



# GWM ORA 07



## SERVICE & WARRANTY BOOKLET

## **IMPORTANT SAFETY INFORMATION**

GWM ORA Genuine Parts are designed and tested to meet your vehicles exact specifications, specifically regarding safety in operation. The quality, dimensions and materials used in their manufacture are identical to those used in production and are the only parts approved by GWM ORA.

GWM ORA are unable to guarantee the reliability or safety of your vehicle should you choose to use alternatively supplied parts. Additionally GWM ORA offer a full range of accessories that also meet these stringent standards and finally for additional peace of mind all Genuine GWM ORA Parts and Accessories purchased are covered by an industry leading 2 years unlimited mileage warranty.

## VEHICLE IDENTIFICATION

Registration No. ....

Date of Registration .....

Chassis No. ....

Motor No. ....

Selling Dealer .....

Address .....

.....

Dealer's Signature .....

**KEEP THIS SERVICE BOOKLET IN YOUR VEHICLE AT ALL TIMES FOR IDENTIFICATION PURPOSES**



## TO THE GWM ORA OWNER

Your GWM ORA has been built to the a high standards and has been thoroughly checked prior to leaving the factory to ensure many mileages of trouble free motoring.

In addition your GWM ORA is given a comprehensive pre-delivery inspection by your Dealer. Once on the road your vehicle is covered by a comprehensive warranty package:

- **The standard 5 years unlimited mileage warranty**
- **The high voltage battery 8 years / 160,000 kilometres warranty**
- **The 5 years unlimited mileage paint warranty**
- **The 12 years unlimited mileage anti-corrosion programme**

As a GWM ORA owner you can expect a high standard of service from any of the officially appointed GWM ORA dealers located throughout the country, all of whom are listed on the GWM ORA website.

Each and every one of them has a fully equipped workshop, staffed by GWM ORA trained technicians committed to provide the high-quality of service to match your car.

## STANDARD LIMITED WARRANTY ON NEW GWM ORA VEHICLES

The first owner and all subsequent owners of the vehicle during the warranty period are entitled to the benefits of the GWM ORA Standard Limited Warranty.

### WHAT IS COVERED

- a) It is warranted that each new GWM ORA vehicle supplied by manufacturer will be free of defects in materials or manufacturer's workmanship during the warranty period.
- b) Any officially appointed GWM ORA dealer will make any repairs, using new or remanufactured parts, to correct defects covered by this warranty.
- c) Except as otherwise indicated, this warranty covers your GWM ORA vehicle for 60 month unlimited mileage, from the registration date of the vehicle, or the date the vehicle is first put in use, whichever is earlier.
- d) Warranty repairs (parts and labour) will be made at no charge. A reasonable time must be allowed after taking the vehicle to the dealer for repairs.

## WHAT IS NOT COVERED

- a) Defects, malfunctions or failures following overloading, rallying or racing, speed trials, track use without prior authorisation from GWM ORA, negligence, modification, alteration, tampering, disconnection, improper adjustments or repairs, accidents, installation of parts not equivalent in quality and design to parts supplied by GWM ORA, add-on parts, improper maintenance or use of fluids, oils and/or lubricants other than those recommended.
- b) Cleaning and polishing, replacement of filters, worn brakes and any item performed under normal maintenance services. For full details see schedule of inspection and maintenance services contained in this booklet.
- c) Inconvenience, expenses or commercial losses, resulting from the loss of use of the vehicle (including, but not limited to, lodging bills, car rentals, breakdown recovery charges, other travel costs, loss of pay or other incidental or consequential damages).
- d) 'Environmental damages' resulting from airborne 'Fallout' (e.g. chemicals, tree sap, bird droppings etc), salt, hail, windstorms, lightning, etc.
- e) Any vehicle on which the odometer mileage has been altered.
- f) Routine recharging of air conditioning refrigerant is not covered unless it is required as part of a warranty repair.
- g) The paint warranty excludes environmental damage and corrosion caused by stone/gravel impacts or salt/sea air damage.

## OWNER'S RESPONSIBILITIES

- a) As an owner of a GWM ORA vehicle, you are responsible for taking your GWM ORA to an officially appointed dealer or reputable service agent to obtain vehicle service. However warranty repairs must only be undertaken by an officially appointed GWM ORA Dealer.
- b) You are responsible for the proper operation of your GWM ORA vehicle and its care and maintenance in accordance with the instructions found in the schedule inspection and maintenance services contained in this booklet. Failure to adhere to the service schedule may result in your warranty being invalidated.
- c) You are responsible for keeping maintenance records since it may be necessary to confirm that the required maintenance has been performed on your vehicle.
- d) To maintain your vehicle to the highest standards, warranty repairs can only be undertaken at Authorised GWM ORA Dealers and Repairers as listed on the GWM ORA website.
- e) Following off-road use you must examine the underside of your vehicle for damage. Pay particular attention to any grass that may have collected around the braking, steering, drivetrain or suspension components.
- f) Regular cleaning and polishing.



## THINGS YOU SHOULD KNOW

### GENERAL

- a) Pursuant to this warranty, it is the intent of GWM ORA to repair, without charge, any fault that develops during the warranty period, as a result of any defect in materials or manufacturer's workmanship. This includes replacing service supplies (e.g. coolant, refrigerant, etc) if necessary, when making these repairs, providing the vehicle is not due for a service.
- b) Please note the distinction between the terms 'defect' and 'damage' as used in this warranty: 'defects' are covered because GWM ORA accept responsibility for any faulty materials or manufacturer's workmanship on any qualifying GWM ORA vehicle we have supplied. However, since GWM ORA has no control over 'damages' caused by, for example, collision, misuse or lack of maintenance which occur after your GWM ORA vehicle is delivered to you, these damages are not covered by this warranty.
- c) Normal maintenance is excluded from coverage under the warranty because it is the owner's responsibility to maintain the vehicle in accordance with the schedule of inspection and maintenance services contained in this booklet.
- d) For continued correct operation please ensure that air conditioning is operated regularly please see owner's manual for details.

### SHEET METAL, PAINT AND OTHER APPEARANCE ITEMS

Sheet Metal, paint and other appearance defects in your vehicle at the time of its delivery to you are covered by this warranty. However, for your protection, if you do find any such defects, advise your GWM ORA dealer immediately, since normal deterioration of your vehicle's appearance due to its use and exposure to the elements is not covered by this warranty.

### PAINTWORK WARRANTY

The paintwork on your GWM ORA is warranted for 5 years unlimited mileage against manufacturing defects in the paint material, paint treatment or corrosion on the panel surfaces.

### HIGH VOLTAGE BATTERY WARRANTY

The High Voltage Battery on your GWM ORA is warranted for 8 years either/or 160,000 kilometres (whichever occurs first) against manufacturing defects. During the vehicles usage some battery capacity degradation will occur. This is normal and is not considered a Manufacturing defect. Provided that SoH value measured does not fall below 70% before the expiry of warranty period.

### PRODUCTION CHANGES

The manufacturers, and officially appointed GWM ORA dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

The statements contained herein do not affect consumer statutory rights and are in addition to any other remedies the owner may have under law.

# GWM ORA VEHICLE MODEL RANGE

## SCHEDULE OF INSPECTION AND MAINTENANCE SERVICES

Maintenance Item	Maintenance Interval (number of mileage or before the expiry of the time period indicated in months whichever occurs first)							
	x 1,000 kilometres	30	60	90	120	150	180	210
	or Months	24	48	72	96	120	144	168
1 Battery								
2 Radiator (surface)								
3 All vehicle lights								
4 Leakage detection (oil/water/electrical /gas)								
5 Key nuts and bolts								
6 Ball pins and dust covers								
7 Brake (discs/pads and handbrake)								
8 Tyre pressures and wear*	It is recommended that regularly check the tyre pressure and wear condition by user (1 year / 10,000 km inspection is recommended). If abnormal wear trend is found, timely check the tire pressure and perform tyre rotation.							
9 Tyre rotation*								
10 Cabin air filter*	R	R	R	R	R	R	R	R
11 Gearbox oil	Under general conditions, should be maintenance free; if often driven under severe conditions (repetitive short journeys, very dusty roads, extreme cold or salty/alkaline road surfaces, rain or snow, flooded roads etc.) then it should be changed at not more than every 50,000 km.							
12 Brake fluid*	Should be changed at not more than every 2 years or 40,000 km.							
13 Coolant	Should be changed at not more than every 4 years or 80,000 km.							

# GWM ORA VEHICLE MODEL RANGE

## SCHEDULE OF INSPECTION AND MAINTENANCE SERVICES

Maintenance Item	Maintenance Interval (number of mileage or before the expiry of the time period indicated in months whichever occurs first)							
	x 1,000 kilometres	30	60	90	120	150	180	210
	or Months	24	48	72	96	120	144	168
14 Torque of bolts connecting high voltage battery pack to chassis								
15 High Voltage battery pack*								
16 Battery pack high and low voltage connectors								
17 High voltage battery status parameters * (SoH, pack insulation resistance)								
18 Vehicle body condition								

### Symbols used

I: Indicates 'inspect' (adjust, correct, clean, or replace if necessary) R: Indicates 'replace'

\*: Indicates that 'under severe conditions, the maintenance interval should be shortened appropriately'

### CAUTION

- 1) The regular maintenance should be registered by authorized GWM ORA Dealers or Repairers.
- 2) Since airbags are safety features, they do not require regular maintenance. However your vehicle is 10 years old, please visit a service provider to have them checked or replaced.
- 3) Due to differences in model configurations, some service items may not apply to the vehicle you purchased, please use the standard appropriate to your actual vehicle.
- 4) GWM ORA will not be liable for the consequences of failing to have the vehicle serviced by an authorised dealer or service provider by the stipulated time or mileage.



## TO THE GWM ORA OWNER

Your new GWM ORA has been treated during manufacture to protect it against corrosion and this together with the programme outlined in this booklet enables GWM ORA to offer you the benefit of a twelve years unlimited mileage warranty against rusting of the body panels or bodywork structure from internal to external surfaces (see terms and conditions).

Adhering to this programme will not only increase the service life of your vehicle, but a fully validated warranty booklet will also serve to enhance its resale value. It is therefore to your benefit to spend a few minutes of your time familiarising yourself with the terms and conditions of the warranty.

Even though this warranty expires after twelve years, we strongly recommend that you continue to have body inspection/services carried out at the prescribed intervals in order to increase your vehicle's service life and its resale value.

## BODYWORK CARE AND MAINTENANCE

Your vehicle has been designed and built to resist corrosion. Regular care and maintenance will continue to ensure the effectiveness of the anti-corrosion protection.

The recommendations set out below should therefore be followed:

- Clean and polish the vehicle regularly and attend to any chips or scratches in the paintwork.
- Remove any compacted mud and hose the inside of the wheel arches regularly.
- The underside of the vehicle and the wheel arches should be thoroughly cleaned at least once a year, preferably after the winter.
- Cleaning additives that contain strong solvents or petroleum should not be used.



# THE TWELVE YEAR ANTI-CORROSION PROGRAMME

## TERMS AND CONDITIONS

### WARRANTY PERIOD

GWM ORA hereby guarantee the vehicle specified in this booklet against rusting of the body panels or bodywork structure from internal surfaces to external surfaces for a period of twelve years unlimited mileage from the original registration date or the date the vehicle was used whichever occurs first subject to the terms and conditions set out in this booklet.

### BODY SERVICES

The vehicle must be presented to an officially appointed GWM ORA dealer or reputable service agent at the following intervals for inspection, and if necessary USING EXCLUSIVELY MATERIALS APPROVED BY GWM ORA or of a certified equivalent quality.

- 1) 24 months after initial registration
- 2) 48 months after initial registration
- 3) 72 months after initial registration
- 4) 96 months after initial registration
- 5) 120 months after initial registration
- 6) 144 months after initial registration

Each of these inspection services must be performed within 2 month either side of the anniversary date of the vehicle's registration.

The cost of the service is to be borne by the customer at the rate prevailing at the time of the service.

(Consult your local GWM ORA dealer for details).

If the body services are not performed within the specified time limit, this warranty will be rendered null and void and cannot be reinstated by subsequent service.

### CLAIMS PROCEDURE

If an owner wishes to make a claim under the terms of the warranty the vehicle and this booklet should be presented to a GWM ORA dealer within thirty days of the rust damage becoming apparent. Any action deemed appropriate by the dealer will then be taken.

GWM ORA shall not be liable for any additional rust damage caused by the failure of the owner to present the vehicle to a GWM ORA dealer within the 30 day period.

## **BODY REPAIRS AND / OR REPLACEMENTS**

Should any part of the bodywork covered by this warranty require replacement, or if any such part is modified in any way, then these parts must be treated by a GWM ORA dealer within 14 days of such replacement or modification. The cost of such treatment will be borne by the vehicle owner save in the case where repairs or any replacement is effected pursuant to this warranty when the cost of the treatment will be borne by GWM ORA.

Failure to treat such parts of the vehicle USING MATERIALS APPROVED BY GWM ORA, or parts of a certified equivalent quality will invalidate the warranty on the components repairs, replaced or modified.

## **LIMITATIONS**

The liability of GWM ORA under this warranty shall be limited to:

- a) The repairs or replacement of parts affected by corrosion damage as deemed necessary by GWM ORA which shall be carried out by a repairer approved by GWM ORA.
- b) The cost of treatment of such repairs or replaced parts.
- c) The maximum aggregate liability of GWM ORA in respect of all claims made under this warranty shall not be in excess of two thirds of the trade value of the vehicle as specified in market value at the time of repair. Once the payment of the maximum claim amount has been made this warranty shall be rendered null and void.

Under no circumstances shall GWM ORA be liable for any consequential loss howsoever caused.

## **EXCLUSIONS**

This warranty is not applicable to:

- a) Any vehicle used for motor sport competitions or which are subject to abnormal operating conditions.
- b) Corrosion damage to vehicles used in conditions which makes them susceptible to accelerate corrosion, e.g.exposure to acids, salts, chemical or corrosive agents.
- c) Corrosion damage to suspension components, brightwork, attaching parts and any other mechanical parts.
- d) Damage caused by external corrosion or inward penetration of the paintwork by corrosion.
- e) Rust damage to parts of the vehicle which due to the vehicle's construction cannot be rustproofed.
- f) Abrasions and stone chips that are left unattended can cause extensive damage and as such damage is not covered under the terms of this guarantee. It is imperative that such blemishes are attended to with the minimum possible delay.

## **GENERAL**

This warranty is transferable but you are asked to advise GWM ORA of any changes of ownership.

This warranty is in addition to any recourse you may have under law and in no way affects or limits your statutory rights.



## FIRST TIME MAINTENANCE SERVICE

This portion to be completed and retained in the booklet

Your vehicle's next maintenance service is due on:

.....

Servicing Dealer

.....

Dealer No.

Signed

.....

Date

.....

Dealer Stamp

Damaged body work which has caused or may cause external corrosion has been noted below and should be rectified promptly.

Defect Code

Customer's Signature.....

## FIRST TIME MAINTENANCE SERVICE

(For detailed information about the maintenance items, please check page 7-8)

Repalced or not :

- YES / NO CABIN AIR FILTER
- YES / NO BRAKE FLUID

## SECOND TIME MAINTENANCE SERVICE

This portion to be completed and retained in the booklet

Your vehicle's next maintenance service is due on:  
 .....

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Servicing Dealer  
 .....

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Dealer No.  
 .....

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Signed  
 .....

Dealer Stamp

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Date  
 .....

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Damaged body work which has caused or may cause external corrosion has been noted below and should be rectified promptly.

Defect Code     

Customer's Signature.....

## SECOND TIME MAINTENANCE SERVICE

(For detailed information about the maintenance items, please check page 7-8)

Repalced or not :

- YES / NO CABIN AIR FILTER
- YES / NO BRAKE FLUID
- YES / NO COOLANT



### THIRD TIME MAINTENANCE SERVICE

This portion to be completed and retained in the booklet

Your vehicle's next maintenance service is due on:

.....

Servicing Dealer

.....

Dealer No.

Signed

.....

Date

.....

Dealer Stamp

Damaged body work which has caused or may cause external corrosion has been noted below and should be rectified promptly.

Defect Code

Customer's Signature.....

### THIRD TIME MAINTENANCE SERVICE

(For detailed information about the maintenance items, please check page 7-8)

Repalced or not :

- YES / NO CABIN AIR FILTER
- YES / NO BRAKE FLUID

## FOURTH TIME MAINTENANCE SERVICE

This portion to be completed and retained in the booklet

Your vehicle's next maintenance service is due on:  
 .....

---

Servicing Dealer  
 .....

---

Dealer No.  
 .....

---

Signed  
 .....

Dealer Stamp

Date  
 .....

---

Damaged body work which has caused or may cause external corrosion has been noted below and should be rectified promptly.

Defect Code     

Customer's Signature.....

## FOURTH TIME MAINTENANCE SERVICE

(For detailed information about the maintenance items, please check page 7-8)

Repalced or not :

- YES / NO CABIN AIR FILTER
- YES / NO BRAKE FLUID
- YES / NO COOLANT



## FIFTH TIME MAINTENANCE SERVICE

This portion to be completed and retained in the booklet

Your vehicle's next maintenance service is due on:

.....

Servicing Dealer

.....

Dealer No.

Signed

.....

Date

.....

Dealer Stamp

Damaged body work which has caused or may cause external corrosion has been noted below and should be rectified promptly.

Defect Code

Customer's Signature.....

## FIFTH TIME MAINTENANCE SERVICE

(For detailed information about the maintenance items, please check page 7-8)

Repalced or not :

- YES / NO CABIN AIR FILTER
- YES / NO BRAKE FLUID



## SIXTH TIME MAINTENANCE SERVICE

This portion to be completed and retained in the booklet

Your vehicle's next maintenance service is due on:  
 .....

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Servicing Dealer  
 .....

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Dealer No.  
 .....

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Signed  
 .....

Dealer Stamp

Date  
 .....

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Damaged body work which has caused or may cause external corrosion has been noted below and should be rectified promptly.

Defect Code     

Customer's Signature.....

## SIXTH TIME MAINTENANCE SERVICE

(For detailed information about the maintenance items, please check page 7-8)

Repalced or not :

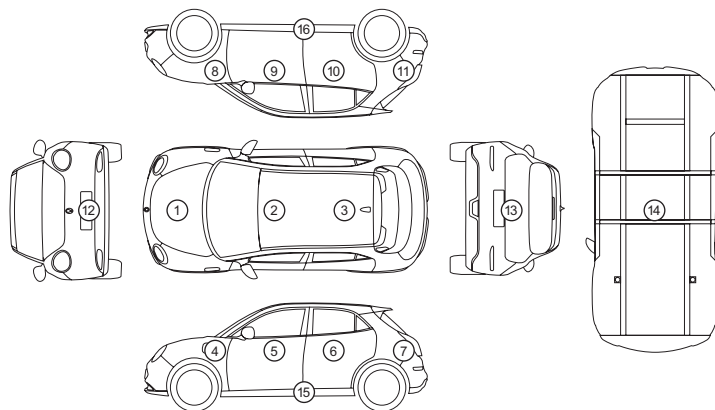
- YES / NO    CABIN AIR FILTER
- YES / NO    BRAKE FLUID
- YES / NO    COOLANT



## 5 DOOR BODY INSPECTION CHART

Show inspection result on appropriate service card by entering appropriate defect code and area code.

- A**: STONE DAMAGE
- B**: DENT
- C**: PAINT FAILURE
- D**: SCRATCH
- E**: SEAM CORROSION



## RETREATMENT AFTER BODY REPAIR

DATE	AREA	RETAILER DETAILS





**GWM**