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As an important document for vehicle user who has bought products of SAIC MAXUS Automotive Co.,Ltd to enjoy first maintenance, quality assurance, routine maintenance and feedback activities, this Warranty & Service Handbook is just for only one merchandise vehicle with one to one relationship, thus the vehicle user shall not lend this 'Handbook' to non-users or let them use and where found, SAIC MAXUS Automotive Co.,Ltd authorized Service Provider (hereinafter referred to as "authorized Service Provider") is entitled to reclaim and turn in this Handbook.

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## To Users

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Dear user:

Thank you for choosing SAIC MAXUS Automotive Co.,Ltd products.

Prior to driving you must read the Warranty & Service Handbook and the Driver's Handbook. Driver's Handbook will help you fully understand the use and operation of each functional system of our company manufactured series vehicle. While Warranty & Service Handbook is not only the major document for you to enjoy our company quality assurance and maintenance, but also the effective record for you to have other maintenance and service correctly.

This Handbook sets out criteria and standards of technical inspection and maintenance for your vehicle. It includes all instructions about maintenance and intervals and in order to ensure reliable running of your vehicle, please take maintenance by strictly adhering to maintenance plan stated herein.

In the event that faults occurred while using the vehicle, only authorized Service Provider has the right to accept quality assurance applications and where faults found, you shall immediately go to authorized Service Provider for inspection or contact authorized Service Provider in time.

For more information about your vehicle maintenance and service, consult authorized Service Dealers whose detailed contact information can be obtained through the official website of SAIC MAXUS Automotive Co.,Ltd.

Best after-sale service is the extension of SAIC MAXUS Automotive Co.,Ltd products and SAIC MAXUS Automotive Co.,Ltd will do all we could to provide satisfactory service to our users. You will enjoy the most considerate service after purchasing our products!

Wish you a pleasant driving!

SAIC MAXUS Automotive Co.,Ltd. Address:#2500, Jun Gong Road, Yang Pu District, Shanghai Postcode: 200438

SAIC MAXUS Automotive Co.,Ltd reserves the final right to interpret this Handbook.

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# Warranty & Service Handbook

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## Warranty quality assurance

You could select any authorized Service Provider to complete maintenance as there is perfect network for authorized Service Provider. Since they take the advantages of special maintenance tools, staff's maintenance skills and experience and technical information SAIC MAXUS Automotive Co.,Ltd supplied, every authorized Service Provider will ensure professional and careful inspection and maintenance for your vehicle with latest technology development.

The scope of warranty claim depends on sales contract and you could submit claim application to any authorized Service Provider. Please obey regulations herein and ensure that these regulations are obeyed as well while leaving the vehicle to others for use and maintenance. Only in that way could you be entitled to enjoy the right of quality assurance.

We will provide vehicle warranty service in accordance with terms, conditions and restrictions below.

### ■ Objects of quality warranty

Vehicles SAIC MAXUS Automotive Co.,Ltd manufactured and authorized to sell and authentic parts customer bought at authorized Service Provider at his/her own cost.

### ■ Conditions of quality warranty

1. The vehicle or authentic parts are within quality warranty period.
2. The user shall show Warranty & Service Handbook stamped by authorized Service Provider.
3. The user must fulfill the maintenances as per the maintenance schedule, including at least one saturated charging for the battery every month.

### ■ Quality warranty period

Quality warranty period of the vehicle and authentic parts shall be calculated from the date when the new vehicle or parts purchased (invoice date shall prevail) and the then travel mileage, which shall be noted in Warranty & Service Handbook and delivered to the user with the vehicle together.

Part replacement within quality warranty period shall not change the vehicle quality warranty period and parts replaced for warranty shall be owned by our company; New vehicle user shall still be entitled to the remaining warranty period after the vehicle re-sold.

# Warranty

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## 1. **Warranty period of vehicle:**

Vehicle quality warranty shall be \_\_\_\_ months or \_\_\_\_\_ km (whichever comes the first) from the vehicle purchase date (invoice date shall prevail).

Warranty period of the drive motor and the vehicle controllers shall be \_\_\_\_ months or \_\_\_\_\_ km (whichever comes the first).

Warranty period of the power battery shall be \_\_\_\_ months or \_\_\_\_\_ km (whichever comes the first).

Notice: The contract you signed with our authorized Service Provider shall prevail for the warranty period of your vehicle.

## **Warranty period of wearing parts:**

- Warranty period of tyre is 30 days under normal use and quality problem shall be warranted.
- Warranty period of battery is 12 months or 20,000 km (whichever comes the first) under normal use and the defect shall be governed by detection results of battery detector.
- Glass products shall be warranted for discoloration, optical distortion, bubble and layering due to material and manufacturing process within 30 days after vehicle purchase.
- Every class of oil (grease), brake fluid, coolant fluid, bulbs, lampshade, fuses, wiper blades, paint peel, cracking etc caused by user or climatic conditions shall not be warranted.
- Brake friction linings shall not be warranted except for material failure within 3 months or 5,000 km (whichever comes the first).

## 2. **Warranty period of authentic parts:**

- 'Authentic parts' refers to the replacement parts customer bought from authorized Service Provider with his/her own cost.
- Quality warranty period of authentic parts shall be 12 months or 20,000 km from purchase date (invoice date shall prevail) (whichever comes the first).
- Start date and mileage: Start from the date and mileage recorded on the maintenance record table of authorized Service Provider.

# Warranty

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## ■ First compulsory maintenance

1. In order to keep customer's vehicle in good condition and prolong its service life, when the vehicle travel mileage reaching 30,000 km or 24 months(whichever comes the first), please take the first compulsory maintenance at authorized Service Provider.
2. Vehicles that fails to have first compulsory maintenance as regulated shall be deemed as an automatic waiver of vehicle maintenance.
3. Vehicle regular maintenance: In order to keep the vehicle in good condition and prolong its service life, subsequent maintenance shall be done regularly at authorized Service Provider at an interval of 30,000 km or 24 months(whichever comes the first) after the first compulsory maintenance.

## ■ Applicable scope of quality warranty

Vehicle faults occurred due to material, manufacture or design within quality warranty period and accessories necessarily involved (such as lubricant, brake fluid, coolant, power steering fluid and AC coolant) during maintenance shall be warranted as well.

## ■ Scope outside quality warranty

1. Vehicle damage or failure due to improper vehicle storage and maintenance from such, including but not limited to high voltage battery pack discharge, 12V battery discharge and vehicle damaged by outside environment for the reasons.
2. Users who fail to have vehicle maintenance in accordance with first compulsory maintenance shall be deemed as an automatic waiver of vehicle maintenance right.
3. Vehicles whose manufacture date, purchase date, travels mileage cannot be recognized due to the reasons attributed to the customer.
4. Vehicles that have maintenance at non authorized Service Provider without the consent of SAIC MAXUS Automotive Co.,Ltd. In principle, vehicle faults caused by the reasons that customers fail to take maintenance pursuant to each maintenance regulation shall not be indemnified by our company and relative costs shall be borne by the customers themselves.
5. Vehicle malfunction caused by the user's self-adjustment or measurement of the vehicle (including door adjustment, wheel alignment, and tire balancing.)
6. Vehicle damage caused by inadequate maintenance or the use of lubricant and coolant disaccording to the requirements of Driver's Handbook.
7. Vehicle damage resulted from overhead falling objects (chemical substances, twigs and acid rain), stones, hailstone, lightning, earthquake, flood, storm and improper sealing.

# Warranty

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8. Vehicle damage caused by using non-authentic parts of our company.
9. Vehicle damage due to collision, fire, stealing, vehicle and traffic accident, freezing, destruction, riots, explosion, crash of foreign objects or intentional act.
10. Vehicle damage caused by improper vehicle use or maintenance, including but not limited to charging device malfunction, abnormal charging voltage, operation out of control, overload and vehicle race etc.
11. Vehicle damage due to vehicle retrofitting, refitting and modification without the consent of our company (including vehicle body, chassis, power system, electrical system and other system).
12. Vehicles whose odometer disconnected or reading changed (excluding repair, adjustment or replacement of the odometer by authorized Service Provider for the purpose of quality warranty).
13. Economic losses or extra costs outside quality warranty scope, including but not limited to losses for vehicle out-of-use, inconvenience, storage, time or wage, car rental costs, accommodations, other travel costs and other incidental economic losses.
14. Feelings that generally acknowledged not resulted from material and manufacturing defects or just happened during very special operations, including but not limited to subtle noise and shake and very slight leakage near the sealing gasket or oil seal that not affect product quality and functions.
15. Before requiring quality warranty, original state of the defective part fails to be protected or after faults occurred, damage deteriorated by handling without the consent of authorized Service Provider.
16. Defects caused by aging during normal use or environmental contamination, including but not limited to rustiness or worsening of metal parts, coating paint discoloring, color fading and losing etc., artificial leather and other interior trim discoloring, color fading and deforming and rubber parts aging.



# Maintenance

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## Maintenance categories under normal and bad conditions

- Driving under normal conditions

Maintenance shall be done regularly in accordance mileage in maintenance plan.

### Maintenance interval

First maintenance	30,000 km or 24 months (whichever comes the first)
General maintenance	Every 30,000 km or 24 months (whichever comes the first)
Special maintenance	After reaching regulated mileage or time, add special maintenance items based on general maintenance.

**Caution :** *The mileage and time specified in the maintenance interval are subject to whichever comes the first.*

- Driving under bad conditions

For driving under conditions worse than normal vehicle service conditions to shorten the maintenance interval.

For example:

- Driving in construction site of very difficult terrain while under heavy load (unpaved road);
- Often driving on the road without gravel paving;
- Extreme short distance transportation etc.

## Maintenance precautions

- Maintenance supplies

Parts shall match the lubricants. Thus only what we tested and recommended shall be used.

Every authorized Service Provider will provide suggestions to you.

- Lubrication

Refer to maintenance plan for lubrication and listed lubrication items.

- Important bolt connections

Important bolt connections shall be checked frequently and retightened when necessary in accordance with different driving conditions such as driving on very bad road or construction site.

Important parts of bolts connections include but not limited to: wheel, mounting parts (including sub-frame, lower swing arm, shock absorber, leaf spring and knuckle etc), steering unit, ABS, door cover stopper and hinge.

# Maintenance

## Maintenance plan

No.	Maintenance cycle/ Maintenance items	General maintenance requirements for driving under normal conditions	Mileage (km)	
			First 30,000	Every 30,000
			Time (month)	
			First 24 months	Every 24 months
1	Perform the pressure test for the drive motor expansion tank cover and check the situation of cooling system pipelines and connections		√	√
2	Check the level and concentration of drive motor coolant and when necessary add coolant		√	√
3	Check the mounting bracket of drive motor		√	√
4	Check high voltage harnesses for presence of interference, wear, and damage		√	√
5	Check the appearance of low voltage connectors and check them for reliable and proper installations		√	√
6	Check the appearance of high voltage connectors and check them for reliable and proper installations		√	√
7	Check the saturated charging status of the high voltage battery pack and when necessary perform the saturated charging		√	√
8	Check the appearance of housing (including brackets) for presence of cracking and deformation		√	√

# Maintenance

No.	Maintenance cycle/ Maintenance items	General maintenance requirements for driving under normal conditions	Mileage (km)	
			First 30,000	Every 30,000
			Time (month)	
			First 24 months	Every 24 months
9	Check the status of manual maintenance switch and ensure its reliable installation and remove the dusts from the surfaces		√	√
10	Check for brake fluid level and brake system pipeline and fill up brake fluid when necessary		√	√
11	Check for reliable and effective fixings and retainers of front and rear suspension		√	√
12	Check for reliable and effective connections of steering track rod, ball joint and knuckle retaining bolts		√	√
13	Chassis inspection: Check for each part, fixing, harness and pipeline of chassis are secured reliably and effectively with no disturbance; Check for chassis oil and water leakage		√	√
14	Tyres: Check for rear hub bearing and check for tyre pressure and wearing; Calibrate tyre pressure; Exchange tyre position when necessary; Check and tighten bolts to regulated torque		√	√
15	Check for complete and effective light signal, instrument display, electrical device functions		√	√
16	Check for battery level and charging and check and clear battery terminals, tightened when necessary		√	√
17	Check for damaged air bag surface and reliable and effective seat belt functions		√	√

# Maintenance

No.	Maintenance cycle/ Maintenance items	General maintenance requirements for driving under normal conditions	Mileage (km)	
			First 30,000	Every 30,000
			Time (month)	
			First 24 months	Every 24 months
18	Check for reliable and effective AC pipeline connection and securing; Check for good AC functions		√	√
19	Road test: performance test		√	√
20	Check for disturbance and damage of vacuum system pipeline		√	√
21	Check for front and rear brake shoes and parking brake clearance, adjust and replace when necessary		√	√
22	Check for transmission shaft universal joint gaiter is damaged		√	√
23	Check for wear and cracking of leaf spring end pad and lug bushing and replace when necessary		√	√
24	Read faults memory information of each system with after-sale diagnostic equipment		√	√
25	Check for free travel of steering wheel and adjust when necessary		√	√
26	Clean and lubricate vehicle body accessories such as door lock, hinge and track		√	√
27	Clean AC ventilation system and replace when necessary		√	√

# Maintenance

No.	Maintenance cycle/ Maintenance items	General maintenance requirements for driving under normal conditions	Mileage (km)	
			First 30,000	Every 30,000
			Time (month)	
			First 24 months	Every 24 months
28	Replace brake fluid every 24 months or 60,000 km (whichever comes the first)		Special maintenance item	
29	Replace coolant every 24 months or 60,000 km (whichever comes the first)		Special maintenance item	
30	Replace electric drive axle lubricating oil, at first 50,00 km and every 36 months or 80,000 km (whichever comes the first) subsequently		Special maintenance item	
<p>Note:</p> <ol style="list-style-type: none"> <li>The maintenance content of this table is applicable to our company manufactured pure electric series vehicle and selection of maintenance items shall depend on vehicle features.</li> <li>The maintenance interval of air filter element and AC ventilation system element shall be shortened for vehicles running in the environment full of dust.</li> <li>Tire rotation every 5,000 to 10,000 km based on tire wear and then tire pressure correction.</li> </ol>				

# Maintenance record part

## Maintenance record

Maintenance record	Maintenance record
Maintenance date: _____ Odometer reading: _____ Km	Maintenance date: _____ Odometer reading: _____ Km
Record items: _____ _____ _____	Record items: _____ _____ _____
Name of authorized Service Provider:      Stamp of authorized Service Provider:	Name of authorized Service Provider:      Stamp of authorized Service Provider:
Next maintenance engagement    Date: _____ Mileage: _____ Km	Next maintenance engagement    Date: _____ Mileage: _____ Km

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# Maintenance record part

## Maintenance record

Maintenance date: \_\_\_\_\_ Odometer reading: \_\_\_\_\_ Km

Record items: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name of authorized Service Provider:      Stamp of authorized Service Provider:

Next maintenance engagement Date: \_\_\_\_\_ Mileage: \_\_\_\_\_ Km

## Maintenance record

Maintenance date: \_\_\_\_\_ Odometer reading: \_\_\_\_\_ Km

Record items: \_\_\_\_\_

\_\_\_\_\_

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Name of authorized Service Provider:      Stamp of authorized Service Provider:

Next maintenance engagement Date: \_\_\_\_\_ Mileage: \_\_\_\_\_ Km

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Maintenance date: \_\_\_\_\_ Odometer reading: \_\_\_\_\_ Km

Record items: \_\_\_\_\_

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Name of authorized Service Provider:      Stamp of authorized Service Provider:

Next maintenance engagement Date: \_\_\_\_\_ Mileage: \_\_\_\_\_ Km

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Maintenance date: \_\_\_\_\_ Odometer reading: \_\_\_\_\_ Km

Record items: \_\_\_\_\_

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Name of authorized Service Provider:      Stamp of authorized Service Provider:

Next maintenance engagement Date: \_\_\_\_\_ Mileage: \_\_\_\_\_ Km

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Record items: \_\_\_\_\_

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Name of authorized Service Provider:      Stamp of authorized Service Provider:

Next maintenance engagement Date: \_\_\_\_\_ Mileage: \_\_\_\_\_ Km

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Maintenance date: \_\_\_\_\_ Odometer reading: \_\_\_\_\_ Km

Record items: \_\_\_\_\_

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Name of authorized Service Provider:      Stamp of authorized Service Provider:

Next maintenance engagement Date: \_\_\_\_\_ Mileage: \_\_\_\_\_ Km

## Maintenance record part

### Replacement record of odometer

Receive date	Mileage at receiving	Repair order No.	Reasons of replacement	Name of authorized Service Provider
Finish date				
				Stamp of Service Provider:
				Signature of service manager:

Receive date	Mileage at receiving	Repair order No.	Reasons of replacement	Name of authorized Service Provider
Finish date				
				Stamp of Service Provider:
				Signature of service manager:

Receive date	Mileage at receiving	Repair order No.	Reasons of replacement	Name of authorized Service Provider
Finish date				
				Stamp of Service Provider:
				Signature of service manager:



# Maintenance record part

## Repair record

Receive date	Mileage at receiving	Warranty or maintenance items and parts replacement	Name of authorized Service Provider:
		1	Stamp of authorized Service Provider:
Finish date	Repair order No.	2	Signature of claimer:
		3	(sign only for quality warranty)

Receive date	Mileage at receiving	Warranty or maintenance items and parts replacement	Name of authorized Service Provider:
		1	Stamp of authorized Service Provider:
Finish date	Repair order No.	2	Signature of claimer:
		3	(sign only for quality warranty)

Receive date	Mileage at receiving	Warranty or maintenance items and parts replacement	Name of authorized Service Provider:
		1	Stamp of authorized Service Provider:
Finish date	Repair order No.	2	Signature of claimer:
		3	(sign only for quality warranty)

## Maintenance record part

Receive date	Mileage at receiving	Warranty or maintenance items and parts replacement	Name of authorized Service Provider:
		1	Stamp of authorized Service Provider:
Finish date	Repair order No.	2	Signature of claimer:
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Finish date	Repair order No.	2	Signature of claimer:
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		1	Stamp of authorized Service Provider:
Finish date	Repair order No.	2	Signature of claimer:
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## Maintenance record part

Receive date	Mileage at receiving	Warranty or maintenance items and parts replacement	Name of authorized Service Provider:
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Finish date	Repair order No.	2	Signature of claimer:
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Receive date	Mileage at receiving	Warranty or maintenance items and parts replacement	Name of authorized Service Provider:
		1	Stamp of authorized Service Provider:
Finish date	Repair order No.	2	Signature of claimer: (sign only for quality warranty)
		3	

Receive date	Mileage at receiving	Warranty or maintenance items and parts replacement	Name of authorized Service Provider:
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Finish date	Repair order No.	2	Signature of claimer: (sign only for quality warranty)
		3	

Receive date	Mileage at receiving	Warranty or maintenance items and parts replacement	Name of authorized Service Provider:
		1	Stamp of authorized Service Provider:
Finish date	Repair order No.	2	Signature of claimer: (sign only for quality warranty)
		3	

## Maintenance record part

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Finish date	Repair order No.	2	Signature of claimer:
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Finish date	Repair order No.	2	Signature of claimer:
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Receive date	Mileage at receiving	Warranty or maintenance items and parts replacement	Name of authorized Service Provider:
		1	Stamp of authorized Service Provider:
Finish date	Repair order No.	2	Signature of claimer:
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Finish date	Repair order No.	2	Signature of claimer:
		3	(sign only for quality warranty)

# Maintenance record part

## Replacement record of airbag

When replacing airbag, note parts' replacement date in the table below and stamp on relative position by authorized Service Provider. (replace parts of airbag every 10 years)

Operation record	Fit or replace parts	Fit or replace parts
Airbag	Implementation date:  Note:    Name of authorized Service Provider:  Stamp of authorized Service Provider:	Implementation date:  Note:    Name of authorized Service Provider:  Stamp of authorized Service Provider:
Airbag	Implementation date:  Note:    Name of authorized Service Provider:  Stamp of authorized Service Provider:	Implementation date:  Note:    Name of authorized Service Provider:  Stamp of authorized Service Provider:

## Maintenance record part

Operation record	Fit or replace parts	Fit or replace parts
Airbag	Implementation date: Note:  Name of authorized Service Provider: Stamp of authorized Service Provider:	Implementation date: Note:  Name of authorized Service Provider: Stamp of authorized Service Provider:
Airbag	Implementation date: Note:  Name of authorized Service Provider: Stamp of authorized Service Provider:	Implementation date: Note:  Name of authorized Service Provider: Stamp of authorized Service Provider:

## User satisfaction procedures

Your satisfaction is very vital to SAIC MAXUS Automotive Co.,Ltd. Generally, any matters about vehicle maintenance, use and claim will be settled by authorized Service Provider. Sometimes, although hope for the best for all matters, possible misunderstanding still exists. If your problems are not solved satisfactorily, you could take steps as below:

**First: discuss your problems with managers of authorized Service Provider.**

Generally discussing with business receptionists of authorized Service Provider can easily get your problems solved. If you still have questions after having the matter examined by service or parts manager, you can contact the leader of authorized Service Provider.

**Second: if you feel that further assistance is necessary to solve the problems after contacting executives of authorized Service Provider, please contact the authorized local General Agency.**

- Your true name, address, license number, telephone number
- Vehicle identification number VIN and vehicle purchase date
- Current travel mileage
- Problem fact

This Handbook introduces the important information about vehicle quality warranty and user support we provided for you, so please read this Handbook carefully and store it with the vehicle and when you transfer the vehicle to others, your subsequent user can still obtain these information.