

FREQUENTLY ASKED QUESTIONS
Introduction of Proton Exora Refinement
Friday, 16th June 2017

A. PRODUCT BACKGROUND

| 1 | What is the product concept of the car? | | | | | | | | | | | | |
|-------------------------|---|----------------|-------------|--------------------|-------|-------------------------|-------|------------|-------|--------------|-------|---------------|-------|
| | <p>The new Proton Exora main concept is 'Refinement', which addresses:</p> <ul style="list-style-type: none"> • Market concern on NVH and quality issue • The decline in sales | | | | | | | | | | | | |
| 2 | How many variants are available? <ul style="list-style-type: none"> • The New Proton Exora comes in TWO variants as follows: <table border="1" data-bbox="196 1135 671 1337"> <tr> <th colspan="2">1.6T</th></tr> <tr> <td>1.6T EXECUTIVE CVT</td><td></td></tr> <tr> <td>1.6T EXECUTIVE PLUS CVT</td><td></td></tr> </table> | 1.6T | | 1.6T EXECUTIVE CVT | | 1.6T EXECUTIVE PLUS CVT | | | | | | | |
| 1.6T | | | | | | | | | | | | | |
| 1.6T EXECUTIVE CVT | | | | | | | | | | | | | |
| 1.6T EXECUTIVE PLUS CVT | | | | | | | | | | | | | |
| 3 | What colours are available for the Proton Exora refinement? <ul style="list-style-type: none"> • There are five colours available in all variants, with the introduction of Ruby Red as new Exora colours: <table border="1" data-bbox="239 1644 930 1924"> <thead> <tr> <th>Colour Variant</th><th>Colour Code</th></tr> </thead> <tbody> <tr> <td>Cotton White</td><td>A0082</td></tr> <tr> <td>Ruby Red</td><td>A0225</td></tr> <tr> <td>Cocoa Grey</td><td>A0196</td></tr> <tr> <td>Indiana Grey</td><td>A0198</td></tr> <tr> <td>Elegant Brown</td><td>A0187</td></tr> </tbody> </table> <p>Note: Executive Plus variant will come with Black-Roof Top.</p> | Colour Variant | Colour Code | Cotton White | A0082 | Ruby Red | A0225 | Cocoa Grey | A0196 | Indiana Grey | A0198 | Elegant Brown | A0187 |
| Colour Variant | Colour Code | | | | | | | | | | | | |
| Cotton White | A0082 | | | | | | | | | | | | |
| Ruby Red | A0225 | | | | | | | | | | | | |
| Cocoa Grey | A0196 | | | | | | | | | | | | |
| Indiana Grey | A0198 | | | | | | | | | | | | |
| Elegant Brown | A0187 | | | | | | | | | | | | |

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What is the OTR Price for Exora refinement?

| MODEL | VARIANT | OTR PRICE (PM) | OTR PRICE (EM) | OTR PRICE (LGKW) | OTR PRICE (LABUAN) |
|------------------|-------------------------|----------------|----------------|------------------|--------------------|
| EXORA REFINEMENT | 1.6T EXECUTIVE CVT | RM67,800.00 | RM70,400.00 | RM65,120.00 | RM64,070.00 |
| | 1.6T EXECUTIVE PLUS CVT | RM75,800.00 | RM78,400.00 | RM72,620.00 | RM71,520.00 |

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What are the changes between the current Exora compared to the new Exora refinement?

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| No. | Features | Current | Refinement | Applicability | |
|-----|---------------------------|----------------------|-------------------------|------------------------------|----------------------------|
| | | | | 1.6L Exec | 1.6L Exec + |
| 1 | Exterior colour | Std | New – Ruby Red | √ | √ |
| 2 | Roof | Body colour | Black colour | Body colour | √ |
| 3 | Front garnish | Chrome | Black colour | √ | √ |
| 4 | New Proton CI | Old | New | √ | √ |
| 5 | Rear spoiler | Body colour | Black colour | - | √ |
| 6 | Alloy wheel | 16" | 16" | c/o MC2 Prem w/o diamond cut | c/o Inspira w/ diamond cut |
| 7 | New CI wheel cap | Old CI | New CI | √ | √ |
| 8 | Headlamp bezel | Titanium | Black colour | √ | √ |
| 9 | Side mirror cover | Body colour | Black colour | Body colour | √ |
| 10 | Side sill | Body colour | Cool dark grey | Body colour | √ |
| 11 | Rear garnish | Body colour & chrome | Black colour | √ | √ |
| 12 | Steering wheel | Std | New Saga w/ Old CI | √ | √ |
| 13 | Head unit | Std | New Saga | √ | √ |
| 14 | Centre panel finishing | Std | New | c/o MC2 | √ |
| 15 | Gear cover finishing | Std | New | c/o MC2 | √ |
| 16 | Side airbags | Prem only | New | - | - |
| 17 | Fabric upholstery (main) | Std | New | √ | - |
| 18 | Leather upholstery | Std | New design, c/o leather | - | √ |
| 19 | USB port at floor console | - | New | √ | √ |
| 20 | NVH improvement package | Std | New | √ | √ |

What are features available in the Exora refinement?

| 1.6T Executive CVT | 1.6T Executive Plus CVT |
|--|--|
| Tilt Steering | (+) Black Roof Top |
| 16" Alloy Wheel | (+) Side Protector Moulding |
| Follow-Me-Home Lamp | (+) LED Daytime Running Lights |
| Electric Control Door Mirror | (+) Dual - Tone Full Body Kit |
| ABS with EBD | (+) Rear Spoiler |
| 2 nd Row Seat 60:40 Fold & Tumble | (+) Leather Upholstery |
| Double DIN Radio | (+) Overhead DVD Player |
| USB / MP3 / Bluetooth Connectivity | (+) Auto Cruise |
| Front Dual Airbags | (+) Electric Fold Door Mirror |
| Front Fog Lamp | (+) Electronic Stability Control with Traction Control |
| Reverse Camera | (+) Rear Fog Lamp |
| Body Kit | (+) Front Seat Armrest |
| 4 Speakers | |
| 2 nd & 3 rd Row Air Conditioning | |
| 3 rd Row Seat Fold | |


B. CHANGE CONTENT

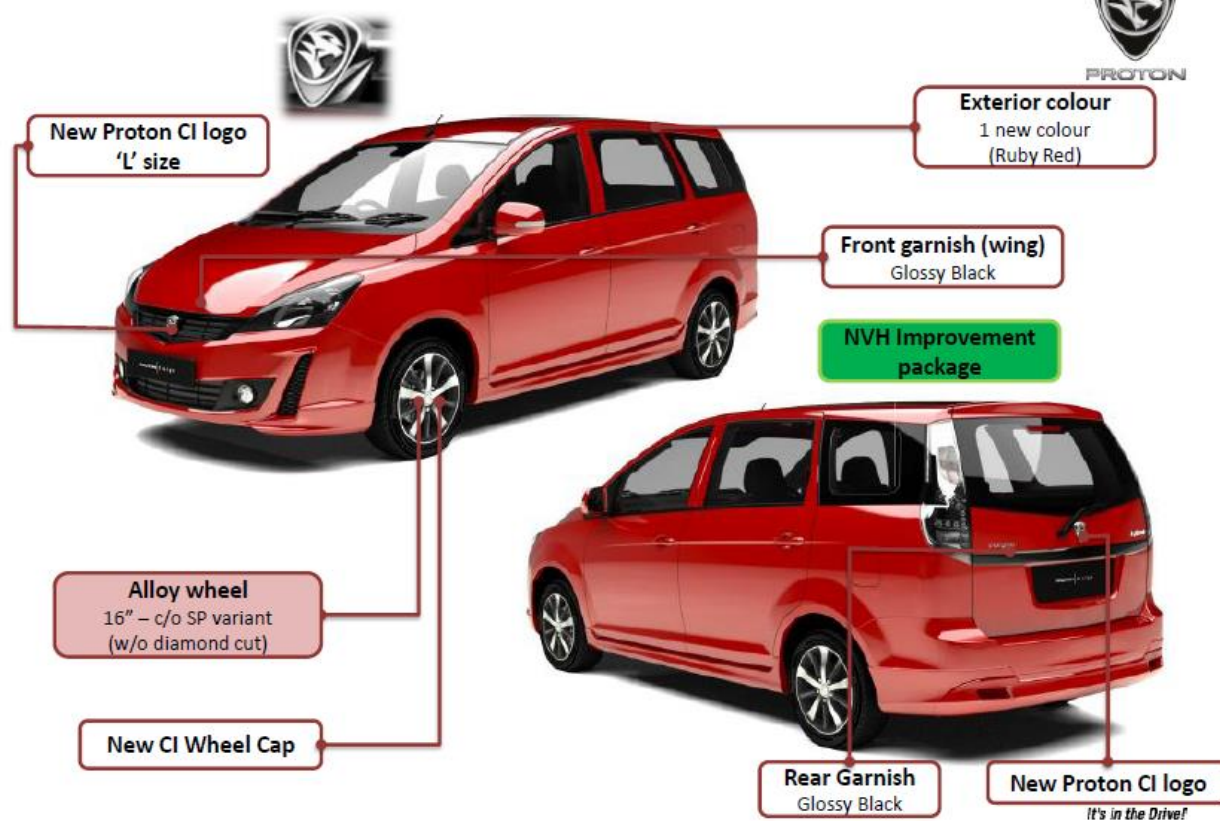
What are the overall changes and improvement made in the Exora refinement?

EXTERIOR - Executive variant

CHANGE CONTENTS

For exterior Exec variant

 Difference between variants



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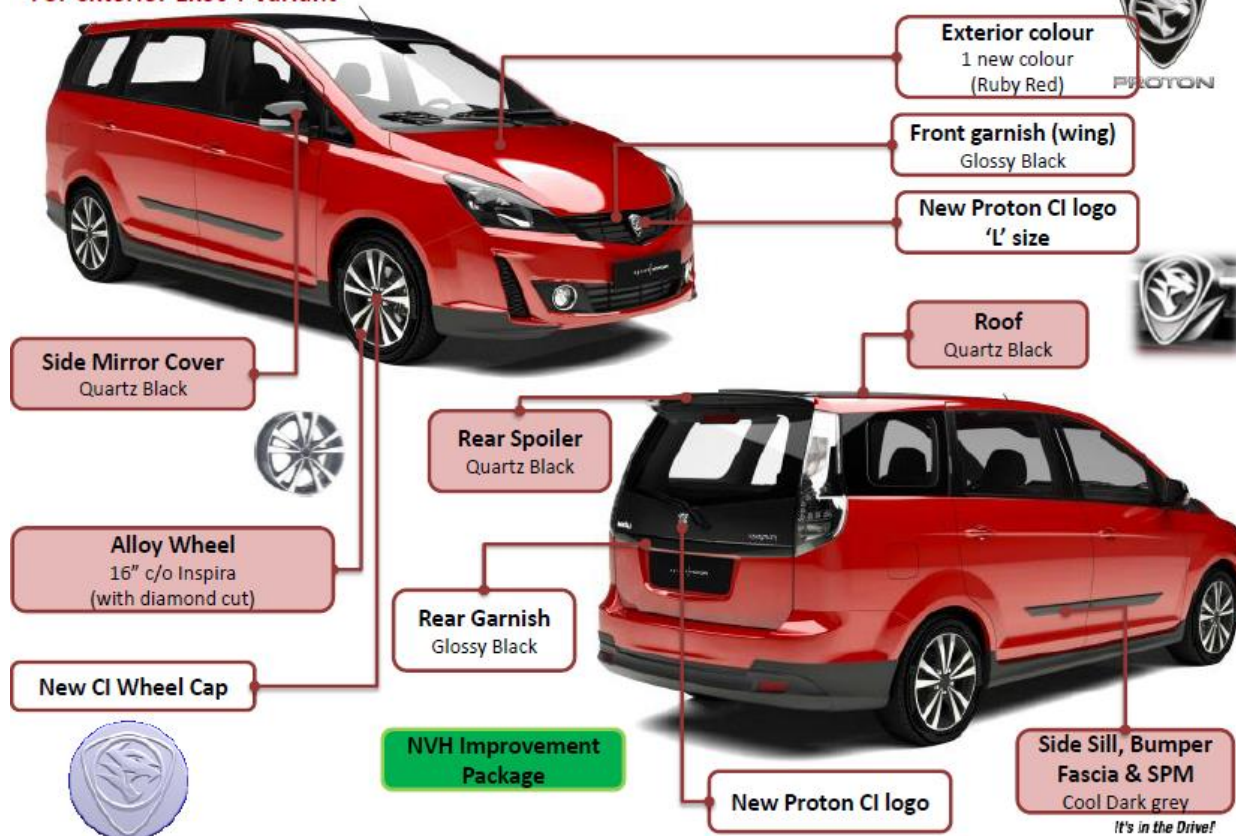
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EXTERIOR - Executive Plus variant

CHANGE CONTENTS

 Difference between variants

For exterior Exec + variant






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INTERIOR – Executive & Executive Plus

CHANGE CONTENTS

 Difference between variants

For interior

Exec +



P-line: New design leather

Carry over New SAGA Head Unit
Features :
USB, MP3, IPOD, HDMI, AUX,
Bluetooth

Carry over New SAGA Steering
wheel with new CI

Executive



E-line: New design fabric

New IP & Shift Lever finishing
Exec + : Carbonado
Executive : Liquid Silver (c/o MC2)

USB at Centre Console for both
variants

It's in the Drive!

C. BOOKING, STOCK AVAILABILITY, WAITING PERIOD & FEE

| 1 | When can I start booking the Proton Exora refinement? | | | | | | | | | | | | | | | | |
|-----------------------------|---|-----------------|------------------------------|--------------------------|-------|---------|------------|-------------------|------------------|-----------------------------|--------------------------|-----------------|------------------------------|------------|-------------------------------|-----------------|------------------------------|
| | <ul style="list-style-type: none"> We started accepting bookings from 15th June 2017. | | | | | | | | | | | | | | | | |
| 2 | How much is the booking fee? | | | | | | | | | | | | | | | | |
| | <ul style="list-style-type: none"> Booking fee is RM300 and is fully refundable. | | | | | | | | | | | | | | | | |
| 3 | Are all variants available for booking? | | | | | | | | | | | | | | | | |
| | <ul style="list-style-type: none"> Yes, all variants are available for booking. | | | | | | | | | | | | | | | | |
| 4 | How many variants are available? | | | | | | | | | | | | | | | | |
| | <ul style="list-style-type: none"> There are 2 variants available for Exora Refinement | | | | | | | | | | | | | | | | |
| | <table> <tr> <th>Model</th><th>Variant</th><th>Model Code</th><th>Model Description</th><th>Accessories Code</th></tr> <tr> <td rowspan="2">EXORA REFINEMENT</td><td>1.6T Executive CVT</td><td>FZ6YDJARMAC-MH0</td><td>EXORA-MC3-1.6P- CVT-E-MH0</td><td>AP14180020</td></tr> <tr> <td>1.6T Executive Plus CVT</td><td>FZ6YDHARMAC-MH0</td><td>EXORA-MC3-1.6P- CVT-P-MH0</td><td>AP14180022 AP15180002</td></tr> </table> | | | | Model | Variant | Model Code | Model Description | Accessories Code | EXORA REFINEMENT | 1.6T Executive CVT | FZ6YDJARMAC-MH0 | EXORA-MC3-1.6P- CVT-E-MH0 | AP14180020 | 1.6T Executive Plus CVT | FZ6YDHARMAC-MH0 | EXORA-MC3-1.6P- CVT-P-MH0 |
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| 5 | When will customers be able to view the car at PROTON showrooms? |
| | <ul style="list-style-type: none"> At this moment, the display unit are not available at all outlets nationwide. We will communicate the delivery of Exora Refinement later. |
| 6 | Will test drive units be made available? |
| | <ul style="list-style-type: none"> Similar with display unit, the test drive are not available at all outlets nationwide. We will communicate the delivery of Exora Refinement later. |
| 7 | Can I view all five (5) colours at the showrooms? |
| | <ul style="list-style-type: none"> A single showroom will not carry all five (5) colours. At this moment, we currently upgrading our website and you can view the complete set of 5 colours on www.proton-edar.com.my. |
| 8 | How long is the waiting period? |
| | <ul style="list-style-type: none"> The waiting period will depend on variant and colour booked. Generally, after loan approval, the waiting period will be between 1-2 months |
| 9 | Is it possible for the current customers who are still waiting for their cars to change their booking to the Proton Exora Refinement? Is there any additional booking fee? |
| | <ul style="list-style-type: none"> Yes, just like previous models when it's about to launch, customers are allowed to change their current booking to the new model at the showroom where the booking was originally placed. Customers only need to top up the price difference, if any. No additional booking fee is required. |

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| 10 | What are the interest rates for the car loan? |
| | <ul style="list-style-type: none"> Interest rates may vary subject to banks' approval as well customers' credit evaluation. |
| 11 | If I have booked the Proton Exora Refinement but decided to change the booking to another Proton model, can I do that? |
| | <ul style="list-style-type: none"> Yes, you can change your booking. |
| 12 | Can I transfer the booking to my next of kin? |
| | <ul style="list-style-type: none"> Yes, you may with proper documentations. |
| 13 | If I book the Proton Exora Refinement and there is a long delay, is the booking fee refunded? |
| | <ul style="list-style-type: none"> Booking fee is refundable. |
| 14 | Is there any introductory offer for the Proton Exora Refinement? |
| | <ul style="list-style-type: none"> Yes, Exora Refinement get the similar offer as current Exora. Kindly refer to June'17 Special Campaign for further information. |
| 15 | Does the Proton Exora refinement come with free service? |
| | <ul style="list-style-type: none"> Just like other Proton models, the Exora Refinement will be given free labour service for the first three services. |
| 16 | Are the maintenance costs similar to other Proton models? |
| | <ul style="list-style-type: none"> Yes, maintenance cost for the Exora Refinement is similar to the current Exora. |

B. WARRANTY, EWP & MAINTENANCE COST

| | |
|---|--|
| 1 | <p>How long is the manufacturer warranty period?</p> <p>Basic Warranty Items</p> <ul style="list-style-type: none"> PROTON warrants that it will either repair or replace, as it deems appropriate, free of charge, any part of your PROTON vehicle covered by this warranty that is deemed defective in material or workmanship under normal use, for a period within 60 months from the date of the vehicle's first registration or 150,000 km, whichever occurs first, subject to the terms and conditions stipulated in this booklet. <p>Specific Warranty Items</p> <ul style="list-style-type: none"> The following items are covered under specific terms and conditions of warranty, where the Basic Warranty Coverage mentioned above would not apply. The variation in the warranty coverage for specific items of components or class of components takes into account the ordinary wear and tear caused by the usage, operations and functionality The following components are covered by the warranty within the period of 120 months from the date of vehicle's first registration or 250,000 km, whichever occurs first: <ul style="list-style-type: none"> - Power Window System - Power window regulator - Power window switches - Power window motor - Power window run channel |
| 2 | <p>Is it easy to get spare parts?</p> <ul style="list-style-type: none"> Yes, the spare parts will be available at all PROTON authorised service outlets nationwide. |



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|---|---|
| | Can external parts or accessories be fitted to the Exora refinement and does it affect warranty terms and conditions? |
| 3 | <ul style="list-style-type: none">• Warranty can be void if;<ul style="list-style-type: none">a) Defect in equipment, devices and accessories other than those specified and fixed to the vehicle by PROTON, and any new defects resulted from the use of such unspecified equipment, devices and accessories.• Repairs and adjustments caused by use of any non-genuine parts, lubricants or additives that are not approved by PROTON. |