



Kia America, Inc.  
Corporate Headquarters  
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

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

**VIA ELECTRONIC SUBMISSION**

July 18, 2025

Peter Kivett, VDD-C Chief  
Office of Defects Investigation  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington D.C. 20590

Re: **Preliminary Evaluation (PE25004-01);**  
**Windshield Wiper Failure or Malfunction**  
**(MY) 2024-2025 Kia EV9**

Dear Mr. Kivett:

This letter contains Kia's supplemental response to Request Nos. 15 and 16 pursuant to the extension granted on June 24, 2025. In addition, Kia is also submitting a supplemental response to Request No. 10 in order to include updated information related to the Actions taken to evaluate the alleged defect.

**REQUEST NO. 1:**

State, by model and model year, the number of subject vehicles, Kia has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Kia, state the following:

- a. Vehicle identification number (17-character VIN);
- b. Make;
- c. Model;
- d. Model Year;
- e. Subject component part number and design version installed as original equipment;
- f. Date of manufacture (MM/DD/YYYY);
- g. Date warranty coverage commenced (MM/DD/YYYY); and
- h. The State in the United States where the vehicle was originally sold or leased, or delivered for sale or lease (postal abbreviation).

**RESPONSE TO REQUEST NO. 1:**

The number of subject vehicles manufactured for sale or lease in the United States, including the U.S. Territories is being provided. See **TAB A**. A list of the subject vehicles is being provided with this response in Microsoft Access and titled “PRODUCTION DATA.”

The source of the information submitted in response to this request is Kia America, Inc. and Kia Corporation. This information was collected through May 15, 2025.

**REQUEST NO. 2:**

State the number of each of the following, received by Kia, or of which Kia is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury or fatality;
- d. Reports involving allegations of smoke and/or fire;
- e. Property damage claims;
- f. Third-party arbitration proceedings, both pending and closed, where Kia is or was a party to the arbitration; and
- g. Lawsuits, both pending and closed, in which Kia is or was a defendant or codefendant.

For subparts “a” through “g,” state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items “c” through “g,” provide a summary description of the alleged problem and causal and contributing factors and Kia’s assessment of the problem, with a summary of the significant underlying facts and evidence. For item “f” and “g” identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

**RESPONSE TO REQUEST NO. 2:**

A chart summarizing the total of each of the items requested in 2(a) through (g) is submitted contemporaneously with this response. See **TAB B**.

The source of the information submitted to this request is Kia America, Inc. and Kia Corporation. The data was collected through May 15, 2025.

**REQUEST NO. 3:**

Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- a. Kia's file number or other identifier used;
- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
- d. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
- e. Vehicle's 17-character VIN;
- f. Vehicle's make, model and model year (please use distinct fields for each data type);
- g. Vehicle's mileage at time of incident (numeric data type);
- h. Incident date (MM/DD/YYYY);
- i. Report or claim date (MM/DD/YYYY);
- j. Whether the consumer had to pull over the vehicle while driving;
- k. Whether a crash is alleged;
- l. Whether smoke and/or fire is alleged;
- m. Whether property damage is alleged;
- n. Number of alleged injuries, if any; and
- o. Number of alleged fatalities, if any.

**RESPONSE TO REQUEST NO. 3:**

A separate list of the responsive communications is provided under the category "REQUEST NUMBER TWO DATA" and is submitted contemporaneously with this response.

The source of the information submitted in response to this request is Kia America, Inc. and Kia Corporation. The data was collected through May 15, 2025.

**REQUEST NO. 4:**

Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents by category (i.e., consumer complaints, field reports, etc.) and describe the method Kia used for organizing the documents. Describe in detail the search methods and search criteria used by Kia to identify the items in response to Request No. 2.

**RESPONSE TO REQUEST NO. 4:**

Copies of the documents responsive to Request No. 2 are organized electronically and titled Consumer Complaints (CC) and Techline Reports. No responsive Field Reports, lawsuits, or arbitrations were identified.

Kia's search included all Consumer Complaints, Field Reports, and Techline Reports generated

through May 15, 2025 using the key word “wiper%”. Those cases were then reviewed for any failure or malfunction of the front windshield wiper and provided in response to this request. With respect to CC reports, Kia is not always able to extract incident date information in an automated manner from the source system. However, all incident date information was included with this response to the extent it was available. As to lawsuits and arbitrations, Kia’s search included all lawsuits and arbitrations using the search term “wiper%” of which Kia received notice of on or before May 15, 2025.

The source of the information submitted in response to this request is Kia America, Inc.

**REQUEST NO. 5:**

State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Kia to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Kia’s claim number;
- b. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
- c. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
- d. 17-character VIN;
- e. Vehicle’s make, model and model year (please use distinct field for each data type);
- f. Repair date (MM/DD/YYYY);
- g. Vehicle mileage at time of repair;
- h. Repairing dealer’s or facility’s name, telephone number, city and state or ZIP code (please use distinct fields for each data type);
- i. Labor operation number(s);
- j. Problem code(s);
- k. Diagnostic trouble code(s);
- l. Replacement part number(s) and description(s);
- m. Concern stated by customer;
- n. Cause as stated on the repair order;
- o. Correction as stated on the repair order; and
- p. Additional comments, if any, by dealer/technician relating to claim and/or repair.

**RESPONSE TO REQUEST NO. 5:**

A list of the warranty claims identified as a result of the search specified in Kia’s response to Request No. 6 is provided in Microsoft Access under the category “WARRANTY DATA”. In addition, Kia is also providing a list of goodwill claims approved by Kia’s Customer Care Center

Peter Kivett, Chief  
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under the category “WARRANTY DATA 2”.

The source of the information submitted in response to this request is Kia America, Inc., and Kia Corporation. The data was collected through May 15, 2025.

**REQUEST NO. 6:**

Describe in detail the search methods and search criteria used by Kia to identify the claims in response to Request No. 5, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.

**RESPONSE TO REQUEST NO. 6:**

Kia searched for all windshield wiper and motor repair/replacement warranty claims associated with the part numbers identified in Kia’s response to Request No. 12 through May 15, 2025 for the subject vehicles. Those claims were then reviewed and claims related to or may be related to the alleged defect are being provided in response to Request No. 5.

The source of the information submitted in response to this request is Kia America, Inc., and Kia Corporation.

**REQUEST NO. 7:**

Provide a list of all labor operations, labor operation descriptions, problem codes and problem code descriptions, trouble codes, and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. States whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.

**RESPONSE TO REQUEST NO. 7:**

The labor operation codes and labor operation descriptions have been included as part of the WARRANTY DATA submitted in response to Request No. 5.

In your letter, you requested that Kia provide its “problem code” information. Kia refers to the “problem code” as the “cause code” which carries a letter “C” and reflects the technician’s evaluation of the cause of the problem. You also requested that Kia provide information regarding the “concerns stated by the customer.” These are commonly referred to as “nature codes” and carry the “N” designation. These reflect the service writer’s or technician’s understanding of the customer’s concern and are included in the claim data submitted in response to Request No. 5. A description of the problem codes used for a specific claim are also listed in the WARRANTY DATA. In addition, DTC codes are automatically transmitted to the warranty database. There are no DTCs associated with the alleged defect.

The source of the information submitted in response to this request is Kia America, Inc. and Kia Corporation.

**REQUEST NO. 8:**

State, by model and model year, the terms of the new vehicle warranty coverage offered by Kia on the subject and peer vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Kia offered for the subject and peer vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

**RESPONSE TO REQUEST NO. 8:**

A copy of the Warranty Consumer & Information Manual applicable to the 2024-2025 EV9 vehicles containing the requested information is submitted in response to this request. See **TABS C and D**.

There are no extended warranties applicable to the subject vehicles.

The source of the information submitted in response to this request is Kia America, Inc. This information was collected as of May 15, 2025.

**REQUEST NO. 9:**

Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Kia has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Kia is planning to issue within the next 120 days.

**RESPONSE TO REQUEST NO. 9:**

There are no documents responsive to this request.

The source of the information submitted in response to this request is Kia America, Inc. This information was collected as of May 15, 2025.

**REQUEST NO. 10:**

Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, “actions”) that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Kia. For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;

- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action;  
and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

**RESPONSE TO REQUEST NO. 10:**

A list of the “Actions” responsive to this request is being submitted. See **TAB E and TAB E.1.**

The source of the information submitted in response to this request is Kia America, Inc., and Kia Corporation. The information was collected as of June 4, 2025.

**SUPPLEMENTAL RESPONSE TO REQUEST NO. 10:**

An updated list of the “Actions” responsive to this request is being submitted. See **TAB E.3 (UPDATED) and TABS E.3.1 - E.3.3.**

**REQUEST NO. 11:**

Describe all modifications or changes made by, or on behalf of, Kia in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
- b. A detailed description of the modification or change;
- c. The reason(s) for the modification or change;
- d. The part number(s) (service and engineering) of the original component;
- e. The part number(s) (service and engineering) of the modified component;
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g. When the modified component was made available as a service component; and
- h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Kia is aware of which may be incorporated into vehicle production within the next 120 days.

**RESPONSE TO REQUEST NO. 11:**

There are no modifications which relate to or may be related to the alleged defect.

The source of the information submitted in response to this request is Kia Corporation. The information was collected as of June 8, 2025.

**REQUEST NO. 12:**

State the number of each of the following that Kia has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (*including the cut-off date for sales, if applicable*):

- a. Subject component;
- b. Any kits that have been released, or developed, by Kia for use in service repairs to the subject component/assembly; and

For each component part number, provide the supplier's name, address and appropriate point of contact (name, title and telephone number). Also identify by make, model and model year, any other vehicles of which Kia is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

**RESPONSE TO REQUEST NO. 12:**

A chart summarizing the requested part sales data, supplier information, and list of other Kia models that contain an identical subject component is being submitted. See **TAB F**. No kits have been released, or developed by Kia for use in service repairs to the subject component.

The source of the information submitted in response to this request is Kia America, Inc., and Kia Corporation. The information was collected as of May 15, 2025.

**REQUEST NO. 13:**

Describe in detail the design, function and operation of the thermal-overload protection on the wiper motor, which may activate a circuit breaker based on the temperature of the motor, and any software logic that is included.

**RESPONSE TO REQUEST NO. 13:**

See **TAB G** for the information responsive to this request.

**REQUEST NO. 14:**

List any other vehicles which share the subject components with the subject vehicles by vehicle's model and model year.

**RESPONSE TO REQUEST NO. 14:**

See **TAB F** for the information responsive to this Request.

**REQUEST NO. 15:**

Furnish Kia’s assessment of whether the defects and root causes described in recalls 22V627 and 23V180 are similar to the alleged defect in this investigation.

**RESPONSE TO REQUEST NO. 15:**

Pursuant to the extension granted by ODI on June 24, 2025, the response to this Request will be provided on July 18, 2025.

**SUPPLEMENTAL RESPONSE TO REQUEST NO. 15:**

See **TAB H** for the information responsive to this Request.

**REQUEST NO. 16:**

Furnish Kia’s assessment of the alleged defect in the subject vehicles, including:

- a. The root cause and all contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or is about to occur; and
- f. The reports referenced with this inquiry.

**RESPONSE TO REQUEST NO. 16:**

Pursuant to the extension granted by ODI on June 24, 2025, the response to this Request will be provided on July 18, 2025.

**SUPPLEMENTAL RESPONSE TO REQUEST NO. 16 (a)-(f):**

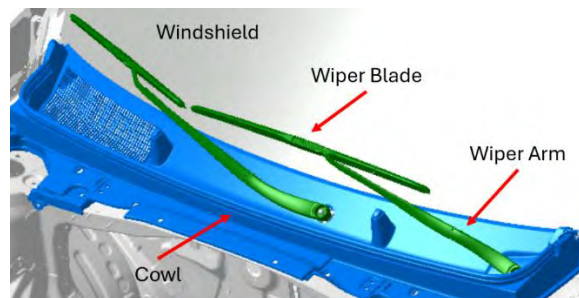
The current investigation focuses on complaints of “windshield wiper failure due to an accumulation of ice and/or snow on the windshield or in the cowl” of certain 2024-2025MY EV9 vehicles. Only a very few number of customers have alleged to have experienced this condition. Kia’s analysis of the field data indicates that customers who allege to have experienced wiper failure due to the built-up snow have a misunderstanding of how the wiper system operates. These customers have likely experienced the activation of the thermal-overload protection, which is an intentional protective design feature, after failing to properly remove built-up snow in accordance with instructions in the owner’s manual. Kia’s evaluation of field

data and subsequent testing of both the EV9 and its competitor vehicles, has identified no manufacturing or design defects within the EV9 wiper system. In fact, the testing highlights the robust performance of the EV9 wiper system when compared to other vehicles currently on the road. As such, the wiper system in the subject EV9 vehicles do not contain a safety defect.

### **2024-2025MY EV9 Wiper System Function**

The EV9 windshield wipers function by using a mechanical-type electric wiper motor connected to a linkage system. The wiper motor provides rotational motion, which is translated to back-and-forth movement by the linkage. This allows the wiper blades to sweep across the windshield. The mechanical-type wiper motor only rotates in one direction, so if a wiper motor arm becomes obstructed, the wiper motor will not be allowed to rotate.<sup>1</sup>

The wiper arms are located underneath the hood. At rest, there is 73-75 mm of space between the bottom of the wiper arm and the bottom of the cowl. The volume of the space at the bottom of the windshield and cowl area is large and allows significant room for snow to accumulate while driving before obstructing the wiper arm and activating the thermal-overload protection system.



### **Thermal-Overload Protection**

The 2024-2025MY EV9 vehicles are equipped with a wiper motor which contains a thermal-overload protection system. The thermal-overload protection system will activate a circuit breaker based on the temperature of the wiper motor. This will temporarily disable the wipers until the wiper motor cools. See Kia's response to Request No. 13 submitted on June 27, 2025 for a more detailed explanation of the thermal-overload protection system.

### **Kia's Communications with Customers**

Kia understands that the temporary pausing of the windshield wipers while driving can be alarming to customers. In anticipation of this, Kia has advised customers how the thermal-overload protection works and informs customers that snow accumulation can activate the thermal-overload protection feature during normal operations. This information is reflected on page 5-114 of the 2025MY EV9 Owner's Manual.

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<sup>1</sup> Kia notes that mechanical-type wiper motors are used by many different manufacturers.

**\* INFORMATION**

If you operate the wipers while driving on snowy roads, the wipers may stop due to snow buildup on your windshield. This is normal and not a failure. It is a safety feature to prevent vehicle accidents and wiper damage from overloading the wiper motor. If the wipers stop, pull over and remove snow accumulated on the windshield before using them.

It is important to note that once any obstruction is cleared, the wipers resume operating as normal.

Removing snow and ice from the windshield is not an issue unique to Kia vehicles. All vehicle owners are responsible for maintaining their vehicle. Vehicle owners recognize and understand this obligation. In fact, certain States also recognize this as a customer's obligation and require owners to remove built-up snow from their vehicle prior to driving.<sup>2</sup> The EV9 Owner's Manual also advises customers to remove all snow and defrost the windshield before operating the wipers. This information is reflected on pages 5-114, 5-115 and 5-135 in the 2025MY EV9 Owner's Manual.

**\* NOTICE**

If there is heavy accumulation of snow or ice on the windshield, remove it before operating the wipers, defrost the windshield for about 10 minutes, or until the snow and/or ice is removed before using the windshield wipers. If you do not remove the snow and/or ice before using the wiper and washer, it may damage the wiper and washer system.

- If there is heavy snow or ice on the windshield, set the wiper switch in the OFF position before starting the vehicle. Otherwise, the snow and ice may damage the windshield wiper blades. Always remove all snow and ice and defrost the windshield properly before operating the windshield wipers.

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<sup>2</sup> For example, Connecticut (CT Gen Stat § 14-252a. (2024)), New Jersey (NJ Rev Stat § 39:4-77.1 (2024)), Pennsylvania (75 Pa.C.S. § 3721 (2024)), and Rhode Island (R.I. Gen. Laws § 31-23-16 (2024)) have statutes that require drivers to clear snow from their vehicle.

- Before driving, clear all snow and ice from the windshield, rear window, outside rear view mirrors, and all side windows.

## Kia's Evaluation and Investigation

### a. Field Data

Kia has evaluated all available field data (i.e., customer complaints (11), techline reports (4)<sup>3</sup>, and warranty claims (12)) and identified that 0.07% (18 unique VINs / 27,233 vehicles) of the subject EV9 vehicles reported allegations of inoperative front windshield wiper(s). That number is objectively low and, further evaluation of this data revealed a variety of random quality issues with no common pattern or evidence of a safety-related defect trend. The temporary pausing of the windshield wipers until an obstruction is cleared is a part of the designed function of the wiper system meant to prevent permanent damage to the wiper system. Conditions that can result in windshield wiper inoperability are described in the EV9 Owner's Manual with instructions on what to do if this occurs. No reported accidents or injuries have occurred as a result of the alleged defect.

In light of the low frequency in which EV9 customers report experiencing inoperative windshield wipers, it is Kia's assessment that there is no safety defect in the EV9 wiper system. This conclusion is further supported by the testing of competitor vehicles conducted by Kia HQ which showed that the EV9 wiper system operates similar to, or better than, those vehicles when faced with heavy snowfall.

Kia has received 11 complaints from a total of 9 unique VINs (one customer had 3 cases for the same incident) alleging inoperative front-windshield wipers.

- 6 of the 9 unique-VIN complaints are unrelated to snow and exhibit no common pattern or trend. None of these customer complaints resulted in a repair to the wiper motor and none of these complaints involve multiple repairs to the wiper system.
  - 3 of the 6 complaints involve reports of various wiper inoperable complaints which required an adjustment of the electrical connector. After the adjustment, the wiper functioned properly.
  - 2 of the 6 complaints, identify various vehicle issues which included an unspecified malfunction of the wipers.
  - 1 of the 6 complaints, identifies that the wiper blades "crashed" into one another. The wiper arms were adjusted and wiper performance returned.
- 3 of the 9 unique-VIN complaints, identify that the wiper stopped operating while driving in the snow. None of these complaints resulted in a warranty repair. The lack of repair regarding this issue suggests that the temporary pausing of the wipers was due to the

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<sup>3</sup> The four (4) techline cases were not discussed separately in this assessment as the incidents described therein have been identified in the customer complaint and warranty claims discussion.

activation of the thermal-overload protection system. As such, these customer complaints are likely related to a lack of understanding of the thermal-overload protection system rather than a system malfunction.

Kia also received 12 windshield wiper arm and motor repair/replacement warranty claims (0.04%) and determined that there was no identifiable pattern associated with those claims.

- 7 of the 12 warranty claims relate to the adjustment, tightening, or repositioning of the wiper arms with no replacement of any parts.
- 5 of the 12 warranty claims involve sporadic individual repairs related to a variety of issues (e.g., grinding noise in wiper motor, wiper came off, wiper broke during Pre-Delivery Inspection, broken wiper arms, wipers not working resulting in wire harness repair).

Kia notes that only one (1) of 12 warranty claims mentions snow on windshield; however, this claim identified that the passenger-side wiper operated while the driver-side did not, which is inconsistent with a wiper motor malfunction.

This warranty claims and customer complaint data support Kia's assessment that there is no manufacturing or design defect associated with the EV9 windshield wiper system.

b. Kia Testing

In order to further evaluate the EV9's wiper system performance, Kia HQ conducted duplication testing intended to simulate heavy snowfall conditions. The test evaluated the duration of time it took to activate the wiper motor's thermal-overload protection following obstruction by accumulation of snow under two (2) conditions: (1) during progressive heavy snowfall, and (2) after removing accumulated snow by hand from the cowl area. Kia HQ evaluated the performance of the EV9 along with several competitor vehicles (i.e., Kia Telluride, Hyundai Palisade, Lexus NX 300, Rivian R1S, Toyota Sienna, Chevrolet Colorado, Jeep Grand Cherokee, Honda Passport and Honda Pilot) under these test conditions. See **TAB E.2**. The results of the testing showed that in these conditions, the EV9 wiper system performed well, and in most instances, better than the competitor vehicles included in the test population.

As part of its further evaluation of the EV9 wiper system, Kia HQ took the top 3 performers (which included the EV9) from the duplication testing and evaluated how each wiper system would perform even when a small amount of built-up snow that has not been cleared suddenly slides from the roof onto the windshield and obstructs the path of the wiper.<sup>4</sup> For each vehicle evaluated, the wipers stopped functioning when obstructed by built-up snow that had slid from the roof. This is clear evidence that unremoved built-up snow can, and will, affect wiper performance in any vehicle. Notably, the wiper function in all 3 vehicles returned once the snow was removed. See **TAB E.3**.

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<sup>4</sup> This testing was done to compare wiper performance of the EV9 to competitors under conditions similar to those alleged in the VOQs received by NHTSA.

Peter Kivett, Chief  
Office of Defects Investigation  
July 18, 2025

## Conclusion

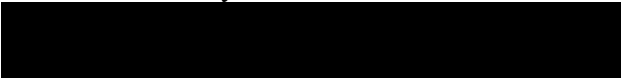
Based on its evaluation of the field data and testing, Kia confirmed there is no defect in the design or manufacturing of the EV9 windshield wiper system and no unreasonable risk to motor vehicle safety. This is supported by the low frequency of complaints and low warranty claims rate. Very few customers that reported wiper stoppage have likely activated the wiper motor's thermal-overload protection as a result of not properly removing snow from certain areas of the vehicle as instructed in the Owner's Manual. The EV9 Owner's Manual instructs customers to remove snow/ice from the windshield prior to driving and advises them that snow accumulation can cause the wipers to temporarily pause. This is further supported by Kia testing which shows that the EV9 responds to heavy snow fall in a manner comparable to, or better than, many of its competitors. Kia testing of competitor vehicles also shows that these types of wiper stoppage events will occur if built-up snow is present.

Even though Kia has provided sufficient information in its owner's manual to advise customers regarding the wiper system operation and impact of improper snow removal, Kia is planning on sending a letter to customers prior to the winter season reminding them about the importance of proper snow/ice removal before driving. Kia is also considering incorporating an additional pop-up warning in the EV9 instrument cluster which will inform drivers to safely stop the vehicle and clear any obstruction from the wiper area.

Kia's assessment of the VOQs referenced in your letter is submitted concurrently with this response. **TAB I.**

If you have any questions or if you need anything further, please do not hesitate to contact me.

Sincerely,



[Jurassic park \(Jul 18, 2025 16:15 PDT\)](#)  
J.S. (Jurassic) Park  
Vice President, Chief Safety Officer