FOI 27-134 - Document 1

Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts

Vehicle Safety or Non-Compliance Report

Report number **REP-2024-02-001054**

Reported by

Who is submitting this report?

I would like to report anonymously

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Report details

What does your concern relate to?

A road vehicle

Category: Safety

Subcategory: Other **Please specify:** Wireless Phone Charger

Has there been a death or injury relating to this report?

No

Please describe the matter you are reporting or upload supporting documentation.

Wireless charger on 2023 Chery Omoda 5 overheats to the point where phones shuts down, with older phones and androids this could lead to battery exploding, people in facebook groups for the car have been complaining and reporting the issue to Chery but they have not addressed instead blaming users phones saying it's probably an issue with the phone.

Have you reported the matter to manufacturer, dealer or supplier?

Yes

What was the outcome?

They are aware of the issue and "upgraded" the wireless charger in 2024 model and don't intend to do anything for 2023 model

Can this information be disclosed to other parties? (i.e. vehicle manufacturers, state authorities.)

Yes

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Road vehicle details

What type of vehicle are you reporting on?

Passenger Car

Make: CHERY

Model: Omoda 5

Variant: EX **Seating capacity**: 5

When was the vehicle manufactured?

Year: 2023 **Month:**

When was the vehicle purchased?

Year: 2024 **Month:**

Was the vehicle new or used?

New

Please provide either the VIN or the chassis number for the vehicle.

VIN:

Chassis number:

Approval number:

Fuel type: Petrol

Transmission type: Automatic (A)

Odometer reading (km):

Gross Vehicle Mass (GVM) (kg):

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Comments

Please provide any comments or addition information to support your report below. You may upload any relevant supporting documentation, if required.

Please view the Facebook group Chery Omoda5 Club Australia, you'll see countless posts of people reporting the issue

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Vehicle Safety or Non-Compliance Report

Report number **2025-10-CB1MHS**

Reported by

Who is submitting this report?

Myself

Details:

First Name s47F

Last Name s47F

Email Address s47F

Phone s47F

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Report details

What does your concern relate to?

A road vehicle

Category: Safety

Subcategory: Driver assist features

Has there been a death or injury relating to this report?

No

Please describe the matter you are reporting or upload supporting documentation.

The autonomous emergency braking system failed. I had previously informed sales and service at Chery North Lakes that there was a problem with the system. On starting the vehicle the display failed to turn on resulting in no cameras or proximity sensors. The system would sometimes turn on after travelling and sometimes only after restarting the vehicle. Service at Chery inspected the system and advised that the problem was a rear camera. Before fitting this my wife was involved in a rear end collision which occurred during stop start traffic. I have dash cam footage showing nil response prior to the incident and speed of the collision totally unbraked at 43k/hr . The repairs are quoted at $19100. My wife sustained only a minor strain to her shoulder and back.

Have you reported the matter to the manufacturer, dealer or supplier?

Yes

What was the outcome?

I notified the dealer at North Lakes and Chery Australia who finally responded after me resending the email with a please respond. Their recorded response was that they were sorry to hear that happened. A further message from them asking who the repairer is so that they may be able to expedite the parts which are currently expected in Australia at the end of December.

Can this information be disclosed to other parties? (i.e. vehicle manufacturers, state authorities.)

Yes

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Road Vehicle details

What type of road vehicle are you reporting on?

Passenger Car

Make: CHERY

Model: Omoda 5 Ex

Variant: High Version **Seating capacity:** 5

When was the road vehicle manufactured?
Year: 2024 **Month:** 7

When was the road vehicle purchased?
Year: 2025 **Month:** 1

Was the road vehicle new or used?
New

Please provide either the VIN or the chassis number for the vehicle.

VIN: s47F

Chassis number:

Approval number:

Fuel type: Petrol
Transmission type: Continuously Variable Transmission (CVT)

Odometer reading (km): 9400

Gross Vehicle Mass (GVM) (kg): 1875

Comments

Please provide any comments or addition information to support your report below. You may upload any relevant supporting documentation, if required.

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Vehicle Safety or Non-Compliance Report

Report number **2026-03-15FMX9**

Reported by

Who is submitting this report?

Myself

Details:

First Name s47F

Last Name s47F

Email Address s47F

Phone s47F

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Report details

What does your concern relate to?

A road vehicle

Category: Safety

Subcategory: Braking

Has there been a death or injury relating to this report?

No

Please describe the matter you are reporting or upload supporting documentation.

I purchased a new Chery Omoda in July 2024 my car was already 6 months old. It had faded interior mud on the carpet marks on the seat belts which indicated flood water . The brakes were not working from the day I picked the car up neither was rbe steering which has the same shake as when I picked it up. The braking system has thrown me across the highway many times and so many near accidents into the slio lane. I can't even reverse without the brakes coming on. Let alone pull me up because of the shake . I also lost them going down a mountain scariest time of my life. There are so many major issues along with cosmetic issues I reported these and I have a recorded phone call from the owner of the car yard saying that I have to just put up with it that sometimes your sold an shit car and there is nothing anyone can do about it. I'm so devastated. I have children with disability I also have bad disability so to have constant whip lash and ptsd from hopping in your new car is not ideal! I have requested a full history so I could see the movement of the car and also if it had been in water damage ect they won't provide this information This car is so bad the have discontinued it within its first year?

Have you reported the matter to the manufacturer, dealer or supplier?

No

Can this information be disclosed to other parties? (i.e. vehicle manufacturers, state authorities.)

Yes

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Road Vehicle details

What type of road vehicle are you reporting on?

Passenger Car

Make: CHERY

Model: Omoda

Seating capacity: 5

When was the road vehicle manufactured?

Year: 2023 **Month:** 1

When was the road vehicle purchased?

Year: 2024 **Month:** 7

Was the road vehicle new or used?

New

Please provide either the VIN or the chassis number for the vehicle.

VIN:

Chassis number:

Approval number:

Fuel type: Petrol
Transmission type: Automatic (A)

Odometer reading (km): 72000

Gross Vehicle Mass (GVM) (kg):

Comments

Please provide any comments or addition information to support your report below. You may upload any relevant supporting documentation, if required.

The fact this car is so damaged inside and out I'm devastated the fact that every part on this car is 2023 which I very specifically didn't want after speaking with the salesman about all the issues of the 23 model he assure me the the July 24 didn't have these issues . He lied

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Vehicle Safety or Non-Compliance Report

Report number **2026-07-ADL2VO**

Reported by

Who is submitting this report?

Myself

Details:

First Name s47F

Last Name s47F

Email Address s47F

Phone s47F

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Report details

What does your concern relate to?

A road vehicle

Category: Non-compliance with legislation

Subcategory: Failure to comply with conditions of approval

Has there been a death or injury relating to this report?

No

Please describe the matter you are reporting or upload supporting documentation.

Vehicle cut out all power traveling at 110 kph on the Newcastle Expressway and again on the Golden Highway

Have you reported the matter to the manufacturer, dealer or supplier?

No

Can this information be disclosed to other parties? (i.e. vehicle manufacturers, state authorities.)

Yes

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Road Vehicle details

What type of road vehicle are you reporting on?

Passenger Car

Make: CHERY

Model: Jaecoo Omoda

Variant: Omoda 9 **Seating capacity:** 5

When was the road vehicle manufactured?
Year: 2025 **Month:** 6

When was the road vehicle purchased?
Year: 2025 **Month:** 9

Was the road vehicle new or used?
New

Please provide either the VIN or the chassis number for the vehicle.

VIN: s47F

Chassis number:

Approval number:

Fuel type: Other Hybrid
Transmission type: Other Unknown

Odometer reading (km): 26264

Gross Vehicle Mass (GVM) (kg): 2200

Comments

Please provide any comments or addition information to support your report below. You may upload any relevant supporting documentation, if required.

Vehicle cut whilst at speed twice - other owners have reported same issue on the Omoda 9 Facebook page.

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Vehicle Safety or Non-Compliance Report

Report number **2026-08-D1OPUK**

Reported by

Who is submitting this report?

Myself

Details:

First Name s47F

Last Name s47F

Email Address s47F

Phone s47F

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Report details

What does your concern relate to?

A road vehicle

Category: Safety

Subcategory: Other Electric vehicle propelled forward with no one in it.

Has there been a death or injury relating to this report?

No

Please describe the matter you are reporting or upload supporting documentation.

My wife drove our 2024 Chery Omada E5 to a charging station. She stopped the vehicle, opened the drivers door and exited the vehicle. The vehicle then, with no one in the vehicle, propelled forward, jumped the concrete wheel stopper and hit a metal safety pole that was protecting the charging station. The vehicle is supposed to be equipped with safety features that prevent this from happening. When the vehicle comes to a stop and the drivers door is opened, the vehicle is supposed to go from 'drive' to 'park' mode. When the driver is not seated in the vehicle and the seat belt is taken off, the vehicle should detect there is no driver and either remain in, or go to, 'park' mode.

Have you reported the matter to the manufacturer, dealer or supplier?

Yes

What was the outcome?

We took the vehicle to Chery Tweed and they inspected the vehicle. They advised they could not locate any faults and provided me with the phone number for Chery Australia head office. I contacted them and advise them of the incident. They could not explain why the vehicle would propel forward without the driver seated in the driver's seat. They later asked me to take the vehicle back for re-inspection and to have Chery staff at the service department to log a Technical Job with the Chery technical team. I did that and the Chery Service department advised me that they had downloaded the computer to send to Chery Australia and someone would contact us. This was done on the 01.07.2026. I have contacted Chery Australia numerous times since this date to follow up and they will not respond.

Can this information be disclosed to other parties? (i.e. vehicle manufacturers, state authorities.)

Yes

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Road Vehicle details

What type of road vehicle are you reporting on?

Passenger Car

Make: CHERY

Model: Omoda

Variant: E5 **Seating capacity:** 5

When was the road vehicle manufactured?
Year: 2024 **Month:** 7

When was the road vehicle purchased?
Year: 2025 **Month:** 3

Was the road vehicle new or used?
New

Please provide either the VIN or the chassis number for the vehicle.

VIN: s47F

Chassis number:

Approval number:

Fuel type: Other Electric
Transmission type: Automatic (A)

Odometer reading (km): 24000

Gross Vehicle Mass (GVM) (kg):

Comments

Please provide any comments or addition information to support your report below. You may upload any relevant supporting documentation, if required.

It was very fortunate there was no one standing in front of the vehicle and also very fortunate that the charging station had safety bollards installed to protect it, so that further damage was no sustained. Our vehicle has sustained damage that Chery is no accepting liability for.

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ID	External Reference Number	Subject	Make	Make Other	Model	Manufactured Year	Sub Category	Summary	Created On	Please describe the matter you are reporting
REP-2024-02-001054		wireless phone charger overheating	CHERY		Omoda 5	2023	Other	Anon report - no VIN supplied	22/02/2024 11:36	Wireless charger on 2023 Chery Omoda 5 overheats to the point where phones shuts down, with older phones and androids this could lead to battery exploding, people in facebook groups for the car have been complaining and reporting the issue to Chery but they have not addressed instead blaming users phones saying it's probably an issue with the phone.
REP-2025-10-002591	2025-10-CB1MHS	Crash claiming the autonomous emergency braking failed	CHERY		Omoda 5 Ex	2024	Driver assist features	Vehicle involved in accident. Not forwarded to supplier. Recommend to close NFA. See run sheet S	9/10/2025 15:29	The autonomous emergency braking system failed. I had previously informed sales and service at Chery North Lakes that there was a problem with the system. On starting the vehicle the display failed to turn on resulting in no cameras or proximity sensors. The system would sometimes turn on after travelling and sometimes only after restarting the vehicle. Service at Chery inspected the system and advised that the problem was a rear camera. Before fitting this my wife was involved in a rear end collision which occurred during stop start traffic. I have dash cam footage showing nil response prior to the incident and speed of the collision totally unbraked at 43k/hr . The repairs are quoted at $19100. My wife sustained only a minor strain to her shoulder and back.
REP-2026-02-002983	2026-02-83WPKI	Instant loss of ADAS functions.	CHERY		E5	2025	Driver assist features	The department is to share with supplier, recommend closing, NFA.	19/02/2026 20:01	Summary of the Fault Effects Instantaneous ADAS Drop-out: While driving at highway speeds, the vehicle's central processor reaches a "resource bottleneck" when rendering navigation data. This causes a communication timeout (heartbeat failure) between the infotainment and the ADAS module. Forced Deactivation: The car reacts by immediately flashing an error and disabling Lane Keeping Assist (LKA) and Adaptive Cruise Control (ACC). This forces the driver to suddenly take over 100% of steering and speed control without warning, often in high-traffic or high-speed environments. Repeat Failure: Despite three dealership repair attempts, the core software logic remains unable to handle the data load required by 2025.5 specifications, indicating a major safety failure.
REP-2026-03-003115	2026-03-15FMX9	Multiple consumer and mechanical concerns	CHERY		Omoda	2023	Braking	Report referred to the ACCC for consideration and advised reporter to follow up with state/territory consumer protection agency.	25/03/2026 16:53	I purchased a new Chery Omoda in July 2024 my car was already 6 months old. It had faded interior mud on the carpet marks on the seat belts which indicated flood water . The brakes were not working from the day I picked the car up neither was rbe steering which has the same shake as when I picked it up. The braking system has thrown me across the highway many times and so many near accidents into the slio lane. I can't even reverse without the brakes coming on. Let alone pull me up because of the shake . I also lost them going down a mountain scariest time of my life. There are so many major issues along with cosmetic issues I reported these and I have a recorded phone call from the owner of the car yard saying that I have to just put up with it that sometimes your sold an shit car and there is nothing anyone can do about it. I'm so devastated. I have children with disability I also have bad disability so to have constant whip lash and ptsd from hopping in your new car is not ideal! I have requested a full history so I could see the movement of the car and also if it had been in water damage ect they won't provide this information This car is so bad the have discontinued it within its first year?
REP-2026-07-003476	2026-07-ADL2VO	non-descript loss of power events	CHERY		Jaecoo Omoda	2025	Other	The department is to recommend to close, NFA.	30/07/2026 11:12	Vehicle cut out all power traveling at 110 kph on the Newcastle Expressway and again on the Golden Highway
REP-2026-08-003510	2026-08-D1OPUK	Vehicle Crash	CHERY		Omoda	2024	Other	The department is to recommend to close, NFA.	11/08/2026 13:07	My wife drove our 2024 Chery Omada E5 to a charging station. She stopped the vehicle, opened the drivers door and exited the vehicle. The vehicle then, with no one in the vehicle, propelled forward, jumped the concrete wheel stopper and hit a metal safety pole that was protecting the charging station. The vehicle is supposed to be equipped with safety features that prevent this from happening. When the vehicle comes to a stop and the drivers door is opened, the vehicle is supposed to go from 'drive' to 'park' mode. When the driver is not seated in the vehicle and the seat belt is taken off, the vehicle should detect there is no driver and either remain in, or go to, 'park' mode.

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