OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

March 17, 2026

NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

Re: VinFast Auto, LLC
File No: [redacted]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Joanna Zychowska

Joanna Zychowska
Citizen's Advocate
Consumer Protection Division
Joanna.Zychowska@ilag.gov
(312) 590-9178

enclosure

Office of the
Illinois Attorney General
Kwame Raoul

[redacted]

☎ **Contact Information**

Consumer Complaint

☎ Your Information

Title

◉ Mr. ○ Mrs. ○ Ms. ○ Other

First Name
[redacted]

Last Name
[redacted]

Address

Street Address
[redacted]

City
Itasca

State
IL

Zip Code
[redacted]

Daytime Phone Number
[redacted]

Evening Phone Number

County
United States

E-mail
[redacted]

☐ I am a senior citizen ☐ I am a veteran ☐ I am a service member

Name of seller or provider of service

Name of seller or provider
VinFast Auto, LLC / VinFast Lisle (Dealer)

Seller or provider address

Street Address
2400 Ogden Ave

City
Lisle

State
IL

Zip Code
60532

Website

Phone Number
(331) 272-8750

☐ I have complained to the company or individual

Person contacted
Ramon Gonzalez - Service Manager

Phone Number
(331) 272-8750

Would you like to add additional seller or provider's name?

◉ Yes ○ No

Additional seller or provider of service involved in transaction

Name of seller or provider
VinFast Auto, LLC (US Corporate)

Seller or provider address

Street Address
12777 W. Jefferson Blvd

City
Los Angeles

State
CA

Zip Code

90066

Website

info.us@vinfastauto.com, vfus.aftersales@vinfastauto.com

Phone Number

☐ I have complained to the company or individual

Person contacted

Reference: Cas[redacted]

Phone Number

(833) 503-0600

Transaction

☐ I have submitted this to another government agency, an arbitration service, an attorney or this matter is part of a court action.

Information about transaction

Date of Transaction

☐ I signed a contract

☐ This product or service was advertised

When?

10/27/2025

How was the service advertised?

- ○ Newspaper/Magazine
- ○ Radio advertisement
- ○ Television advertisement
- ○ Internet advertisement
- ○ E-mail solicitation
- ○ Direct Mail solicitation
- ○ Telephone solicitation
- ○ Yellow pages of the telephone book
- ○ Facsimile solicitation
- ○ Door-to-door solicitation
- ○ Display at merchant's place of business
- ○ Display at a trade show/convention
- ◉ Other (please specify)

Safety Recall

If you would like to attach a digital copy of the advertisement, please do so in the Additional Documents tab section at the top of this form.

Amount paid to date or down payment

$0.00

Method of payment

- ○ Cash
- ○ Money Order
- ○ Check
- ○ Credit Card
- ○ Debit Card
- ○ Bank Draft
- ○ Wire Transfer
- ○ Automatic Debit
- ○ Cryptocurrency
- ○ Mobile App (Zelle/Pay Pal/Etc.)
- ○ Prepaid/reload credit or debit cards
- ○ Other (please specify)

Where did the transaction take place?

- ☐ At my home
- ☐ By mail
- ☐ Trade show - convention - home show
- ☐ By facsimile
- ☐ There was no transaction
- ☐ Over the telephone
- ☐ Over the Internet
- ☐ At the firm's place of business

Other

Payment is pending due to dispute of it being a safety recall

Total cost of product and or service

$3,311.00

☐ I have contacted my credit card company to register a complaint. (Under the Federal Fair Credit Billing act, you have 60 days from the time that you receive your statement to dispute the charge.)

Description

Is this regarding a motor vehicle?

◉ Yes ○ No

For complaints regarding motor vehicles

Make	Model	Year
Vinfast	VF8	2025

Purchase Date

◉ New ○ Used ☐ As-Is ☐ Warranty 01/20/2025

Mileage at Purchase
0

Current Mileage
9,500

Name of Extended Warranty
Warranty through VinFast - Vehicle is leased

Expiration Date

Complaint Description

Briefly describe the transaction and your complaint

Subject: Violation of 815 ILCS 306 & Failure to Remedy Federal Recall 25V559

Statement of Facts:
My 2023 VinFast VF8 is currently held at VinFast Lisle due to a steering failure documented in NHTSA Recall 25V559. This defect caused a curb impact at 15 MPH.

Initial Refusal: Upon presenting the vehicle and recall letter, the dealer (VinFast Lisle) initially refused to acknowledge the recall's applicability. My requests to speak with the Regional Service Leader ('Andrew') were repeatedly denied by the dealer and VinFast Corporate, who have withheld his last name and contact information.

Statutory Violation (Illinois Automotive Repair Act): Following corporate escalation, the dealer issued a supplemental quote of $915.56 for a wheel bearing. This charge increases the original written estimate of $2,396 by 38%, violating 815 ILCS 306/15, which prohibits supplemental charges exceeding 10% without consumer consent.

Admission of Liability: The Service Manager (Ramon) confirmed in writing: 'This is due to the same impact of damage from the inner and outer tie rods.' As the tie rods are the subject of the safety recall, the wheel bearing is consequential damage. Under federal law, the manufacturer is required to provide a 'free of charge' remedy for all damage resulting from a safety defect.

Current Status: VinFast continues to withhold promised video evidence and denies manager access while attempting to collect an unauthorized $915.56 fee for a safety-related repair.

What form of relief are you seeking? (exchange, repair, refund, product delivery, etc.)

Desired Resolution: VinFast must perform all repairs, including the wheel bearing, at no cost to the consumer and release the vehicle immediately.

Additional Documents

Add Additional Documents

Vinfast Safety recall notice.jpg	1.8MB
Email - Vinfast Lisle Quote & Escalation.pdf	295.37KB
Communication with Service Manager.pdf	2.27MB
Additional Charge Notification.pdf	259.7KB
Gmail - URGENT_ Case [redacted] dditional Dealer Charges During Safety Recall Review.pdf	2.01MB
First email to VinFast Corporate.pdf	87.5KB
Additional Information to VinFast.pdf	223.58KB

Read before submission

Read the following before submitting

☐ By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

☐ I also understand that if I have any questions concerning my legal rights or responsibilities I should contact a private attorney.

Choose one

○ Please do not send this complaint to the business.

◉ I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

Submission Timestamp
2026-02-17 08:05:10 AM

IMPORTANT SAFETY RECALL

Safety Recall Notice VPAC 379 / NHTSA Recall 25V559

This notice applies to your vehicle, Vehicle Identification Number (VIN): [redacted]

OCTOBER 27, 2025

[redacted]
ITASCA, IL [redacted]

Dear [redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. VinFast Auto, LLC (VinFast) has decided that a defect, which relates to motor vehicle safety, exists in certain 2023-2025 VF8 vehicles.

VinFast's evaluations, combined with feedback from the National Highway Traffic Safety Administration (NHTSA), identified certain driving conditions — such as sharp curves — where steering assistance from the Lane Keeping Assist (LKA) system could cause unexpected steering wheel movements that are difficult for the driver to override, increasing the risk of a crash.

VinFast will update the LKA system software and calibration to refine steering control and improve overall driving smoothness, free of charge.

The time required for this update is approximately **five (5) hours**

What are your next steps?

- Please contact VinFast at 1-833-503-0600 or visit our website at https://vinfastauto.us/find-us and request a service date for Recall No. VPAC 379.
- Please provide your VIN, which is printed near your name at the beginning of this letter.
- Please have the update installed at your earliest convenience. Your vehicle remains safe to drive prior to completing this update.
- The vehicle owner is responsible for arranging to have the work completed.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data that indicate that you are the current owner.

If you have questions or concerns about this recall or have any difficulties getting your vehicle updated promptly, please contact us at 1-833-503-0600. Representatives are available 24 hours a day.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey AVE SE
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to http://www.safercar.gov.

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

Thank you for your attention to this matter.

Sincerely,

Andrew Price
Vice President, Aftersales

IMPORTANT: *If you have sold or traded your VinFast vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" post-card, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.*
Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Tear here

Gmail [redacted]

URGENT: Cas[redacted]dditional Dealer Charges During Safety Recall Review

[redacted] Thu, Feb 12, 2026 at 12:37 PM

To: VinFast US <info.us@vinfastauto.com>, vfus.aftersales@vinfastauto.com, v.dir.afs9@vinfast.vn, v.speakup@vinfast.vn

Dear VinFast Case Management Team,

I am forwarding you an email I just received from the service department at VinFast Lisle.

While my case is currently under review for **Recall 25V559** and the **B1900-4B/U1114-89** processor failures, the dealer is now attempting to "pile on" an additional **$915.56** for a wheel bearing replacement.

Please note the following:

- **Late Discovery:** This mechanical issue was not found during the initial inspection last week. It was only "discovered" after I provided technical proof that the $2,000+ labor/part charge should be covered under the safety recall.
- **No Evidence:** The dealer has provided zero video or photographic proof of this failure.
- **Consequential Damage:** As the attached letter from your VP of Aftersales admits, this steering defect causes movements **"difficult for the driver to override."** Any resulting stress to the wheel bearing is a direct consequence of the vehicle's internal computer failure and should be covered as part of the recall remedy.

This dealer's attempt to charge a customer for repairs linked to a federal safety defect is a violation of the **NHTSA Safety Act**'s "free of charge" provision. I have not authorized these new charges.

I am requesting that the **Regional Service Manager** step in immediately to stop these "customer pay" requests and authorize 100% coverage for the electronic and resulting mechanical failures. As I mentioned on the phone, if this is not resolved by **Friday at 4:00 PM**, I will be filing formal complaints with the **Illinois Attorney General** and updating **NHTSA Complaint #11714940.**

I look forward to your immediate confirmation that this case is being handled at the regional level.

Best regards,

[redacted]

[redacted]

IMPORTANT SAFETY RECALL

Safety Recall Notice VPAC 379 / NHTSA Recall 25V559

This notice applies to your vehicle, Vehicle Identification Number (VIN[redacted]

OCTOBER 27, 2025

[redacted]

ITASCA, IL [redacted]

Dear [redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. VinFast Auto, LLC (VinFast) has decided that a defect, which relates to motor vehicle safety, exists in certain 2023-2025 VF8 vehicles.

VinFast's evaluations, combined with feedback from the National Highway Traffic Safety Administration (NHTSA), identified certain driving conditions — such as sharp curves — where steering assistance from the Lane Keeping Assist (LKA) system could cause unexpected steering wheel movements that are difficult for the driver to override, increasing the risk of a crash.

VinFast will update the LKA system software and calibration to refine steering control and improve overall driving smoothness, free of charge.

The time required for this update is approximately five (5) hours

What are your next steps?

- Please contact VinFast at 1-833-503-0600 or visit our website at https://vinfastauto.us/find-us and request a service date for Recall No. VPAC 379.
- Please provide your VIN, which is printed near your name at the beginning of this letter.
- Please have the update installed at your earliest convenience. Your vehicle remains safe to drive prior to completing this update.
- The vehicle owner is responsible for arranging to have the work completed.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data that indicate that you are the current owner.

If you have questions or concerns about this recall or have any difficulties getting your vehicle updated promptly, please contact us at 1-833-503-0600. Representatives are available 24 hours a day.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey AVE SE
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to http://www.safercar.gov.

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

Thank you for your attention to this matter.

Sincerely,

Andrew Price
Vice President, Aftersales

IMPORTANT: *If you have sold or traded your VinFast vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" post-card, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.*
Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Tear here

---------- Forwarded message ---------
From: **Ramon Gonzalez** <RGonzalez@volvocarslisle.com>
Date: Thu, Feb 12, 2026 at 11:55 AM
Subject: Update on Vinfast
[redacted] Lida Ruiz <LRuiz@polestarlisle.com>, Thea Jantamanit <TJantamanit@polestarlisle.com>

Good afternoon, we did pull the car in to retrieve more information for Vinfast representative. We noticed the wheel bearing also needs replacement and is making noise.
Wheel bearing $915.56 to replace parts and labor

Thank you,
Ramon Gonzalez

Polestar Lisle-Service Manager
VinFast Lisle-Service Manager

Volvo Cars of Lisle- Assistant Service Manager

4325 Lincoln Ave
Lisle, IL 60532
Rgonzalez@volvocarslisle.com
630-852-6000-Main phone number
[redacted]

[redacted]

[redacted]

Gmail [redacted]

Escalation: VI[redacted]Safety Incident - NHTSA Complaint #11714940

[redacted] Mon, Feb 2, 2026 at 10:21 AM

To: v.speakup@vinfast.vn, info.us@vinfastauto.com

VinFast Corporate Customer Care,

I am the lessee of a VinFast VF 8 (VIN [redacted] am writing to escalate a safety-related repair dispute currently pending at VinFast Lisle.

On 1/25/2026, the vehicle suffered a loss of control during a U-turn, resulting in a curb strike. This incident occurred while the vehicle was exhibiting the exact steering behavior and ADAS/ESC failure codes described in **NHTSA Recall 25V559 (VPAC-379)**. I have already filed a formal safety report with the NHTSA (**Complaint #11714940**).

The dealership has quoted **$2,100+** for repairs, labeling the damage as "physical" and unrelated to the recall. I am requesting a **Goodwill Repair** or **Consequential Damage coverage** for the following reasons:

1. The vehicle is a first-generation model with a documented history of intermittent ADAS and traction control errors.
2. The failure occurred during a maneuver (U-turn) specifically highlighted in the recall notice as a scenario where the software provides sudden, difficult-to-override steering inputs.
3. The car immediately displayed multiple system-wide failures (ESC, AEB, Highway Assist) that match the recall's scope.

I request that a Case Manager be assigned to review the vehicle's diagnostic logs and coordinate with the dealership to cover these repairs under the safety recall remedy. I look forward to your prompt response while the parts are currently on order.

Thanks,

[redacted]

[redacted]

Gmail [redacted]

Re: Vinfast Lisle Quote

[redacted] Mon, Feb 2, 2026 at 10:38 AM
To: Thea Jantamanit <TJantamanit@polestarlisle.com>
Cc: Ramon Gonzalez <RGonzalez@volvocarslisle.com>, Lida Ruiz <LRuiz@polestarlisle.com>

Hi Thea,

Thanks for the update on the parts.

I've decided to escalate the $2,100 repair cost to VinFast Corporate Aftersales. Given the current **25V559 steering recall** and the specific ESC/ADAS errors the car was showing, I've filed a report with the **NHTSA (Complaint #11714940)** and am asking Corporate to cover this as a recall-related failure.

While we wait for the parts to arrive and for Corporate to review the case, could you please:

1. **Provide a printout or PDF of the DTC (Diagnostic Trouble Codes)** from the initial scan. I want to have the specific failure codes for my records and for the NHTSA file.
2. **Flag the invoice as "Pending Corporate Review"** so the billing is on hold until we get a final word from the Aftersales team.

I'm not looking to make things difficult for your service team; I just want to ensure this is handled through the official recall channels.

Thanks,

[redacted]

On Fri, Jan 30, 2026 at 3:51 PM Thea Jantamanit <TJantamanit@polestarlisle.com> wrote:

> H[redacted]
>
> The parts for your vehicle have been ordered. However, due to current backorders, the estimated arrival time is approximately 7–10 days. I'll continue to keep you updated on the progress of the repairs.
>
> Please let me know if you have any questions in the meantime.
>
> Best Regards,
> Thea Jantamanit
> Polestar Lisle Service
> 4375 Lincoln Ave
> Lisle, IL 60532
> (331)272- 8741
>
> Polestar VINFAST

[redacted]

[redacted]

Sent: Friday, January 30, 2026 8:46 AM
To: Thea Jantamanit <TJantamanit@polestarlisle.com>
Subject: Re: Vinfast Lisle Quote

CAUTION: This email is from an external source. Do not click links or open attachments unless you recognize the sender and know the content is safe. When in doubt, contact HelpDesk@auto-plaza.com

Thank you Thea. Please keep me posted.

On Fri, Jan 30, 2026 at 8:43 AM Thea Jantamanit <TJantamanit@polestarlisle.com> wrote:

[redacted]

As discussed over the phone, here is the **updated quote reflecting your savings**, based on what the technician found during the diagnosis. There is physical damage to the vehicle affecting the outer and inner tie rods, including the boot kit.

Here is the updated cost breakdown:

- Parts: $222.35
- Labor (7 hours): $1,715.00
- Alignment: $199.95

The updated total comes to **$2,137.30 plus tax.**

As we discussed with your approval over the phone, we will proceed with the repairs.

Please let me know if you have any questions. Thank you, and I'll speak with you soon.

Best Regards,
Thea Jantamanit
Polestar Lisle Service
4375 Lincoln Ave
Lisle, IL 60532
(331)272- 8741

Polestar VINFAST

From: Thea Jantamanit <TJantamanit@PolestarLisle.com>
Sent: Thursday, January 29, 2026 3:04 PM

[redacted]

Cc: Ramon Gonzalez <RGonzalez@volvocarslisle.com>; Lida Ruiz <LRuiz@PolestarLisle.com>
Subject: Vinfast Lisle Quote

H[redacted]

[redacted]

As discussed over the phone, attached is the quote based on what the technician found during the diagnosis. There is physical damage to the vehicle affecting the outer and inner tie rods, including the boot kit. Keep in mind the attached quote only has an estimated tax on the parts only it does not include the labor.

Here is the cost breakdown:

- Parts: $222.35
- Labor (7 hours): $1,974.00
- Alignment: $199.95

The total comes to $2,396.30 plus tax.

Please let me know how you would like to proceed. Thank you, and I'll speak with you soon.

Best Regards,
Thea Jantamanit
Polestar Lisle Service
4375 Lincoln Ave
Lisle, IL 60532
(331)272- 8741

Polestar VINFAST

[redacted]

[redacted]

Gmail [redacted]

VF8 dtcs print out

Ramon Gonzalez <RGonzalez@volvocarslisle.com> Wed, Feb 4, 2026 at 4:05 PM
To [redacted] Ramon Gonzalez <RGonzalez@auto-plaza.com>
Cc: Thea Jantamanit <TJantamanit@polestarlisle.com>, Lida Ruiz <LRuiz@polestarlisle.com>

I recommend calling vinfast and making a complaint to them directly to escalate the situation.

Thank you,
Ramon Gonzalez

Polestar Lisle-Service Manager
VinFast Lisle-Service Manager

Volvo Cars of Lisle- Assistant Service Manager

4325 Lincoln Ave
Lisle, IL 60532
Rgonzalez@volvocarslisle.com
630-852-6000-Main phone number
[redacted]

Fro [redacted]
Sent: Wednesday, February 4, 2026 4:00:31 PM
To: Ramon Gonzalez <RGonzalez@auto-plaza.com>
Cc: Thea Jantamanit <TJantamanit@polestarlisle.com>; Lida Ruiz <LRuiz@polestarlisle.com>
Subject: Re: VF8 dtcs print out

CAUTION: This email is from an external source. Do not click links or open attachments unless you recognize the sender and know the content is safe. When in doubt, contact HelpDesk@auto-plaza.com

Hi Ramon,

I appreciate you looking into this and for your previous response. I understand you have to follow standard procedures for estimates, but given the specific data in the diagnostic report and the official safety recall notices I've received from VinFast, I believe this case needs a second look from a regional level.

I have attached the **Official Safety Recall Notice (25V559)** for my VIN. In this letter, VinFast's VP of After Sales admits that this defect causes **"unexpected steering wheel movements"** that are **"difficult for the driver to override."** This admission makes the "driving aid" argument a moot point; the manufacturer has already acknowledged that the vehicle can initiate movements that a driver physically cannot prevent.

The diagnostic report for my vehicle confirms this exact failure occurred:

- **Hardware Failure:** The logs show the safety processor in the ADCU (the car's "safety brain") suffered an internal overheating error. This is a hardware defect and is not the result of how the car was driven.
- **System Crash:** The report shows the steering system was sending invalid data to the computer, which caused a "domino effect" of communication errors across the entire vehicle network.
- **Labor Discrepancy:** The estimate lists nearly $2,000 in labor. This clearly covers the extensive software synchronization and system recalibration required to fix these electronic crashes. Per the attached recall letter, this work is required to be performed "free of charge."

Since you've already started the conversation with the VinFast Rep, I'd appreciate it if you could help facilitate a

[redacted]

and them to get the car back on the road safely.

Thanks,

[redacted]

[redacted]

IMPORTANT SAFETY RECALL

Safety Recall Notice VPAC 379 / NHTSA Recall 25V559

This notice applies to your vehicle, Vehicle Identification Number (VI[redacted]

OCTOBER 27, 2025

[redacted]

ITASCA, IL[redacted]

Dea[redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. VinFast Auto, LLC (VinFast) has decided that a defect, which relates to motor vehicle safety, exists in certain 2023-2025 VF8 vehicles.

VinFast's evaluations, combined with feedback from the National Highway Traffic Safety Administration (NHTSA), identified certain driving conditions — such as sharp curves — where steering assistance from the Lane Keeping Assist (LKA) system could cause unexpected steering wheel movements that are difficult for the driver to override, increasing the risk of a crash.

VinFast will update the LKA system software and calibration to refine steering control and improve overall driving smoothness, free of charge.

The time required for this update is approximately five (5) hours

What are your next steps?

- Please contact VinFast at 1-833-503-0600 or visit our website at https://vinfastauto.us/find-us and request a service date for Recall No. VPAC 379.
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National Highway Traffic Safety Administration
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Washington, DC 20590

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Thank you for your attention to this matter.

Sincerely,

Andrew Price
Vice President, Aftersales

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Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Tear here

[redacted]

On Wed, Feb 4, 2026 at 3:08 PM Ramon Gonzalez <RGonzalez@auto-plaza.com> wrote:

Hi, This adas system is a driving aid, it is the driver's responsibility to watch out for objects in the road.
The customer service number for Vinfast is (833) 503 0600

Thank you,
Ramon Gonzalez

CHICAGOLAND AUTO GROUP

Polestar Lisle-Service Manager
VinFast Lisle-Service Manager
Volvo Cars of Lisle- Assistant Service Manager
4325 Lincoln Ave
Lisle, IL 60532
Rgonzalez@auto-plaza.com
630-852-6000-Main phone number
[redacted]

From [redacted]
Sent: Wednesday, February 4, 2026 2:59 PM
To: Ramon Gonzalez <RGonzalez@auto-plaza.com>
Cc: Lida Ruiz <LRuiz@polestarlisle.com>; Thea Jantamanit <TJantamanit@polestarlisle.com>
Subject: Re: VF8 dtcs print out

You don't often get email from [redacted] Learn why this is important

CAUTION: This email is from an external source. Do not click links or open attachments unless you recognize the sender and know the content is safe. When in doubt, contact HelpDesk@auto-plaza.com

Hi Ramon,

Thanks for your email and sending over the DTC report.

I've had a chance to go through the estimate for $2,100+ alongside the DTC diagnostic report your team provided.

I appreciate you informing the VinFast Rep about this case. Because my dispute is based on specific technical malfunctions, I would like to speak directly with the VinFast Regional Service Manager to discuss how these codes align with the current federal recall. Could you please provide me with their contact information or have them reach out to me directly?

The reason I'm disputing this is that the diagnostic data points to a pre-existing system failure:

- **Internal Safety Processor Failure:** Page 1 of the report shows Code B1900-4B (Over-Temperature of Aurix). My understanding is that the Aurix is the safety processor in the ADCU, the exact part currently under federal recall. An internal computer chip doesn't overheat because of a lateral brush against a curb; that's a hardware/software defect that triggers the unexpected steering inputs mentioned by the NHTSA.
- **Steering Communication Errors:** The report also identifies Code U1114-89 (Invalid EPS Angle Response). This proves the steering rack was already sending corrupted or invalid data to the car's brain. When the EPS and the ADCU aren't communicating correctly, the car cannot be steered predictably.

[redacted]

- **The Prescribed Fix:** Most importantly, on Page 9, the official "solution" for the car's current state is listed as "Update SW" and "FOTA Deployed." If the technician's fix for these errors is a software update, it confirms the root cause was the defective software.
- **The Domino Effect in the logs:** The labor quote is very high (approximately 7 hours), but the diagnostic report shows that this wasn't just one part failing. There are synchronization failures across all four corner radars (Code C1054-46) and dozens of "Lost Communication" errors. It's clear that the safety-processor failure caused a domino effect across the car's entire digital network. Since this started with the safety brain that is currently under recall, these recalibration costs should be covered.

I've already checked in with US Bank (as they are the lessor) to update them on the vehicle's status, and I've added these specific DTC findings to my open NHTSA report (#11714940).

Given that the car's own safety processor glitched and the steering failed to report correctly, I'm requesting that VinFast handle this as a recall-related repair.

I look forward to discussing this further with the Regional Service Manager.

Thanks,

[redacted]

On Wed, Feb 4, 2026 at 11:30 AM Ramon Gonzalez <RGonzalez@auto-plaza.com> wrote:

Hi, here is the dtc print out that was requested. I also made Vinfast Rep aware of the complaint. I have instructed the technician to hold off on any repairs at this time.

Thank you,
Ramon Gonzalez

CHICAGOLAND AUTO GROUP

Polestar Lisle-Service Manager
VinFast Lisle-Service Manager
Volvo Cars of Lisle- Assistant Service Manager
4325 Lincoln Ave
Lisle, IL 60532
Rgonzalez@auto-plaza.com
630-852-6000-Main phone number

[redacted]

From: Information Technology <it@auto-plaza.com>
Sent: Wednesday, February 4, 2026 11:20 AM
To: Ramon Gonzalez <rgonzalez@auto-plaza.com>
Subject:

[redacted]

[redacted]

[redacted]

Gmail [redacted]

Escalation: VIN [redacted] - Safety Incident - NHTSA Complaint #11714940

[redacted] Tue, Feb 10, 2026 at 7:21 AM

To: VinFast US <info.us@vinfastauto.com>

Hi, answers in bold below.

On Mon, Feb 9, 2026 at 5:41 PM VinFast US <info.us@vinfastauto.com> wrote:

Dear [redacted]

Thank you for contacting VinFast. We look forward to bringing you the best in electric mobility combined with unparalleled customer experience.

We understand that you have filed a concern with the **National Highway Traffic Safety Administration (NHTSA).** To support a thorough review of your case, we kindly request your assistance in providing the additional information outlined below. This information is required as part of the investigation process related to the complaint.

Please complete as many details as possible.

INCIDENT SCENE

- Location / address / description: **Very close to our home -** [redacted]
- City & ZIP code: **Itasca, Il** [redacted]
- Date and time of incident: **around 4pm**
- Roadway type (street, avenue, highway/freeway, intersection, etc.): **Highway/Rd**
- Roadway description (work zone, missing or degraded lane markings, etc.): **NONE**
- Lighting conditions (sunny, raining, foggy, sun glare, heavy rain, thick fog, etc.): **Sunny**
- Roadway surface condition (dry, wet, loose gravel, etc.): **Wet**
- Speed:
  - Speed limit on the roadway: **40**
- Weather conditions: **Cloudy**
  - Clear
  - Rain
  - Cloudy
  - Fog / Smoke
  - Unknown
  - Other (please specify, e.g., severe wind):

CRASH DESCRIPTION

- Collision involved:**Curb**
  - SUV, sedan, truck, heavy-duty truck, motorcycle, bicycle, pole, tree, animal, or other fixed object

- Highest injury severity alleged: **None**
  - Fatality, serious, major, minor, no injury reported, or unknown
- Property damage: **NO**
  - Yes / No
- Features or functions in use at the time of the incident
  (Per the Owner's Manual: Driving automation on the VF 8 is designed as Level 2 (SAE J3016). Drivers must continuously supervise the system and be ready to steer and brake as needed.)
  - Highway Assist or Adaptive Cruise Control (please specify which button was pressed, if any): **N/A**
  - Did you receive or see a red alert on the MHU screen? **NO**
    - Yes / No
- Subject vehicle details:
  - Pre-crash movement (stopped, proceeding straight, turning, lane change, merging, etc.): **Turning**
  - Any airbag deployment: **NO**
    - Yes / No
  - Was the vehicle towed from the scene: **NO**
    - Yes / No
  - Were all passengers wearing seat belts: **YES**
    - Yes / No
  - Pre-crash speed of your vehicle (MPH): **15**
- Other see vehicle(s) involved: **NO**
  - Damage type (front, rear, side):
  - Airbags deployed:
    - Yes / No
  - Pre-crash movement:
  - Was the vehicle towed:
    - Yes / No

POST-CRASH INVESTIGATION

- Police called to the scene: **NO**
  - Yes / No
  - If yes, police report number:
- Damages reported to an insurance company: **NO**

  [Quoted text hidden]

[Quoted text hidden]

[redacted]

[redacted]

Gmail [redacted]

Update on Vinfast

Ramon Gonzalez <RGonzalez@volvocarslisle.com> Thu, Feb 12, 2026 at 1:16 PM
To: [redacted]
Cc: Lida Ruiz <LRuiz@polestarlisle.com>, Thea Jantamanit <TJantamanit@polestarlisle.com>

This was just identified when we pulled it back into the shop to send more information to vinfast that was requested. This is due to the same impact of damage from the inner and outer tie rods. We can not drive the vehicle at fast speeds due to the tie rods need replacment. I have made the Vinfast rep aware of this also. I will send a video shortly

Thank you,
Ramon Gonzalez

CHICAGOLAND AUTO GROUP

Polestar Lisle-Service Manager
VinFast Lisle-Service Manager
Volvo Cars of Lisle- Assistant Service Manager
4325 Lincoln Ave
Lisle, IL 60532
Rgonzalez@auto-plaza.com
331-272-8750-Main phone number

[redacted]
VINFAST SERVICE IS NOW AT THE BRAND NEW POLESTAR BUILDING!!!

[redacted]
Sent: Thursday, February 12, 2026 1:05 PM
To: Ramon Gonzalez <RGonzalez@volvocarslisle.com>
Cc: Lida Ruiz <LRuiz@polestarlisle.com>; Thea Jantamanit <TJantamanit@polestarlisle.com>
Subject: Re: Update on Vinfast

CAUTION: This email is from an external source. Do not click links or open attachments unless you recognize the sender and know the content is safe. When in doubt, contact HelpDesk@auto-plaza.com

Hi Ramon,

Thank you for the update regarding the wheel bearing.

Since this wasn't noted on the initial diagnostic or the $2k+ estimate from last week, I'm curious why it was only just identified. To help me understand the timing and the nature of the failure, could you please have the technician send over a quick video of the wheel spin? I'd like to have that visual/audible proof to share with my Case Manager at VinFast Corporate as part of their overall assessment.

Regarding the repairs, I'd like to hold off on authorizing any additional mechanical work until the VinFast Corporate (Case [redacted]view is complete. I want to ensure the entire case is handled as a single resolution.

Thanks,

[redacted]

(941) 900-5753

On Thu, Feb 12, 2026 at 11:55 AM Ramon Gonzalez <RGonzalez@volvocarslisle.com> wrote:

Good afternoon, we did pull the car in to retrieve more information for Vinfast representative. We noticed the wheel bearing also needs replacement and is making noise.
Wheel bearing $915.56 to replace parts and labor

Thank you,
Ramon Gonzalez

Polestar Lisle-Service Manager
VinFast Lisle-Service Manager

Volvo Cars of Lisle- Assistant Service Manager

4325 Lincoln Ave
Lisle, IL 60532
Rgonzalez@volvocarslisle.com
630-852-6000-Main phone number

[redacted]

[redacted]

[redacted]

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FIRST-CLASS

4/7/26
ODI

FROM: **KWAME RAOUL**
Illinois Attorney General
115 S. LaSalle St.
Chicago, Illinois 60603

NHTSA
1200 New Jsersey Avenue, SE
Washington, DC 20590