

# Barloworld GM : Business as Usual

Below you will find all the info you want on the recent General Motors News Announcement.

Should you require more information you are welcome to contact any one of our dealerships.

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Rafique Firfirey

### **What did GM announce?**

- GM is transforming its business globally.
- As a result, they will phase out manufacturing and sales of Chevrolet vehicles subject to regulatory approvals.
- Following the recent announcement of the sale of Opel to the PSA group, GM will work with PSA to develop the future strategy for the Opel brand in South Africa.
- Manufacturing will continue with Isuzu purchasing GM's light commercial vehicle operations at Struandale, Port Elizabeth.
- With its proud heritage, Isuzu will deepen its presence in the country with the establishing of Isuzu Motors South Africa.
- As Isuzu grows its business in Africa for the long term, South Africa will serve as an important base.

### **Why did GM decide to do this?**

- This is a business decision, based on GM's global business priorities.
- There have been significant changes to the global industry over the last few years, and GM's global strategy has evolved with these changes.
- The most significant industry change has been the emergence of mobility (autonomous/ride sharing/electrification/connectivity) as a service and as a long-term growth opportunity.
- Globally, GM firmly believes there are opportunities where it can achieve greater return on investment – in specific vehicle segments and markets where the outlook for growth is very strong (business adjacencies, SUVs and crossovers, U.S. and China).

**When will these changes be implemented?**

- GM is working towards a business transition by the end of 2017; subject to regulatory approvals. However, these changes will not impact you as existing warranties and service plans remain in place and will be honoured beyond 2017.

**What does this mean for me?**

If you are an Isuzu, Chevrolet or Opel owner on-going aftersales and parts support will continue through the existing GM dealer network to the end of 2017. All existing warranties and service plans remain in place and will be honoured beyond 2017.

From 2018, Isuzu dealers will provide aftersales and service support to Chevrolet and Opel customers subject to finalisation of our discussions with PSA.

**Can I sell my vehicle back to the dealer?**

A vehicle's warranty and after-sales service will be honoured. However, should a customer want to sell their vehicle back, normal business practices will be followed, whereby, the value transfer will be a negotiation between the dealer and customer.

**What will the dealer network look like going forward?**

Isuzu will franchise a new distribution network representing the Isuzu LCV Brand – around 90 dealers. Isuzu has already identified these dealers who will be contacted over the next few days.

In terms of Opel, following the recent announcement of the sale of Opel to the PSA group, GM will work with PSA to develop the future strategy for the Opel brand in South Africa. More to come on this at a later stage.

From 2018, Isuzu dealers will provide aftersales and service support to Chevrolet and Opel customers subject to finalisation of our discussions with PSA

**How will Isuzu vehicles be supported in the market?**

Ongoing aftersales and parts support will continue for all Chevrolet, Opel and Isuzu customers from the existing GM dealer network through the end of 2017. All existing warranties and service plans remain in place and will be honoured.

In January 2018 Isuzu will launch a new distribution network representing the Isuzu brand which will support Isuzu customers.

**How will Opel vehicles be supported in the market?**

Ongoing aftersales and parts support will continue for all Opel customers from the existing GM dealer network through the end of 2017. All existing warranties and service plans remain in place and will be honoured beyond 2017. From 2018, Isuzu dealers will provide aftersales and service support to Chevrolet and Opel customers subject to finalisation of our discussions with PSA.

**How will Chevrolet vehicles be supported in the market?**

Ongoing aftersales and parts support will continue for all Chevrolet customers from the existing GM dealer network through to the end of 2017. All existing warranties and service plans remain in place and will be honoured. From 2018, Isuzu dealers will provide aftersales and service support to Chevrolet and Opel customers subject to finalisation of our discussions with PSA.

**Will I still be able to get parts for my Chevrolet/Opel/Isuzu?**

Yes. Ongoing aftersales and parts support will continue for all Isuzu, Chevrolet and Opel customers. All existing warranties and service plans remain in place and will be honoured.

**How long will GM ensure that parts are available to support my Chevrolet vehicle?**

We will continue to ensure parts are available for Chevrolet vehicles for up to 10 years after production of your model has ceased.

**Will the vehicle warranty and or service or maintenance plan on my vehicle be honoured?**

All existing warranties and service plans remain in place and will be honoured beyond 2017.

**Who will repair my vehicle under warranty if my dealership closes?**

Ongoing aftersales and parts support will continue for all Chevrolet, Opel and Isuzu customers from the existing GM dealer network through the end of 2017. All existing warranties and service plans remain in place and will be honoured beyond 2017. From 2018, Isuzu dealers will provide aftersales and service support to Isuzu, Chevrolet and Opel customers subject to finalisation of our discussions with PSA.

**Will I still be able to get parts for my Chevrolet/Opel/Isuzu?**

Yes. Ongoing aftersales and parts support will continue for all Chevrolet, Opel and Isuzu customers. All existing warranties and service plans remain in place and will be honoured.

Additional Contact details :

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