

Customer FAQ - Rear Axle Product Update

1. Has Chery confirmed that the incident was caused by the rear axle?

We have identified a potential issue involving a rear-axle component produced in 2023 and supplied to the company. As a precautionary measure, Chery has initiated a product update campaign for the involved vehicles.

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

Please visit to our website <https://www.chery.my/chery-product-update> and key in your Vehicle Identification Number (VIN) number (also known as Chassis number) which can be found:

- Top left of the instrument panel / front windshield.
- Hood
- Back Door
- Under the driver's seat

3. How do I get my vehicle inspected?

Customers may contact their nearest service centre for their earliest appointment slot. Our dealer team will assist with the necessary inspection and address any concerns accordingly.

4. Will Chery inspect all vehicles?

Priority will be given to vehicles identified as being involved in the product update campaign. Customers whose vehicles are not identified as part of the campaign may also arrange an inspection with their nearest authorised dealer, subject to the dealer's appointment availability.

5. What should I do if I have concerns about my vehicle?

Customers may approach their nearest authorised dealer if they wish to have their vehicle inspected. Our dealer team will assist with the necessary inspection and address any concerns accordingly.

6. Will there be any cost for the inspection or product update?

There is no cost involved for axle related inspection.

7. How will customers know if further action is required?

Customers whose vehicles are identified as being involved in the product update campaign will be guided by the authorised dealer on the necessary next steps.

8. How long will the inspection/product update take?

The duration may vary depending on the vehicle condition and the required action. The authorised dealer will advise customers of the estimated time when the appointment is confirmed.

9. What happens if my vehicle requires replacement of the affected component?

If the inspection confirms that replacement is required, the authorised dealer will arrange the necessary parts and replacement according to the product update procedure.

10. What if the replacement part is not available at the time of my appointment?

The dealer will advise the customer on the parts availability and arrange the earliest possible follow-up appointment once the required part is available.

11. I bought my vehicle second-hand. Am I still eligible for the product update?

Yes. The product update is applicable based on the vehicle's VIN and campaign eligibility, regardless of the current vehicle ownership status.

12. Is any other brand within the Chery Group affected by this product update?

No. Each brand within the Chery Group operates independently and has its own technical specifications, features, components and product configurations. Therefore, this product update applies only to the specific vehicles identified under the campaign.