



CHERY

Frequently Asked Questions (FAQ)

1. Where can I check if my vehicle is involved in the product update campaign?

- Visit the Chery Malaysia website here: <https://www.chery.my/chery-product-update> and key in your Vehicle Identification Number (VIN) which can be found [here](#):
 - Top left of the instrument panel and can be seen from the outside through the front windshield.
 - Hood
 - Back Door
 - Under the driver's seat
- Customers are also welcome to contact us via the Chery Malaysia Customer Careline at +603- 2771 7070 (Monday to Friday, 8:30am – 5:30pm) for enquiries.

2. What will you be replacing if my vehicle is involved?

- If your OMODA 5 is affected, Chery Auto Malaysia will replace the faulty rear-axle.
- Aligned to our commitment to customer safety, you will also receive a rear-axle inspection checklist.

3. How long does it take to replace the part(s) involved?

- It will take about three (3) hours to complete the part replacement.

4. Where can I replace the part(s) involved?

- If you have identified that your OMODA 5 is involved in this product update campaign via the website, you can make an appointment with the nearest/preferred Chery authorised service centre. You can find the full list of Chery authorised service centres here: <https://www.chery.my/dealer-locator/>

5. Do I need to make an appointment before visiting the service centre?

- Yes, to ensure a speedy and smooth process, you will need to kindly make an appointment at any of our Chery authorised service centres. You can find our full list of authorised service centres here: <https://www.chery.my/dealer-locator/>

- 6. Is it still safe to drive my car (OMODA 5) if I don't have time to visit the service centre to get the affected part(s) replaced?**
- Your safety and the safety of our customers is our priority. If your vehicle is involved in the product update campaign, there is a possibility your OMODA 5 could be at risk.
 - We highly recommend that you make your appointment as soon as possible to allow our service team to inspect and rectify the technical component if it is found to be faulty.
- 7. Can I send my car to the service centre to be checked, even if it is not listed in the campaign?**
- Customers peace of mind is important to us. Yes, you certainly can. Please make an appointment with any authorised service centres.
- 8. How do I know if you have replaced the part(s) involved?**
- Our service centre representatives will show you the replaced parts when you collect your vehicle.
 - Rest assured that it will be documented and shared with you in a rear-axle inspection checklist.
- 9. Which variant of the OMODA 5 is involved?**
- Only OMODA 5 H (Honor) & 5 C (Comfort) are involved in this product update campaign. Following a thorough investigation, we can assure you that all other models distributed by Chery Auto Malaysia are not affected.
- 10. Is this replacement free? Do I have to pay for labour fees?**
- No payment is needed. The replacement of the affected part is free.
 - Chery Auto Malaysia will also absorb the labour fees for this campaign.
- 11. What information will your service centre provide to affected customers after their vehicle has been inspected?**
- The customer will receive a rear-axle inspection checklist.
 - Our service centre representatives will also show you the replaced parts when you collect your vehicle.
- 12. Can I request for a full inspection for my vehicle?**
- Yes, we can conduct a full inspection on your Chery vehicle based on our standard maintenance checklist.
- 13. After the Service Centre has inspected my car, can I get a certified safe-to-use-on-road by Chery?**
- Our Chery authorised service centres will issue you a rear-axle inspection checklist certifying your vehicle is safe to be driven.
- 14. Is this issue exclusive to Malaysia?**
- Malaysia is the first country to identify the isolated case and have since brought it up to Chery International.