



BUICK



GMC

2023

Canadian Limited Warranty  
and Owner Assistance  
Information



**IMPORTANT:** This booklet contains important information about the warranty coverage on your new vehicle. It also explains **Customer Satisfaction and Owner Assistance** procedures and GM's participation in the **Mediation/Arbitration Program**.

Keep this information readily accessible and be prepared to make it available to a GM Dealer if warranty work is needed.

Owner's Name:

Phone Number:

Street Address:

City & Province:

Vehicle Identification Number (VIN):

Date Vehicle First Delivered or Put In Use:

Odometer Reading on Date Vehicle First Delivered or Put In Use:



## Certified Service

Refer to your Owner's Manual for the manufacturer's recommended Maintenance Schedules and services. Your dealer can also perform a thorough assessment with a Multi-point Vehicle Health Check to recommend when your vehicle may need attention.



---

## PROTECTION PLAN

Have you purchased the Chevrolet Buick GMC Protection Plan? The Chevrolet/Buick/GMC Protection Plan may be purchased within specific time/mileage limitations. Remember, if the service contract you are considering for purchase does not have the Chevrolet Buick GMC Protection Plan emblem shown above it, then it is not a Chevrolet Buick GMC Protection Plan from GM.

©2022 General Motors of Canada Company. All rights reserved. Printed in the U.S.A. GENERAL MOTORS, GM, BUICK, CHEVROLET, GMC and the emblems are registered trademarks of General Motors LLC.

Part No. 23Canada\_WM\_enUS\_frCA\_16451730A\_2022MAR10\_D

# 2023 Chevrolet/Buick/GMC Canadian Limited Warranty and Owner Assistance Information

---

<b>Important Message to Owners...</b> .....	1	Tire Service .....	15	<b>Things to Know About the Emission Control Systems and Performance</b>	
General Motors of Canada Company's Commitment to You .....	1	Paint, Trim and Appearance Items .....	16	<b>Warranties</b> .....	22
Owner Assistance .....	1	Vehicle Operation and Care .....	16	Replacement Parts .....	22
GM Participation in the Mediation/ Arbitration Program .....	1	Warranty Distance Extensions .....	16	Maintenance and Repairs .....	22
The Chevrolet Buick GMC Protection Plan .....	1	Warranty Service — Canada .....	16	Claims Procedure .....	23
Owner Name/Address Change .....	1	Touring Owner Service — Canada, the United States and Mexico .....	16	<b>Terms Applicable to All Warranties</b> .....	24
<b>Warranty Coverage at a Glance</b> .....	2	Touring Owner Service — Countries Other than Canada, the United States and Mexico .....	17	Towing .....	24
<b>New Vehicle Limited Warranty</b> .....	4	Warranty Service — Canadian Sold Vehicles Registered and Operated Outside Canada .....	17	Emergency Repairs .....	24
What Is Covered .....	4	Pre-Delivery Service .....	17	Transferability .....	24
What Is Not Covered .....	9	Production Changes .....	17	General Terms .....	24
Where to Go for Maintenance .....	13	<b>Emission Control Systems and Performance</b>		<b>Customer Satisfaction Procedure</b> .....	26
Electric Vehicle Propulsion Warranty Coverage .....	13	<b>Warranties</b> .....	18	<b>Special Coverage Adjustment Programs   Beyond the Warranty Period</b> .....	28
<b>Things to Know About the New Vehicle Limited Warranty</b> .....	15	What is Covered .....	18	<b>Customer Assistance Offices</b> .....	29
Warranty Repairs — Component Exchanges .....	15	How to Determine the Applicable Emission Control Systems Warranty ..	18	CANADA .....	29
Maintenance and Warranty Service Records .....	15	Emission Control Systems Warranty ...	18	UNITED STATES .....	29
Warranty Repairs — Recycled Materials .....	15	Emission Performance Warranty .....	18	All Overseas Offices .....	29
		<b>Emission Warranty Parts List</b> .....	20	<b>Customer Assistance for Text Telephone (TTY) Users</b> .....	30
		What Is Not Covered .....	21	<b>Roadside Assistance Program</b> .....	31
				<b>Courtesy Transportation Program</b> .....	32



### General Motors of Canada Company's Commitment to You

We are committed to ensuring an excellent ownership experience with your new vehicle.

Your GM dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

### Owner Assistance

Should you ever encounter a problem during or after the warranty periods that is not resolved, talk to a member of dealer management. Under certain circumstances, GM and/or GM dealers may provide assistance after the limited warranty period has expired when the problem results from a defect in material or workmanship. These instances will be reviewed on a case-by-case basis. If the problem persists, follow the procedures outlined under *Customer Satisfaction Procedure* ⇨ 26.

### GM Participation in the Mediation/ Arbitration Program

Refer to *Customer Satisfaction Procedure* ⇨ 26, for information on the voluntary, binding Mediation/Arbitration Program in which GM participates.

### The Chevrolet Buick GMC Protection Plan

Many owners seek to enhance their vehicle ownership by purchasing an optional service contract. General Motors offers its own Chevrolet Buick GMC Protection Plan, a service contract that provides mechanical repair protection, a rental/alternate transportation allowance, and the availability of GM Roadside Assistance or a towing and road service allowance. The Chevrolet Buick GMC Protection Plan is available in different levels of coverage, each offering a variety of time/kilometre options to suit your driving needs.

The Chevrolet Buick GMC Protection Plan is the only optional service contract backed by the worldwide resources of General Motors.

It can be the most valuable option you choose for your vehicle. See your GM Dealer for prices, vehicle eligibility guidelines and more details.

### Owner Name/Address Change

General Motors of Canada Company encourages all owners to report, at their earliest convenience, a change in name or address by calling our Customer Care Centre toll free at 1-800-263-3777 (English) or 1-800-263-7854 (French). If you are a subsequent owner, please be sure to advise us by calling the number above. You may also visit the GM dealer of your choice to report a change in vehicle ownership. The current owner name and address is essential for General Motors of Canada Company to provide timely notification to owners of important information related to their vehicles.

**We thank you for choosing a General Motors product.**

## 2 Warranty Coverage at a Glance

The warranty coverages on your vehicle are summarized below. Please read the warranty information that follows for more complete details.

New Vehicle Limited Warranty for Chevrolet, Buick, and GMC Vehicles						
Coverage	3 yrs/ 60,000 km <sup>1</sup>	5 yrs/ 100,000 km <sup>1</sup>	5 yrs/ 160,000 km <sup>1</sup>	6 yrs/ 120,000 km <sup>1</sup>	6 yrs/ 160,000 km <sup>1</sup>	8 yrs/ 160,000 km <sup>1</sup>
Base Warranty Coverage	X					
Powertrain Component Warranty Coverage <sup>2</sup> on vehicles equipped with gasoline or diesel engines		X				
Powertrain Component Warranty Coverage on vehicles equipped with a 6.6L Duramax Turbo-Diesel engine or a 3.0L Duramax Turbo-Diesel engine			X			
Electric Vehicle Propulsion Warranty Coverage						X
Restraint System Warranty				X		
Sheet Metal (Corrosion) Warranty Coverage	X					
Sheet Metal (Rust-Through) Perforation Warranty Coverage					X	
<sup>1</sup> Whichever comes first. <sup>2</sup> Powertrain Component Warranty coverage may vary for certain Chevrolet or GMC Commercial Fleet and/or Government Fleet vehicles.						

Emission Control Systems Warranty				
Coverage	3 yrs/ 60,000 km <sup>1</sup>	4 yrs/ 80,000 km <sup>1</sup>	5 yrs/ 80,000 km <sup>1</sup>	8 yrs/ 130,000 km <sup>1</sup>
Chevrolet, Buick, and GMC	X			
Heavy Duty Gasoline Engine <sup>2</sup>			X	
6.6L Duramax — Heavy Duty Turbo-Diesel Engine <sup>2</sup>			X	
Certain Major Emission Components <sup>3</sup>				X

<sup>1</sup> Whichever comes first.  
<sup>2</sup>When installed in a Light Duty Truck with GVWR of 3,856 kg/8,500 lbs or greater  
<sup>3</sup>Applicable only on Passenger Cars and Light Duty Trucks with GVWR of 3,856 kg/8,500 lbs or less and with a Light Duty Engine



## 4 New Vehicle Limited Warranty

### What Is Covered

General Motors of Canada Company will provide for repairs to the vehicle during the Warranty Period in accordance with the terms, conditions, and limitations contained in this booklet.

### Warranty Applies

This warranty is for GM vehicles originally sold new in Canada, registered in Canada and normally operated in Canada. General Motors of Canada Company warranty coverages may be void or subject to restrictions on GM vehicles that have been imported or exported.

### Repairs Covered

The warranty covers repairs to correct any covered vehicle defect due to materials or workmanship occurring during the Warranty Period, but not slight noise, vibrations, or other normal characteristics for the vehicle. Needed repairs will be performed using new, remanufactured, or refurbished parts.

### No Charge

Warranty repairs, including parts and labor, will be made at no charge.

### Obtaining Repairs

To obtain warranty repairs, take the vehicle to a GM dealer facility handling your vehicle line within the Warranty Period and request the needed repairs. Reasonable time must be allowed for the dealership to perform the necessary repairs.

### Warranty Period

The Warranty Period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the applicable Coverage Period specified in this booklet. In certain circumstances, and if arranged before the vehicle is first purchased, General Motors of Canada Company may authorize the warranty to start on a date after the vehicle delivery date.

### Base Warranty Coverage

The Base Warranty coverage for Chevrolet, Buick, and GMC is for 3 years or 60 000 kilometres, whichever comes first, except for other coverages listed here under “What Is Covered” and those items listed under “What Is Not Covered.”

### Powertrain Component Warranty Coverage

For Gasoline and Diesel, powertrain components are covered for 5 years or 100 000 kilometres, whichever comes first, except that certain Chevrolet or GMC vehicles sold as Commercial Fleet and/or Government Fleet vehicles and vehicles factory equipped with 6.6L Duramax Turbo-Diesel engine or equipped with a 3.0L Duramax Turbo-Diesel Engine are covered for 5 years or 160 000 kilometres, whichever comes first.

**Important:** Some of these components may also be covered by the Emissions Warranty. See *Emission Warranty Parts List* ⇨ 20.

### Gasoline Engine Component Coverage

**includes:** Cylinder block and heads and all internally lubricated parts, timing gears, timing chain/belt and cover, valve covers, oil pump assembly, oil pan, engine oil cooling hoses and lines, seals, gaskets, manifolds, flywheel, water pump, engine mount, turbocharger and supercharger, actuators and electrical components internal to the engine. Coverage on the engine cooling system begins at the inlet to the water pump and ends with the thermostat housing and/or outlet that attaches to the return hose.

*Exclusions:* Excluded from the powertrain component coverage are sensors, wiring, connectors, engine radiator, coolant hoses, coolant, heater core, starter motor, entire pressurized fuel system (in-tank fuel pump, pressure lines, fuel rail(s), regulator, injectors, and return line).

#### **Diesel Engine Components Coverage**

**includes:** Cylinder block and heads and all internally lubricated parts, intake and exhaust manifolds, timing gears, timing chain/belt and cover, flywheel, valve covers, oil pump assembly, oil pan, water pump, fuel pump, engine mounts, seals, and gaskets. Parts of the Emissions Reduction System such as the emissions reduction fluid tank, injectors, sensors including NOx and exhaust, and the Exhaust Particulate Filter. Glow Plug Control System: Control/glow plug assembly, glow plugs, cold advance relay, and engine control module. The fuel injection control module, integral oil cooler, transmission adapter plate, common fuel rails, fuel filter assembly, fuel temperature sensor.

#### **Transmission/Transaxle Coverage includes:**

All internally lubricated parts, case, torque converter, mounts, seals, and gaskets as well as any electrical components internal to the transmission/ transaxle. Also covered are any actuators directly connected to the transmission (slave cylinder, etc.).

*Exclusions:* Excluded from the powertrain component coverage are transmission cooling lines, hoses, radiator, sensors, wiring, and electrical connectors. Also excluded are the clutch and pressure plate.

**Transfer Case Coverage includes:** All internally lubricated parts, case, mounts, seals, and gaskets as well as any electrical components internal to the transfer case. Also covered are any actuators directly connected to the transfer case as well as encoder motor.

*Exclusions:* Excluded from the powertrain coverage are transfer case cooling lines, hoses, radiator, sensors, wiring, and electrical connectors as well as the transfer case control module and/or module programming.

**Drive Systems Coverage includes:** All internally lubricated parts, final drive housings, axle shafts and bearings, constant velocity joints, propeller shafts and universal joints. All mounts, supports, seals, and gaskets as well as any electrical components internal to the drive axle. Also covered are any actuators directly connected to the drive axle (e.g., front differential actuator).

*Exclusions:* Excluded from the powertrain component coverage are all wheel bearings, drive wheel front and rear hub bearings, locking hubs, drive system cooling, lines, hoses, radiator, sensors, wiring, and electrical connectors related to drive systems as well as any drive system control module and/or module programming.

## 6 New Vehicle Limited Warranty

---

### Restraint System Warranty

Provides repair or replacement needed to correct defects in materials or workmanship of any seatbelt or air bag system, supplied by General Motors. Coverage is for 6 years or 120,000 kilometres, whichever comes first. This warranty is subject to the exceptions indicated in the “What Is Not Covered” section or cosmetic appearance defects such as color fade.

### Sheet Metal Warranty Coverage

Sheet metal panels are covered against corrosion and rust-through perforation as follows:

**Corrosion** : Body sheet metal panels are covered against rust (corrosion) for 3 years or 60 000 kilometres, whichever comes first.

**Rust-Through Perforation** : Any body sheet metal panel that rusts through due to corrosion (an actual hole in the sheet metal) is covered for up to 6 years or 160 000 kilometres, whichever comes first. This coverage only applies to the body sheet metal panels and not to other metal components.

**Important:** Cosmetic or surface corrosion (resulting from stone chips, dents, or scratches in the paint, or failure to repair paint damaged by stone chips, dents, or scratches in the paint) is not included in the sheet metal coverage. Sheet Metal Warranty Coverage will not apply in the event of failure to promptly repair paint damage.

### Tire Coverage

The tires supplied with your vehicle are covered by General Motors against defects in material or workmanship under the Base Warranty Coverage. Wear-out is not considered a defect, and it may occur before the vehicle warranty expires. In this case, the owner is responsible to purchase replacement tires, or seek coverage solely from the tire manufacturer. For vehicles within the Base Warranty Coverage, defective tires will be replaced on a prorated adjustment basis according to the following mileage-based schedule:

Tire Pro-Rate Chart

Odometer (km) (within 3 years of warranty start date)	Percent Covered by General Motors (Tire Cost)	Percent Covered by General Motors (Labour — Mount/ Balance)
0-19,000	100%	100%
19,001-24,000	60%	100%
24,001-32,000	50%	100%
32,001-40,000	40%	100%
40,001-48,000	30%	100%
48,001-60,000	20%	100%
60,001+	0%	0%

These schedules apply to the price of the tires only. GM will cover 100% of the cost to mount and balance the tires replaced under warranty for the full Base Warranty Coverage period.

After your Base Warranty expires, you may still have prorated warranty coverage on your original equipment tires by the tire manufacturer. Contact your GM dealer or the tire manufacturer of the brand of tires on your vehicle for more information. The following is a list of current tire manufacturer's websites and toll-free customer assistance numbers.

## 8 New Vehicle Limited Warranty

### Tire Companies

Company	Website	Toll-Free Number
Bridgestone/Firestone	<a href="http://www.bridgestonetire.ca">www.bridgestonetire.ca</a> <a href="http://www.firestone.ca">www.firestone.ca</a>	1-800-267-1318
Continental/General	<a href="http://www.generaltire.ca">www.generaltire.ca</a> <a href="http://www.continentaltire.ca">www.continentaltire.ca</a>	1-855-453-1962
Goodyear/Dunlop	<a href="http://www.goodyear.ca">www.goodyear.ca</a> <a href="http://www.dunlop.ca">www.dunlop.ca</a>	1-800-387-3288
Michelin	<a href="http://www.michelin.ca">www.michelin.ca</a>	1-888-871-4444
BFGoodrich	<a href="http://www.bfgoodrichtires.ca">www.bfgoodrichtires.ca</a>	1-888-871-6666
Hankook	<a href="http://www.hankooktire.ca">www.hankooktire.ca</a>	1-800-843-7709
Kumho	<a href="http://www.kumhotire.ca">www.kumhotire.ca</a>	1-877-445-8646
Maxxis	<a href="http://www.maxxiscanada.com">www.maxxiscanada.com</a>	1-905-789-0882

When a tire is removed from service due to a covered warranty condition under a tire manufacturer's limited warranty program, you may be eligible for a tire replacement or a comparable new tire on a prorated basis.

The tire manufacturer's limited warranty program, which can be obtained by calling or visiting the tire manufacturer's website or any authorized GM dealer, is in lieu of all

other remedies, warranties, or conditions, expressed or implied, arising by law or otherwise, including fitness for a particular purpose or merchantability. The tire manufacturer expressly disclaims liability for indirect, special, incidental, or consequential damages, lost profit, loss of business, loss of goodwill, loss of reputation, punitive or any other damage, cost, or loss of any kind.

### Aftermarket Engine Performance Enhancement Products and Modifications

Some aftermarket engine performance products and modifications promise a way to increase the horsepower and torque levels of your vehicle's powertrain. You should be aware that these products may have detrimental effects on the performance and life of the engine, exhaust emission system, transmission and drivetrain. The

Duramax Turbo-Diesel Engine, Allison Automatic Transmission<sup>®</sup> and drivetrain have been designed and built to offer industry leading durability and performance in the most demanding applications. Engine power enhancement products may enable the engine to operate at horsepower and torque levels that could damage, create failure, or reduce the life of the engine, engine emission system, transmission and drivetrain. Damage failure, or reduced life of the engine, transmission emission system, drivetrain or other vehicle components caused by aftermarket engine performance enhancement products or modifications may not be covered under your vehicle warranty.

### Chemical Paint Spotting

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and adhere to painted surfaces on your vehicle. This damage can take two forms; blotchy, ringlet-shaped discolorations, and/or small irregular dark spots etched into the paint surface.

Although no defect in the factory applied paint causes this, General Motors of Canada Company will repair, at no charge to the owner, the painted surfaces of new vehicles

damaged by this fallout condition within 12 months or 20 000 kilometres of first delivery, whichever comes first.

### Accessory Coverages

Most GM approved accessories marketed and sold by General Motors of Canada Company that are permanently installed on a GM vehicle by a GM dealer prior to delivery will be covered under the provisions of the Base Warranty Coverage of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery or are replaced under the Base Warranty, they will be covered (parts and labour) for the balance of the applicable portion of the Base Warranty, or for 12 months from the date of installation or replacement, whichever is later.

GM accessories sold over the counter, or those not requiring installation, will receive the standard Accessory Warranty for 12 months from the date of purchase, parts only.

GM Licensed and Integrated Business Partner (IBP) Accessories are covered under the accessory-specific manufacturer's warranty and are not warranted by GM or its dealers.

### Caution

This warranty excludes:

Any communications device that becomes unusable or unable to function as intended due to unavailability of compatible wireless service or GPS satellite signals.

### What Is Not Covered

#### Tire and Wheel Damage or Wear

Normal tire wear or wear-out is not covered. Tire wear is influenced by many variables such as road conditions, driving styles, vehicle weight, and tire construction. Uniform tire wear is a normal condition, and is not considered a defect. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb impact, or from other objects is not covered. Tire wear due to misalignment beyond the warranty period is not covered. Also, damage from improper inflation, overloading, spinning, as when stuck in mud or snow, tire chains, racing, improper mounting or dismounting, misuse, negligence, alteration, improper repair, accident, collision, fire, vandalism, or misapplication is not covered. Damage to

## 10 New Vehicle Limited Warranty

wheels or tire sidewalls caused by automatic car washes or cleaning agents is not covered.

### Damage Due to Bedliners

Owners of trucks with a bedliner, whether after-market or factory installed, should expect that with normal operation the bedliner will move. This movement may cause finish damage. Therefore, any damage caused by the bedliner is not covered under the terms of the New Vehicle Limited Warranty.

The factory spray in bedliner (RPO CGN) is not covered for a loss of shine and luster or fading. Refer to the Owner's Manual for more information on spray in bedliner maintenance.

### Damage Due to Accident, Misuse, Neglect, or Alteration

The New Vehicle Limited Warranty does not cover damage caused as the result of any of the following:

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle.

- Misuse of the vehicle such as driving over curbs, overloading, racing, competition or off-roading. Proper vehicle use is discussed in the Owner's Manual.
- Alteration, modification, or tampering to the vehicle, including, but not limited to the body, chassis, powertrain, driveline, software, or other components after final assembly by GM.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.
- Installation of non-GM (General Motors) parts.
- Water or fluid contamination.
- Damage resulting from hail, floods, windstorms, lightning and other environmental conditions.
- Alteration of glass parts by application of tinting films.
- Damage as a result of the failure to observe and follow the vehicle's warning lights and/or gauges.
- Damage which results from the failure to promptly repair faulty components or failure to promptly repair paint damage occurring on Sheet Metal Panels.

**Important:** This warranty is void on vehicles currently or previously registered as salvaged, scrapped (irreparable), rebuilt, junked, or otherwise considered a total loss.

### Damage or Corrosion Due to Environment, Chemical Treatments, or Aftermarket Products

Damage caused by airborne fallout, rail dust, salt from sea air, salt or other materials used to control road conditions, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered. See "Chemical Paint Spotting" under *Things to Know About the New Vehicle Limited Warranty* ⇨ 15 for details.

### Maintenance and Damage Due to Insufficient or Improper Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the Owner's Manual and this warranty booklet are at the owner's expense.

Vehicle lubrication, cleaning, or polishing are not covered. Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain proper fluids, fuel, lubricants, or refrigerants between maintenance intervals recommended in the Owner's Manual is not covered.

Items such as:

- Audio System Cleaning
- Brake Pads and Linings
- Clutch Linings
- Coolants and Fluids
- Filters
- Limited Slip Rear Axle Service
- Tire Rotation
- Wheel Alignment/Balance
- Wiper Inserts
- Exterior Incandescent Bulbs\*
- Keyless Entry Batteries (or other remote transmitter/receiver batteries)\*

*\*covered for up to 12 months with unlimited kilometres; any replacement after 12 months is considered maintenance and is not covered as part of the New Vehicle Limited Warranty.*

are covered by the New Vehicle Limited Warranty for up to 12 months or 12 000 kilometres, whichever comes first; any replacement after 12 months or 12 000 kilometres, whichever comes first, is considered maintenance and is not covered as part of the New Vehicle Limited Warranty. The New Vehicle Limited Warranty only covers components when replacement or repair of these components is the result of a defect in material or workmanship.

#### **Damage Due to Contaminated, Improper, or Poor Quality Fuel**

Poor fuel quality or incorrect fuel may cause driveability problems such as hesitation, lack of power, stalling, or failure to start. They may also degrade functionality of critical exhaust emissions components such as spark plugs, oxygen sensors, and the catalytic converter. Damage from poor fuel quality, water contamination, or if the vehicle requires premium fuel, operating the vehicle on gasoline with a Pump Octane less than a 91 (R+M)/2, may not be covered.

Prohibited fuels are: Gasolines containing any methanol, MMT, an organometallic octane enhancing additive, and/or fuels containing more than 15% ethanol in non-Flex Fuel Vehicles (FFV).

Please refer to your Owner's Manual under "Fuel," for additional recommendations, including the use of TOP TIER Detergent Gasoline. Additional information can also be found at: [www.toptiergas.com](http://www.toptiergas.com).

#### **Damage Due to Use or Impact**

Windshield or glass cracks, chips, or scratches due to impact are not covered. Windshield cracks will be covered for the first 12 months, regardless of mileage if caused by defects in material or workmanship.

Lights, lenses, mirrors, paint, grille, moldings, and trim are not covered for cracks, chips, scratches, dents, dings, and punctures or tears as a result of impact with other objects or road hazards. In addition, cracks, chips, scratches, or other damage to the face of a radio or instrument cluster from impact or foreign objects are not covered.



### Third Party Externally Connected Electrical Products

This warranty does not apply to hardware or software of a third party device that is connected to the vehicle or its components, even if integrated or delivered with the vehicle. GM is not responsible for the quality or accuracy of any information, or service accessed through or from any third party device or platform. Software distributed by GM inside or outside the vehicle (including, but not limited to system software or applications) is not covered by this Warranty. GM does not warrant that connections to, from or through the vehicle will be uninterrupted or error-free. Also, the user should back-up their data and information frequently. GM is not responsible for any loss or damage to data or information made available in connection with the use of the vehicle. In addition, this Warranty does not apply: (a) to consumable parts that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to damage caused by use with another product or service; (c) to damage caused by a third party device or service (including upgrades and expansions), or (d) to obsolescence or lack of utility due to incompatibility with

future versions of external hardware or software, including, but not limited to mobile devices.

### Extra Expenses

Economic loss or extra expense is not covered.

Examples include:

- Inconvenience
- Lodging, meals, or other travel costs
- Loss of vehicle use
- Payment for loss of time or pay
- Storage

### After-Manufacture “Rustproofing”

Your vehicle was designed and built to resist corrosion. Application of additional rust-inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. GM makes no recommendations concerning the usefulness or value of such products.

Application of after-manufacture rustproofing products may create an environment which reduces the corrosion resistance built into your vehicle. Repairs to correct damage caused by such applications are not covered under your New Vehicle Limited Warranty.

### Original Equipment Alterations

This warranty does not cover any damage or failure resulting from modification or alteration to the vehicle's original equipment as manufactured or assembled by General Motors.

Examples of the types of alterations that would not be covered include, but are not limited to, any non-GM theft alarm, remote starting device or remote locking system, or the cutting, welding, or disconnecting of the vehicle's original equipment parts and components. Also, the warranty does not cover a rebuilt vehicle after it has suffered such extensive collision damage in an accident that it was written-off or deemed to be written-off, even if the rebuilt vehicle uses undamaged parts and components from the written-off vehicle.

**Additionally, General Motors does not warranty non-GM parts, calibrations, and/or software modifications.** The use of parts, control module calibrations, software modifications, and/or any other alterations not issued through General Motors of Canada Company will void the warranty coverage for those components that are damaged or otherwise affected by the

installation of the non-GM part, control module calibration, software modifications, and/or other alteration.

The only exception is that non-GM parts labeled "Certified to EPA Standards" are covered by the Emissions Performance Warranty.

### **Recreation Vehicle and Special Body Alterations**

Installations or alterations to the Original Equipment (OE) vehicle or chassis as distributed by General Motors are not covered by the New Vehicle Limited Warranty or Emissions Warranties. The special body company, assembler, equipment installer, or upfitter is solely responsible for warranties on the body or equipment and any alterations (or any effect of the alterations) to any of the parts, components, systems, or assemblies installed by GM. GM is not responsible for the safety or quality of design, features, materials, or workmanship of any alterations by such suppliers. Examples include, but are not limited to, special body installation or conversion (such as recreational vehicles), the installation of any non-GM part, cutting, welding or the disconnecting of original equipment vehicle or chassis parts and

components, extension of the wheelbase, suspension and driveline modifications and axle additions.

### **Where to Go for Maintenance**

The investment you made in your new GM vehicle can best be maintained at your GM dealer who offers quality service and genuine GM parts specifically designed for your GM vehicle.

GM recommends having maintenance performed by an authorized GM dealership. GM dealer technicians are specifically trained to maintain and repair GM vehicles. They stay current on the latest service information through GM technical bulletins, service publications and training courses. Many are also certified through the technical training process. In addition, your GM dealer has special tools, equipment, computer software and complete access to product updates, applicable to your vehicle to ensure fast and accurate diagnostics. Your dealer can also perform a thorough assessment with a multi-point vehicle health check to recommend when your vehicle may need attention. This level of service is only available at an authorized GM dealership.

### **Electric Vehicle Propulsion Warranty Coverage**

For vehicles sold in Canada, in addition to the Base Warranty Coverage described in this booklet, General Motors of Canada Company will cover repairs to correct defects related to materials or workmanship in the following specified components for electric vehicles for 8 years or 160,000 kilometres, whichever comes first, from the date the vehicle is first delivered or put in use.

This warranty is for the electric vehicles sold, registered and normally operated in Canada. In addition to the initial owner of the vehicle, the coverage described in this Electric Vehicle Propulsion Warranty is transferable at no cost to any subsequent person(s) who assumes ownership of the vehicle within the 8 years or 160,000 kilometres term. No deductibles are associated with this warranty.

This warranty is in addition to the express conditions and warranties described previously. The coverage and benefits described under the rest of the "New Vehicle Limited Warranty" are not extended or altered because of this additional Warranty.

## 14 New Vehicle Limited Warranty

---

Like all batteries, the amount of energy that the high voltage propulsion battery can store will decrease with time and distance driven. The Propulsion Battery will be replaced/repared if the capacity falls below 60% of its original value during the warranty period, as determined by a certified dealer, with a Propulsion Battery appropriate for the age and mileage of the vehicle.

### **Propulsion Battery Service**

General Motors of Canada Company has a network of certified dealers who are trained to perform repairs on Electric Vehicle Propulsion Battery packs. If the Propulsion Battery requires service due to a defect in materials or workmanship, General Motors of Canada Company will either repair or replace the Propulsion Battery with new or refurbished components at General Motors of Canada Company's discretion.

### **Electric Vehicle Specific Components**

The following components are covered under the Electric Vehicle Propulsion Warranty:

- Propulsion Battery pack and all its internal components
- Electric drive unit(s) and all its internal components

### **Note**

The portable charge cord is covered under Base Warranty Coverage.

### **What Is Not Covered**

Items listed under "What is Not Covered" under the New Vehicle Limited Warranty also apply to the Electric Vehicle Propulsion Warranty coverage.

**Warranty Repairs — Component Exchanges**

In the interest of customer satisfaction, General Motors of Canada Company may offer exchange service on some vehicle components. This service is intended to reduce the amount of time your vehicle is not available for use due to repairs. Components used in exchange are service replacement parts that may be new, remanufactured, or refurbished.

Remanufactured parts meet GM approved service parts requirements and are made from previously used components in a process that involves disassembly, inspection, cleaning, update of software and replacement parts as appropriate, testing and reassembly.

Refurbished parts meet GM approved service part requirements and are previously used parts that are inspected, cleaned, tested, and repackaged.

All exchange components used meet GM standards and are warranted the same as new components. Examples of the types of components that might be serviced in this fashion include: engine and transmission

assemblies, instrument cluster assemblies, radios, compact disc players, batteries, and powertrain control modules.

**Maintenance and Warranty Service Records**

Retain receipts covering performance of regular maintenance. These receipts and records should be transferred to each subsequent owner of this vehicle. Receipts can be very important if a question arises as to whether a malfunction is caused by a lack of maintenance or is due to a defect in material or workmanship. Repairs required due to damage resulting from lack of maintenance are not covered under your warranty. General Motors of Canada Company may, in its sole discretion, deny a warranty claim if a failure to perform scheduled maintenance is suspected to have resulted in the failure of a warranted part. You should also be aware that General Motors of Canada Company may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance, or modifications not approved by GM.

A “Maintenance Record” is provided in the maintenance schedule section of the Owner’s Manual for your convenience in recording services performed.

For your records, the servicing dealer should provide a copy of the warranty repair order listing all warranty repairs performed.

**Warranty Repairs — Recycled Materials**

Both Environment Canada guidelines and GM support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant.

As a result, any repairs made to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

**Tire Service**

Any GM dealer handling your vehicle line or tire dealer for your brand of tires can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, contact the Customer Care Centre. The toll-free telephone numbers are listed under *Customer Assistance Offices* ⇨ 29.

### Paint, Trim and Appearance Items

Defects in paint, trim, upholstery, or other appearance items are normally corrected during new vehicle preparation. If you find any paint or appearance concerns, advise your dealer as soon as possible. Your Owner's Manual has instructions regarding the care of these items.

### Vehicle Operation and Care

Considering the investment you have made in your new vehicle, we know you will want to operate and maintain it properly. We urge you to follow the maintenance instructions in your owner's manual.

If you have any questions on how to keep your vehicle in good working condition, see your GM dealer, the place many customers choose to have their maintenance work done. You can rely on your dealer to use proper parts and repair practices.

### Warranty Distance Extensions

Prior to delivery, some kilometres are put on your vehicle during testing at the assembly plant, during shipping and while at the dealership. The dealership records this odometer reading on the front page of this warranty booklet at delivery. For eligible

vehicles, this odometer reading is added to the distance limits specified in the New Vehicle Limited Warranty and the Emission Control Systems Warranty ensuring that you receive full benefit of the coverage.

Warranty distance extensions eligibility:

- Applies only to new vehicles held exclusively in new vehicle inventory.
- Does not apply to used vehicles, GM owned vehicles, dealer owned used vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with more than 1 600 kilometres on the odometer even though the vehicle may never have been "registered" for license plates.

### Warranty Service — Canada

The selling dealer has invested in the proper tools, training and parts inventory to ensure that any necessary warranty repairs can be made to your vehicle. GM requests that the vehicle be returned to the selling dealer for all warranty repairs. If a situation or event occurs where you are significantly inconvenienced, any authorized GM dealer can make the warranty repairs. However, in the event the dealer is not able to perform

the repair due to the special tool and training requirements, contact the *Customer Assistance Offices* ⇨ 29.

### Touring Owner Service — Canada, the United States and Mexico

If you are touring, visit any GM dealer handling your vehicle line in Canada, the United States, or Mexico for warranty service. Covered repairs will be completed at no charge to you. You may be required to provide proof of current and former residency such as driver's license, or vehicle ownership. For your records, the servicing dealer will provide a copy of the warranty repair order, listing all warranty repairs performed.

Some vehicle lines, which are sold only in Canada, may not be serviced by all GM dealers in the United States. If warranty service is necessary while you are in the United States please contact the Canadian Customer Care Centre (CCC) for guidance. See *Customer Assistance Offices* ⇨ 29 for CCC information. A Customer Care Ambassador will direct you to a dealership and assist the repairing dealer to obtain the necessary parts and technical information.

You may be charged for these repairs. For reimbursement consideration by General Motors of Canada Company upon your return home, provide your dealer with a statement of circumstances, the original repair order, proof of ownership and any “paid” receipts indicating the work performed and parts replaced.

### **Touring Owner Service — Countries Other than Canada, the United States and Mexico**

If you are touring in a foreign country and repairs are needed, it is suggested you make your vehicle available to a GM dealership, preferably one that handles your vehicle line.

**Important:** Repairs made necessary by the use of improper or dirty fuels and lubricants are not covered under warranty. See your owner’s manual for additional information on fuel requirements when operating in foreign countries.

### **Warranty Service — Canadian Sold Vehicles Registered and Operated Outside Canada**

This warranty applies to GM vehicles originally sold new in Canada, registered in Canada, and normally operated in Canada. If you have permanently relocated and established household residency in another country, GM may authorize the performance of repairs based on the warranty coverage for vehicles generally sold by GM in that country. Contact an authorized GM dealer in your country for assistance. GM warranty coverages may be void or subject to restrictions on GM vehicles that have been imported or exported.

### **Pre-Delivery Service**

Defects in or damage to the mechanical, electrical, sheet metal, paint, trim and other components of a new vehicle may occur at the factory or while it is being transported to the dealership. Normally, any defect or damage occurring during assembly is detected and corrected at the factory during

the inspection process. In addition, dealerships are obligated to inspect each vehicle before delivery. They repair any uncorrected factory defects and any transit damage detected before the vehicle is delivered to you.

Any defects still present at the time a new vehicle is delivered to you are covered by the warranty. If you find any such defects when you take delivery, please advise your dealer without delay. For further details concerning any repairs which the dealership may have made prior to your taking delivery of your vehicle, please ask your dealership.

### **Production Changes**

General Motors of Canada Company and its dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

General Motors of Canada Company warrants that, within the specified warranty period, it will cover repairs of any defect in material or workmanship which cause the vehicle to fail to conform with the Emission Regulations under the Canadian Environmental Protection Act.

### What is Covered

The parts covered under the emission warranties are listed under the “Emission Warranty Parts List” later in this section. If failure of one of the parts listed in the Emissions Warranty Parts List results in the failure of another part listed in the Emissions Warranty Parts List, the Emission Control Systems Warranty will cover the replacement of both parts.

### How to Determine the Applicable Emission Control Systems Warranty

Federal or provincial agencies may require a different emission warranty coverage depending on:

- Whether the vehicle conforms to regulations applicable to light duty or heavy duty emission control systems.

### To Determine Emission Eligibility:

1. Determine if the vehicle has a gasoline or diesel engine.
2. Locate the underhood emission control label located inside the engine compartment on the air cleaner assembly or the engine.
3. The information on the bottom left side of the label describes if the vehicle has a light or heavy duty emissions control system.

### Emission Control Systems Warranty

The Emission Control Systems Warranty period described below shall begin on the date the vehicle is first delivered to the first retail purchaser or, on the date the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail. Emission related defects in the genuine GM components including related diagnostic costs, parts and labour, are covered by this warranty.

- **Passenger Cars, Vans and Light Duty Trucks (A Gross Vehicle Weight Rating (GVWR) of 3856 kg (8500 lbs) or less), that have a Light Duty Engine**
  - 3 years or 60 000 kilometres whichever comes first; and 8 years or 130 000 kilometres, whichever comes first, on the major emission components specified in the parts list.
- **Light Duty Truck (A Gross Vehicle Weight Rating (GVWR) of 3856 kg (8500 lbs) or greater) that have a Heavy Duty Gasoline Engine**
  - 5 years or 80 000 kilometres, whichever comes first.
- **Light Duty Truck (A Gross Vehicle Weight Rating (GVWR) of 3856 kg (8500 lbs) or greater) that have a 6.6L Duramax Heavy Duty Turbo-Diesel Engine**
  - 5 years or 80 000 kilometres, whichever comes first.

### Emission Performance Warranty

Some provinces and local jurisdictions have established periodic vehicle Inspection and Maintenance (I/M) programs to encourage proper maintenance of your vehicle. If a provincial I/M program is enforced in your

area you may also be eligible for Emission Performance coverage when **all** of the following three conditions are met:

General Motors of Canada Company warrants that,

1. The vehicle has been maintained and operated in accordance with the instructions for proper maintenance and use set forth in the Owner's Manual and this booklet, the New Vehicle Limited Warranty and Owner Assistance Information, supplied with your vehicle;
2. The vehicle fails a provincial I/M test during the emission warranty period indicated above; and
3. The failure results, or will result, in the owner of the vehicle having to bear a penalty or other sanctions (including the denial of the right to use the vehicle) under local, provincial, or federal law.

If so, General Motors of Canada Company warrants that your dealer will replace, repair, or adjust to GM specifications, at no charge to you, any of the parts listed under the "Emission Warranty Parts List" later in this section which may be necessary to conform to the applicable emission standards. Non-GM parts labelled "Certified to EPA Standards" are covered by the Emission Performance Warranty.



Emission-related defects in the emission parts listed here are covered under the Emission Control System Warranty. The terms are explained in the *Emission Control Systems and Performance Warranties* ⇨ 18.

### **Certain Major Emission Component Warranty Coverage**

For passenger cars, vans and light duty trucks (Gross Vehicle Weight Rating (GVWR) of 3856 kg (8500 lbs) or less) that have a Light Duty Engine, certain major parts are covered for 8 years/130 000 kilometres, whichever comes first. These parts include:

- Diagnostic Emissions Critical - Electronic Control Units (8/130)
- Engine Control Module (8/130)
- Transmission Control Module (8/130)
- Catalytic Converters (8/130)

### **Passenger Car and Light Duty Emission Component Warranty Coverage**

For passenger cars, vans and light duty trucks (Gross Vehicle Weight Rating (GVWR) of 3856 kg (8500 lbs) or less) that have a Light Duty Engine, parts listed below are covered for 3 years/60, 000 kilometres, whichever comes first.

### **Heavy Duty Emission Component Warranty Coverage**

For Light Duty Truck (Gross Vehicle Weight Rating (GVWR) of 3856 kg (8500 lbs) or greater) that have a Heavy Duty Gasoline Engine or have a 6.6L Duramax Heavy Duty Turbo-Diesel Engine, parts listed below are covered for 5 years/80,000 kilometres, whichever comes first.

#### **Air/Fuel Ratio Control System**

Air/Fuel Ratio Control System Sensors

Diesel Fuel Injection Pump

Diesel Fuel Pipes (Heavy Duty)

Diesel Fuel Pressure Regulator

Diesel Fuel Rail Assembly

Diesel Fuel Temperature Sensor

Fuel Injection System

#### **Air Management System**

Air Intake System

Air Management System Sensors

Charge Air Cooler

Exhaust Manifold

Intake Manifold

Supercharger System

Supercharger Assembly

Throttle Body

Turbocharger System

Turbocharger Assembly

Turbocharger Oil Feed Pipe (Diesel)

Turbocharger Exhaust Pipe (Diesel)

Turbocharger Exhaust Outlet Pipe

Adaptor (Diesel)

Turbocharger Vane Position Sensor

Turbocharger Vane Position Solenoid Valve

#### **Camshaft Position System**

Camshaft Position Actuator

Camshaft Position Actuator Valve

Camshaft Position System Sensors

#### **Diesel Aftertreatment System**

Diesel Oxidation Catalyst

Diesel Particulate Filter

Selective Catalyst Reduction

#### **Engine Cooling System**

Electric Coolant Pump

Engine Cooling Fans

Engine Cooling System Sensors

Engine Coolant Valves

Thermostat

### **Evaporative Emission Control System**

Evaporative Emission Hardware

Fuel Tank(s)

Fuel Filler Cap (Gasoline)

Fuel Tank Zone Module

### **Exhaust Gas Recirculation (EGR) System**

EGR System Components and Sensors

EGR Valve Cooler (Diesel)

### **Ignition System**

Ignition Coils and Control Module

Ignition System Sensors

Glow Plugs and Controller (Diesel)

Spark Plugs and Wires

### **Positive Crankcase Ventilation (PCV) System**

PCV System Sensors

PCV System Components and Oil Filler Cap

### **Stop/Start System**

Start/Stop System Components and Sensors

### **Transmission Control System**

Transmission Control Solenoid Valve with TCM

Transmission Control Valve Body

Transmission Electrical Sensors and Actuators

Also covered by this Warranty are hoses, switches, sensors, solenoids, gaskets, seals, wiring harnesses and connectors used with components on the Emission Warranty parts list.

Parts specified in your maintenance schedule that require scheduled replacement are covered up to their first replacement interval or the applicable emission warranty coverage period, whichever comes first. If failure of one of these parts results in failure of another part, both will be covered under the Emission Control System Warranty. For detailed information concerning specific parts covered by these emission control system warranties, ask your dealer.

### **What Is Not Covered**

The Emission Control Systems Warranty obligations DO NOT APPLY TO conditions resulting from tampering, abuse, neglect, or improper maintenance. Items listed under "What Is Not Covered" under *New Vehicle Limited Warranty* ⇨ 4 also apply to the emission related warranties.

Parts specified in the maintenance schedule as requiring scheduled replacement are covered before their first replacement interval or the applicable emission warranty coverage period, whichever comes first. There is no coverage under this warranty for the failure of parts which are not replaced as required in the vehicle maintenance schedule. If failure of one of these parts results in failure of another part, neither will be covered under the Emission Control Systems Warranty.

Powertrain Control Module (PCM) software updates beyond the Base Warranty period are not covered by the Emission Control Systems Warranty unless (a) the vehicle fails to conform with the Emission Regulations under the Canada Environmental Protection Act; and (b) GM has made available a software update to correct that condition.

### Replacement Parts

The emission control systems of your vehicle, were designed, built and tested using genuine GM parts† and the vehicle is certified as being in conformity with the Emission Regulations under the Canadian Environmental Protection Act. **Accordingly, it is recommended that any replacement parts used for maintenance or for the repair of emission control systems be new, genuine GM parts.**

**The warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-genuine GM parts for replacement or repair if those parts are equivalent to GM parts and carry any required emissions certification. Use of replacement parts that are not certified or of equivalent quality may impair the effectiveness of emission control systems.**

If other than new, genuine GM parts are used for maintenance replacements or for the repair of components affecting emission control, the owner should assure himself/herself that such parts are warranted by their manufacturer to be equivalent to

genuine General Motors parts in performance and durability and carry any required emissions certification.

† “GENUINE GM PARTS,” when used in connection with GM vehicles means parts manufactured by or for GM, designed for use on GM vehicles and distributed in Canada by General Motors of Canada Company.

### Maintenance and Repairs

See your Owner's Manual for the schedule of required periodic maintenance and inspection for your vehicle.

Warranty repairs must be performed by an authorized GM dealer except in a situation where the vehicle owner is significantly inconvenienced and a warranted part or a warranty station is not reasonably available to the vehicle owner. You are responsible for presenting your vehicle to a GM dealer selling your vehicle line as soon as a problem exists.

If in a situation where you are significantly inconvenienced, and it is necessary to have repairs performed by other than an authorized GM dealership, and you believe the repairs are covered by the Emission Control Systems Warranty, take the replaced parts and your receipt to your GM dealership handling your vehicle line for reimbursement consideration.

Receipts and records covering the performance of regular maintenance or emergency repairs should be retained in the event questions arise concerning maintenance. These receipts and records should be transferred to each subsequent owner of this vehicle. General Motors of Canada Company may, in its sole discretion, deny a warranty claim if a failure to perform scheduled maintenance is suspected to have resulted in the failure of a warranted part. You should also be aware that GM may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance, or modifications not approved by GM.

**Claims Procedure**

Make your vehicle available to any authorized GM dealer as soon as possible after failing a provincial I/M test or at any time you suspect a defect in a part.

Repairs which do not qualify will be charged to you.

In the event a warranty matter is not handled to your satisfaction, refer to the *Customer Satisfaction Procedure* ⇨ 26.

### Towing

During the Powertrain Component Warranty Coverage period, towing is covered to the nearest GM dealer if your vehicle cannot be driven due to a warranted defect. For electric vehicles, towing coverage is extended for the duration of the Electric Vehicle Warranty coverage period. See *Roadside Assistance Program* ⇨ 31 for details. Refer to Owner's Manual.

### Emergency Repairs

In an emergency, where an authorized dealer is not reasonably available, repairs may be performed at any available service establishment or by the owner, using any replacement part. GM will consider reimbursement for the expense incurred, including diagnosis, not to exceed the manufacturer's suggested retail price for all warranted parts replaced and labour charges based on GM's recommended time allowance for the warranty repair and the geographically appropriate labour rate. Retain receipts and failed parts in order to receive compensation for warranty repairs reimbursable due to an emergency.

### Transferability

The coverage and benefits of the warranties described in this booklet are transferable at no cost to any subsequent person(s) who assumes ownership of the vehicle within the applicable Coverage Period, and is subject to all the terms, conditions and limitations contained herein.

### General Terms

The express warranties in this booklet give you specific legal rights. You may have different rights which may vary from province to province according to applicable legislation.

TO THE FULL EXTENT PERMITTED BY APPLICABLE CANADIAN LAW: The foregoing express written warranties are the only and the entire warranties provided with your new vehicle (unless extended warranties are purchased separately) and are in lieu of and exclude all other representations, warranties or conditions, express or implied (including any implied warranty or condition of merchantability or fitness for a particular purpose).

The performance of repairs and the provision of replacement parts, as described herein, is the exclusive remedy under these express written warranties or under any otherwise applicable implied warranty or condition. The New Vehicle Limited Warranty has no cash value.

Any applicable implied warranty or condition that cannot be disclaimed or excluded is limited in duration to the periods specified in the express written warranties in this booklet.

GM CANADA DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATIONS or liability in connection with GM products and no person is permitted to extend or enlarge this warranty on behalf of GM Canada by written, verbal or other representation, and if made such representation or warranty will not be enforceable against GM Canada.

DISCLAIMER OF LIABILITY: Except as provided in the express written warranties in this booklet, GM Canada will not be liable in contract, tort or otherwise for any direct, indirect, economic, commercial, incidental, consequential, or special loss or damage or expense or claim, howsoever caused, arising

in connection with the sale, use, loss of use, performance or non-performance of the subject vehicle or part thereof.

NOTICE REGARDING LIMITATIONS: The terms contained in this limited warranty are not intended to limit or otherwise modify or exclude any warranty that by law cannot be limited, disclaimed or excluded. When and to the extent that any applicable Canadian law prohibits in a particular situation, any term contained in this warranty, such term will be considered severable and deemed deleted from this warranty in that situation.

Your satisfaction and goodwill are important to your dealership and to General Motors. Normally, any questions or concerns with the sales transaction or the operation of your vehicle will be resolved by your dealership's Sales or Service Departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your concern has not been resolved to your satisfaction, the following steps should be taken:

**STEP ONE : Discuss your concern with a member of dealer management.** Normally, concerns can be resolved at that level. If the concern has already been reviewed with the Sales, Service, or Parts Manager, contact **the owner of the dealership or the General Manager.**

**STEP TWO :** If after contacting a member of dealership management, it appears your concern cannot be resolved at the dealership without further help, contact **the Customer Care Centre** by calling 1-800-263-3777 (English), 1-800-263-7854 (French) 8:00 a.m. to 9:00 p.m. Eastern Standard Time. (For Customer Assistance Offices in the U.S. contact the listed General Motors Division Customer Assistance Office.) See *Customer Assistance Offices* ⇨ 29.

For prompt assistance, please have the following information available to give to the Customer Care Ambassador:

- Your name, address, home and business telephone number.
- Vehicle Identification Number (This is available from the vehicle registration or title, or the plate above the left top of the instrument panel and visible through the windshield.)
- Dealership name and location.
- Vehicle's delivery date and present odometer reading.
- Nature of concern.

General Motors encourages customers to call their toll-free number for assistance. However, if a customer wishes to write to General Motors, the letter should be addressed to General Motors Customer Care Centre in Oshawa. The address is listed under "Customer Assistance Offices".

When contacting General Motors, please remember your concern will likely be resolved in the dealership, using the dealer's facilities, equipment and personnel. This is why we suggest you follow Step One first if you have a concern.

### **General Motors of Canada Company Participation in the Mediation/Arbitration Program**

**STEP THREE :** In the event that you do not feel your concerns have been addressed after following the procedure outlined in steps 1 and 2, General Motors of Canada Company wants you to be aware of its participation in a no-charge Mediation/Arbitration program. General Motors of Canada Company has committed to binding arbitration of owner disputes involving factory-related vehicle service claims. The program provides for the review of the facts involved by an impartial third party arbiter, and may include an informal hearing before the arbiter. The program is designed so that the entire dispute settlement process, from the time you file your complaint to the final decision, should be completed in approximately 70 days. We believe our impartial program offers advantages over courts in most jurisdictions because it is informal, quick, and free of charge.

For further information concerning eligibility in the Canadian Motor Vehicle Arbitration Plan (CAMVAP), call toll-free 1-800-207-0685. Alternatively you may call the General Motors Customer Care Centre, 1-800-263-3777 (English), 1-800-263-7854 (French), or you may write to the Mediation/Arbitration Program, c/o Customer Care Centre, General Motors of Canada Company, 500 Wentworth Street W, Oshawa, Ontario, L1J 0C5. Your inquiry should be accompanied by your Vehicle Identification Number (VIN).



## 28 Special Coverage Adjustment Programs Beyond the Warranty Period

---

General Motors of Canada Company is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when General Motors of Canada Company will establish a separate Special Coverage Adjustment program to pay all or part of the cost of certain repairs not covered by the warranty or to reimburse certain repair expenses you may have incurred. Check with your GM dealer or call GM's Customer Care Centre to determine whether any separate Special Coverage Adjustment program is applicable to your vehicle. When you make an inquiry, you will need to give the year, model and odometer reading of your vehicle and your Vehicle Identification Number (VIN).

When calling for assistance, ask for the Customer Care Ambassador.

## **CANADA**

Customer Care Centre  
General Motors of Canada Company  
500 Wentworth Street W  
Oshawa, Ontario L1J 0C5

1-800-263-3777 (English)  
1-800-263-7854 (French)  
TTY 1-800-263-3830

## **UNITED STATES**

### **BUICK**

Customer Assistance Center  
P.O. Box 33136  
Detroit, Michigan 48232-5136

1-800-521-7300  
TTY 1-800-832-8425

### **CHEVROLET**

Customer Assistance Center  
P.O. Box 33170  
Detroit, Michigan 48232-5170

1-800-222-1020  
TTY 1-800-833-2438  
Electric Vehicle 1-877-486-5846

## **GMC TRUCK**

GMC  
Customer Assistance Center  
P.O. Box 33172  
Detroit, Michigan 48232-5172

1-800-462-8782  
TTY 1-800-462-8583

## **All Overseas Offices**

Please contact the local General Motors  
Business Unit.

## 30 Customer Assistance for Text Telephone (TTY) Users

---

To assist customers who are deaf or hard of hearing and who use Text Telephones (TTYs), General Motors of Canada Company has TTY equipment available at its Customer Care Centre in Oshawa, Ontario.

Any TTY user can communicate with GM by dialing this toll-free number: 1-800-263-3830.

Now that you are the owner of a new General Motors vehicle, you also have membership in General Motors **round-the-clock**, year-round Roadside Assistance Program. It is one of the most comprehensive owner satisfaction programs in the industry — an important added benefit of ownership.

**One 24-hour Roadside Assistance Hotline is all you need to remember: 1-800-268-6800.**

Please refer to your Owner's Manual for details or consult your dealer.

**Roadside Assistance is not part of or included in the coverage provided by the General Motors of Canada Company Warranties (other than towing coverage. See "Towing" under *Terms Applicable to All Warranties* ⇨ 24.) General Motors of Canada Company reserves the right, in its sole discretion, to make any changes to, or to discontinue, the Roadside Assistance Program at any time without notification.**

If your vehicle requires warranty repairs during the duration of your vehicle's New Vehicle Limited Warranty coverage period, alternate transportation and/or reimbursement of certain transportation expenses may be available under the Courtesy Transportation Program. Several transportation options are available. Consult your dealer or refer to the Owner's Manual for details.

**Courtesy Transportation is not part of or included in the coverage provided by the General Motors of Canada Company Warranties. General Motors of Canada Company reserves the right to in its sole discretion make any changes to, or discontinue the Courtesy Transportation program at any time without notification.**

---

 **NOTES**

---

 **NOTES**

 **NOTES**



 **NOTES**