

Warranty Booklet

ORA GOODCAT

GWM

2022.11-MY

GWM

FOREWORD

Congratulations for having a GWM Vehicle!

Please keep this manual properly together with the vehicle and assist the designated dealer to fill the vehicle information registration card in this manual when purchasing, in order to ensure that the vehicle is under the standard warranty.

This manual indicates the agreement on establishment and termination of rights and obligations on quality liabilities and aftersales service between Great Wall Motor and the user, please kindly read it carefully before using our company's products.

This manual should be always with this vehicle, when you sell this car, please transfer this manual to the next owner in order to ensure that the new owner can continue to use the remaining and valid warranty rights.

All the materials contained in this manual are the latest one at the time of publication; Great Wall Motor reserves the right to revise this manual. However, in case of changes on the content of quality assurance conditions, Great Wall Motor shall keep the customer informed by the means of notice or announcement.

Attentions: Please head to the designated authorized dealers or service provider for the regular maintenance on schedule, use the spare parts provided or authorized by Great Wall Motor for the purpose of vehicle repair and maintenance, and utilize the products according to the Owner's Manual.

Great Wall Motor shall not bear the responsibilities in case that any negative results arise due to improper use, maintenance, and repair of the vehicle according to the above-mentioned requirements. If any, all the related laws or regulations on reparation, replacement and returning of cars shall be observed.

CONTENTS

FOREWORD.....	1
CONTENTS.....	2
VEHICLE INFORMATION AND DELIVERY ACKNOWLEDGEMENT.....	3
OWNER'S RESPONSIBILITIES.....	4
NEW VEHICLE WARRANTY INFORMATION.....	5
WHAT IS COVERED.....	6
WHAT IS NOT COVERED.....	7
THINGS YOU SHOULD KNOW.....	9
VEHICLE MAINTENANCE.....	10
MAINTENANCE SCHEDULE.....	11
MAINTENANCE SCHEDULE FOR SEVERE CONDITIONS.....	12
PERIODIC MAINTENANCE SERVICE RECORDS.....	13
ODOMETER REPLACEMENT RECORD.....	17
OWNER INFORMATION CHANGE FORM.....	19
DESIGNATED DEALERS OR SERVICE PROVIDERS.....	20

VEHICLE INFORMATION AND DELIVERY ACKNOWLEDGEMENT

Owner's
Name _____

Address _____

Vehicle
Identification No. _____

Drive Motor
No. _____

Vehicle
No. Plate _____

Color
Code _____

Trim
Code _____

Key
Code _____

Selling Dealer Name

Address

Date of
Registration _____

Mileage at
Delivery _____ km

I acknowledge that I have received the warranty information. My selling dealer has explained to me about:

1. New Vehicle Warranty
2. Proper operation of the vehicle
3. Periodic maintenance
4. Owner responsibilities

I have inspected the vehicle as delivered to me and it appears to be in satisfactory condition.

Owner's
Signature _____

OWNER'S RESPONSIBILITIES

ACCESSIBILITY OF REPAIR SERVICE:

As an owner of GWM vehicle, you are responsible for taking your vehicle to the authorized dealers and service providers designated by Great Wall Motor Sales Malaysia Sdn. Bhd. to obtain vehicle maintenance and service. All the expenses arising from the regular inspection, adjustment, replacement and maintenance items should be undertaken by the vehicle owner. All warranty repairs must only be undertaken by an officially appointed Service Centers.

PROPER DRIVING AND REGULAR MAINTENANCE:

You are responsible for the proper operation of your vehicle and its care and maintenance in accordance with the instructions found in the Owner's Manual. Please conduct the vehicle maintenance on a regular basis according to the regulations stipulated in the manual. Any services must be carried out within one month or 1,000 KM before/after the due date or mileage, whichever comes first basis. The maintenance and service interval should be shortened if the vehicle is being used under the severe conditions. Failure to adhere to the service schedule may result in your warranty being invalidated.

RETENTION OF RELATED RECORDS:

Please retain the all the repair and maintenance records properly, and you may need to show these records in some cases to confirm such necessary repair and maintenance have been performed on your vehicle.

USING GENUINE SPARE PARTS:

In order to ensure your vehicle is in the best operation state and keep the highest level of safety, please use the genuine spare parts and send your vehicle to the authorized dealers or service providers designated by Great Wall Motor for repair and maintenance.

KEEP THE <WARRANTY & SERVICE BOOKLET> PROPERLY:

Please keep the <Warranty & Service Booklet> properly due to the fact that it is the important material for you to get the quality assurance service as well as the maintenance service and warranty claim request.

NEW VEHICLE WARRANTY INFORMATION

Your GWM vehicle has been built to the highest standards and has been thoroughly checked prior leaving the factory to ensure troublefree driving experience. The below are the warranty period for Ora models.

Model	Standard Manufacturer's Warranty	High Voltage Power Battery Warranty
All private registered Battery Electric Vehicle	5 years / 150,000 kilometers, whichever comes first.	8 years / 180,000 kilometers, whichever comes first.

In the case of vehicles operated in a commercial or business application, including but not limited to taxi, hire, rental, e-hailing, courier, security, driving school, tour, bus operator or emergency vehicle the warranty is limited to 3 years/100,000km warranty (whichever comes first).

The commencement date of the warranty is shown on the Vehicle Information page in this booklet. This will be the date the vehicle is either (1) registered to its first owner, or (2) put into service by authorized Dealer as a company or demonstrator vehicle determined by the date it was reported to GWM as sold (whichever date is earlier).

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 Distributor. Any authorized dealer will assist the owner in requesting a warranty through the local agent, if necessary.

Battery Warranty

The original equipment 12V battery installed to the vehicles is covered by warranty for 12 months or 20,000km (whichever comes first) from the date of register to the first owner.

WHAT IS COVERED

Great Wall Motor Sales Malaysia Sdn. Bhd. warrant that each new vehicles sold will be free of defects in materials or manufacturer's workmanship during the warranty period.

GWM will repair or replace using new or remanufactured parts (at its discretion) to correct defects covered by this warranty at any of its authorized Service Centers, which proves defective in materials or workmanship under normal use and operation in Malaysia, except for those items listed under the section "What Is Not Covered" and subject to the required maintenance service carried out in accordance to the Periodic Maintenance Schedule to be performed at any authorized service centers. A reasonable time must be allowed after taking the vehicle to the Service Center for repairs.

Genuine Accessories purchased and fitted (within 1 month or 1,000km (whichever comes first) to a GWM vehicle by the authorized Dealer are warranted for the remainder of the New Vehicle Warranty. Genuine Accessories purchased from the authorized Dealer over the counter are warranted for 12 months or 20,000km (whichever comes first) from the date of purchase.

This booklet and documented service records must be retained by the owner of the vehicle and presented to the authorised Service Center each time a warranty service is required. Failure to do so will result in the service not being carried out as provided herein and may invalidate the warranty.

Please notify GWM through the authorised Service Center for a replacement of the Warranty Booklet in the event of loss or damage to the booklet. The replacement of Warranty Booklet is chargeable.

WHAT IS NOT COVERED

1. Tyres and batteries are covered by their respective manufacturer's warranty. See their respective Information for details.
2. Any accessories or equipment installed by person other than GWM authorised dealer.
3. Any parts and labor costs incurred in connection with required or recommended maintenance service as outlined in OWNER'S MANUAL and this booklet.
4. Normal maintenance service such as tune-up, air-conditional refrigerant recharging, cleaning and polishing, wheel balancing and alignment, headlight adjustment, replacement of normal wear and tear parts such as filters, windshield wiper, remote control batteries, light bulbs, fuses, bushes, lubricants, coolant, brake shoes/pads/drums, rotors, clutch discs, and tools on vehicle which are not considered by GWM to be warrantable items.
5. Damage or failures resulting from:
 - a. Misuse, accident, theft or fire (Proper use is outlined in your OWNER'S MANUAL.)
 - b. Failure to adhere to manufacturer's recommendation, including but not limited to, use of fuels, oils, fluids, lubricants, and parts.
 - c. Lack of performance of proper maintenance services or neglected regular maintenance
 - d. Use of non-genuine GWM parts
 - e. Alteration, tampering or improper repair, adjustment or modifications.
 - f. Repairs not performed by an authorized GWM Service Center.
 - g. Formal or informal competitive events, such as rallying or racing, speed trials, track or off-road use where the vehicle is not intended or marketed for that purpose.
 - h. Water damage caused by flood or deep-water fording above the recommended published depth.
 - i. Overloading - exceeding the load limits or towing limits as stated in the vehicle Owner's Manual.
 - j. Glass breakage, unless resulting from defects in material or workmanship
 - k. Dings, dents, chips, scratches, crack, breakage, puncture, corrosion or surface rust caused by the use of the vehicle by the customer.
6. Damage caused by natural events, such as fire, airborne fallout (acid rain), tree sap, bird and insect droppings, salt, hail, wind/sandstorm, hailstones, gales, lightning, flood or other environmental conditions
7. Normal noise and vibration or characteristic of a part are not a defect part therefore shall not be claimed under warranty.

WHAT IS NOT COVERED

8. Normal deterioration (such as discoloration of painted surfaces, trim and other surfaces, gradual capacity loss with time and use of Lithium-ion / power battery) and mechanical run-in of any parts will not be covered under warranty.
9. Any vehicle on which the odometer reading has been changed or altered.
10. Incidental or consequential damages such as loss of use of the vehicle, inconvenience or commercial loss, economic loss, compensation for time loss, finance charges, hire-purchase payment, rental cost of a substitute vehicle arising from breakdown or repair to the vehicles, lodging bills, hospitalisation, loss of belongings and legal expenses.

THINGS YOU SHOULD KNOW

GENERAL

Please note the distinction between the terms 'defect' and 'damage' as used in this warranty: 'defects' are covered because GWM accept responsibility for any faulty materials or manufacturer's workmanship on any qualifying GWM vehicle we have supplied. However, since GWM has no control over 'damages' caused by, for example, collision, misuse or lack of maintenance which occur after your GWM vehicle is delivered to you, these damages are not covered by this warranty.

PRODUCTION/DESIGN CHANGES

GWM reserve the right to make changes to the design or specifications of vehicles built and/or sold by GWM at any time without notice and without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold. The statements contained herein do not affect consumer statutory rights and are in addition to any other remedies the owner may have under law.

LITHIUM-ION / HIGH VOLTAGE POWER BATTERY

The Lithium-ion / Power Battery on your GWM EV like all rechargeable lithium-ion batteries which will experience some battery capacity degradation or gradual capacity loss with time and use. This is normal and is not considered a Manufacturing defect and is not cover under warranty. Provided that SOH value measured does not fall below 70% before the expiry of warranty period.

RUBBER PARTS

Hoses, belts, and bushes use rubber parts, which are apt to crack when worn out. They need to be replaced with new ones if they should wear out and is not cover under warranty.

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 authorized 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.

VEHICLE MAINTENANCE

Requirements

The maintenance requirements are an integral design feature of your GWM vehicle contributing to overall safety and reliability. To maintain optimum vehicle efficiency, reliability and safety it is recommended you follow the maintenance requirements as outlined in this book.

General Maintenance

General maintenance is for those items requiring periodic inspection such as weekly checks which are important to your vehicle for correct operation. A full description of general maintenance items are given in the Owner's Manual.

Scheduled Maintenance

Scheduled maintenance is for those items requiring service at regular intervals. Refer to the Maintenance Schedule.

Additional Maintenance

Additional maintenance is for those items requiring additional service at more regular intervals.

Recommended Weekly Checks

In addition to the scheduled maintenance requirements in this book, the following items should be checked at least weekly (if applicable):

- » Coolant level
- » Brake fluid level
- » Tyre pressure (cold), including spare tyre
- » Windscreen washer fluid level
- » Parking brake operation
- » Air conditioner operation for at least 5 minutes duration
- » Exterior and interior lights, indicators and horn operation
- » Service reminder indicators

MAINTENANCE SCHEDULE

No.	Item	Months	1	12	24	36	48	60	72	84	96	108	120
		KM	1,000	15,000	30,000	45,000	60,000	75,000	90,000	105,000	120,000	135,000	150,000
1	Tyre rotation*			R	R	R	R	R	R	R	R	R	R
2	Tyre pressure and wear		I	I	I	I	I	I	I	I	I	I	I
3	Brake Disk		I	I	I	I	I	I	I	I	I	I	I
4	Important bolt and nut		I	I	I	I	I	I	I	I	I	I	I
5	Ball joint and dust cover		I	I	I	I	I	I	I	I	I	I	I
6	Radiator(appearance)		I	I	I	I	I	I	I	I	I	I	I
7	12V battery*		I	I	I	I	I	I	I	I	I	I	I
8	Bolt torque of EV battery		I	I	I	I	I	I	I	I	I	I	I
9	EV battery case		I	I	I	I	I	I	I	I	I	I	I
10	High/low voltage connectors of EV battery		I	I	I	I	I	I	I	I	I	I	I
11	SOH & Pack Insulation Resistance			I	I	I	I	I	I	I	I	I	I
12	Leakage		I	I	I	I	I	I	I	I	I	I	I
13	Lights		I	I	I	I	I	I	I	I	I	I	I
R1	A/C Filter*	1 pc.		R	R	R	R	R	R	R	R	R	R
R2	Brake fluid*	1.0L			R		R		R		R		R
R3	Coolant*	8.0L					R				R		
R4	Transmission oil*	1.0L				R				R			
R5	Gasket*	2 pcs.				R				R			

I: means “inspect”, adjust, rectify, clean or replace if needed; R: means “replace”; L: means “lubricate”; C: means “clean”; *: means “shorten maintenance interval under severe condition”.

CAUTION

- 1) Since airbags are safety features, they do not require regular maintenance. However, if your vehicle is 10 years old, please visit a service provider to have them checked or replaced.
- 2) 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.
- 3) GWM will not be liable for the consequences of failing to have the vehicle serviced by an authorized dealer or service provider by the stipulated time or mileage.

MAINTENANCE SCHEDULE FOR SEVERE DRIVING CONDITIONS

The maintenance intervals shown on the preceding pages are for normal operating conditions. If the vehicle is mainly operated under severe driving conditions as shown below, more frequent maintenance must be performed on the following items as show in the table.

Severe driving conditions:

A – Driving under dusty conditions

B – Driving repeat short distances

C – Towing a trailer or caravan

D – Extensive idling

E – Driving in high humidity areas, in mountainous areas, or frequent use of braking

F – Driving in areas using salt or other corrosive materials

G – Driving on rough and/or muddy roads or in the desert

H – Low speed driving (average speed < 30km/h)

Driving Condition								Maintenance Item	Maintenance Operation	Maintenance Interval
A								Air Cond Filter	Replace	Shorten by half (eg: if Normal interval is 12 months / 15,000km then shorten to 6 months / 7,500km, whichever comes first)
		C					G	Transmission Fluid / Differential Oil /Axle Oil	Replace	
				E				Brake Fluid	Replace	
A		C		E	F	G		Brake Pads, rotos & other brake components	Inspect	
	B	C		E			H	Coolant	Replace	
					F			Lock, hinges, hood latch & metal surfaces	Lubricate	
					F	G		Steering gear & linkage, axle & suspension parts, propeller shaft & drive shaft	Inspect	

PERIODIC MAINTENANCE SERVICE RECORDS

1 month / 1,000km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

6 month / 7,500km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

SERVICE INTERVAL IN SEVERE
DRIVING CONDITIONS

12 month / 15,000km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

18 month / 22,500km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

SERVICE INTERVAL IN SEVERE
DRIVING CONDITIONS

24 month / 30,000km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

30 month / 37,500km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

SERVICE INTERVAL IN SEVERE
DRIVING CONDITIONS

PERIODIC MAINTENANCE SERVICE RECORDS

36 month / 45,000km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

42 month / 52,500km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	SERVICE INTERVAL IN SEVERE DRIVING CONDITIONS

48 month / 60,000km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

54 month / 67,500km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	SERVICE INTERVAL IN SEVERE DRIVING CONDITIONS

60 month / 75,000km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

66 month / 82,500km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	SERVICE INTERVAL IN SEVERE DRIVING CONDITIONS

PERIODIC MAINTENANCE SERVICE RECORDS

72 month / 90,000km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

78 month / 97,500km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	SERVICE INTERVAL IN SEVERE DRIVING CONDITIONS

84 month / 105,000km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

90 month / 112,500km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	SERVICE INTERVAL IN SEVERE DRIVING CONDITIONS

96 month / 120,000km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

102 month / 127,500km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	SERVICE INTERVAL IN SEVERE DRIVING CONDITIONS

PERIODIC MAINTENANCE SERVICE RECORDS

108 month / 135,000km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

114 month / 142,500km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	SERVICE INTERVAL IN SEVERE DRIVING CONDITIONS

120 month / 150,000km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

126 month / 157,500km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	SERVICE INTERVAL IN SEVERE DRIVING CONDITIONS

132 month / 165,000km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	

138 month / 172,500km <small>Whichever comes first</small>	
Date:	Dealer Stamp & Sign
Mileage:	
Invoice #:	SERVICE INTERVAL IN SEVERE DRIVING CONDITIONS

ODOMETER REPLACEMENT RECORD

If the odometer is broken, please replace with a new one by the authorized dealer or service provider designated by GWM.

<p>Date:</p> <input data-bbox="114 277 454 449" type="text"/>	<p>Old odometer reading</p> <p>Kms: <input data-bbox="643 316 1489 468" type="text"/></p>
<p>Dealer stamp:</p> <input data-bbox="114 525 454 941" type="text"/>	<p>New odometer reading</p> <p>Kms: <input data-bbox="643 553 1489 704" type="text"/></p> <p>Dealer name: <input data-bbox="632 732 1477 941" type="text"/></p>

ODOMETER REPLACEMENT RECORD

If the odometer is broken, please replace with a new one by the authorized dealer or service provider designated by GWM.

<p>Date:</p> <input data-bbox="114 277 454 449" type="text"/>	<p>Old odometer reading</p> <p>Kms: <input data-bbox="643 316 1489 468" type="text"/></p>
<p>Dealer stamp:</p> <input data-bbox="114 524 454 941" type="text"/>	<p>New odometer reading</p> <p>Kms: <input data-bbox="643 552 1489 703" type="text"/></p> <p>Dealer name: <input data-bbox="632 731 1477 941" type="text"/></p>

OWNER INFORMATION CHANGE FORM

Please tick one of the boxes below

Phone / Address change

New Owner

Owner's Name

Address

Mobile Phone No.

Vehicle Identification No.

Engine No.

License Plate No.

Date of Purchase	Present Mileage	km
------------------	-----------------	----

Owner's Signature

Please tick one of the boxes below

Phone / Address change

New Owner

Owner's Name

Address

Mobile Phone No.

Vehicle Identification No.

Engine No.

License Plate No.

Date of Purchase	Present Mileage	km
------------------	-----------------	----

Owner's Signature

DESIGNATED DEALERS OR SERVICE NETWORK

Note: For latest updates lists please refer to the GWM website at www.gwm.com.my

