



# Holden

Bulletin Number: **Parts 2017-R3723**  
Title of Bulletin: **Collision Repair Procedure Deviations**  
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Audience: **Parts Manager, Collision Repair Industry**

## Collision Repair Procedure Deviations

Having worked closely with the Collision Repair Industry Holden would like to provide notice of the following decision.

When using a genuine Holden service replacement panel for collision repair, it is important to select the correct service repair procedure and follow the published sectioning locations closely. Attempts to randomly deviate from the published section locations will not be supported by Holden and may affect the integrity of the vehicle.

The correct service procedures are available on Collision Tech, accessed via the Holden Trade club Website. [www.holdentradeclub.com.au](http://www.holdentradeclub.com.au)

If the extent of vehicle damage is outside the published section locations or allows for a less complex repair procedure, Holden now has a deviation procedure available to collision repairers / insurance companies. This deviation procedure will allow a case by case vehicle assessment, and will provide, where possible, an approved Holden deviation repair process.

Where a vehicle repair issue has been identified, a deviation request should be submitted prior to continuing with the collision repair. Deviation requests for a completed vehicle repair may not always be supported by Holden.

For deviation requests please contact [Holden.repairinfo@gm.com](mailto:Holden.repairinfo@gm.com)

When requesting a deviation please supply the below information to Holden:

1. Current status of vehicle repair
2. Images of vehicle damage and surrounding areas that may be affected
3. Vehicle VIN details
4. Collision repair procedure document ID you are requesting a deviation from
5. Instruction detailing how you plan to repair the vehicle (deviation plan)
6. Insurance providers name and claim number

Holden recommends you also provide the deviation request details to the insurance provider.

Holden engineers will review your proposed repair and endeavor to respond to your email with an answer within 48 hours.

**Damian Cahill**  
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**GM Holden Ltd**

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