

XPENG NEW VEHICLE WARRANTY

Each new XPENG Vehicle imported into Australia by True EV Distribution Pty Ltd ('True EV') is covered by this warranty.

Important Notice – Your rights under the Australian Consumer Law:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The vehicle warranty does not change, limit or exclude your rights under the Australian Consumer Law. In some situations, those rights may exceed your rights under the vehicle warranty.

Warranty Statement

True EV warrants XPENG vehicles to be free from defects or faults in material or workmanship for the applicable warranty period subject to the terms and conditions set out in this document.

Items covered and applicable warranty periods

	Items covered	Warranty Period
Vehicle bumper to bumper	The whole vehicle other than 'Key Parts', 'Consumable Parts' and 'Special Items' which have their own warranty period as stated below.	5 years or 120,000km*
Key Parts	Traction Battery Battery Management System ('BMS') Drive Motor Intelligent Power Unit ('IPU')	8 years or 160,000km*
Consumable Parts	12V Battery Smart Key Batteries Light Bulbs Fuses Air Conditioning Filter Elements Brake Pads Tyres -----	1 year or 20,000km*
	Wiper Blades	6 months or 5,000km*
Special Item – Anti-corrosion	Sheet metal	12 years unlimited km
Special Item - Paintwork	Painted external body panels	3 years unlimited km
* <i>whichever occurs first.</i>		

Warranty Commencement Date

The new vehicle Warranty Commencement Date is:

- Date of new vehicle first road registration if it is put into service by an XPENG dealer prior to sale to a customer, or
- Date new vehicle delivery to a customer by an XPENG dealer.

In Western Australia, for demonstration vehicles, the warranty period begins from the first customer purchase date, but kilometres are counted from when the vehicle was first put into service as a demonstration vehicle.

Key Parts

Traction Battery Degradation – Minor, gradual capacity reduction over time and with use is a normal characteristic of traction batteries and will not be considered a fault or failure of the battery. This may involve a minor reduction in charging/storage capacity of the battery and affect the vehicle range. Regular maintenance according to XPENG specifications and operation/charging according to the XPENG usage instructions is the best way to prolong the life of your traction battery.

Consumable Parts

During the Consumable Parts warranty period, True EV will replace any defective Consumable Parts however a Consumable Part is not defective if replacement is necessary due to wear and tear due from use.

Special Item – Anti-corrosion

During the Anti-corrosion warranty period, True EV warrant XPENG vehicles against rust or perforation in Vehicle body panels, excluding areas where the paint has been scratched damaged or improperly maintained. The term "perforation" refers to the formation of a hole that penetrates the vehicle body due to corrosion, caused by manufacturing or material defects leading to internal or bottom rusting. The term "vehicle body" specifically excludes components such as wheels and accessories including styling strips, bumpers, ornaments, and hinges.

Paintwork

During the Paintwork warranty period, True EV will rectify any paint material or craftsmanship issues subject to proper maintenance and care by owners. Paint quality shall be determined by True EV by reference to manufacturer's paint quality standards. Any paint repairs or rectification work may only be undertaken by authorised XPENG repairers using XPENG approved paint products and techniques.

Owner's responsibilities:

Properly use, maintain (including service according to the vehicle service requirements and use of manufacturer lubricants, fluids and parts) and care for the vehicle in accordance with the instructions and recommendations in the owner's manual and Warranty and Service book. Your local XPENG dealer or authorised service centre have trained technicians, diagnostic equipment and the product knowledge necessary to cater for all you XPENG vehicle servicing requirements.

At the time of new vehicle delivery, thoroughly check the vehicle interior and exterior and report any damage to the selling dealer both verbally and in writing.

Retain maintenance service and inspection records for the vehicle and provide them to any subsequent owner of the vehicle. These may be required in the event of a question concerning the vehicle's servicing/maintenance history.

Notify True EV in the event of a change of ownership of the vehicle.

Notify an authorised XPENG dealer in the event that the odometer in your vehicle needs to be changed so the date of the change and the kms travelled can be recorded for future reference and continued warranty cover. No warranty coverage is provided where vehicle odometers have been altered without approval from True EV.

Deliver your vehicle to an XPENG dealer or authorised service centre for warranty support as soon as it becomes a fault or failure becomes apparent.

In the unlikely event of a thermal incident (including fire) involving your XPENG vehicle, notify your XPENG dealer immediately.

General

An XPENG dealer or authorised service centre will undertake any necessary warranty work at its place of business within a reasonable time after delivery of the vehicle to them. Genuine XPENG parts will be used for warranty work. Warranty support will be free of charge to customers except where items are excluded. If an item is not covered by warranty, the repair will be at the customer's expense. The decision of whether faulty or defective components are to be repaired or replaced will be made by True EV.

Any parts removed from an XPENG vehicle due to replacement under this warranty become the property of True EV.

Where manufacturers of Consumable Parts such as tyres and 12V batteries have representatives in Australia, for convenience and efficiency, we ask that customers seek warranty support from the local representative directly. Any XPENG dealer or authorised service centre will happily assist the customer in seeking support, if necessary.

Vehicles must remain in Australia continuously to be eligible for warranty coverage. Warranty will not apply to a vehicle exported to another country or to a vehicle imported to Australia from another country.

Software updating

As your XPENG vehicle relies on sophisticated software, updates from time to time will be required to ensure optimal vehicle operation. Some software updates will occur automatically through the internet connection in the vehicle. When your vehicle is serviced by an XPENG dealer or authorised service centre, they will check that vehicle software is up to date.

What is not covered:

Failures, faults or premature deterioration that we determine (acting reasonably) to have been caused or contributed to by the following:

- Failure to operate, maintain and care for your vehicle in accordance with the manufacturer's instructions in your vehicle's Owner's Manual and Warranty and Service Book (including but

not limited to failure to complete applicable scheduled servicing and maintenance at the specified intervals).

- Unauthorised vehicle modifications including but not limited to the fitment of non-genuine parts or accessories.
- Unauthorised changes, remapping or other tampering with the vehicle software.
- Failure to perform vehicle re-calibration as required by the manufacturer.
- Improper adjustment, servicing or repair of vehicle components.
- Accident damage.
- Environmental damage, including but not limited to hailstones, windstorms, flooding, other water ingress, fire, lightning or airborne fallout (for example, chemicals, tree sap, bird and insect droppings).
- Overloading the vehicle beyond the permitted loads set out in the vehicle Owner's Manual including but not limited to payload, axle weight any towing capacity (if any).
- Racing use (organised or informal).
- Off-road use.
- Misuse (being use outside the intended use for a vehicle of this kind), breach of local laws and regulations, negligence or carelessness.

Scratches or surface rust caused by wear and tear, including but not limited to stone or other chips in paint.

Damage or breakage of the windscreen or glass caused by impact, such as stones.

Wear and tear in vehicle parts which are usually subject to wear and tear including but not limited to carpet, trim (internal and external), upholstery and other exposed surfaces in the vehicle.

Replacement of Consumable Parts unless fault or failure occurs within their own specified warranty period.

Normal or characteristic noise and vibration for the vehicle.

Normal deterioration, discolouration or blur of plastic or glass.

Any vehicle which has been written off (meaning the vehicle is damaged to such an extent that it is not economical to repair).

Normal minor, gradual traction battery degradation due to wear and tear over time.

Limitation of liability

To the extent permitted by law, this warranty will not cover consequential loss or damage such as loss of time, inconvenience, loss of use of the vehicle loss of income or other consequential loss or damage.

Technical information and enquiries

XPENG Dealers have trained technical staff and they are your first point of contact for all matters relating to your XPENG vehicle. For a full list of XPENG dealers please refer to the 'Find a Dealer' link on the XPENG Australia website.