



Holden

Holden Remanufactured Transmission Core Return – System Issue

Bulletin number: Aftersales 2019-R4030
Bulletin date: 25/03/2019
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Audience: Warranty Administrators, Service Managers, Parts
Managers, Parts Interpreters

The purpose of this bulletin is to advise Dealers that between October 2018 and February 2019, certain transmissions were not being called back correctly for part return in the Global Warranty Management (GWM) system.

In these cases, it was not possible for the dealer to print the required Warranty Parts Centre (WPC) label to attach to the top of the transmission box before returning the core for the ongoing remanufacturing process.

If you still have any transmissions within your workshop that were affected by this issue, please send them straight back to FluidDrive without the WPC label.

- The following details will be required for the shipping consignment note (con note): Dealer name, address, contact name, contact phone number and transmission serial number (2700000xxxx).
- Dealers can add the consignment online if you register or already have access to the CEVA Web Portal Services.
- Alternatively, call the CEVA Ground Customer Care Team 13 24 22 or email through to SH-AP-AU-CGCC@Cevalogistics.com to arrange the collection.
- Return to:
FluidDrive
87/93 Raglan Street
Preston, VIC 3072
AUSTRALIA
Ph: 03 9485 9777
- Record the con note for reference.

Dealers are reminded that core return is required for all automatic transmissions, whether it is a warranty or customer pay exchange. Whether it was shipped from HSPO or FluidDrive. (as per “GM Remanufacturing Program Agreement 2016-06-14” and “Parts 2016-R3589 - Core Return for GM Remanufacturing Programs”).

Authorised by:

Brett Page. General Manager, Aftersales Engineering & Service Operations