



**BYD NEW ENERGY VEHICLE**  
**LIMITED WARRANTY MANUAL**

**BUILD YOUR DREAMS**

**Preface ..... 2**

**Warranty Terms and Conditions ..... 3**

**The Warrantor and its Commitment ..... 3**

**Owner Rights under Applicable Law ..... 4**

**Limitations and Disclaimers..... 4**

**Warranty Coverage and Duration ..... 4**

Bodywork Anti-Corrosion Coverage..... 5

Power Battery Coverage..... 5

Drive Unit Coverage ..... 6

Lead-acid Starter Battery Coverage ..... 6

Some Separately Mentioned Parts Coverage ..... 6

Basic Coverage ..... 7

Spare Parts Coverage..... 7

Consumables and Quick-wear Parts Coverage ..... 7

**General Warranty Limitations and Exclusions ..... 7**

**Other Exclusions ..... 8**

**Notice to Owner ..... 9**

**Appendix .....11**

# Preface

Dear owner,

Thank you for choosing a BYD NEV<sup>1</sup>!

Reading through this manual is essential to understanding the BYD NEV warranty policy and enjoying its legitimate warranty rights.

BYD provides an extensive NEV warranty period. In order to make the best of this policy, please heed the following recommendations: keep the vehicle software program at its latest version to ensure its good performance; drive your vehicle according to the requirements indicated in the Owner's Manual; and go to the BYD authorised service workshop (hereinafter referred to as "service workshop") for maintenance according to the schedule specified in the Owner's Manual.

Within the warranty period, the local service workshop shall identify quality problems resulting from product function failure, defects or manufacturing process, and provide warranty service free of charge.

Upon receiving the vehicle, please carry out a thorough check of its appearance and the list of accompanying accessories.

BYD will service the vehicle wholeheartedly under the terms and conditions of this warranty manual.

We wish you a pleasant and fulfilling driving experience.

1 NEV: New Energy Vehicle

# Warranty Terms and Conditions

## The Warrantor and its Commitment

Your rights and BYD's obligations under this New Vehicle Limited Warranty apply within the Warranty Region where your BYD vehicle was purchased new.

The Warranty Region, summarized below, is based on where the vehicle was first purchased from BYD. And the regions are including but not limited to below regions, if you are not able to reach your local dealer(s), you could call 00800 10203000 for support, which is Official Customer Service Hotline of BYD Europe B.V. , for Europe only.

Warranty Region	Contact Information
Austria	<b>BYD Austria</b> Richard-Strauss-Straße 14 A-1230 Wien Local call: +43 1 20563182880 Official Customer Service Hotline: 00800 10203000
Belgium	<b>Inchcape Retail Belgium</b> Boulevard Industriel 198, Brussels, Zaventem, Flemish Brabant, Belgium Local call: +37 2 5150460 Official Customer Service Hotline: 00800 10203000
Denmark	<b>BDK Mobilitet A/S</b> Esbjergvej 101, 6000 Kolding, Denmark Local call:+45 7634 2066 Official Customer Service Hotline: 00800 10203000
Finland	<b>miRutebileiernes Standardiserings Aksjeselskap, Filial i Finland</b> Tietotie 9, 01530 Vantaa Local call: +358 400 167 197 Official Customer Service Hotline: 00800 10203000

France	<b>BYD France</b> 8 Rue Léonard de Vinci, 60000 Beauvais, France Local call: +33 3 65 90 65 10 Official Customer Service Hotline: 00800 10203000
Germany	<b>Hedin Electric Mobility GmbH</b> Schlachthofstraße 24, 70188 Stuttgart Local call: +49 711 29990015 Official Customer Service Hotline: 00800 10203000
Hungary	<b>BYD Hungary</b> 8 Puskás Tivadar, Komárom, 2903, Hungary Local call: +36 34 880 115 Official Customer Service Hotline: 00800 10203000
Iceland	<b>RSA (Rutebileiernes Standardiserings Aksjeselskap)</b> Øvre Eikervei 77, 3048 Drammen, Norway Local call: +47 905 15 156 Official Customer Service Hotline: 00800 10203000
Ireland	<b>MDL (Motor Distributors Limited)</b> Naas Road, Dublin 12 Ireland Local call: +35314094303 Official Customer Service Hotline: 00800 10203000
Italy	<b>BYD Industria Italia S.p.A.</b> Piazza Giuseppe Mazzini 27, Rome, 00195, Italy Local call:+39 335 7360004 Official Customer Service Hotline: 00800 10203000
Luxembourg	<b>Inchcape Retail Belgium</b> Boulevard Industriel 198, Brussels, Zaventem, Flemish Brabant, Belgium Local call: +37 2 5150460 Official Customer Service Hotline: 00800 10203000
Netherlands	<b>BYD Louwman group</b> Pieter Braaijweg 8 Amsterdam, the Netherlands Local call:+31 20 219 2016 Official Customer Service Hotline: 00800 10203000
Portugal	<b>Sozo Portugal, SA</b> Daciano Baptista Marques 245, 4400-617 Vila Nova de Gaia Local call: +351 220 931 932 Official Customer Service Hotline: 00800 10203000

Spain	<b>BYD Spain</b> Paseo de la Castellana 91, planta 2, 28046 Madrid, Spain Local call: +34 911 979 549 Official Customer Service Hotline: 00800 10203000
Sweden	<b>Hedin Electric Mobility AB</b> Betagatan 2, 431 49 Mölndal Local call: +46(0)313505307 Official Customer Service Hotline: 00800 10203000
UK	<b>BYD UK</b> Unit B2, Parkway Trading Estate. Cranford Ln. Hounslow TW5 90A United Kingdom Local call: +44 1753 336001, +44 2033 072546 Official Customer Service Hotline: 00800 10203000
Norway	<b>RSA (Rutebileiernes Standardiserings  Aksjeselskap)</b> Øvre Eikervei 77, 3048 Drammen, Norway Local call: +47 3221 8800 Official Customer Service Hotline: 00800 10203000
Israel	<b>Shlomo Motors LTD</b> 36 Efal St. Petah Tikva 49511, Israel Local call: +972 073-3968888
Greece	<b>Sfakianakis E-MOTORS</b> Sidirokastrou 5-7, Athens 118 55, Greece Local call: +30 21 6600 3880 Official Customer Service Hotline: 00800 10203000

\*In the event that any defect covered by this limited warranty occurs, the decision of repairing, or replacing a part with a new, reconditioned, or re-manufactured component will be made by BYD or BYD distributor, at their sole discretion.

## Owner Rights under Applicable Law

This is a manufacturer warranty that supplements and does not affect the owner's legal rights under the vehicle purchase agreement with BYD or BYD distributor, or under applicable national legislation governing the sale of consumer goods.

## Limitations and Disclaimers

This is the only express warranty made in connection with the owner's vehicle; any implied warranty of merchantability or fitness for a particular purpose is disclaimed to the fullest extent allowable by law, or limited to its stated duration. Some countries or regions do not allow exclusion or limitation on incidental or consequential damage, implied warranties or conditions, or the duration of an implied warranty, so the above limitations or exclusions may not apply. This warranty provides specific legal rights, and other rights may also apply according to the other legal requirements of the country or region.

None other than BYD is authorised to create any other warranty, obligation or liability with regard to this vehicle.

## Warranty Coverage and Duration

This vehicle limited warranty begins on the first day a vehicle is delivered by BYD or BYD distributor to the first retail or corporate owner, or the day it is first put into use, whichever comes first, and provides coverage for the period based on the specified warranty as described in the warranty coverage section of this vehicle limited warranty manual.

Specifications:

PRODUCT CATEGORY	DURATION	MILEAGE	RE-MARKS
Bodywork Anti-Corrosion	144 months	/	/
Power Battery	96 months	200,000 km (125,000 miles)	SOH <sup>2</sup> ≥ 70%
Drive Unit	96 months	150,000 km (93,750 miles)	/
Lead-acid Starter Battery (if any)	12 months	20,000 km (12,500 miles)	/
Some Separately Mentioned Parts	48 months	120,000 km (75,000 miles)	/
Basic Coverage	72 months	150,000 km (93,750 miles)	/
Spare Parts	12 months	/	/
Consumables and Quick-wear Parts	/	/	/

- Accessories<sup>3</sup> are not covered into this warranty, excluding BYD charging connector<sup>4</sup> and BYD VTOL discharging connector<sup>5</sup> (if any).
- Parts repaired or replaced under this warranty, including vehicle replacement, are covered only until the applicable limited warranty period ends, or as otherwise provided by applicable law.

## Bodywork Anti-Corrosion Coverage

The bodywork anti-corrosion warranty is 144 months with unlimited mileage, covering bodywork against perforation (holes through the bodywork from the inside out) caused by corrosion due to material or workmanship defects. Subject to the following exceptions:

- Body perforation caused by industrial dust, accidents, abuse, damage, refitting, corrosive cargo, or improper vehicle maintenance or operation.
- Perforation (holes through body panels or the chassis from the outside in) resulting from surface or cosmetic corrosion, such as stone chips, scratches, ice or gravel.
- Perforation in body panels or the chassis from the inside out caused by corrosion from defects in non-BYD manufactured or supplied materials or workmanship.
- Corrosion not related to material or craftsmanship.

## Power Battery Coverage

The power battery pack coverage period is 96 months or 200,000 km (125,000 miles), whichever comes first, with minimum 70% retention of battery capacity. If the battery requires warranty repair, BYD will repair the unit, or replace it with a new, reconditioned or re-manufactured part at the sole discretion of BYD. Power battery replacement does not guarantee that the vehicle will be returned as good as new, but BYD ensures that the capacity of the replacement battery will be at least equal to that of the original battery before the failure occurs.

This warranty covers any repairs needed to correct failures under normal use, subject to the exceptions indicated as follows:

- Leaving the vehicle with power battery on zero state of charge (fully empty battery).
- Physical damage to the power battery or intentional attempt to reduce its life.

2 SOH: State of Health

3 Accessories: e-key, NFC card, Velour floor mat, Wiper blade, reflective vest, warning triangle, towing hook, tyre sealant, inflator pump, removal clamp for wheel nut trim cover.

4 For BYD Charging Connector, including Charging Mode 2 and Charging Mode 3, the warranty coverage is 12 months.

5 For BYD VTOL Discharging Connector, the warranty coverage is 12 months.

- Exposure of power battery to direct flame.
- Immersing any part of the power battery in water or other fluids.
- Opening the power battery enclosure without permission or having it serviced by someone other than a BYD certified technician.
- Exposing power battery to a corrosive environment (e.g., strong acidic or strong alkaline environment).
- Power battery damage due to incompatible charging equipment and battery management system or failure to follow correct charging procedures.
- Indirect damage caused by maintenance failure of the existing power battery fault at the service workshop.
- Power battery damage due to continuous exposure of the vehicle to an ambient temperature above 55° C or below -40° C for 24 hours.

The power battery, like all lithium-ion batteries, will experience gradual capacity loss over time and use. Battery capacity loss naturally resulting from gradual capacity loss is NOT covered under this warranty, except to the extent specified in this Power Battery Coverage. Please check the BYD Owner's manual for important information on how to maximise battery life and capacity.

## Drive Unit Coverage

The drive unit has a warranty coverage period of 96 months or 150,000 km (93,750 miles), whichever comes first. This warranty covers any repairs needed to correct failures of the components listed below and supplied by BYD:

- Drive Motor
- Drive Motor Controller

## Lead-acid Starter Battery Coverage

The lead-acid starter battery coverage period is 12 months or 20,000 km (12,500 miles), whichever comes first.

## Some Separately Mentioned Parts Coverage

For BYD genuine general components, modules and systems specified below, its coverage period is 48 months or 120,000 km (75,000 miles), whichever comes first.

- Lamps (excluding bulbs)
- Tire Pressure Monitoring Module
- Suspension
- Ball Joint
- Multimedia System
- Shock Absorber
- Engine Belt
- Dust Cover/Sleeve
- Bushing/Pad
- Release Bearing
- Wheel Bearing
- PM2.5 Tachometer
- AC/DC Charging Port Assembly
- USB Charging Port Connector
- Carbon Canister Dust Filter
- Fuel Heater Assembly

## Basic Coverage

The basic coverage period is 72 months or 150,000 km (93,750 miles), whichever comes first, for all other parts except components and/or parts mentioned otherwise in this warranty manual. Subject to separate coverage for certain parts and exceptions herein, BYD will repair or replace any faulty part under normal use.

## Spare Parts Coverage

For genuine spare parts (excluding Consumables and Quick-wear Parts) purchased by owners at their own expense and installed in appropriate manners, the warranty period is 12 months from the date of their purchase or installation. If the warranty period of the spare part is shorter than the remaining basic coverage period of the complete vehicle, the principle of "owner's benefit" shall be applied; and the warranty period of the part shall be extended until the remaining warranty period of basic coverage expires.

The warranty for spare parts shall meet the following conditions:

- The spare parts purchased and installed are genuine BYD spare parts.
- The owner provides proof of paid maintenance in the service store (e.g. maintenance document).
- Before applying for spare parts warranty, it is necessary to ensure the integrity of the faulty parts.

## Consumables and Quick-wear Parts Coverage

Wear and tear caused by daily use of Consumables and Quick-wear parts<sup>6</sup> is not covered by this warranty unless the products have any material defects or design problems.

## General Warranty Limitations and Exclusions

This vehicle limited warranty policy does not cover regular maintenance items (as set out in the BYD Owner's Manual), nor defects, damage, malfunctions, or poor user experience resulting directly or indirectly from any of the following, including but not limited to:

- The customer having been informed in writing that the purchased vehicle is defective.
- Failure to comply with any BYD or BYD distributor vehicle recall advisories.
- Vehicle that has had its VIN<sup>7</sup> defaced or altered; or the odometer or other related system disconnected, altered or rendered inoperative so that it is difficult to determine the VIN or actual mileage.
- Loss resulting from human factors including but not limited to theft, vandalism, misuse<sup>8</sup>, negligence or riot.
- Loss to force majeure including but not limited to storms, floods, hurricanes, hail, earthquake and lightning.
- Product damage caused by improper operation methods such as drag racing.

<sup>6</sup> Consumables and Quick-wear parts: brake pads, wiper blades, bulbs, fuses, ordinary relays (excluding integrated control unit), air filter element, air conditioner filters (strainer, high-efficiency filter, electrostatic filter), button battery, tyres, oil filter, fuel filter, spark plug, clutch-driven plate, labels, coolant, refrigerant, lubricants, glass cleaning agent and all kinds of oils and liquids, etc.

<sup>7</sup> VIN: Vehicle Identification Number

<sup>8</sup> Including but not limited to: overloading, driving over curbs or unpaved roads, etc.

- Failure to stop operating the vehicle after a defect becomes apparent.
- Failing to follow correct charging procedures, resulting in part damage.
- Improper repair, or repair and maintenance non-conforming with the required maintenance service as indicated in the BYD manual.
- Vehicle or concerning systems fault or defect caused by the use of dubious or unauthorised parts.
- Normal wear and tear, including but not limited to dents, scratches, noises, vibration, cosmetic flaws and other deterioration caused by routine wear and tear.
- Accidents, collision or objects striking the vehicle.
- Fire or explosion caused by external factors.
- General appearance or normal noise and vibration, including but not limited to: brake squeal, general knocks, creaks, rattles, and wind and road vibration.
- Broken, chipped, scratched, or cracked windshield or other glass, other than as a result of a defect in material or workmanship of a BYD manufactured or supplied windshield or glass.
- Driving in abnormal environments or with contaminants that have not been cleaned up in time, including but not limited to airborne chemicals, tree sap, rail dust, animal dung, inorganic salts.
- Contamination by petroleum or other chemicals, water or any other liquid which may be considered improper for use in the vehicle, according to BYD's manuals or any other related standards, such as the use of improper or contaminated fuel, fluids or lubricants.
- Paint defects resulting from mismatched painting, abuse, neglect, accessory installation, exposure to chemicals, improper vehicle maintenance or operation, accidents, damage caused by nature, fire, or improper storage.
- Product failure caused by materials or workmanship manufactured or supplied by parties other than BYD.
- Vehicles that have been deemed "total loss" by an insurance company.
- Loss/ damage caused by "the owner's failure to report the fault (or damage) timely or failure to provide access to vehicle repair, or the owner's objection to timely inspection, diagnosis and necessary technical repair on the parts".
- Damage caused by improper handling of suspected or decided product quality problems by the owner.

## Other Exclusions

Remedy prescribed in this warranty is solely and exclusively provided by BYD within the warranty period, and explicitly replaces and excludes all other express or implied warranties (including but not limited to warranty of merchantability, or warranties applicable to special purposes, uses or applications, etc.). BYD will not bear any responsibility for incidental, indirect or specific losses caused by any other reason, including profit and reputation loss. In the absence of additional legal regulations, the responsibility taken by BYD for each event or series of related events according to this warranty manual will not exceed the total amount paid by the owner for the disputed product and/or service.

# Notice to Owner

- The vehicle owner is responsible for ensuring that the vehicle is operated and maintained according to the instructions in the BYD manual, and maintaining detailed and accurate records of the vehicle's maintenance, including VIN, name and address of servicing shop, mileage, dates of service or maintenance and description of service or maintenance items, which should be transferred to each subsequent purchaser. This New Vehicle Limited Warranty may be void if you do not follow the specific instruction and recommendations regarding the operation and maintenance of the vehicle provided in your owner manuals.
- Any damage and/or failure resulting directly or indirectly from any use and maintenance not stipulated in the provisions on the BYD Owner's manual will not be covered by this warranty.
- Indirect damage or subsequent costs caused by product defects shall be handled in accordance with the substantive defect liability.
- All lead wire seals or sealant must be intact and not tampered with in any improper way.
- Genuine BYD parts and accessories have been specifically designed so that BYD vehicles comply with safety and reliability standards. We therefore recommend that the owner uses only genuine BYD parts and accessories in their vehicle. Be advised that other manufacturers' parts or accessories have neither been tested nor approved by BYD and that, in spite of constant market observation, BYD cannot evaluate their suitability and safety neither in themselves nor when fitted into its vehicles. Any consequential damage caused by the fitting of such parts or accessories is not covered by this warranty.
- The driver of the vehicle must take immediate action to prevent consequential damage in the event that the vehicle's warning/ monitoring systems are activated.
- The vehicle owner must allow the service workshop a reasonable time for completion of repairs and/or service, as estimated and communicated to you by the service workshop. Upon the service workshop's notification of the completion of vehicle repairs and/or service, you are responsible for timely picking up the vehicle at your own expense.
- BYD hereby disclaims any and all indirect, incidental, special and consequential damage arising from or relating to the owner's vehicle, including but not limited to, transportation to and from a BYD or BYD distributor service workshop, loss of vehicle value, loss of time, loss of income, loss of use, loss of personal or commercial property, inconvenience or aggravation, emotional distress or harm, commercial loss (including but not limited to lost profits or earnings), towing charges, bus fares, vehicle rental, service call charges, fuel expenses, lodging expenses, damage to tow vehicle, and incidental charges such as telephone calls, facsimile transmissions, and mailing expenses, unless mandatory applicable national legislation provides otherwise.
- This BYD NEV Limited Warranty Manual is transferable at no cost to any person who subsequently and lawfully assumes ownership of the vehicle after the first retail owner within the described limitations of this vehicle limited warranty ("subsequent purchaser"). This Manual should remain in your BYD vehicle if you resell the vehicle so the subsequent owner will have this information.

- Some jurisdictions and/or local governments may require that tax be collected on warranty repairs. Where applicable law allows, you are responsible for the payment of such taxes.
- After purchasing a BYD vehicle, some customers adapt their vehicle for specific use, such as specific commercial purposes. In such cases, this BYD NEV Limited Warranty Manual is only applicable to vehicle parts that have not been modified or affected by a third party conversion. BYD will not be liable for any losses, claims, liabilities, costs, expenses and damage of any nature, arising from any conversion/ modification of any of its vehicles. A third party converting/ modifying a BYD vehicle may provide a warranty for their own. Customers are advised to consult the respective party for details of any warranty they may offer.
- If any term is held to be illegal or unenforceable, it shall be severed from this warranty and the legality or enforceability of the remaining terms shall not be affected.
- This warranty is governed by and construed under the laws of the country in which the initial vehicle purchase took place.
- Even though BYD does not require you to carry out all service or repairs at a BYD authorised service workshop, this BYD NEV Limited Warranty Manual may be invalid or coverage may be excluded due to improper maintenance, service or repairs. BYD authorised service workshops have special training, expertise, tools and supplies in regard to your vehicle. Even though this BYD NEV Limited Warranty Manual may, subject to its terms and conditions, provide coverage when maintenance, service or repairs are performed at independent service centres, BYD strongly recommends that you carry out all maintenance, service and repairs at a BYD authorised service workshop.
- To obtain the official warranty service, the owner is strongly recommended to return the vehicle to the corresponding warranty region in which the vehicle was originally purchased from BYD, for the other regions might not be able to offer the related spare parts, might be without the maintenance ability of the related vehicles, and also cannot guarantee the timeliness of after-service.
- All claims made under the BYD NEV limited warranty will be governed by the terms set out in this warranty document.
- This manual shall be construed, interpreted, and enforced pursuant to the laws of the country in which the initial vehicle purchase took place, excluding its conflicts of laws principles. Any dispute arising out of or in connection with this manual, including any question regarding its existence, validity or termination, shall be settled finally and binding and under exclusion of the ordinary jurisdiction by arbitration under the rules of arbitration of the International Chamber of Commerce by one arbitrator. The language to be used in the arbitration proceeding shall be English, and the arbitration place shall be Rotterdam for Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Iceland, Ireland, Italy, Luxembourg, Netherlands, Portugal, Spain, Sweden, UK and other regions in Europe, while Hong Kong for Norway, and Israel.

# Appendix

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## Combination Instrument Replacement Record

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Date	Total Mileage	Service Workshop
		(Official Seal or Signature)
		(Official Seal or Signature)
		(Official Seal or Signature)
		(Official Seal or Signature)
		(Official Seal or Signature)
		(Official Seal or Signature)

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Edition date: 09.2024 EN\_V0  
For Europe & Israel Market Only  
**\*TANG 2021, HAN, e6, ETP3 Excluded**