



GMC

2018

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 General Motors 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



CANADA 

**Protection
Plan**

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

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General Motors' Commitment to You

General Motors is committed to ensuring an excellent ownership experience with your new vehicle.

Your General Motors 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* ⇨ 32.

GM Participation in the Mediation/Arbitration Program

Refer to *Customer Satisfaction Procedure* ⇨ 32, for information on the voluntary, binding Mediation/Arbitration Program in which GM participates.

The General Motors Protection Plan

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

The GM 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 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 General Motors dealer of your choice to report a change in vehicle ownership. The current owner name and address is essential for General Motors 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 the Chevrolet and GMC Vehicles				
Coverage	3 yrs/ 60,000 km	5 yrs/ 160,000 km	6 yrs/ 160,000 km	8 yrs/ 160,000 km
Base Warranty Coverage (Includes Tires)	X			
Powertrain Component Warranty		X		
Diesel Engine Components		X		
Hybrid				X
Sheet Metal (Corrosion)	X			
Sheet Metal (Rust-Through)			X	

New Vehicle Limited Warranty for the Buick Vehicles				
Coverage	4 yrs/ 80,000 km	6 yrs/ 110,000 km	6 yrs/ Unlimited km	8 yrs/ 160,000 km
Base Warranty Coverage (Includes Tires)	X			
Powertrain Component Warranty		X		
Hybrid Components				X
Sheet Metal (Corrosion)	X			
Sheet Metal (Rust-Through)			X	

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

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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 in Canada, registered in Canada and normally operated in Canada. GM 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 vehicle defect, not slight noise, vibrations, or other normal characteristics of the vehicle due to materials or workmanship occurring during the Warranty Period. 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 Coverage period.

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

The powertrain is covered for 5 years or 160 000 kilometres (Chevrolet and GMC), whichever comes first, 6 years or 110 000 kilometres (Buick), whichever comes first, except for other coverages listed here under "What Is Covered" and those items listed under "What Is Not Covered" later in this section.

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 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* ⇨ 26 for details.

Exclusions: Excluded from the powertrain 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.

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.

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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:

2018 Chevrolet/GMC Tire Pro-Rate Chart

Mileage (km)	Percent Covered by Chevrolet/GMC (Tire Cost)	Percent Covered by Chevrolet/GMC (Labor — 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%

2018 Buick Tire Pro-Rate Chart

Mileage (km)	Percent Covered by Buick (Tire Cost)	Percent Covered by Buick (Labor — 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%
48,001-80,000	20%	100%
80,001+	0%	0%

This schedule applies 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 New Vehicle Limited 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.

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Tire Companies

Company	Website	Toll-Free Number
Bridgestone Canada, Inc.	www.bridgestonetire.ca	1-800-267-1318
Continental/General	www.generaltire.ca www.continentaltire.ca	1-800-461-1776 1-800-461-1776
Goodyear/Dunlop	www.goodyear.ca www.dunlop.ca	1-800-387-3288
Michelin/Goodrich	www.michelin.ca	1-888-871-4444
Uniroyal	www.uniroyal.ca	1-888-871-7777
Goodrich	www.bfgoodrichtires.ca	1-888-871-6666
Hankook	www.hankooktire.ca	1-800-843-7709
Kumho	www.kumhotire.ca	1-604-241-4142 (West) 1-905-564-0882 (East)
Pirelli	www.pirelli.ca	1-800-828-2585 (Ontario) 1-800-363-0583 (Que/Maritimes) 1-800-663-0148 (West)
Maxxis	www.maxxiscanada.com	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 dealer, is in lieu of all other remedies or warranties,

expressed or implied, arising by law or otherwise, including fitness for a particular purpose or merchantability. The tire manufacturer's expressly disclaim 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.

Towing

Towing is covered to the nearest authorized dealer if your vehicle cannot be driven because of a warranted defect.

6.6L Duramax Turbo-Diesel Engine Coverage

For trucks equipped with a 6.6L Duramax Turbo-Diesel Engine, the diesel engine assembly, including turbocharger components (except those items listed under "What Is Not Covered") is covered for defects in material or workmanship without a deductible for up to 5 years or 160 000 kilometres, (Chevrolet and GMC), whichever comes first.

- 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.
- 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 with no deductible. See the *Emission Warranty Parts List* ⇨ 26 for details.

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[®] 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 Coverage

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

Corrosion : For Chevrolet and GMC, body sheet metal panels are covered against rust 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 : 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 : 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.

Accessory Coverages

Most GM approved accessories marketed and sold by General Motors of Canada Company that are permanently installed on a GM vehicle 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 new vehicle base warranty, they will be covered, (parts and labour for the balance of the applicable portion of the New Vehicle Limited Warranty, but in no event less than 12 months/unlimited kilometres (12 months/unlimited kilometres for commercial vehicles).

GM accessories sold over the counter, or those not requiring installation, will receive the standard GM Dealer Parts 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 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, or other competition. Proper vehicle use is discussed in the owner 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.

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- Damage resulting from hail, floods, windstorms, lightning and other environmental conditions.
- Alteration of glass parts by application of tinting films.

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* ⇨ 19 for details.

Damage Due to Insufficient or Improper Maintenance

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 manual is not covered.

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 manual under "Fuel," for additional recommendations, including the use of TOP TIER Detergent Gasoline. Additional information can also be found at: www.toptiergas.com/index.html.

Damage Due to Impact, Use, or the Environment

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.

Where to Go for Maintenance

Your new GM vehicle was designed and built to the highest quality standards, and that quality means reliability, long-life and economical operation for years to come. 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. This level of service is only available at an authorized GM dealership.

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.

Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the Owner 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.

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Items such as:

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

are covered up to the first maintenance inspection period outlined in the owner manual. Any replacement at the time of, or beyond the maintenance inspection period 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.

* Consumable battery covered up to 12 months only.

** Maintenance items after 12 000 kilometres.

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

Other Terms

This warranty gives you specific legal rights. You may have different rights which vary from province to province according to applicable legislation. This warranty does not exclude or limit those rights but runs concurrently with any such applicable provincial legislation.

General Motors of Canada Company does not authorize any person to create for it any other condition or liability in connection with these vehicles. **Any implied warranty or condition (including any implied warranty or condition of merchantability or fitness for a particular purpose) applicable to this vehicle is limited in duration to the duration of this written warranty. The performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty or condition.**

General Motors of Canada Company shall not be liable for incidental or consequential damages resulting from breach of this written warranty or any implied warranty or condition.*

* Some provinces do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Chevrolet Volt, Bolt EV and Malibu Hybrid

For vehicles sold in the United States, in addition to the Bumper-to-Bumper Coverage described previously, General Motors will warrant certain components for each Chevrolet Volt, Bolt EV, and Malibu Hybrid for 8 years or 160 000 kilometres, whichever comes first, from the original in-service date of the vehicle, against warrantable repairs to the specific electric propulsion components of the vehicle.

For vehicles sold in Canada, in addition to the Base Warranty Coverage described in the GM Canadian Limited Warranty, Maintenance and Owner Assistance booklet, General Motors of Canada Company will warrant certain components for Chevrolet Volt, Bolt EV, and Malibu Hybrid for 8 years or 160,000 kilometres, whichever comes first, from the original in-service date of the vehicle, against warrantable repairs to the specific electric propulsion components of the vehicle.

This warranty is for the Chevrolet Volt, Bolt EV, and Malibu Hybrid vehicles registered and normally operated in the United States or Canada, respectively. In addition to the initial owner of the vehicle, the coverage described in this Chevrolet Volt, Bolt EV, and Malibu Hybrid 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 "New Vehicle Limited Warranty" are not extended or altered because of this special Hybrid Component Warranty.

What Is Covered

This warranty covers repairs to Hybrid specific component defect related to materials or workmanship

occurring during the 8 year or 160 000 kilometres term for the following:

Towing

During the 8 year or 160 000 kilometres Hybrid warranty period, towing is covered to the nearest Chevrolet servicing dealer if your vehicle cannot be driven because of a warranted Hybrid specific defect. Contact the GM Roadside Assistance Center for towing. Refer to the Owner's Manual for details.

Drive Motor Battery Coverage

Propulsion Battery Warranty Policy (Chevrolet Volt and Bolt EV)

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. If there are questions pertaining to battery capacity, a dealer service technician could determine if the vehicle is within parameters.

Hybrid Battery (Malibu Hybrid)

Battery and Internal Components, Modules, and Fan.

Repair (If Necessary)

Chevrolet has a network of certified dealers who are trained to perform repairs on Volt, Bolt EV, and Malibu Hybrid, if your vehicle needs battery service.

Replace (If Necessary)

If warranty repair 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 at or within approximately 10% of that of the original battery at the time of warranty repair.

Your Electric Propulsion battery warranty replacement may not return your vehicle to an "as new" condition, but it will make your Chevrolet Volt or Bolt EV fully operational appropriate to its age and mileage.

Other Electric/Hybrid Components

High Voltage Wiring, Hybrid Powertrain and Battery Control Modules, Air Compressor Control Module (Except Malibu Hybrid), Accessory DC Power Control Module, High Voltage Battery Disconnect Control Module, Drive Motor Generator Power Inverter Module, and Battery Charger Control Module.

Brakes

Brake Modulator Assembly

Electric/Hybrid Drive Unit

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

In addition to the "What is Not Covered" section previously, the Chevrolet Volt, Bolt EV and Malibu Hybrid warranty does not cover the following items:

Wear Items

Wear items, such as brake linings, are not covered in the Chevrolet Volt, Bolt EV and Malibu Hybrid warranty.

Maintenance

As the vehicle owner, you are responsible for the performance of the scheduled maintenance listed in your owner manual. Maintenance intervals, checks, inspections, and recommended fluids and lubricants as prescribed in the owner manual are necessary to keep your vehicle in good working condition. Any damage caused by owner/lessee failure to follow scheduled maintenance may not be covered by warranty. Scheduled maintenance includes such items as:

- Brake Pads/Linings
- Coolants and Fluids
- Filters

Chevrolet Silverado eAssist[®] and GMC Sierra eAssist[®] Coverage

For vehicles sold in the United States, in addition to the Base Warranty Coverage described in the Warranty and Owner Assistance booklet, General Motors will warrant certain eAssist components for the Chevrolet Silverado eAssist for 8 years or 160 000 kilometers (100,000 miles), whichever comes first, from the original in-service date of the vehicle, against warrantable repairs to the specific eAssist components of the vehicle.

For vehicles sold in Canada, in addition to the Base Warranty Coverage described in the GM Canadian Limited Warranty and Owner Assistance booklet, General Motors of Canada Company will warrant certain eAssist components for the Chevrolet Silverado eAssist for 8 years or 160 000 kilometers (100,000 miles), whichever comes first, from the original in-service date

of the vehicle, against warrantable repairs to the specific eAssist components of the vehicle.

This warranty is for eAssist vehicles registered and normally operated in the United States or Canada, respectively. In addition to the initial owner of the vehicle, the coverage described in this eAssist warranty is transferable at no cost to any subsequent person(s) who assumes ownership of the vehicle within the above-described 8 years or 160 000 kilometers (100,000 miles) term. No deductibles are associated with this eAssist warranty.

This eAssist component warranty is in addition to the express conditions and warranties described previously. The coverage and benefits described under “New Vehicle Limited Warranty” are not extended or altered because of this special eAssist Component Warranty.

eAssist Components

The Hybrid Powertrain Control Modules and components including eAssist battery, eAssist battery disconnect, powerpack assembly,

the eAssist battery cooling fan, the starter generator unit, starter generator drive belt tensioner, starter generator cooling pump, high voltage 3-phase cables assembly, HVDC cables, and the transmission fluid accumulator and solenoid.

LaCrosse eAssist[®] Coverage

For vehicles sold in the United States, in addition to the Bumper-to-Bumper Coverage described previously, General Motors will warrant certain eAssist components for LaCrosse eAssist for 8 years or 160 000 kilometers (100,000 miles), whichever comes first, from the original in-service date of the vehicle, against warrantable repairs to the specific eAssist components of the vehicle.

For vehicles sold in Canada, in addition to the Base Warranty Coverage described in the GM Canadian Limited Warranty, Maintenance and Owner Assistance booklet, General Motors of Canada Limited will warrant certain eAssist components for each LaCrosse eAssist for 8 years or

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160 000 kilometers (100,000 miles), whichever comes first, from the original in-service date of the vehicle, against warrantable repairs to the specific eAssist components of the vehicle.

This warranty is for eAssist vehicles registered and normally operated in the United States or Canada, respectively. In addition to the initial owner of the vehicle, the coverage described in this eAssist warranty is transferable at no cost to any subsequent person(s) who assumes ownership of the vehicle within the above-described 8 years or 160 000 kilometers (100,000 miles) term. No deductibles are associated with this eAssist warranty.

This eAssist component warranty is in addition to the express conditions and warranties described previously. The coverage and benefits described under “New Vehicle

Limited Warranty” are not extended or altered because of this special eAssist Component Warranty.

eAssist Components

The Hybrid Powertrain Control Modules and components including eAssist battery, eAssist battery disconnect, powerpack assembly, the eAssist battery cooling fan, the starter generator unit, starter generator cooling pump, high voltage 3-phase cables assembly, HVDC cables, and the transmission fluid accumulator and solenoid.

What Is Not Covered

In addition to the “What is Not Covered” section previously, this eAssist warranty does not cover the following items:

Wear Items

Wear items, such as brake linings, are not covered in this eAssist warranty

Maintenance

As the vehicle owner, you are responsible for the performance of the scheduled maintenance listed in your owner manual. Maintenance intervals, checks, inspections, and recommended fluids and lubricants as prescribed in the owner manual are necessary to keep your vehicle in good working condition. Any damage caused by owner/lessee failure to follow scheduled maintenance may not be covered by warranty. Scheduled maintenance includes such items as:

- Brake Pads/Linings
- Coolants and Fluids
- Filters

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. Receipts can be very important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship.

A "Maintenance Record" is provided in the maintenance schedule section of the owner 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 GM may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

Tire Service

Any General Motors 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* ⇨ 35.

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.

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 dealers as soon as

possible. Your owner 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 General Motors 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.

Maintenance Records

Retain receipts covering performance of regular vehicle maintenance. Repairs required due to damage resulting from lack of maintenance are not covered under your warranty. Receipts can be very important if a question arises as to

whether a malfunction is caused by lack of maintenance or a defect in material or workmanship.

A “Maintenance Record” form is provided in the owner's manual (Maintenance Schedule section) for your convenience in recording services performed. The servicing dealer can provide a copy of any warranty repairs for your records

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 purchase, whichever comes first.

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, an 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* ⇨ 35.

Touring Owner Service — Canada, the United States and Mexico

If you are touring or have changed your residence, visit any General Motors dealer handling your vehicle

line in Canada or the United States for warranty service. Warrantable repairs will be completed at no charge to you. You may be required to provide proof of 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 General Motor's 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* ⇨ 35 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 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 General Motors 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 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.

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 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 Federal Emissions Performance Warranty.

Recreation Vehicle and Special Body Alterations

Installations or alterations to the original equipment vehicle (or chassis) as manufactured and assembled by General Motors are not covered by this warranty. The

body company, assembler, or equipment installer, is solely responsible for warranties on the body or equipment and any alterations to any of the parts, components, systems, or assemblies installed by GM. 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.

Pre-Delivery Service

Defects in or damage to the mechanical, electrical, sheet metal, paint, trim and other components of your 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 the 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 to owners of passenger cars, light duty trucks and vans sold in Canada, that the vehicle (1) was designed, built and equipped so as to conform at the time of sale with the Emission Regulations under the Canadian Environmental Protection Act and (2) is free from defects in material and workmanship which cause the vehicle to fail to conform with those regulations for a period of the coverage outlined below.

How to Determine the Applicable Emission Control System 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 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, Light Duty Trucks (A Gross Vehicle Weight Rating (GVWR) of 3856 kg (8500 lbs) or less) and Vans that have a Light Duty Gasoline Engine**

- For Chevrolet and GMC, 3 years or 60 000 kilometres whichever comes first; for Buick, 4 year 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 Specified Major Emission Components.

- **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 Heavy Duty Turbo-Diesel Engine**
 - 5 years or 80 000 kilometres, whichever comes first.

Emission Performance

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 manual and the New Vehicle Limited Warranty and Owner Assistance Information booklet 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.

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 Federal Emission Performance Warranty.

26 Emission Warranty Parts List

The emission parts listed here are covered under the Emission Control System Warranty. The terms are explained in the *Emission Control Systems Warranty* ↪ 24.

Important: Certain parts may be covered beyond these warranties if shown with an asterisk as follows:

(*) 8 years/130 000 kilometres, whichever comes first.

Powertrain Control System

Accelerator Pedal Position Sensor
Camshaft Position Actuator
Camshaft Position Actuator Valve
Coolant Sensor
Data Link Connector
Engine Control Module (ECM) *
Engine Temperature Sensor
Fuel Control Module *
Flex Fuel Sensor
Humidity Sensor
Intake Air Temperature Sensor
Malfunction Indicator Lamp

Manifold Absolute Pressure Sensor
Mass Air Flow Sensor
Oil Pressure Sensor
Outside Air Temperature Sensor
Oxygen Sensor(s)
Powertrain Control Module (PCM) *
Thermostat
Throttle Position Sensor
Vehicle Speed Sensor

Transmission Controls and Torque Management

Control Solenoids and Pressure Switches
Clutch Solenoids and Switches
Internal Mode Switch
Park/Neutral Switch
Transmission Control Module *
Transmission Fluid Temperature Sensor
Transmission Speed Sensors

Vehicle Control System

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
Fuel Pressure Sensor
Fuel Pump Power Module
Fuel Rail Assembly
Fuel Tank Fuel Pump
Fuel Temperature Sensor
High Pressure Fuel Pump (SID1)

Air Management System

Active Aero Shutters and Controller
 Air Cleaner
 Air Intake Ducts
 Charge Air Cooler
 Charge Air Cooler Control
 Idle Air Control Valve
 Idle Speed Control Motor
 Intake Air Heater
 Intake Manifold
 Intake Manifold Gasket
 Intake Manifold Tuning Valve
 Supercharger
 Throttle Body
 Turbocharger
 Turbocharger Pressure Sensor
 Turbocharger Vane Position Sensor
 Turbocharger Vane Position Solenoid

Ignition System

Camshaft Position Sensor(s)
 Crankshaft Position Sensor(s)
 Glow Plug(s) (Diesel)
 Glow Plug Controller (Diesel)
 Ignition Coil(s)
 Ignition Control Module
 Knock Sensor
 Spark Plug Wires
 Spark Plugs

Catalytic Converter System

Catalytic Converter(s) *
 Diesel Exhaust Emission Reduction Fluid (DEF) Tank
 Diesel Exhaust Injectors and Sensors
 Diesel Particulate Filter (DPF)
 Exhaust Manifold and Gasket

Positive Crankcase Ventilation (PCV) System

Oil Filler Cap
 PCV Filter

PCV Oil Separator

PCV Valve

Exhaust Gas Recirculation (EGR) System

EGR Feed and Delivery Pipes
 EGR Temperature Sensor
 EGR Valve
 EGR Valve Cooler

Secondary Air Injection System

Air Pump and Check Valves

Evaporative Emission Control System (Gasoline Engines)

Canister
 Canister Solenoids and Valves
 Fuel Feed and Return Pipes and Hoses
 Fuel Filler Cap
 Fuel Level Sensor
 Fuel Limiter Vent Valve
 Fuel Tank(s)
 Fuel Tank Filler Pipe (with restrictor)
 Fuel Tank Vacuum or Pressure Sensor

28 Emission Warranty Parts List

Start/Stop System

Auxiliary Battery or Ultra Capacitor
Battery Isolator
Battery Control Module
Multifunction Power Supply Converter
Trans Fluid Accumulator and Solenoid

Hybrid

ACCM Hood Switch
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 *
Eboost Brake Control Module *
Electro-Hydraulic Brake Control Module *

Energy Storage Control Module *
Exhaust Heat Exchanger
Fuel Fill Door Sensors
High Voltage Battery Contactor
Hybrid Batteries
Hybrid Battery Temp. 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
Internal Mode Switch (IMS)
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. 2 yr/39,000 kilometers Federal
Emission Defect Warranty)

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 up to 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.

For detailed information concerning
specific parts covered by these
emission control systems
warranties, ask your dealer.

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 purposes. Use of replacement parts which are not 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.

Warranty repairs must be performed by an authorized General Motors dealer except in an emergency situation when a genuine GM part or an authorized General Motors dealer 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.

† “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 by any division or subsidiary of General Motors.

Maintenance and Repairs

Warranty repairs must be performed by an authorized 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.

If in a situation where you are significantly inconvenienced, and it is necessary to have repairs performed by other than an authorized General Motors dealership, and you believe the repairs are covered by the Emission Control Systems Warranty, take the replaced parts and your receipt to your General Motors 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. GM will not deny warranty coverage based solely on the absence of maintenance records. However, GM may deny a warranty claim if a failure to perform scheduled maintenance 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. If **all** the above conditions are met, GM warrants that your dealer will replace, repair, or adjust to GM specifications, at no charge to you, any of the parts listed under "Emission Control Systems Warranty Parts List" which may be necessary to cause your vehicle to conform to the applicable emission standards.

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* ⇨ 32.

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.)

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

arbitrator, and may include an informal hearing before the arbitrator. 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).

34 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 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 General Motors dealer or call GM's Customer Care Centre to determine whether any 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 Advisor.

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

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
Bolt EV 1-877-486-5846
Volt 1-877-486-5846
(1-877-4-Volt Info)

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

All Overseas Offices

Please contact the local General
Motors Business Unit.

36 Customer Assistance Offices

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)

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.

Roadside Assistance is not part of or included in the coverage provided by the General Motors of Canada Company Warranty. General Motors of Canada Company reserves the right to make any changes or discontinue the Roadside Assistance program at any time without notification.

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.

And it is in effect for 5 years or 160 000 kilometres (Chevrolet and GMC), whichever comes first and, 6 years or 110 000 kilometres (Buick), whichever comes first.

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

Please consult your dealer or your owner manual for details.

If your vehicle requires warranty repairs during the duration of your vehicle's limited powertrain warranty vehicles 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 manual for details.

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

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