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Press Release

Thursday 11 April, 2024

GM Australia and New Zealand releases update regarding Genuine Parts and new Positioning Statements

The GM Australia and New Zealand (GM ANZ) Aftersales team is taking the opportunity to update the parts, service and repair industry regarding GM Genuine Parts plus notification of new Positioning Statements.

“When it comes to repairs, it’s important to use parts you know and trust. When using GM Genuine Parts, you’re provided with this peace of mind,” said Paul Rietveld, Director Aftersales, GM ANZ.

“We are serious about the safety of our customers and their right to have GM Genuine Parts fitted to their vehicles. GM Genuine Parts sold through the GM ANZ authorised supply chain can be trusted to be GM Genuine Parts, are fully ADR compliant where applicable and backed by a Factory Warranty.”

A GM Genuine Part is defined as:

‘Genuine GM Parts are parts that are designed, validated and engineered by General Motors or its associated entities; sourced through the GM ANZ authorised supply chain that are subject to warranties given by GM ANZ.

Genuine GM Parts are the replacement parts approved by General Motors for General Motors produced vehicles, including, but not limited to Chevrolet, Cadillac, Corvette, GMC & Holden.’

“In a similar vein, maintaining and updating positioning statements is important, as it enables our network and partners who service and repair GM vehicles to ensure they keep informed with the latest developments,” said Mr Rietveld.

“There have been additions to previously released information, including identifying requirements relating to Advanced Driver Assistance Systems (ADAS).

“The use of GM Genuine Parts ensures the integrity and operation of vital ADAS features including, but not limited to Collision Warning and Avoidance systems such as Autonomous Emergency Braking, Blind Spot Monitoring, Lane Keep Assist and Adaptive Cruise Control.”

There are now 17 new Position Statements, with the addition of GM-related Position Statements relating to:

- ADAS Considerations
- Windshield Replacement

Continues over...

Advanced Driver Assist Systems Considerations

The overall integrity and performance of a vehicle's ADAS is dependent on maintaining the design specifications of each component of the safety system.

Aftermarket or non-GM Genuine Parts and accessories, reconditioned or salvage parts may have different material or dimensional specifications than what was designed, tested and validated for use with ADAS and are not approved for use by General Motors.

The overall operational integrity of ADAS features is dependent on maintaining its inherent design specifications. The use of Aftermarket or non-GM Genuine parts and accessories in ADAS sensor areas including but not limited to the front bumper, front grill, below the front grill, licence plate covers, headlamps, windshield, front and rear side panels, mirrors, rear camera lens, and rear bumper area is not recommended due to the potential for degradation of ADAS feature functionality.

Addition of protective covers, protective film, decorative/ cosmetic wraps, stickers, window tint, magnets, hood protectors, push bars, bicycle racks, cargo racks, light bars, oversized roof cargo can potentially all adversely affect ADAS system feature performance.

Non-GM Genuine lift or lowering kits, wheel rims and tyres, suspension, steering and other components or modifications that impact ride height, alignment angles and vehicle dynamics and handling are not recommended. Covering, or any modification to the windshield blackout is not recommended. Any of these types of modifications are not recommended due to the potential for degradation of ADAS feature functionality.

Windshield Replacement

The overall integrity of a vehicle's ADAS is dependent on maintaining the design specifications of each component of the safety system. GM Genuine branded glass is designed, engineered, tested, and validated to internal and government mandated standards and is the only GM-approved equivalent to the Original Equipment glass.

- General Motors DOES NOT APPROVE the use of aftermarket or non-GM Genuine OE glass.
- Aftermarket glass may have different material, dimensional, and clarity specifications than what was designed, engineered, tested, and validated for use with ADAS and may lack General Motors installation quality controls.
- Many GM Original Equipment glass parts contain enhanced acoustic dampening technologies integrated into the glass assembly. Aftermarket glass may not be equipped with these features, which may result in increased wind, road, and engine noise entering a vehicle's occupant compartment.

"Consumers and repairers should be wary of using parts sourced from non-authorized outlets," said Mr Rietveld.

GM ANZ continues working alongside other vehicle manufacturers as part of the Federal Chamber of Automotive Industries' initiatives, to promote the importance and use of genuine parts.

General Motors Australia and New Zealand Pty Ltd (GMANZ) would like to take the opportunity to remind you that our products come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). The contractual rights available for GMANZ products are in addition to any rights that consumers are entitled to under the ACL. For information on the ACL, please visit the Australian Competition & Consumer Commission (ACCC)'s website at [Consumer rights & guarantees | ACCC](https://www.accc.gov.au/consumer-rights-guarantees). In addition the ACCC has developed a guide specifically for the motor car sales industry which is available at [Motor vehicle sales and repairs - an industry guide to the ACL](https://www.accc.gov.au/industry-guides). Should a GMANZ product be defective, you may make a claim under the ACL or the GMSV Dealer or HSO Agreement (whichever is applicable).