

Aftersales Bulletin

GM Approved Body Repairers

DATE: 29 May 2017 **PAGES:** 1 of 1
REFERENCE: GM GEN – 06 / 2017
ATTENTION: Owners & Managers
REFER QUERIES TO: Graeme Gill +27 (041) 407 0320 or graeme.gill@gm.com

GM Announcement & Body Repairer Programme Status

Dear GMSA Approved Body Repairer Partners,

I confirm that on 18 May 2017 General Motors ("GM") and Isuzu announced that:

- GM intends to cease manufacturing, sale and distribution of new vehicles in South Africa by the end of 2017, subject to compliance with applicable regulatory requirements.
- Isuzu will continue to distribute and sell product in South Africa and intends to expand its dealer network to distribute the Isuzu KB effective 1 January 2018. Isuzu will be investing in South Africa to take over the manufacture and distribution of the Isuzu KB and medium and heavy commercial trucks by purchasing the Struandale Plant, the remaining 30% shareholding in the Isuzu Truck South Africa joint venture, and the Vehicle Conversion and Distribution Centre. Isuzu will also take over the operations of the Parts Distribution Centre.
- Following the recent announcement of the sale of Opel to the PSA Group, GM is working with PSA to develop the future strategy for the Opel brand in South Africa.
- Ongoing aftersales and parts support will continue for all Chevrolet, Opel and Isuzu customers through the existing dealer network to the end of 2017, and after that through the Isuzu dealer network, subject to finalization of our discussions with PSA.

We are focused on ensuring that these transitions are handled as smoothly as possible, including the GMSA Body Repairer Programme. In the circumstances, the GMSA Regional Meetings scheduled for June – July have been postponed to a later date, at which time we will have further information as to the future strategy for all 3 brands with regards to Body Repair.

PLEASE TAKE NOTE OF THE FOLLOWING IMPORTANT ANNOUNCEMENT:

1. The current Service Level Agreement (SLA) with Approved Body Repairers expires shortly. As we work through these transitions, GMSA proposes that your current SLA be extended until 31 December 2017 on the same terms and conditions.
2. Should you elect NOT to accept the said extension until 31 December 2017, you are requested to kindly notify me, in writing, by no later than 08 June 2017 and your SLA will be left to expire without any requirement of further notice, and no new certificate will be issued.
3. All ABRs not providing written notice as above, shall be deemed to have agreed to the said extension and new GMSA approval certificates will be provided to you shortly. These certificates will reflect a new expiration date of 31 December 2017.

I know that this will be a challenging period for all of us, however, I ask for your understanding and continued dedication and support as we work through these changes.

Should you have any urgent queries relating to these developments, please do not hesitate to contact me directly.

Yours sincerely,



Graeme Gill
Business Line Manager – Collision Parts & Body Repairer Program