

Part 573 Safety Recall Report

23V-355

Manufacturer Name : VinFast Auto, LLC**Submission Date :** MAY 18, 2023**NHTSA Recall No. :** 23V-355**Manufacturer Recall No. :** VPAC-74**Manufacturer Information :**

Manufacturer Name : VinFast Auto, LLC

Address : 12777 W Jefferson Blvd.
Ste. 101-A Los Angeles CA 90066

Company phone : 833-846-8255

Population :

Number of potentially involved : 999

Estimated percentage with defect : 7 %

Vehicle Information :

Vehicle 1 : 2023-2023 Vinfast VF8

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : On certain 2023 MY VF 8 Variant MPVs, the MHU screen goes blank while driving or stationary. When this condition manifests, the driver can see neither the display's telltale warning lights nor the control icons. After an ignition cycle, the MHU display screen returns to normal operation. VinFast is not aware of any field reports of incidents in the United States on vehicles in customer hands or in Company fleet service. The number of potentially affected vehicles is 999, all of which were shipped to the United States. Of these 999, 111 are in customer hands, and 153 are in fleet service. 735 vehicles remain under VinFast's custody and control. In total, of the 264 vehicles either in customer hands or in fleet service, VinFast is aware of 18 reported occurrences on 14 vehicles. Of the 18 occurrences, 8 occurred while the vehicle was in park, 5 occurred while the vehicle was not in park, and for 5 of the occurrences, the position of the shift selector lever was not reported.

Production Dates : JUL 27, 2022 - NOV 25, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : On certain 2023 MY VF 8 Variant MPVs, the MHU screen goes blank while driving or stationary. After an ignition cycle, the MHU display screen returns to normal operation.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : When this condition manifests, the driver can see neither the display's telltale warning lights nor the control icons.

Description of the Cause : The MHU display screen goes blank. After an ignition cycle, the MHU display screen returns to normal operation. This is a software defect that leads to a communications error in the MHU. The loss of communication within the MHU disables the rendering of data on the MHU. The issue occurs due to a processing malfunction that disrupts the feed of data to the screen. The MHU continues to operate as per design intent but the system is unable to render images on the MHU (screen).

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : MHU

Component Description : Multifunction head unit

Component Part Number : EEP30005191

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On April 27, 2023, as part of its daily review of customer comments and concerns, the VinFast Customer Care Team identified a single incident of the MHU losing the rendered image on the display screen causing a blank screen.

This single incident was brought to the attention of the VinFast Product Assurance Committee (VPAC) for further investigation. The VPAC tracked this incident, and searched daily for other possible similar incidents. From April 27, 2023, to May 9, 2023, VPAC tracked all comments mentioning a blank screen. After the confirmed discovery of four more mentions of blank screens in customer comments, between April 29, 2023, and May 2, 2023, VPAC assembled a cross functional team to investigate and determine a root cause. From May 8, 2023, to May 11, 2023, VPAC conducted an extensive technical investigation. On May 12, 2023, VPAC recommended that VinFast initiate this recall.

Description of Remedy :

Description of Remedy Program : The software fix VinFast is implementing has a new watchdog mechanism that detects this process malfunction and subsequently reinitializes this small piece of software. It is able to detect and recover this process error in under 200ms. Costs incurred by owners for repair of this issue prior to the recall would have been covered by VinFast's original warranty program that provides for a free repair for this concern for customers.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : SW update for the MHU that fixes this issue that can be delivered over the air beginning on May 25, 2023.

Planned Dealer Notification Date : MAY 25, 2023 - MAY 25, 2023

Planned Owner Notification Date : MAY 29, 2023 - JUN 02, 2023

* NR - Not Reported