



GWM

GWM Ora Service Schedule



Months	12	24	36	48	60	72	84	96	108	120
Mileage *1000 km	15	30	45	60	75	90	105	120	135	150
Battery (12v)	I	I	I	I	I	I	I	I	I	I
Radiator (appearance)	I	I	I	I	I	I	I	I	I	I
Lights and warning device operation	I	I	I	I	I	I	I	I	I	I
Sign of leakage: fluid / electricity / air	I	I	I	I	I	I	I	I	I	I
Tension of important fasteners	I	I	I	I	I	I	I	I	I	I
Disc brake front and rear	I	I	I	I	I	I	I	I	I	I
Tyre pressure and wear	I	I	I	I	I	I	I	I	I	I
Ball joint and dust cover	I	I	I	I	I	I	I	I	I	I
Air conditioner filter element		R		R		R		R		R
Front electronic drive assembly lubricant	In general, lifetime maintenance free. If severe conditions the replacement should be every driving period not exceeding 50,000km.									
Brake fluid			R			R			R	
Battery coolant (High Voltage System)				R				R		
Battery housing/chassis connection bolt torque	I	I	I	I	I	I	I	I	I	I
Power battery housing (check for leak/damage)	I	I	I	I	I	I	I	I	I	I
High/low voltage connectors: Power battery pack	I	I	I	I	I	I	I	I	I	I
Battery parameters: SOH/insulation/resistance	I	I	I	I	I	I	I	I	I	I
Sunroof	I	I	I	I	I	I	I	I	I	I
Sunroof drain	I	I	I	I	I	I	I	I	I	I
Parking brake operation	I	I	I	I	I	I	I	I	I	I
Recall / Service Campaign check	I	I	I	I	I	I	I	I	I	I
Road test quality control	I	I	I	I	I	I	I	I	I	I

R = Replace, I = Inspect, C = Clean

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GWM Ora Capped Price Service



GWM Ora Capped Price Service covers the first five services according to your vehicle's time and distance (whichever occurs first) defined service schedule. To keep your Ora running better for longer, contact you local GWM Dealer to book in a service today.

SERVICE EVENT	TIME/ DISTANCE	ORA
1 st service	12 months/ 15,000km	\$99*
2 nd service	24 months/ 30,000km	\$99*
3 rd service	36 months/ 45,000km	\$99*
4 th service	48 months/ 60,000km	\$99*
5 th service	60 months/ 75,000km	\$99*

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*Maximum payable for standard scheduled servicing (normal operating conditions) for a nominated number of months/kilometres (whichever occurs first) up to a maximum number of 5 services. Please contact your GWM Haval Dealer for a service quote. Capped Price Service applies from the date the vehicle is first registered. Excludes replacement of wear and tear items, additional maintenance for severe driving conditions and general maintenance.



GWM Haval Capped Price Servicing

Customer Terms and Conditions

Defined Terms:

CPS Pricing Sheet means the documented scheduled service intervals and their corresponding Service Price for a particular model and grade of GWM or Haval Vehicle available on the GWM and/or Haval Australia, web site.

GWM means Haval Motors Australia Pty Ltd (ABN 68 166 119 795).

GWM or Haval Dealer means an authorised GWM or Haval Dealer who is participating in the GWM and Haval Australia Capped Price Servicing Program.

GWM or Haval Vehicle means a vehicle imported and distributed in Australia by GWM and sold by a GWM or Haval Dealer with an entitlement to GWM Haval Capped Price Servicing after the commencement of this GWM Haval Capped Price Servicing Program on 1 December 2020.

Owner's Handbook means the manuals supplied with sale of a GWM Haval Vehicle, including the Scheduled Service records.

Program means the pre-determined maximum servicing cost structure established by GWM Haval under these terms and conditions.

Program Period means, in respect of a GWM or Haval Vehicle, the period commencing on the first registered date as set out in the Owner's Handbook for the GWM or Haval Vehicle (or recorded in GWM and Haval database) and ending on the first to occur of distance travelled or time elapsed as shown on the CPS pricing sheet relevant to the particular model and grade of GWM or Haval Vehicle.

Service Price means, with regard to a Scheduled Service for a GWM or Haval Vehicle, price specified for the relevant Scheduled Service for that model and grade of vehicle as at the time of the first registration date of the GWM or Haval Vehicle shown on the CPS Pricing Sheet.

Scheduled Service means a maintenance service to a GWM or Haval Vehicle conducted in accordance with the scheduled service intervals as set out in the Owner's Handbook or the relevant servicing schedule for that particular GWM or Haval Vehicle listed shown on the CPS Pricing Sheet.

1. GWM or Haval Vehicle owners will be entitled to Scheduled Services for GWM or Haval Vehicles at participating GWM or Haval Dealers for no more than the Service Price during the Program Period.



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2. The Program provides a Service Price for each Scheduled Service including the following items:
 - a) labour;
 - b) parts;
 - c) lubricants; and
 - d) sundries;to the extent the above items are covered by the relevant Scheduled Service for Vehicles operated in 'Normal' driving conditions.
3. The Program excludes the following items:
 - a) replacement of wear and tear items such as tyres, brake pads, wiper blades, drive belts etc;
 - b) fluids, additives and treatments not specified as part of the relevant Scheduled Service;
 - c) additional repairs found to be required at the time of service not specified as part of the relevant Scheduled Service;
 - d) accident damage;
 - e) repairs or additional work for vehicles operated in 'Severe' conditions;
 - f) additional work due to modification from original specification, such as LPG, turbochargers, drive trains, suspensions etc;
 - g) fitment of non-genuine parts or non-genuine accessories;
 - h) adjustments and/or any additional work deemed necessary due to excessive wear and tear, misuse or lack of maintenance, and
 - i) adjustments and/or any additional work deemed necessary to support non-standard driving conditions.
4. The Program covers GWM or Haval Vehicles used under 'Normal' driving conditions. Vehicles that have been used in 'Severe' driving conditions may require additional work and also additional servicing at more frequent intervals. Any such additional work and additional servicing is not covered by the Program and is subject to additional charges. GWM or Haval Dealers will advise customers if any such work is required and the costs of the work. The customer's consent to the additional work will be obtained by GWM or Haval Dealers prior to the work being undertaken.
5. Customers must present GWM or Haval Vehicles for servicing within a specified period or km range from each Scheduled Service interval for the relevant GWM or Haval Vehicle (**Eligibility Period**). If a GWM or Haval Vehicle is presented outside the valid eligibility periods for the nominated Scheduled Service interval, the Program will not apply to the GWM or Haval Vehicle. If a GWM or Haval Vehicle is presented before the Scheduled Service interval, the relevant service may be performed early within the Program Period and the next service interval will commence from that time and/or distance. This will bring all future intervals forward by the corresponding time and/or distance.



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6. The Program excludes:
 - a) Privately imported vehicles;
 - b) 'grey import' vehicles, i.e. vehicles imported other than through authorised GWM and Haval Australia channels;
 - c) Services already claimed under this GWM and Haval Australia CPS Program; and
 - d) Vehicles presented outside the Eligibility Period.any other exclusions that GWM Haval may apply from time to time.
7. The entitlement to Scheduled Services for no more than the Service Price under the Program is automatically transferred on change of ownership of a GWM or Haval Vehicle and remains with the GWM or Haval Vehicle until the expiration of the Program Period.
8. Entitlements under the Program are not transferable to any other vehicle.
9. The Service Prices are published on GWM and/or Haval Australia web site. The Service Prices for each Vehicle is the Service Price that was current at the time when the Vehicle was first registered by an authorised GWM or Haval Dealer. Customers should check with GWM or Haval Dealers or on the GWM or Haval Australia website to confirm the Service Price for the Scheduled Service at the time of booking the Scheduled Service.
10. No refund is payable to an owner in respect of a GWM or Haval Vehicle for any services under the Program which are not claimed during the Program Period.
11. These Terms and Conditions are effective from 1 August 2022 and are subject to amendment by GWM from time to time however the Service Prices applicable to GWM or Haval Vehicles already sold will not be amended. Amendments will be published on the GWM and Haval Australia website and will take effect immediately on publication.