

Holden Professional Care - Lifetime Capped Price Servicing - Terms & Conditions

1. GENERAL

These terms and conditions, including Frequently Asked Questions, (**Terms & Conditions**) govern the Holden Lifetime Capped Price Servicing Program (**Program**). Holden may amend the Program and these Terms & Conditions at any time, from time to time, without notice. Such changes will become effective immediately on publication unless stated otherwise.

2. LIFETIME CAPPED PRICE SERVICING PROGRAM

Under the Program, Eligible Vehicles are entitled to receive the Scheduled Services from an authorised Holden dealer for a price not more than the Capped Price for that Scheduled Service.

3. DURATION OF PROGRAM

The Program commences on 1 March 2015.

4. FREQUENTLY ASKED QUESTIONS

A. When is a Holden Vehicle eligible to participate in the Holden Lifetime Capped Price Servicing Program?

A Holden Vehicle which is an Eligible Vehicle is eligible to participate in the Program at any time from the first kilometre travelled by the Eligible Vehicle, provided that at the time it participates in the Program, it is registered with an Australian State or Territory road transport authority.

B. What is an Eligible Vehicle?

An "Eligible Vehicle" is:

- a. a Holden Vehicle; or
- b. any other vehicle which is published on Holden's website as being an "Eligible Vehicle" for the purpose of this Program,

other than Excluded Vehicles.

A vehicle is an "**Excluded Vehicle**" if it:

- a. is not registered with an Australian State or Territory road transport authority at the relevant time it proposes to participate in the Program;
- b. a vehicle which was first registered as a government vehicle*;
- c. a vehicle which was first registered as a rental vehicle*; or
- d. is a Holden Vehicle which Holden has determined is an "Excluded Vehicle".

*Government and rental vehicle customers must contact their Holden Dealer to obtain their relevant capped price service quote. For customers who have purchased their vehicle second hand, we recommend that you contact your local Holden Dealer to determine whether the vehicle was first registered as a Government or Rental vehicle.

C. Is the Capped Price the same for every model of Eligible Vehicle?

The Capped Price for each model of Eligible Vehicle is calculated in accordance with the specific service schedule for that vehicle model (which varies from model to model) and the model year. Furthermore, the Capped Price for each model may vary from service interval to service interval.

Individual parts and vehicle systems are affected differently, depending on the distance travelled, time in use and driving conditions. For some Scheduled Services, additional parts may need to be inspected and/or replaced and a longer period of time may be spent by Holden's factory-trained technicians completing the relevant Scheduled Service.

D. What is the Capped Price for each Scheduled Service?

The Capped Price for each Scheduled Service will be provided to the customer when the customer makes a request for a quote for a Scheduled Service for an Eligible Vehicle (**Quote Request**).

The Quote Request is to be made online through Holden's website at www.holden.com.au. The quote for Scheduled Services received in response to the Quote Request will detail the Capped Price for the Scheduled Service requested in the Quote Request (**Quote**).

Government and rental vehicle customers must contact their Holden Dealer to obtain a capped price service quote.

In addition, Holden may publish a list of prices for Scheduled Services at www.holden.com.au or elsewhere from time to time. Holden may change the published or Program prices from time to time and without notice. For the avoidance of doubt, any such price changes will not apply retrospectively to Eligible Vehicles purchased prior to the price change being implemented and will only apply to future vehicle purchases on and after the date the price change comes into effect.

E. What services are covered under the Holden Lifetime Capped Price Servicing Program?

For Recent Model Holden Vehicles, the Scheduled Services covered under the Program are all service items listed in the "standard service schedule for normal operating conditions" for each Eligible Vehicle, as specified in the Service and Warranty Booklet for that Eligible Vehicle, including parts, labour, fluids and any applicable workshop charges.

For Older Model Holden Vehicles, the Scheduled Services covered under the Program are the following maintenance and service items only (**Essential Services**):

- a. engine oil;
- b. oil filter;
- c. multi-point vehicle inspection; and
- d. tyre rotation.

Holden will use genuine Holden parts for all relevant Scheduled Services, except where genuine Holden parts are no longer available.

F. What services are not covered under the Holden Lifetime Capped Price Servicing Program?

Additional service or maintenance items which are not Scheduled Services and are not covered under the Program:

For Recent Model Holden Vehicles, include (but are not limited to):

- a. items which require additional servicing depending on the operating conditions as detailed in the Service and Warranty Booklet for that vehicle;
- b. normal wear and tear items requiring periodic maintenance (e.g. fuses, brake pads, wiper blades, batteries, tyres, wheel alignment adjustments);
- c. air conditioner pollen filter;
- d. any servicing required as a result of the fitment of non-genuine Holden parts or accessories;
- e. additional fluids and additives not specified in the standard service schedules for normal operating conditions set out in the Service and Warranty Booklet for that Eligible Vehicle;
- f. accident damage to any body, chassis or driveline components;
- g. adjustments not specified in the standard service schedules for normal operating conditions set out in the Service and Warranty Booklet for that Eligible vehicle; and
- h. additional maintenance and repairs recommended by the customer's Holden Dealer to suit individual driving characteristics.

For Older Model Holden Vehicles, include (but are not limited to):

- a. any maintenance or service items not listed as an Essential Service item; and
- b. additional maintenance and repairs recommended by the customer's Holden Dealer to suit individual driving characteristics.

If any additional service or maintenance work is required that is not covered by the Program, the authorised Holden dealer will discuss any additional costs with the customer prior to performing any such additional work.

G. Where can a Scheduled Service under the Lifetime Capped Price Servicing Program be carried out?

To receive the benefit of the Capped Price, customers must have the Scheduled Service performed at an authorised Holden dealer.

H. When can a Scheduled Service be carried out?

To receive the benefit of the Capped Price under the Program for any Scheduled Service, customers must ensure that that Scheduled Service is performed by the Service Due Date or before the odometer of the Eligible Vehicle passes the Service Kilometre Limit, whichever occurs earlier (**Nominated Period**).

It is the customer's responsibility to ensure that the Scheduled Service is performed within the Nominated Period.

If the customer has missed a Scheduled Service in a particular Nominated Period, the Capped Price will no longer be available for the Scheduled Service in that Nominated Period. However,

the Capped Price for the next Scheduled Service in the next Nominated Period will become available.

It is important to note that if a customer misses a Scheduled Service, additional work may be identified at the next Scheduled Service in the next Nominated Period which is not included in the Capped Price of that next Scheduled Service. Authorised Holden dealers will obtain customer's consent for any additional costs prior to performing any additional service or maintenance work.

The entitlements under the Program cannot be transferred to any other vehicle. The Program entitlements remain with the Eligible Vehicle for the duration of the Program.

However, Program entitlements can be transferred between subsequent owners of the same Eligible Vehicle.

5. DEFINITIONS

In these Terms and Conditions:

Capped Price means the maximum price for a specified Scheduled Service, as set out in the Quote.

Eligible Vehicles has the meaning given in paragraph 4B of these Terms & Conditions.

Essential Services has the meaning given in paragraph 4E of these Terms & Conditions.

Excluded Vehicles has the meaning given in paragraph 4B of these Terms & Conditions.

Holden means GM Holden Ltd (ACN 006 893 232).

Holden Vehicle means a passenger, SUV or commercial vehicle which is:

- a. manufactured by Holden in Australia; or
- b. imported by Holden for sale in Australia,

each under the "Holden" brand.

Nominated Period has the meaning given in paragraph 4H of these Terms & Conditions.

Older Model Holden Vehicle means any Holden Vehicle manufactured prior to 1 January 2000, other than an Excluded Vehicle.

Quote has the meaning given in paragraph 4D of these Terms & Conditions.

Quote Request has the meaning given in paragraph 4D of these Terms & Conditions.

Recent Model Holden Vehicle means any Holden Vehicle manufactured on or after 1 January 2000, other than an Excluded Vehicle.

Scheduled Services means:

- a. in respect of Older Model Holden Vehicles, the Essential Services; and
- b. in respect of Recent Model Holden Vehicles, all maintenance and service items listed in the "standard service schedule for normal operating conditions" set out in the Service and Warranty Booklet for that Recent Model Holden Vehicle.

Service Due Date means, in relation to a Nominated Period, the date which is no later than 90 days after:

- a. the service due date specified in the log book contained in the Service and Warranty Booklet for that Eligible Vehicle; or

- b. where no Service and Warranty Booklet is available (including for Older Model Holden Vehicles), 12 months from the last service date.

Service Kilometre Limit means, in relation to a Nominated Period, the kilometre reading:

- a. specified in the log book contained in the Service and Warranty Booklet for that Eligible Vehicle plus 3,000 kilometres; or
- b. where no Service and Warranty Booklet is available (including for Older Model Holden Vehicles) within 13,000 kilometres from the last service date.