



U.S. Department of Transportation  
**National Highway Traffic Safety Administration**

# ODI RESUME

**Investigation:** PE25004  
**Prompted By:** VOQ Review  
**Date Opened:** 04/29/2025      **Date:** 03/11/2026  
**Investigator:** Lydia Kocher      **Closed:**  
**Approver:** Tanya Topka      **Reviewer:** Peter Kivett  
**Subject:** Windshield Wiper Failure

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Kia America, Inc.  
**Products:** 2024-2025 Kia EV9  
**Population:** 27,233

**Problem Description:** Inoperative windshield wipers due to snow and/or ice accumulation

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
<b>All Incidents:</b>	7	22	0	13	24*	0
<b>Crashes/Fires:</b>	0	0	0	0	0	0
<b>Injury Incidents:</b>	0	0	0	0	0	0
<b>Number of Injuries:</b>	0	0	0	0	0	0
<b>Fatality Incidents:</b>	0	0	0	0	0	0
<b>Number of Fatalities:</b>	0	0	0	0	0	0

**Description of Other:**  
Warranty Claims

\*Total eliminates duplicates received by the manufacturer

## ACTION/SUMMARY INFORMATION

**Action:** This (PE) Preliminary Evaluation is closed with a manufacturer action Product Improvement Campaign.

**Summary:**

On April 29, 2025, NHTSA's Office of Defects Investigation (ODI) opened this Preliminary Evaluation (PE25004) to investigate inoperative windshield wipers in model year (MY) 2024-2025 Kia EV9 vehicles. The complaints

report windshield wipers that malfunction while driving, when snow and/or ice accumulates on or at the bottom of the windshield or in the cowl. ODI further received videos and photographs that depict relatively small amounts of snow and/or ice accumulation that leads to the wipers' malfunction. Inoperative windshield wipers could reduce driver visibility during inclement weather and increase the risk of a crash.

ODI identified 7 Vehicle Owners Questionnaires (VOQs) related to this investigation. Five VOQs describe inoperative windshield wipers due to snow and/or ice accumulation. Two other VOQs describe other malfunctioning windshield wipers including snow build-up on the blades and an odor of overheating. The wipers are equipped with thermal overload protection designed to limit overheating of the wiper motor. Further, consumers describe windshield wipers that temporarily stop working when they are not able to clear the windshield. This may happen when the wipers stop before the parked position in the cowl at the bottom of the windshield.

In January 2026, Kia informed ODI that it will conduct a Product Improvement Campaign with owner notification for approximately 47,000 MY 2024-2026 EV9 vehicles. The campaign includes a hardware change to the passenger-side wiper arm and an Owner's Manual revision. The replacement wiper arm will be a different shape and angle that increase the space/clearance between the cowl and the wiper. The Owner's Manual revision will emphasize the importance of snow removal prior to driving, and it will recommend that drivers place the wipers in service mode when the vehicle is parked outdoors, and snow is forecasted. In addition, Kia is planning to develop pop-up cluster warnings that will be temperature-dependent, and they will remind owners to clear snow/ice pre-drive and to place the wipers in service mode post-drive.

In view of Kia's field action, ODI is closing this Preliminary Evaluation. ODI will take additional action if warranted by future circumstances. To review the ODI reports cited in the Closing Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).