



CHERY
AUTO PHILIPPINES

May 9, 2024

ATTY. CHERRYL G. CARBONELL

Director
Consumer Protection & Advocacy Bureau (CPAB)
Department of Trade and Industry

Subject: Service Inspection Campaign on Chery Tiggo 5X Pro 2024 MY

Dear Atty. Carbonell,

Greetings!

We are writing in connection with our Service Inspection Campaign on one of our vehicle models mentioned above.

As part of our unwavering commitment to ensuring the safety and satisfaction of its customers, Chery Auto Philippines has taken the proactive approach to initiate a safety inspection campaign for Tiggo 5X Pro vehicles sold by our dealers.

Our principal Chery International informed us that during the course of their quality audit, there are specific T5X Pro units which were imported in the Philippines are suspected to have insufficient welding bead dimension on its rear torsion beam assembly which may eventually lead to breakage during vehicle operations, especially if driven under hard conditions. It is therefore our utmost priority to promptly and efficiently address any potential safety issues to uphold the trust and confidence of our customers.

We hereby inform the Department of Trade and Industry (DTI) regarding identified 90 units of the 2024 model year of the Tiggo 5X Pro which will be subject for this safety inspection.

Affected customers will receive official notification letters from Chery Auto Philippines and will be promptly contacted by authorized Chery Dealers to facilitate the requisite inspection of the rear axle. The inspection of the rear axle is estimated to require no more than (30) minutes and if it needs replacement, procedure will take minimum of (5) hours subject to customer's schedule of arrival. This will be conducted at NO CHARGE to vehicle owners. Please refer to the attached VIN list of affected customers.

We sincerely appreciate your unwavering support. Rest assured, we remain steadfast in our commitment to ensuring the safety and satisfaction of our customers.

Thank you.

Very truly yours,

RIZALITO S. LANDICHO
Vice President
Customer Service Division

Noted by:

FROILAN G. DYTIANQUIN
Managing Director
Chery Auto Philippines

No	Affected VIN	CS No.	Model Year	Selling Dealer
1	LVVDB21B3RC000292	I0S637	2024	Alabang
2	LVVDB21B4RC000270	I0S635	2024	Bacolod
3	LVVDB21B6RC000156	I0S681	2024	Bacoor
4	LVVDB21B6RC000173	I0S680	2024	Bacoor
5	LVVDB21B6RC000237	I0S595	2024	Bacoor
6	LVVDB21B6RC000335	I0S736	2024	Bacoor
7	LVVDB21B7RC000294	I0S622	2024	Bacoor
8	LVVDB21BXRC000063	I0S767	2024	Bacoor
9	LVVDB21BXRC000077	I0S766	2024	Bacoor
10	LVVDB21BXRC000189	I0S653	2024	Bacoor
11	LVVDB21BXRC000256	I0S582	2024	Bacoor
12	LVVDB21BXRC000306	I0S724	2024	Bacoor
13	LVVDB21B7RC001428	I0T260	2024	Bacoor
14	LVVDB21B7RC001431	I0T259	2024	Bacoor
15	LVVDB21B2RC000106	I0S829	2024	Commonwealth
16	LVVDB21B2RC000123	I0S828	2024	Commonwealth
17	LVVDB21B9RC000250	I0S585	2024	Cainta
18	LVVDB21B2RC000090	I0S830	2024	GMA
19	LVVDB21B8RC001437	I0T527	2024	Cam Sur
20	LVVDB21B4RC000219	I0S869	2024	CDO
21	LVVDB21B7RC000232	I0S592	2024	CDO
22	LVVDB21B9RC000314	I0S727	2024	Commonwealth
23	LVVDB21B9RC000085	I0S773	2024	Davao
24	LVVDB21B9RC000099	I0S772	2024	Davao
25	LVVDB21B2RC000235	I0S606	2024	Gen San
26	LVVDB21B3RC000244	I0S602	2024	Gen San
27	LVVDB21B3RC000258	I0S601	2024	Gen San
28	LVVDB21B4RC000110	I0S811	2024	Gen San
29	LVVDB21B5RC000195	I0S684	2024	Gen San
30	LVVDB21B6RC000044	I0S802	2024	Gen San
31	LVVDB21B6RC000139	I0S683	2024	Gen San
32	LVVDB21B7RC000070	I0S791	2024	Gen San
33	LVVDB21B8RC000269	I0S621	2024	Gen San
34	LVVDB21B9RC000233	I0S587	2024	Gen San
35	LVVDB21BXRC000130	I0S658	2024	Gen San
36	LVVDB21BXRC000144	I0S657	2024	Gen San
37	LVVDB21B0RC000167	I0S719	2024	GMA
38	LVVDB21B1RC000131	I0S715	2024	GMA
39	LVVDB21B2RC000154	I0S707	2024	GMA
40	LVVDB21B2RC000252	I0S604	2024	ALABANG
41	LVVDB21B2RC001434	I0T529	2024	GMA
42	LVVDB21B3RC000311	I0S749	2024	GMA
43	LVVDB21B3RC000325	I0S748	2024	GMA
44	LVVDB21B5RC000150	I0S688	2024	GMA
45	LVVDB21B9RC000104	I0S771	2024	GMA
46	LVVDB21B9RC000118	I0S770	2024	GMA
47	LVVDB21B9RC000331	I0S725	2024	GMA

No	Affected VIN	CS No.	Model Year	Selling Dealer
48	LVVDB21BXRC000158	I0S656	2024	GMA
49	LVVDB21B5RC000262	I0S632	2024	Pasig
50	LVVDB21B6RC000318	I0S738	2024	North EDSA
51	LVVDB21B7RC000098	I0S789	2024	North EDSA
52	LVVDB21B7RC000103	I0S788	2024	North EDSA
53	LVVDB21B7RC000120	I0S786	2024	GMA
54	LVVDB21B7RC000148	I0S676	2024	North EDSA
55	LVVDB21B7RC000151	I0S675	2024	North EDSA
56	LVVDB21B7RC000165	I0S674	2024	North EDSA
57	LVVDB21B7RC000179	I0S673	2024	PASIG
58	LVVDB21B7RC000330	I0S733	2024	PASIG
59	LVVDB21B8RC000109	I0S780	2024	North EDSA
60	LVVDB21B8RC000126	I0S778	2024	North EDSA
61	LVVDB21B8RC000143	I0S670	2024	PASIG
62	LVVDB21B8RC000157	I0S669	2024	North EDSA
63	LVVDB21B8RC000238	I0S590	2024	North EDSA
64	LVVDB21B8RC000255	I0S588	2024	North EDSA
65	LVVDB21B8RC000319	I0S731	2024	PASIG
66	LVVDB21B8RC000322	I0S730	2024	North EDSA
67	LVVDB21B8RC000336	I0S729	2024	PASIG
68	LVVDB21B9RC000040	I0S777	2024	North EDSA
69	LVVDB21B9RC000071	I0S774	2024	North EDSA
70	LVVDB21B9RC000152	I0S662	2024	North EDSA
71	LVVDB21B3RC000177	I0S699	2024	Pasig
72	LVVDB21B4RC000091	I0S813	2024	Pasig
73	LVVDB21B4RC000320	I0S744	2024	Pasig
74	LVVDB21B6RC000254	I0S593	2024	Pasig
75	LVVDB21B7RC000313	I0S735	2024	Pasig
76	LVVDB21B8RC000076	I0S782	2024	Pasig
77	LVVDB21B8RC000191	I0S665	2024	Pasig
78	LVVDB21BXRC000337	I0S722	2024	Pasig
79	LVVDB21B8RC000286	I0S619	2024	Pasong Tamo
80	LVVDB21BXRC000127	I0S762	2024	COMMONWEALTH
81	LVVDB21BXRC000211	I0S853	2024	Pasong Tamo
82	LVVDB21BXRC001388	I0T207	2024	Pasong Tamo
83	LVVDB21B0RC000184	I0S717	2024	QA
84	LVVDB21B3RC000115	I0S820	2024	QA
85	LVVDB21B5RC000147	I0S689	2024	QA
86	LVVDB21B6RC001419	I0T247	2024	QA
87	LVVDB21B9RC000295	I0S615	2024	QA
88	LVVDB21B9RC001379	I0T210	2024	QA
89	LVVDB21BXRC001360	I0T227	2024	Pangasinan
90	LVVDB21B6RC001436	I0T528	2024	Tacloban