

TAB I
VOQ ASSESSMENT (PE25-004)

ODI NO.	VIN	REPORT DATE	INCIDENT DATE	MODEL	MY	KIA ASSESSMENT
11581099	[REDACTED]	4/4/2024	4/4/2024	EV9	2024	<p>In VOQ dated 4/4/2024, customer reported that his windshield wipers stopped working after "slush slid forward and down the windshield" forming an ice lump under the wipers that prevented them from returning to their starting position. Customer reported seeing a "1/4 inch of slush on the roof prior to driving. The customer pulled over and cleared the snow blockage.</p> <p>Customer did not contact Kia's Customer Care (CC) regarding this issue.</p> <p>Assessment: Customer did not contact Kia regarding this wiper issue and thus Kia was unable to further evaluate customer's issue. However, based on the VOQ description, customer identified built-up snow on the roof prior to driving. The windshield wipers were temporarily paused after snow slid off the roof on the windshield due to activation of the wiper motor's thermal-overload protection. The owner's manual advises customers to remove all snow and defrost the windshield before operating the wipers. No indication that customer removed snow from vehicle prior to driving. Customer pulled over and cleared the snow allowing for the windshield wipers to resume normal operation. Vehicle operated as designed. No defect identified.</p>
11581104	[REDACTED]	4/4/2024	3/8/2024	EV9	2024	<p>In VOQ dated 4/4/2024, customer reported that the "wipers stopped working completely" after slush slid down and "piled up at the base of the windshield where the wipers sit." The customer stated he was able to pull over and remove the slush upon which the wipers resumed working.</p> <p>Customer did not contact Kia's Customer Care (CC) regarding this issue.</p> <p>Assessment: Customer did not contact Kia regarding this wiper issue and thus Kia was unable to further evaluate customer's concern. However, based on the VOQ description, the customer identified built-up snow on the roof prior to driving. The windshield wipers were temporarily paused after snow slid off the roof on the windshield due to activation of the wiper motor's thermal-overload protection. The owner's manual advises customers to remove all snow and defrost the windshield before operating the wipers. No indication that customer removed snow from vehicle prior to driving. Customer pulled over and cleared the snow allowing for the windshield wipers to resume normal operation. Vehicle operated as designed. No defect identified.</p>

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

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11624197	██████████	11/8/2024	11/6/2024	EV9	2024	<p>In VOQ dated 11/8/2024, customer reported that her windshield wipers stopped working after snow accumulated and "packed" into the gap between the hood and the windshield of her vehicle. She also stated that this occurs even after clearing the snow when additional snow gets "pushed down from the wipers" or "slides off the roof." Customer reported snow sliding off roof the size of her hand. The customer stated she was able to pull over and clear the blockage.</p> <p>Customer contacted Customer Care (CC) via the Web on 2/4/2025 and identified the same information as in the VOQ complaint. Over the next month, CC left voice messages and emails advising the customer to bring her vehicle to a Kia dealership for an inspection as well as to speak with her further to discuss her concerns. On 3/4/2025, CC contacted the customer advising they would like to schedule a vehicle inspection at the dealer with a Kia Field Technical Specialist (FTS). Customer replied the same day advising her complaints are "design and software related" and "won't be solved with an inspection." On 3/6/2025, CC again offered to have her vehicle inspected at a dealer with Kia's FTS. No further contact from customer the customer was received.</p> <p>Assessment: The customer refused to take vehicle to a Kia dealer for inspection despite repeated requests by Kia. Thus, Kia did not have an opportunity to further evaluate customer's concern. However, based on the information provided by the customer, the windshield wipers were temporarily paused after snow slid off of the roof on the windshield due to activation of the wiper motor's thermal-overload protection. Customer's description ("even when a small chunk of snow slipped down") suggests snow was not completely removed prior to driving. The owner's manual advises customers to remove all snow and defrost the windshield before operating the wipers. Customer pulled over and cleared the snow allowing for the windshield wipers to resume normal operation. Vehicle operated as designed. No defect identified.</p>
11634889	██████████	1/8/2025	1/6/2025	EV9	2024	<p>In VOQ dated 1/8/2025, customer reported that the "windshield wipers stop working" when they are "blocked from returning to the fully off/down position." Customer stated the wipers deactivated after getting blocked by ice.</p> <p>Customer did not contact Customer Care (CC) regarding this issue.</p> <p>Assessment: Customer did not contact Kia regarding this wiper issue and thus Kia was unable to further evaluate customer's concern. However, based on the VOQ description, the wipers were likely temporarily paused due to the failure to completely clear snow prior to driving. According to the customer the windshield wipers stop working when blocked by ice, and suggest the blockage triggered the wiper motor's thermal-overload protection. When the ice is removed, the wipers resume operation. Vehicle operated as designed. No defect identified.</p>

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11641255	██████████ (Full VIN not provided)	2/7/2025	2/6/2025	EV9	2025	<p>In VOQ dated 2/7/2025, customer reports it had snowed for the last couple of days. Customer "did their best to clear the snow off their vehicle before going to the grocery store." However, while driving, a "small chunk of snow came down from the roof of the car" causing the windshield wipers to stop working. The customer stated they were able to pull over and clear the snow.</p> <p>Assessment: The full VIN for this vehicle was not provided by NHTSA. Kia was unable to check its internal records to determine whether the customer had contacted Kia regarding this issue. However, based on the VOQ description, the wipers were likely temporarily paused due to the failure to completely clear the snow prior to driving. Customer identified "it had snowed for the last couple of days" and "did his best to clear the snow", and while driving "snow came down from roof". Blockage triggered the wiper motor's thermal-overload protection. Wipers resumed to function after blockage cleared. Vehicle operated as designed. No defect identified.</p>
11649635	██████████* (Full VIN not provided)	3/21/2025	3/17/2025	EV9	2024	<p>In VOQ dated 3/21/2025, customer reported "snow accumulates under wiper blades and then ice sticks to the wipers themselves." Customer indicates that "[b]ig chunks of ice form on blades so that wipers do not clear snow/water off of windshield." Customer alleges condition obstructs vision while driving.</p> <p>Assessment: The full VIN for this vehicle was not provided by NHTSA. Kia was unable to check its internal records to determine whether the customer had contacted Kia regarding this issue. However, based on the VOQ description (i.e., snow sticking to the blades), there is no indication that the wiper arms or motors experienced a malfunction and thus it is not within the scope of this investigation.</p>
11649387	██████████ (Full VIN not provided)	3/20/2025	3/20/2025	EV9	2024	<p>In VOQ dated 3/20/2025, customer reported the "windshield wipers could not complete full return to starting position due to wet snow." Customer alleged "shuddering noise" and an "electrical burning smell" as the wipers continued to operate.</p> <p>Assessment: The full VIN for this vehicle was not provided by NHTSA. Kia was unable to check its internal records to determine whether the customer had contacted Kia regarding this issue. However, based on the VOQ description (i.e., "shuddering noise" and "electrical burning smell"), there is no indication that the wipers stopped working.</p>