

CHAPTER 9

After Sales

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Note: Dealership names and details may change after the printing of this Handbook. The list contains both Authorised Holden Dealers and Authorised Holden Service Operations.

NEW VEHICLE WARRANTY CERTIFICATE



New Vehicle Warranty application

This Warranty is given by Holden Ltd. A.C.N. 006 893 232, ("Holden"). The Warranty applies to the vehicle identified on the inside front cover of this Owner's Handbook. It is provided to the original and subsequent owners/operators driving the vehicle within Australia during the Warranty Period.

This Warranty is given in addition to all rights conferred by law on that person.



Australian vehicles

This Warranty is only applicable to vehicles purchased and operated in Australia.

Owners of vehicles purchased in Australia but operated overseas should consult the local dealer in the country of operation about any Warranty applicable to their vehicle. This Warranty does not apply for Holden vehicles exported overseas. Similarly, this Warranty is not provided for vehicles purchased overseas and imported into Australia.



Repairs covered

Subject to the exclusions shown on the following page, this Warranty covers the correction, during the Warranty Period, of any vehicle defect related to materials or workmanship and advised to a Holden Dealer or Authorised Service Outlet, by repair or at Holden's option by replacement.



Warranty Period

The coverage commences from the date of delivery (or in the case of a demonstrator vehicle the date when the vehicle was first placed into service by the Dealer). The coverage expires at the end of the period of 3 years after the commencement date or after the vehicle has travelled 100,000 kilometres, whichever occurs first.



No charge

Warranty work undertaken (including parts and labour) will be carried out at no cost to the vehicle owner. However, this work should not be confused with servicing specified in the Maintenance schedule in Chapter 12 of this Owner's Handbook for which a charge is payable.

NEW VEHICLE WARRANTY CERTIFICATE cont.**Warranty exclusions****• Damage**

Your Warranty does not extend to the following damage:
Damage caused by an accident, fire, theft or moving objects striking the vehicle.

Damage caused by industrial fallout, chemicals or sealants.
Damage caused by atmospheric fallout or flood, hail, salt, etc.

**• Maintenance items**

Services such as brake adjustment, replacement of filters, wiper rubbers etc., which are required as part of normal vehicle maintenance (refer Chapter 12).

**• Tyres**

The tyres (and tubes where applicable) fitted to your vehicle are not covered by this Warranty. However, they may be covered by the tyre manufacturer.

**• Batteries**

Batteries are warranted for 12 months.

**• Misuse**

This Warranty does not cover damage caused by:

- (a) misuse or abuse of the vehicle such as by racing, rallying, overloading, etc., or neglect
- (b) operation of the vehicle after the defect is known
- (c) failure to carry out proper maintenance services (refer Chapter 12)
- (d) use of incorrect types and grades of fuel, oil or lubricants
- (e) alteration of the vehicle by anyone not authorised by Holden
- (f) fitting of parts or accessories not marketed by Holden
- (g) any work carried out on the vehicle by anyone except an authorised Holden Dealer or authorised Service Outlet.

PARTS AND ACCESSORIES WARRANTY

Holden warrants Holden approved Parts and Accessories ("Parts" and "Accessories") for the periods and on the conditions set out below. The Warranty covers the correction, during the relevant Warranty Period, of defects in any such Parts and Accessories, by repair or at Holden's option by replacement.

- **Accessories installed to the new vehicle**

Holden approved Accessories installed by a Holden Dealer or authorised Service Outlet to the new vehicle at the time of purchase are covered together with the New Vehicle warranty for the period of 3 years or 100,000 km, whichever occurs first.

- **Parts and Accessories installed after new vehicle delivery by a Holden Dealer or authorised Service Outlet**

Parts and Accessories installed after new vehicle delivery by a Holden Dealer or authorised Service Outlet are covered for 2 years or 50,000km (whichever occurs first). If the vehicle is still within the New Vehicle Warranty the Parts and Accessories are covered by the longer of:

2 years/50,000 km (whichever occurs first)

or

the end of the New Vehicle Warranty.

As an example, an Accessory installed in a 7 month old car would be covered until the end of the New Vehicle Warranty; an Accessory installed in a 2½ year old car would be covered until the end of 4½ years or a further 50,000km from when the Accessory was installed.

- **Purchased at retail or trade**

Parts and Accessories purchased at trade or retail and installed by other than a Holden Dealer or authorised Service Outlet are warranted for 1 year from the date of purchase. Please keep a receipt to support warranty claims.

- **Parts and accessories warranty exclusions**

The tyres (and tubes where applicable) are not covered by this warranty. However, they may be covered by the tyre manufacturer.

Batteries are warranted for 12 months from date of purchase.

Parts which are required as part of normal vehicle maintenance are warranted against manufacturing defect at the time of installation.

WARRANTY QUESTIONS

This section is designed to assist you in understanding the Holden Warranty provided with your new vehicle.

The following are some of the most frequently asked questions for which detailed answers have been provided.

Q 1. How do I go about obtaining Holden Warranty service?

It is the responsibility of the Selling Dealer to provide Holden Warranty service, therefore, you should take your vehicle to the Selling Dealer whenever Holden Warranty service is needed. However, if this is not possible, you may go to any other Authorised Holden Dealer. The details recorded inside the front cover of this handbook will be required by the Dealer.

Q 2. What should I do if my vehicle becomes unsafe or inoperative as a result of a defect which is covered by the Holden New Vehicle Warranty?

You should contact the nearest Authorised Holden Dealer or Holden Customer Assistance Service (refer further in this chapter) as soon as possible, and arrange for that Dealer to carry out the required Holden Warranty Service.

Q 3. What should I do if, in an emergency, Holden Warranty service is required and an Authorised Holden Dealer is not available to provide such service at the time?

If, in an emergency, a repair, replacement or adjustment (covered by the Holden New Vehicle Warranty) is required to enable your vehicle to be operated safely and it is not practical for you to go to an Authorised Holden Dealer, the service (to the extent that it is necessary to enable your vehicle to be operated safely) may be performed by any other qualified mechanic or repairer. A claim for the reasonable cost may be made through the authorised Holden Dealer who would normally provide you with Holden Warranty service. You must also take your vehicle to the Authorised Holden Dealer for inspection of the service and/or completion of any required Holden Warranty service, as soon as possible.

Note: During normal business hours you should seek authorisation from your nearest Authorised Holden Dealer or Holden Customer Assistance Service, prior to repairs being commenced.

Q 4. Are damage or injury, loss of time, inconvenience, commercial or other direct or indirect loss covered by the Holden Warranty?

No, these items are not covered. Holden warranty only covers the repair, replacement or adjustment of those parts of your vehicle which are found to be defective in materials or workmanship. No other types of claim for compensation of any kind, even if the same resulted from a consequence of a defect in materials or workmanship in your vehicle, will be recognised under the Holden New Vehicle Warranty.

You may have rights under the law to claim compensation outside of the Holden New Vehicle Warranty, but any claim based on those rights should be separately pursued.

WARRANTY QUESTIONS cont.

Q 5. Will I have to pay for maintenance costs during the Warranty Period?

Maintenance costs are not covered by the Holden New Vehicle Warranty. The Maintenance Schedules in this handbook (refer Chapter 12) specify the *minimum* maintenance required for your vehicle operating under normal conditions.

The Maintenance items (except where they are required as a result of defects in materials or workmanship) for which you will have to pay include:

- Engine tune-up, including spark plugs replacement.
- Replacement of all filters, engine and other belts, hoses, wiper blades, clutch linings.
- Cleaning or flushing of fuel, coolant, brake, engine, transmission, differential, power steering etc., after 1,500 km.
- Carbon and sludge removal.
- Maintenance servicing of emission control system devices.
- Adding to (or replacing) lubricants.
- Adding to (or replacing) air conditioning refrigerant, after 1,500 km.
- Any necessary adjustments to drive belts, transmissions, clutch, park brake etc.
- Wheel balancing - after 5,000 km.
- Wheel alignment.
- De-dusting or de-glazing of brake linings or pads - after 1,500 km.
- Brake lining wear or damage.
- Brake disc pad or disc wear.
- Battery recharging.
- Paint, bright metal finish and trim, due to normal deterioration.
- Body panel adjustment - after 1,500 km.
- Door, or bonnet lock adjustments.
- Glass or channel adjustments - after 1,500 km.
- Body rattle, squeaks and general tightening of bolts, fasteners and fittings - after 1,500 km.
- Chipped glass or breakage.
- Torn or damaged floor mats or carpets.
- Normal wear and tear to trim components.

Q 6. Are my tyres covered by the Holden New Vehicle Warranty?

No. The tyres fitted to your vehicle are covered by a separate warranty provided by the tyre manufacturer. Any Authorised Holden Dealer will assist you by discussing any queries which you might have with respect to the tyre manufacturer's warranty with the tyre manufacturer's representative.

WARRANTY QUESTIONS cont.**Q 7. Will I have to pay for any costs or expenses in connection with the provision of Holden Warranty service?**

All parts and labour used in carrying out Holden Warranty service at the premises of the servicing Holden Dealer are free of charge. Whenever Holden Warranty service is to be carried out by the servicing Holden Dealer it is your responsibility to deliver your vehicle to the servicing Holden Dealer's premises.

If, as a result of a defect which is covered by the Holden New Vehicle Warranty, your vehicle cannot be driven safely and you arrange for the nearest Authorised Holden Dealer to carry out the required Holden Warranty service, Holden will accept reasonable towing costs to move your vehicle to the nearest Holden Dealer's premises. Before employing a towing company, contact the nearest Holden Dealer and/or Holden Customer Assistance Service (refer page 10 of this Chapter) to obtain guidance.

Q 8. Would my vehicle's engine benefit from fuel additives, oil additives or coolant additives not marketed by Holden ?

The use of break-in oil, tune-up compounds, friction-reducing compounds and other supplemental additives is not recommended; their use will not only increase operating costs, but may also be detrimental to the operation of your vehicle.

Only the fluids and lubricants referred to in this handbook should be used.

UNAUTHORISED STATEMENTS IN RELATION TO HOLDEN PRODUCTS

No Holden Dealer or other person is authorised or permitted to give or make any statement, assertion or undertaking in relation to the quality, performance, characteristics, descriptions or fitness for any purpose of any Holden product or in connection with the supply of any Holden product, which is at variance with any written statement, assertion or undertaking on any of these subjects given or made by Holden in its published sales literature, and Holden does not accept any such unauthorised action.

ROADSIDE ASSISTANCE

3 YEAR 24 HOUR ROADSIDE ASSISTANCE

Our commitment to your satisfaction

Holden's Roadside Assistance is part of the unequalled commitment by Holden to provide total motoring satisfaction.

From the moment delivery is made, our aim is to provide the finest possible ownership experience, from design through manufacturing to servicing and now beyond to the open road, Australia wide.

We hope the need never arises, but if it does, we'll be there to help through Holden Roadside Assistance.

How does Holden Roadside Assistance work?

Holden Roadside Assistance is provided by Holden Ltd., and delivered by the collective resources of the Australian Automobile Clubs and Associations (the constituents of Assist Australia) the AA.

Which vehicles are covered by the service?

As of 1st November 1993 all new Holden passenger and light commercial vehicles are covered for 36 months from the date of first registration.

Holden Roadside Assistance is extended to private and business vehicles, taxis, rental companies, all government and fleet operators.

What will Holden Roadside Assistance do for me?

Holden Roadside Assistance is designed to get you mobile on any road that is trafficable to normal two wheel drive vehicles. In the event of the unexpected happening, from your keys being locked in your car to mechanical and accident advice, help is readily available by simply calling the toll free number 1800 817 100.

All Holden luxury vehicles receive the added benefits of Holden Roadside **Ultra Assist** which includes accommodation, alternative transport, rental car, assistance in case of accident, theft and medical emergency and Australia wide vehicle recovery.

Can I upgrade to Roadside Ultra assist?

Yes, owners can upgrade to Holden Roadside **Ultra Assist** for a fee by dialling 1800 645 668.

ROADSIDE ASSISTANCE cont.

When do the benefits begin?

Cover begins from the date of first registration. An interim card entitles you to immediately receive all the benefits of Holden Roadside Assistance.

Where can I get Roadside Assistance?

Holden Roadside Assistance is available to you at home, or at the roadside, anywhere in Australia, should you need it.

Is there a membership or joining fee?

No, Holden Roadside Assistance is complimentary with every new Holden passenger vehicle and light commercial vehicle for 36 months from the date of first registration.

What will Holden Roadside Assistance cost me?

Materials, fuel and spare parts must be paid for at the time of service. The service personnel attending will issue a receipt for these expenses. Reimbursement of expenses covered by Holden's warranty can be claimed by contacting your local Holden Dealer.

What happens if I sell my vehicle?

Holden Roadside Assistance stays with the vehicle, so if you sell your vehicle during the 36 month period, it is still eligible for the balance of the Holden Roadside Assistance. The new owner simply registers for the service by using the change of ownership form supplied in the Roadside Assistance booklet.

How do I call for assistance?

Simply call Holden Roadside Assistance toll free on 1800 817 100 from anywhere in Australia. For further information regarding the service and full terms and conditions, refer to the Roadside Assistance Kit in the glovebox or call the toll free Customer Assistance Service Line on 1800 033 349.

CUSTOMER ASSISTANCE

We want you to be happy with your new vehicle, together with the people you deal with while you have the vehicle.

Normally, any problems with the sales, operation or servicing of your vehicle will be handled by your Holden Dealer's Sales and Service Department.

We realise however that, with the best intentions, misunderstandings do occur sometimes.



Therefore, we suggest you discuss any concern with one of the Holden Dealer's management people. If you haven't received satisfaction from the Sales Manager or Service Manager - go to the General Manager or to the Dealer Principal.

By now you should have satisfaction. If not, the Holden Customer Assistance office is at your disposal.



The Holden Customer Assistance representatives can be telephoned from anywhere within Australia for only the cost of a local call. The Melbourne area number is 9646 5466. Outside the Melbourne Metropolitan area, the number is 1800 03 3349.

If your concern relates to parts/accessories and you have made contact with the Dealer or Distributor without satisfaction, you may contact Holden Service Parts Operations on (03) 9797 7341.

Naturally, telephoning is the quickest and the best way to contact. However, if you prefer to write the address is:



The Manager
Holden Customer Assistance Centre
GPO Box 1714
Melbourne, 3001.

Your letter should clearly outline your concern or query, and include the following:



- Your name and address.
- Telephone numbers, both private & business.
- Servicing Dealership's name and address.
- Vehicle model.
- Vehicle identification number (I.S.O.V.I.N.), refer to the inside front cover of this Handbook.
- Date of purchase.
- Current odometer reading.

Most of this information will be found on the Vehicle Identification Certificate, located inside the front cover of this Handbook.

Before you write however, remember that the telephone is the quicker and more efficient means of communication.

FOR NEW ZEALAND HOLDEN OWNERS

The information in this Owner's Handbook applies primarily to Australian Holden vehicles and there may be some differences to the Warranty and Owner Assistance provisions for New Zealand. Applicable details for New Zealand are set out in the Holden Warranty and Owner Assistance Information booklet enclosed in the New Zealand glovebox wallet.

For your convenience, a list of New Zealand Dealers is provided at the end of this Chapter.



New Zealand Assistance can be reached on:

0800 HOLDEN (0800 465336)

This number provides access to New Zealand Roadside Assistance as well as New Zealand Customer Assistance.



If you prefer to write the address is:

The Manager
Holden Customer Assistance Centre
GPO Box 1714
Melbourne,
Australia, 3001.