

# Holden Aftersales. Parts News.



**Bulletin No: R1769**

**Date: 01/09/2010**

**Audience: Parts Manager, Body Shop Manager, Service Manager**

**From: Matthew Everett**

**SUBJECT: Release of GM Electronic Service Information to the Automotive Aftermarket/Retail Customers.**

HSPO would like to remind all Dealer Parts & Service staff that aftermarket trade/retail customers can now access Holden Service Information ( Which includes **Collision Body Repair** ) on-line.

As is normal practice after a new vehicle release, Holden make workshop manuals available to the aftermarket/retail customer. As this material is available via **Global Connect** to the dealer network we also make available a specific aftermarket version on a global website.

With the complex body, electrical and safety systems in Holden's current models, it is important that any repairs made to our vehicles do not compromise the vehicle quality or safety. Making the web based service information available to the automotive repair industry and general aftermarket will ensure repairs can be carried out in accordance with GM/Holden specifications.

To access the Holden Service Information via the website, the following web address can be used -:

[www.gmtechinfo.com](http://www.gmtechinfo.com)

***Note the above website link is for Trade/Retail access only***

***Holden Dealers should access service repair information via GM Global Connect only.***

***Aftermarket customers will require Internet Explorer Version 6 or later to access the website***

To view Service Information you will be asked to complete a registration process, select a period of use and provide credit card details for payment prior to accessing this service (Fee's are charged in US\$).

Periods of use available are **3 days US\$20, 1 month US\$150 or 1 year US\$1,200**

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**Holden Service Parts Operations:** 191 Salmon Street, Port Melbourne, Victoria 3207 Australia  
*All correspondence to:* H204E / 191 Salmon Street, Port Melbourne, Victoria 3207 Australia

Telephone (03) 9647 1111  
Facsimile (03) 9797 7354



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## GM Holden Vehicles currently available via this process are:

VE/WM Sedans, Ute and Sportwagon -	Model Years 07, 08, 09,10.& 11
Barina -	Model Years 06, 07, 08, 09,10 & 11
Viva -	Model Years 06, 07, 08 & 09
Epica -	Model Years 07, 08, 09 & 10
Captiva -	Model Years 07, 08, 09 & 10
Cruze -	Model Year 10

## Website helpline:

From Australia dial 0011-1-800-825-5886 prompt #3.

The GM Service Information website call centre is located in the USA

Operating hours for User ID and Password enquiries are 11pm - 11am EST ( Melbourne time )

Operating hours for Website operation support are 11pm - 7am EST ( Melbourne time )

If you require assistance outside of these times there is a facility to leave a phone message.

We strongly recommend that in conjunction with leaving contact details ( name, company, phone number ) that an email address is also given to ensure a prompt reply

Technical help for vehicle related enquiries is not available from this service.

## Holden vehicles not available via the website

For Holden Service Information not available via the website, all enquiries should be directed to Dealer parts outlets, as advised by previous Holden Service Bulletin DL 61/09, 20<sup>th</sup> November 2009. Dealers are required to place an order directly with Infomedia Ltd using the order form that is attached to the dealer letter.

MY 11 Colorado will be added to the LCRV SIP CD available through Infomedia Ltd, during the 3rd quarter of 2010. Dealers will be advised once this becomes available for purchase.

Service information for Opel based products can be sourced via the aftermarket TIS 2000 DVD, which is only available with a firm order from HSPO.

Should Dealers require further clarification of this letter please contact Matthew Everett via email [matthew.everett@gm.com](mailto:matthew.everett@gm.com)

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