



Kia America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2024 EV9 GT-LINE AWD AUTO

Engine: 99.8 KWH LITHIUM ION (DM) **Model Code:** P5472

VIN: [REDACTED]

Mileage: 4

Prod Date: 11/24/2023

Warranty Start Date: 05/22/2024

Dealer/Contact Data:

Dealer: TX119 Mike Shaw Kia

Phone: 3613049008

FAX: 3619911845

Contact: Bill Miluszusky

Contact Title: Service Manager

Service District: SW05

Case Details:

Case Title: Wiper system - Inop Front # Damaged wiper blade and incorrect

Symptom: Out Of Adjustment

DTC:

System: Body Electrical

Component: Windshield Wipers

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Resolution: replace driver wiper arm and

Case History

*** 03/05/2024 11:45:30 ***

Contact = Joe Flores, Priority = Standard, Sub Status = Dispatched

*** 03/05/2024 11:45:30 ***

Web - Problem Description created on 03/05/2024 11:32:19 and created by Joe Flores starting case due to finding left front wiper blade assembly damaged/broken and the right out of adjustment at resting position.

*** 03/05/2024 11:45:31 ***

Web - Diagnostics created on 03/05/2024 11:32:19 and created by Joe Flores need to replace the left wiper blade assembly adjust the right arm to the correct resting position.

*** 03/05/2024 11:45:32 ***

wiper 1.jpeg added by Joe Flores on 03/05/2024 11:45:31

*** 03/05/2024 11:45:33 ***

wiper 2.jpeg added by Joe Flores on 03/05/2024 11:45:32

*** 03/05/2024 11:45:34 ***

wiper 4.jpeg added by Joe Flores on 03/05/2024 11:45:33

*** 03/05/2024 11:45:35 ***

wiper3.jpeg added by Joe Flores on 03/05/2024 11:45:34

*** 03/05/2024 12:56:31 ***

Accepted, from Queue = TL_EV9 to WIPBin default

*** Web - Advice created on 03/05/2024 13:02:46 and created by Brian Lall ***

Advice 1: Thanks for letting me know what you found and for the pictures. After the repair is completed, please close the

case.

*** 03/06/2024 09:46:27 ***

Case Closed with Resolution Code: Information Taken

Resolution Summary: replace driver wiper arm and adjusted passenger side wiper arm



Kia America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2024 EV9 WIND AWD AUTO

Engine: 99.8 KWH LITHIUM ION (DM) **Model Code:** P5452

VIN: [REDACTED]

Mileage: 1,084

Prod Date: 11/06/2023

Warranty Start Date: 12/29/2023

Dealer/Contact Data:

Dealer: GA075 Kia of Lagrange

Phone: 7062985024

FAX: 7062985036

Contact: Zack Spraggins

Contact Title: Exclusive Kia Technician

Service District: SO06

Case Details:

Case Title: Electrical System - General # headlamps and wipers inop

Symptom: Electrical Short

DTC:

System: Body Electrical

Component: Switch (General)

Resolution: M01-C Added two coats of

Case History

*** 03/11/2024 14:06:38 ***

Contact = Zack Spraggins, Priority = Standard, Sub Status = Dispatched

*** 03/11/2024 14:06:40 ***

Web - Problem Description created on 03/11/2024 14:06:40 and created by Zack Spraggins
Customer states headlamps and wipers are inop.

*** 03/11/2024 14:06:40 ***

Web - Diagnostics created on 03/11/2024 14:06:40 and created by Zack Spraggins
verified customers concern , the cluster indicates that the headlamps and the wipers switches are operating as it shows the function when the stalks are moved but you get nothing out of the wipers except the washing function for the front windshield and the rear windshield . the headlamps im getting nothing but the running lamp i would assume. no blown fuses on smart junction box.

*** 03/12/2024 05:31:28 ***

Accepted, from Queue = TL_EV9 to WIPBin General

*** Web - Advice created on 03/12/2024 05:49:18 and created by Steven Okimura ***

Advice 1: Zack, did the C112600 return? Please disconnect the battery cables and jump them together for 10 minutes and retest. Check for an actuation test for the wipers and headlamps and report results. Any DTC's returning when trying to operate the wipers or headlamps, shifting concerns?

Advice 2: During the EWR period, Kia technicians are required to provide continuous follow up on ALL Techline cases until resolution. If the customer has taken the vehicle before the repairs are completed or if you are waiting for parts to arrive, Techline must be updated regularly on these types of status of repairs until closure. Once you have repaired the vehicle, please do the following...

- Please provide a detailed response of cause of concern
- Close the case, and submit your warranty claim
- Please provide photos of all concerns along with any other documents for quick action

Please be sure to submit your warranty claim immediately after the vehicle has been repaired.
Thank you.

*** 03/12/2024 05:56:08 ***

Web - Note created on 03/12/2024 05:56:08 and created by Zack Spraggins
The c112600 did not return , no tire light or any other lights on the cluster. i did not see any actuation tests for the headlamps or the wiper system however i did monitor them on data analysis and it shows a change on there when operating either stalk as it shows on the cluster .

*** 03/12/2024 05:56:31 ***

Web - Note created on 03/12/2024 05:56:30 and created by Zack Spraggins
will perform the global for 10 minutes and report back to you with results.

*** Web - Advice created on 03/12/2024 06:29:01 and created by Steven Okimura ***

Advice 1: Did you look in the BDC BCM, Central communication unit, Multifunction switch? Are there output PIDs in current data also?

*** 03/12/2024 11:17:32 ***

Web - Note created on 03/12/2024 11:17:31 and created by Zack Spraggins
Okay the 10 minute global reset did not resolve anything. However I did find a low and high wiper relay operation under bdc-bcm and when starting those the wipers will move up and down and when switching the switch off the return to the park position and while under this in actuation tests the wiper low and high relays are not coming on when moving the wiper stalk

*** Web - Advice created on 03/12/2024 13:39:36 and created by Steven Okimura ***

Advice 1: Zach, I was able to see a few PIDs in your BCM current data and noticed IGN2 was 0.0v. Ignition ON, do you have B+ on both sides of the Module 5, Module 6, A/C 2 and Washer fuses?

*** 03/13/2024 13:21:07 ***

Web - Note created on 03/13/2024 13:21:07 and created by Zack Spraggins
I do have 12 volts on both side of each of those fuses.

*** Web - Advice created on 03/13/2024 15:51:35 and created by Steven Okimura ***

Advice 1: If you check BDC-BCM current data, is the Ignition 2 voltage reading B+ or zero volts?

*** 03/14/2024 04:50:01 ***

Web - Note created on 03/14/2024 04:50:01 and created by Zack Spraggins
It is reading 0 volts on ignition 2

*** Web - Advice created on 03/14/2024 07:49:17 and created by Steven Okimura ***

Advice 1: Zack, if you remove the Module 5 fuse do any of the symptoms change, any additional electrical functions inop?

*** 03/14/2024 09:09:13 ***

Web - Note created on 03/14/2024 09:09:13 and created by Zack Spraggins
Removed module 5 fuse and everything still works as far as ac radio all buttons on steering wheel did not affect the headlamp operation or the wiper operation both still inop

*** 03/14/2024 09:51:39 ***

Web - Note created on 03/14/2024 09:51:38 and created by Zack Spraggins
Also just realized I don't have any heated or cooled seat or heated steering wheel operation from drivers door panel buttons or passenger door panel buttons

*** Web - Advice created on 03/14/2024 09:55:51 and created by Steven Okimura ***

Advice 1: Zack, check ETM > Body electrical > Integrated body control unit (BDC/Smart & Digital Key (UWB)) system page 1. The Module 5 fuse is powered by the IGN2 relay so I suspect an open or poor connection at BDC M01-C pin 13. I hear this connector isn't quick to access. To triple check first, if you have another EV9, remove the Module 5 fuse and see if the wipers and headlamps stop working and IGN2 now reads 0v.

*** 03/14/2024 13:20:32 ***

Web - Note created on 03/14/2024 13:20:32 and created by Zack Spraggins
you hit the nail on the head there , i had the crash pad somewhat tore apart still for the bdc-bcm replacement and grabbed that connector with the switch on and the wiper and headlamp stalk moved to the on position and boom the both came on thanks for the help improved pin tension and applied stabilant 22 to the connectors of the bdc-bcm.

*** Web - Advice created on 03/14/2024 15:34:06 and created by Steven Okimura ***

Advice 1: Great news Zack! Submit your claim and close the case after the repair.

*** 03/15/2024 04:50:37 ***

Web - Note created on 03/15/2024 04:50:36 and created by Zack Spraggins
is there an address that you would like this bdc-bcm module shipped to for investigation?

*** Web - Advice created on 03/15/2024 06:50:11 and created by Steven Okimura ***

Advice 1: Zack, I was under the impression that you were able to repair the loose pin tension to resolve this issue? Adjusting pin fit and applying Stabilant typically works well.

*** 03/18/2024 09:17:09 ***

Case Closed with Resolution Code: Faulty Component
Resolution Summary: ign 2

*** 04/25/2024 14:29:17 ***

Case Number: [REDACTED] Reopen Requested by Zack Spraggins.
Reason: [Customer just recently brought the vehicle back in with the headlamps and the wipers inop again , the last time the vehicle was in it had two separate complaints one being the headlamps and the wipers were inop and the other being there tpms light was on , replaced the bdc-bcm for the tpms light since it was an active code . and had to create a separate case for the headlamps and the wipers being inop . now they are inop again and I have found that there is still either loose pin tension at m01-C and or a bad wire in the harness there I can wiggle the harness before the bdc-bcm and get the wipers and the headlamps to lose connection also I can wiggle the wires at the connector m01-C and get them to cut off there as well.]

*** 04/25/2024 14:57:41 ***

Reopened with Sub Status of Working

*** Web - Advice created on 04/25/2024 14:59:49 and created by Steven Okimura ***

Advice 1: Hello Zack, if you did not remove and tighten the M01-C pin 13 terminal, then apply two coats of Stabilant, please do so and wiggle test again.

*** Service Alert Escalated to CA as: [REDACTED] on 04/26/2024 01:02:30 (PST)

*** Dispatched to Queue Service Alert / Techline on 04/26/2024 01:02:35 (PST)

*** 04/26/2024 05:24:01 ***

Web - Note created on 04/26/2024 05:24:01 and created by Zack Spraggins man that pin is so small I have not been able to remove it to tighten the terminal but I did apply two coats of stabilant waiting for it to dry and then I'll retest.

*** Web - Advice created on 04/26/2024 08:32:00 and created by Steven Okimura ***

Advice 1: Okay, keep me posted.

*** Web - Advice created on 04/30/2024 09:52:42 and created by Steven Okimura ***

Advice 1: Checking in on the status of this case. If the vehicle has been repaired, add detailed notes and close the case. Thank you

*** 05/01/2024 09:10:12 ***

Case Closed with Resolution Code: Faulty Component

Resolution Summary: M01-C Added two coats of stabilant 22 and tightened pin tension at pin 13.



Kia America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2024 EV9 GT-LINE AWD AUTO

Engine: 99.8 KWH LITHIUM ION (DM) **Model Code:** P5472

VIN: [REDACTED]

Mileage: 237

Prod Date: 11/06/2023

Warranty Start Date: 02/13/2024

Dealer/Contact Data:

Dealer: WA029 Lee Johnson Kia

Phone: 4258230800

FAX: 4258230830

Contact: JACK RYAN

Contact Title: Technician Trainee

Service District: WE08

Case Details:

Case Title: Wiper system - Inop Front # (E25 pin 5 backed out)

Symptom: Blown Fuse

DTC:

System: Engine Electrical

Component: Wires

Resolution: RECONNECTED BAD PIN

Case History

*** 03/12/2024 11:24:13 ***

Contact = JACK RYAN, Priority = Standard, Sub Status = Dispatched

*** 03/12/2024 11:24:14 ***

Web - Problem Description created on 03/12/2024 11:20:57 and created by JACK RYAN
FRONT WIPER BLADES FROZEN MID WINDOW. CAN NOT FIND WIPER MOTOR FUSE IN D/S FLOOR PANEL FUSE BOX.
REAR WIPER WORKS. IS THERE ANY ADVISE YOU CAN GIVE. ILL BE WORKING ON INSTALLING A TOW HITCH IN THE
MEANTIME FOR THE CUSTOMER.

*** 03/12/2024 11:24:14 ***

Web - Diagnostics created on 03/12/2024 11:20:57 and created by JACK RYAN
TOGGLED WIPER SWITCH FRONT AND BACK. ONLY REAR WORKS. I CAN NOT FORCE THE WIPER BLADES DOWN TO
RESTING POSITION. CAN NOT FIND A WIPER MOTOR FUSE

*** 03/12/2024 11:39:42 ***

Web - Note created on 03/12/2024 11:39:42 and created by JACK RYAN
I ALSO REPLASD WIPER RELAY UNDER HOOD WITH A KNOWN GOOD ONE AND NO CHANGE OCCURED

*** 03/12/2024 11:42:20 ***

Web - Note created on 03/12/2024 11:42:20 and created by JACK RYAN
FUSES UNDER HOOD ARE ALSO GOOD

*** 03/12/2024 12:10:12 ***

Accepted, from Queue = TL_EV9 to WIPBin General

*** Web - Advice created on 03/12/2024 12:18:22 and created by Steven Okimura ***

Advice 1: Jack, the fuse is in the under frunk fuse box Wiper Frt 1 30a, check for B+ on both sides of the fuse. Which relay did you try? Do you hear any clicking from the wiper low or the wiper high in low, or high positions?

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- Please provide a detailed response of cause of concern
- Close the case, and submit your warranty claim
- Please provide photos of all concerns along with any other documents for quick action

Please be sure to submit your warranty claim immediately after the vehicle has been repaired
Thank you.

*** 03/12/2024 13:59:00 ***

Web - Note created on 03/12/2024 13:58:59 and created by JACK RYAN

I CHECKED THE FUSES AND WIPER RELAY UNDER THE FRUNK AND THEY ARE GOOD. I DO NOT HEAR ANY CLICKING OR SOUNDS AT ALL FROM THE WIPER MOTOR.

*** Web - Advice created on 03/12/2024 14:04:38 and created by Steven Okimura ***

Advice 1: Flight record ALL BDC-BCM current data operating the switch in all position. Perform an actuation test also. I meant to say do you hear the relays click. Thank you

*** 03/12/2024 15:29:27 ***

Web - Note created on 03/12/2024 15:29:27 and created by JACK RYAN

I ATTACHED A FLIGHT RECORDING GOING THROUGH ALL THE WIPER SWITCH POSITIONS TWICE. I PERFORMED AN ACTUATION TEST. WIPERS DID NOT ACTUATE DURING LOW OR HIGH SPEED TEST. DURING THE LOW SPEED TEST THE LOW SPEED WIPER RELAY VALUE READ ON. DURING THE HIGH SPEED TEST THE RELAY VALUE READ ON FOR LOW AND HIGH.

*** 03/12/2024 15:29:27 ***

EV9(MV)_BDC-BCM_240312-144001.GSR added by JACK RYAN on 03/12/2024 15:29:27

*** Web - Advice created on 03/12/2024 16:30:16 and created by Steven Okimura ***

Advice 1: Called and spoke with Jack, advised to disconnect the battery cables and jump them together for 10 minutes and retest. See ETM > Body electrical > Wiper & Washer System > Page 4 > M01-B pins 18 & 21 are for the wiper low & high relay On Off. When the relay is commanded on there will be B+ supplied to pin 18 for low and 21 for high. Normal for low is low relay only, high speed is both low and high relays will close. For easier access, first check at EM21 pins 8 for low and 9 for high. If the Current data PID reads relay On there should be B+. Also, if you jump a fused B+ to pin 8 wipers should work on low, supply B+ to pin 8 & 9 wipers should work on high. Yes, problem is towards the BDC, no operation, problem is towards the PCB block.

*** Case Escalated to CA as: 16246294 on 03/13/2024 01:14:27 (PST)

*** Dispatched to Queue Service Alert / Techline on 03/13/2024 01:14:29 (PST)

*** 03/13/2024 11:35:41 ***

Web - Note created on 03/13/2024 11:35:41 and created by JACK RYAN

I CHECKED THE CONNECTOR AT HE WIPER MOTOR AND FOUND THE BLACK WIRE PIN OUT. RECONNECTED IT AND WIPERS ARE FUNCTIONING.

*** 03/13/2024 11:39:34 ***

Case Closed with Resolution Code: Bad Ground

Resolution Summary: RECONNECTED BAD PIN

*** 03/13/2024 12:10:54 ***

Reopened with Sub Status of Working

*** 03/13/2024 12:11:21 ***

Case closed by Steven Okimura with Resolution Code : Bad Ground

[Resolution Summary]

RECONNECTED BAD PIN



Kia America Technical Assistance Center

Case Number: [REDACTED]

Vehicle Data

Model/Year: 2024 EV9 WIND AWD AUTO

Engine: 99.8 KWH LITHIUM ION (DM) **Model Code:** P5452

VIN: [REDACTED]

Mileage: 3,856

Prod Date: 12/02/2023

Warranty Start Date: 04/29/2024

Dealer/Contact Data:

Dealer: CT029 Kia of Stamford

Phone: 2038838888

FAX: 2038838889

Contact: John Epitropakis

Contact Title: Service Manager

Service District: EA04

Case Details:

Case Title: Wiper system - Will not Park #

Symptom: Wipers Inop

DTC:

System: Body Electrical

Component: Windshield Wipers

Resolution:

Case History

*** 08/27/2024 08:59:45 ***

Contact = Aaron Fyffe, Priority = Standard, Sub Status = Dispatched

*** 08/27/2024 08:59:45 ***

Web - Problem Description created on 08/27/2024 08:58:28 and created by Aaron Fyffe
Customer states front wipers get stuck half the way.

*** 08/27/2024 08:59:45 ***

Web - Diagnostics created on 08/27/2024 08:58:28 and created by Aaron Fyffe
confirmed client concern, front wipers get stuck when in intermittent mode. swapped rain sensor with known good sensor. retested with wipers set to auto mode, wipers still get stuck half the way. tried spraying washer fluid via multifunction switch, confirmed sprayers operate as normal but wipers continue to get stuck. confirmed vehicle does not have any wax or film on windshield. using a water hose again tested wiper function in auto mode, wipers wipe when windshield is wet but still get stuck halfway. have you seen this concern before? if so, what would be my next steps in diagnosing?

*** 08/27/2024 12:04:08 ***

Accepted, from Queue = TL_EV9 to WIPBin General

*** Web - Advice created on 08/27/2024 12:09:12 and created by Steven Okimura ***

<For Internal Use Only

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*** Web - Advice created on 08/27/2024 12:22:12 and created by Steven Okimura ***

Advice 1: Aaron, to be clear, when shutting down wipers from low or high the wiper arms park normally? Do you see anything in PCB current data? Flight record all data duplicating the concern also with low on then off, attach to the case.

*** Service Alert Escalated to CA as: [REDACTED] on 09/04/2024 01:14:48 (PST)

*** Dispatched to Queue Service Alert / Techline on 09/04/2024 01:15:02 (PST)

*** Case has been auto closed by the system on 09/12/2024 01:43:39 (PST)

*** 11/12/2024 10:16:08 ***

Case Number: [REDACTED] Reopen Requested by oscar pizano.
Reason: [customer finally drop off for more diag]

*** 11/14/2024 11:10:57 ***

Reopened with Sub Status of Working

*** Web - Advice created on 11/14/2024 11:11:13 and created by Steven Okimura ***

Advice 1: Case has been reopened

*** 11/15/2024 08:40:05 ***

Web - Note created on 11/15/2024 08:40:05 and created by oscar pizano
Good morning the problem is that the wipers arms doesn't return to the resting position.

*** 11/15/2024 08:40:33 ***

20241115_112533.mp4 added by oscar pizano on 11/15/2024 08:40:05

*** Web - Advice created on 11/16/2024 07:48:10 and created by Steven Okimura ***

Advice 1: Oscar, I see you video but it is important to know for sure if shutting off the wipers from low or high, do the wiper arms park normally?

Do you see anything in PCB current data? Flight record all data duplicating the concern also in Low then off, attach to the case.

*** Case has been auto closed by the system on 12/02/2024 01:20:03 (PST)

*** 03/10/2025 09:25:28 ***

Case Number: [REDACTED] Reopen Requested by John Epitropakis.

Reason: [Working on car replaced the body control module and windshield motor. The wipers still get stuck middle of glass on intermediate and mist]

*** 03/10/2025 09:58:02 ***

Reopened with Sub Status of Working

*** Web - Advice created on 03/10/2025 11:03:35 and created by Steven Okimura ***

Advice 1: Case reopened.

John, does the wiper only not park using mist and inter? And park normally using low and high?

*** 03/10/2025 11:21:10 ***

Web - Note created on 03/10/2025 11:21:10 and created by John Epitropakis
Yes it does not park in mist or inter. It does not park using low and high because you have to go through the inter

*** 03/10/2025 11:22:41 ***

Web - Note created on 03/10/2025 11:22:41 and created by John Epitropakis
after you play with the mist a few times you can get it to park

*** 03/10/2025 11:34:08 ***

Web - Note created on 03/10/2025 11:34:08 and created by John Epitropakis
Just an update I went out to the car with the customer it does not park all the time with low and high as well

*** Web - Advice created on 03/10/2025 12:16:58 and created by Steven Okimura ***

Advice 1: John, review the ETM and check the circuit between the wiper motor and PCB, loose pin tension at P/M-B pin 34 or E25 pin 3. Check for below one ohm end to end on this wire also. The wiper frt 2 10a should have B+ whenever the arms are not parked
Thank you

*** Case has been auto closed by the system on 03/26/2025 03:57:28 (PST)