



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

OFFICE OF DEFECTS INVESTIGATION

ODI RESUME

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

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Kia America, Inc.
Products: 2024-2025 Kia EV9
Population: 26,862 (Estimated)
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
All Incidents:	5	0	0	0	5	0
Crashes/Fires:	0	0	0	0	0	0
Injury Incidents:	0	0	0	0	0	0
Number of Injuries:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

ACTION/SUMMARY INFORMATION

Action: A Preliminary Evaluation (PE) has been opened.

Summary:

The Office of Defects Investigation (ODI) has received 5 Vehicle Owner Questionnaires (VOQs) alleging inoperative windshield wipers in model year 2024-2025 Kia EV9 vehicles. The complaints report windshield wipers that stop functioning while driving, when snow and/or ice accumulates on or at the bottom of the windshield. ODI further received videos and photographs apparently documenting the issue and depicting relatively small amounts of snow and/or ice accumulation

that reportedly leads to the wipers' malfunction. Inoperative windshield wipers could reduce driver visibility during inclement weather and increase the risk of a crash.

ODI is opening this Preliminary Evaluation (PE) to determine the scope and severity of the potential problem and to fully assess the potential safety-related problems. To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).