

# Warranty and Maintenance Manual – Singapore – XPENG X9

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## I. Limited Warranty

### 1. Scope of Warranty

This Warranty and Maintenance Manual (hereinafter referred to as the “Manual”) applies to the XPENG series models purchased by customers in Singapore. During the vehicle Limited Warranty Period as defined below, Guangzhou Xiaopeng Motors Technology Co., Ltd. registered at No. 8 Songgang Road, Changxing Street, Cencun, Tianhe District, Guangzhou, China (Post Code: 510640 ) (hereinafter referred to as “XPENG”) warrants the vehicle against quality defects in design, workmanship or raw materials, and shall bear the spare parts costs and maintenance man-hour costs arising therefrom (except for the items specified in the Warranty Disclaimer).

The intention of this Manual is to state the scope of the warranties. In the event any of the warranties provided in this Manual should be limited or deviated from what otherwise is required according to applicable local (consumer) law, of the country where the consumer bought its vehicle, the latter shall prevail. For clarity, nothing in this Manual shall limit a consumer’s statutory rights pursuant to the local laws (as applicable). Instead of invoking the warranties described in this Manual, it is also possible to invoke the warranty that is applicable under the local consumer law of the country where the consumer bought its vehicle.

### 2. Warranty Period

This Manual applies to vehicles registered on or after the 1 January 2023. The key parts, consumable parts, whole vehicle parts and special warranty items are covered by different warranty periods as described in this Manual. For more details, please refer to the table below:

Category	Content	Limited Warranty Period (whichever comes first)
Warranty Period for Key Parts	Traction battery and battery management system (BMS), drive motor and intelligent power unit (IPU)	96 months or 160,000 km SOH ≥70%
	Traction battery with extended 2 years warranty on top of 8 years manufacturer warranty	SOH ≥62% as at 10 years / 200,000 km
	Wiper blades	6 months or 5,000 km

Warranty Period for Consumable Parts	Smart key batteries, light bulbs, fuses, air conditioning filter elements, brake pads, and tires	12 months or 20,000 km
Warranty Period for Whole Vehicle ( Basic warranty )	Original whole-vehicle parts other than key parts, consumable parts and special warranty items	60 months or 120,000 km
Special Warranty Items	Paint	36 months with unlimited mileage
	Body rust	144 months with unlimited mileage.
Warranty Period for 12V battery	12V battery	60 months or 120,000 km

**Note:**

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

For vehicles with extended 2 years power battery warranty on top of 8 years manufacturer warranty, the power battery is warranted to at least 62% (SOH≥62%) of the original battery capacity as at 10 years / 200,000 km (whichever comes first).

Body rust warranty: The limited warranty for body rust only covers rust perforations (holes that pass through the body panels from the inside out due to defects in materials or workmanship)

The above-mentioned warranty periods for key parts, consumable parts, whole vehicle and special warranty items start from the date of delivery and end at the time or mileage limit, whichever occurs first. If there is a separate agreement on the warranty periods for accessories or other products, the warranty periods specifically agreed for such accessories or products shall prevail.

It is advisable to have your vehicle inspected and maintained at a Service Center designated by XPENG in accordance with the requirements and frequency specified in this Manual, in order to keep your vehicle in optimum condition.

### 3. Transfer of Ownership

The vehicle limited warranty set forth in this Manual shall not be subject to change by the transfer of ownership of the vehicle, but the vehicle limited warranty period shall still start on the date of the first delivery to the original owner.

## **II. Limited Warranty for Replaced Parts**

The original parts (parts supplied by XPENG or third-party suppliers designated by XPENG for new vehicle repair and maintenance as a part of the vehicle) that are recommended by XPENG for customers to maintain the safety and performance of the vehicle and replaced at a facility of a Service Center authorized by XPENG (hereinafter referred to as a "Service Center") are covered by the limited warranty service for parts as described below. During the limited warranty period for parts, XPENG warrants the covered parts of the vehicle against quality defects in design, workmanship or raw materials during normal use. Replaced parts become the property of XPENG and are covered by different warranty periods, depending on the circumstances of the parts replacement, including:

### **1. Original parts replaced due to non-quality issues**

Original parts that are replaced at a Service Center due to any reason other than quality defects in design, workmanship or raw materials are covered by a limited warranty period of 12 months or 20,000 km for the vehicle mileage (whichever occurs first) from the date of completion of the repair by the Service Center, wiper blades are covered by a limited warranty period of 6 months or 5,000 km for the vehicle mileage (whichever occurs first) from the date of completion of the repair by the Service Center.

### **2. Original parts replaced due to quality issues**

Original parts that are replaced by a Service Center for free due to quality defects in design, workmanship or raw materials are warranted for the remaining limited warranty period as those replaced defective parts, and will not be warranted any more as the remaining limited warranty period of those replaced parts expires.

## **III. Warranty Disclaimer**

Any malfunctions or incidental damages resulting from the following situations are not covered by the warranty described in this Manual:

1. Systems or parts that are not allowed to be modified, adjusted, or disassembled according to the user manual of your vehicle, but are damaged due to the customer's self-modification, adjustment, or disassembly.
2. Damages caused by the customer's improper handling of the vehicle in the event of quality issues.
3. Force majeure or factors beyond the control of XPENG:
  - (1) Damage or indirect damage caused by accidents, human factors, environmental

factors such as natural disasters, or other force majeure factors including, but not limited to, exposure to sunlight, airborne chemicals, tree sap, animal or insect droppings, road debris (including stone chips), industry fallout, rail dust, salt, hail, floods, acid rain, fire, water, contamination, lightning, explosion, earthquake, and windstorms.

- (2) Product malfunctions caused by abnormal operating conditions (such as decreased remote control range, and remote-control failure resulting from environmental electromagnetic interference).
  - (3) Malfunctions that occur outside of the warranty period as described in this Manual.
  - (4) Damages to the traction battery caused by normal capacity fading, man-made or accidental collision, water, etc.
4. XPENG shall not be liable for the following costs incurred for:
- (1) Any repair, alteration or modification of the vehicle, or the installation or use of fluids, parts or accessories, made by a person or facility not authorized or certified to do so.
  - (2) Improper repairs or maintenance work (other than that carried out at a Service Center or repair facility authorized by XPENG), including use of fluids, parts or accessories other than those specified in the customer's owner documentation.
  - (3) Improper towing of the vehicle.
  - (4) Improper winch procedures.
  - (5) Theft, vandalism, or riot.
  - (6) Driving over uneven, rough, damaged or hazardous surfaces, including but not limited to, curbs, potholes, unfinished roads, debris, or other obstacles, or in competition, racing or autocross or for any other purposes for which the vehicle is not designed.
  - (7) Overloading the vehicle.
  - (8) Using the vehicle as a stationary power source.
  - (9) Economic and time losses caused by the inability to use the vehicle.
  - (10) Vehicle storage or rental fees.
  - (11) Accommodation, meals, and other travel expenses.
5. Damages caused by the customer's failure to properly clean, maintain, store, use, or repair the vehicle in accordance with the user manual of the vehicle or product instructions. Such as:
- (1) Improper maintenance or the use of lubricants or additives other than those we

recommend in the user manual.

- (2) The use of non-original spare parts (original spare parts: supplied or agreed by XPENG).
  - (3) Maintenance that is not completed within the time and mileage recommendations, as those described in this Manual and the user manual,
  - (4) Improper use and maintenance of the vehicle. If the vehicle has been used in severe driving conditions without following the additional maintenance steps specified in the user manual.
  - (5) Cannot provide evidence that you have properly maintained your vehicle, such as vehicle maintenance records and receipts.
6. The following is not covered by the limited warranty:
- (1) Corrosion caused by defects in materials or workmanship not manufactured or supplied by XPENG, resulting in perforated body panel or chassis from the inside out.
  - (2) Perforated body panel or chassis from the outside in caused by surface or cosmetic corrosion caused by stone chips or scratches.
  - (3) Corrosion caused by accidents, abuse, negligence, and/or improper operation.
  - (4) Damages caused by vehicle maintenance or operation, installation of accessories, exposure to chemical substances, natural disasters, fire, or improper storage.
  - (5) Normal deterioration.
    - Normal wear, tear or deterioration such as discoloration, fading or deformation.
    - Surface corrosion on any part other than the sheet metal panels on the exterior body.
    - Gradual wearing of mechanical components in proportion to mileage.
    - The adjustment of doors, bonnets and tailgates.
  - (6) Normal maintenance

XPENG will not cover costs for normal maintenance services described under 'Regular Maintenance' in this Manual and 'maintenance' in the user manual, such as:

- inspection
- cleaning and polishing
- minor adjustments
- lubrication
- oil/fluid changes

- replacement of filters
- anti-freeze coolant refill
- wheel alignment and tyre rotation

Unless these are carried out as part of a repair under warranty according to this Manual.

7. Vehicle categorized as "total loss" or "insurance write off"

XPENG will not undertake warranty obligations for vehicles categorized as "total loss" or "insurance write off".

8. Other damages to vehicle not caused by vehicle quality issues.

9. Other exclusions:

- (1) Those regarded as service items or components which are expected to require periodic replacement.
- (2) Replacement of consumable parts such as the oil, wiper blades, plugs, passenger compartment filters; The routine re-gassing of the air conditioning system.
- (3) Adjustments or resets (tracking, wheel balancing, front suspension, etc.).
- (4) Replacement of parts that are subject to normal Wear and Tear or Parts which had reached the end of their expected service life, this includes but is not limited to: brake pads and linings, gasket, tyres, rubber mounts or bushes, shock absorbers, wheel bearings, C.V. boots and steering rack gaiters, ball joints, pipes & hoses, bulbs, dry cell batteries, fuses and textiles (e.g. headlining, carpets and seat/backrest/armrest/head restraint covers).
- (5) Normal noise, vibration.
- (6) Damage to paintwork, chrome trims, or a convertible soft top caused by industrial pollution, bird lime, climatic, thermal, chemical or mechanical influences.
- (7) Improper use of the Vehicle as a result of an error / neglect / inexperience of the driver / incorrect use (e.g. excessive weight, ignoring any warning signals, gauges or lights.)
- (8) Software updates.
- (9) The vehicle identification number (VIN) has been altered or removed.
- (10) The odometer has been disconnected or altered or the actual mileage cannot be determined.
- (11) Vehicle no longer registered in Singapore.
- (12) Breakdown or towing not in Singapore.

#### **IV. Dispute Resolution**

In the event that any disputes, differences or controversies arise between the customer and XPENG related to this Manual, XPENG will explore reasonable possibilities for an amicable settlement.

If a dispute or claim cannot be resolved amicably, either XPENG or the customer may submit their claim to the competent court.

## **V. Warranty Precautions**

### **1. Warranty Certificates**

- (1) If you have lost this Manual, please contact XPENG for a replacement in time. After the replacement, you will continue to enjoy relevant warranty services.
- (2) The vehicle sales invoice, this Manual and repair orders and invoices are important certificate documents for you to enjoy the warranty as described in this Manual. XPENG reminds you to keep them properly to prevent loss or damage.

### **2. Repair and Maintenance Records**

If repair or maintenance services are performed on your vehicle, you should keep the relevant documents such as the repair order and invoice, which will be important evidence to prove that your vehicle has been subject to relevant repair or maintenance services in accordance with the user manual of your vehicle or this Manual.

### **3. Maintenance Time**

When having your vehicle repaired or maintained at a Service Center, a reasonable and sufficient time has to be allowed for the Service Center to complete the repair of maintenance services. The Service Center will repair and return your vehicle to you as soon as possible.

### **4. Maintenance Plan**

While complying with relevant laws and regulations, XPENG and the Service Center are entitled to develop a specific repair or parts replacement plan pursuant to technical requirements and the actual situation of your vehicle. Parts replaced under warranty belong to XPENG.

### **5. Product Change**

XPENG reserves the right to make design changes to the vehicles it produces, and is not obliged to implement any identical or similar changes to any sold vehicle.

### **6. Recall**

In the event of product recall, XPENG will provide a reasonable maintenance plan based on the product defects. Under normal circumstances, the defects can be resolved by repairing or replacing parts. In order to eliminate the defects of the vehicle as soon as possible and to ensure that you can drive your vehicle safely, please actively cooperate

with XPENG and the Service Center to accept relevant repair or maintenance services after receiving the recall notice or being informed of the recall information through official channels.

## **7. Miscellaneous**

Every XPENG vehicle is a highly smart electric vehicle involving many advanced technologies. Therefore, we strongly advise you to carefully read the user manual of your vehicle and this Manual before using your vehicle, and drive and maintain your vehicle as suggested. You should inform a Service Center in advance before having any other party than a Service Center perform emergency maintenance on your vehicle.

If you have any questions about the users' rights or obligations concerning the warranty described in this Manual, please contact a Service Center directly.

### **I. Necessity of Maintenance**

1. Routine maintenance for your vehicle is necessary to ensure proper use and pleasant driving experience, improve the efficiency and reliability of vehicle, and reduce potential maintenance costs.
2. For the daily maintenance services that can be performed by yourself as clearly specified in the user manual of your vehicle, you can complete those services in accordance with the relevant instructions in the user manual.
3. In view of the system complexity of your vehicle and strict after-sales service requirements specified in national laws and regulations for electric vehicles, XPENG hereby strongly recommends you have your vehicle regularly maintained at a Service Center.
4. If you have any questions about how to maintain your vehicle, please contact a Service Center directly.

### **II. Daily Maintenance, Precautions and Recommended Use**

1. The range of your vehicle is related to the level of discharge. To avoid the performance degradation of the traction battery caused by discharging the traction battery too much, XPENG recommends you recharge the battery in time and ultimately when the low battery warning light on your CID (center information display ) is on.
2. The actual range of your vehicle will decrease as the age of the traction battery increases.
3. The range of your vehicle depends on various conditions such as weather conditions, load factor, driving style and the use of accessories such as heating or air conditioning.

4. At extreme temperatures (both hot or cold) and low power levels, sluggish acceleration or lack of power may occur due to the characteristics of the traction battery.
5. Maintain your vehicle regularly.
6. Keep the tire pressure at the level that is advised in the user manual of your vehicle.
7. Try to avoid using your vehicle in extreme hot or cold climates. Due to extreme temperatures, the tires are more likely to wear and age, and the ultraviolet rays are strong, which can easily age the wipers and lights. It is necessary to regularly clean the air conditioning system, check the tires regularly, and replace the wipers and lights in time.
8. Don't leave your vehicle parked too long without charging.
9. Remove unnecessary items to reduce the load factor on your vehicle.
10. When necessary, turn off high-power electrical appliances such as the air conditioner or adjust the heating/cooling temperature to reduce the energy consumed and increase the range.
11. At high speeds, close the windows to reduce air resistance and power consumption.
12. Keep your driving speed steady.
13. When accelerating, press the accelerator pedal gently.
14. When decelerating, release the accelerator pedal. If emergency braking is not necessary, do not press the brake pedal or gently press it to obtain as much braking energy recovered as possible and increase the range.

### III. Regular Maintenance

Have your vehicle maintained at an interval of 12 months or 20,000 km, and perform the second column of maintenance items 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). The coolant is recommended to be replaced every 72 months or 120,000 km. The following items in the table shall be performed depending on service time/mileage, whichever occurs first.

To keep your vehicle in good condition, recommended maintenance services shall be performed as needed. For example, maintain or replace the AC filter element in case of too much dirt or poor filtration performance.

System	Inspection Item	Every 12 Months or 20,000 km	Every 24 Months or 40,000 km

		Visual Inspection (V) Adjust (A) Clean (C) Replace (R) Supplement (S) Lubricate (L) Tighten (T)	
Traction Battery System	Traction battery appearance	V	V
	Odor inspection	V	V
	High voltage connector and wiring harness	V	V
	Low voltage connector and wiring harness	V	V
	bolt torque	V+T	V+T
	Balance valve/breather valve	V	V
	repair switch	-	V
Motor System	Front/rear motor appearance	V	V
	Connectors & wiring harness	V	V
	Temperature control pipeline	V	V
	Support rubber and bolt torque	V	T
System	Inspection Item	Every 12 Months or 20,000 km	Every 24 Months or 40,000 km

		Visual Inspection (V) Adjust (A) Clean (C) Replace (R) Supplement (S) Lubricate (L) Tighten (T)	
	Visual inspection of motor compartment	V	V
Electrical Control System	Motor compartment HV connector and wiring harness	V	V
	Motor compartment LV connector and wiring harness	V	V
	Super charging/ Low charging port and wiring harness	V	V
	Lighting and signals	V	V
	Interior lights and ambient lights	V	V
	Multifunction steering wheel	V	V
	XPilot system	V	V
	Seat memory and adjustment	V	V

	Door opening/closing function	V	V
System	Inspection Item	Every 12 Months or 20,000 km	Every 24 Months or 40,000 km
		Visual Inspection (V) Adjust (A) Clean (C) Replace (R) Supplement (S) Lubricate (L) Tighten (T)	
Electrical Control System	Window functions	V	V
	Power supply and USB	V	V
	Horns	V	V
	CID functions	V	V
	Passive entry and passive start (PEPS)	V	V
	Remote door lock	V	V
	Interior and exterior rear-view mirrors	V	V
	Instrument information and faults	V	V
	Vehicle software version	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
System	Inspection Item	Every 12 Months or 20,000 km	Every 24 Months or 40,000 km
		Visual Inspection (V) Adjust (A) Clean (C) Replace (R) Supplement (S) Lubricate (L) Tighten (T)	
Braking System	Ibooster and connectors	V	V
	Brake disc	V	V
	Front and rear brake pads	V	V
Steering System	Free play of steering wheel	V	V
	Steering column adjustment	V	V
	Steering motor	V	V
	Steering shaft and dust cover	V	V
	Tie rod ball joint and dust cover	V	V
	EPS function	V	V
Body System	Front and rear windshields, door glass and sunroof glass	V	V

	Washing wipers	V	V
	Washing fluid	S	S
	Seats and slider tracks	V	V
	Door locks, hinges and stoppers	V + L	V + L
	Hood lock, trunk lid latch and hinges	V + L	V + L
System	Inspection Item	Every 12 Months or 20,000 km	Every 24 Months or 40,000 km
		Visual Inspection (V) Adjust (A) Clean (C) Replace (R) Supplement (S) Lubricate (L) Tighten (T)	
Body System	Struts for hood and trunk lid	V	V
	Childproof locks	V	V
	Seat belts and seat belts reminders	V	V
	Seals and weatherstripping for doors	V	V
	Interiors	V	V

	Body rust condition	V	V
Drivetrain & Suspension System	Reducer appearance	V	V
	Reducer oil (replace every 48 months/80,000 km)	V	V
	Drive shaft and dust cover	V	V
	Tires, rims and torques	V + T	V + T
	Tire rotation (if applicable)	V + A + T	V + A + T
	Tire eccentric wear (alignment adjustment if necessary)	V	V
	Wheel bearings	V	V
		Front and rear suspension	V
	Shock absorbers and springs	V	V
System	Inspection Item	Every 12 Months or 20,000 km	Every 24 Months or 40,000 km

		Visual Inspection (V) Adjust (A) Clean (C) Replace (R) Supplement (S) Lubricate (L) Tighten (T)	
Drivetrain & Suspension System	Chassis screw torque	V + T	V + T
Cooling System	Coolant (replace every 72 months/120,000 km)	V	V
	Cooling pipeline	V	V
	Water pump	V	V
	Radiator	V + C	V + C
	Shutter	V	V
	Cooling fan	V	V
	A/C function inspection	V	V
A/C System	A/C evaporator drain line	V	V
	Compressor	V	V
	A/C pipeline	V	V
	A/C condenser	V + C	V + C
	PTC wiring harness	V	V

Air Conditioner	A/C filter	C	R
System	Inspection Item	Every 12 Months or 20,000 km	Every 24 Months or 40,000 km
		Visual Inspection (V) Adjust (A) Clean (C) Replace (R) Supplement (S) Lubricate (L) Tighten (T)	
Recommended Maintenance Items (as needed)			
/	Wiper blades (every 3 months or 5000 km)	R	R
	Tire pressure and eccentric wear check (every 3 months or 5000 km)	V + A	V + A

The following maintenance services are determined based on normal driving conditions. If you often drive under harsh conditions, please have your vehicle maintained more frequently. For more details, please contact XPENG or a Service Center when you are:

1. driving in a highly dusty environment.
2. driving at extremely cold (below 0 °C) or high temperatures (above 40 °C).
3. driving in wet conditions or wading in water frequently.
4. driving on roads with a lot of salt or corrosive materials.
5. braking frequently or driving in mountainous areas.
6. engaged in operational activities, or your vehicle is often used for special purposes such as high-load use.
7. engaged in racing or competitive activities.
8. are planning a retrofitting or making modifications not authorized by XPENG.

#### V. Limitation of Liability

To the maximum extent permissible under local applicable law, XPENG hereby disclaims any and all indirect, incidental, special and consequential damages arising out of or

relating to the customer's vehicle, including, but not limited to, transportation to and from a Service Center, loss of vehicle value, loss of time, loss of income, loss of use, loss of personal or commercial property, inconvenience or aggravation, emotional distress or harm, commercial loss (including but not limited to lost profits or earnings), towing charges, bus fares, vehicle rental, service call charges, gasoline expenses, lodging expenses, damage to tow vehicle, and incidental charges such as telephone calls, facsimile transmissions, and mailing expenses. To the maximum extent permissible under local applicable law, XPENG will not be liable for any direct damages in an amount that exceeds the fair market value of the vehicle at the time of the claim.

The above limitations and exclusion will apply whether or not the customer's claim is in contract, tort (including negligence and gross negligence), breach of warranty or condition, misrepresentation (whether negligent or otherwise) or otherwise at law or in equity, even if XPENG has been advised of the possibility of such damages or such damages are reasonably foreseeable.

Nothing in this Manual shall exclude, or in any way limit XPENG the liability of XPENG for death or personal injury, solely and directly caused by XPENG negligence of XPENG or that of its employees, agents, or subcontractors (as applicable), fraud or fraudulent misrepresentation, or willful misconduct.

## **VI. Modifications and Waivers**

No person or entity, including, but not limited to, an XPENG employee or authorized representative, can modify or waive any part of this Manual.

For enquiries, please contact: [customercare.xpeng@premiumauto.com.sg](mailto:customercare.xpeng@premiumauto.com.sg)