



# GWM ANZ Warranty Statement.

## Ambit of Warranty

GWM ANZ will repair or replace any part of the vehicle which proves defective in material or workmanship, free of any charge subject to the following terms and conditions:

Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

No Warranty and nothing in this Warranty and Service Book limits the consumer guarantees under Australian Consumer Law in any way. In some circumstances your rights under those guarantees may be greater than your rights under the applicable GWM Warranty, in which case GWM ANZ will always honour your rights under the consumer guarantees.

## Warranty Period

The GWM New Vehicle Warranty applies to all new GWM or its associated sub-brands (Great Wall, Haval, Ora or Tank) vehicles first sold in Australia through authorised GWM/HAVAL dealers.

The Warranty Period is 5 years or 100,000 kilometres whichever occurs first for vehicles sold and delivered prior to October 1<sup>st</sup> 2018.

For vehicles sold and delivered on or after the 1<sup>st</sup> of October 2018 the warranty period is **7 years unlimited Km warranty** which applies to **Private, ABN, General Fleet, National Fleet and Government Buyers.**

Note: All Great Wall Steed vehicles sold after 1<sup>st</sup> April 2019 have a 5 year / 150,000km warranty.

The 7 year unlimited Km warranty does not apply to the vehicles used at any time during the warranty period for **commercial** purpose, including but not limited to those use as a rental car, hire car, taxi or similar commercial related matters. If so, the **commercial use vehicles are limited to a 7year/150,000Km warranty.**

The commencement date of the warranty is shown on the Vehicle Information Statement on the inside front cover of the owner's warranty booklet. This will be the date the vehicle is either (1) delivered to its first owner, or (2) put into service by GWM or a GWM/Haval Dealer as a company or demonstrator vehicle determined by the date it was reported to HAVAL as sold (which ever date is earlier).



## **What GWM will do**

To maximise customer satisfaction, each new GWM vehicle has been inspected and conditioned according to the GWM ANZ new vehicle pre-delivery inspection (PDI) procedure. Warranty repairs or replacement will be made at no charge for parts or labour by authorised GWM/Haval dealers. A reasonable time to complete the repairs or replacement must be allowed after the vehicle is delivered to the dealer.

## **What the Owner should do**

Properly use, maintenance, service and care for their new GWM vehicle in accordance with the specified service schedule in the service and warranty booklet (or those found on the GWM website > Owners) Follow all recommendations and specifications within the owner's manual.

Use only recommended genuine fluids and parts.

Check for any possible defects on the vehicle, particularly trim and paint at the time the new vehicle is delivered and report any findings to the selling prior to taking delivery.

Keep maintenance service and inspection records with the vehicle for use in the event of any questions arising concerning the vehicles maintenance, or in the event the vehicle is "On sold" to another owner.

## **What is Covered**

Within the Warranty Period, GWM will repair or replace (at its discretion) at any of its GWM/Haval Motors Service Centres, any original equipment components of the Vehicle found to be defective under normal use and operation in Australia.

GWM Genuine Accessories purchased and fitted to a the vehicle by a GWM Authororised Dealer are warranted for the remainder of the New Vehicle Warranty or 12 months from the date of purchase, whichever is greater. GWM Genuine Accessories purchased from a HAVAL Dealer over the counter are warranted for 12 months from the date of purchase.

## What is Not Covered

- Replacement of normal wear and tear parts such as filters, coolant, spark plugs, fuses, brake pads and wiper blades which are not considered by GWM to be warranty items due to their consumable nature.
- Damage caused by improper or neglected regular maintenance
- Tyres and batteries are covered by their respective manufacturer's warranty. You are not deprived of any statutory rights in respect of these items. Contact your GWM/HAVAL Motors Service Centre if you have any questions on tyres and batteries warranty.
- Any repairs and adjustments required because of vehicle misuse or negligence. Misuse and negligence including, but is not limited to;
- Incorrect repair, adjustment or modifications by a non-approved HAVAL repairer.
- Formal or informal competitive events, such as track or off-road racing.
- Off-road use where the vehicle is not intended or marketed for that purpose.
- Water damage caused by flooding or deep-water fording above the recommended published depth.
- Overloading - exceeding the load limits or towing limits as stated in the vehicle Owner's Manual.
- Vehicle accident damage.
- Lack of correct care and attention as detailed in the vehicle Owner's Manual and instructions.
- Damage caused by the use of fuels, oils, lubricants, coolants or fluids which are not specified in the Owner's Manual.
- Defects caused by fitting non- GWM approved parts or accessories.
- Normal noise and vibration.
- Normal wear and tear including deterioration such as discolouration of painted surfaces, trim and other surfaces.
- Scratches or surface rust caused by the use of the vehicle by the customer.
- Windscreen or glass breakage or damage caused by everyday incidents, such as stone impacts.
- Damage caused by natural events, such as fire, hailstones, flooding, gales, sandstorms, lightning or airborne fallout (chemicals, tree sap, bird and insect droppings, etc.).
- Incidentals such as phone calls, car rental charges, hotel bills, inconvenience or commercial loss.



GWM recommends that you only use high quality fuels from reputable commercial sources whether diesel, biodiesel or petrol. Vehicle damage which results from using substandard, non-approved or privately blended fuels is not covered.

## **Detail of Warranty**

### **Tyre Warranty**

The tyres originally installed on new vehicles are warranted by the tyre manufacturer. In order to obtain tyre warranty service, the owner must present the unserviceable tyre(s) to the local tyre agent, unless otherwise directed by GWM. Any dealer will assist the owner in requesting a warranty through the local agent, if necessary.

### **Battery Warranty**

The original equipment battery installed to the vehicles is covered by warranty for 12 months or 20,000km whichever occurs first from the date of delivery to the original purchaser.

### **Wear and Tear Parts Warranty**

Below is a quick reference guide to how GWM warranty is applied. It contains an overview of those items that are not covered or have limited coverage.

- All accessory drive belts are wear and tear items. They are covered for 24months or 40,000km's with manufacturing defects that are evident. E.g.: separation, tear, breakage.
- Adjustments, Rattles and Squeaks: Are covered for 3months or 3,000km's whichever occurs first.
- Air Conditioning Gas: Replenishing air conditioning gas is a maintenance item and is only covered by warranty if it is associated with replacement of an air conditioning item. Recharge with dye for diagnosis is not warranted.
- Brake Pads and Shoes: All brake pads and shoes are a wear and tear item and are covered up to 6 months or 5,000km's, if the fault is due to a manufacturing defect only.
- Brake Rotors – Discs, Drums: Brake rotors and drums are consumable items. They are covered up to 20,000 km's for replacement. Replacement should only occur if the discs are below thickness after machining.



- Brake Adjustment: Not covered by warranty
- Brake Bleeding: Not covered by warranty unless associated with the repair or replacement of a brake component and required as part of the repair or replacement.
- Glass is only warranted for a period of up to 6 months from the Warranty Start Date.
- Oils, Coolant and other Fluids: will only be covered under warranty when associated with a warranty repair or replacement of the component requiring refilling.
- Trim (exterior) - Normal deterioration is not covered by warranty.
- Trim (Interior) – Normal deterioration is not covered by warranty.

## **What is not covered**

### **A - General**

- Damage due to misuse (eg. Overloading or racing) abuse, theft or fire
- Damage, malfunctions or failures resulting from misuse, negligence, and accidents.
- Damage due to improper or lack of maintenance
- Damage, malfunctions or failures resulting from improper maintenance or lack of required maintenance in accordance with the owner's manual and warranty maintenance booklet, which was the direct cause of the part failure.
- To the extent permitted by law, any defect or malfunction whose cause cannot be ascertained.
- Damage or surface corrosion from severe environmental conditions.
- Environmental damages resulting from airborne fallout (eg. Chemicals, tree sap etc), salt, hail, earthquake, water or floor, windstorms, hurricanes, lighting etc.
- Items affected by wear, weather exposure or other external influences.
- Defects that have arisen from the owner's negligence, accidents, misuse, normal wear and tear or weather exposure.
- Body panels, glass, soft trim, plated parts, bumpers and other appearance items, wiper blades, brake shoe lining or disc brake pads, drums or rotors, chassis springs, shock absorbers, and clutch plates and facings (on vehicle equipped with manual transmissions) where defective materials or workmanship cannot be established.

### **B - Improper fuel and lubricant**

- Warranty does not cover problems caused by the use of fuel and lubricants other than specified in the owner's manual.

**C - Regular maintenance**

- Regular maintenance work such as adjustment of headlamp, clutch, belts, engine tuning, wheel balancing, cleaning, polishing, lubricating, and replacing filters, injection nozzles, clutch plates or facings and worn-out brake linings or pads are not covered under warranty.

**D - Extra expenses**

- To the extent permitted by law, this warranty does not cover any economic loss including (without limitation), payment for the loss of time or pay, inconvenience, loss of vehicle use, vehicle rental expense, loading bills, food, fuel, other travel costs, storage charges and other incidental or consequential loss or damage.

**E - Windows and Glass**

- Glass breakage due to impact
- Replacement of glass due to scratches, chips and breakage that are not manufacturing defects is not covered by the warranty.
- Replacement of the rear glass due to defroster element failure may not be covered.
- Replacement of glass with defects, such as air bubbles, separation or lamination and stress cracks may not be covered by the warranty.
- 

**F - Unauthorised Modifications**

- Any problem resulting directly or indirectly from an unauthorized modification, alteration, additions or deletions from the new vehicle will not be covered.

**G - Unauthorised use of vehicle**

- Any problems arising from driving the vehicle at such speed or loading it with cargo in such a manner to exceed the allowable limits set forth in GWM specifications, set out in the owners and driver's manual or in local regulations.
- Any problem(s) arising from repairs performed by any person or entity other than GWM or its authorised Repairers.



- Adjustment of headlamp, brake linings, clutch, belts, engine tuning, wheel balancing and other routine servicing after initial delivery.
- Replacement of, or any other problems arising from failure of, expendable Spare Parts such as spark plugs, electrical bulbs (excluding sealed beam lamps), fuses, contact point & arms, filters, wiper blades due to normal wear and tear, glow plugs and brake & clutch linings (in case of glow plugs and linings, excluding defects in manufacture or materials).
- Any problem(s) arising from the mounting of any improper or unauthorised equipment on a GWM/Haval Motors vehicle chassis.