

Subject: Complaint Regarding Excessive Recall Repair Delays and Lack of Support – VinFast Recall

VPAC 379 (NHTSA 25V559)

To Whom It May Concern,

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

I am writing to file a formal complaint regarding serious delays and lack of communication surrounding a safety recall repair for my VinFast vehicle.

I received an **Important Safety Recall Notice** from VinFast Auto LLC regarding **Recall Notice VPAC 379 / NHTSA Recall No. 25V559**, involving a software update to address issues with the Lane Keeping Assist (LKA) system. The notice states that this update should take approximately **five (5) hours** to complete.

Despite this, I have been waiting for over **three months** to obtain an appointment for this recall service.

When I went to the dealership today to drop off my vehicle, the staff **could not provide** any estimated timeframe for how long the repair would take. This is especially concerning **because during** a previous visit, my vehicle remained at the dealership for nearly **one month**.

When I asked the employee how long the recall update would take, I was told they would not know until they began the software update process. I was also informed that once the update starts, it cannot **be** stopped. This was not communicated to me in advance, and I was left without any clear plan for transportation or support. I had to leave because I need to pickup my kids from school. I **cannot find any** appointments now?

I asked how I was expected to get home or whether alternate transportation such as an Uber or loaner vehicle would be provided, and I was told that there was nothing they could do.

I find it unacceptable that after waiting months for a safety recall repair—one that the manufacturer estimates at only five hours—the dealership is unable to provide a reasonable timeline or any assistance for customers who depend on their vehicles for daily transportation.

I respectfully request that NHTSA review this matter, as consumers should not face excessive delays, unclear repair timeframes, or lack of transportation support when attempting to comply with an important safety recall.

Thank you for your attention to this issue.

Sincerely,

[REDACTED]

[REDACTED]



VINFAST

VinFast Auto, LLC
9881 Irvine Center Drive
Irvine, California, 92618

[REDACTED]
[REDACTED]
[REDACTED]
ALAMO, CA [REDACTED]
[REDACTED]

October 31, 2025

CUSTOMER SATISFACTION INITIATIVE

Re: 2023 VF8

Dear VinFast Customer:

Congratulations on the purchase or lease of your VinFast vehicle! At VinFast, we are dedicated to providing vehicles of outstanding quality and value.

What is the reason for this Notification?

We are writing to let you know that as part of our ongoing monitoring of vehicle performance, we have identified that, in some instances, customers have reported that when using the portable charger for home charging extended battery charging times. While we believe most customers have not experienced this issue, we have prepared a software update to address the issue, as needed.

Is my vehicle safe?

The battery charging issue does not impact the safety of your vehicle. Rather, in certain circumstances, battery charging can be slowed or stopped when not anticipated. The software update is intended to address this issue.

What should you do?

To address the potential battery charging time issue, we are requesting customers obtain the software update. Please contact a VinFast Authorized Service Center and schedule an appointment. Please bring this letter to the appointment and provide it to the VinFast Authorized Service Center for reference. The software update will be provided to you at no cost. We expect that it will take approximately four hours to install the software update. However, depending upon the Authorized Service Center's work schedule, it may be necessary to make the vehicle available for a longer period.

To find your nearest VinFast Authorized Service Center, visit <https://vinfastauto.us/find-us>. Should you need any additional assistance, please feel free to contact us at 1-833-503-0600.

On behalf of VinFast, thank you for your support of the VinFast brand. We're making you aware of this issue and taking these actions as a demonstration of VinFast's commitment to vehicle quality and customer satisfaction.

Sincerely,

Andrew Price
Vice President, Aftersales

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]
ALAMO, CA [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" postcard, 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

Name _____
Address _____
City _____
State _____ Zip _____
Phone (____) _____

NEW ADDRESS INFORMATION

IMPORTANT SAFETY NOTICE
This notice applies to your vehicle,
Vehicle Identification Number (VIN) [REDACTED]

JANUARY 21, 2025

ALAMO, CA [REDACTED]

NHTSA Recall 24V933

Dear [REDACTED]

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

VinFast will correct this condition at no cost to you. It is VinFast's steadfast commitment to provide you with the highest level of service and support.

In a side impact collision, the Center Airbag could inflate between the arm and torso of drivers, impacting the driver's arm and causing injury.

To address this concern, VinFast will replace the Center Airbag with a redesigned model.

The time required for this repair is no more than one hour.

What are your next steps?

- Please contact VinFast at 1-833-503-0600 and request a service date for Recall No. 24V933/VPAC-348
- Please provide your VIN which is printed near your name at the beginning of this letter.
- Please have the redesigned Center Airbag installed as soon as practicable. However, you can continue to drive your vehicle prior to replacement.
- The vehicle owner is responsible for arranging to have the work completed.
- Please have this recall performed as soon as practicable.

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.

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

You may submit a complaint to the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>, if you believe that VinFast has failed to remedy this defect without charge.

If you have any difficulties getting your vehicle repaired promptly, please contact us at 1-833-503-0600. Representatives are available 24 hours a day.

Thank you for your attention to this important matter.

Sincerely,

Tom Berger
Vice President, Aftersales

— Tear here —

Alamo CA



OAKLAND CA 946

26 FEB 2026 PM 5 L



Administrator

NHTSA

1200 New Jersey AVE SE

Washington DC 20590

20590-

