

To: National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Ave SE
Washington, DC 20590

San Jose, CA
11/04/2025

Subject: Safety Complaint - 2023 VinFast VF8 Plus (Ongoing Safety Defects & Failed Recall Software Update)

Dear NHTSA Representative,

I am submitting this safety complaint regarding my 2023 VinFast VF8 Plus, leased in February 2024. Since the start of my ownership, the vehicle has experienced persistent safety-related issues that have not been resolved, despite multiple repair attempts.

This vehicle has been in service at least eight (8) times for safety concerns including driver-assist malfunctions, repeated system error warnings while driving, and unstable on-road behavior. In each case, the same issues returned shortly after the vehicle was returned to me.

VinFast has communicated that these issues would be corrected through a software update issued as part of a safety recall. The recall software update was applied to my vehicle approximately two weeks ago, yet there has been no improvement. The same safety problems reappeared almost immediately, and the vehicle remains unsafe to operate.

Most recently, the vehicle spent over two weeks in service, and was returned to me with the same recurring issues. This pattern has continued throughout the lease period, with no effective repair provided.

Additionally, service support has deteriorated significantly:

- Calls and support requests go unanswered
- Warranty repair scheduling is nearly impossible
- Dealerships and service centers in my area have closed
- There is effectively no accessible support to correct the safety issues

I continue to pay \$400 per month for a vehicle that I cannot safely rely on. I am concerned not only for my own safety, but also for the safety of passengers and surrounding drivers.

I respectfully request that NHTSA investigate:

1. The continued safety failures affecting the VinFast VF8 2023 model,
2. The ineffectiveness of the safety recall software update as a remedy,
3. The lack of manufacturer service infrastructure preventing necessary repairs.

Thank you for your attention to this matter.

Sincerely,

[Redacted Signature]

gm

VIN: [Redacted]

Current Mileage: 14500

Vehicle: 2023 VinFast VF8 Plus

Lease Start: February 2024 / 36 months

Handwritten initials

San Jose, CA

SAN JOSE CA 950

8 NOV 2025 PM 4 L



National Highway Traffic Safety
Administration NHTSA
Office of Defects Investigation
1200 New Jersey Ave SE
Washington DC 20590

20590-

