



VINFAST

**USER MANUAL**  
**E-BIKE VINFAST DRGNFLY**







**USER MANUAL - 04**



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## 1. Introduction

### 1.1. Message from VinFast

Congratulations and thank you for choosing the DrgnFly electric bike. Your choice has contributed to making our living environment greener and cleaner.

This user manual provides you with valuable knowledge to familiarize yourself with the operation of the DrgnFly electric bike, as well as proper maintenance and care instructions for your bike.

All information in this document is accurate as of the time of printing. Due to continuous product improvement policies, VinFast reserves the right to make changes to the content without prior notice. For the latest product information from VinFast, please visit: [www.vinfastauto.com](http://www.vinfastauto.com).

***NOTE:** This user manual should be considered an essential part of your bike. It should be carefully stored for easy reference, and it should accompany the bike when ownership is transferred.*

When you require repairs or maintenance, please bring your bike to VinFast's authorized Distributors and Service workshops. The technicians at the Distributors and Service workshops (trained and certified by VinFast) will provide you with the most dedicated and attentive service.

### 1.2. Documentation instructions

#### WARNING!

Please read this entire document carefully before operating the vehicle. Do not attempt to operate the vehicle until you have a full understanding of the control system and operational features of the bike. Regularly inspect the bike, perform appropriate maintenance, and ensure good driving skills to use the vehicle safely and reliably. Skipping some content in this document may result in the loss of warranty rights.

Please refer to the table of contents to identify the specific content section you are looking for.

## INTRODUCTION

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*In the document, there are some highlighted sections that you should pay special attention to:*



**DANGER!:** Indicates points that could lead to injury for you or others.

**WARNING!:** Highlights points that could potentially damage your electric bike.

**CAUTION:** Specifies special procedures that must be followed to prevent damage to the bike or other property.

Abbreviation	Definition
HMI	Human-Machine-Interface TFT
BMS	Lithium-ion Battery management system
SOC	Remaining Lithium-ion battery level
MCU	Motor control unit

## 2. Safety information

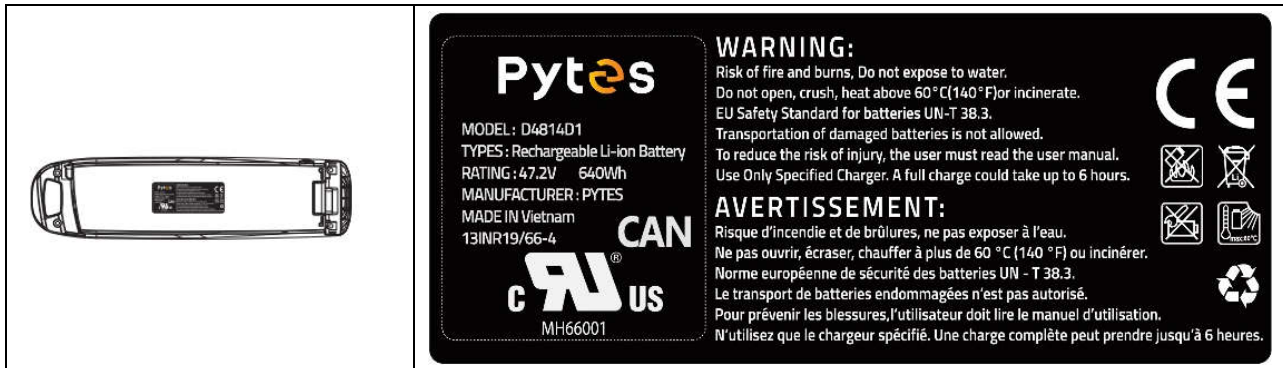
### 2.1. Location of important labels

Read and understand all labels on the bike. These labels contain important information for safe and proper bike operation. Do not remove any labels from the bike. If these labels become difficult to read or peel off, visit VinFast's Distributors and Service workshops for replacement.

#### 1. Battery usage guide label

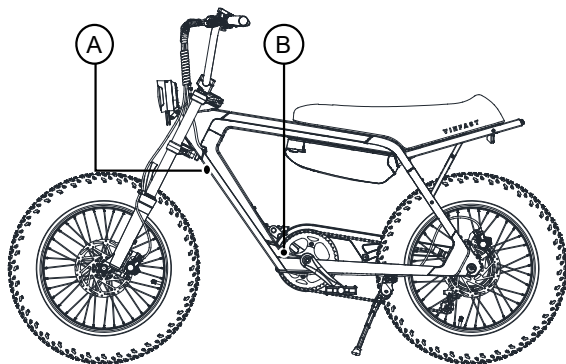


#### 2. Lithium-ion Battery usage caution label



## SAFETY INFORMATION

### 3. Label



#### A. Marking label 01 & 02

Name: **VINFASY**

Model Name: DrgnFly

Date of Production: MM/YYYY

**MADE IN VIETNAM**

Name: **VINFASY**

Model Name: DrgnFly

Rating: 47.2Vdc 13.6Ah

Date of Production: MM/YYYY

Warnings: Use the only charger mode SSLC180V55S,  
made by Wuxi Sans Electronics Co., Ltd.



#### B. Class label

**CLASS**

**2**

**750W**  
**20MPH**

## 2.2. Safety information

### 2.2.1. Safety for the user

- Read all the instructions before using the product.
- To reduce the risk of injury, close supervision is necessary when the product is used near children
- Never ride under the influence of alcohol or drugs.
- Before riding, ensure you understand the operation procedures and have proficient riding skills.
- Always wear a certified quality helmet.
- Use safety equipment when riding:
  - + Use dustproof eyewear when riding and a face shield or unobstructed eye protection.
  - + Wear bright-colored clothing or reflective gear when riding at night.
- Maintain a serious riding posture: Keep both hands on the handlebars, both feet on the pedals, and refrain from using your phone or listening to music while riding.
- Avoid abrupt throttle and acceleration. To maximize braking efficiency, use both brakes gently and avoid sudden braking.
- Always obey road traffic safety regulations and speed limits. Pay attention to road conditions and traffic while riding.
- Adjust the throttle to match the terrain you are riding on. Gradually apply the throttle when starting.
- Be aware of signals from other vehicles and ensure that other road users can see you. Use your bell when necessary. Always use your lights when riding in low light conditions.

## **SAFETY INFORMATION**

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- Ride cautiously in adverse weather and terrain conditions.
- Ensure that you park or stop the vehicle on a flat and secure surface.
- In the event of a fire with the electric vehicle, extinguish the fire with a dry powder fire extinguisher. Then, apply other water-based firefighting methods if necessary.
- Riding in adverse weather conditions such as heavy rain or flooding can not only be dangerous for the rider but can also cause damage to the vehicle's electrical system.
- Do not put fingers or hands into the product.
- The A-weighted emission sound pressure level at the driver ears is less than 70 dB(A).

### **2.2.2. Vehicle Safety**

- Check the vehicle before operation to ensure the condition of the vehicle and the best driving experience.
- Frequently take the vehicle to an authorized dealership for regular inspections and maintenance.
- Do not let raincoats or bulky cargo obstruct the lights on the vehicle.
- The vehicle structure is designed for only one driver.
- Absolutely do not carry passengers or cargo exceeding the vehicle's load capacity.
- Operating in wet and flooded road conditions: The engine is designed to be sealed and waterproof, but to ensure safety and engine longevity, it is recommended to limit operating when the flood level is higher than the motor shaft.
- Operating an electric vehicle in extremely hot weather may result in reduced vehicle performance to reduce heat generation. Lithium-ion batteries will stop operating when the internal battery temperature exceeds 65°C (149°F).

- Your electric bike is designed only for use on paved roads or flat surfaces. Therefore, you should not ride on stairs, jump, perform wheelies, or engage in similar actions.
- Electric bikes are not designed for participating in races or competitions.
- Do not add any electrical devices to the vehicle without VinFast's permission. These devices may damage the vehicle, interfere with the normal operation of other vehicle components, or significantly reduce the vehicle's range or the lifespan of the lithium-ion battery.
- Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- This equipment is not intended to be used at ambient temperatures less than  $-10^{\circ}\text{C}$  ( $14^{\circ}\text{F}$ ) or above ambient temperatures of  $45^{\circ}\text{C}$  ( $113^{\circ}\text{F}$ ).
- The battery is intended to be charged when the ambient temperature is between  $0^{\circ}\text{C}$  ( $32^{\circ}\text{F}$ ) and  $45^{\circ}\text{C}$  ( $113^{\circ}\text{F}$ ). Never charge the battery when ambient temperatures are outside this range.

### **2.2.3. Fire Safety and Environmental Protection**

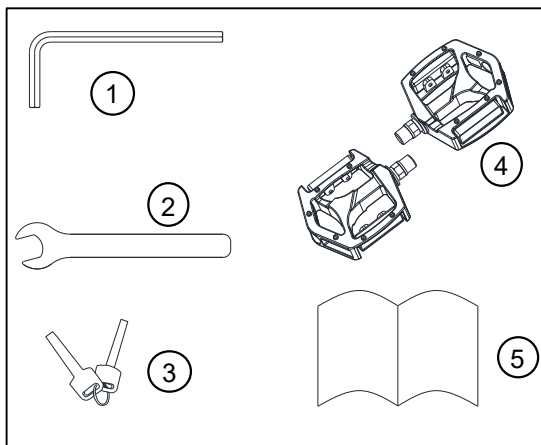
- Comply with all legal regulations when disposing of used batteries.
- Do not attempt to repair the battery yourself in case of a malfunction; instead, take it to the nearest VinFast service center for repairs.
- Do not place the vehicle near flames or heat sources such as stoves or heaters, as this can cause the battery to become extremely hot and potentially catch fire or explode.
- Do not crush or puncture the battery. Avoid applying excessive pressure to the battery, as this can lead to internal short-circuits and potential fire or explosion hazard.

## ASSEMBLY OF THE BIKE

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### 3. Assembly of the bike

#### 3.1. Components in the Box



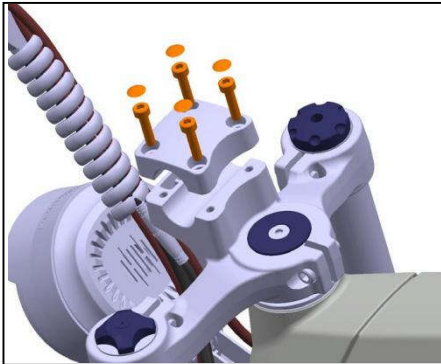
- 1: Hex key
- 2: Wrench
- 3: Battery key
- 4: Pedal
- 5: User manual



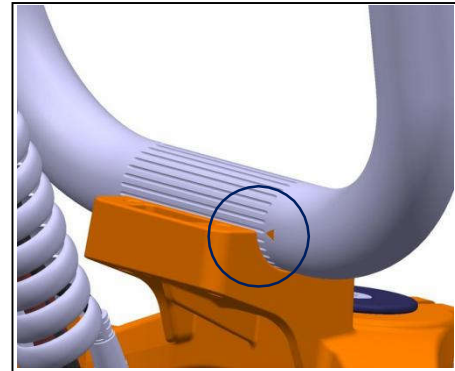
## 3.2. Bike assembly Instructions

### 3.2.1. Handlebar Assembly

1. Remove the 4 cap nuts, 4 bolts, and the handlebar clamp one by one.



2. Place the handlebar in the correct position and align it so that the triangle mark engraved on the handlebar is in line with the top face of the clamp.



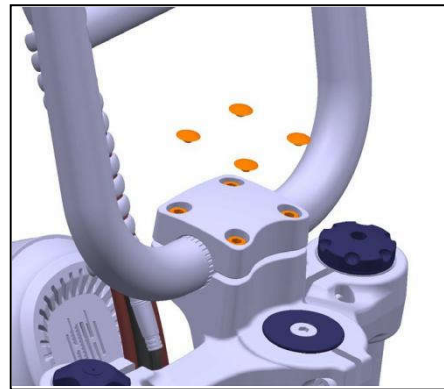
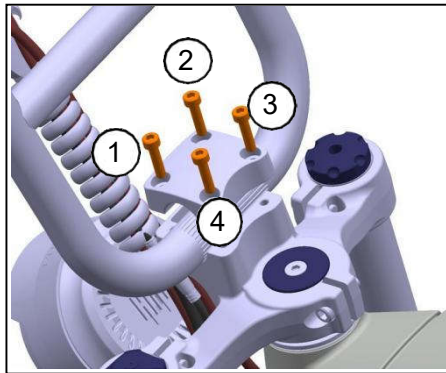
## ASSEMBLY OF THE BIKE

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2. Assemble the handlebar clamp and insert the 4 bolts M5xL20 by hand. Use the hex key (1) to tighten the bolts in the following sequence: 1>3>4>2.

- Standard tightening force: **6.0 - 8.0 Nm**.

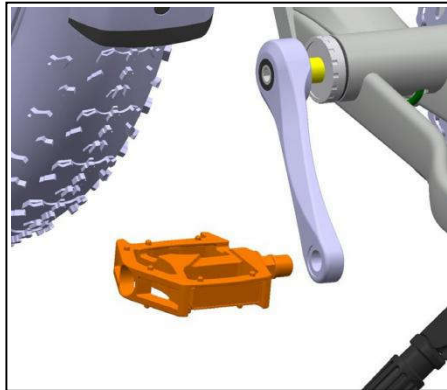
3. Reinstall the 4 bolt caps.



### 3.2.2. Pedal Installation

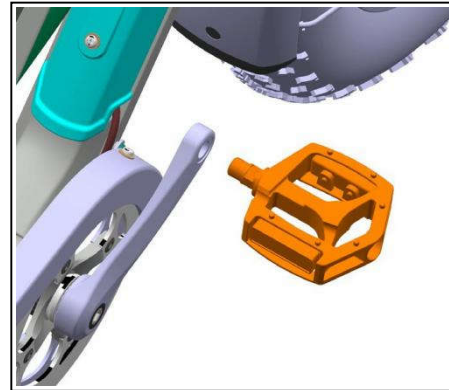
1. Choose the pedal with the "L" mark on the spindle to install on the left side of the bike, according to the direction of the rider. Use your hand to thread the pedal into the crank, and then use the wrench (2) to tighten the pedal securely.

- Standard tightening force: **30 - 40 Nm**.




2. Similarly, choose the pedal with the "R" mark on the spindle to install on the right side of the bike, according to the direction of the rider. Use your hand to thread the pedal into the crank, and then use the wrench (2) to tighten the pedal securely.

- Standard tightening force: **30 - 40 Nm**.



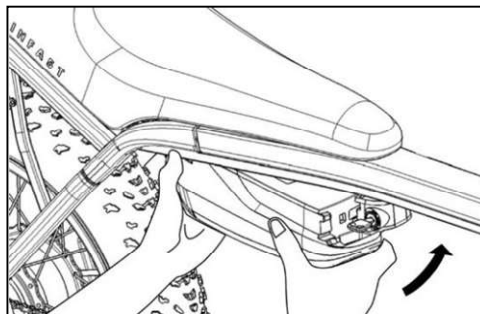
### 3.3. Removing and Installing Lithium-ion Battery

#### ⚠ WARNING!

Press and hold the power button  on the battery for about 3 seconds until the LED light blinks before removing or installing the battery on the bike. Refer to the detailed information on the warning label attached to the battery.

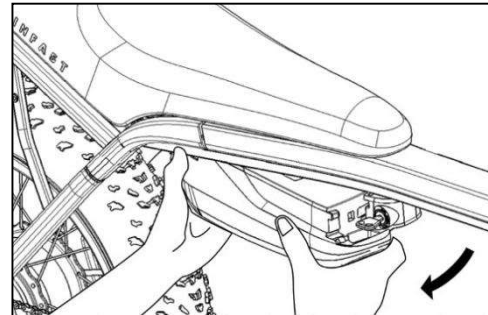
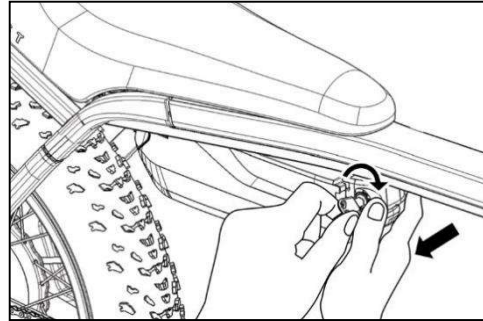
#### 3.3.1. Installing the battery on the bike

1. Secure the bike and have the operator stand on the right side of the bike in the opposite direction of the battery lock.
2. Hold the battery pack with both hands and insert the battery tail into the slot.
3. Align the grooves and slots on the battery pack with those on the lock.
4. Use your left hand to support the lower part of the battery pack, and use your right hand to push the battery head into the locking mechanism in the direction of the arrow from the outside in. When you hear the "click" sound, it indicates that the battery is fully engaged.



### 3.3.2. Removing the Battery from the Bike

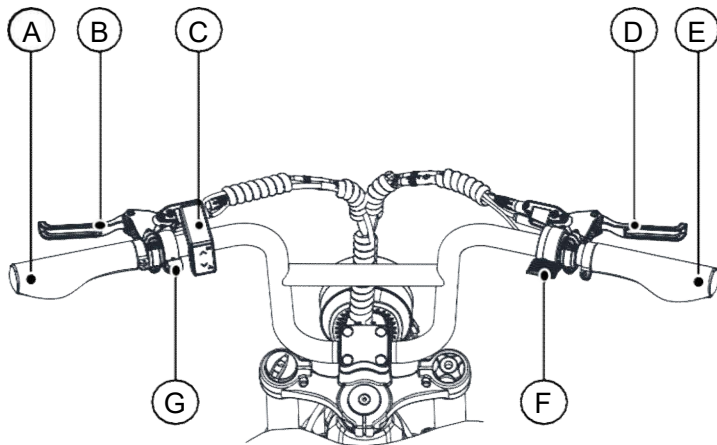
1. Ensure the bike is securely parked, and the operator is standing on the right side of the bike facing the battery lock.
2. Rotate the key clockwise using your left hand while gently pushing the battery head out of the socket with your right hand.
3. Using both hands, support and remove the battery from the bike in the direction indicated by the arrow.



## EXPLORE THE BIKE'S FEATURES

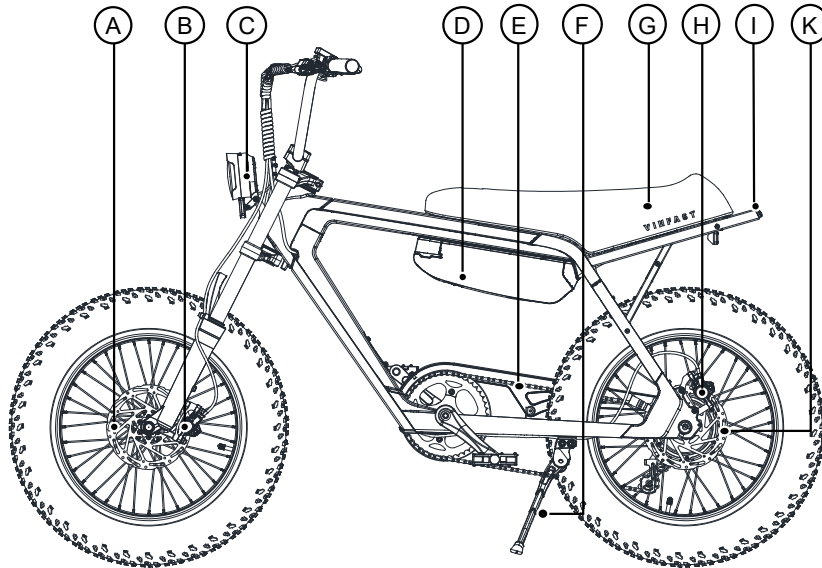
### 4. Explore the Bike's Features

#### 4.1. Rider's Perspective



- A. Left Handlebar
- B. Left Brake Lever - Controls the rear brake
- C. HMI Display
- D. Right Brake Lever - Controls the front brake
- E. Right Handlebar
- F. Throttle
- G. Bike Bell

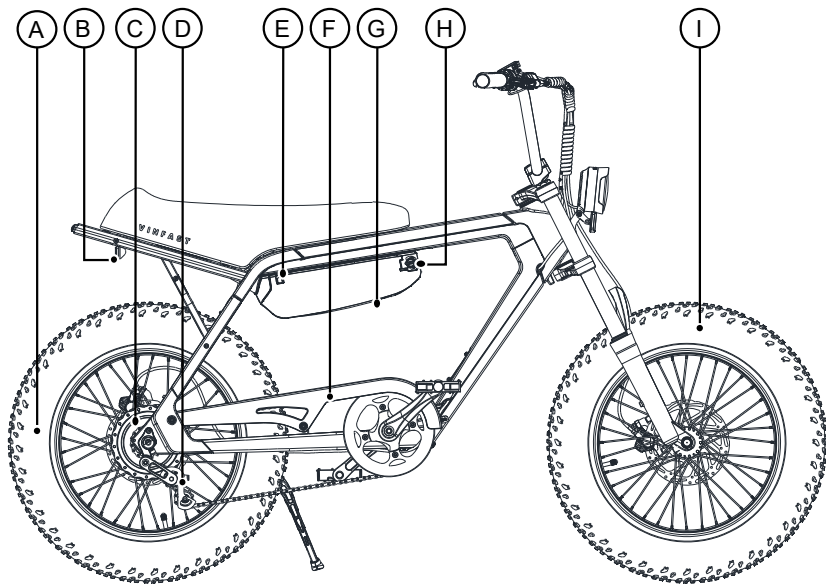
## 4.2. Left View



- A. Front Brake Disc
- B. Front Brake Assembly
- C. Front light
- D. Battery Pack
- E. Bicycle Chain
- F. Side stand
- G. Bike Saddle
- H. Rear Brake Assembly
- I. Rear light
- K. Rear Brake Disc

## EXPLORE THE BIKE'S FEATURES

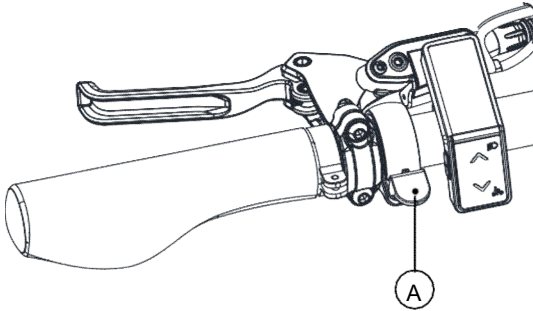
### 4.3. Right view



- A. Rear Wheel
- B. Reflector
- C. Motor
- D. Chain Tensioner
- E. Battery Charging Port
- F. Chain Guard
- G. Battery Switch, located under the battery block.
- H. Battery Lock
- I. Front Wheel



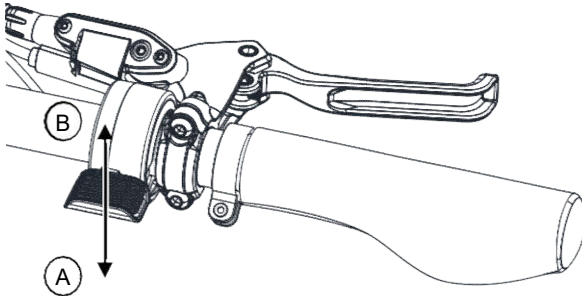
#### 4.4. Bike bell



The electric bike operates fairly quietly, so it's important to pay attention and use the bell when necessary to alert other vehicles and pedestrians.

Use your thumb to press the bell lever (A) downwards and then release it quickly to create the sound of the bike bell.

#### 4.5. Electric Throttle (For electric bikes equipped with an electric throttle)



- In the initial idle position, the electric throttle can only be pushed down in the (A) direction.
- Pushing the electric throttle in the (A) direction will provide power to the electric motor, propelling the bike forward. The energy supplied to the electric motor is proportional to the extent the electric throttle is pushed.
- When the throttle is pushed in the (A) direction and then released in the opposite direction (B), the energy supplied to the electric motor decreases, and the bike's speed decreases accordingly.
- When the bike is in motion and the electric throttle is released to its initial state, the motor will not consume energy, and the bike will continue to move due to inertia.

## EXPLORE THE BIKE'S FEATURES

### 4.6. Disc Brakes

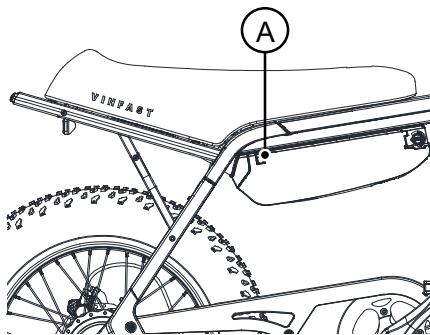
The bike is equipped with disc brakes both at the front and rear wheels.

- + Always squeeze both brake levers evenly when you need to reduce speed or stop the bike
- + The right brake lever activates the front brake, and the left brake lever activates the rear brake

#### **⚠ WARNING!**

The brake discs will become hot during use and for a short period after use. To avoid burns, please do not touch the brake disc immediately after use

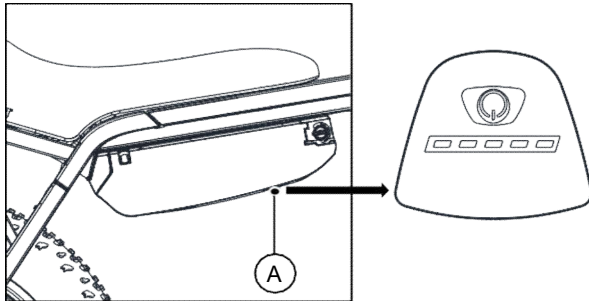
### 4.7. Charging port



The electric charging port (A) for the bike is located on the battery block, and it has a protective cover to prevent water from entering.

Be sure to close the charging port cover carefully after removing the charger from the bike.

#### 4.8. Battery switch



The battery switch (A) is located beneath the battery block.

- Press the switch once to turn on the battery.
- Press and hold the battery switch for about 3 seconds (s) until the LED light flashes to turn off the battery.

Next to the switch, there is an LED indicator bar to display the remaining battery power. Each battery bar represents 20% capacity. When the battery capacity is less than 5%, the LED light will flash red.

#### ⚠ WARNING!

Always turn off the battery when installing or removing it from the bike.

#### 4.9. Front lights and rear lights

The vehicle is equipped with front lighting, including position lights and low-beam headlights. The rear lights include rear position lights and brake lights. The lighting system is designed to automatically turn on/off when you turn on/off the vehicle's electrical system and the light icon is always illuminated on the HMI.

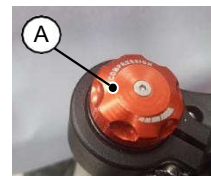
**Note:** The front light housing temperature will increase during operation. Avoid touching the metal headlight housing directly during and after the headlight operation.

#### 4.10. Front shock absorber setting

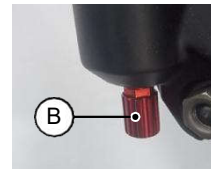
The front shock absorber is an air shock absorber system, which allows users to manually adjust parameters such as stiffness, rebound speed, and compression speed to achieve the most comfortable riding experience.

## EXPLORE THE BIKE'S FEATURES

+ **Adjusting Stiffness:** Rotate cap A clockwise to increase the stiffness of the absorber and rotate counterclockwise to decrease the stiffness. The stiffness level of the absorber depends on the position of cap A set by the user.

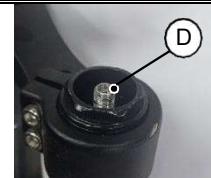


+ **Adjusting the rebound speed:** Loosen the screw B to adjust the rebound speed as desired. Screw B can be loosened up to a maximum of 3 turns but cannot be completely removed from the shock absorber.



+ **Inflating the shock absorber with air:** Remove the cap C by turning it counterclockwise. Then, add air to the shock absorber through valve head D.

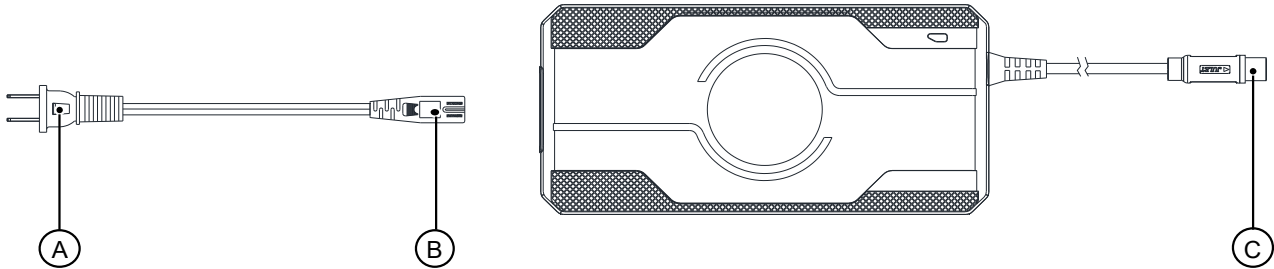
The air pressure should be adjusted according to the rider's weight, typically around 110-130 psi.



#### 4.11. Included Charging Kit

The charger is designed for indoor use, always charge the electric bike in a well-ventilated area and away from flammable materials. Only use the charger provided with the bike or an equivalent charger supplied by VinFast when charging. Using the wrong charger can damage the electrical system of the bike and lead to unwanted fire hazards.

The supplied charger, rated at 54.6V/3A, consumes a maximum electrical power of about 150W from an AC power source of 100~240V/50~60 Hz.



A. Plug for AC power (100~240V/50~60 Hz)

B. Plug for connecting to the charger

C. Output plug into the charging port on the bike (DC)

**Note:** Use the only charger model SSLC180V55S made by Wuxi Sans Electronics Co., Ltd.

#### 4.12. Charging the bike

The maximum temperature inside the Lithium-ion battery while charging is 45°C (113°F). If the temperature inside the battery exceeds this threshold, the battery will refuse to charge until the temperature is lowered. The temperature inside the Lithium-ion battery can reach up to 60°C (140°F) during heavy use, even though the ambient temperature is lower.

The refusal to charge by the Lithium-ion battery is a self-protection feature to extend its lifespan. Charging at high temperatures can reduce the lifespan of Lithium-ion batteries.

Lithium-ion batteries perform best within a temperature range of 10°C (50°F) to 40°C (104°F). It's not advisable to charge the battery when the battery temperature is  $\geq 45^{\circ}\text{C}$  (113°F). After using the bike, it's recommended to wait for about one hour to allow the battery's internal temperature to decrease, which can help prolong the battery's lifespan.

**NOTE:** *Maintaining the battery capacity within the range of 20% to 80% is better for the lifespan of Lithium-ion batteries. Don't hesitate to charge the bike when needed (check the battery capacity in section 4.8).*

- *Charging status information is updated on the HMI and smartphone app if connected.*
- *During the charging process, the throttle and motor will not operate.*

### **4.12.1. Battery Charging Procedure on the Bike**

1. Open the charging port cover.
2. Connect the DC end (C) of the charger to the charging port, and the end (B) into the charger body.
3. Plug the AC end (A) of the charger into an electrical outlet.
4. Observe the charger; the light turning red indicates the charging process has started.

### **4.12.2. Battery Charging Procedure Off the Bike**

1. Unlock and remove the battery from the bike (Refer to the battery removal instructions).
2. Open the charging port cover.
3. Connect the DC end (C) of the charger to the charging port, and the end (B) into the charger body.
4. Plug the AC end (A) of the charger into an electrical outlet.
5. Observe the charger; the light turning red indicates the charging process has started.

### **NOTICE:**

- *You should connect the charger plug to the bike first and then plug it into the electrical outlet. Ensure a firm connection to prevent loose connections, which may trigger the charger's self-protection feature. In case of a loose connection, unplug the charger and plug it back in to ensure a stable connection*
- *To disconnect the charger: Remove the electrical plug first, and then unplug the charger plug.*

### **4.12.3. Charger Indications**

The charger uses lights to indicate its status:

- Red light illuminated: Charging in progress.
- Green light illuminated: Battery is full, or the charger is not connected to the bike.

### **4.12.4. Usage Tips**

- If the green light is on, it means the battery is fully charged. Disconnect the AC plug and then unplug the charger.
- After a Lithium-ion battery is fully charged to 100%, it continues to charge with a small current until the light turns green to help the battery achieve maximum capacity and extend its lifespan.
- If the HMI display doesn't light up after turning on the bike, press the power button on the battery to activate it.

## **4.13. Lithium-ion Battery**

### **4.13.1. Overview of Lithium-ion Battery**

The Lithium-ion battery is located under the saddle and can be removed from the bike.

#### ***Safety information:***

- Do not attempt to disassemble or open the inside of the battery or subject the battery to physical stress (even if the battery is damaged).

## EXPLORE THE BIKE'S FEATURES

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- Avoid short-circuiting the battery: Keep conductive objects away, prevent water from entering the battery area.
- Storing or long-term parking in high environmental temperatures above 45°C (113°F) or in direct sunlight can be unsafe and reduce the performance of the Lithium-ion battery.

### *Usage information:*

- Battery capacity will naturally decrease over time due to natural degradation.
- Do not use batteries from other models or make unauthorized modifications to the battery, as this can damage the electrical components of the vehicle.
- Overloading the vehicle beyond its allowed capacity can cause swelling and reduce the battery's lifespan.
- When the vehicle is turned off, the vehicle's electronic systems still consume a small amount of energy, and the battery capacity will gradually decrease over time.
- After use, if the battery capacity drops below 20%, you should recharge it within 3 days.
- The battery will automatically power off after a period of inactivity. Press the power button on the battery to turn it on before use.
- Always remove the battery from the vehicle when performing maintenance or servicing.

### *Storage instructions*

- If you plan to store your bike for more than 14 days, follow these instructions to ensure the quality and lifespan of your battery.
- Charge the battery to 50%, then press and hold the button on the bottom of the battery for 3 seconds to turn off the battery.
- Store the battery indoors in a cool, dry place with a temperature range of 0°C (32°F) to 40°C (104°F).
- Check the battery capacity periodically once a month and recharge the battery to 50%.

***NOTICE:** Do not store the bike with a battery capacity below 20%. Storing the battery with a capacity below 20% for an extended period can potentially lead to complete battery damage and may void the warranty.*



#### **4.13.2. Lithium-ion Battery Management System**

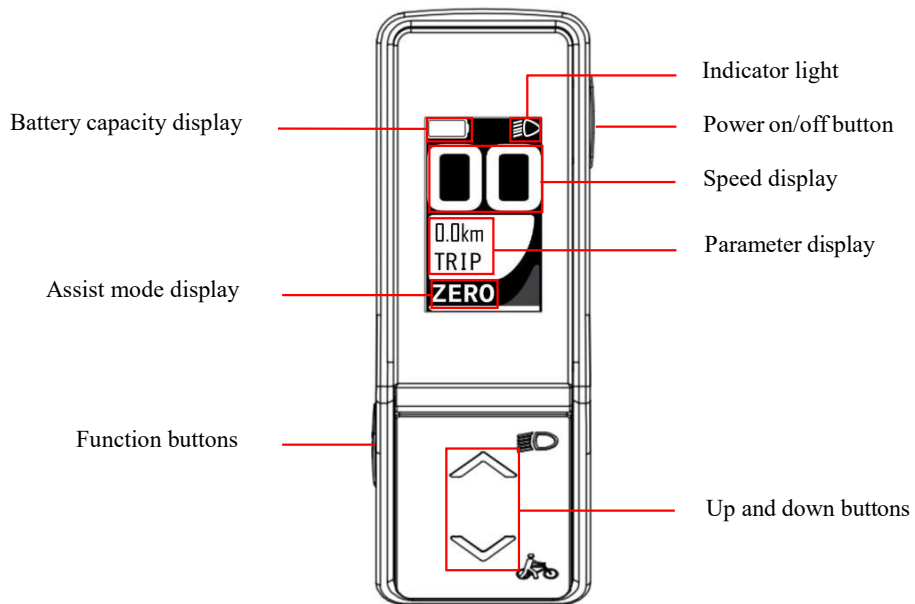
Each Lithium-ion battery is equipped with a Battery Management System (BMS) to monitor the battery's operational status and optimize the charging process for the best performance and maximum battery life.

The BMS has multiple protection functions to prevent potential battery damage. When these protection functions are activated, the battery may stop responding and cut off the output power.



The BMS operates continuously while the user is driving and when the vehicle is stored.

In case of any issues with the Lithium-ion battery, please contact the Distributors and Service workshops of VinFast for assistances.




4.14. Multi-Function Display Screen (HMI)

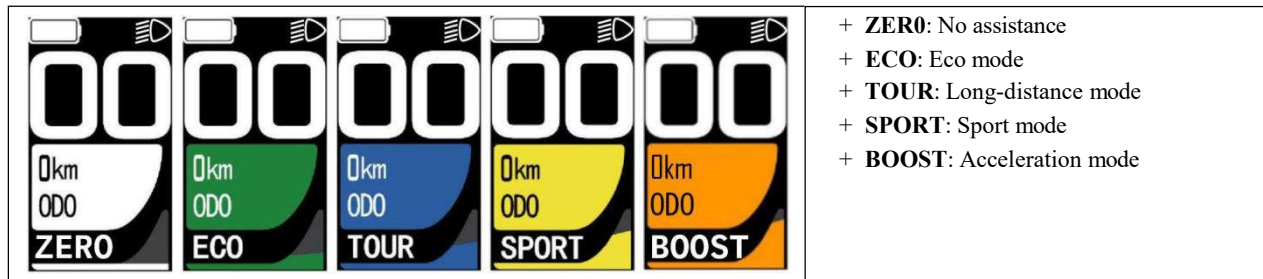


#### 4.14.1. Battery capacity bar

The capacity bar  is displayed at the top of the HMI screen. The capacity bar provides information about the remaining battery capacity. When the battery loses connection with the system, the capacity bar will flash red. 


#### 4.14.2. Assist mode display

After pressing button  to start the screen, press the  or  to change the selection of assistance modes, there are 5 modes: **ZERO/ECO/TOUR/SPORT/BOOST**.



The level of assistance increases gradually in the following order **ECO > TOUR > SPORT > BOOST**, with **ZERO** mode providing no assistance. Additionally, within each assistance mode, the level of assistance depends on the speed and force applied to the pedal by the rider.

#### 4.14.3. Parameter display

In each mode, press button  repeatedly to view the following parameters ODO -> Trip -> Time -> AVG -> MAX -> M PWR -> H PWR -> CONS -> C.INST -> RANGE -> PD RPM.

## EXPLORE THE BIKE'S FEATURES

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### The meaning of the displayed parameters:

**ODO:** Total distance traveled

**TRIP:** Distance of a single trip

**TIME:** Time of a single trip (in hours and minutes)

**AVG:** Average cycling speed

**MAX:** Maximum cycling speed

**M PWR:** Motor power

**H PWR:** Pedal power





**CONS:** Overall vehicle power consumption

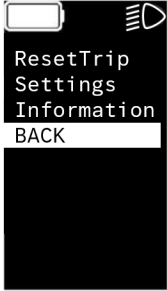
**C. INST:** Direct motor power consumption

**RANGE:** Estimated remaining range the vehicle can travel

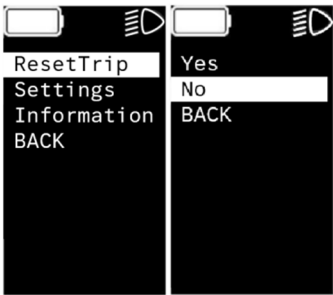
**PD RPM:** Pedal revolutions per minute

### 4.14.4. Setting Parameters on the Screen

- Press and hold the function button  for about 5 seconds, the screen will enter the settings menu.
- Press the button  or  to select the settings content.
- Press the function button  once to select the parameter.
- Select BACK to returns.



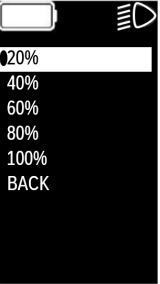
 <p>A screenshot of a mobile application's main menu. The menu is displayed on a black background with white text. At the top left is a battery icon, and at the top right is a play button icon. The menu items are listed vertically: 'ResetTrip', 'Settings', 'Information', and 'BACK'. The 'ResetTrip' item is highlighted with a white background.</p>	<ul style="list-style-type: none"> <li>+ ResetTrip: Reset <b>TRIP</b> and <b>TIME</b> values</li> <li>+ Settings: Screen settings</li> <li>+ Information: Displays product information</li> <li>+ BACK: Return to the main screen</li> </ul>
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- Select **ResetTrip** to reset the trip.

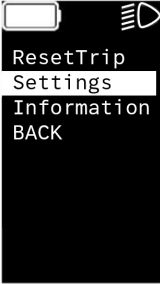
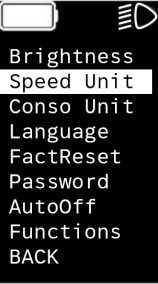
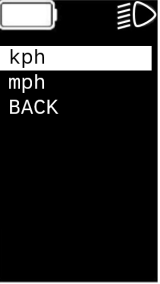
 <p>Two side-by-side screenshots of the 'ResetTrip' confirmation dialog. The left screenshot shows the dialog with 'ResetTrip' highlighted. The right screenshot shows the dialog with 'Yes' highlighted. Both dialogs have a black background with white text and a play button icon at the top right. The dialog items are: 'ResetTrip', 'Settings', 'Information', 'BACK', 'Yes', and 'No'.</p>	<ul style="list-style-type: none"> <li>+ Yes: Select</li> <li>+ No: Not select</li> <li>+ BACK: Return to the previous screen</li> </ul>
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## EXPLORE THE BIKE'S FEATURES

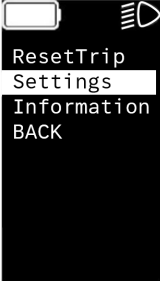


- Select **Settings** -> **Brightness** to select screen brightness.

 <p>ResetTrip Settings Information BACK</p>	 <p>Brightness Speed Unit Conso Unit Language FactReset Password AutoOff Functions BACK</p>	 <p>20% 40% 60% 80% 100% BACK</p>	<ul style="list-style-type: none"><li>+ 20%: Brightness 20%</li><li>+ 40%: Brightness 40%</li><li>+ 60%: Brightness 60%</li><li>+ 80%: Brightness 80%</li><li>+ 100%: Brightness 100%</li><li>+ BACK: Return to the previous screen</li></ul>
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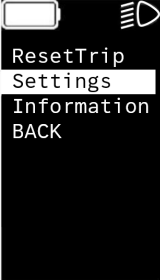


- Select **Settings** -> **Speed Unit** to choose Speed Unit.

 <p>ResetTrip Settings Information BACK</p>	 <p>Brightness Speed Unit Conso Unit Language FactReset Password AutoOff Functions BACK</p>	 <p>kph mph BACK</p>	<ul style="list-style-type: none"><li>+ kph: Choose to display in kilometers per hour</li><li>+ mph: Choose to display in miles per hour</li><li>+ BACK: Return to the previous screen</li></ul>
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- Select **Settings** -> **Conso Unit** to choose the energy consumption display unit.

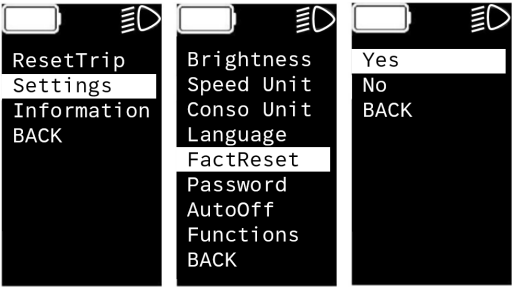
 <p>ResetTrip Settings Information BACK</p>	 <p>Brightness Speed Unit Conso Unit Language FactReset Password AutoOff Functions BACK</p>	 <p>Ah/km Wh/km BACK</p>	<ul style="list-style-type: none"> <li>+ Ah/km: Choose to display ampere hours/kilometers</li> <li>+ Wh/km: Choose to display watt hours/kilometers</li> <li>+ BACK: Return to the previous screen</li> </ul>
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- Select **Settings** -> **Language** to choose language.

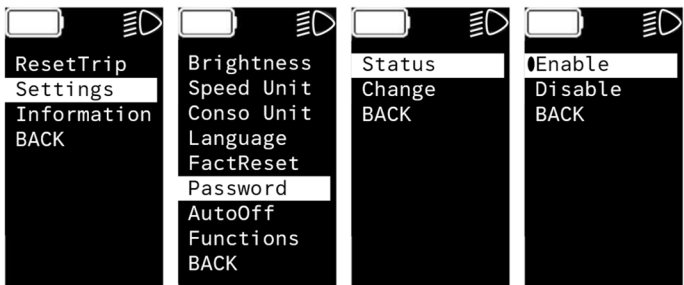
 <p>ResetTrip Settings Information BACK</p>	 <p>Brightness Speed Unit Conso Unit Language FactReset Password AutoOff Functions BACK</p>	 <p>English Francais BACK</p>	<ul style="list-style-type: none"> <li>+ English: choose English language</li> <li>+ Francais: choose French language</li> <li>+ BACK: Return to the previous screen</li> </ul>
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## EXPLORE THE BIKE'S FEATURES

- Select **Settings** -> **FactReset** to restore original factory settings.

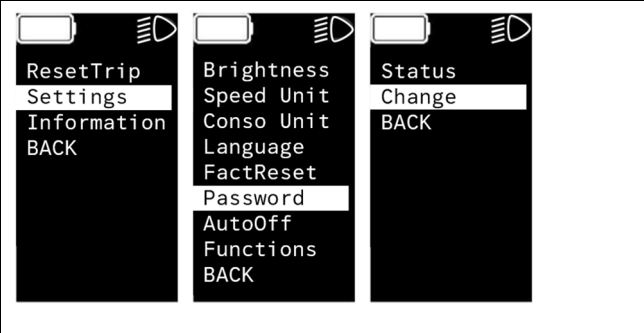
 <p>ResetTrip Settings Information BACK</p> <p>Brightness Speed Unit Conso Unit Language FactReset Password AutoOff Functions BACK</p> <p>Yes No BACK</p>	<ul style="list-style-type: none"><li>+ Yes: Select</li><li>+ No: Not select</li><li>+ BACK: Return to the previous screen</li></ul>
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- Select **Settings** -> **Password** -> **Status** to cancel or activate the password.

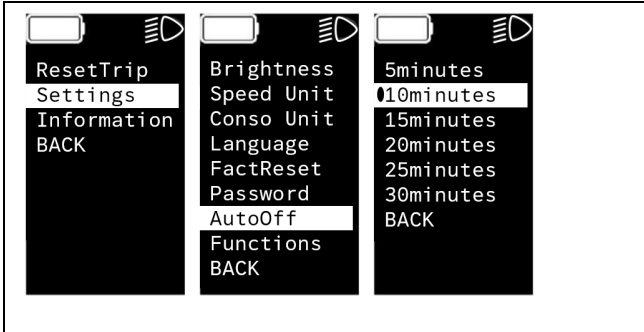
 <p>ResetTrip Settings Information BACK</p> <p>Brightness Speed Unit Conso Unit Language FactReset Password AutoOff Functions BACK</p> <p>Status Change BACK</p> <p>Enable Disable BACK</p>	<ul style="list-style-type: none"><li>+ Enable: Activate</li><li>+ Disable: Cancel</li><li>+ BACK: Return to the previous screen</li></ul>
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- Select **Settings** -> **Password** -> **Change** to change the screen password.


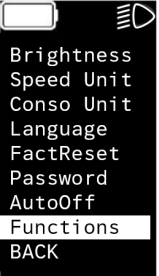
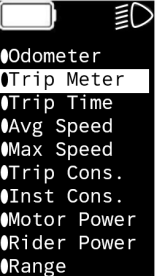
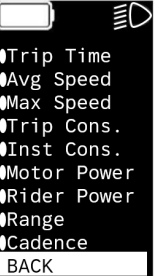
 <p>ResetTrip Settings Information BACK</p> <p>Brightness Speed Unit Conso Unit Language FactReset Password AutoOff Functions BACK</p> <p>Status Change BACK</p>	<p>+ Change: Input new password</p> <p><b>Note:</b> You must enter the old password before entering the new password</p>
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- Select **Settings** -> **AutoOff** to set to automatically turn off the HMI screen.




 <p>ResetTrip Settings Information BACK</p> <p>Brightness Speed Unit Conso Unit Language FactReset Password AutoOff Functions BACK</p> <p>5minutes 10minutes 15minutes 20minutes 25minutes 30minutes BACK</p>	<p>+ 5 minutes: Turns off after 5 minutes</p> <p>+ 10 minutes: Turns off after 10 minutes</p> <p>+ 15 minutes: Turns off after 15 minutes</p> <p>+ 20 minutes: Turns off after 20 minutes</p> <p>+ 25 minutes: Turns off after 25 minutes</p> <p>+ 30 minutes: Turns off after 30 minutes</p> <p>+ BACK: Return to the previous screen</p>
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## EXPLORE THE BIKE'S FEATURES

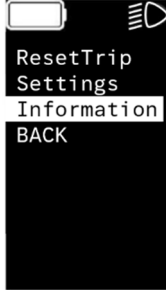
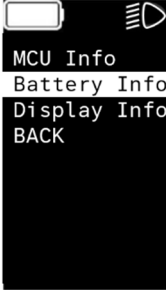

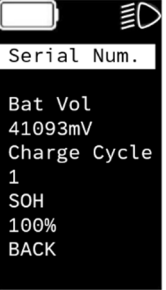
- Select **Settings** -> **Functions** to select the parameters displayed on the screen.

 <p>ResetTrip Settings Information BACK</p>	 <p>Brightness Speed Unit Conso Unit Language FactReset Password AutoOff Functions BACK</p>	 <p>Odometer Trip Meter Trip Time Avg Speed Max Speed Trip Cons. Inst Cons. Motor Power Rider Power Range</p>	 <p>Trip Time Avg Speed Max Speed Trip Cons. Motor Power Rider Power Cadence BACK</p>	<ul style="list-style-type: none"><li>+ Odometer: Total distance traveled</li><li>+ Trip Meter: Distance of a single trip</li><li>+ Trip Time: Time of a single trip (hours and minutes)</li><li>+ Avg Speed: Average cycling speed</li><li>+ Max Speed: Maximum cycling speed</li><li>+ Trip Cons: Overall energy consumption of the vehicle</li><li>+ Inst Cons: Direct motor power consumption</li><li>+ Motor Power: Motor power output</li><li>+ Rider Power: Pedal power output</li><li>+ Range: Estimated remaining range of the vehicle</li><li>+ Cadence: Displays PD RPM parameters</li><li>+ BACK: Return to the previous screen</li></ul>
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- Select **Information** -> **MCU Info** to see motor information.

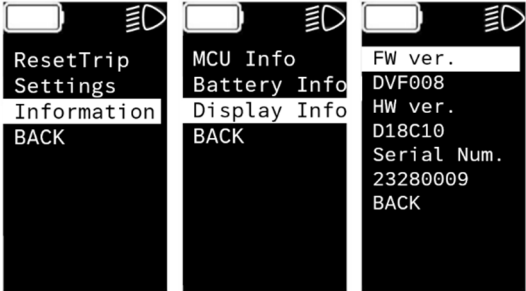
 <p>ResetTrip Settings Information BACK</p>	 <p>MCU Info Battery Info Display Info BACK</p>	 <p>FW ver. C0190 HW ver. MC5B0U Serial Num. R110 Odometer 0km BACK</p>	<ul style="list-style-type: none"> <li>+ FW ver: Motor control unit software version</li> <li>+ HW ver: Motor control unit hardware version</li> <li>+ Serial Num: Serial number</li> <li>+ Odometer: Total distance traveled</li> <li>+ BACK: Return to the previous screen</li> </ul>
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- Select **Information** -> **Battery Info** to see battery information.

 <p>ResetTrip Settings Information BACK</p>	 <p>Battery Info Display Info BACK</p>	 <p>FW ver. 512 HW ver. M256 Serial Num.  Bat Vol 41093mV Charge Cycle 1</p>	 <p>Serial Num.  Bat Vol 41093mV Charge Cycle 1 SOH 100% BACK</p>	<ul style="list-style-type: none"> <li>+ FW ver: Battery software version</li> <li>+ HW ver: Battery hardware version</li> <li>+ Serial Number: Serial number</li> <li>+ Bat Vol: Battery voltage</li> <li>+ Charge Cycle: Charge cycle count</li> <li>+ SOH: Remaining battery life</li> <li>+ BACK: Return to the previous screen</li> </ul>
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## EXPLORE THE BIKE'S FEATURES

- Select **Information** -> **Display Info** to see HMI screen information.

	<ul style="list-style-type: none"><li>+ FW ver: Display software version</li><li>+ HW ver: Display hardware version</li><li>+ Serial Num: Serial number</li><li>+ BACK: Return to the previous screen</li></ul>
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### 4.15. Mobile application

The mobile app supports users in connecting with the vehicle and performing advanced tasks.

The mobile app is always available on the App Store and Google Play Store, and you can download and install it for free to explore additional premium features.

### 4.16. Software Update

Over-the-Air (OTA) software updates are integral to evaluating the overall operating experience of your e-Bike, and to enable it to become better equipped over time, providing essential safety, performance, feature enhancements and bug fixing efficiently and securely. These updates might therefore include minor enhancements or improvements to performance, maintainability, and serviceability that play a vital role in ensuring your e-Bike performs at its optimal level throughout its life cycle.

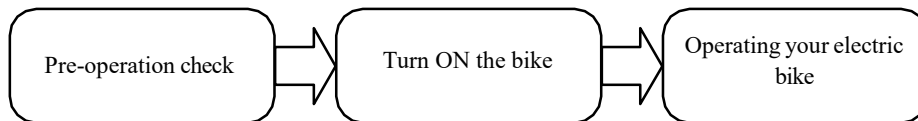
We continuously strive to improve performance and enhance product security. By receiving OTA software updates, your e-Bike stays current and is less susceptible to known vulnerabilities. You must only accept OTA software updates from VinFast or approved sources.

Certain critical updates regarding safety and security will be installed without your confirmation. For these, we will notify you via the "VinFast e-Bike mobile application" or send a text to your registered phone number. Typically, this notice will be received about 3 days in advance, unless exceptional circumstances necessitate a shorter notice period.

### 5. Startup and Operation

#### 5.1. Basic operation

The basic operations when operating your electric bike briefly described in the diagram below. Please proceed to the detailed instructions for each part as per the guide to learn more details.




#### 5.2. Pre-operation check

Before operating your electric bike, please pay attention to check the following points:

- Lithium-ion battery: Check the battery capacity to ensure there is enough energy for your upcoming journey.
- Brakes: Squeeze the brake lever and test pushing the vehicle forward and backward to check the brake responsiveness. Ensure that the brakes are functioning properly.
- Electric throttle: Turn off the HMI, try pushing down and releasing the electric throttle to check for smooth operation and its return to the original position.
- Tires: Check the tire pressure and wear on both tires to ensure safety.
- Electrical system: Check the functioning of the front lights, HMI display, and rear lights.


### 5.3. Turn on/off the bike's electrical system

#### 5.3.1. Turn ON the bike

**Note:** The battery will automatically power off after a period of inactivity. Press the power button  on the battery to turn it on before use.

The vehicle is in the OFF state. Press the power button  on the HMI once to activate the vehicle's electrical system.

#### 5.3.2. Turn off the bike

While the bike is in the ON state, press and hold the power button  on the HMI to turn off the bike.


### 5.4. Operating Your Electric Bike

#### 5.4.1. First-Time Operation

1. Raise the side stand.
2. Turn on the bike.
3. Set the desired assistance modes.
4. Gradually use the electric throttle or pedal to accelerate the bike.

#### 5.4.2. Walking Mode

Electric bikes are designed to be heavier than regular bicycles. Therefore, your bike is equipped with a walking mode to assist the rider when walking the bike.

Press and hold button  on the HMI screen to activate walking mode. The bike's speed will be limited to a range of 3-6 km/h. Release the button to turn off walking mode.

### 5.4.3. Zero Assist Mode

In this mode, users pedal the bike like a regular bike. The electric motor is not active.

### 5.4.4. Assist Mode

The assist mode utilizes the electric motor's energy to support and reduce fatigue for the rider, increasing travel time and distance. Riders can set the driving modes **ECO/TOUR/SPORT/BOOST** through the HMI screen. The level of assistance increases gradually in the following operating modes: **ECO > TOUR > SPORT > BOOST**. Additionally, within each assist mode, the level of assistance depends on the speed and the force applied to the pedals.


### 5.4.5. Full Electric Mode (With Electric Throttle)

This is a pedal-free mode applicable to the **ECO/TOUR/SPORT/BOOST** levels, where the rider doesn't expend bodily energy to operate the bike. The bike will be entirely powered by the electric motor through throttle control. The distance the bike can travel depends on the speed and actual operating conditions.

### 5.4.6. Braking

Squeeze the handbrake lever and increase pressure to slow down or stop the bike. The right handbrake controls the front wheel brake, while the left handbrake controls the rear wheel brake. When applying the brakes, it's advisable to release the electric throttle to its initial position. The system will disengage assistance.

### 5.4.7. Stopping/Turning off the Bike

After the bike comes to a complete stop, press and hold the power button  on the HMI for about 3 seconds to turn off the bike.

### 5.4.8. Parking the bike

Hold the vehicle with both hands and tilt it slightly to the opposite side to easily deploy the side stand.

Notice: Park the vehicle on a level surface.



**6. Periodic Maintenance and Adjustments**

**6.1. Basic Information**

**6.1.1. Recommendations**

- Regular maintenance and periodic checks are essential to keep your vehicle in its best condition. Properly maintaining your vehicle is crucial for safe operation and cost-effective repairs. Therefore, it is advisable to inspect your vehicle before each ride and follow VinFast's recommended maintenance schedule.
- VinFast encourages customers to perform maintenance and routine checks at the Distributors and Service workshops of VinFast to experience quality service.

**6.1.2. Maintenance Schedule**

No	Maintenance content	The ODO meter reading or usage time, whichever comes first											
		x 100 km	1	5	10	15	20	25	30	35	40	45	50
		Month number	1	3	5	7	9	11	13	15	17	19	21
1	Front/Rear brakes lever	C	C	C	C	C	C	C	C	C	C	C	C
2	Brake fluid (visually check)	-	-	-	-	-	C	-	-	-	-	C	
3	Front/Rear pad	C	C	C	C	C	C	C	C	C	C	C	
4	Front/Rear brake hoses	C	C	C	C	C	C	C	C	C	C	C	
5	Lights/Bell/Display	C	C	C	C	C	C	C	C	C	C	C	
6	Throttle	C	C	C	C	C	C	C	C	C	C	C	
7	Side stand	C	C	C	C	C	C	C	C	C	C	C	
8	Lithion-ion battery	Charging port	C	C	C	C	C	C	C	C	C	C	

## PERIODIC MAINTENANCE AND ADJUSTMENTS

No	Maintenance content	The ODO meter reading or usage time, whichever comes first											
		x 100 km	1	5	10	15	20	25	30	35	40	45	50
		Month number	1	3	5	7	9	11	13	15	17	19	21
		Connecting plug	C	C	C	C	C	C	C	C	C	C	C
		Lock socket	C	C	C	C	C	C	C	C	C	C	C
		External appearance	-	C	C	C	C	C	C	C	C	C	C
9	Front rim	Runout radial	C	C	C	C	C	C	C	C	C	C	C
		Spokes	C	C	C	C	C	C	C	C	C	C	C
		Front axle bolt	C	C	C	C	C	C	C	C	C	C	C
		Front bearing	C	C	C	C	C	C	C	C	C	C	C
10	Front tire	Tire tread depth	-	C	C	C	C	C	C	C	C	C	C
		Air pressure	C	C	C	C	C	C	C	C	C	C	C
11	Headset cup		C	C	C	C	C	C	C	C	C	C	C
			-	-	-	-	L	-	-	-	L	-	-
12	Front shock absorber		C	C	C	C	C	C	C	C	C	C	C
13	Rear rim	Runout radial	C	C	C	C	C	C	C	C	C	C	C
		Spokes	C	C	C	C	C	C	C	C	C	C	C
		Rear axle bolt	C	C	C	C	C	C	C	C	C	C	C
		Rear bearing	C	C	C	C	C	C	C	C	C	C	C

## PERIODIC MAINTENANCE AND ADJUSTMENTS

No	Maintenance content	The ODO meter reading or usage time, whichever comes first											
		x 100 km	1	5	10	15	20	25	30	35	40	45	50
		Month number	1	3	5	7	9	11	13	15	17	19	21
14	Rear tire	Tire tread depth	-	C	C	C	C	C	C	C	C	C	C
		Air pressure	C	C	C	C	C	C	C	C	C	C	C
15	Chain	L	L	L	L	L	L	L	L	L	L	L	L
16	Chainring	C	C	C	C	C	C	C	C	C	C	C	C
17	Rear cog	C	C	C	C	C	C	C	C	C	C	C	C
18	Chain tensioner	C	C	C	C	C	C	C	C	C	C	C	C
19	Pedal	C	C	C	C	C	C	C	C	C	C	C	C
20	Motor	-	C	C	C	C	C	C	C	C	C	C	C
<b>Note:</b> C = Check, L = Lubricate													

**NOTE:**

- For your safety, it is advisable to take your vehicle to the Distributors and Service workshops of VinFast for inspection and maintenance.
- If the distance displayed on the HMI is greater than the maintenance schedule, repeat the maintenance cycle as mentioned above.
- Maintenance should be performed more frequently if you regularly ride in wet, dusty, or off-road conditions, or climb hills...

## PERIODIC MAINTENANCE AND ADJUSTMENTS

### 6.2. Basic Maintenance Principles

#### 6.2.1. Check Front and Rear Brakes

It is advisable to periodically check the wear of the front and rear brakes according to the maintenance schedule and lubricate them regularly.

##### *Front/Rear Brake Pads:*

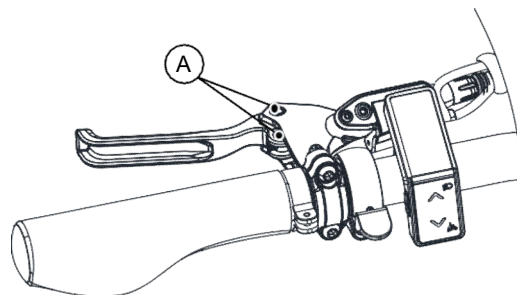
To check the wear of the brake pads, observe the thickness of the brake pads directly through the gap in the brake caliper. If the brake pads are worn to a thickness of approximately less than 0.65 mm, please bring your vehicle to the Distributors and Service workshops of VinFast to have the brake pads replaced with a new set.



#### 6.2.2. Check and Lubricate the Left and Right Brake Levers

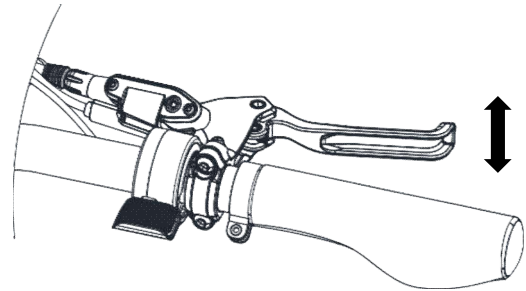
The operation of the brake lever (left/right) must be checked before each ride, and the pivot pin (A) should be lubricated if necessary.

Recommended lubricant: **Grease**



### 6.2.3. Checking Brake Lever Wear

Applies to both left and right brake levers. When squeezing the brakes, there should not be any free play at the end of the brake lever. If this occurs, please contact the Distributors and Service workshops of VinFast for a brake system inspection.



#### **⚠ WARNING!**

An unusual soft feeling when squeezing the brake is a sign of air entering the brake fluid. In this case, you must bring the vehicle to the Distributors and Service workshops of VinFast for inspection and bleeding of the brake system before use. Air in the brake fluid reduces brake performance and can lead to loss of control and accidents.

### 6.2.4. Brake Light Switch

The brake light is usually activated when the brake is applied, so it should illuminate before the brake takes effect. If the brake light does not come on when the brake is applied, you should bring it to the Distributors and Service workshops of VinFast.

### 6.2.5. Lights/Bells/Switches/HMI Screen

Check the basic functionality of the lighting system, bells, switches, and HMI according to the maintenance schedule.

### 6.2.6. Front Shock Absorber Check

The operation status of the front shock absorber should be regularly inspected as specified in the periodic maintenance schedule.

## PERIODIC MAINTENANCE AND ADJUSTMENTS

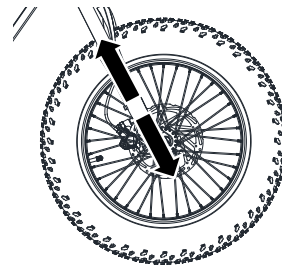
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### *Status Check:*

- Inspect the shock absorber tube surface for any damage or oil leakage.
- Check the air pressure to see if it meets the standard and add air if necessary.

### *Operation Check:*

- Park the bike on a flat surface and keep it upright. Ensure that the bike is securely held to prevent any danger of it tipping over.
- While squeezing the front brake, bounce the front suspension up and down a few times to check if the shock absorber operates and rebounds to the desired setting. If not, proceed to readjust the shock absorber.



*NOTE: If you detect any damage or any abnormal operation of the front shock absorber, please visit the Distributors and Service workshops of VinFast to check.*

### **6.2.7. Front and rear wheel axle**

#### **⚠ WARNING!**

Securely hold it to prevent the risk of the bike falling over.

#### **Check the standard tightening force:**

- Front axle bolt: **28 - 35 Nm.**
- Rear axle bolt: **35 - 50 Nm.**

### 6.2.8. Tire

#### *Tire and tire pressure*

Tires are the only contact point between the vehicle and the road surface. Safety in all driving conditions depends on the contact area with the road. Therefore, special attention to tire condition is necessary when needed.

The appropriate tire inflation pressure must be within the manufacturer's standards, refer to the technical specifications table for guidance

#### ⚠ WARNING!

Operating the vehicle with tires that do not meet the standard can pose a safety risk to the user due to loss of control.

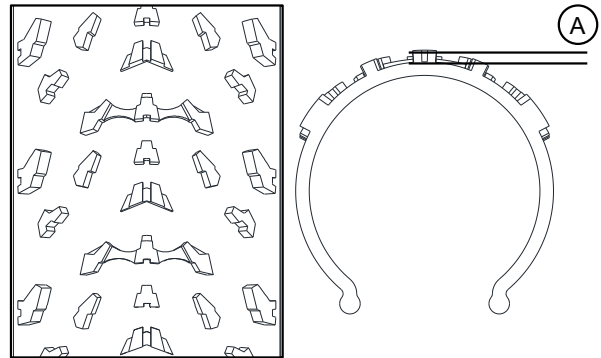
Do not operate the vehicle with an excessive load capacity. Controlling an overloaded vehicle can lead to safety issues and affect the vehicle's quality.

#### *Tires check*

It is advisable to thoroughly check the tires before each operation:

Check tire wear by measuring the tire tread depth. Verify if the tire tread depth (height A) is still within the recommended limits. If the tires are worn out, replace them with new ones to ensure safety.

If any nails or sharp objects puncture the tires, visit the Distributors and Service workshops of VinFast to replace the tires immediately.



### WARNING!

Please visit the Distributors and Service workshops of VinFast to replace tires that are excessively worn. Using tires that are excessively worn can reduce the stability of the bike and may lead to loss of control.

The replacement of the entire wheel and related brake components should be done by the Distributors and Service workshops of VinFast because we have the expertise and experience to perform this task.

Drive at a moderate speed after tire replacement, as the tire surface needs to "adapt" to the road surface in order to maximize its optimal performance.

### *Tires information*

This vehicle is equipped with tires that have inner tube and tire valves.

Tires can age even when they are not in use or are lightly used. Signs of aging may include cracks in the tire tread and sidewall, sometimes accompanied by deformations in the tire structure. The condition of older and aging tires will be inspected by experts to determine whether they are still suitable for future use or not.

### **6.2.9. Rims check**

To maximize the performance, durability, and safety of your bike, pay attention to the following points related to wheel rims.

- Wheel rims should be inspected before each operation to check for cracks or deformation. If any damage is detected, bring the vehicle to the Distributors and Service workshops of Vinfast to replace the rims. Do not attempt any repairs on wheel rims. It's advisable to replace rims that are cracked or deformed.
- Rim runout can affect maneuverability, reduce operational performance, and shorten tire lifespan. Therefore, wheel rims should be properly aligned after each tire replacement, spokes replacement, or when new rims are installed

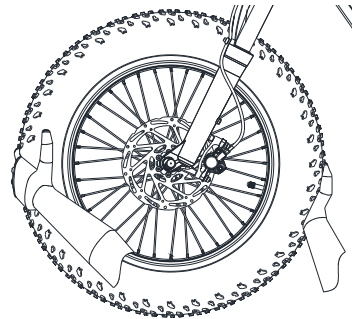


### 6.2.10. Spokes check

- Loose spokes:
  - + Signs: The wheel is more wobbly than usual.
  - + Inspection method: Check by rotating the wheel and observing the runout (when spokes are loose, the wheel's runout radial will increase) or use a spoke tension gauge.
  - + Solution: Bring the vehicle to the Distributors and Service workshops of VinFast to tighten the loose spokes and check the rim runout.
- Broken or cracked spokes at the hub:
  - + Signs: The wheel may face runout when the spoke tip is broken.
  - + Inspection method: Observe the appearance at the hub-end of the spoke.
  - + Solution: Bring the vehicle to Distributors and Service workshops of VinFast for spoke replacement

### 6.2.11. Check the wheel bearings

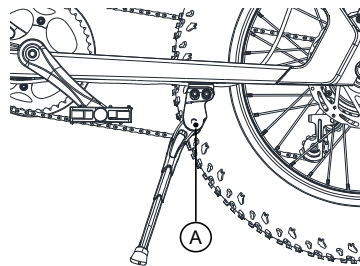
The front and rear wheel bearings must be checked regularly according to the maintenance schedule and lubricated as required. If you notice loose or rough hub, or if the wheels do not spin smoothly, please bring the vehicle to Distributors and Service workshops of VinFast for bearing inspection



## PERIODIC MAINTENANCE AND ADJUSTMENTS

### 6.2.12. Check and lubricate the side stand

The operation of the side stand must be checked every time you operate the bike. The pivot points (A) and contact surfaces should be lubricated if necessary.



### ⚠ WARNING!

If the side stand does not fold up or down smoothly, please bring the vehicle to the Distributors and Service workshops of VinFast for inspection and repair. If the side stand does not fold up while driving, it can lead to a loss of control and accidents.

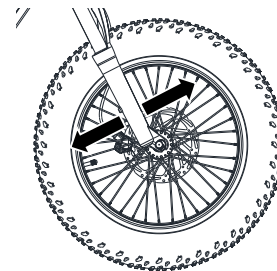
Recommended lubricant: **Grease**

### 6.2.13. Headset cup check

If the bearing set or headset cup is worn or loose, it can be dangerous. Therefore, the operation of the headset cup must be checked regularly according to the maintenance schedule and lubricated as prescribed.

Inspection procedure:

- + Securely place the bike using specialized equipment. Make sure to keep the bike secure to prevent any dangers from the bike falling over.
- + Use both hands to grip the lower end of the suspension fork, and rock it back and forth. If you feel any looseness, take the vehicle to the Distributors and Service workshops of VinFast for inspection and repair.



**Service and Maintenance Schedule for Front shock adsorber**

Contents	Each ride	Every 50 Hours	Every 100 Hours
Check sag and fork extension, reset air pressure in both chambers.	Every 5 Rides		
Clean and inspect fork exterior, including travel indicating o-ring. Clean with mild soap water.	x		
Inspect stanchions for scratches, dents or other damage.	x		
Inspect and clean air valve threads to prevent dirt from entering air spring during inflation.	x		
Inspect headset preload, brake caliper connection torque and axle tension.	Every 5 Rides		
Remove lowers, clean and inspect bushings and seals, change oil bath.		x	
Full fork air spring and damper rebuild performed by VinFast's Distributors and Service workshops.			x

**6.2.14. Lithium-ion Battery**

During the use of the bike, driving on rough road conditions can impact the Lithium-ion battery and the condition of the Lithium-ion battery connections may change. Therefore, the Lithium-ion battery needs to be periodically inspected for external condition and the assembly condition of the Lithium-ion battery connections.

**6.2.15. Chainring**

The chain must be regularly inspected and lubricated. Inspect the chain more frequently when driving on rough roads, driving at high speeds, or during continuous acceleration.

## PERIODIC MAINTENANCE AND ADJUSTMENTS

If the load chain does not move smoothly, makes noise, has damaged rollers, loose connecting links, or chain eyes, please bring it to the Distributors and Service workshops of VinFast for inspection. Also, check the chainring and rear cog of the bike. If either is worn or has damaged teeth, bring it to VinFast's Distributors and Service workshops for replacement.



Normal  
(Good)



Worm out  
(Replace)



Damaged  
(Replace)

### Illustration of Sprocket Damage

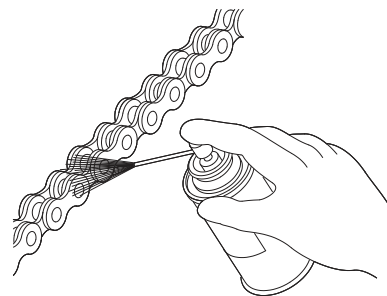
*NOTE: Operating a new chain with a worn sprocket may cause accelerated wear of the chain.*

### Cleaning and Lubricating the Chain

Clean the chain and chainring simultaneously while turning the rear wheel. Use a dry cloth with a high flash point solvent for cleaning. Use a soft-bristle brush to clean the chain if it's dirty. After cleaning, wipe it dry and lubricate it with recommended lubricating oil.

#### **Recommended lubricating oil:**

Chain lubricating oil. If chain lubricating oil is not available, use SAE 80 or SAE 90 oil.



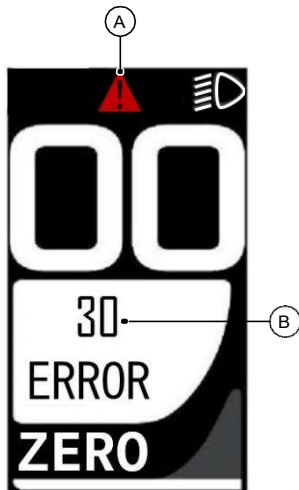
### **⚠ WARNING!**

Do not use gasoline or solvents with a low flash point to clean the chain. Doing so may lead to explosions. Avoid letting lubricating oil adhere to the brakes or tires. Avoid applying too much lubricating oil to the chain to prevent it from splattering onto clothing and the bikes

## 7. Troubleshooting

### 7.1. The HMI screen displays an error icon

- Check the error codes displayed on the HMI instrument cluster.
- Use a mobile app to read the error codes and receive instructions.
- It is recommended to bring the vehicle to the authorized Distributors and Service workshops of VinFast for resolution.



If the self-diagnosis system detects an error, the error warning symbol (A) will be displayed on the HMI screen.

The error code will be displayed at position (B). Please refer to the error code table below.

## TROUBLESHOOTING

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### Error code list

Error code	Description	Error code	Description
01	Abnormal phase current	31	Reference voltage error
02	Abnormal bus current	36	Torque voltage error
03	HALL error	37	Speed sensor error
04	Brake or throttle error	38	Temperature error
05	Controller temperature error	40	Current feedback error
06	Motor temperature error	41	Drive voltage error
08	Controller communication error	42	Abnormal current
09	Low or high voltage	43	Motor phase error
20	WALK button and power button error	50	Torque voltage detect circuit error
30	Communication error	60	Display MCU error, reference voltage error

### 7.2. Turn the throttle and the bike won't run

- Check the error code displayed on the HMI.
- Ensure that the charger has been disconnected from the vehicle.

### 7.3. Unable to Start the Bike

Turn on the bike, but no response:

- Turn off and then turn on the battery switch, then try starting again. If unsuccessful, please contact technical support.

## **8. Vehicle Care and Preservation**

### **8.1. Vehicle Care**

Regularly clean and polish the bike to maintain its longevity. A clean vehicle is more likely to reveal any mechanical issues easily. Saltwater or road salt can increase the likelihood of rust on the bike. Therefore, always remember to clean the bike thoroughly after traveling on roads near the sea or with road salt.

### **8.2. Bike Wash**

Please allow the motor, motor controller, brakes, lithium-ion battery, and high-temperature components to cool completely before washing the bike.

1. Remove mud and dirt from the bike using a pressure washer with appropriate pressure.
2. If necessary, use a sponge or soft cloth soaked in a mild cleaning solution to wipe the bike.
  - Clean the headlights and plastic components carefully to avoid scratching them.
  - Avoid direct water spray on electrical system components.
3. Rinse the bike thoroughly with plenty of water and use a soft cloth to dry it.
4. After the bike is dry, lubricate the moving parts on the bike.
  - Ensure that lubricating oil does not adhere to the brakes or tires. Brake discs and brake pads contaminated with lubricating oil will significantly reduce braking efficiency and may lead to accidents.
5. Apply a rust prevention oil layer to protect the bike from rust.
  - Do not use rust prevention oil containing chemicals or strong cleaning agents, as they may damage metal and plastic components on the bike. Avoid allowing rust prevention oil to splash onto the tires and brakes.

## VEHICLE CARE AND PRESERVATION

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- If there are matte-painted details on the bike, avoid letting the rust-preventive oil adhere to those details.

### **NOTICE:**

- *Do not spray directly into areas with rubber gaskets, such as motor shaft seals and front wheel shafts.*
- *Do not use high-pressure water hoses to wash the bike*
- *Dry the brakes after washing the bike.*
- *Do not spray water directly under the saddle.*
- *Do not spray water directly around the front lights, rear lights, HMI screen, throttle, and battery lock.*
- *Do not apply rust-preventive oil or polishing oil to matte-painted surfaces.*
- *Turn off the battery before washing the bike.*



## 9. Specifications

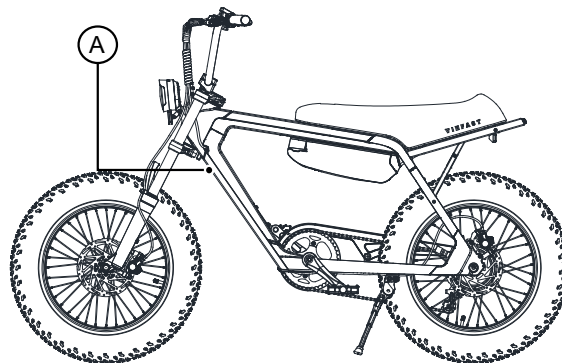
### 9.1. Vehicle Identification Number

Please make a careful note of and store the important vehicle identification numbers. These codes are particularly useful when you need to order spare parts from the Distributors and Service workshops of VinFast or in cases of vehicle theft.

<b>FRAME NUMBER</b>	
<b>MOTOR NUMBER</b>	

#### 9.1.1. Frame number

The frame number is engraved onto the vehicle frame at position (A) as shown in the picture.



## SPECIFICATIONS

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Frame number consists of 17 characters.

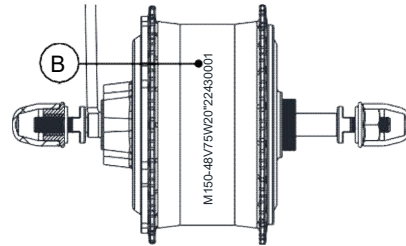
R	P	X	E	I	L	H	B	%
#	E	*	*	*	*	*	*	

Definition:

RPX	Vehicle manufacturer and assembler code. RPX = Vinfast Trading and Production Joint Stock Company
E1	Bike type number. E1 = E-BIKE
L	Battery type code. L = Lithium-ion battery
H	Engine type code. H = The engine is located in the rear wheel
B	Vehicle group code. B = Electric bike
%	Vehicle market code. V = Viet Nam    E = Europe    A = America
#	Frame manufacture year code. P = 2023      R = 2024      S = 2025      T = 2026      V = 2027
E	The electric bike factory code of Vinfast Trading and Production Joint Stock Company.
*****	Frame production serial number.

### 9.1.2. Motor number

The motor number (B) is etched onto the engine block



The motor number consists of the last 8 digits in the numerical sequence.

2	2	4	3	0	0	0	1
---	---	---	---	---	---	---	---

#### Definition:

**22:** Year of manufacture.

**43:** Week of manufacture.

**0001:** Motor serial number.

## SPECIFICATIONS

### 9.2. Specifications

<b>MOTOR</b>	
Motor type	Brushless direct current motor
Maximum speed	25 km/h (EU Market)
	32 km/h (US Market)
<b>LITHIUM-ION BATTERY SYSTEM</b>	
Battery type	Lithium-ion
Nominal capacity	13.6 Ah
Average weight	3.2 ± 0.2 kg
Nominal voltage	47.2 V
Standard charging time (Charging time varies depending on the battery's condition, such as starting voltage and level of discharge)	5.3 hour
<b>TRANSMISSION</b>	
Power transmission	Chain drive
<b>SHOCK ABSORBER/BRAKE SYSTEM</b>	
Front shock absorber	Air shock absorber
Rear shock absorber	Not available
Front brakes	Disc
Rear brakes	Disc
<b>BASIC SIZE</b>	
Length x Width x Height	1730 x 720 x 1056 mm

Front-rear wheelbase	1143 mm
Seat height	795 mm
Ground clearance	180 mm
Maximum steering angle left/right	60°/60°
<b>WEIGHT</b>	
Curb weight (vehicle and battery)	31.4 kg
Front axle load distribution	12.65 kg
Rear axle load distribution	18.75 kg
Permissible load (including driver and accompanying weigh)	130 kg
Number of permitted passengers	01 person
Total weight	161.4 kg
<b>WHEEL</b>	
Front wheel (size, load, speed, pressure)	90/100-16; 24B; 140 kPa
Rear wheel (size, load, speed, pressure)	90/100-16; 24B; 140 kPa







# VINFAST

Boundless Together

**VINFAST TRADING AND PRODUCTION JOINT STOCK COMPANY**



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