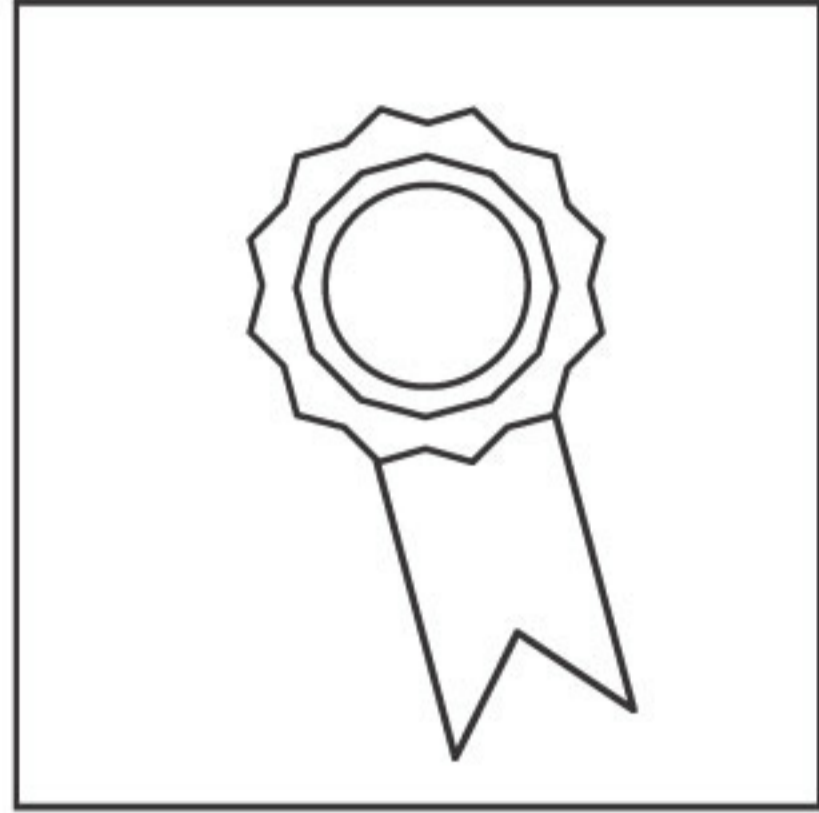


## **NEW VEHICLE VOLUNTARY WARRANTY CERTIFICATE**



### **New Vehicle Voluntary Warranty Application**

This Voluntary Warranty is given by GM Holden Ltd., ABN 84 006 893 232, ('Holden') 191 Salmon St, Port Melbourne Victoria 3207. Holden Customer Assistance: 1800 033 349. The Voluntary Warranty applies to the vehicle identified on the inside front cover of this service booklet. It is provided to the original and subsequent owners/operators driving the vehicle within Australia during the Voluntary Warranty Period.

The benefits conferred by this Voluntary Warranty are in addition to other rights and remedies available to you under consumer protection laws (including those under the *Competition and Consumer Act 2010*), which cannot be excluded or limited (referred to as Statutory Rights). This Voluntary Warranty in no way limits or restricts your rights or remedies under such Statutory Rights.



### **Australian vehicles**

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

This Voluntary Warranty does not apply for Holden vehicles exported or operated outside Australia. Similarly, this Voluntary Warranty is not provided for Holden vehicles purchased overseas and imported into Australia.



### **Voluntary Warranty repairs covered**

Subject to your non-excludable Statutory Rights and the exclusions shown on the following page, this Voluntary Warranty covers the correction, of any manufacturing defect to materials or Holden workmanship and advised to a Holden Dealer or Authorised Service Outlet, by repair or at Holden's option by replacement.



### **Voluntary Warranty period**

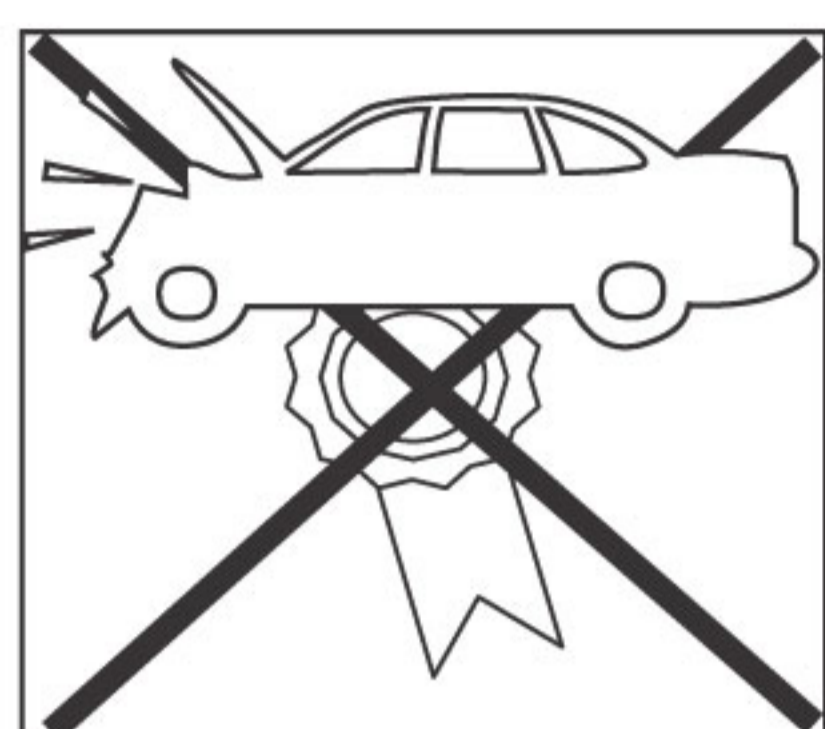
The coverage under this Voluntary Warranty commences from the date of first registration (or in the case of a demonstrator vehicle the date when the vehicle was first placed into service by the Dealer). This coverage expires at the end of the period of 3 years after the commencement date or after the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

**NEW VEHICLE VOLUNTARY WARRANTY CERTIFICATE cont.****No charge**

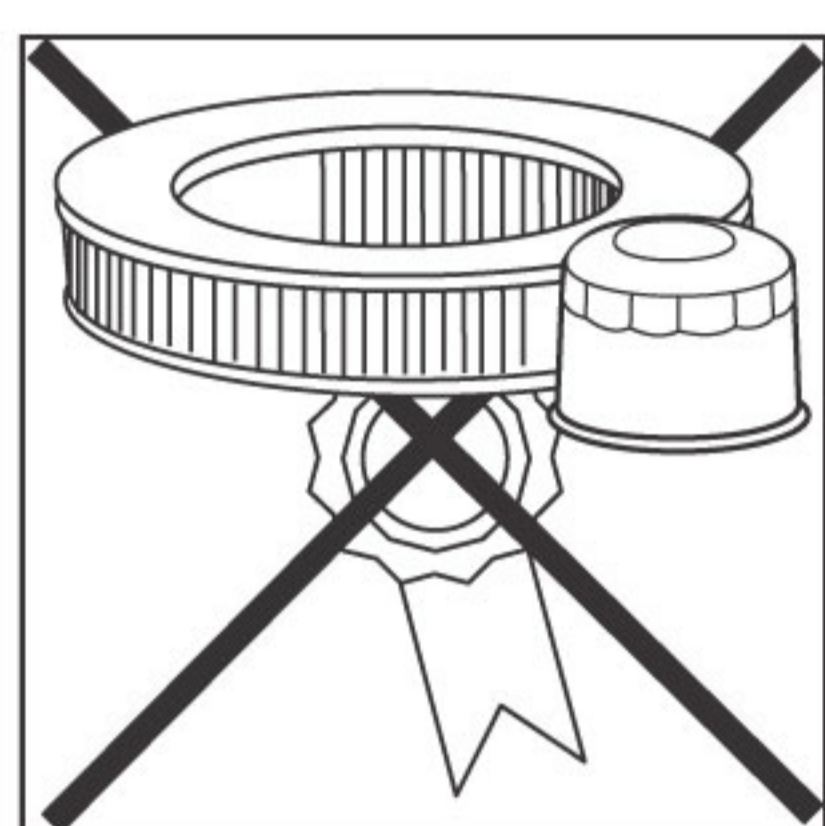
Warranty work performed under this Voluntary Warranty (including parts and labour) will be carried out at no cost to the vehicle owner. However, this work should not be confused with servicing specified in the Maintenance schedule in this service booklet for which a charge is payable.

**Statutory Rights**

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

**NEW VEHICLE VOLUNTARY WARRANTY CERTIFICATE cont.****VOLUNTARY WARRANTY EXCLUSIONS****Damage**

Your Voluntary Warranty does not extend to the following damage: damage caused by an accident, fire, theft or moving objects striking the vehicle (including inside the vehicle); damage as a result of towing; damage caused by industrial fallout, chemicals or sealants; damage caused by atmospheric fallout or flood, hail, salt, etc.

**Maintenance items**

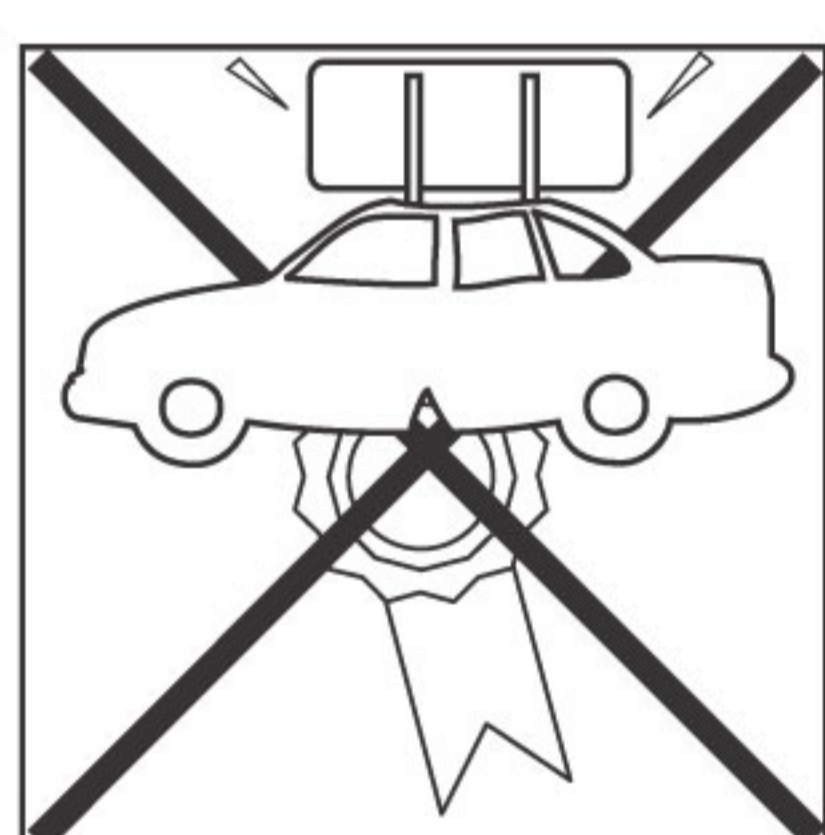
Your Voluntary Warranty does not extend to services such as brake adjustment, brake replacement, replacement of filters, wiper rubbers etc., which are required as part of normal vehicle maintenance (refer to the service matrix in this booklet).

**Tyres**

The tyres fitted to your vehicle are not covered by this Voluntary Warranty. However, they may be covered by the tyre manufacturer or under your non-excludable Statutory Rights.

**Batteries and bulbs**

Batteries and bulbs are warranted for 12 months under this Voluntary Warranty.

**Misuse**

This Voluntary Warranty does not cover damage caused by:

- misuse or abuse of the vehicle such as by racing, rallying, overloading, etc., or neglect,
- operation of the vehicle after the defect is known,
- failure to carry out proper maintenance services (refer to the service matrix in this booklet),
- use of incorrect types and grades of fuel, oil or lubricants,
- 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.

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## **VOLUNTARY WARRANTY QUESTIONS AND ANSWERS**

This section is designed to assist you to understand the Holden Voluntary Warranty provided with your new vehicle which is in addition to your Statutory Rights which cannot be excluded, limited or restricted by this Voluntary Warranty.

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

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

It is the responsibility of the Selling Dealer to provide Holden Voluntary Warranty service, therefore, you should take your vehicle to the Selling Dealer whenever Holden Voluntary 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 service booklet 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 Voluntary Warranty?**

You should contact the nearest Authorised Holden Dealer or Holden Roadside Assistance as soon as possible, and arrange for that Dealer to carry out the required Holden Voluntary Warranty Service.

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

Subject to your Statutory Rights, if, in an emergency, a repair, replacement or adjustment (covered by the Holden New Vehicle 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 (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 under the Holden Warranty through the Authorised Holden Dealer who would normally provide you with Holden Voluntary 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 Voluntary 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 under your Voluntary Warranty being commenced.

**VOLUNTARY WARRANTY QUESTIONS AND ANSWERS cont.****Q 4. Are damage or injury, loss of time, inconvenience, commercial or other direct or indirect loss covered by the Holden Voluntary Warranty?**

No, these items are not covered under the Holden Voluntary Warranty. Holden 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 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 Voluntary Warranty.

You may have rights under your non-excludable Statutory Rights to claim compensation or other remedies outside of the Holden New Vehicle Voluntary Warranty, but any claim based on those rights should be separately pursued.

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## **VOLUNTARY WARRANTY QUESTIONS AND ANSWERS cont.**

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

Maintenance costs are not covered by the Holden New Vehicle Voluntary Warranty. The Maintenance schedules in this service booklet specify the minimum maintenance required for your vehicle operating under normal conditions.

Subject to your Statutory Rights, 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 (including LPG hoses) wiper blades and clutch linings.
- Cleaning or flushing of fuel, coolant, brake, engine, transmission, power steering etc., after 3,000 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 3,000 km.
- Any necessary adjustments to drive belts, transmission, clutch, park brake etc.
- Wheel balancing – after 3,000 km.
- Wheel alignment.
- De-dusting or de-glazing of brake linings or pads – after 3,000 km.
- Brake pad/lining wear or damaged brake components due to brake/pad lining wear.
- Clutch lining wear 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 3,000 km.
- Door, or bonnet lock adjustments.
- Glass or channel adjustments – after 3,000 km.
- Body rattle, squeaks and general tightening of bolts, fasteners and fittings – after 3,000 km.
- Chipped glass or breakage.
- Torn or damaged floor mats or carpets.
- Normal wear and tear to trim components.

**VOLUNTARY WARRANTY QUESTIONS AND ANSWERS cont.****Q 6. Are my tyres covered by the Holden New Vehicle Voluntary Warranty?**

No. The tyres fitted to your vehicle may be covered by a separate voluntary warranty provided by the tyre manufacturer or under your non-excludable Statutory Rights. Any Authorised Holden Dealer will assist you by discussing any queries which you might have with respect to the tyre manufacturer's voluntary warranty, with the tyre manufacturer's representative.

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

All parts and labour used in carrying out Holden Voluntary Warranty service at the premises of the servicing Holden Dealer, are free of charge. Whenever Holden Voluntary 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 Voluntary 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 to move your vehicle to the nearest Holden Dealer's premises. Before employing a towing company, contact the nearest Holden Dealer or Holden Roadside Assistance Service or Holden Customer Assistance Service 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. Your vehicle has been designed, developed and tested by the manufacturer without the use of these additives. Any negative impact or consequences due to the use of additives may affect the validity of your New Vehicle Voluntary Warranty.

Only the fluids and lubricants referred to in the owners 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 responsibility for such unauthorised action.