



Complete Care - Roadside Extension Program

Terms & Conditions

Definitions

Authorised Holden Dealer means a Dealer appointed by Holden to sell new and /or demonstrator vehicles of the kind marketed from time to time by Holden in Australia and to perform warranty and service on such vehicles.

Holden Vehicle(s) means a Holden branded vehicle produced in Australia or imported by GM Holden NSC and distributed in Australia from the 1 May 2017 to 31 March 2019 unless extended.

Eligible Vehicles means all Holden Vehicles, sold by an Authorised Holden Dealer, as defined in these Terms and Conditions.

Eligible Vehicle Exclusions:

- (a) privately imported vehicles; and
- (b) 'grey import' vehicles, i.e. vehicles imported other than through authorised Holden channels for the purpose of resale.

Eligible Buyer means a customer that purchases a new or demonstrator Holden, sold by an Authorised Holden Dealer and is eligible for this program.

Eligible Term means the period of up to 5 years from date of first registration for a particular Holden Vehicle.

Lifetime Capped Price Service means scheduled vehicle servicing conducted at an Authorised Holden Dealer, under the terms and conditions of Holden's Lifetime Capped Price Servicing Program. Refer to Holden's Lifetime Capped Price Servicing Terms and Conditions: <https://www.holden.com.au/complete-care/know-your-cost-servicing/terms-and-conditions>

Know Your Cost Service means scheduled vehicle servicing conducted at an Authorised Holden Dealer, under the terms and conditions of Holden's Know Your Cost Servicing Program. Refer to Holden's Know Your Cost Servicing Terms and Conditions: <https://www.holden.com.au/complete-care/know-your-cost-servicing/terms-and-conditions>



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Eligible Vehicles – Holden vehicles sold to customers by an Authorised Holden Dealer, as new or demonstrator vehicles from the 1st May 2017 to 31st March 2019, unless extended.

Eligible Vehicle Inclusions:

Holden vehicles sold by an Authorised Holden Dealer, as new or as a demonstrator vehicle, between 1st of April 2016 and 1st of May 2017 and serviced at an Authorised Holden Dealer, after May 1st 2017.

Eligible Buyers – Holden vehicles sold to customers by an Authorised Holden Dealer.

The Eligible Buyers listed below are excluded from the roadside extension program up to and including 30 June 2018. The program will be available to these Eligible buyers listed below from 1st of July 2018.

- Rental;
- State and Local Government;
- Rebate Fleet;
- Commonwealth Government; and
- Not for Profit.

Length of Roadside Cover

Holden Standard Complimentary Roadside Cover is valid for Eligible Vehicles, 12 months from the date of first registration, and cannot be transferred to any other vehicle.

Lifetime Capped Price Service or Know Your Cost Service, Roadside Extension is extending the Holden Complimentary Roadside Assistance coverage where an Eligible Buyer completes the Holden Vehicles scheduled services, in accordance with the terms and conditions of either the Holden Lifetime Capped Price Servicing Program or the Holden Know Your Cost Service Program.

Conducting the Holden Vehicles scheduled Lifetime Capped Price Servicing or scheduled Know Your Cost Servicing will extend the Holden Vehicles roadside assistance coverage, for an additional 12-month term, up to a maximum of 5 years, from the date of first registration. This extension coverage cannot be transferred to any other vehicle.

If an eligible buyer does not service the eligible vehicle in line with the Lifetime Capped Price Servicing or Know Your Cost Service requirements, where applicable. The extended roadside coverage will expire. Refer Terms and Conditions of Lifetime Capped Price Servicing or Know Your Cost Servicing as applicable.



Holden

<https://www.holden.com.au/complete-care/know-your-cost-servicing/terms-and-conditions> . This offer is not available with any other Roadside Offer.

Requesting Roadside Assistance

Eligible Buyers can call for Roadside Assistance by phoning 1800 817 100.
The operator will ask the following information:

- Name
- Registration number of the vehicle
- Precise location of the vehicle
- A brief description of the problem
- A contact telephone number (where possible)