

Limited Warranty

Scope of Warranty

This Warranty and Maintenance Manual ('Manual') applies to new XPENG vehicles in Australia.

During the vehicle Limited Warranty Period as defined in this Manual, XPENG Motors Australia Pty Ltd ACN 683 035 467 ('XPENG Australia') warrants new XPENG vehicles against faults or defects in workmanship and materials ('Manufacturer's Warranty'), except for the items excluded from the Manufacturer's Warranty as defined in this Manual, subject to the conditions defined in this Manual.

The purpose of this Manual is to explain the scope of the Manufacturer's Warranty and the maintenance requirements for your vehicle.

The Manufacturer's Warranty is in addition to your rights under the Australian Consumer Law and does not limit the Australian Consumer Law statutory consumer guarantees in any way. In some circumstances your rights under the Australian Consumer Law statutory consumer guarantees may be greater than your rights under the Manufacturer's Warranty, in which case we will honor your rights under the Australian Consumer Law statutory consumer guarantees.

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.

Warranty Period

This Manual applies to new XPENG vehicles imported into Australia by XPENG Australia and registered in Australia. 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 along with the notes below:

Category	Content	Limited Warranty Period
Warranty Period for Whole Vehicle (Basic Warranty)	Original whole-vehicle parts other than Key Parts, Consumable Parts and Special Warranty Items	7 years / Unlimited km for private use. 7 years or 160,000 km (whichever occurs first) for commercial use.*** (*** see Commercial Use statement below)
Warranty Period for Key Parts	Traction battery and battery management system (BMS), drive motor and intelligent power unit (IPU)	8 years 160,000 km (whichever occurs first) for private use.* 8 years or 160,000 km (whichever occurs first) for commercial use.*** (* See Traction Battery Degradation statement below) (*** see Commercial Use statement below)
Warranty Period for Consumable Parts	Wiper blades	6 months or 5,000 km whichever occurs first.
	12V battery, smart key batteries, light bulbs, fuses, air conditioning filter elements, brake pads, and tires	12 months or 20,000 km whichever occurs first.
Warranty Period for Special Warranty Items	Paint	5 years with unlimited km
	Sheet metal anti-corrosion and anti-rust coating	7 years with unlimited km. (** see Anti-corrosion statement below)

Warranty Period Notes:

** 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.. The traction battery warranty ensures a minimum of 70% of the original battery capacity for the Key Parts Warranty Period. Original battery capacity degradation of up to 30% will not be covered under warranty. Battery capacity must be measured using an XPENG genuine battery testing device. 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*

*** Sheet metal anti-corrosion and anti-rust coating - 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);*

**** Commercial Use - Unlimited km warranty does not apply to vehicles used at any time during the warranty period for commercial purposes, including but not limited to use as a rental car, hire car, taxi or similar commercial related activity.*

The above-mentioned warranty periods for Key Parts, Consumable Parts, Whole Vehicle and Special Warranty Items start from the date of first registration of the vehicle and end at the time or mileage limit, whichever occurs first. In Western Australia, for demonstration vehicles, the warranty period begins from the first customer purchase date, but mileage is counted from when the vehicle was first put into service as a demonstration vehicle.

If there are separate warranty periods for XPENG genuine accessories or other XPENG products, the warranty periods specifically stated for such accessories or products shall apply to those products.

It is the owner's responsibility to have their vehicle inspected and maintained in accordance with the requirements and frequency specified in the owner's manual for the vehicle and this Manual in order to keep their vehicle in optimum condition and maintain Manufacturer's Warranty coverage. Authorised XPENG Service Center's ('Service Centres') are available to assist with vehicle inspection and maintenance services.

Transfer of Ownership

In the event of transfer of ownership of an XPENG vehicle, the balance of the Manufacturer's Warranty remaining at the date of vehicle transfer will be available to the new owner subject to the same terms and conditions of the Manufacturer's Warranty. The history of the XPENG Vehicle including the mileage, use, maintenance and servicing undertaken by the original owner will be relevant to assessing warranty coverage available to the new owner.

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 an authorised XPENG Service Center (hereinafter referred to as a "Service Center") are covered by the limited warranty service as described below. During the limited warranty period, XPENG warrants the covered parts of the vehicle against defects in design, workmanship or raw materials during normal use. Replaced parts are covered by different warranty periods, depending on the circumstances of the parts replacement, including:

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.

Original parts replaced due to quality issues

Original parts that are replaced by a Service Center under the Manufacturer's Warranty due to quality defects in design, workmanship or raw materials are warranted for the remaining limited warranty period as was applicable to the replaced defective parts, and will not be warranted once the remaining limited warranty period of those replaced parts expires.

Warranty Limitations

Any faults, failures or incidental damage that we determine (acting reasonably) to have been caused or contributed to by the following situations are not covered by the Manufacturer's Warranty:

- Failure to operate, maintain, care, clean, store, use, or repair 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.
- Improper towing of the vehicle.
- Improper winch procedures.
- Theft, vandalism, or riot.
- 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.

- Using the vehicle as a stationary power source (if the vehicle was not designed to be use as a stationary power source).

Other items excluded from the Manufacturer's Warranty include:

- 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.
- Product malfunctions caused by abnormal operating conditions (such as decreased remote control range, and remote control failure resulting from environmental electromagnetic interference).
- 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 by XPENG.
- 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 by XPENG.
- Gradual wearing of mechanical components in proportion to mileage.
- The adjustment of doors, bonnets and tailgates.
- Normal maintenance items for the vehicle, such as:
 - inspection,
 - cleaning and polishing,
 - minor adjustments,
 - lubrication,
 - oil/fluid changes,
 - replacement of filters,
 - anti-freeze coolant refill, and
 - wheel alignment and tyre rotation,unless these are carried out as part of a warranty repair.

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.

Warranty Precautions

Warranty Certificates

The vehicle sales invoice, this Manual and repair orders and invoices are important documents for you to maintain in order.

If you have lost this Manual, please contact XPENG for a replacement.

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 an 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.

Maintenance Time

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

Maintenance Plan

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

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 vehicle which was sold prior to the design change.

Recall

In the event of product recall, XPENG will provide a reasonable rectification 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.

Miscellaneous

Every XPENG vehicle is a highly sophisticated electric vehicle involving many advanced technological systems. Therefore, we strongly advise you to carefully read the user manual for your vehicle and this Manual before using your vehicle, and drive and maintain your vehicle as suggested.

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

Necessity of Maintenance

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.

For the routine 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.

In view of the system complexity of your vehicle, XPENG hereby strongly recommends you have your vehicle regularly maintained by a suitably skilled, qualified, trained and properly equipped electric vehicle service center. XPENG authorised dealer service centres are suitably skilled, qualified, trained and equipped.

If you have any questions about how to maintain your vehicle, please contact a Service Center directly.

Daily Maintenance, Precautions and Recommended Use

The available driving range of your vehicle is dependent on the level of charge stored in the traction battery. Frequent partial traction battery charging may cause pre-mature performance degradation of the traction battery. XPENG recommends recharging the battery when the low battery warning light on your Central Information Display ('CID') is on.

The available driving range of your vehicle will decrease as the age of the traction battery increases.

The available driving range of your vehicle is dependent on various conditions such as weather conditions, vehicle load factors, driving style and the use of vehicle functions such as heating or air conditioning.

At extreme temperatures (both hot or cold), power and acceleration levels may vary due to the characteristics of the traction battery.

Have your vehicle maintained regularly.

Keep the tyre pressure at the level that is advised in the user manual of your vehicle.

Try to avoid using your vehicle in extremely hot or cold climates.

Do not leave your vehicle parked dormant (with a flat battery) for extended period of time during winter months.

Try to reduce the load factor on your vehicle.

When possible, turn off or reduce high-power electrical functions such as air conditioner reduce the energy consumed and increase the range.

At high speeds, close the windows to reduce air resistance and energy consumption.

Where safe, maintain a steady driving speed and a smooth driving style.

Where safe, when accelerating, press the accelerator pedal gently.

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 recovery as possible.

Regular Maintenance

To keep your vehicle in optimal condition and maintain the Manufacturer's Warranty, regular maintenance services must be performed as set out on the XPENG Motors Australia Pty Ltd ACN 683 035 467 ('XPENG Australia') Official Website for the applicable model.

Where a service interval is defined by time and mileage, it is whichever occurs first.

The vehicle regular maintenance requirements, service schedules and service intervals have been determined based on normal driving conditions. If you often drive under harsh or abnormal conditions, please have your vehicle checked, serviced and maintained more frequently. Please contact XPENG or a Service Center to discuss additional servicing requirements when you are:

- driving in a highly dusty environment.
- driving at extremely cold (below 0 °C) or high temperatures (above 40 °C).
- driving in wet conditions or wading in water frequently.
- driving on roads with a lot of salt or corrosive materials.
- braking frequently or driving in mountainous areas.
- engaged in operational activities, or your vehicle is often used for special purposes such as high-load use.
- engaged in racing or competitive activities.

Limitation of Liability

To the maximum extent permissible under local applicable law, 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.

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 for 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.

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.