

### Cost Dissn (\$)

	Holden	Dealer
Labour	\$0.00	\$0.00
Parts	\$0.00	\$0.00
Sundry	\$0.00	\$0.00
Sublet	\$0.00	\$0.00
Sub-total	\$0.00	\$0.00

### Attachments

No attachments provided.

### Change History

Change Date	Ver. No	Ver. Status	Odometer	Correction	Cost (excl)
25/09/2020	1	HOLDEN REVIEWED	116123	Replace all injectors as per TSB 20-H-002.	Holden \$0.00

Comment: Reason

This request has been reviewed and Holden has determined that the consumer does not have a valid claim under the consumer guarantee provisions of the Australian Consumer Law because 20-H-002 relates to LS3 only. at this age, Holden have complied with the consumer guarantee in regards to the durability of this component. ACL Acceptable Quality Guarantees do not apply to goods purchased from Private Seller.

### Further Information

Further information can be found at <https://www.accc.gov.au/consumers/consumer-rights-guarantees/consumer-guarantees>

Dealer ACL training can be accessed through the Holden Academy under course code AALLBRZ001.01W.

If you disagree with the outcome, please re-submit with any additional supporting information or contact your Technical Customer Support Manager to discuss. If the customer requires further information they should be directed to Holden's Customer Service Charter <https://www.holden.com.au/owning/customer-care/customer-service-charter> or the ACCC website.

25/09/2020	1	HOLDEN REVIEWED	116123	Replace all injectors as per TSB 20-H-002.	Holden	Dealer	Customer	Total	DEALER
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