

Warranty & Maintenance Policy

Warranty Card

Customer Information		Vehicle Information	
Owner's name		Vehicle model	
Telephone number		VIN	
Delivery date		Authorised dealer:	
Signature of the owner:		(Stamp)	
Date of signing:		Date of stamp	

This warranty card is to be retained by the customer.

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1. Limited warranty

1.1 Scope of the warranty

This User and Maintenance Manual (hereinafter referred to as the “Manual”) applies to XPENG series models purchased by customers in the European Union . During the Limited Warranty period defined below , XPENG European Holding B.V., registered at Hoogoorddreef 11, 1101 BA, Amsterdam, under registration number 862200623 (hereinafter “XPENG”), that the vehicle is free from defects in design, workmanship or raw materials, and shall bear the costs of replacement parts and repairs arising therefrom (with the exception of the items listed in the warranty exclusions). This manual is intended to set out the scope of the warranties. Should any of the warranties contained in this manual is restricted or differs from the other requirements under the applicable local (consumer) law of country in which the consumer purchased their vehicle, the latter shall the latter shall prevail. For the avoidance of doubt: nothing in this manual limits the statutory rights of a consumer under local warranty laws. Instead of the warranties described in this manual, the warranty under the local consumer law of the country the consumer purchased their vehicle.

1.2 Warranty Period

This manual applies to vehicles registered on or after 1 January 2023. Key components, wear parts, parts of the complete vehicle and specific warranty items are subject to different warranty periods, as described in this manual. For further details, please refer to the table below:

Category	Content	Limited warranty period
Warranty period for Key components	Traction battery and battery management system (BMS), drive motor and intelligent power unit (IPU)	96 months or 160,000 km
Warranty period for wear parts	Wiper blades	6 months or 5,000 km
	Smart keys batteries, bulbs, Filter elements for the air conditioning, Brake pads and tyres	12 months or 20,000 km
	12V battery, fuses and relays	24 months with unlimited mileage

Warranty period for the entire vehicle (basic warranty)	Genuine parts for the entire vehicle, with the exception of key components, wear parts and special warranty items	84 months or 160,000 km
Special warranty items	Paintwork	36 months with unlimited mileage
	Anti-corrosion and anti-rust coating for sheet metal	144 months with unlimited mileage

Note:

The warranty for the traction battery covers a minimum capacity over a period of 96 months or 160,000 km from the date of first registration, whichever whichever comes first. This warranty covers repairs required to restore the battery capacity to at least 70% of the original battery capacity.

Corrosion protection and anti-rust coatings for sheet metal: The limited warranty against rust on the body panel covers only rust perforations (holes occur from the inside out through the body panels);

The warranty periods mentioned above for key components, wear parts, parts of the entire vehicle and specific warranty items commence on the date of delivery and end upon reaching the time or mileage limit, whichever comes. If separate warranty periods are agreed for accessories or other products, the warranty periods agreed separately for these accessories or products shall apply.

To keep your vehicle in optimum condition, it is advisable to have it serviced at an XPENG authorised dealer in accordance with the instructions provided in this manual

1.3 Transfer of Title

The limited vehicle warranty set out in this manual is not affected by the transfer of ownership of the vehicle; however, the limited warranty period for the vehicle begins on the date of the first delivery/registration to the original **owner**.

2. Limited warranty for replacement parts

Genuine parts (supplied by XPENG or third-party suppliers designated by XPENG for the repair and maintenance of new vehicles) recommended by XPENG to customers to maintain the safety and performance of the vehicle, and which are replaced at a facility of an XPENG-authorized dealer (hereinafter hereinafter referred to as ‘authorized dealer’) are covered by the. During the limited warranty period, XPENG warrants the covered parts of the vehicle against defects in Design, workmanship or raw materials under normal use. For spare parts, different warranty periods apply depending on the circumstances of the replacement, including:

2.1 Replacement of original parts due to non-quality defects

For original parts that are replaced at an authorised dealer for reasons other than quality defects in design, workmanship or raw materials, a limited warranty period of 12 months or 20,000 km (whichever comes first) from the date the repair is completed by authorised dealer; for wiper blades, a limited warranty period of 6 months or 5,000 km (whichever comes first) from the date of completion of the repair by the authorised dealer.

2.2 Replacement of original parts due to quality defects

Genuine parts that are found to have quality defects in design, workmanship or raw materials are replaced free of charge by an authorised dealer are covered by a warranty for the remaining limited warranty period of the replaced defective parts and are no longer covered by the warranty once the remaining limited warranty period of the replacement parts expires.

3. Exclusions from the warranty

Any malfunctions or accidental damage resulting from the following situations are not covered by the warranty described in this manual:

3.1 Systems or parts that, according to your vehicle's user manual, , but which are damaged as a result of the customer's own modifications, adjustment or dismantling by the customer.

3.2 Damage resulting from improper handling of the vehicle by the customer in the event of quality defects.

3.3 Force majeure or factors beyond XPENG's control:

- Damage or consequential damage caused by accidents, human factors, environmental influences such as natural disasters or other factors of force majeure, including but not limited to sunlight, airborne chemicals, tree sap, animal or insect droppings, road debris (including stone chips), industrial waste, railway dust, salt, hail, flooding, acid rain, fire, water, contamination, lightning, explosion, earthquake and storms;
- product malfunctions caused by abnormal operating conditions (e.g. reduced range of the remote control and failure of the remote control due to electromagnetic interference in the environment);
- Malfunctions occurring outside the warranty period described in this manual
- Damage to the drive battery caused by normal capacity decline, human-induced or accidental impacts, water, etc.

3.4 XPENG shall not be liable for the following costs incurred for:

Any repair, alteration or modification to the vehicle or the installation or the use of fluids, parts or accessories fitted by a person or organisation not authorised or certified to do so.

Improper repairs or maintenance work (not carried out by an an XPENG-authorised dealer or repair centre), including the use of fluids, parts or accessories not specified in the customer documentation.

- Improper towing of the vehicle.
- Improper winching.
- Theft, vandalism or rioting.

Driving over uneven, rough, damaged or hazardous surfaces, including, but not limited to, kerbs, potholes, unfinished roads, rubble or other obstacles, or during competitions, races or autocross, or for other purposes for which the vehicle is not designed.

- Overloading the vehicle.
- Use of the vehicle as a stationary power source.
- Financial and time losses resulting from the inability to use the vehicle;
- Charges for vehicle storage or hire;
- Accommodation, meals and other travel expenses.

The above limitation of liability applies only to the extent permitted by mandatory (consumer) law.

3.5 Damage caused by the customer's failure to properly cleaned, maintained, stored, used or repaired, in accordance with the vehicle's user manual or the product instructions.

For example:

Improper maintenance or the use of lubricants or additives other than those user manual;

- The use of non-genuine spare parts (genuine spare parts: those supplied or agreed upon by XPENG or agreed);

Maintenance work not carried out within the recommended time and mileage intervals as specified in this manual and in the user manual;

Improper use and maintenance of the vehicle. If the vehicle has been used in difficult driving conditions without following the user manual.

- You are unable to provide evidence that you have maintained your vehicle properly, e.g. through maintenance records and receipts;

3.6 The following are not covered by the limited warranty:

- Corrosion resulting from material or workmanship defects not manufactured or supplied by XPENG, resulting in;
- Body panels or chassis perforated from the outside, caused by superficial or cosmetic corrosion due to stone chips or scratches;
- Corrosion resulting from accidents, misuse, negligence and/or improper operation;
- Damage caused by the installation of accessories not approved by XPENG, contact with chemical substances, natural disasters, fire or improper storage.
- Normal deterioration.
- Normal wear and tear or deterioration, such as discolouration, fading or deformation.
- Surface corrosion on parts other than the sheet metal panels of the exterior bodywork.
- Gradual wear of mechanical components in proportion to mileage.
- The alignment of doors, bonnets and tailgates.
- Routine maintenance

3.7 XPENG does not cover the costs of routine maintenance work described in this manual under 'Regular maintenance' and in the user manual under

"Maintenance", such as:

- Inspection
- Cleaning and polishing
- Minor adjustments

- Lubrication
- Oil/fluid changes
- Replacement of filters
- Top-up of antifreeze coolants
- Wheel alignment and balancing

unless they are carried out as part of a repair under warranty in accordance with these instructions.

3.8 Vehicles classified as “total loss” or “written off by the insurer”

XPENG assumes no warranty obligations for vehicles classified as a “total loss” or “insurance write-off”.

3.9 Other damage to the vehicle not caused by quality defects in the vehicle.

4. Dispute Resolution

In the event of any disputes, differences or controversies in connection with this manual, XPENG explore reasonable avenues for amicable resolution. If you are a consumer, we are legally obliged to inform you of the existence of the European Commission which offers a non-binding, out-of-court complaint and redress procedure. (<https://ec.europa.eu/consumers/odr>). If a dispute or claim cannot be settled amicably, both XPENG and the customer may submit their claim to the competent court.

5. Precautions regarding the warranty

5.1 Warranty Certificates

The vehicle sales invoice, this manual, and the repair orders and are important supporting documents that enable you to claim the warranty described in this manual. XPENG advises you to keep them in a safe place to avoid loss or damage.

5.2 Repair and Maintenance Records

If repair or maintenance work is carried out on your vehicle, you should keep the relevant documents, such as the repair order and the invoice, as they are important proof that your vehicle has been repaired or serviced in accordance with the your vehicle’s owner’s manual or this manual.

5.3 Service intervals

If you have your vehicle repaired or serviced at an authorised dealer, the authorised dealer must be given reasonable and sufficient time to carry out the repair or maintenance work. The authorised dealer will vehicle as quickly as possible and hand it over to you.

5.4 Maintenance Schedule

Subject to compliance with the relevant laws and regulations, XPENG and the authorised dealer are entitled to draw up a specific repair or parts replacement plan in accordance with the technical requirements and the actual condition of your vehicle. Parts replaced under warranty belong to XPENG.

5.5. Product Replacement

XPENG reserves the right to make design changes to the vehicles it manufactures, and is not obliged to make identical or similar modifications to a vehicle that has already been sold.

5.6 Recall

In the event of a product recall, XPENG will draw up a reasonable maintenance plan based on the product defects. Under normal circumstances, the defects be rectified by repairing or replacing parts. To rectify the defects in the vehicle as quickly as possible and to ensure that you can drive your vehicle safely, please work actively with XPENG and the authorised dealer to arrange the relevant repair or maintenance services once you have received the recall notice or have been officially informed of the recall details.

5.7 Miscellaneous

Every XPENG vehicle is a highly intelligent electric vehicle featuring many advanced technologies. We therefore strongly advise you to read the user manual and this manual carefully before using your vehicle , and to drive and maintain your vehicle as recommended. You should authorised dealer in advance before allowing any party other than an authorised dealer to carry out emergency maintenance on your vehicle .

If you have any questions regarding the user's rights and obligations in relation to the warranty described in this manual, please contact an authorised dealer.

6. Maintenance requirements

- Routine maintenance of your vehicle is necessary to ensure proper use and a pleasant driving experience, to improve the vehicle's efficiency and reliability, and to reduce potential maintenance costs.
- You can carry out the daily maintenance tasks that you can perform yourself, and which are clearly specified in your vehicle's user manual, in accordance with the relevant instructions in the user manual.
- Given the complexity of your vehicle's systems and the strict after-sales service requirements set out in national laws and regulations governing electric vehicles, XPENG strongly recommends that you have your vehicle serviced regularly by an authorised dealer.
- If you have any questions regarding the maintenance of your vehicle, please contact an authorised dealer directly.

7. Recommended Use

- Your vehicle's range depends on the level of discharge. To prevent a deterioration in the drive battery's performance caused by excessive discharge, XPENG recommends that you recharge the battery in good time, at the latest when the low battery voltage warning light illuminates on your CID.
- Your vehicle's actual range decreases as the drive battery ages.
- Your vehicle's range depends on various factors, such as weather conditions, load, driving style and the use of accessories such as the heating or air conditioning.

- In extreme temperatures (both hot and cold) and at low power, sluggish acceleration or a lack of power may occur due to the characteristics of the drive battery.
- Have your vehicle serviced regularly.
- Keep tyre pressure at the level recommended in your vehicle's owner's manual.
- Avoid using your vehicle in hot or cold weather.
- Do not leave the vehicle parked for too long after use in winter, and charge it as soon as possible.
- Remove unnecessary items to reduce the load on your vehicle.
- If necessary, switch off high-power electrical appliances such as air conditioning or adjust the heating/cooling temperature to reduce energy consumption and increase range.
- At high speeds, close the windows to reduce air resistance and power consumption.
- Maintain a steady driving speed.
- Press the accelerator pedal gently when accelerating.
- Release the accelerator pedal when braking. Unless emergency braking is required, do not press the brake pedal, or press it gently, to recover as much braking energy as possible and increase the range.

8. Regular maintenance

Have your vehicle serviced at intervals of 12 months or 20,000 km and have the second column of maintenance work carried out every 24 months or 40,000 km (e.g. 24 months or 40,000 km, 48 months or 80,000 km, 72 months or 120,000 km). It is recommended that the coolant be replaced every 72 months or 120,000 km. The following items in the table must be carried out depending on the service interval/mileage, whichever comes first.

To keep your vehicle in good condition, the recommended maintenance work must be carried out as required. For example, service or replace the AC filter element if it is heavily soiled or performing poorly.

System	Item to be inspected	Every 12 months or 20,000 km	Every 24 months or 40,000 km
		Visual inspection (V) - Adjustment (A) - Cleaning (C) - Replacement (R) Top-up (S) Lubricate (L) Tightening (T)	
Traction battery system	Appearance of the traction battery	V	V
	Odour control	V	V
	High-voltage connectors and cable harnesses	V	V
	Low-voltage connectors and cable harnesses	V	V
	Bolt torque	V+T	V+T



	Compensation valve/vent valve	V	V
	Repair switch	-	V
Motor system	Appearance of the motor front/rear	V	V
	Connectors & wiring harness	V	V
	Piping for temperature control	V	V
	Rubber support and Bolt torque	V	T
Electrical inspection system	Visual inspection of the engine compartment	V	V
	HV connectors and wiring harness for the engine compartment	V	V
	LV connectors and wiring harness for the engine compartment	V	V
	Supercharging/Low charge connection and wiring harness	V	V
	12V battery	V	V
	Lighting and signals	V	V
	Interior lighting and Ambient lighting	V	V
	Multifunction steering wheel	V	V
	XPilot system	V	V
	Seat memory and adjustment	V	V
	Function for opening/closing the door	V	V
	Window functions	V	V
	Power supply and USB	V	V
	Horns	V	V
	CID functions	V	V
	Passive access and passive start (PEPS)	V	V
	Remote-controlled door locking	V	V
	Interior and external mirrors	V	V
	Instrument panel information and faults	V	V
	Version of the vehicle software	V + A	V + A
Braking system	EPB	V	V
	Brake caliper and cylinder	V	V

	Brake fluid	V	R	
	Brake lines	V	V	
	Brake pedal travel	V	V	
	I-booster and connectors	V	V	
	Brake disc	V	V	
	Front and rear Brake pads	V	V	
Steering system	Steering wheel play	V	V	
	Steering column adjustment	V	V	
	Steering motor	V	V	
	Steering shaft and dust cover	V	V	
	Track rod end and dust cover	V	V	
	EPS function	V	V	
Body system	Windscreen and rear window, door glass and sunroof glass	V	V	
	Cleaning the windscreen wipers	V	V	
	Washer fluid	S	S	
	Seats and slide rails	V	V	
	Door locks, hinges and door stops	V + L	V + L	
	Bonnet lock, Boot lid latch and hinges	V + L	R + L	
	Supports for bonnet and boot lid	V	V	
	Child-proof locks	V	V	
	Seat belts and seatbelt reminders	V	V	
	Seals and Weatherstrips for doors	V	V	
	interiors	V	V	
	Condition of the bodywork	V	V	
	Powertrain & suspension system	Appearance of the reduction gearbox	V	Gearbox
		Gearbox oil (every 48 months/80,000 km)	V	V



	Drive shaft and dust boot	V	V
	Tyres, rims and Torques	V + T	V + T
	Tyre change (if applicable)	V + A + T	V + A + T
	Eccentric wear of tyres (if necessary, Adjustment of alignment)	V	V
	Wheel bearing	V	V
	Front and rear suspension	V	V
	Shock absorbers and springs	V	V
Drivetrain & Suspension system	Torque of the chassis bolts	V + T	V + T
Cooling system	Coolant (every 72 months/120,000 km)	V	V
	Coolant pipe	V	V
	Water pump	V	V
	Radiator	V + C	V + C
	Flap	V	V
	Radiator fan	V	V
Air conditioning system	Drain pipe from the air conditioning evaporator	V	V
	Compressor	V	V
	Air conditioning piping	V	V
	Air conditioning condenser	V + C	V + C
	PTC wiring harness	V	V
	Air conditioning filter	C	R
		It is recommended that the replacement interval should not exceed 2 years, depending on local air quality.	
/	Wiper blades (every 3 months or 5,000 km)	R	R
	Tyre pressure and eccentric wear check (every 3 months or 5,000 km)	V + A	V + A

The following maintenance tasks are carried out based on normal driving conditions. If you frequently drive in difficult conditions, you should have your vehicle serviced more often. For further information, please contact XPENG or an authorised dealer if you:

- a) drive in a very dusty environment.
- b) drive in extremely cold (below 0 °C) or high temperatures (above 40 °C).
- c) drive in wet conditions or frequently drive through water.
- d) drive on roads with high levels of salt or corrosive materials.
- e) frequently brake or drive in mountainous areas.
- f) are engaged in commercial activities, or your vehicle is frequently used for special purposes, e.g. under heavy loads.
- g) participating in racing or competitive activities.
- h) planning to retrofit or make modifications that are not approved by XPENG.

9. Vehicle Maintenance Log

The maintenance log is used to document all service work.

Registration form for maintenance work

Date		Mileage	
Technician		Stamp of the authorised dealer	
Next service due:			
Mileage at next service:		Customer's signature:	

10. Limitation of Liability

XPENG hereby disclaims, to the fullest extent permitted by applicable local law, all indirect, incidental, special and consequential damages arising from or in connection with the customer's vehicle, including, but not limited to transport to and from an authorised dealer, loss of vehicle value, loss of time, loss of income, loss of use, loss of personal or business property, inconvenience or annoyance, emotional distress or damage, business losses (including, but not limited to loss of profits or revenue), towing costs, bus fares, car hire, call-out charges, fuel costs, accommodation costs, damage to the towing vehicle, and incidental costs such as telephone calls, fax transmissions and postage costs. XPENG shall not be liable for direct damages to an exceed the market value of the vehicle at the time of the incident. The foregoing limitations and exclusions apply regardless of whether the customer's claim arises from a contract, a tort (including negligence and gross negligence), a breach of warranty or condition, a misrepresentation (whether negligent or otherwise) or otherwise under law or equity, even if XPENG has been advised of the possibility of such damages or such damages are reasonably foreseeable.

Nothing in this manual excludes or limits XPENG's liability for death or personal injury, or limit it in any way, where such are caused solely and directly by the negligence of XPENG or its employees, agents or subcontractors (where applicable), by fraud or fraudulent deception, or by wilful misconduct.

11. Amendments and Waivers

Any amendments to this manual require the express approval of XPENG. No natural or legal person, including an XPENG employee or an authorised representative, may amend or revoke any part of this manual.