



connective **CARE**  
connected to, and caring for you

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## Vehicle Warranty and Service Guide

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## **Great Wall Motors in South Africa**

Haval Motors South Africa (Pty) Ltd, is a wholly owned subsidiary of Great Wall Motors and this warranty and service guide will be applicable to the brands and vehicle models sold by Haval Motors South Africa in territories subject to any specific variations or conditions for a specific territory or market as applicable.

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All the information, images and or specifications provided in this guide are based on the latest information available at time of release. Due to the on-going product and business policy improvements, the content of this guide is subject to change without prior notice. Altering or copying this guide is not permitted without written authorization.



# WELCOME !

Thank you for owning our exciting products and we're proud to have you as our valued customer and part of the ever-growing GWM Worldwide Family!

## About Great Wall Motors (GWM)

Great Wall Motors (GWM) is a world-renowned vehicle manufacturer founded on 1st July 1990. It was listed on the Hong Kong Exchange in 2003 and the Shanghai Stock Exchange in 2011.

## GWM Brands

GWM is a proud manufacturer of the following vehicle brands - HAVAL (SUV), GWM P-Series (Pickup), ORA (EV) and TANK (Offroad Luxury SUV)



## GWM in South Africa

GWM has been in South Africa since 2007 and we continue to be committed to our customers' product and ownership experience by ensuring we provide worldwide renowned products and services. Ever since day one, when we first opened our doors in South Africa, we aligned with our GWM Corporate Spirit ***[Improving little by little every day]*** which guides our thinking to create the energy, drive and customer focus for sustainable on-going year on year growth.

## Aftersales - connectiveCARE

We are passionately focused on our customers and their ownership experience, where **connectiveCARE** is our aftersales brand, which forms our customer ownership experience framework to bolster service, brand and differentiate our aftersales commitment, value propositions and ownership peace of mind. We are proud to be customer-centric and believe that the moment you take ownership of your vehicle, is only the beginning of your brand journey of ownership experience. For complete peace of mind, we offer comprehensive Aftersales support, and always strive daily to go the extra mile to ensure all our customers receive the best assistance they may require at any time.

# INTRODUCTION

Dear Valued Owner,

The Warranty and Service Guide contains the applicable warranty terms and conditions for your vehicle, servicing information and important information on where to locate records of the service and maintenance work carried out on your vehicle. All the information required to ensure your vehicle is serviced, maintained and repaired correctly according to GWM Standards is herein and information required in the event of an unfortunate accident or breakdown.

## ONLINE SERVICE RECORDS

All service, maintenance and repair details are recorded and to be recorded online within the vehicle Service and Repair History system of GWM South Africa. Always insist that your Dealer update the vehicle records online at GWM South Africa. The physical book has been replaced with this digital version and to ensure that service information is on a central platform, which is easier to retain and convenient to access nationwide. To request your vehicle's service history, contact your closest dealer or send a copy of your Vehicle Registration Document, ID/Passport Copy along with your contact information, to [customercare@haval.co.za](mailto:customercare@haval.co.za)

## SERVICE HISTORY TO VALIDATE WARRANTY CLAIMS

Please note that proof of all services, checks, parts replaced and work carried out in accordance with the specific Service Schedule for your vehicle will always be required if any warranty related repairs or claims are to be validated and approved by GWM South Africa.

Please take time to read this Warranty and Service Guide, and if you have any questions, please contact your GWM Dealer or our Customer Care Centre.

We thank you for choosing our brands and wish you many more happy miles of GWM smiles!

Happy Motoring !

### Great Wall Motors South Africa

24HR Roadside Assistance Tel: 086 111 2022 *(Cover within borders of South Africa only)*

Customer Care Tel: 086 111 2022 (Mon-Fri 8am-5pm)

Customer Care Email: [customercare@haval.co.za](mailto:customercare@haval.co.za)



# NEW VEHICLE WARRANTY

GWM warrants each new vehicle, including approved fitted equipment and accessories under normal use and service subject to the terms, conditions and exclusions stated within this guide. The warranty is intended for peace of mind and to protect the vehicle owner against any unforeseen costs related to any premature component or product failures from manufacturing, component and or assembly defects that may occur to a vehicle, excluding normal fair wear and tear, non-manufacturing or assembly failures, owner negligence or external causes as per the terms and conditions.

- The New Vehicle Warranty is for **5 years or 100,000km** whichever occurs first and the Body, Paint and Corrosion Warranty is for **5 years unlimited mileage**, from date of sale of the new vehicle.
- The New Vehicle High Voltage Warranty system and components are covered for **8 years or 150,000km** from date of sale of the new vehicle.
- The Warranty applies and will only be valid on a vehicle, where all servicing, maintenance, corrosion inspections and replacement of parts are carried out in accordance with the specific GWM Service Schedule for the specific vehicle and at the prescribed service interval (e.g. every 15,000km or 12 months whichever occurs first) including recorded on the service schedule. (GWM Service Schedules are available from your closest Dealer)
- The Body, Paint and Corrosion Warranty applies and will only be valid on a vehicle, if all corrosion inspections are carried out by a GWM Dealer at every scheduled service interval, and all warranty related body and paint defects including insurance covered vehicle accident repairs are carried out at an Approved Body Repairer. (Approved Body Repairer listings are available online or from your closest Dealer)
- GWM reserves the right to repair or replace any vehicle component under warranty, where the component proves to be defective, and the investigation or assessment of the components identify the root cause of the failure to have been warranty related or due to any premature wear and tear of the components from OEM manufacturing defects in design, fit, form, function, assembly or deviation from the OEM specifications.
- Any GWM genuine, approved or remanufactured part, replaced on a vehicle during the warranty period, will have warranty coverage until the vehicle's warranty expires or as the specific component's warranty period expires, whichever occurs first.
- Any unexpired portion of the vehicle's warranty, remains with the vehicle. (The warranty is attributed to the VIN/Chassis Number of the vehicle)

# NEW VEHICLE SERVICE PLAN

GWM Service Plans provide hassle free peace of mind motoring on scheduled servicing for managing your vehicle service costs, future inflation along with maintaining your vehicle's precious overall authenticity and value. Paying today's prices for tomorrow's servicing costs means no financial surprises for servicing, labour and component replacements for the duration of the plan.

## Benefits of buying a new vehicle with a GWM Service Plan are:

- Fixed cost motoring with paying today's prices for tomorrow's services (inflation hedge).
- Your precious vehicle will always be taken care off in line with GWM's Quality Standards.
- Only GWM Genuine parts will be fitted during service, repairs and maintenance which keeps the vehicle original and authentic which maintains and adds to its overall value.
- More favorable trade in values considered by dealers and buyers when trading the vehicle in the future with a traceable full Dealer service and maintenance history. Prospective buyers will value a full vehicle lifespan GWM Dealer service history with confidence.

For peace of mind motoring against inflation and managing service costs, GWM offers a Service Plan at exceptional value on most new vehicles (model dependent). You have an option to extend the service plan for longer or upgrade the standard service plan through a GWM Dealer.

For more information on the Service Plan of a specific vehicle, and applicable model, please visit the brand website to view the model's specification sheet or refer to the information provide on page 5.

## IMPORTANT

Customers must present their vehicle for servicing within the specified time or mileage range from each Scheduled Service interval during the eligibility period of the Service Plan. If a vehicle is presented outside the valid eligibility periods for the nominated Scheduled Service interval, the Service Plan may not apply to the vehicle. If a vehicle is presented before the Scheduled Service interval, the relevant service may be performed early within the Service Plan 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. Unfortunately, a customer or vehicle may not have or carry out more services than what is costed or provided for within the Service Plan policy on a vehicle.

Unfortunately, failing to have the vehicle serviced, maintained and corrosion inspected, within **1500km or 1 month** of the stipulated service interval, may invalidate applicable warranties, void a service plan or an owner may only have proportional warranty cover for failures.

# SERVICING AND MAINTAINING YOUR VEHICLE

For complete peace of mind and value, we recommend that you always service, maintain and repair your vehicle at a GWM Dealership throughout the lifespan of the vehicle at the prescribed interval according to the specific service schedules.

This is to ensure that the vehicle is inspected and components are replaced or maintained (e.g. all filters, oil, spark plugs, coolant) at the correct time and mileage as per schedule to ensure the vehicle will continue to serve the owner economically with reliability and component durability. Furthermore, lack off or late servicing causes premature wear and tear of components and long-term damage. In addition, a vehicle could be subject to safety recalls, service product updates or other such as software updates and if the vehicle is not presented on time for service, it could fail or start to have drivability concerns. Indirectly too, any vehicle which is not serviced or maintained on time will not perform at its optimum and will become uneconomical.

Unfortunately, failing to have the vehicle serviced, maintained and corrosion inspected, within **1500km or 1 month** of the stipulated service interval, may invalidate applicable warranties or an owner may only have proportional warranty cover for failures. It is important to note that if any warranty related repairs or claims are to be validated and approved by GWM South Africa, then proof and record of all services, specified parts, oil grades, fitments, checks and work carried out in accordance with the specific Service Schedule for your vehicle will always be required. (GWM Service Schedules are available from your closest Dealer)

Model	Service Interval (whichever occurs first)	Service Plan (on applicable models) (whichever occurs first)
STEED(Petrol)	Every 15,000km or 12 months	3 years/45,000 KM
STEED(Diesel)	Every 10,000km or 12 months	3 years/ 40,000 KM
JOLION	Every 15,000km or 12 months	4 years/60,000 KM
JOLION HEV		4 years/60,000 KM
H6		4 years/60,000 KM
H6HEV		4 years/60,000 KM
P SERIES		First service of 6 months/5,000km Thereafter, every 10,000km or 12 months

ANY ROUTINE AND SCHEDULED SERVICE OR MAINTENANCE PRESCRIBED, CANNOT BE SKIPPED OR MISSED DURING THE LIFESPAN OF THE VEHICLE, IRRESPECTIVE OF MISSING OR BEING LATE FOR SCHEDULED SERVICING OR MAINTENANCE

ALWAYS SERVICE ON TIME, AND BRING SERVICING IN LINE WITH INTERVAL WHEN APPLICABLE OR BEING LATE

## Severe Operating Conditions:

Vehicles operating under extreme conditions require a 5,000km interval (e.g. Security vehicles, Mine vehicles and any other severe operating condition operations)

# OWNERS RESPONSIBILITY AND CARING FOR YOUR VEHICLE

You are responsible to ensure that your vehicle is operated and maintained according to this guide for the warranty to be applicable and valid. In the unfortunate event of non-adherence, an owner might be faced with proportional or no warranty cover for a failure and or a full warranty void might be applicable.

GWM S.A recommends that you always service, maintain and repair your vehicle at a GWM Dealer or GWM Approved Repairer throughout the lifespan of the vehicle. Visit our brand websites to find your closest GWM Dealer.

## **BENEFITS AND ADVANTAGES OF ONLY USING THE GWM APPROVED DEALERS AND GWM APPROVED REPAIRER NETWORK:**

- Your vehicle investment will always be original and taken care off with special care in line with GWM's Quality Standards
- You build on a trusted relationship with your GWM Dealer who will always take care of you at all times and when needed most.
- With an extensive Dealer network with Nationwide warranty and support, peace of mind is always guaranteed.
- In case of disputes, GWM Dealers can always be counted upon in terms of being reasonable, fair and supportive.
- A GWM Dealer service history is always favourable and appreciated by GWM when any Policy assistances are considered toward in or out of warranty repairs or proportional warranty covered failures.
- GWM Dealers offer courtesy and mobility support options when your vehicle is in for service, maintenance or unscheduled repair
- GWM Dealers have trained and experienced technicians who know your vehicle best and follow correct procedures and service schedules
- The right components are replaced at the right time, including checks, adjustments, software updates are all completed on your vehicle including any outstanding product recalls applicable.
- Your vehicle will always be diagnosed with specialised tools and repaired with GWM Genuine Parts with expert back up and warranties from GWM.
- Only GWM Genuine parts are fitted which keeps the vehicle original and authentic which maintains and adds to its overall value.
- Ultimately, more favourable trade in values will be always be considered by GWM dealers and other buyers when trading the vehicle in the future with a traceable full GWM Dealer service and maintenance history. Prospective buyers will value a full vehicle lifespan GWM Dealer service history with confidence.



## OWNERS RESPONSIBILITY AND CARING FOR YOUR VEHICLE ....(continued)

### IMPORTANT WHEN NOT SERVICING YOUR VEHICLE AT A GWM DEALER

It is imperative to note that you will carry the risk and responsibility to ensure the following is always requested, carried out and retained for reference and record keeping for any disputes or warranty related failures that may occur on your vehicle.

- Confirm that the independent service provider you use, has adequate insurance cover, for potential damage or warranty void as a result of their workmanship, non-adherence to the service schedule and or parts being fitted. (always insist on using GWM Genuine Parts)
- Insist that the service centre confirm through GWM S.A or a GWM Dealer that the vehicle is free of outstanding recalls or service updates applicable
- Request a copy of the completed GWM Service Schedule and Corrosion Inspection followed for your specific vehicle
- Request a detailed invoice outlining all part numbers, part brands, oil grade specification and quantities used on your vehicle
- Ensure that any services or repairs carried out be updated on the GWM Online Service and Repair System
- Enquire about any written national parts and workmanship warranties applicable to the work completed or carried out
- Retain all copies of invoices, service schedules, corrosion inspections and proof of liability cover insurance from the independent service provider you use

Unfortunately, failing to have the vehicle serviced, maintained and corrosion inspected, within **1500km or 1 month** of the stipulated service interval, may invalidate applicable warranties, void a service plan or an owner may only have proportional warranty cover for unfortunate failures.

I, the undersigned, acknowledge that I have read and understood the Warranty Terms & Conditions, which have been clearly explained by the GWM Dealership. I understand that this Guide and the Owner's Manual contains important information regarding the servicing, maintenance, care, safety and efficient use of the vehicle and possible risks of accident, failure and injury that may result from improper use of the vehicle.

Customer Digital  
Signature

Dealership  
Digital Stamp

CUSTOMER: \_\_\_\_\_

MAKE & MODEL \_\_\_\_\_

DEALER: \_\_\_\_\_

DATE: \_\_\_\_\_

VIN NO: \_\_\_\_\_



# NEW VEHICLE SERVICE PLAN COVERAGE

- The Service Plan will start on the date of sale of the new vehicle and continues for a period as stipulated or as applicable to the specific model of vehicle.
- The Service Plan covers standard scheduled services carried out by GWM Dealers only, and in accordance to the specified vehicle service schedule. This includes service parts, labour, consumables and lubricants required to carry out the specified service for vehicles operating in 'normal' driving conditions.
- The Service Plan is only applicable to specific vehicles distributed and sold by GWM South Africa and not applicable to any imported vehicles not distributed by GWM South Africa.
- An owner is encouraged to have all services carried out by a GWM Dealer in a country where the service plan is valid and applicable.
- In the event an owner has to service their vehicle at a GWM Dealer outside of an applicable country, for example Mozambique, Zambia, Zimbabwe and Malawi, the owner will be responsible to settle the servicing costs. All servicing costs can be claimed from an approved GWM Dealer where the Service Plan is applicable. The owner can request assistance with the payment OR recovery (to choose) of the servicing costs from an approved GWM Dealer up to the benefit limits as predetermined under the vehicle specific service plan and interval. Proof of all invoices and costs will be required by the GWM Dealer.

## **The Service Plan excludes the following items:**

- replacement of wear and tear items such as tyres, brake pads, wiper blades, drive belts and other exclusions.
- Fluids and lubricants not specified as part of the relevant Scheduled Service
- Additional repairs found, and required at the time of service not specified as part of the relevant Scheduled Service
- Accident damage
- Repairs or additional work for vehicles operated in 'Severe' conditions;
- Fitment of non-genuine parts
- Vehicles that have been used in 'Severe' operating conditions may require additional work and additional servicing at more frequent intervals. Any such additional work and additional servicing is not covered by the Service Plan and is subject to additional charges.

# WARRANTY COVERAGE

## 5 YEAR / 100,000KM WARRANTY – LIMITED COVERAGE ITEMS

WARRANTY PERIOD	COMPONENTS
3 Years or 100,000km	Infotainment, Radio and CD Player
1 Year or 20,000km	Clutch plate, pressure plate and release bearing, brake discs, wiper arms, inner and outer wheel bearings, shock absorbers
6 months or 5,000km	Brake pads, brake linings, wiper blades, relays, spark plugs, filters, smart key batteries
1 Year or 20,000km	Appearance parts, decals, interior and exterior trims and panels (mouldings, weatherstrips, seats, seat covers, door panels, door handles, steering wheel, dashboard panels, dashboard vents, and other trim)
1 Year / unlimited km	12V Vehicle Battery for manufacturing defects (the battery manufacturer's warranty will apply if replaced during warranty)

### Other exclusions:

- Any fair wear and tear items or premature driver/owner influenced wear and tear due to improper use or negligence
- Tyres, glass, windscreens, sunroof glass, aircon refrigerant refill, speakers, seats, wheel alignment, bulbs and fuses (only covered if the failure is due to manufacturing or quality defects)

# WARRANTY COVERAGE

## EXCLUSIONS - 5 YEAR / 100,000KM WARRANTY AND 8 YEAR / 150,000KM HIGH VOLTAGE WARRANTY

**The New Vehicle Warranty will not apply or only be proportionately applied in any of the following circumstances subject to approval:**

- If the vehicle services were not carried out at the specific service interval and in accordance with the specific service schedules for the vehicle
  - failing to have the vehicle serviced, maintained and corrosion inspected within 1500 km or 1 month of the stipulated interval
  - Failing to present the Vehicle to a GWM Dealership or a GWM Approved Body Repairer as soon as a warranty related problem exists or is detected
- Any vehicle subjected to any form of competitive use or modifications
- Normal fair wear and tear, accident damage, negligence, drive abuse or consequential damages
- Failure, damage or premature wear caused by fitment of non-genuine parts, non- approved accessories or non -approved service updates
- Tightening of bolts, screws, nuts and the repair of squeaks and or rattles
- Damage caused by low levels of engine oil, drivetrain lubricants, coolant, anti-freeze or hydraulic fluid levels
- Shattered, chipped or scratched windscreen glass, rear glass, sunroof glass or door glass
- Normal deterioration or wear of interior or exterior trim due to exposure and or external causes of premature wear and tear
- Catalytic converter failure, due to contamination, incorrect fuel usage, and over filling of engine oil
- Tyre wear and tear
- Replacement of bulbs, fuses, lubricants, grease, filters, anti-freeze or consumables which are not warranty claim or failure mode related
- Performance related engine tuning, software upgrades or dynamometer tuning.
- Damage caused by overloading, theft, water flooding, acts of God or fire.
- Slight deviations not confirmed as a defect or affecting quality or function of the vehicle are considered characteristic of the vehicle
- Any economic loss including (without limitation) payment for the loss of time or pay, inconvenience, loss of vehicle use, vehicle rental expense, lodging bills, food, other travel cost, storage charges and other incidental or consequential loss or damage, such as fuel, telephone, travel, loading inconvenience, commercial and/or personal loss and loss of the use of the vehicle.
- Repatriation of vehicles
- Any vehicle where the odometer mileage has been altered
- Airborne "fallout", industrial fall-out, acid rain, salt, hail and wind storms, or other Acts of God.
- Paint scratches, dents, or similar paint or body damage which are not warranty related
- Action of road elements (sand, gravel, dust or road debris) which results in stone chipping of paint and glass damage. Including other damages to parts e.g. Radiators, Air-conditioning condenser, oil coolers etc
- Damage caused by the use of contaminated or incorrect fuels in the vehicle or by overfilling of fuels and lubricants

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# WARRANTY COVERAGE

## 5 YEAR / 100,000KM WARRANTY – WHAT IS COVERED ?

### Engine

All internal parts, engine block, cylinder head, gaskets, oil seals, water pump, intake and exhaust manifolds, turbo charger and waste-gates, fuel pumps, flywheels and flywheel ring gears. Flywheels are not covered for normal fair wear and tear of the clutch surface.

### Engine and Management System

The Electronic Engine Control Unit (ECU), and all electronic engine, sensors and actuators are covered.

### Transmission and Management System

All internal parts, gears, torque convertors, , control units, housings, gaskets, oil seals, bearings, shafts, counter shafts, selector forks and shafts.

### Drivelines and Final Drives

All internal gears, shafts and bearings, axle shafts, constant velocity joints, universal joints, driveshafts and propshafts are covered. Rubber boots, gators or protective rubbers are only covered against manufacturing or material defect for 1 year/20,000km.

### Clutch System, Clutch Plates, Pressure Plates and Release Bearings

This is a wear and tear item due to driver influence and is only covered for mechanical and manufacturing defects for 1 year or 20,000km.

### Steering

Linkages, joints, rack and pinion, power steering pump, power steering rack and pinion and electric power steering are covered. Rubber boots, gators or protective rubbers are only covered against manufacturer or material defects for 1 year/20,000km.

### Front and Rear Suspension

Upper and lower control arms, control arm shafts and bushings, upper and lower ball joints, kingpins and bushings, stabilizer bars and bushes are covered for mechanical failures due to manufacturing defects.

# WARRANTY COVERAGE

## 5 YEAR / 100,000KM WARRANTY – WHAT IS COVERED ?

### Brakes

All major components including ABS/EBD systems are covered for manufacturing defects. Brake pads, brake linings (normal wear and tear) are excluded.

### Airbag Systems

Airbags and SRS (Supplementary Restraint System) systems are covered for manufacturing defects

### Exhaust

Exhausts are only covered for manufacturing defect, excluding wear and tear or condensation damage. (subject to inspection as applicable)

### Emission Control

Catalytic converters, Lambda sensors and purge valve canister with PCV's are only covered for manufacturing defects. Failure due to incorrect fuel is not covered. Over-filling with engine oil or fuel will lead to premature wear. (subject to inspection as applicable)

### Electrical

Alternator, regulator, starter motor and windscreen wiper motors (front and rear) are covered for manufacturing defect. Headlights or sealed units are covered for water entry or manufacturer defects.

### Air-conditioning Systems

Original air conditioning systems are covered for mechanical and manufacturing defect. Refrigerant charging (gassing) of systems are not covered.

### Audio and Infotainment Equipment

Infotainment, radios and electrical antennas are covered for 3 year/100,000km for manufacturing or electrical defects. Radio speakers are excluded.

### Accessories

The supplier of our genuine accessories provides a warranty in respect of the accessories for the period specified. GWM South Africa will not be liable for any damage caused by fitment of any non-approved accessories to a vehicle.

# WARRANTY COVERAGE

## 5 YEAR / 100,000KM WARRANTY – WHAT IS COVERED ?

### Body and Paintwork Warranty

The body and paintwork is covered for 5 years and is validated subject to the annual paint and corrosion inspections being carried out at a GWM Dealer at the vehicle's specified service intervals.

### The following are excluded from the above warranty:

- Any damage to the exterior paint or clear coat of the vehicle.
- User damage, including scratches, stone chips, dents etc.
- Paint surface damage caused by chemicals, industrial fall out, bird droppings or water stains.
- The dome of the vehicle.
- Any modifications to the bodywork of the vehicle, including the fitting of vehicle accessories

### Rust, Paint and Perforation

Covered for 5 years, validated subject to the annual paint and corrosion inspections being carried out at a GWM Dealer at the vehicle's specified service intervals.

### Rust/Corrosion

Rust is the corrosion of any panel of the vehicle from the outer surface of the paint to the inner surface of the sheet metal

### Perforation

Perforation is corrosion from the surface of the sheet metal to the outer finish of the paint

### Rust/Corrosion Prevention

Always take proper care of your vehicle to prevent rust or corrosion. The body of your vehicle should be washed weekly with a mild detergent and rinsed with clean water. Regular waxing will enhance the vehicles appearance and will assist in the prevention of corrosion. Vehicles parked unprotected and that are operated near waterfronts and industrial areas, must receive extra care regarding regular washing and waxing or risk proportional or no warranty cover upon failure or rusting. Any exposed body work must be attended to as soon as possible.

# WARRANTY COVERAGE

## 5 YEAR / 100,000KM WARRANTY – WHAT IS COVERED ?

### Corrosion Warranty Terms and Conditions

- Failure to service the vehicle on time, and to present the vehicle on time for the paint and corrosion inspections at a GWM Dealer will nullify the warranty
- Failure to notify a GWM dealer of rust concerns on your vehicle or failing to take the vehicle in for repairs of the affected area, will nullify the warranty
- Vehicles operating under abnormally severe conditions on beaches, on mine dumps, dirt and or loose gravel roads, in coastal environments with high humidity and salt mist laden air, require added protection. These conditions add to rapid paint, body and certain mechanical or electrical component deterioration. Depending on the environmental conditions under which the vehicle is expected to operate, it is the owner's responsibility to take suitable steps to prevent the premature deterioration of the paint and bodywork, prior to commencement of operation. Regular cleaning and vehicle attention must be top priority in these conditions.

Any preventative measure expenses for paint and rust protection is for a customer's account and not covered under warranty.

### Additional Exclusions

If the rust or perforation is due to:

- External damage, including stone chipping.
- Replacement of parts not supplied by GWM
- Body repairs not carried out by an Approved GWM Body Repairer or GWM Dealer
- Industrial fall-out/pollution
- Chemical reactions
- Vehicles operating on beaches or waterfronts, or any abrasive road surface such as quarries or mines
- Repairs and / or maintenance of the vehicle by a workshop other than an authorized GWM dealership.
- Any modifications to any outer body panels or parts of the body, whether a re-shaping of the body panel or the addition of any bolt on body panel, and this modification or reshaping has not been authorized in writing by GWM SA.

### Accident Damage

The warranty does not cover any accident, or consequential damages. Should you have been involved in an accident and the vehicle has been repaired by an Approved Body Repairer, it is compulsory to have the vehicle inspected by a GWM Dealer, where this inspection must be recorded. This inspection must be done within 30 days of the vehicle having been repaired by the Approved Body Repairer.



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# WARRANTY COVERAGE

## HIGH VOLTAGE 8 YEAR / 150,000KM WARRANTY – WHAT IS COVERED ?

### **Power Battery and Power Battery System**

The power battery, control unit, power battery cooling fan system, high voltage wiring set and power battery monitoring control system units

### **DHT Hybrid Transmission and or EV/PHEV Drive System**

All electrical and internal parts, gears, housings, gaskets, control units, oil seals, bearings, shafts, counter shafts, selector forks, torque and drive motors.

### **High Voltage Aircon System**

The high voltage compressor, high voltage wiring and compressor high voltage control module. (excluding compressor oil and or refrigerant)

### **High Voltage EV Charging Pile (Wallbox Vehicle Charger)**

The Charge Pile is covered for 2 years / 30,000km from date of sale for manufacturing defects, excluding improper or non-certified compliant installation, load shedding or surge damage.

### **The High Voltage New Vehicle Warranty will not apply or only be proportionately applied in any of the following circumstances subject to approval:**

- If the vehicle long term storage procedures were not adhered to as contained in the owner's manual
- Failing to present the Vehicle to a GWM Dealership or a GWM Approved Body Repairer as soon as a High Voltage warranty related problem exists or is detected

# GWM GENUINE AND GWM REMANUFACTURED PARTS

Don't compromise on Quality and always insist on and fit only GWM Genuine Parts throughout the lifespan of your vehicle.

GWM Genuine Parts are specifically designed by GWM, to fit, function and perform optimally with no adverse effects on other components or performance. GWM Genuine Parts keep your vehicle original and authentic which maintains and adds to its overall value in the long term and throughout the life span.

Backed up by GWM with a full peace of mind nationwide **1Year or 20,000km mileage warranty**, only GWM Genuine Parts are traceable in manufacture , provides excellent value for money in terms of quality, running cost and complete peace of mind.

For more information or to order GWM Genuine Parts, please contact your cloest GWM Dealer

## IMPORTANT

Customers must present their vehicle for servicing within the specified period or km range from each Scheduled Service interval. Unfortunately, failing to have the vehicle serviced, maintained and corrosion inspected, within **1500km or 1 month** of the stipulated service interval, may invalidate applicable warranties, void a service plan or an owner may only have proportional warranty cover for failures.

Any Genuine Parts not fitted by a GWM Dealer, may carry proportional or no warranty cover, if it is uncovered that the root cause of the Genuine Part failure or subsequent other component or consequential vehicle failures are due to workmanship, installation and or non-approved related parts or workmanship.

# FREE 24HR RAODSIDE ASSISTANCE – CALL 086 111 2022

**24 HRS/DAY and 365 DAYS/Year CALL 086 111 2022  
(toll free in South Africa)**

We are always dedicated to ensuring that our GWM owners enjoy stress free motoring and in the event of any unforeseen breakdown or any roadside related covered incident, we will be dedicated to assisting you and your valued passengers to your destination as quickly, safely and hassle-free as possible.

All new GWM vehicles come with a FREE 5 Year/Unlimited km Roadside Assistance Plan which is available ANYWHERE AND ANYTIME in South Africa for 24hrs a day and 365 days per year.

## **Services Offered:**

- Towing. In the event of a breakdown of the covered vehicle to the nearest GWM Dealer.
- Stand by You - Safety at the side of the road.
- Changing of flat tyres and assistance to replace a tyre (tyre replacement for customer's account)
- Out of fuel - Provision of fuel to a maximum of five litres. (fuel for customer's account)
- Jump-start
- Mobile battery replacements (for the customer's account).
- Key lockout service. (replacement keys for the customer's account).
- Minor roadside running repairs such as electrical, immobiliser, battery and related breakdowns.
- Transmission of urgent messages.

## **Accident Towing:**

Not covered, and vehicle owners are to contact their Vehicle Insurance provider



# CUSTOMER CARE

We are always committed to providing you with customer service and quality of the highest standard.

At GWM Dealerships, you will be contacted to ascertain your satisfaction with the Dealership post visit. Our Dealers take pride in their service standards and would like to be provided with an opportunity to resolve any problems you may experience. Should you have any service queries or items of concern, please contact and explain your concern to the Dealership's Service Manager. Should your query not be resolved at this point, you should then ask to speak to the Dealer Principal or Managing Director of the Dealership. In the event your concern is not resolved by the Dealer Principal or Managing Director, it is suggested that you refer the matter to GWM Customer Care. Your concern will then be logged and handled in conjunction with the Dealership concerned with every effort made to speedily resolve it to your satisfaction.

We are always here to assist you and any information; prompt customer assistance or support is simply a mere phone call or email away.

If the call or email is vehicle related, always have and include your vehicle's VIN/Chassis Number (on your licence disc or bottom L/H windscreen area) , registration number and mileage in the correspondence.

**Call us on 086 111 2022 or email: [customer@haval.co.za](mailto:customer@haval.co.za)**

**Mon-Fri 8:00am-5:00pm**

# APPROVED BODY REPAIRERS

## INSIST ON USING A GWM APPROVED BODY REPAIRER

In the event of an unfortunate vehicle accident, always insist and ensure that your vehicle will only be repaired by a GWM Approved Body Repairer. In the unlikely event that the vehicle is repaired by a non-approved Body Repairer, there are serious risks with regard to vehicle reliability, safety and no or proportional warranty (Approved Body Repairer listings are available online or from your closest Dealer)

## INSIST ON THE USE OF ONLY GWM GENUINE PARTS

Genuine Parts are designed and manufactured with exacting standards including attention to detail to achieve precise levels of fit and function, making a significant contribution to your vehicle's value reliability, performance and integrity.

With Genuine Parts, there are no compromises. These are guaranteed to fit and work. Although non-genuine parts may seem like an exact replica of Genuine Parts, these are often made from low-grade materials. This inherent lack of quality makes non-genuine parts less effective and shortens their period of serviceability. Fitment of non-genuine parts will jeopardise the validity of your warranty (where applicable), which could have expensive consequences should major components fail and will impact negatively on your vehicle's resale value.

## WHAT TO DO IN AN ACCIDENT SITUATION

If you are involved in an accident, stay calm and follow the steps below to make sure you and others remain safe:

- Check for injuries. If any serious injuries are incurred, call an ambulance or the police immediately
- If you are in an unsafe location and your car is able to be moved, drive it to the closest safe location
- If your car cannot be driven, make sure you and other passengers are away from other traffic or remain in the vehicle.
- Turn off the vehicle ignition and turn on your hazard lights to warn other drivers. If you have a safety triangle, place it on the road at least 5m from your vehicle.
- Gather the important incident, contact, vehicle and insurance information from the other driver(s) if there is more than one vehicle involved. (take photos)
- Call your insurance company immediately and don't allow your vehicle to be towed by any towing service other than your insurance provider's authorised towing service.
- Report the accident to the police within 24 hours.

# ADDITIONAL VEHICLE MAINTENANCE AND CARE

## 1. Wheel Alignment and Wheel Balancing

It is affected by operating conditions such as corrugated roads or driving against the curb, rapid starts and stops or tyre skidding. Wheel alignment and balancing service contributes to longer tyre life and better vehicle handling. We recommend wheel alignment checks and adjustments where required, at every service as applicable. It is recommended to keep the wheel alignment check and adjustment report copies for future reference.

## 2. Tyre Rotation and Tyre Pressures

Incorrect inflation pressures, rapid acceleration, quick stops, high vehicle speeds and loads, all affect tyre life and can cause uneven wear. Tyres must be rotated regularly to ensure uniform wear and maximum life.

## 3. Paint and Trim

These are affected by normal wear and exposure. Proper maintenance and care of these items can add to their appearance and durability.

## 4. Diesel Vehicles

For all Diesel-powered derivatives, the fuel tank should not be run empty. The tank must be filled immediately if the low fuel level indicator illuminates. The Diesel Injection Pump is reliant on lubrication from the diesel fuel and any interruption in the flow of fuel will result in damage to the Injection Pump.

## 5. Vehicle Storage

Should you consider storing your vehicle for any length of time, consult your GWM Dealer for correct procedures to be adopted.

## 6. Check Weekly

- Radiator or surge tank coolant level.
- Windscreen washer bottle fluid level.
- Brake and clutch master cylinder fluid level.
- Tyre pressures.
- Engine oil level.
- Check operation of all external lights and indicators.

# OILS AND OIL CONSUMPTION

## Oil and Additives

Do not use any oil additives in your vehicle. These could result in increased operating costs and component failure. The oils, fuels and fluids recommended and used at GWM Dealers meet the highest specification laid down by GWM for use under all operating conditions.

## FACTS ABOUT OIL CONSUMPTION

Petrol and Diesel engines use oil to lubricate cylinder walls, pistons and piston rings and many other parts. With each stroke of the piston, a thin film of oil is left on the cylinder walls, and on the firing stroke it is burned. If an engine burnt one drop of oil on every firing stroke, it would need approximately 400ml per kilometre. Consumption as this is unheard of. However, engines, irrespective of how efficient, do use some oil to prevent rapid engine wear. The rate of consumption depends upon the quality and viscosity of the oil, engine r/min, the temperature and the amount of dilution and oxidation in the crankcase. If the engine oil is checked, it may indicate full on the dipstick, but this could be misleading due to the vehicle being operated for 2000km or more in city or congested road conditions. This causes a build-up of condensation and unburnt fuel in the combustion chamber, which passes into the crankcase, and thus, gives a false dipstick reading. If the vehicle should then be driven at high engine r/min for a long journey, the unburnt fuel will boil off rapidly, and the vehicle then appears to consume oil. It is required to let the vehicle cool down for approximately two minutes before a reading is taken on the dipstick. High speed operating conditions will greatly accelerate oil consumption due to the inability of the piston rings to scavenge the oil completely at higher r/min and high engine temperatures.

Automobile manufacturers have proved in tests that an internal combustion engine uses seven times the quantity of oil at 100km/h than it does at 60 km/h. No standard rate of consumption can be established because of the varying combinations and conditions, and as a guide we consider the following as normal oil consumption on petrol and diesel engines.

## Petrol and Diesel Engines

Oil consumption of up to 2,0 litres per 1 000 km during the first 10,000-15,000km of vehicle life is considered normal, as it takes approximately 10,000km for the piston rings to bed in to the cylinder walls, and the normal consumption should then drop to approximately 1,5 litre per 15 000 km.

GWM reserves the right to test for the correct grade of oil, in case of any engine or component failure, to validate a warranty claim.

# FUELS AND FUEL CONSUMPTION

## Fuel and Additives

Do not use any fuel additives in your vehicle. These could result in increased operating costs and component failure. The oils, fuels and fluids recommended meet the highest specification laid down by GWM for use under all operating conditions.

## FACTS ABOUT FUEL CONSUMPTION

The industry standard, referred to as SANS 20101, is the standard used in South Africa. There are common misconceptions regarding the way in which the manufacturers conduct fuel consumption tests. For instance, there is no actual road driving with fuel metering equipment. The measurement is actually done by analysing the quantity of the individual gases (Hydrocarbon, Carbon Dioxide and Carbon Monoxide) being emitted from the exhaust by running the vehicle on a Chassis Dynamometer for just over 3 minutes to simulate. Therefore, it is imperative to note that the results obtained in such a controlled environment will differ to that obtained by customers in "real world" conditions. The measurement method defined by SANS 20101 (which is equivalent to ECE R101) is prescribed and legislated by the Government in terms of the Compulsory Specifications for Motor Vehicles and used by all Vehicle OEM in South Africa, without exception.

It is critically important that when any fuel consumption testing or comparison is done on a vehicle, that it is clear up front that one cannot replicate/compare the testing conditions especially (urban, extra urban and combined) results achieved on the vehicle or customer's log with that of the SANS figures we are legally to list with regard to CO2 and consumption conducted in a lab with the vehicle on chassis dynamometer. Further, the showroom sticker and listed fuel consumption figures (in Vehicle brochures etc) are for the consumer in order to compare different manufacturer's vehicles. Those figures are achieved and recorded by conducting a set of specific tests under specific conditions within a laboratory on a rolling dynamometer. Furthermore, the urban and extra urban conditions/cycles are conducted respectively with specific durations, vehicle speeds, air pressure, engine temperatures, no use of accessories etc. within the laboratory on a rolling dynamometer. These tests are not conducted on the (normal everyday) road and that's why a consumer's results will vary (from the 'sticker/brochure' and consumer vs consumer etc) due to the endless variables from consumer to consumer on normal roads and not excluding the various conditions and usage patterns (e.g. fully loaded with goods/passengers or not, vehicle accessories used like air conditioner, canopies fitted, reef vs sea level atmospheric pressure, road gradients/inclines, traffic driving, tyre pressures, stop start and acceleration driving styles, motorway cruising speeds, gear shifting)

## Diesel Engine Fuel

Low Sulphur diesel (50ppm or lower) is the recommended fuel, for use in your diesel vehicle

## Petrol Engine Fuel

Only unleaded fuels are to be used in all petrol vehicles.

GWM reserves the right to test for the correct grade of fuel or fuel quality, in case of any engine or component failure, to validate a warranty claim.





connective **CARE**  
connected to, and caring for you

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Happy Motoring !

**Great Wall Motors South Africa**

24HR Roadside Assistance Tel: 086 111 2022 *(Cover within borders of South Africa only)*

Customer Care Tel: 086 111 2022 (Mon-Fri 8am-5pm)

Customer Care Email: [customercare@haval.co.za](mailto:customercare@haval.co.za)

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