



X P E N G

**G3i** Warranty and Maintenance Manual



## Warranty Registration Form

| Customer Info      |  | Vehicle Info      |     |
|--------------------|--|-------------------|-----|
| Owner's Name:      |  | Vehicle Model:    | G3i |
| Phone Number:      |  | VIN:              |     |
| Delivery Date:     |  | Service Center:   |     |
| Owner's Signature: |  | (Stamp)           |     |
| Date of Signing:   |  | Date of Stamping: |     |







| Warranty Card      |  |                   |     |
|--------------------|--|-------------------|-----|
| Customer Info      |  | Vehicle Info      |     |
| Owner's Name:      |  | Vehicle Model:    | G3i |
| Phone Number:      |  | VIN:              |     |
| Delivery Date:     |  | Service Center:   |     |
| Owner's Signature: |  | (Stamp)           |     |
| Date of Signing:   |  | Date of Stamping: |     |

This warranty card is kept by the customer.





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## I. Limited Warranty

### 1. Scope of Warranty

This Warranty/Maintenance Manual applies to the XPENG G3i series models purchased and used by customers in the Kingdom of Norway. During the G3i Limited Warranty Period as defined below, XPENG warrants G3i against quality defects in design, workmanship, or raw materials, and shall bear the spare parts costs and maintenance man-hour costs arising therefrom (except for the items specified in the Warranty Disclaimer).



## 2. Warranty Period

G3i's key parts, consumable parts, special parts, and whole vehicle are covered by different warranty periods in this Manual. For more details, please refer to the table below:

| Category               | Content                                                                                                   | Limited Warranty Period                                                                                                   |
|------------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| Key parts              | Traction battery and battery management system (BMS), drive motor, and intelligent power unit (IPU)       | 96 months or 160,000 km                                                                                                   |
| Consumable parts       | Wiper blades                                                                                              | 6 months or 5,000 km                                                                                                      |
|                        | Traction battery, smart key batteries, light bulbs, fuses, air conditioning filter, brake pads, and tires | 12 months or 20,000 km                                                                                                    |
| Whole vehicle          | Critical parts, consumable parts, original whole vehicle parts other than special parts                   | Family car: 60 months with unlimited mileage<br>Non-family car: 36 months or 300,000 km                                   |
| Special warranty items | Paint and body panels                                                                                     | Paint: 36 months with unlimited mileage<br>Anti-rust and anti-corrosion of body panels: 144 months with unlimited mileage |

Note: The above warranty periods for key parts, consumable parts, special parts, and whole vehicle start from the date of the purchase invoice and end at the time or mileage limit, whichever occurs first. If there is a separate agreement on the warranty periods for accessories or fine parts, the agreed warranty periods shall prevail.

If the nature registration of use of the user's vehicle has changed, the warranty period for the whole vehicle will be executed according to the operation of the vehicle.



### 3. Transfer of Ownership

The G3i limited warranty set forth in this Manual shall not be subject to change by the transfer of G3i ownership, but the G3i limited warranty period shall still start on the date of delivery (the first delivery) to the original owner.



## II. Limited Warranty for Replaced Parts

The original parts (supplied by XPENG or third-party suppliers designated by XPENG for new vehicle repair and maintenance as a part of the vehicle, as well as fine products) that are recommended by XPENG for customers to maintain the safety and performance of the G3i and replaced at a dealer authorized by XPENG (hereinafter referred to as "XPENG Dealer") are covered by the limited warranty service for parts. During the limited warranty period for parts, XPENG warrants the covered parts of G3i against quality defects in design, workmanship, or raw materials during normal use. Replaced parts are covered by different warranty periods, depending on the circumstances of the parts replacement, including:

### 1. Original parts replaced due to non-quality issues

Original parts that are replaced at a service center due to any reason other than quality defects in design, workmanship, or raw materials are covered by a limited warranty period of 12 months or 20,000 km for G3i mileage (whichever occurs first) from the date of completion on the repair order issued by the service center, and wiper blades are covered by a limited warranty period of 6 months or 5,000 km for G3i mileage (whichever occurs first) from the date of completion on the repair order issued by the service center.

### 2. Original parts replaced due to quality issues

Original parts that are replaced by a XPENG Dealer for free due to quality defects in design, workmanship or raw materials are warranted for the same remaining limited warranty period as those replaced defective parts, and will not be warranted anymore as the remaining limited warranty period of those replaced parts expires.



## III. Warranty Disclaimer

Any malfunctions or incidental damages resulting from the following situations are not covered by this warranty:

01. No valid invoice within the valid product warranty period.
02. Any defect which has been informed of the customer in writing for the automotive product purchased.
03. The use of a family car for rental or other operational purposes.
04. Systems or parts that are not allowed to be modified, adjusted, or disassembled as stated in the User Manual, but are damaged due to the customer's self-modification, adjustment, or disassembly.
05. Damages caused by the customer's improper handling in the event of quality issues.
06. Force majeure or factors beyond the control of XPENG.
  - Damage or indirect damage caused by accidents, human factors, environmental factors such as natural disasters, or other force majeure factors;
  - Product malfunctions caused by the abnormal operating conditions (decreased remote control range, remote control failure, etc. resulting from environmental electromagnetic interference);
  - Consumption of parts due to normal wear and tear;
  - Malfunctions beyond the warranty period;
  - Damages to the traction battery caused by normal capacity fading, man-made or accidental collision, water, etc.





- XPENG shall not be liable for the following additional and indirect costs:
  - a. Economic and time losses caused by the inability to use the vehicle;
  - b. Vehicle storage or rental fees;
  - c. Accommodation, meals, and other travel expenses.
- 07. Damages caused by the customer's failure to properly clean, maintain, store, use, or repair the product in accordance with the User Manual or product instructions.
- 08. The following contents are not covered by the limited warranty for body rust:
  - Corrosion caused by defects in materials or workmanship not manufactured or supplied by XPENG, resulting in perforated body panel or chassis from the inside out;
  - Perforated body panel or chassis from the outside caused by surface or cosmetic corrosion, such as stone chips or scratches;
  - Corrosion caused by accidents, abuse, negligence, and improper operation;
  - Damages caused by vehicle maintenance or operation, installation of accessories, exposure to chemical substances, natural disasters, fire, or improper storage;
- 09. Other damages to G3i that are not caused by G3i quality issues.



### IV. Dispute Resolution

If you have any questions about the warranty for your XPENG Family Car, please contact a service center or sales & service store designated by XPENG, or a XPENG Dealer for assistance. XPENG sales & service store will resolve any dispute through negotiation pursuant to relevant laws and regulations of Norway.



## V. Warranty Precautions

### 1. Warranty Certificates

- a. If you have lost the Warranty/Maintenance Manual, please apply to XPENG for a replacement in time. After the replacement, you will continue to enjoy relevant warranty services.
- b. The car sales invoice, Warranty/Maintenance Manual, and repair orders are important certificate documents for you to enjoy the warranty service. XPENG reminds you to keep them properly to prevent loss or damage.

### 2. Repair and Maintenance Records

If certain repair or maintenance items are performed on your G3i, you should keep the relevant legal certificates, which will be important evidence to prove that the vehicle has been correctly subject to relevant repair or maintenance items in accordance with the User Manual or this Manual.

### 3. Maintenance Time

When having your G3i repaired at a service center designated by XPENG, a reasonable and sufficient time shall be allowed for the service center to complete the warranty repairs. The service center will repair and return your G3i to you as soon as possible.

### 4. Maintenance Plan

Under the premise of complying with the relevant laws and regulations, XPENG and designated service centers are entitled to develop a specific repair or parts replacement plan pursuant to technical requirements and the actual situation of your G3i and the parts replaced during the warranty service belong to XPENG.



### 5. Product Change

XPENG reserves the right to make design changes to G3i, and is not obligated to implement any identical or similar changes to any sold G3i.

### 6. Recall

In the event of a product recall, XPENG will provide a reasonable maintenance plan based on the product defects. Under normal circumstances, the defects can be resolved by repairing or replacing parts. In order to eliminate the defects of G3i as soon as possible and protect your driving safety, please actively cooperate with XPENG and designated service centers to accept relevant maintenance services after receiving the recall notice or being informed of the recall information through official channels.

### 7. Miscellaneous

G3i is a highly smart electric SUV involving many advanced technologies, so please read the User Manual and this Manual carefully before using G3i, and drive and maintain your G3i as required in both manuals. You should inform a XPENG Dealer in advance before having a non-XPENG Dealer perform emergency maintenance on your G3i.

If you have any questions about the users' rights or obligations concerning warranty in this manual, please contact a XPENG Dealer directly.



## I. Necessity of Maintenance

01. Routine maintenance for your G3i is necessary to ensure proper use and pleasant driving & riding experience, improve the efficiency and reliability of G3i, and reduce potential maintenance costs.
02. For the G3i daily maintenance items that can be performed by yourself as clearly specified in the User Manual, you can complete them in accordance with the relevant instructions in the User Manual.
03. In view of the system complexity of G3i and strict after-sales service requirements specified in national laws and regulations for new energy vehicles, XPENG hereby strongly recommends you to have your vehicle regularly maintained at a XPENG Dealer.
04. If you have questions about how to maintain your G3i, please contact a XPENG Dealer directly.

## II. Daily Maintenance and Precautions

- a. The range is related to the depth of discharge. To avoid the performance degradation of the traction battery caused by over-discharging, XPENG recommends you to recharge the battery in time when the low battery warning light on your CID is on.
- b. The actual range of your vehicle will decrease as its age increases.
- c. The range of your vehicle will decrease when the air conditioner is on.
- d. At extreme temperatures and low power levels, sluggish acceleration or lack of power may occur due to the characteristics of the traction battery.
- e. Have your vehicle maintained regularly.
- f. Keep tire pressure normal.
- g. Try to avoid using your vehicle in hot or cold climates.



- h. Do not leave your vehicle parked for too long after you've finished using it during the winter, and charge it as soon as possible.
- i. Remove unnecessary articles to reduce the load on your vehicle.
- j. When necessary, turn off high-power electrical appliances such as air conditioners or adjust the heating/cooling temperature to reduce the energy consumed and increase the range.
- k. At high speeds, close the windows to reduce air resistance and power consumption.
- l. Keep your driving speed steady.
- m. When accelerating, depress the accelerator pedal gently.
- n. When decelerating, release the accelerator pedal. If emergency braking is not necessary, do not apply or gently apply the brake pedal to obtain as much braking energy recovered as possible and increase the range.



## III. Regular Maintenance

Based on a service interval of every 20,000 km/12 months (whichever occurs first).

It is recommended to replace the brake fluid/reducer oil every 40,000 km/24 months (whichever occurs first).

It is recommended to replace the coolant every 120,000 km/72 months (whichever occurs first).

The air filter shall be cleaned or replaced according to the actual situation. In order to ensure its performance, it is recommended to replace it every 20,000 km or 12 months (whichever occurs first).

| System                  | Inspection Item                | Every 20,000 km/12 months                                                                          | Every 40,000 km/24 months |
|-------------------------|--------------------------------|----------------------------------------------------------------------------------------------------|---------------------------|
|                         |                                | Visual Inspection (V) Adjust (A) Clean (C) Replace (R) Supplement (S)<br>Lubricate (L) Tighten (T) |                           |
| Traction Battery System | Traction battery appearance    | V                                                                                                  | V                         |
|                         | Odor inspection                | V                                                                                                  | V                         |
|                         | HV connectors & wiring harness | V                                                                                                  | V                         |
|                         | LV connectors & wiring harness | V                                                                                                  | V                         |
|                         | Bolt torque                    | T                                                                                                  | T                         |
|                         | Balance valve/breather valve   | V                                                                                                  | V                         |
|                         | Temperature control pipeline   | V                                                                                                  | V                         |
|                         | LV service switch              | V                                                                                                  | V                         |



# Maintenance Guide

| System                    | Inspection Item                                                    | Every 20,000 km/12 months                                                                          | Every 40,000 km/24 months |
|---------------------------|--------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------------------------|
|                           |                                                                    | Visual Inspection (V) Adjust (A) Clean (C) Replace (R) Supplement (S)<br>Lubricate (L) Tighten (T) |                           |
|                           | Coolant level and freezing point<br>(every 48 months or 80,000 km) | V                                                                                                  | V                         |
|                           | PTC & wiring harness                                               | V                                                                                                  | V                         |
| Motor System              | Motor appearance                                                   | V                                                                                                  | V                         |
|                           | Connectors & wiring harness                                        | V                                                                                                  | V                         |
|                           | Temperature control pipeline                                       | V                                                                                                  | V                         |
|                           | Support rubber & bolt torque                                       | T                                                                                                  | T                         |
|                           | Coolant level and freezing point<br>(every 48 months or 80,000 km) | V                                                                                                  | V                         |
|                           |                                                                    |                                                                                                    |                           |
| Electrical Control System | Appearance inspection of motor compartment                         | V                                                                                                  | V                         |
|                           | Motor compartment HV connector & wiring harness                    | V                                                                                                  | V                         |
|                           | Motor compartment LV connector & wiring harness                    | V                                                                                                  | V                         |
|                           | Supercharging/charging port & wiring harness                       | V                                                                                                  | V                         |
|                           | Battery                                                            | V                                                                                                  | V                         |
|                           | Lighting & signals                                                 | V                                                                                                  | V                         |
|                           | Interior light                                                     | V                                                                                                  | V                         |





| System                    | Inspection Item                       | Every 20,000 km/12 months                                                                          | Every 40,000 km/24 months |
|---------------------------|---------------------------------------|----------------------------------------------------------------------------------------------------|---------------------------|
|                           |                                       | Visual Inspection (V) Adjust (A) Clean (C) Replace (R) Supplement (S)<br>Lubricate (L) Tighten (T) |                           |
| Electrical Control System | Multifunction steering wheel          | V                                                                                                  | V                         |
|                           | XPilot system                         | V                                                                                                  | V                         |
|                           | Seat adjustment                       | V                                                                                                  | V                         |
|                           | Window functions                      | V                                                                                                  | V                         |
|                           | Cigarette lighter and USB             | V                                                                                                  | V                         |
|                           | Horns                                 | V                                                                                                  | V                         |
|                           | CID functions                         | V                                                                                                  | V                         |
|                           | Keyless entry and start               | V                                                                                                  | V                         |
|                           | Remote door lock and remote           | V                                                                                                  | V                         |
|                           | Interior & exterior rear-view mirrors | V                                                                                                  | V                         |
|                           | CID information & DTC                 | V                                                                                                  | V                         |
| Braking System            | EPB                                   | V                                                                                                  | V                         |
|                           | Service brake                         | V                                                                                                  | V                         |
|                           | Brake fluid                           | V+S                                                                                                | V+R                       |
|                           | Brake lines                           | V                                                                                                  | V                         |



# Maintenance Guide

| System          | Inspection Item                    | Every 20,000 km/12 months                                                                          | Every 40,000 km/24 months |
|-----------------|------------------------------------|----------------------------------------------------------------------------------------------------|---------------------------|
|                 |                                    | Visual Inspection (V) Adjust (A) Clean (C) Replace (R) Supplement (S)<br>Lubricate (L) Tighten (T) |                           |
|                 | Brake vacuum pump, tanks and lines | V                                                                                                  | V                         |
|                 | Brake booster                      | V                                                                                                  | V                         |
|                 | Front & rear brake pads            | V                                                                                                  | V                         |
| Steering system | Steering wheel free stroke         | V                                                                                                  | V                         |
|                 | Steering column adjustment         | V                                                                                                  | V                         |
|                 | Steering gear                      | V                                                                                                  | V                         |
|                 | Steering shaft and dust cover      | V                                                                                                  | V                         |
|                 | Tie rod ball joint and dust cover  | V                                                                                                  | V                         |
|                 | EPS function                       | V                                                                                                  | V                         |
| Body System     | Front and rear windshields         | V                                                                                                  | V                         |
|                 | Washing wipers                     | V                                                                                                  | V                         |
|                 | Washing fluid                      | S                                                                                                  | S                         |
|                 | Seats and slider tracks            | V                                                                                                  | V                         |
|                 | Door lock and hinge                | V                                                                                                  | V                         |
|                 | Compartment cover lock and hinge   | V                                                                                                  | V                         |



| System                         | Inspection Item                      | Every 20,000 km/12 months                                                                          | Every 40,000 km/24 months |
|--------------------------------|--------------------------------------|----------------------------------------------------------------------------------------------------|---------------------------|
|                                |                                      | Visual Inspection (V) Adjust (A) Clean (C) Replace (R) Supplement (S)<br>Lubricate (L) Tighten (T) |                           |
|                                | Rear tailgate (door) lock and hinge  | V                                                                                                  | V                         |
|                                | Childproof locks                     | V                                                                                                  | V                         |
|                                | Seat belts and reminders             | V                                                                                                  | V                         |
|                                | Seals and weatherstripping for doors | V                                                                                                  | V                         |
|                                | Interiors                            | V                                                                                                  | V                         |
| Drivetrain & Suspension System | Reducer appearance                   | V                                                                                                  | V                         |
|                                | Reducer oil                          | V                                                                                                  | V+R                       |
|                                | Drive shafts and dust covers         | V                                                                                                  | V                         |
|                                | Tires, rims and torques              | V + T                                                                                              | V + T                     |
|                                | Tire rotation (if necessary)         | V + A                                                                                              | V + A                     |
|                                | Wheel bearings                       | V                                                                                                  | V                         |
|                                | Front & rear suspension              | V                                                                                                  | V                         |
|                                | Shock absorbers and springs          | V                                                                                                  | V                         |
|                                | Chassis screw torque                 | V + T                                                                                              | V + T                     |



## Maintenance Guide

| System         | Inspection Item                                                  | Every 20,000 km/12 months                                                                          | Every 40,000 km/24 months |
|----------------|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------------------------|
|                |                                                                  | Visual Inspection (V) Adjust (A) Clean (C) Replace (R) Supplement (S)<br>Lubricate (L) Tighten (T) |                           |
| Cooling System | Coolant level and freezing point (every 72 months or 120,000 km) | V                                                                                                  | V                         |
|                | Cooling pipeline                                                 | V                                                                                                  | V                         |
|                | Water pump                                                       | V                                                                                                  | V                         |
|                | Radiator                                                         | V                                                                                                  | V                         |
|                | Cooling fan                                                      | V                                                                                                  | V                         |
| A/C System     | A/C function inspection                                          | V                                                                                                  | V                         |
|                | A/C evaporator drain line                                        | V                                                                                                  | V                         |
|                | Compressor and controller                                        | V                                                                                                  | V                         |
|                | A/C pipeline                                                     | V                                                                                                  | V                         |
|                | A/C condenser                                                    | V                                                                                                  | V                         |
|                | A/C filter                                                       | R                                                                                                  | R                         |
|                | PTC & wiring harness                                             | V                                                                                                  | V                         |

A/C filter: It is suggested that replacement period shall not exceed 2 year, depending on local air quality



The following maintenance items are determined based on normal driving conditions. If you often drive under severe conditions, please have your vehicle maintained more frequently. For more details, please contact XPENG and designated service centers:

- a. Driving in highly dusty environment.
- b. Driving in wet conditions or wading frequently.
- c. Braking frequently or driving in hilly areas.
- d. Engaged in operational activities, or often used for special purposes such as high-load use.
- e. Engaged in racing or competitive activities.
- f. Retrofit or modifications not authorized by XPENG.





## IV. Vehicle Maintenance Log

| Maintenance Registration Form |  |                      |  |
|-------------------------------|--|----------------------|--|
| Date                          |  | Mileage              |  |
| Maintenance Engineer          |  | Service Center Stamp |  |
| Next Maintenance Due:         |  |                      |  |
| Next Maintenance Mileage:     |  |                      |  |
| Customer Signature:           |  |                      |  |

| Maintenance Registration Form |  |                      |  |
|-------------------------------|--|----------------------|--|
| Date                          |  | Mileage              |  |
| Maintenance Engineer          |  | Service Center Stamp |  |
| Next Maintenance Due:         |  |                      |  |
| Next Maintenance Mileage:     |  |                      |  |
| Customer Signature:           |  |                      |  |

| Maintenance Registration Form |  |                      |  |
|-------------------------------|--|----------------------|--|
| Date                          |  | Mileage              |  |
| Maintenance Engineer          |  | Service Center Stamp |  |
| Next Maintenance Due:         |  |                      |  |
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| Customer Signature:           |  |                      |  |

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| Maintenance Engineer          |  | Service Center Stamp |  |
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| Date                          |  | Mileage              |  |
| Maintenance Engineer          |  | Service Center Stamp |  |
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