



# **Service Activated Roadside Assistance (SARA) Program**

**Terms and Conditions - Australia**

**Effective for Ora 5 EV SUV and all  
other models July 1<sup>st</sup>, 2026**

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The safety and quality of our customers' driving experience is of paramount importance. That's why GWM owners as of the Ora 5 EV SUV and all other models from July 1<sup>st</sup> onwards are supported with Service Activated Roadside Assistance for 7 years<sup>^</sup> after their Warranty Start date.

This service is available nationwide<sup>#</sup>, 24 hours a day, 365 days a year.\*

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## **Service Activated Roadside Assistance (SARA) – Terms & Conditions**

### **1. Program Commencement**

- Service Activated Roadside Assistance (SARA) applies to the Ora 5 EV SUV and all new vehicles with warranty start date on or after 1 July 2026.
- Customers who purchased vehicles prior to this date will remain on their existing Roadside Assistance program and are not affected by these SARA Terms & Conditions.

### **2. Program Duration**

Ora 5 EV SUV and all eligible new vehicles warranty start date from 1 July 2026 will be enrolled in a 7-year SARA program, commencing from the vehicle's original retail date.

### **3. Complimentary Coverage**

Customers will receive the first 12 months of complimentary SARA coverage from the vehicle's warranty start date.

### **4. Ongoing Eligibility Requirements**

To maintain continuous SARA coverage beyond the initial 12-month period, customers must:

- Have their vehicle serviced at GWM Authorised Dealership within the required service period, and adhering to the manufacturers service requirements. The service must qualify as an eligible Scheduled Service.
- While the SARA program is aligned with the 7-year capped-price service schedule, customers that complete 7 eligible services before the time period expires may maintain SARA support on the provision the customer returns for scheduled service events at GWM Authorised Dealerships, up until the completion of the 7<sup>th</sup> year.
- Any such extensions are subject to the same eligibility criteria, including CPS completion within the required service periods.

Upon completion of an eligible service, the vehicle will receive an additional 12 months of SARA coverage, only up to the end of the 7th year from the vehicle's warranty start date.

### **5. Service Eligibility and Leeway**

- SARA eligibility and any applicable leeway period are directly aligned with the CPS eligibility criteria, that being 2,000kms or 2 Months, whichever occurs first.
- Any grace period for late servicing will be determined in accordance with these CPS requirements.

<sup>^</sup> Provide customer meets their Service Obligations

<sup>#</sup> Service area limits apply. For details, read the Terms and Conditions.

\* See terms and conditions

## 6. Lapsed Coverage

- If an eligible CPS is not completed within the required timeframe, SARA coverage will lapse.
- Lapsed coverage can be reinstated upon completion of the next eligible CPS service.
- Coverage reinstatement will provide 12 months of SARA from the date the next eligible CPS is completed, up to the end of the 7th year from the vehicle's warranty start date

## 7. Reinstatement of Coverage

If SARA coverage has lapsed:

- Coverage may be reinstated by completing an eligible CPS at an authorised service provider.
- Upon completion, the vehicle will receive 12 months of renewed SARA coverage, only up to the end of the 7th year from the warranty start date.

## 8. Transferability

- SARA coverage is attached to the vehicle, not the owner.
- In the event of a change in ownership, any active SARA coverage will automatically transfer to the new owner for the remainder of the applicable coverage period, subject to these Terms & Conditions.

## 9. Relationship to Standard Roadside Assistance

- SARA operates as an amendment and extension to the existing GWM ANZ Roadside Assistance provisions.
- All standard Roadside Assistance terms, conditions, and provisions continue to apply in full force and effect.
- In the event of any inconsistency, the SARA terms and conditions take priority, but only for SARA-related matters such as eligibility, servicing requirements, coverage, renewal etc.
- For all other matters not addressed by SARA, the Standard Roadside Assistance terms and conditions shall govern.

## 10. General Conditions

- All services must be completed in accordance with manufacturer guidelines and service schedules.
- The program is subject to change at the discretion of the provider.

<sup>^</sup> Provide customer meets their Service Obligations

<sup>#</sup> Service area limits apply. For details, read the Terms and Conditions.

<sup>\*</sup> See terms and conditions