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| Technical Information | TI No. TI-20240321-EH32 | Page 1 of 4 |
| Related markets All overseas markets | Date Released: 2024.3.21 | |
| Applicable Model EH32 XPOWER | Please convey to your <input checked="" type="checkbox"/> AS Director <input checked="" type="checkbox"/> Technical Dept. <input checked="" type="checkbox"/> Warranty Dept. <input checked="" type="checkbox"/> Parts Dept. <input type="checkbox"/> PDI Center <input type="checkbox"/> Sales Dept. | |

Subject: EH32 XPower High-speed Vibration Solution

1. Fault Description:

When driving at around 110 km/h, EH32 XPOWER experiences a vibration sensation in the steering wheel and seat. However, not all XPOWER models exhibit this vibration sensation.

2. Analysis:

When the vehicle is running at high speed, the driving shaft acts as an excitation source, causing body vibrations that are transmitted to the seat and steering wheel through the vehicle's structure.

3. Conclusion:

- 1) Adding a steering wheel damper can effectively solve the steering wheel vibration issue.
- 2) The engineering team has evaluated that the new suspension solution can meet the demanding customers' perception of vibration.
- 3) Poor stock maintenance of vehicles during storage (such as long-term parking without movement) can cause tire flat spots, which can lead to intensified steering wheel and body vibrations.

4. After-sales inspection steps:

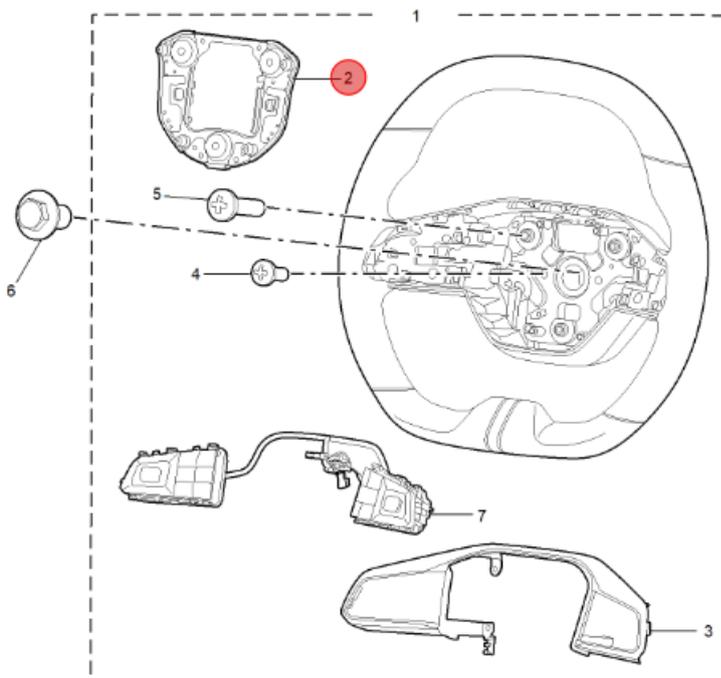
- 1) Check tire pressure. After adjusting the tire pressure to the recommended value, confirm if the vibration has disappeared.

- 2) Test whether the road force of the tire is qualified, if it is not qualified, replace the tire with the road force qualified, and confirm whether the vibration disappears.
- 3) Add a damper to the steering wheel (refer to "5. After-sales damper solution" below) and confirm if the steering wheel vibration has disappeared.
- 4) For customers who still complain severely about vehicle vibration after adding the steering wheel damper, if further improvement in NVH is required, please refer to the suspension replacement and repair instructions in the " Service Manual " (refer to "6. After-sales suspension solution" below).

5. After-sales damper solution:

Part involved

| Part No. | Part Description | Qty |
|----------|---------------------------|-----|
| 11623528 | DAMPENER ASM-STRG WHL VIB | 1 |



Refer to the operation instructions in the service manual.

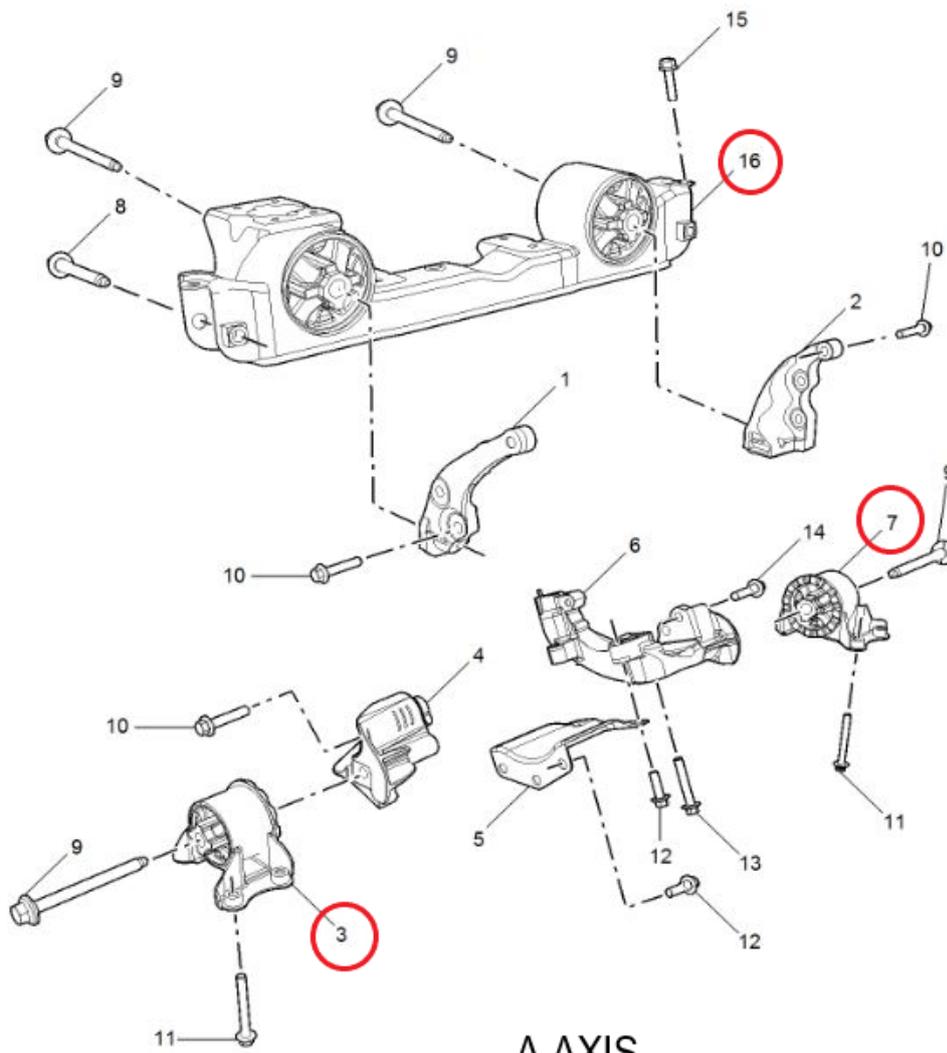


6. After-sales suspension solution:

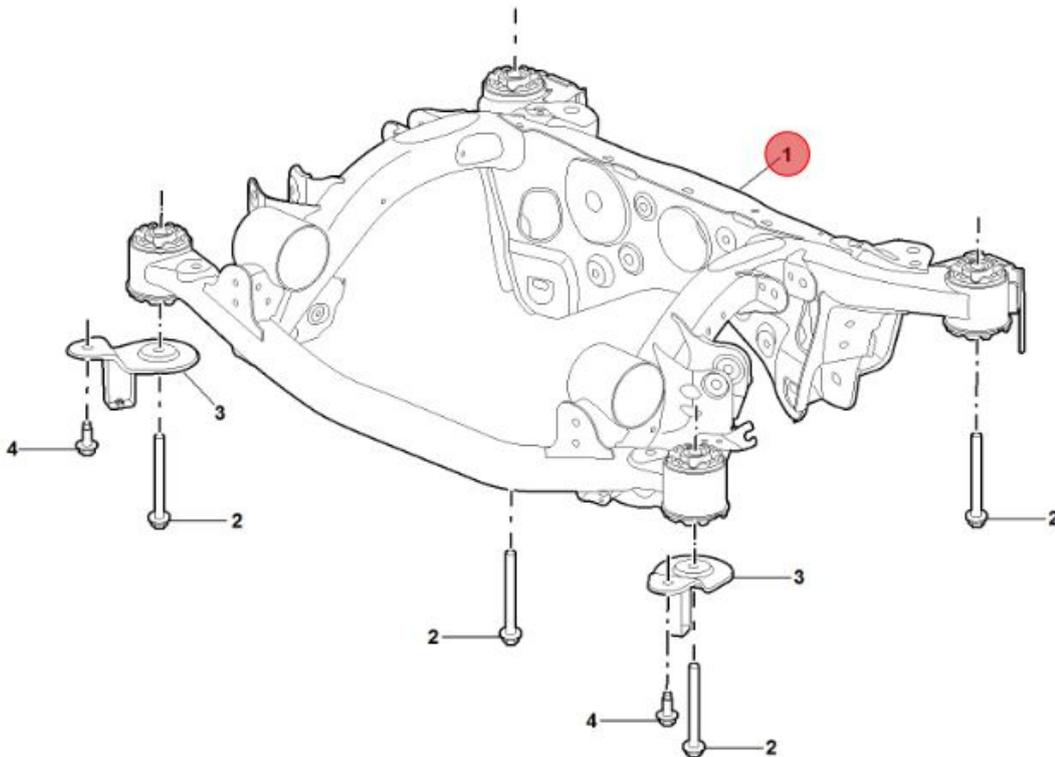
Note: This repair work requires high technical works and is recommended to be performed only for individual customers who have severe complaints. It is not recommended for after-sales service campaign.

Part involved

| Part No. | Part Description | Qty | Remark |
|----------|-------------------------------|-----|-----------|
| 11634105 | MOUNT ASM-LR | 1 | A AXIS-7 |
| 11634111 | MOUNT ASM-RR | 1 | A AXIS-3 |
| 11768662 | CROSSMEMBER-ENG MT FRT UPR | 1 | A AXIS-16 |
| 11611888 | FRAME ASM-RR SUSP | 1 | B AXIS-1 |



A AXIS



B AXIS

Refer to the operation instructions in the service manual.

7. Vehicle Off-line breakpoint:

Steering wheel damper: 15th October 2023 (EH32 XPOWER)

Suspension: 21st February 2024 (EH32 XPOWER)

Technical Support Team, After-sales Service Dept.

March 21th 2024

Edit by / Contact: Technical Support Team, After-sales Service Dept.