

Schedule One – Service Entitlements

GWM Roadside Assistance Programme

ROADSIDE ASSISTANCE

Subject to the terms and conditions of this Agreement, roadside assistance will be provided 24 hours per day, 365 days per year (every day) for any Nominated Vehicle for the Service Period prescribed in the Commercial Terms in the North and South Island of New Zealand. Please note that service is not available either on the Chatham Islands or on Stewart Island.

1.0 Roadside Assistance - General Delivery

The frequency of calls for service is unlimited and service coverage is in the North and South Island of New Zealand (service conditions apply - see Schedule Two – Service Conditions).

Roadside assistance will be delivered nationally from the Driver's home address to any part of the North and South Island of New Zealand subject to the conditions in this Agreement. In all cases, the method in which the Service Entitlements are delivered shall, at all times, rest with the Supplier so long as they are in accordance with the terms of this Agreement (including the Key Performance Indicators in Schedule Three).

Roadside assistance services will be offered promptly, and a Supplier Service Provider dispatched should the Nominated Vehicle become disabled due to (non-collision related) mechanical failure or automotive related (non-mechanical) Driver fault.

The Supplier, through the Supplier Service Provider will endeavour to make the Nominated Vehicle mobile at roadside so that the Driver can continue the journey. However, where this is not possible or practical, or where any mechanical action may void any part of the Nominated Vehicle's warranty, towing will be provided (see Section 5.0).

Roadservice will be provided to the Nominated Vehicle regardless of Driver fault (with exception of lockouts) for the Service Period prescribed in the Commercial Terms .

2.0 Roadside Assistance - Mechanical Related

The Supplier Service Provider will attempt to rectify (in so far as is viable and practical on a roadside) any non-collision or non-insurance related mechanical failure that has disabled the Nominated Vehicle and made it unsafe or unable to be driven.

3.0 Roadside Assistance – Non-Mechanical Related

Wheels and Tyres

Spare Wheel

The Supplier Service Provider will change a damaged tyre/wheel with the Nominated Vehicle's serviceable spare, where it is roadworthy and compatible with the other tyres/wheels of the Nominated Vehicle. Where there is no serviceable spare, the Supplier will arrange recovery to the nearest tyre facility at the Driver's expense.

Run Flat Tyre

Advise the Driver they can drive on to the nearest tyre facility at speed limits and distance limits outlined in their manual.

If the tyre is unsafe or unable to drive on due to damage, the Supplier Service Provider will arrange recovery of the Nominated Vehicle to the nearest tyre repair shop at the Driver's expense.

Tyre Inflator Kit

Assistance will be given to inflate the tyre, however if the tyre is unsafe to drive on, then the Supplier Service Provider will arrange recovery to the nearest tyre facility at the Driver's expense.

If the kit is not with the Nominated Vehicle, or has been used and not replenished, any recovery is at the Driver's expense.

In some metro areas the Supplier Service Provider may also carry a temporary tyre inflator repair kit and this will be utilised at no charge to the Driver to mobilise the Nominated Vehicle for continued travel to the nearest tyre repair shop.

Battery Assistance

The Supplier Service Provider will provide a battery boost and any other practical assistance at the roadside to start the Nominated Vehicle. If a battery is deemed faulty a jump start will be attempted and the Driver recommended to drive to the nearest dealer for further testing and/or replacement.

If a jump start fails, a tow will be provided to the nearest GWM authorised dealer or to the service facility of the local supplier approved repairer in accordance with Section 5.0 Roadside Assistance - Towing

In the event of an after-hours emergency or where the Nominated Vehicle is unable to be transported to a GWM authorised Dealer, the Supplier Service Provider will arrange to supply and fit a new battery (where available) at the Driver's expense (if the battery is still under warranty, a claim for the cost of the replacement battery can be made through an authorised GWM Dealer).

N.B. Batteries out of warranty will be replaced at the Driver's expense.

Lost Keys/Lockout

The Supplier Service Provider will attempt to gain entry to the Nominated Vehicle and recover the keys. If access to the Nominated Vehicle cannot be obtained the Supplier Service Provider can either arrange for a locksmith to attend to make a new key (where possible) or recover the Nominated Vehicle to the nearest GWM dealer or local supplier approved repairer at the Driver's expense.

The cost of making any replacement key(s) will be at the Driver's expense.

Out of Fuel

The attending Supplier Service Provider will provide \$30.00 worth of liquid fuel to enable an 'out of fuel' Nominated Vehicle to be driven to the nearest service station. The callout will be covered by the Supplier and the cost of fuel will be at the Driver's expense.

If the Supplier Service Provider cannot supply fuel, then it will transport the Nominated Vehicle to the nearest service station at the Supplier's expense. The cost of the fuel will be at the Driver's expense.

EV Out of Charge

Where a mobile EV charger is available, assistance will be provided to top up the Nominated Vehicle with enough charge to drive to a place of safety/charging station.

Where there is no mobile EV charger available, a tow will be provided to the closest place of safety/charging station at the Driver's expense

Wrong Fuel or Incorrectly Fuelled

The Supplier Service Provider will facilitate the recovery of the Nominated Vehicle to the nearest GWM authorised Dealer. All costs are at the Driver's expense.

4.0 Roadside Assistance - Interim Service

Any Nominated Vehicle that is not listed on the Supplier's database will be accepted for service. GWM will then confirm the registration number the next working day.

The extent of Service delivered under Interim Service events will be provided to that specified in this Schedule One – Service Entitlements.

5.0 Roadside Assistance - Towing

Where the Nominated Vehicle cannot be made mobile at the roadside following a breakdown, towing will be provided to the closest authorised GWM dealer from the breakdown site to a limit of \$350.00 including GST.

This applies to cities where an authorised GWM dealer is present. In all other cases where there is no authorised GWM dealer available, towing to the local supplier approved repairer will be provided to a limit of \$350.00 including GST.

If the Nominated Vehicle cannot be mobilised at the Supplier approved repairer's facility, the Nominated Vehicle will be towed to the nearest authorised GWM dealer as soon as practicable, at the expense of the Supplier.

The towing destination can only be determined on an individual incident basis.

After Hours Towing

Where a Nominated Vehicle has become disabled and requires towing during periods where the authorised authorised GWM dealer or the local supplier approved repairer is not open, towing and appropriate vehicle storage arrangements will be made (where available), at the Supplier's expense, until the Nominated Vehicle can be delivered to the nearest facility under the above criteria.

Caravans/Trailer towing

Towing will also be provided, where possible, for caravans or any other form of trailer body whilst being towed by any Nominated Vehicle, which has experienced a roadside breakdown and requires towing.

Provided the Nominated Vehicle and any trailer body can be transported by one standard towing vehicle, expenses will be covered to the values specified in the above criteria and any additional costs i.e. storage of any caravan or any other form of trailer body is at the expense of the Driver.

Any additional or alternative towing requirements under the terms in towing conditions would be at the Driver's expense. In all cases, the decision regarding whether a Nominated Vehicle requires towing will rest with the Supplier Service Provider.

On-tow Caravan/Trailer Limits

The Service Entitlement covers caravans and trailers on tow at the time of the breakdown up to a maximum 7 metres in length (excluding tow-bar), 2.44 metres wide and /or 3 metres high. When recovery of a vehicle is required, caravans and trailers on tow at the time of the breakdown may be towed by the Supplier Service Provider if not required to be lifted and carried. Any trailer or caravan that is un-roadworthy, overloaded, or in an unsafe condition will only be towed or transported at the Driver's expense and only provided it is legal to do so in the opinion of the Supplier Service Provider.

6.0 Advice/Referral Assistance

In the event of a vehicle breakdown, car accident or vehicle theft, advice/referral assistance will be provided to the Nominated Vehicle Driver with the assistance and expertise of the Supplier Service Provider to obtain advice regarding 'who to call' and to alter or make onward arrangements for accommodation, car rental, travel and vehicle recovery. All bookings and arrangements will be made on behalf of and at the Driver's expense.

7.0 Courtesy Vehicle

The Supplier will, where able, provide GWM owners with access to a courtesy car when the Nominated Vehicle is towed to an authorised GWM dealer and determined to be off the road for a defined period of time.

When a customer is deemed eligible by GWM, the Supplier will source a courtesy car and provide for a maximum period of two days using the Supplier's preferred rental vehicle network.

GWM may choose to extend the initial 2 days period at their discretion, and the cost of this courtesy car will be met by GWM.

If the Nominated Vehicle breaks down on Friday and towed to the dealer who may not be able to look at the vehicle until Monday, the customer will require a courtesy for a maximum period of three days.

GWM may choose to extend the initial 3 days period at their discretion, and the courtesy car cost after 3 days will be covered by GWM.

The provision of a courtesy car will be subject to availability and will be provided on a best endeavours basis. The cost of transportation of the customer to the courtesy car outlet will be borne by the Driver.

8.0 Service Entitlements Do Not Cover The Following

Cost of repairs to the Nominated Vehicle that may fall outside the normal GWM warranty provisions. This decision will be the responsibility of GWM or its representative, and authorisation for repairs to be carried out must be obtained prior to commencing.

Inter-island ferry charges.

Cost of repatriation of a repaired Nominated Vehicle.

Schedule Two – Service Conditions

1.0 Remote Areas

Remote areas are defined as areas within New Zealand that are sparsely populated and where no authorised GWM dealer is reasonably proximate and/or where Supplier Service Provider services are not readily available.

Where a Nominated Vehicle breakdown occurs in a remote (sparsely populated) area, roadside assistance will be provided by the Supplier Service Provider however, service delivery may be subject to lengthy delays due to breakdown location, the Supplier Service Provider availability and accessibility.

The Supplier agrees to make alternative service arrangements for Drivers of Nominated Vehicles who experience a breakdown in remote (sparsely populated) locations in an effort to reduce the impact of delays and other inhibiting factors brought about by the breakdown location to ensure customer satisfaction is maintained.

2.0 Towing Limitations

Towing will only be provided for Nominated Vehicles up to 3500kg GVM at the time of breakdown and where the disabled Nominated Vehicle's physical dimension does not exceed 2.44 metres in width and 7.0 metres in length, and where the wheel span is less than 1.8 metre's wide. Vehicles exceeding these limitations will be offered towing at the Driver's expense. In these circumstances the Supplier may at its discretion pay the cost equivalent to transport a vehicle that is within the above limitations, with any costs above this being at the Driver's expense.

3.0 Service Limitations

Services will be refused where the Supplier Service Provider attends a roadside assistance event and under initial inspection reasonably determines that;

- the Nominated Vehicle has been participating in any form of motor sport; or
- the Driver has been engaged in unlawful activity or driving under the influence of alcohol or drugs; or
- the Nominated Vehicle has undergone major body modifications; or
- there is a perceived safety risk in the reasonable opinion of the Supplier Service Provider.

4.0 Trafficable Roads

Service will only be provided to Nominated Vehicles disabled on constructed roads/driveways that are legally trafficable by conventional two wheel drive vehicles and/or the towing/recovery vehicle (where required) as determined by the Supplier Service Provider.

5.0 Vehicle Rescue

Where the Nominated Vehicle becomes disabled off a legally trafficable road such as beaches, fields or creek beds, vehicle rescue may be arranged at the discretion of the Supplier Service Provider at the Driver's expense.

6.0 Bugged Vehicle Recovery

Service Entitlements will be provided by the Supplier at its expense to Nominated Vehicles stranded on a trafficable road (as defined in Section 4 of this Schedule) and where no special equipment such as power winches or extended cables etc. are required.

7.0 Special Equipment

Should special equipment be necessary to effectively deliver Service Entitlements and/or where the Supplier Service Provider has to return to their service facility to obtain this special equipment, the additional cost involved will be charged to the Driver.

8.0 Natural Disasters/Industrial Disputes

The Supplier reserves the right to alter and/or offer alternative assistance where a natural disaster (such as a flood, storm or fire) or an industrial dispute places extraordinary demands on the provision of Service Entitlements. Where a disabled Nominated Vehicle cannot be reached, for example due to a natural disaster or an industrial dispute, the Supplier Service Provider will attempt to provide whatever alternative assistance is practicable under the circumstances. Any such assistance will be at the discretion of the Supplier and will not be unreasonably withheld.

9.0 Collision / Accident

Nominated Vehicles which are damaged as a result of a collision or impact with any object, whether caused by mechanical failure or for any other reason (including fire), or for any other incident generally covered by motor vehicle insurance, will not be provided with towing under this Agreement. However, towing assistance can be arranged at the Driver's expense.

A normal roadside assistance tow excludes the cost of on-site delays such as waiting for police, ambulance etc, and/or the use of special equipment required to load the Nominated Vehicle on to the tow vehicle, and/or site debris clearing requirements.

10. Home Assistance

Assistance for Nominated Vehicles will be provided at the home address in the same way as at roadside. However, during times of peak demand, 'at roadside' calls will be given priority over that of 'at home' calls for assistance.

11. Unattended Vehicles

Nominated Vehicles which are found to be unattended will not receive service under any circumstance. The owner or the Driver must wait with the Nominated Vehicle until the Supplier Service Provider arrives. Where the owner or Driver has elected an authorised representative, this representative must hold a current motor vehicle drivers licence in case the Nominated Vehicle is required to be moved.

Where the Nominated Vehicle is found to be unattended, and should peak demand or any other circumstance inhibit the Supplier Service Provider in waiting, the roadside assistance job will be aborted. Any subsequent calls for service (deemed by the Supplier Service Provider to be for the same incident) will be at the Driver's expense.

12. Attempted Repairs

Where the Supplier Service Provider attends a roadside assistance event and under initial inspection reasonably considers a third party attempt to repair the Nominated Vehicle has occurred and caused damage and where the Nominated Vehicle cannot be started or driven without further potential risk of damage, Service Entitlements may be refused. Towing under this circumstance would be at the Driver's expense.

13. Caravan and Trailer

Roadside assistance will not be provided for caravans or any other form of trailer body being towed by the Nominated Vehicle. However, should the Nominated Vehicle, whilst encumbered by a caravan or any other form of

on-tow vehicle, experience a roadside breakdown and require towing, all transport expenses to get the Nominated Vehicle, and any on-tow vehicle to its destination, provided they can be transported by one standard towing vehicle, will be met by the Supplier.

14. Cargo

The Supplier and the Supplier Service Providers will accept no responsibility under any circumstances for the security and/or any loss associated with a disabled Nominated Vehicle's cargo which may result from delays in providing roadside assistance and/or towing.

15. Neglect and/or Abuse

The Supplier will not be responsible for additional or increased costs and expenses as a result of the following:

- (a) where additional costs are incurred by the Supplier resulting from product abuse or neglect by the owner or Driver of a Nominated Vehicle which will be the responsibility of the Driver; or
- (b) repeated incidents by an owner or Driver of a similar nature in which it can be reasonably determined that the frequency and/or type of incident is as a result of the owner or Driver negligence whereupon the Supplier will notify GWM of suspension of a service to that owner or Driver. GWM shall notify the owner or Driver of service suspension within thirty days of receiving notification from the Supplier.

16. Repair Costs

The Supplier will not be responsible for any costs in relation to parts or any other associated costs for the repair of the Nominated Vehicle, other than minor breakdown repairs to facilitate the immediate mobilisation of the Nominated Vehicle.

17. Nominated Vehicles in Dealer's Care

Where the Supplier is required to attend to a roadside breakdown whilst the Nominated Vehicle is in the care of an authorised GWM dealer or in a used car dealer's yard, the Service Entitlements will be provided by the Supplier at the expense of GWM.

18. General Exclusions for Roadside Assistance

- Vehicle parts/fuel/repairs on garage premises.
- Vehicles of an un-roadworthy/unsafe condition.
- When the vehicle was being used for racing, pace making, speed testing, reliability trials, competitions or off-road activities at the time of the breakdown.
- Carriage of passengers as a result of a breakdown can only be to the legal limit of the attending vehicle. Any expense as a result of additional transportation or a return journey to pick up extra passengers is at the Driver's cost.
- Where roadservice assistance is required as a result of a vehicle being incorrectly fuelled, then a tow will be arranged to the nearest place of repair or safety at the expense of the Driver.
- Vehicles requiring assistance with snow chains.