



GM Holden

Additional Public Submission (with Confidential Attachment)

Education and Employment References Committee (Senate)

General Motors Holden Operations in Australia

3 December 2020

During the recent Senate Committee hearings it was alleged that GM Holden (Holden) has not been properly fulfilling warranty obligations to customers since June and that there are significant delays in people getting repairs to their vehicles under warranty.

Holden rejects this allegation and provides the **attached commercially confidential** warranty claim data to the Committee to refute the claim.

Holden repeats again its commitment that it stands by Holden customers throughout Australia for at least the next ten years, offering full service and repair and honoring warranties and any possible recall obligations, via its national network of Holden Service Outlets.

General Motors (GM) and Holden thank Holden customers for their loyalty, and it is in GM's interest to continue to look after its customers.

Holden also flatly rejects the allegation which was repeated again under parliamentary privilege by Mr James Voortman, CEO of the Australian Automotive Dealer Association, that the establishment of the GM Specialty Vehicle business is a 'phoenixing' action. This spurious allegation of 'phoenixing' is wholly false and unsupported by the facts which demonstrate that Holden has continued to meet its obligations to employees, dealers, suppliers and customers throughout the wind-down of the Holden business.

David Magill

Director – Government Relations and Public Policy