

Holden Voluntary Warranty

Policy applicable for vehicles first registered on or after 1 July 2018

Holden Voluntary Warranty

Section 1: Your new vehicle Voluntary Warranty

Our extra commitment to you

To ensure you enjoy every drive to the fullest, Holden provides you with a Voluntary Warranty.

This in no way limits your statutory rights within Australia.

Please read this in detail, to ensure you get full benefit out of Holden's extra commitment to your driving pleasure.

The small print upfront

Holden's Voluntary Warranty is provided by General Motors Holden Australia NSC Ltd, ABN 60 603 486 933 (Holden), 191 Salmon Street, Port Melbourne, Victoria 3207 and is valid for all vehicles first registered on or after 1 July 2018. It applies to the vehicle identified on the front cover of your Service and Warranty booklet situated in the glovebox of your new car. It covers original and subsequent owners/operators driving the vehicle within Australia during the Voluntary Warranty period.

You can contact the Customer Care team on 1800 GM Holden (1800 46 465 336) if you have any questions regarding this Voluntary Warranty.

The benefits are in addition to other statutory rights available to you under consumer protection laws including those under the Competition and Consumer Act 2010, which cannot be excluded or limited. These are known as your Statutory Rights. This Voluntary Warranty in no way limits or restricts your rights or remedies under your Statutory Rights.

Your Statutory Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the components repaired or replaced, if the goods fail to be of acceptable quality and the failure does not amount to a major failure

The kilometres and driving areas covered

Your Voluntary Warranty starts from the date of first registration.

The Voluntary Warranty for Private and ABN buyers extends to 5 years after this date and is not limited by kilometres driven. For all other buyers including fleet, rental, not for profit and government vehicles, the Voluntary Warranty extends to the earlier of 5 years from the date of first registration or until 200,000km.

Demonstrator models are a little different. The Voluntary Warranty coverage extends to 5 years and starts from when your Holden Dealer first registered the vehicle for test-drive purposes. If you are not a Private or ABN buyer, then it is subject to a 200,000km limit if this occurs before 5 years.

This Voluntary Warranty only covers new Holden vehicles bought and driven in Australia. It does not cover any vehicle exported or driven overseas. Equally, this warranty is not available on overseas purchases that are imported into Australia.

What isn't covered

General maintenance parts, regular vehicle service checks, tyres and any form of neglect, misuse or damage, are not covered by this Voluntary Warranty.

It would be impossible to supply a complete list here. However, here are a few useful guidelines.

General maintenance

This includes services such as brake adjustment and replacement, replacement of filters, wiper rubbers etc. In fact, anything required as part of normal vehicle maintenance. (Please refer to the scheduled servicing requirements in the vehicle Service and Warranty Booklet for more details.)

Tyres

Your new vehicle's tyres are not covered. However, they may be covered by the tyre manufacturer or under your non-excludable Statutory Rights. Please check with your Holden Dealer to see if the tyre manufacturer has its own warranty in place.

Use of unspecified liquids and lubricants

Only the fluids and lubricants referred to in your owner's handbook should be used. The use of break-in oil, tune-up compounds, friction-reducing compounds and other supplemental additives is not recommended. Your vehicle has been designed, developed and tested by Holden without the use of these additives. Any negative impact due to the use of these may affect the validity of your warranty.



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Neglect and Misuse

This includes:

- Misuse or abuse of the vehicle caused by racing, rallying, overloading or general neglect
- Driving the vehicle after the defect is known
- Failure to carry out proper scheduled maintenance services
- Alteration or modifications of the vehicle by anyone not authorised by Holden
- Fitting of parts or accessories not recommended by Holden
- Any work carried out on the vehicle by anyone except an Authorised Holden Dealer or Authorised Service Outlet

Damage

This includes, but is not limited to, damage caused by:

- An accident, fire or theft
- Moving objects striking the vehicle (including inside the vehicle)
- Inappropriate towing
- Industrial fallout, chemicals or sealants
- Atmospheric fallout including flood, hail and salt

Costs you still need to cover

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

- Engine tune-up including spark plug replacement
- Replacement of all filters, engine and other belts, hoses (including LPG hoses) wiper blades and clutch linings
- Cleaning or flushing of fuel, coolant, brake, engine, transmission, power steering etc. after 3,000km
- Carbon and sludge removal
- Maintenance servicing of emission control system devices
- Adding to or replacing lubricants
- Adding to or replacing air conditioning refrigerant after 3,000km
- Any necessary adjustments to drive belts, transmission, clutch, park brake etc.
- Wheel balancing after 3,000km
- Wheel alignment
- De-dusting or de-glazing of brake linings or pads after 3,000km
- Brake pad/lining or damaged brake components due to brake/pad lining wear
- Clutch lining or damaged clutch components due to lining wear
- Brake disc pad or disc wear
- Battery recharging
- Paint, bright metal finish and trim, due to normal deterioration
- Body panel adjustment after 3,000km
- Door or bonnet lock adjustments
- Glass or channel adjustments after 3,000km

- Body rattle, squeaks and general tightening of bolts, fasteners and fittings after 3,000km
- Chipped glass or breakage
- Torn or damaged floor mats or carpets
- Normal wear and tear of trim components

The Voluntary 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 claims for compensation are covered. No coverage is provided for damage, injury, inconvenience, commercial or other direct or indirect loss.

However, you may have further entitlements under your non-excludable Statutory Rights. These should be followed up separately.

What is covered free of charge

Subject to your non-excludable Statutory Rights and the areas outlined in the 'What isn't covered' section, this Voluntary Warranty covers:

The correction of any manufacturing defect to materials or Holden workmanship, as recognised by your Holden Dealer or Authorised Service Outlet.

Warranty work including parts and labour will be carried out at no cost.

However, this work should not be confused with scheduled servicing requirements and general maintenance outlined in your Service and Warranty Booklet.

Faulty batteries and bulbs for up to 12 months.

Quick steps to claiming your entitlements

Making contact

It is the responsibility of the Holden Dealer who sold you the vehicle to provide the services associated with the Voluntary Warranty. However, if it is not possible to take your vehicle to this dealer, you may go to the nearest Authorised Holden Dealer. The vehicle details recorded inside the front cover of your Service and Warranty Booklet will be required on arrival.

Delivering your vehicle

All parts and labour used in honouring the warranty at the premises of the servicing Holden Dealer are free of charge. However, it is your responsibility to deliver your vehicle to the Holden Dealer's premises.



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Towing options

If, as a result of a defect that is covered by your warranty, your vehicle cannot be driven safely and you arrange for the nearest Authorised Holden Dealer to carry out the required Holden Voluntary Warranty service, Holden will accept reasonable towing costs. Before calling a towing company, contact the nearest Holden Dealer, Holden Roadside Assistance or Holden Customer Assistance to obtain guidance.

Emergency assistance

If an emergency repair, replacement or adjustment (covered by this Voluntary 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 may be performed by another qualified mechanic or repairer to get your vehicle operating safely again.

In this case, a claim for the reasonable cost may be made under the Voluntary Warranty through the Authorised Holden Dealer who would normally provide you with this service. You must also take your vehicle to the Authorised Holden Dealer for inspection of the service undertaken (and for any further work needed other than the emergency work to get your vehicle operating safely) as soon as possible after completion

Note

During normal business hours, you should always seek authorisation from your nearest Authorised Holden Dealer or Holden Customer Assistance, prior to repairs under your Voluntary Warranty commencing.

For more details about your Holden Voluntary Warranty talk to your Holden Dealer or call Holden Customer Assistance on 1800 033 349.

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. Holden does not accept any responsibility for such unauthorised action.

Holden New Vehicle Warranty

<https://www.holden.com.au/complete-care/warranty>



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Section 2: Holden genuine parts and accessories Voluntary Warranty

The small print upfront

This Voluntary Warranty covers Holden Genuine Parts and Accessories for the periods and under the conditions detailed below. It is provided General Motors Holden Australia NSC Ltd., ABN 60 603 486 933 (Holden), 191 Salmon Street, Port Melbourne, Victoria 3207.

You can also contact the Customer Care team on 1800 GM Holden (1800 46 465 336) if you have any questions regarding this Voluntary Warranty.

If a Holden Genuine Part or Accessory is defective during the qualifying time period (other than for the warranty exclusions specified below), we will replace or repair it at our cost. To make a claim simply return the part or take your Holden to the place of purchase or to your nearest Authorised Holden Dealer.

The benefits under this Voluntary Warranty are in addition to those you may have under consumer protection laws including the Australian Consumer Law (known as your Statutory Rights). This Voluntary Warranty in no way limits or excludes your rights or remedies under your Statutory Rights.

Your Statutory Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Accessories fitted to your new Holden

For Private and ABN buyers, Holden Genuine Accessories fitted by a Holden Dealer at the time of purchase are covered for 5 years from the date of first registration.

For all other buyer types, Holden Genuine Accessories fitted by a Holden Dealer at the time of purchase are covered for 5 years from the date of first registration or 200,000km, whichever comes first.

For Holden Endorsed Accessories please check the accessory manufacturer's warranty policy.

Parts and Accessories fitted after new vehicle delivery

Holden Genuine Parts and Accessories fitted by a Holden Dealer or Authorised Service Outlet after your new vehicle is delivered are covered for 2 years/50,000km, whichever comes first.

If your Holden is still within the New Vehicle Warranty applied at first registration, parts and accessories are covered by the longer of the two warranties.

For example, an accessory fitted to a 7 month-old Holden sold to a private buyer would be covered for 4 years and 5 months. An accessory fitted to a 4½ year-old vehicle would be covered for 2 years/ 50,000km, whichever comes first.

Parts and accessories bought at retail or trade outlets

Holden Parts and/or Accessories bought at trade or retail outlets and fitted by other than an Authorised Holden Dealer or Authorised Service Outlet are covered for 2 years/50,000km, whichever comes first.

Adequate proof of purchase must be provided to support any warranty claim.

Major power train components and sub-components must have odometer readings recorded at the date of fitting on the dealer invoice, installer invoice or the repair order.

Subject to your Statutory Rights, labour costs for repairs to replace a failed part carried out by other than a Holden Dealer or Holden Authorised Service Outlet are not covered by this Voluntary Warranty.

Warranty exclusions

Defects caused by normal wear and tear, misuse or abuse, incorrect fitment or poor workmanship are not covered. Tyres are also not covered. However, they may be covered by the tyre manufacturer.

Normal vehicle maintenance replacement parts such as filters, spark plugs, globes, wiper blades, brake pads etc. are only covered for manufacturing defects for the lesser of:

- Their service life detailed in your scheduled servicing requirements (refer to the Service and Warranty Booklet in your vehicle glovebox); or
- 2 years from date of purchase; or
- 50,000km of use whichever comes first.

For example, an oil filter fitted to a Holden which has a maximum service interval of 12 months will be covered for 12 months from the date of fitment.

For more details of exclusions and inclusions call the Customer Care team on 1800 GM Holden (1800 46 465 336).

Holden Genuine Parts and Accessories
www.holden.com.au/owning/parts-and-accessories



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A word about this flyer. We have tried to make this flyer as comprehensive and factual as possible. However, since the time of printing some of the information you'll find here may have been updated. Your Holden Dealer has details, and before ordering, you should ask them to bring you up to date. 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 which is at variance with any written statement, assertion or undertaking on any of these subjects given or made by General Motors Holden Australia NSC Ltd in its published sales literature, and General Motors Holden Australia NSC Ltd does not accept any liability for any such unauthorised action. General Motors Holden Australia NSC Ltd has authorised Dealers in many parts of Australia for the sale of service parts and the provision of service to owners of Holden's products. Every endeavour is made to ensure that such Dealers carry adequate stocks of service parts, but GM Holden Australia NSC Ltd doesn't make any promise other than that contained in this flyer that such parts or service facilities will be available at any specific location or at any particular time. Copyright General Motors Holden Australia NSC Ltd. July 2018.



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