



**GMC**

2020

# Canadian Limited Warranty and Owner Assistance Information



Canada 



**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 booklet with your vehicle and make it available to a GM dealer if warranty work is needed. Be sure to keep it with your vehicle when you sell it so future owners will have the information.

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.



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## 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.

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# 2020 Chevrolet/Buick/GMC Canadian Limited Warranty and Owner Assistance Information

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## 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* ⇨ 33.

## GM Participation in the Mediation/Arbitration Program

Refer to *Customer Satisfaction Procedure* ⇨ 33, 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

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

<b>New Vehicle Limited Warranty for Chevrolet and GMC Vehicles</b>				
<b>Coverage</b>	<b>3 yrs/ 60,000 km</b>	<b>5 yrs/ 100,000 km</b>	<b>6 yrs/ 160,000 km</b>	<b>8 yrs/ 160,000 km</b>
Base Warranty Coverage	X			
Powertrain Component Warranty Coverage* (Includes Diesel Components)		X		
Electric and Hybrid Vehicle Warranty Coverage				X
Sheet Metal (Corrosion) Warranty Coverage	X			
Sheet Metal (Rust-Through) Perforation Warranty Coverage			X	
*Powertrain Component Warranty coverage may vary for certain Commercial Fleet and/or Government Fleet vehicles and 2500/3500 Series Heavy Duty (HD) Pickups equipped with a 6.6L Duramax Turbo-Diesel engine.				

<b>New Vehicle Limited Warranty for Buick Vehicles</b>			
<b>Coverage</b>	<b>4 yrs/ 80,000 km</b>	<b>6 yrs/ 110,000 km</b>	<b>6 yrs/ Unlimited km</b>
Base Warranty Coverage	X		
Powertrain Component Warranty Coverage		X	
Sheet Metal (Corrosion) Warranty Coverage	X		
Sheet Metal (Rust-Through) Perforation Warranty Coverage			X

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

*\*When installed in a Light Duty Truck with GVWR of 3,856 kg/8,500 lbs or greater*

*\*\*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*



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### 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 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 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."

The Base Warranty coverage for Buick is for 4 years or 80 000 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 Chevrolet and GMC, powertrain components are covered for 5 years or 100 000 kilometres, whichever comes first, except that certain Commercial Fleet and/or Government Fleet vehicles and 2500/3500 Series Heavy Duty (HD) Pickups equipped with 6.6L Duramax Turbo-Diesel engine are covered for 5 years or 160 000 kilometres, whichever comes first.

For Buick, the powertrain components are covered for 6 years or 110 000 kilometres, whichever comes first:

**Engine Coverage includes:** All internally lubricated parts, engine oil cooling hoses and lines. Also included are all actuators and electrical components internal to the engine (e.g., Active Fuel Management Valve Lifter Oil Manifold) cylinder head, block, timing gears, timing chain, timing cover, oil pump/oil pump housing, OHC carriers, valve covers, oil pan, seals, gaskets, manifolds, flywheel, water pump, harmonic balancer, engine mount, turbocharger, and supercharger. Timing belts and other associated components required in the timing belt service replacement procedure are covered until the first scheduled maintenance interval.

**Diesel Components Coverage includes:** Cylinder block and heads and all internal lubricant parts, intake and exhaust manifolds, timing gears, timing gear chain or belt and

cover, flywheel, harmonic balancer, valve covers, oil pan, oil pump, 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, and function block.

**Important:** Some of these components may also be covered by the Emission Warranty. See *Emission Warranty Parts List* ⇨ 24 for details.

**Exclusions:** Excluded from the powertrain component coverage are sensors, wiring, connectors, engine radiator, coolant hoses, coolant, and heater core. 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. Also excluded is the starter motor, entire pressurized fuel system (in-tank fuel pump, pressure lines, fuel rail(s), regulator, injectors, and return line) as well as the Engine/Powertrain Control Module and/or module programming.

### 6.6L Duramax Turbo-Diesel Engine Coverage

For trucks equipped with a 6.6L Duramax Turbo-Diesel Engine, the following diesel engine assembly components (except those items listed under “What Is Not Covered”) are covered for repairs to correct defects in material or workmanship.

- Cylinder block and heads and all internal lubricant parts, intake and exhaust manifolds, timing gears, timing gear chain or belt and cover, flywheel, harmonic balancer, valve covers, oil pan, oil pump, water pump, fuel pump, engine mounts, seals, and gaskets.

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- Diesel Fuel Metering System: injection pump, nozzles, high pressure lines, high pressure sealing devices.
- Glow Plug Control System: control/glow plug assembly, glow plugs, cold advance relay, Engine Control Module (ECM).
- Emissions Reduction System: Emissions Reduction Fluid Tank, Injectors, Sensors including NOx and exhaust, and Exhaust Particulate Filter
- Fuel injection control module, integral oil cooler, transmission adapter plate, left and right common fuel rails, fuel filter assembly, fuel temperature sensor, and function blocks.

**Important:** Some of the above components may also be covered by the Emissions Warranty. See the *Emission Warranty Parts List* ⇨ 24 for details.

**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 coverage are transmission cooling lines, hoses, radiator, sensors, wiring, and electrical connectors. Also excluded are the clutch and pressure plate as well as any Transmission Control Module and/or module programming.

**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 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.

**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:

**2020 Chevrolet/GMC Tire Pro-Rate Chart**

<b>Mileage (km)</b>	<b>Percent Covered by General Motors (Tire Cost)</b>	<b>Percent Covered by General Motors (Labor — Mount/Balance)</b>
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%

**2020 Buick Tire Pro-Rate Chart**

<b>Mileage (km)</b>	<b>Percent Covered by General Motors (Tire Cost)</b>	<b>Percent Covered by General Motors (Labor — Mount/Balance)</b>
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%

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### 2020 Buick Tire Pro-Rate Chart (cont'd)

Mileage (km)	Percent Covered by General Motors (Tire Cost)	Percent Covered by General Motors (Labor — Mount/Balance)
48,001-80,000	20%	100%
80,001 +	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.

**Tire Companies**

<b>Company</b>	<b>Website</b>	<b>Toll-Free Number</b>
Bridgestone Canada, Inc.	<a href="http://www.bridgestonetire.ca">www.bridgestonetire.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>	1-800-461-1776 1-800-461-1776
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/Goodrich	<a href="http://www.michelin.ca">www.michelin.ca</a>	1-888-871-4444
Uniroyal	<a href="http://www.uniroyal.ca">www.uniroyal.ca</a>	1-888-871-7777
Goodrich	<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
Pirelli	<a href="http://www.pirelli.ca">www.pirelli.ca</a>	1-800-828-2585 (Ontario) 1-800-363-0583 (Que/Maritimes) 1-800-663-0148 (West)
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

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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.

### **Sheet Metal Warranty Coverage**

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

**Corrosion** : For Chevrolet and GMC, body sheet metal panels are covered against rust (corrosion) for 3 years or 60 000 kilometres, whichever comes first. For Buick, body sheet metal panels are covered against rust for 4 years or 80 000 kilometres, whichever comes first.

**Rust-Through Perforation** : For Chevrolet and GMC, 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.

**Rust-Through Perforation** : For Buick, 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, unlimited kilometres. 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.

**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.

<b>Caution</b>
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



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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 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, 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.

**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* ⇨ 18 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,

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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

## 16 New Vehicle Limited Warranty

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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 and Hybrid Vehicle 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 and hybrid vehicles for 8 years or 160,000 kilometres, whichever comes first, from the original delivery date of the vehicle.

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.

### Drive Motor Battery Coverage

For electric vehicles this warranty covers the propulsion battery. For hybrid vehicles this warranty covers the drive motor battery and internal components, modules, and fan.

Like all batteries, the amount of energy that the high voltage "propulsion" battery can store will decrease with time and kilometres driven. Depending on use, the battery may degrade as little as 10% to as much as 40% of capacity over the warranty period. This degradation is normal and is not considered a defect.

### Repair (If Necessary)

- If warranty service requires repair, Chevrolet has a network of certified dealers who are trained to perform repairs on electric and hybrid vehicles.

**Replace (If Necessary)**

- If warranty service requires replacement, the high voltage battery may be replaced with either a new or factory refurbished high voltage battery with an energy capacity (kWh storage) level of at least 60% of the battery capacity when the vehicle was first delivered.

Your Electric Propulsion battery warranty replacement may not return your vehicle to an “as new” condition, but it will make your electric vehicles fully operational appropriate to its age and mileage.

**Other Electric/Hybrid Components Covered**

High Voltage Wiring, Hybrid Powertrain and Battery Control Modules, Air Compressor Control Module (except hybrid vehicles), Accessory DC Power Control Module, High Voltage Battery Disconnect Control Module, Drive Motor Generator Power Invertor Module, and Battery Charger

Control Module are covered for the duration of the Electric and Hybrid Vehicle Warranty coverage period.

**Regenerative Braking System**

The Brake Modulator Assembly, used for regenerative braking, is covered for the duration of the Electric and Hybrid Vehicle Warranty coverage period.

**Electric/Hybrid Drive Unit Covered**

Electric drive unit assembly, electric motors, and all internal components, including the auxiliary fluid pump, auxiliary pump controller, electric motor, and 3-phase cables.

**What Is Not Covered**

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

## 18 Things to Know About the New Vehicle Limited Warranty

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### **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* ⇨ 36.

### **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



## 20 Things to Know About the New Vehicle Limited Warranty

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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* ⇨ 36.

### **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* ⇨ 36 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.

## 22 Emission Control Systems and Performance Warranties

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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 different emission control system warranties for light duty

trucks depending on whether the truck is certified with a light duty or heavy duty emission control system.

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**
  - For Chevrolet and GMC, 3 years or 60 000 kilometres whichever comes first; for Buick, 4 years or 80 000 kilometres whichever comes first on the Components in the Emission Control Systems Warranty Parts List; 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:

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.

## 24 Emission Warranty Parts List

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The emission parts listed here are covered under the *Emission Control Systems and Performance Warranties* ⇨ 22.

**Important:** 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 shown with an asterisk (\*) are covered for 8 years/130 000 kilometres, whichever comes first.

### **Powertrain Control System**

Accelerator Pedal Position Sensor  
Barometric Pressure Sensor  
Camshaft Position Actuator  
Camshaft Position Actuator Valve  
Communication Gateway Module (CGM) \*  
Coolant Sensor  
Crankcase Pressure Sensor  
Data Link Connector  
Engine Control Module (ECM) \*  
Engine Temperature Sensor

Flex Fuel Sensor  
Fuel Control Module \*  
Humidity Sensor  
Intake Air Temperature Sensor  
Malfunction Indicator Lamp  
Manifold Absolute Pressure Sensor  
Mass Air Flow Sensor  
NOx Sensor(s)  
Oil Pressure Sensor  
Outside Air Temperature Sensor  
Oxygen Sensor(s)  
Powertrain Control Module (PCM) \*  
Supercharger Inlet Pressure Sensor  
Thermostat  
Throttle Position Sensor  
Vehicle Speed Sensor  
**Transmission Controls and Torque Management**  
Control Solenoids and Pressure Switches  
Clutch Solenoids and Switches  
Driver Mode Select Switch

ETRS Shifter/Button  
Internal Mode Switch (IMS)  
Park/Neutral Switch  
Transmission Control Module \*  
Transmission Fluid Temperature Sensor  
Transmission Range Control Module (TRCM) \*  
Transmission Speed Sensors  
**Vehicle Control System**  
Eboost Brake Control Module\*  
Integrated Chassis Control Module (CHCM) \* (ETRS and Corvette only)  
Vehicle Control Module (VCM) \*  
**Fuel Management System**  
AFM Exhaust Valves and Controller  
Diesel Fuel Injection Pump  
Diesel Direct Fuel Injector and Rail  
HD Duramax Fuel Pressure Regulator  
HD Duramax Fuel Pipes  
Fuel Injector

Fuel Pressure Regulator	Intake Manifold Tuning Valve	Diesel Exhaust Emission Reduction Fluid (DEF) Tank
Fuel Pressure Sensor	Supercharger	Diesel Exhaust Aftertreatment Actuators and Sensors
Fuel Pump Power Module	Throttle Body	Diesel Particulate Filter (DPF)
Fuel Rail Assembly	Turbocharger	Exhaust Manifold and Gasket
Fuel Tank Fuel Pump	Turbocharger Pressure Sensor	<b>Positive Crankcase Ventilation (PCV) System</b>
Fuel Temperature Sensor	Turbocharger Vane Position Sensor	Oil Filler Cap
High Pressure Fuel Pump (SID1)	Turbocharger Vane Position Solenoid	PCV Filter
<b>Air Management System</b>	Variable Geometry Turbine (VGT) Actuators	PCV Oil Separator
Active Aero Shutters and Controller	<b>Ignition System</b>	PCV Valve
Air Cleaner	Camshaft Position Sensor(s)	<b>Exhaust Gas Recirculation (EGR) System</b>
Air Intake Ducts	Crankshaft Position Sensor(s)	EGR Bypass Valve
Charge Air Cooler	Glow Plug(s) (Diesel)	EGR Feed and Delivery Pipes
Charge Air Cooler Control	Glow Plug Controller (Diesel)	EGR Temperature Sensor
Electric Compressor Recirculation Valve (eCRV)	Ignition Coil(s)	EGR Valve
Electric Waste Gate Actuator	Ignition Control Module	EGR Valve Cooler
Idle Air Control Valve	Knock Sensor	<b>Evaporative Emission Control System (Gasoline Engines)</b>
Idle Speed Control Motor	Spark Plug Wires	Canister
Intake Air Heater	Spark Plugs	Canister Vent Solenoid
Intake Manifold (*for diesel only)	<b>Catalytic Converter System</b>	
Intake Manifold Gasket	Catalytic Converter(s) *	

## 26 Emission Warranty Parts List

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Electronic Leak Check  
Pump (ELCP)

Fuel Feed and Purge Line

Fuel Filler Cap

Fuel Level Sensor

Fuel Tank(s)

Fuel Tank Filler Pipe (with restrictor)

Fuel Tank Vapor and Liquid  
Pressure Sensor

Fuel Tank Zone Module

Purge Pump

Purge Valve

### **Start/Stop System**

Auxiliary Battery or Ultra Capacitor

Battery Isolator

Battery Control Module

Bi-Directional DC-DC Converter

Intelligent Battery Sensor

Multifunction Power Supply  
Converter

Transmission Fluid Accumulator and  
Solenoid

### **Active Thermal Management**

Block Rotary Valve

Body Control Module (BCM)\*

Electric Coolant Pump

Engine Block Coolant Temperature  
Sensor

Engine Cylinder Head Coolant  
Temperature Sensor

Engine Inlet Coolant Temperature  
Sensor

Evaporator Air Temperature  
Sensor (EAT)

HVAC Front Blower Motor

HVAC Front Face Plate (FFP)

HVAC Front Mode/Temperature LIN  
Actuators

Main Rotary Valve

Radiator Outlet Coolant  
Temperature Sensor

Temperature/Humidity LIN Sensor

### **Hybrid**

A/C Compressor

ACCM

Auxiliary Transmission Fluid Pump

Battery Control Module \*

Battery Cooling Circuit

Battery Pack Current Sensor

Brake Pedal Travel Sensor

Charge Port

Charge Port Switches and Sensors

Drive Motor/Generator Control  
Module \*

Drive Motors and Resolvers

Electro-Hydraulic Brake Control  
Module \*

Energy Storage Control Module \*

Exhaust Heat Exchanger

Fuel Fill Door Sensors

High Voltage Battery Contactor

Hood Switch

Hybrid Batteries

Hybrid Battery Temperature and  
Voltage Sensors

Hybrid EVAP Canister Assembly

Hybrid RESS Thermal Management:

Air and Coolant Sensors  
 Battery Coolant Pumps and Cooling Fans  
 Battery High Voltage Heater  
 Battery Temperature Sensors  
 E-compressor \*  
 Port Valves  
 Power Electronics  
 Coolant Pump  
 Rfg. Temperature and Pressure Sensors  
 Onboard Charger\*  
 SGCM Coolant Circuit (fan, relay, pump)  
 Starter Generator  
 Starter Generator Control Module \*  
 Starter Generator Drive Belt  
 Traction Power Inverter Module (TPIM)  
 Vehicle Interface Control Module \*  
 Wheel Speed Sensor  
**Miscellaneous Items Used with Above Components and Certain Tires are Covered**  
 Belts

Boots  
 Clamps  
 Connectors  
 Ducts  
 Fittings  
 Gaskets  
 Grommets  
 High Voltage Wiring  
 Hoses  
 Housings  
 Mounting Hardware  
 Pipes  
 Pulleys  
 Sealing Devices  
 Springs  
 Tubes  
 Wiring and Relays  
 Tires (Heavy Duty Applications Only.) Covered for 2 years/39 000 kilometres from date vehicle is first delivered, whichever comes first.

**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



## 28 Emission Warranty Parts List

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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

## 30 Things to Know About the Emission Control Systems and Performance Warranties

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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* ⇨ 33.

## 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 and hybrid vehicles, towing coverage is extended for the duration of the Electric and Hybrid Vehicle Warranty coverage period. See *Roadside Assistance Program* ⇨ 39 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

## 32 Terms Applicable to All Warranties

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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 11:00 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* ⇨ 36.

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

## 34 Customer Satisfaction Procedure

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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, Mail Code: CA1-163-005, 1908 Colonel Sam Drive, Oshawa, Ontario, L1H 8P7.

Your inquiry should be accompanied by your Vehicle Identification Number (VIN).

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 Policy 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 Policy 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  
1908 Colonel Sam Drive  
Oshawa, Ontario L1H 8P7  
1-800-263-3777 (English)  
1-800-263-7854 (French)  
\*1-800-263-3830  
www.gmcanada.com

### UNITED STATES

#### BUICK

Customer Assistance Center  
P.O. Box 33136  
Detroit, Michigan 48232-5136  
1-800-521-7300  
\*1-800-832-8425

#### CHEVROLET

Customer Assistance Center  
P.O. Box 33170  
Detroit, Michigan 48232-5170  
1-800-222-1020  
\*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  
\*1-800-462-8583

#### From Puerto Rico:

1-800-496-9992 (English)  
1-800-496-9993 (Spanish)  
U.S. Virgin Islands  
1-800-496-9994  
Fax Number:  
313-381-0022

#### Mexico, Central America and Caribbean Islands/Countries (Except Puerto Rico and U.S. Virgin Islands)

General Motors de Mexico, S. de  
R.L. de C.V.  
Customer Assistance Center  
Av. Ejercito Nacional #843  
Col. Granada  
C.P. 11520  
Mexico, D.F.

Buick: 011-52-53 29 0818  
Chevrolet: 01-800-466-0800  
GMC: 01-800-466-0801  
Long Distance Buick:  
011-52-53 29 0818  
Long Distance Chevrolet:  
011-52-53 29 0800  
Long Distance  
GMC:011-52-53 29 0801

\*For use with Text Telephone  
devices (TTYs)

**All Overseas Offices**

Please contact the local General Motors Business Unit.

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

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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. Roadside Assistance is provided for the duration of your vehicle's Powertrain Component Warranty Coverage period.

**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* ⇨ 31.) 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.**

## 40    **Courtesy Transportation Program**

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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.**

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