VINFAST

WARRANTY BOOKLET



VINFAST TRADING AND PRODUCTION JOINT STOCK COMPANY

VINFAST

P/N:

Version: 2.0

CONTENTS

I. INFORMATION FOR CUSTOMER 05

II. WARRANTY COVERAGE 06

INTRODUCTION

VINFAST TRADING AND PRODUCTION JOINT STOCK COMPANY THANKS YOU FOR YOUR TRUST AND FOR CHOOSING THE VINFAST EC VAN.

This Warranty Booklet is issued once for your VinFast EC VAN by VINFAST TRADING AND PRODUCTION JOINT STOCK COMPANY (hereinafter **"VinFast"**). It sets out the warranty terms and conditions applicable to your vehicle and serves as the basis for your warranty benefits.

Warranty repairs, maintenance and other repairs for your VinFast vehicle are carried out by:

- VinFast's network of service centers (hereinafter "VinFast Service Centers").

- VinFast's network of authorized dealers with workshops authorized by VinFast (hereinafter "VinFast Dealers").

I. INFORMATION FOR CUSTOMER

For assistance or any inquiries, please contact a VinFast Service Center or Dealer, or contact VinFast using the details below:

VINFAST TRADING AND PRODUCTION JOINT STOCK COMPANY

Address: Dinh Vu – Cat Hai Economic Zone, Cat Hai Island, Cat Hai Special Zone, Hai Phong City, Vietnam

Hotline: 1900 23 23 89 | Website: https://vinfastauto.com

NOTES:

Please notify a VinFast Service Center or Dealer of any change in vehicle ownership to protect your warranty benefits.

VinFast recommends that you have all scheduled maintenance performed at VinFast Service Centers or Dealers and follow the instructions in the Owner's Manual to maintain your vehicle in the best possible condition and protect your warranty benefits.

II. WARRANTY COVERAGE

1. WARRANTY SUBJECT

- The warranty policy and terms and conditions in this Warranty Booklet apply to VinFast EC VAN vehicles ("EC VAN") manufactured and officially distributed through VinFast's nationwide network of showrooms and authorized dealers in Vietnam.

2. WARRANTY SCOPE

- Warranty coverage consists of repairs, replacement of parts or control software updates to remedy failures caused by software defects, defects in materials or assembly defects, provided that the vehicle has been properly used and maintained.
- The warranty period begins on the date VinFast or a VinFast Dealer delivers the vehicle to its first owner (hereafter referred to as "Warranty Start Date").
- Replacement parts provided under warranty are the smallest individual genuine parts or components supplied by VinFast.
- Warranty coverage is valid throughout Vietnam and is provided exclusively at VinFast Service Centers and Dealers. To qualify for warranty coverage, all vehicle services and repairs must be performed at these facilities. Warranty repairs are performed free of charge in accordance with the terms and conditions of this Warranty Booklet.
- VinFast is not required to take back the vehicle and replace it with a new vehicle if defects in quality, materials or the manufacturer's assembly process can be remedied through warranty repair.

3. WARRANTY CONDITIONS

- The vehicle's warranty must have been activated in VinFast's system.
- Warranty repairs are provided only when the terms and conditions of this Warranty Booklet are met.
- Complete records must be available to demonstrate that all required maintenance has been performed at the prescribed intervals and that repairs meet the manufacturer's standards. The maintenance and repairs must have been performed by VinFast Service Centers or Dealers.

4. FUTURE OWNER

- Warranty coverage continues for subsequent owners for the remainder of the applicable warranty period, subject to the same terms and conditions. Please notify a VinFast Service Center or Dealer of any change in vehicle ownership to protect your warranty benefits.

5. NEW VEHICLE WARRANTY PERIOD

- The new vehicle warranty for EC VAN is 5 years from the Warranty Start Date or 130,000 km, whichever comes first.
- Parts replaced under the vehicle warranty are covered for the remainder of the vehicle warranty period or, where the original part has a separate warranty period, for the remainder of that part's warranty period.

6. LIMITED WARRANTY PARTS

➢ HIGH-VOLTAGE BATTERY:

- The high-voltage battery ("HV Battery") is covered for 7 years from the Warranty Start Date or 160,000 km, whichever comes first.
- HV Battery life depends greatly on the charging method, charging current, number of discharge cycles and ambient temperature during use. Please read the Owner's Manual carefully and follow its instructions for proper use and charging of the HV Battery.
- VinFast will repair or replace the HV Battery under warranty. For any repair or replacement covered by the HV Battery warranty, VinFast will ensure that the battery capacity is above 70% and is no lower than the capacity of the battery being replaced. VinFast determines the method used to measure battery capacity and whether the HV Battery will be repaired or replaced.

➢ 12V BATTERY:

- The original 12 V battery supplied with the vehicle has a warranty period of 1 year with unlimited mileage from the Warranty Start Date.

➢ RUST PERFORATION:

- Rust perforation is covered for 5 years from the Warranty Start Date, with unlimited mileage. This coverage applies to metal panels perforated under normal operating conditions due to defects in materials or the manufacturer's assembly process.

CUSTOMER RESPONSIBILITIES FOR CORROSION PROTECTION

- For a valid corrosion warranty claim, VinFast's obligation is limited to repairing and restoring the vehicle to a condition equivalent to that reasonably expected of a vehicle of the same age and mileage.
- You are advised to inspect the body panels regularly. If you find stone chips or scratches in the paint or protective coating, have them repaired promptly.

In certain conditions, additional care is needed to protect your VinFast vehicle from corrosion:

- If you frequently drive on salted roads or near the sea, rinse the underbody with clean water as needed, at least once a month.
- Keep the drain holes along the lower edges of the vehicle body clear.
- If the vehicle's paint or finish is damaged by an accident or any other event, take the vehicle to a repair workshop as soon as possible.
- If you carry special cargo such as chemicals, fertilizers, deicing salt or other corrosive substances, make sure that the cargo is properly packaged and sealed.
- If you frequently drive on gravel roads, we recommend installing stone guards behind each wheel.

Failure to follow the instructions above may result in denial of warranty coverage for corrosion-related issues.

➢ TIRES

- Tires fitted to the vehicle, including the spare tire where applicable, are covered under the tire manufacturer's own warranty policy for damage caused by defects in materials or defects arising during the manufacturer's production or storage processes.
- The tire manufacturer assesses the damage and determines whether it is covered under its warranty.

➢ PAINT

- The vehicle's exterior body paint is covered for 5 years from the Warranty Start Date, with unlimited mileage.

➢ SUSPENSION COMPONENTS

- Suspension components (shock absorbers, stabilizer bars, upper link assemblies, lower control arms, ball joints and upper strut mounts) are covered for 5 years from the Warranty Start Date or 130,000 km, whichever comes first.

7. GENUINE SPARE PARTS WARRANTY

➢ GENUINE PARTS

- Genuine replacement parts purchased by the customer and installed during a repair at a VinFast Service Center or Dealer, excluding the 12V battery and high-voltage battery, are covered for 2 years or 40,000 km from the purchase date, whichever comes first.

➢ HIGH-VOLTAGE BATTERY

- A high-voltage battery purchased by the customer and installed in the vehicle at a VinFast Service Center or Dealer after vehicle handover is covered for 4 years or 80,000 km from the purchase date, whichever comes first.

➢ 12V BATTERY

- The 12V battery is covered for 1 year from the purchase date, with unlimited mileage.

➢ NOTES

- Parts purchased but not installed at a VinFast Service Center or Dealer are not covered under this policy.
- To qualify for replacement parts warranty coverage, you must retain the relevant repair records, including repair orders, final billing statements and invoices for parts replacements.

8. GENUINE ACCESSORIES WARRANTY

- Accessories, excluding tow hitches (including electrical components), side steps and luggage racks, are covered for 2 years from the purchase date, with unlimited mileage.
- Accessories replaced under the accessories warranty are covered for the remaining warranty period of the original accessory.
- To qualify for VinFast accessories warranty coverage, you must retain the relevant installation records, final billing statements and invoices.

9. WARRANTY EXCLUSIONS

Items not covered by warranty include, but are not limited to, the following:

- Damage caused by repairs, adjustments, connection of non-genuine accessories or unauthorized modifications to the original design, such as changes to power output or structure.

- Damage caused by misuse or abuse of the vehicle, including driving in severe conditions such as racing, driving on rough roads, overloading, or using or storing the vehicle contrary to the Owner's Manual.
- Damage caused by accidents, use of the vehicle in flooded conditions or impacts from foreign objects such as soil, sand, gravel, stones or hard, sharp objects during operation.
- Surface damage caused by factors beyond the manufacturer's control, such as cigarette ash, chemicals, animal droppings, tree sap, salt, acid rain and similar factors.
- Cracks, breakage or scratches in glass or windows that are not caused by defects in the manufacturer's materials, components or assembly process.
- Damage caused by failure to follow the periodic maintenance schedule, or by maintenance or repairs not performed in accordance with the manufacturer's instructions.
- Damage caused by the use of non-genuine batteries or chargers, batteries or chargers that do not meet VinFast standards, or use contrary to the manufacturer's instructions, including the use of a non-standard power supply.
- Conditions that VinFast determines do not affect vehicle quality or operation, such as minor noise or vibration, or traces of oil seepage.
- Normal surface corrosion, paint fading, rubber aging, deterioration of oils or grease, natural wear, and depreciation over time.
- Cleaning, inspections, adjustments and scheduled maintenance items.
- Damage to items subject to natural wear, such as brake pads, brake discs, wiper blades with or without rubber inserts, key-fob batteries, fuses and incandescent bulbs; and consumables subject to periodic replacement, such as oils, grease, fluids, additives and filters.
- Consequential damage caused by delayed inspection or repair at a VinFast Service Center or Dealer after damage is detected.
- Damage occurring during the warranty period but reported after expiry due to the user's delay; alteration of the odometer reading that prevents accurate determination of the applicable warranty period; or erasure, alteration, illegibility, tampering or other changes to parts or their identifying information that prevent verification that the parts were originally fitted to the vehicle.
- To the extent permitted by law, VinFast is not liable for losses or other expenses related to vehicle warranty service, including telephone charges, meals and accommodation, replacement transportation, travel expenses, business losses or loss of time.

10. WARRANTY ROADSIDE ASSISTANCE

- Warranty roadside assistance applies when a vehicle within its warranty period cannot continue operating because of a fault covered by the warranty.
- Recovery to the nearest VinFast Service Center or Dealer is provided free of charge from a breakdown location within Vietnam.
- The cost of returning the vehicle to the customer is not covered by the warranty.

11. OWNER RESPONSIBILITIES

To operate your vehicle safely and comfortably and protect your warranty benefits, please observe the following:

➢ READ THE OWNER'S MANUAL CAREFULLY

- Read the Owner's Manual carefully and operate the vehicle in accordance with its instructions.

➢ USE GENUINE BATTERIES AND CHARGERS

- The vehicle will operate properly only when used with genuine batteries and chargers manufactured by VinFast or a manufacturer designated by VinFast. Damage resulting from the use of non-genuine batteries or chargers, or use contrary to the manufacturer's instructions, is not covered by the warranty.

➢ WARRANTY SERVICE

- Warranty repairs are performed at VinFast Service Centers and Dealers. You must bring your vehicle to one of these facilities for warranty repairs. Their locations and contact details are available at https://vinfastauto.com.
- Please inspect the vehicle carefully when handing it over and taking delivery. If you identify any issues, notify VinFast within the first week after receiving the vehicle by contacting a VinFast Service Center or Dealer, or by calling the VinFast hotline.
- Install vehicle software updates or visit any VinFast Service Center or Dealer after receiving notification that an update is available.
- Follow all recommendations relating to service campaigns or recalls applicable in your market.

➢ SCHEDULED MAINTENANCE

- Maintenance includes inspections, adjustments and scheduled replacement of consumables and parts at the intervals recommended by VinFast to keep the vehicle in the best possible operating condition. VinFast recommends that you take your vehicle to a VinFast Service Center or Dealer for periodic inspections in accordance with the schedule in the Owner's Manual.

➢ RECORD AND RETAIN MAINTENANCE HISTORY

- Under Circular No. 53/2014/TT-BGTVT of the Ministry of Transport, you are responsible for tracking and retaining all maintenance records. You may also look up the vehicle's repair, maintenance and warranty history through VinFast's software or website. Maintenance, inspection and repair records serve as the basis for warranty approval.

VINFAST

WEBSITE www.vinfastauto.com
HOTLINE 1900 23 23 89