## IMPORTANT SAFETY RECALL NHTSA Recall 23-V-355

This notice applies to your vehicle,

MAY 2023



\*\*\* IMPORTANT SAFETY RECALL \*\*\*
This Notice Applies To Your Vehicle:

Safety Recall Notice 23V355 / NHTSA Recall 23-0033257-29435-10

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

VinFast has decided that certain VF 8 vehicles, with the VIN shown above, fail to conform to Federal Motor Vehicle Safety Standard No. 101, "Controls and Displays." We want to assure you that, with your assistance, we will correct this condition at no cost to you. VinFast's commitment is to provide you with the highest level of service and support.

WHAT IS THE ISSUE? The Multimedia Head Unit (MHU) screen goes blank while driving or stationary.

WHAT IS THE RISK? When this condition manifests, the driver can see neither the display's telltale warning lights nor the control icons, increasing the risk of a crash.

WHAT WILL VINFAST DO? VinFast has developed a software update for the MHU that fixes this issue that can be delivered beginning on May 25, 2023. This software update will be installed at VinFast service locations.

HOW LONG WILL IT TAKE? The time needed for this repair is approximately four hours.

## WHAT SHOULD YOU DO?

- Please contact VinFast at 1-833-503-0600 or visit our website at https://vinfastauto.us/service/recall and request a service date for Recall No. VPAC-74.
- Please provide your VIN, which is printed near your name at the beginning of this letter.
- Please have your vehicle remedied as soon as practicable.
- The vehicle owner is responsible for arranging to have the work completed.

COST? VinFast will perform these services at no cost to the customer.

If VinFast 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.

WHAT IF YOU ARE A LESSOR? Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

WHAT IF YOU NO LONGER OWN THIS VEHICLE? 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.

CAN WE ASSIST YOU FURTHER? 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,

VinFast

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.



