



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 your local GWM Haval Dealer to book in a service today.

Capped Price Service prices have now been updated to reflect cost increases. Pricing schedule is now determined based on the warranty start date (Customer Year) of your vehicle.

CY 2024 or before refers to vehicles that have a warranty start date on or before 31/12/2024.

CY 2025 or after refers to vehicles that have a warranty start date on or after 01/01/2025.

Please refer to Terms and Conditions for more information.

SERVICE EVENT	TIME/ DISTANCE	GWM Ora	
		CY 2024 (or Before)	CY 2025 (or After)
1 st service	12 months/ 15,000km	\$99*	\$115*
2 nd service	24 months/ 30,000km	\$99*	\$120*
3 rd service	36 months/ 45,000km	\$99*	\$130*
4 th service	48 months/ 60,000km	\$99*	\$145*
5 th service	60 months/ 75,000km	\$99*	\$125*

*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 Vehicles

CPS Eligibility Period



Customers must present GWM Vehicles for servicing within a specified period or km range from each Scheduled Service interval for the relevant GWM Vehicle (**'Eligibility Period'**). If a GWM Vehicle is presented outside the valid eligibility periods for the nominated Scheduled Service interval, the Program will not apply to the GWM Vehicle. If a GWM 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.

Model	Max Time Before due Date	Max Mileage Before Due KM's	Max Time After Due Date	Max Mileage After Due KM's
Jolion	1 Month	2,000 KM's	3 Months	3,000 KM's
Cannon 2.0L				
H6 incl GT				
Ora				
Model	Max Time Before due Date	Max Mileage Before Due KM's	Max Time After Due Date	Max Mileage After Due KM's
Cannon 2.4T	1 Month	2,000 KM's	2 Months	2,000 KM's
Cannon Alpha				
Tank 300				
Tank 500				



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



GWM Servicing - Severe duty Driving Conditions

As with all vehicles, Severe Duty Driving Conditions requires additional maintenance requirements to ensure your vehicle is running at its best. Conditions may vary depending on the operation of your vehicle, so whilst the below list is a good indicator of Severe or Heavy-Duty Driving conditions, it is always best to refer to your local GWM Authorised Service Location for further assistance and advice.

To find your closest location, please follow this link:

Severe Duty Driving Conditions include but are not limited to:

- Repeated short trips of less than 16km when outside temperatures remain below freezing or normal vehicle operating temperature is not achieved.
- Repeated extensive periods of idling, such as use as a taxi, rideshare, door-to-door delivery, or other uses that include extended periods of idling.
- Operating the vehicle in off-road or dusty conditions, including but not limited to unpaved roads, dusty roads, sandy roads etc.
- Repeatedly towing a trailer or caravan, using the vehicle with a rooftop carrier installed, or carrying maximum vehicle loads.
- Repeated use of "Launch Control" mode in applicable vehicles.
- Hard Driving, such as track use or driving with frequent hard accelerations.

If you find your vehicle meeting one or more of the above conditions, please shorten your service interval, apply any "Severe Duty" Service conditions to your vehicle, and/or, carry out an interim service on your vehicle. Service actions completed as "Severe Duty Driving" are not included in Capped Price Servicing and are at an additional expense to the customer.

You may also find your vehicle is subject to specific "Severe Duty service requirements". Please refer to your service schedule for more information.

H6GT PHEV

- Replace Rear Electric Drive Axle Oil every 60,000kms if vehicle driven under Severe Duty Conditions.

Diesel Variant Vehicles

- GWM recommends inspection of Throttle Valve and EGR Valve and Cooler every service. Under Severe Duty Conditions GWM recommends these components are cleaned of carbon deposits when required.

GWM would also like to remind drivers that routine checks and vehicle cleaning conducted by the driver/owner are essential to ensuring your vehicle is running at its best.

This includes checking the oil level, the washer fluid level, and ensuring your vehicle is regularly and thoroughly cleaned to avoid any damage to paint and/or to avoid rust when vehicles are operated in and/or reside in "salty" areas such as beachside areas, river areas, etc.

GWM refers the customer to their owner's handbook for more information about their vehicle, its maintenance and checks they can do to ensure their vehicle is running smoothly.



GWM 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 Vehicle available on the GWM Australia, web site.

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

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

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

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

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

Program Period means, in respect of a GWM Vehicle, the period commencing on the first registered date as set out in the Owner's Handbook for the GWM Vehicle (or recorded in GWM 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 Vehicle.

Service Price means, with regard to a Scheduled Service for a GWM 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 Vehicle shown on the CPS Pricing Sheet.

Scheduled Service means a maintenance service to a GWM 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 Vehicle listed shown on the CPS Pricing Sheet.

CY 2024 refers to "Customer Year" (CY). A vehicle's Customer Year is determined as its warranty start date. Vehicles with a CY 2024 have a warranty start date on or before 31st December 2024 (31/12/2024). Please speak to a dealer, most convenient to you, to find your warranty start date.

CY 2025 refers to "Customer Year" (CY). A vehicle's Customer Year is determined as its warranty start date. Vehicles with a CY 2025 have a warranty start date on or after 1st January 2025 (01/01/2025). Please speak to a dealer, most convenient to you, to find your warranty start date.

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

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 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 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 Dealers prior to the work being undertaken.
5. Customers must present GWM Vehicles for servicing within a specified period or km range from each Scheduled Service interval for the relevant GWM Vehicle (**refer page 2**) If a GWM Vehicle is presented outside the valid eligibility periods for the nominated Scheduled Service interval, the Program will not apply to the GWM Vehicle. If a GWM 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.



6. The Program excludes:
 - a) Excludes Government & Rental vehicles;
 - b) Privately imported vehicles;
 - c) 'grey import' vehicles, i.e. vehicles imported other than through authorised GWM Australia channels;
 - d) Services already claimed under this GWM Australia CPS Program; and
 - e) Vehicles presented outside the Eligibility Period.any other exclusions that GWM 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 Vehicle and remains with the GWM 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 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 Dealer. Customers should check with GWM Dealers or on the GWM 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 Vehicle for any services under the Program which are not claimed during the Program Period.
11. These Terms and Conditions are effective from 1 December 2021 and are subject to amendment by GWM from time to time however the Service Prices applicable to GWM Vehicles already sold will not be amended. Amendments will be published on the GWM Australia website and will take effect immediately on publication.