



# Holden

## Genuine Holden Repair Procedures - UPDATE

Bulletin number: Aftersales 2019-R4097  
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Audience: Parts Managers, Service Managers,  
Dealer Principals.  
Further Distribution of this  
bulletin: Independent Auto Repair Industry

### Summary:

This bulletin provides some answers to questions received on the New Process for obtaining Genuine Holden Repair Procedures. A service provided by VACC.

### More info (Original Bulletin [Aftersales 2019-R4043](#)):

1. I have access to CollisionTech; can I still access repair procedures on this site?
  - Previously, members of Holden Trade Club had access to the CollisionTech Web Portal.
  - While there was a comprehensive listing of repair procedures available on this portal, Holden felt that they alone weren't enough for a repair facility to produce a "Safe and Proper Repair" on today's complex Holden vehicles.
  - The repair procedures lacked the necessary mechanical service and repair information typically needed to fix modern vehicles. Also hyperlinks within their pages indicating other instructions repairers might wish to reference, weren't active.
  - This site was decommissioned on 30 April 2019.
  
2. What are the main benefits of the new process?
  - The new process will deliver a link to packets of repair procedures aimed at putting Holden customer vehicles back on the road, not just the structural information for a Collision Repair or a single document for a mechanical repair.
  - The aim is to include associated repair procedures and any relevant hyperlinked documents, as deemed necessary.
  - Wiring diagrams can be included if requested.
  - Each page in the repair procedure packet is watermarked with
    - VIN
    - Holden Part Number
    - The extraction date
  - Refer to FIG 1.1 Sample Document



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[2019 Holden Acadia](#) | [Acadia VIN N Service Manual 11997440](#) | [Body Repair](#) | [Collision Repair](#) | [Visual Identification](#) |  
Document ID: 4476849

### Structure Identification

Watermarked VIN

Watermarked Part Number

View Front

Number	Description	Material	Procedure
1	Front End Upper Tie Bar	Mild Steel	<a href="#">Front End Upper Tie Bar Replacement</a>
2	Front Compartment Upper Side Rail	High Strength Low Alloy Steel	<a href="#">Front Compartment Upper Side Rail Replacement</a>
3	Front Wheelhouse Panel	High Strength Low Alloy Steel	<a href="#">Front Wheelhouse Panel Replacement</a>
4	Front Half Rail	Ultra High Strength Steel	<a href="#">Front Compartment Front Half Rail Replacement</a>

Date of extraction from GM Gold Source

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<https://gm.ext.gm.com/gm/showDoc.do?pubCellSyskey=12877417&from=m&cellId=77436...> 24/04/2019

Fig 1.1 Sample Document

3. Do I need to be a member of the VACC to obtain Genuine Holden Repair Procedures from the VACC?
  - No, you do not need to be a member of the VACC to make use of the new service.
  - Just call 1300 013 343.
4. Why is there a fee with the new process?
  - There is a cost to develop, update, research and deliver repair information. The fee for each request for information has been set at \$45 + GST to cover these costs.
  - Requests are handled on a case by case basis.
  - VACC accesses the most up to date GM Gold Source of information each and every time.
  - VACC do not store any repair procedure information.
5. What process should I follow after I receive the email from holdengm.techcloud?

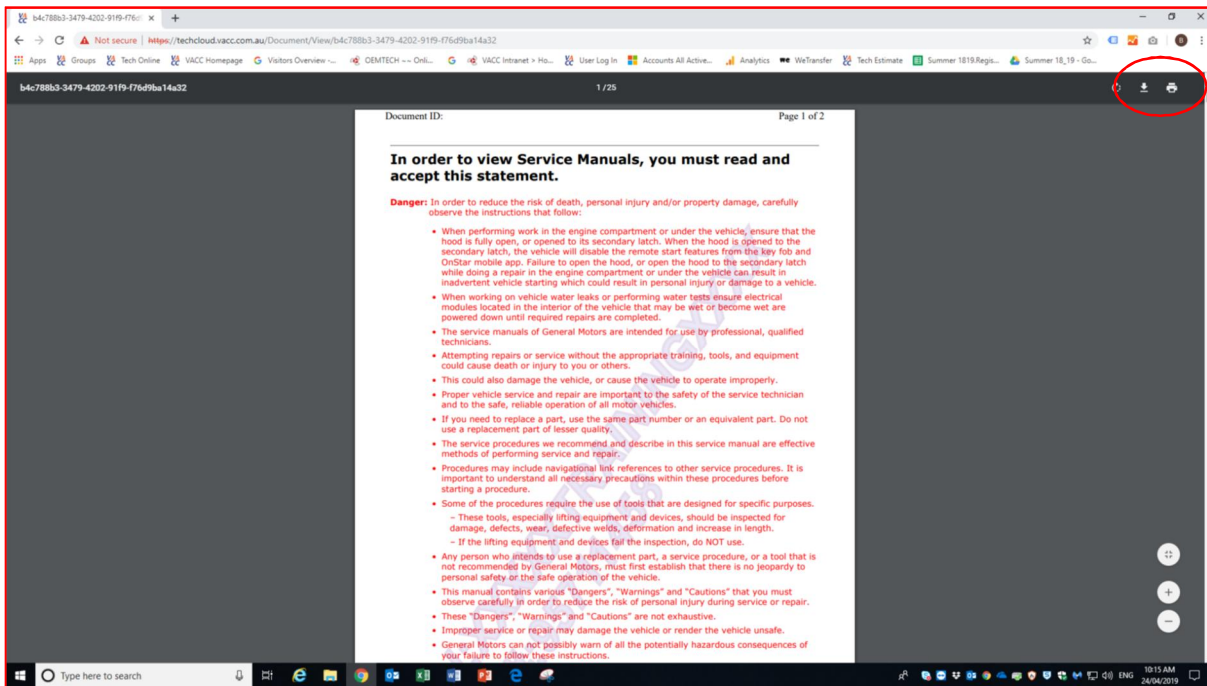
**Please refer to instructions at the end of this document;**  
**"Receiving and accessing the repair instructions."**
6. Is it possible to save the packet of repair procedures as a PDF?
  - Depending on your operating system and version of Adobe PDF installed it may be possible to save the packet of repair procedures.
  - Please refer to the following screenshots.



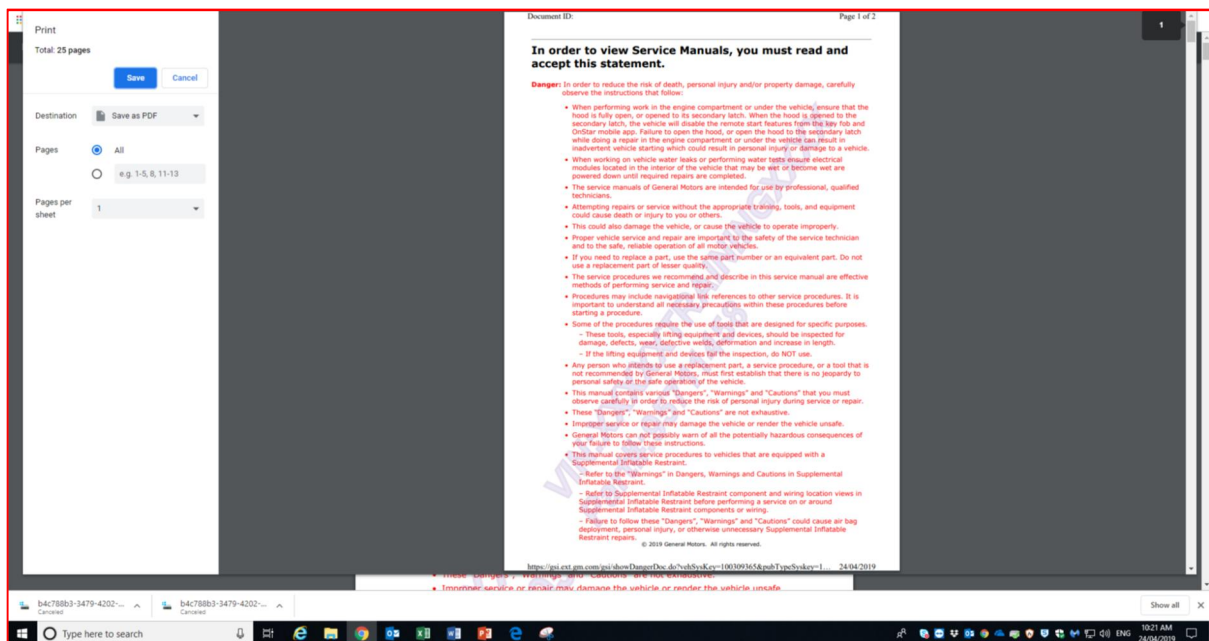
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- Please note, the packet of repair procedures is specific to VIN quoted at the time of request and the date they are prepared.
- Repair procedures should only be used for the VIN stated. A new procedure is required for each repair & VIN to ensure the correct and current information is used.

Depending on Acrobat viewer installed on your computer the print to file or download option may be available.



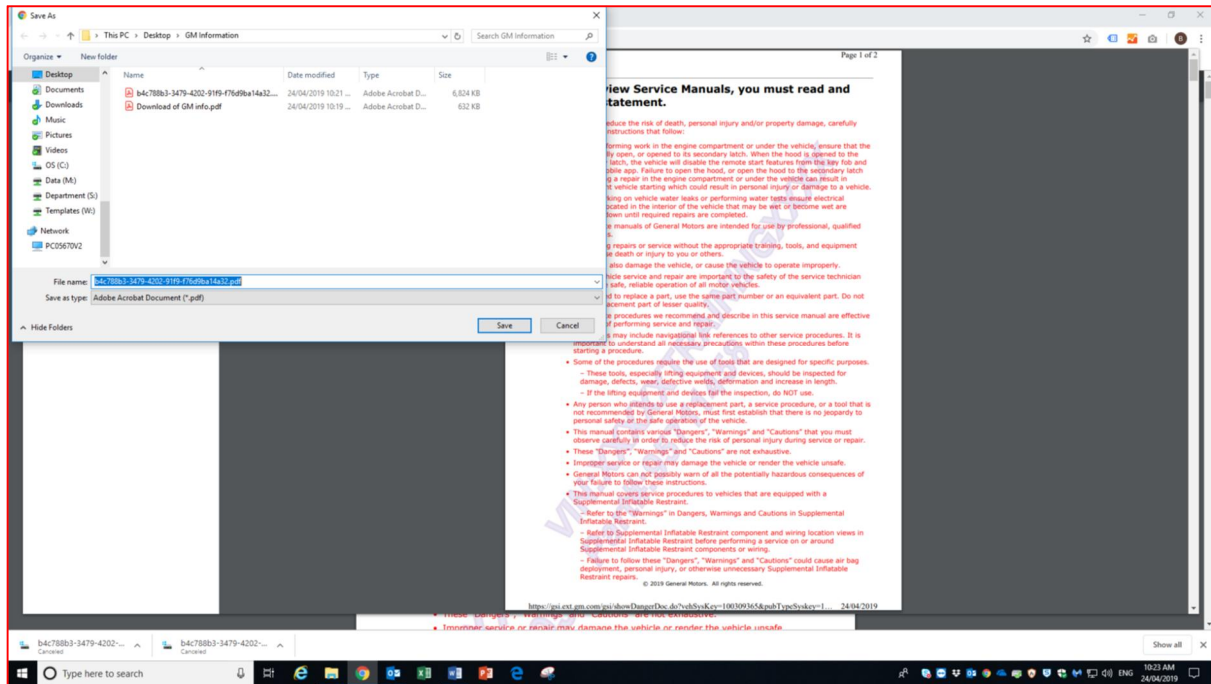
This screen will be displayed if print to file is used.





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This screen will be displayed if the download option is selected



7. What if I don't want to use the new process?
  - ACDelcoTDS is still available for those who wish to take out a subscription and obtain repair procedures themselves.
    - [www.acdelcotds.com](http://www.acdelcotds.com)
8. There are Repair Procedures available for Holden Vehicles that are produced by companies not associated with General Motors or Holden. Are these OK to use in the repair of Holden vehicles?
  - No
  - Only Genuine Holden Repair Procedures can be guaranteed to repair a vehicle back to Manufacturer Specifications, when followed correctly.
  - General Motors and GM Holden do not approve the use of any 3<sup>rd</sup> party repair procedures.

Damian Cahill

Collision Business Manager

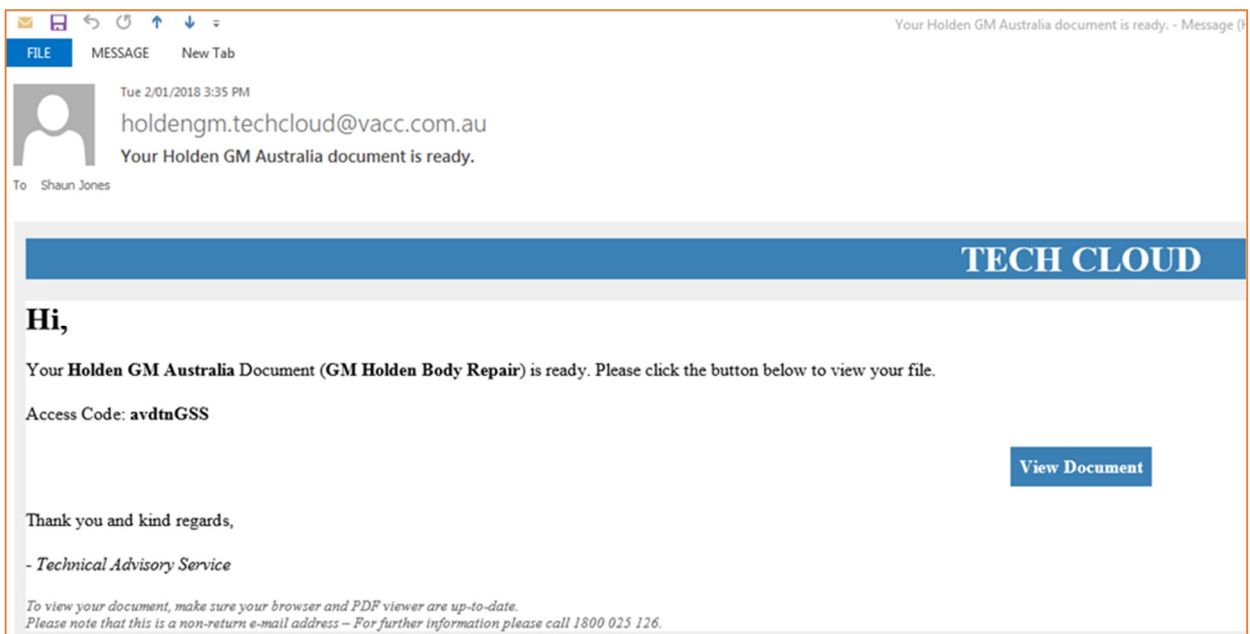
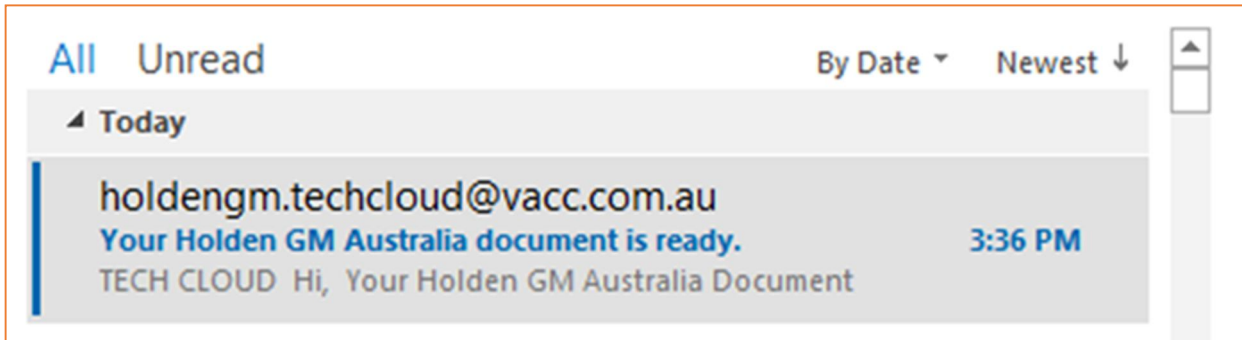
**Authorised by:** Paul Rietveld, General Manager Aftersales Business Development.



# Holden

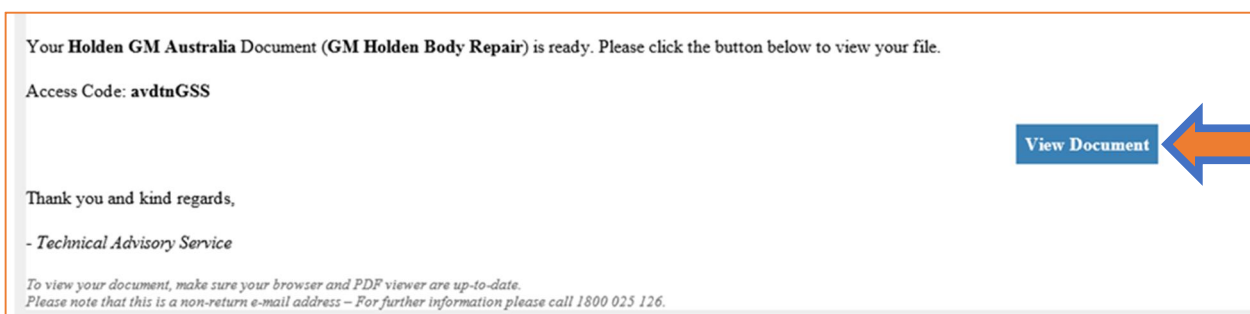
## Receiving and accessing the repair instructions.

1. E-Mail link to repair procedure arrives in email inbox addressed from "holdengm.techcloud@vacc.com.au"



\*Note if not delivered to inbox check Junk/Spam folder's in case email has been directed to those folders

2. Click "View Document"



Internet browser will now open and take you to the documents disclaimer and request pages.


3. Drop down "Client Type" menu and select your relevant option.



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- Collision Repairer:
  - i. Use this option if you are a Collision Repairer with NO Holden Trade Club Member Number.
- Holden Dealer
  - i. Use if you are a Holden Dealer
- Holden Trade Club Member
  - i. Use this option if you are a Holden Trade Club Member or a Holden Certified Collision Repairer.

TECH CLOUD

 **Holden**  
*Let's go there*

Before you can access the **Holden GM Australia** document **GM Holden Body Repair**, please fill the following form. Document will be available to access for **72 hours** after first viewed.

Please call **1800 025 126** for further assistance.

Please complete the payment details form below.

Client Type \*

Select Client Type

Please complete the payment details form below.

Client Type \*

Select Client Type  
Collision Repairer  
Holden Dealer  
Holden Trade Club Member

First Name

**\*Note:** VACC Technical Services does not have access to these codes. They are stored securely within the application and can not be accessed by Advisors.  
For all Holden Trade Club Member number enquireies please contact your Holden Dealer.

Client Type \*

Holden Trade Club Member

Holden Trade Club No. \*

Holden Trade Club No.

First Name \*



Client Type \*

Holden Dealer

BAC Code \*

BAC Code

Check

First Name \*

- Once the Holden Trade Club Member Number or Holden Dealer BAC Code has been validated by the application requires field's marked with an asterisk (\*) will be automatically populated where GM Holden has information stored in there data base.

IF THE CLIENT TYPE SELECTED IS COLLISION REPAIRER...

Client Type \*

Collision Repairer

First Name \*

All mandatory field's marked with an asterix (\*) will require manual completion to proceed.

- Once all fields have been completed click "PAY FOR DOCUMENT" and proceed to the E-Way payment gateway

State \*

VIC

Insurance Company \*

Claim Number \*

PAY FOR DOCUMENT

Tech Cloud - © 2018 Victorian Automobile Chamber of Commerce (VACC) Login

- Complete required payment details and click "PAY NOW".  
Note: Holden Trade Club Members eligible for Free access will by-pass this step and be taken straight to the final disclaimer page.



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The screenshot displays a payment page with two main sections: 'Transaction' and 'Payment'. The 'Transaction' section includes merchant details for VACC and product invoice information for 'Tech Cloud Document Access' with an invoice number 201801041028066329646. The 'Payment' section shows a purchase amount of \$33.00 (SAUD) and credit card details for a VISA card. A 'PAY NOW' button is highlighted with a blue arrow pointing to it from the right.

Transaction	
Merchant Details	
<b>VACC</b>	
Tech Cloud - Holden GM Australia - Owned and operated by the Victorian Automobile Chamber of Commerce (VACC).	
Product Invoice Information	
Invoice Number	201801041028066329646
Invoice Description	Tech Cloud Document Access
72 hours document access for: GM Holden Body Repair	
1 @ \$30.00	(\$3.00 tax) \$33.00
<b>Total</b>	<b>(\$3.00 tax) \$33.00</b>
<b>Total including Tax</b>	<b>\$33.00</b>

Payment	
Purchase Amount <b>\$33.00</b> (SAUD)	
Credit Card Details	
Card Number	<input type="text"/>
Name on Card	<input type="text"/>
Expiry Date	Month: <input type="text"/> 2018 <input type="text"/>
CCV	<input type="text"/>
Last 3 digits on back of your credit card	

7. Click "Finalise Transaction"

The screenshot shows the transaction approved. A yellow button labeled 'FINALISE TRANSACTION' is highlighted with a blue arrow pointing to it from the right. Below the button, the transaction details are confirmed, including the purchase amount of \$33.00 (SAUD), transaction ID 17499183, and payment provider VISA.

Transaction Approved. Payment has been taken.	
Purchase Amount	\$33.00(SAUD)
Transaction ID	17499183
Transaction Status	Approved.
Payment Provider	
Name on Card	Shaun Jones
Card Number	444433XXXXX1111

The receipt for this transaction will be sent to the e-mail address nominated on the first payment details form.

8. Complete all required fields marked with an astrix (\*) of the disclaimer page.
  - 9.1 - Tick the box agreeing to the terms and conditions of use of the supplied information.
  - 9.2 - Enter the unique access code. This access code is provided as part of the original e-mail sent from [holdengm.techcloud@vacc.com.au](mailto:holdengm.techcloud@vacc.com.au)
  - 9.3 - Click "VEIW DOCUMENT" to be taken online viewable PDF of the requested information.

**[NOTE: FOR DETAILS AND LAYOUT OF THIS DISCLAIMER PAGE PLEASE SEE FOLLOWING PAGE](#)**





Please complete the disclaimer form below.

**First Name \***

**Last Name \***

**VIN \***

**Additional Information**

**Disclaimer**

By requesting the above information you acknowledge and agree for and on behalf of you're the Requestor that:

1. All information, materials and documentation provided in response to your request is the subject of the © Copyright rights of Holden (Aust) Pty Limited (Holden Australia) and/or General Motors Ltd. All rights reserved. No part of the information, materials and documentation provided may be reproduced in any material form or transmitted to any other person without the prior express written permission of Holden Australia.
2. The information, materials and documentation have been prepared for suitably qualified, trained and experienced trades persons with experience in the repair of the Holden product. Accordingly they are made available on the understanding that neither Holden Australia nor GM or their respective employees and agents shall have any liability (including liability by reason of negligence) to the users for any loss, damage, cost or expense incurred or arising by reason of any person using or relying on the information and whether caused by reason of any error, negligent act, omission or misrepresentation in the information or otherwise.

You will be deemed to have agreed to the above by lodging this form with Holden Australia.

I have read and accept the disclaimer. \*

**Access Code \***

[VIEW DOCUMENT](#)

