21], 25 techline cases [dates of receipt 4/11/17—1/4/21] and 24 customer complaints [10/26/16—10/6/21] of windshield glass looseness. No complaints of complete windshield glass separation. No fatalities, injuries, crashes or fires.</p>