

2017



# CADILLAC LIMITED WARRANTY AND OWNER ASSISTANCE INFORMATION



**IMPORTANT:** This booklet contains important information about your vehicle's warranty coverage. It also explains **owner assistance information and Cadillac's participation in an Alternative Dispute Resolution Program.**

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

Owner's Name:

Phone Number:

Street Address:

City & State:

Vehicle Identification Number (VIN):

Date Vehicle First Delivered or Put In Use:

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

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# 2017 Cadillac Limited Warranty and Owner Assistance Information

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## Cadillac's Commitment

Cadillac is committed to ensuring satisfaction with your new vehicle.

Your 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

The dealer is best equipped to provide all your vehicle's service needs. Should you ever encounter a problem that is not resolved during or after the limited warranty period, talk to a member of dealer management. Under certain circumstances, Cadillac and/or Cadillac 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 issue has not been resolved to your satisfaction, follow the *Customer Satisfaction Procedure* ⇨ 28.

We thank you for choosing Cadillac.

## Cadillac Participation in an Alternative Dispute Resolution Program

See *Customer Satisfaction Procedure* ⇨ 28 for information on the voluntary, non-binding Alternative Dispute Resolution Program in which Cadillac participates.

## Warranty Service— United States, Canada and Mexico

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 Cadillac vehicle. Cadillac 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 Cadillac 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* ⇨ 33. If you are unable to return to the selling dealer, contact a Cadillac dealer in the United States, Canada, or Mexico for warranty service.

## 2 Warranty Coverage at a Glance

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The warranty coverages are summarized below.

### New Vehicle Limited Warranty

#### Bumper-to-Bumper (Includes Tires)

- Coverage is for the first 4 years or 50,000 miles, whichever comes first.

#### Powertrain

- Coverage is for the first 6 years or 70,000 miles, whichever comes first.

#### Sheet Metal

- Corrosion coverage is for the first 4 years or 50,000 miles, whichever comes first.
- Rust-through coverage is for the first 6 years, unlimited mileage.

### Emission Control System Warranty

For light duty trucks, see “How to Determine the Applicable Emissions Control System Warranty” under *Emission Control Systems Warranty* ⇨ 18 for more information.

### Federal

- Gasoline Engines
  - Defects and performance for cars and light duty truck emission control systems are covered for the first 2 years or 24,000 miles, whichever comes first. From the first 2 years or 24,000 miles to 4 years or 50,000 miles defects in material or workmanship continue to be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage explained previously. Specified major components are covered for the first 8 years or 80,000 miles, whichever comes first.

### California

- Gasoline Engines
  - Defects and performance for cars and trucks with light duty or medium duty emission control systems are covered

for the first 3 years or 50,000 miles, whichever comes first.

- Specified components for cars or light duty trucks equipped with light duty or medium duty truck emission control systems are covered for the first 7 years or 70,000 miles, whichever comes first.

**Important:** Some California emission vehicles may have special coverages longer than those listed here. See “California Emission Control System Warranty” under *Emission Control Systems Warranty* ⇨ 18.

### Noise Emissions

- Coverage is for applicable vehicles weighing over 10,000 lbs based on the Gross Vehicle Weight Rating (GVWR) only, for the entire life of the vehicle.

GM will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions, and limitations.

## What Is Covered

### Warranty Applies

This warranty is for GM vehicles registered in the United States and normally operated in the United States or Canada, and is provided to the original and any subsequent owners of the vehicle during the warranty period.

### 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 towing, parts, and labor, will be made at no charge.

### Obtaining Repairs

To obtain warranty repairs, take the vehicle to a Cadillac dealer facility within the warranty period and request the needed repairs. Reasonable time must be allowed for the dealer to perform 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.

### Bumper-to-Bumper Coverage

The complete vehicle is covered for 4 years or 50,000 miles, 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.

### Powertrain Coverage

The powertrain is covered for 6 years or 70,000 miles, 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.

*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



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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.

*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 bumper-to-bumper 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 bumper-to-bumper warranty coverage, defective tires will be replaced on a prorated adjustment basis according to the following mileage-based schedule:

**2017 Cadillac Tire Pro-Rate Chart**

| <b>Mileage (mi)</b> | <b>Percent Covered by Cadillac (Tire Cost)</b> | <b>Percent Covered by Cadillac (Labor — Mount/Balance)</b> |
|---------------------|--|--|
| 0-12,000            | 100%   | 100%   |
| 12,001-15,000       | 60%  | 100%   |
| 15,001-20,000       | 50%  | 100%   |
| 20,001-25,000       | 40%  | 100%   |
| 25,001-30,000       | 30%  | 100%   |
| 30,001-50,000       | 20%  | 100%   |
| 50,000 +            | 0%   | 0%   |

This schedule applies to the price of the tires only. Cadillac will cover 100% of the cost to mount and balance the tires replaced under warranty for the full bumper-to-bumper warranty 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 Cadillac 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 Americas Tire Operations, LLC | <a href="http://www.bridgestonetire.com">www.bridgestonetire.com</a>   | 1-800-356-4644                   |
| Continental/General                       | <a href="http://www.generaltire.com">www.generaltire.com</a><br><a href="http://www.continentaltire.com">www.continentaltire.com</a> | 1-800-847-3349<br>1-800-847-3349 |
| Goodyear/Dunlop                           | <a href="http://www.goodyeartires.com">www.goodyeartires.com</a><br><a href="http://www.dunloptires.com">www.dunloptires.com</a>     | 1-800-321-2136                   |
| Michelin/Uniroyal/Goodrich                | <a href="http://www.michelinman.com">www.michelinman.com</a>   | 1-800-847-3435                   |
| Pirelli                                   | <a href="http://www.us.pirelli.com">www.us.pirelli.com</a>   | 1-800-747-3554                   |
| Maxxis                                    | <a href="http://www.maxxis.com">www.maxxis.com</a>   | 1-866-509-7067                   |

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 manufacturers 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.\*

\*Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you.

#### Accessory Coverages

Most Cadillac parts and accessories sold and permanently installed on a Cadillac vehicle by a Cadillac Dealer or GM approved Accessory Distributor/Installer (ADI) prior to delivery will be covered under the

applicable portion (Bumper-to-Bumper, Powertrain, etc.) of the New Vehicle Limited Warranty. In the event Cadillac accessories are installed after vehicle delivery, or are replaced under the New Vehicle Limited Warranty, they will be covered, parts and labor, for the balance of the applicable portion of the New Vehicle Limited Warranty, but in no event less than 12 months/unlimited miles.

GM accessories sold over the counter, or those not requiring installation, will continue to receive the standard Cadillac Dealer Parts Warranty of 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>   |
|--|
| <p>This warranty excludes:</p> <p>Any communications device that becomes unusable or unable to function as intended due to unavailability of compatible wireless service or GPS satellite signals.</p> |

**Sheet Metal Coverage**

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

**Corrosion:** Body sheet metal panels are covered against rust for 4 years or 50,000 miles, whichever comes first.

**Rust-Through:** Any body sheet metal panel that rusts through, an actual hole in the sheet metal, is covered for up to 6 years, unlimited mileage.

**Important:** Cosmetic or surface corrosion, resulting from stone chips or scratches in the paint, for example, is not included in sheet metal coverage.

**Towing**

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

**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

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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 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
- 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 titled as salvaged, scrapped, 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* ⇨ 13.

### **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, or maintain fluids between recommended maintenance intervals, fuel, lubricants, or refrigerants 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](http://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.

**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.

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### Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the owner manual are 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.

Items such as:

- Audio System Cleaning
- Brake Pads/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 7,500 miles.

### 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

- State or local taxes required on warranty repairs
- Storage

While extra expenses are not covered by the New Vehicle Limited Warranty, Cadillac does provide many additional customer benefits, such as Cadillac Owner Benefits. See your owner manual.

**Other Terms :** This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

GM does not authorize any person to create for it any other obligation or liability in connection with these vehicles. **Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of this written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. GM shall not be liable for incidental or consequential damages, such as, but not limited to, lost wages or vehicle rental**

**expenses, resulting from breach of this written warranty or any implied warranty.\***

\* Some states 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.

**CT6 Hybrid Warranty**

For vehicles sold in the United States, in addition to the Bumper-to-Bumper Coverage described previously, General Motors will warrant certain CT6 Hybrid components for each Cadillac CT6 hybrid for 8 years or 100,000 miles (160 000 kilometers), whichever comes first, from the original in-service date of the vehicle, against warrantable repairs to the specific hybrid components of the vehicle.

For vehicles sold in Canada, in addition to the Base Warranty Coverage described in the GM Canadian Cadillac CT6 Hybrid Limited Warranty, Maintenance and

Owner Assistance booklet, General Motors of Canada Company will warrant certain CT6 Hybrid components for 8 years or 100,000 miles (160,000 kilometers), whichever comes first, from the original in-service date of the vehicle, against warrantable repairs to the specific hybrid components of the vehicle.

This warranty is for Cadillac CT6 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 hybrid warranty is transferable at no cost to any subsequent person(s) who assumes ownership of the vehicle within the above-described 8 years or 100,000 miles (160 000 kilometers) term. No deductibles are associated with this hybrid warranty.

This hybrid 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 hybrid component warranty.

**What Is Covered**

This hybrid warranty covers repairs to correct any hybrid component defect related to materials or workmanship occurring during the 8 year or 100,000 miles (160 000 kilometers) term for the following:

**Towing**

During the 8 year or 100,000 miles (160 000 kilometers) hybrid warranty period, towing is covered to the nearest Cadillac servicing dealer if your vehicle cannot be driven because of a warranted CT6 Hybrid specific defect. Contact the Cadillac Roadside Assistance Center for towing. Refer to the owner manual for details.



### Cadillac CT6 Hybrid Coverage

#### Propulsion Battery Warranty Policy

Like all batteries, the amount of energy that the high-voltage “propulsion” battery can store will decrease with time and miles driven. Gradual loss of battery capacity is NOT covered under the New Vehicle Limited Warranty. Depending on use, the high-voltage battery may experience as much as 40% capacity reduction over the warranty period. See your owner manual for important tips on how to maximize the life and capacity of the high-voltage battery. To avoid losing warranty coverage for the battery, follow the guidelines for proper battery maintenance when the vehicle is not driven, or when the vehicle is stored for an extended period of time.

#### Hybrid Battery

Battery and Internal Components, Modules, and Fan

#### Repair

If possible, components will be repaired or replaced, and the original battery will be returned to the vehicle.

#### Replace (If Necessary)

Under warranty, the high voltage battery will be replaced with either a new or factory reconditioned high voltage battery with an energy capacity (kWh storage) level at or above that of the original battery prior to the failure.

Your CT6 Hybrid battery warranty replacement may not return your vehicle as an “as new” condition, but it will make your CT6 Hybrid fully operational appropriate to its age and mileage.

#### Electric Propulsion Components

High Voltage Wiring, Hybrid Powertrain and Battery Control Modules, E-Compressor, Traction Power Inverter Module (TPIM), Accessory Power Module (APM), and Electric Propulsion On-Board Charger.

#### Brakes

Brake Modulator Assembly

#### Electric Drive Unit

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

#### What Is Not Covered

In addition to the “What is Not Covered” section previously, the CT6 Hybrid warranty does not cover the following items:

#### Wear Items

Wear items, such as brake linings, are not covered in the CT6 Hybrid warranty.

#### Improper Storage

High-voltage battery replacement due to improper vehicle storage. Refer to the owner manual for the proper ways your vehicle’s battery must be maintained if the vehicle is not driven, or if it is stored for an extended period of time.

**Warranty Repairs – Component Exchanges**

In the interest of customer satisfaction, Cadillac 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 Cadillac approved service part requirements and are made from previously used components in a process that involves disassembly, inspection, cleaning, update of software and replacement of parts as appropriate, testing and reassembly.

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

All exchange components used meet Cadillac 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.

**Warranty Repairs – Recycled Materials**

Environmental Protection Agency (EPA) guidelines and Cadillac support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant. As a result, any repairs Cadillac may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

**Tire Service**

Any authorized Cadillac 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 Cadillac Customer Assistance Center. The

toll-free telephone numbers are listed under *Customer Assistance Offices* ⇨ 33.

**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. 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.

### **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. Cadillac 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 dealer 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 Cadillac, we know you will want to operate and maintain it properly. We urge you to follow the maintenance instructions in your owner manual.

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

### **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 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, ring-shaped discolorations, and/or small irregular dark spots etched into the paint surface.

Although no defect in the factory applied paint causes this, Cadillac will repair, at no charge to the owner, the painted surfaces of new vehicles damaged by this fallout condition within 12 months or 12,000 miles of purchase, whichever comes first.

## Warranty Coverage – Extensions

**Time Extensions :** The New Vehicle Limited Warranty will be extended one day for each day beyond the first 24 hour period in which your vehicle is at an authorized dealer facility for warranty service. You may be asked to show the repair orders to verify the period of time the warranty is to be extended. Your extension rights may vary depending on state law.

**Mileage Extensions :** Prior to delivery, some mileage is put on your vehicle during testing at the assembly plant, during shipping, and while at the dealer facility. The dealer records this mileage on the first page of this warranty booklet at delivery. For eligible vehicles, this mileage will be added to the mileage limits of the warranty ensuring that you receive full benefit of the coverage. Mileage extension eligibility:

- Applies only to new vehicles held exclusively in new vehicle inventory.

- Does not apply to used vehicles, -owned vehicles, dealer owned used vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with more than 1,000 miles on the odometer even though the vehicle may not have been registered for license plates.

## Warranty Service — Foreign Countries

### Touring Owner Service

If you are touring in a foreign country and repairs are needed, take your vehicle to the nearest GM dealer which sells and services Cadillac vehicles. However, if a Cadillac dealer cannot be located, significantly inconvenienced customers can take their vehicle to any GM dealer for repairs.

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

## Permanent Relocation

This warranty applies to Cadillac vehicles registered in the United States and normally operated in the United States, Canada, or Mexico. If you have permanently relocated and established household residency in another country, GM may authorize the performance of repairs under the warranty authorized for vehicles generally sold by GM in that country. Contact an authorized GM dealer in your country for assistance.

**Important:** GM warranty coverages may be void on Cadillac vehicles that have been imported/exported for resale.

## 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 cutting, welding,

or disconnecting of the vehicle's original equipment parts and components.

**Additionally, General Motors does not warranty non- parts, calibrations, and/or software modifications.** The use of parts, control module calibrations, software modifications, and/or any other alteration 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 modification, 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 or Equipment Alterations**

Installations or alterations to the original equipment vehicle or chassis, as manufactured and assembled by Cadillac, are not covered by this warranty. The

special 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 Cadillac. Examples include, but are not limited to, special body installations, 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 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 dealer facility. Normally, any defects occurring during assembly are identified and corrected at the factory during the inspection process. In addition, dealers 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 defects, advise your dealer without delay. For further details concerning any repairs which the dealer may have made prior to you taking delivery of your vehicle, ask your dealer.

### **Production Changes**

Cadillac and Cadillac 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.

**Noise Emissions Warranty for Light Duty Trucks Over 10,000 Lbs Gross Vehicle Weight Rating (GVWR) Only**

GM warrants to the first person who purchases this vehicle for purposes other than resale and to each subsequent purchaser of this vehicle, as manufactured by GM, that this vehicle was designed, built, and equipped to conform at the time it left GM's control with all applicable United States EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built, and equipped by GM, and is not limited to any particular part, component, or system of the vehicle manufactured by GM. Defects in design, or assembly, or in any part, component, or vehicle system as manufactured by GM, which, at the time it left GM's control, caused noise emissions to exceed Federal Standards, are covered by this warranty for the life of the vehicle.

## 18 Emission Control Systems Warranty

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The emission warranty on your vehicle is issued in accordance with the U.S. Federal Clean Air Act. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage.

### What Is Covered

The parts covered under the emission warranty are listed under the "Emission Warranty Parts List" later in this section.

### How to Determine the Applicable Emissions Control System Warranty

State and Federal agencies may require a different emission control system warranty depending on:

- Whether the vehicle conforms to regulations applicable to light duty or heavy duty emission control systems.
- Whether the vehicle conforms to or is certified for California regulations in addition to U.S. EPA Federal regulations.

All vehicles are eligible for Federal Emissions Control System Warranty Coverage. If the emissions control label contains language stating the vehicle conforms to California regulations, the vehicle is also eligible for California Emissions Control System Warranty Coverage.

### Federal Emission Control System Warranty

#### Federal Warranty Coverage

- Car or Light Duty Truck with a Gross Vehicle Weight Rating (GVWR) of 8,500 lbs. or less
  - 2 years or 24,000 miles and 8 years or 80,000 miles for the catalytic converter, vehicle/powertrain control module, transmission control module or other onboard emissions diagnostic device, including emission-related software, whichever comes first.

- Light Duty Truck equipped with Heavy Duty Gasoline Engine and with a Gross Vehicle Weight Rating (GVWR) greater than 8,500 lbs.
  - 5 years or 50,000 miles, whichever comes first.
- Light Duty Truck equipped with Heavy Duty Diesel Engine and with a Gross Vehicle Weight Rating (GVWR) greater than 8,500 lbs.
  - 5 years or 50,000 miles, whichever comes first.

### Federal Emission Defect Warranty

GM warrants to the owner the following:

- The vehicle was designed, equipped, and built so as to conform at the time of sale with applicable regulations of the Federal Environmental Protection Agency (EPA).
- The vehicle is free from defects in materials and workmanship which cause the vehicle to fail to

conform with those regulations during the emission warranty period.

Emission-related defects in the genuine GM parts listed under the Emission Warranty Parts List, including related diagnostic costs, parts, and labor are covered by this warranty.

### Federal Emission Performance Warranty

Some states and/or local jurisdictions have established periodic vehicle Inspection and Maintenance (I/M) programs to encourage proper maintenance of your vehicle. If an EPA-approved I/M program is enforced in your area, you may also be eligible for Emission Performance Warranty coverage when all three of the following conditions are met:

- The vehicle has been maintained and operated in accordance with the instructions for proper maintenance and use set forth in the owner manual supplied with your vehicle.

- The vehicle fails an EPA-approved I/M test during the emission warranty period.
- 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, state, or federal law.

GM warrants that your Cadillac dealer will replace, repair, or adjust to Cadillac specifications, at no charge to you, any of the parts listed under *Emission Warranty Parts List* ⇨ 22, which may be necessary to conform to the applicable emission standards. Non-Cadillac parts labeled “Certified to EPA Standards” are covered by the Federal Emission Performance Warranty.

### California Emission Control System Warranty

This section outlines the emission warranty that Cadillac provides for your vehicle in accordance with the California Air Resources Board. Defects in material or workmanship in Cadillac emission parts may also

be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage.

This warranty applies if your vehicle meets both of the following requirements:

- Your vehicle is registered in California **or other states adopting California emission and warranty regulations.\***
- Your vehicle is certified for sale in California as indicated on the vehicle’s emission control information label.

**\* Important:** Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington have California Emissions Warranty coverage.

California Partial Zero Emission Vehicles (PZEV) have extended coverage on all emission-related parts.

**Important:** California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New York, Rhode



Island, and Vermont have PZEV Emission Warranty Coverage. (Oregon has PZEV Hybrid battery 10 years/150,000 mile coverage only).

### **Your Rights and Obligations (For Vehicles Subject to California Exhaust Emission Standards)**

The California Air Resources Board and General Motors are pleased to explain the emission control system warranty on your vehicle. In California, new motor vehicles must be designed, built, and equipped to meet the state's stringent anti-smog standards. Cadillac must warrant the emission control system on your vehicle for the periods of time and mileage listed provided there has been no abuse, neglect, or improper maintenance of your vehicle. Your vehicle's emission control system may include parts such as the fuel injection system, ignition system, catalytic converter, and engine computer. Also included are hoses, belts, connectors, and other emission-related assemblies.

Where a warrantable condition exists, Cadillac will repair your vehicle at no cost to you including diagnosis, parts, and labor.

### **California Emission Defect and Emission Performance Warranty Coverage**

For cars and trucks with light duty or medium duty emissions:

- For 3 years or 50,000 miles, whichever comes first:
  - If your vehicle fails a smog check inspection, Cadillac will make all necessary repairs and adjustments to ensure that your vehicle passes the inspection. This is your Emission Control System Performance Warranty.
  - If any emission-related part on your vehicle is defective, Cadillac will repair or replace it. This is your Short-term Emission Control Systems Defects Warranty.

- For 7 years or 70,000 miles, whichever comes first:
  - If an emission-related part listed in this booklet specially noted with coverage for 7 years or 70,000 miles is defective, Cadillac will repair or replace it. This is your Long-term Emission Control System Defects Warranty.
- For 8 years or 80,000 miles, whichever comes first:
  - If the catalytic converter, vehicle/powertrain control module, transmission control module, or other onboard emissions diagnostic device, including emissions-related software, is found to be defective, Cadillac will repair or replace it under the Federal Emission Control System Warranty.

- For 15 years or 150,000 miles, whichever comes first for a Partial Zero Emission Vehicle (PZEV):
  - If any emission-related part\* listed in this booklet is defective, Cadillac will repair or replace it. This is your (PZEV) Emission Control System Defects Warranty.

\* PZEV Hybrid Batteries and Hybrid A/C Compressors are covered for 10 years or 150,000 miles, whichever comes first.

Any authorized Cadillac dealer will, as necessary under these warranties, replace, repair, or adjust to GM specifications any genuine GM parts that affect emissions.

The applicable warranty period shall begin on the date the vehicle is delivered to the first retail purchaser

or, if the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail, on the date the vehicle is placed in such service.

**Owner's Warranty Responsibilities**

As the vehicle owner, you are responsible for the performance of the scheduled maintenance listed in your owner manual. GM recommends that you retain all maintenance receipts for your vehicle, but GM cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a GM dealer selling your vehicle line as soon as a problem exists. The warranted

repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that GM may deny warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper or insufficient maintenance, or modifications not approved by GM.

If you have any questions regarding your rights and responsibilities under these warranties, you should contact the Customer Assistance Center at 1-800-458-8006, or in California, write to:

State of California Air Resources Board  
Mobile Source Operations Division  
P.O. Box 8001  
El Monte, CA 91731-2990

## 22 Emission Warranty Parts List

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The emission parts listed here are covered under the Emission Control System Warranty. The terms are explained in the *Emission Control Systems Warranty* ⇨ 18 under “Federal Emission Control System Warranty” and the “California Emission Control System Warranty.”

**Important:** Certain parts may be covered beyond these warranties if shown with asterisk(s) as follows:

- (\*) 7 years/70,000 miles, whichever comes first, California Emission Control System Warranty coverage.
- (\*\*) 8 years/80,000 miles, whichever comes first, Federal Emission Control System Warranty coverage. (Also applies to California certified light duty and medium duty vehicles.)

All listed parts 15 years/  
150,000 miles, whichever comes first, on California PZEV (NU6) vehicles registered in a PZEV state except Hybrid batteries and Hybrid

A/C compressors, which are covered for 10 years/150,000 miles, 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 Coolant 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  
Oil Pressure Sensor  
Outside Air Temperature Sensor  
Oxygen Sensor(s)  
Powertrain Control Module (PCM) \*\*

Thermostat

Throttle Position Sensor

Vehicle Control Module (VCM) \*\*

Vehicle Speed Sensor

### **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  
**Transmission Controls and Torque Management**  
Clutch Solenoids and Switches  
Control Solenoids and Pressure Switches  
Internal Mode Switch  
Park/Neutral Switch  
Transmission Control Module \*\*

Transmission Fluid Temperature Sensor

Transmission Speed Sensors

### **Electronic Transmission Range Selector**

Chassis Control Module (CHCM) \*\*

### **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 (\* for diesel only)

Intake Manifold Gasket

Intake Manifold Tuning Valve

Supercharger \*

Throttle Body

Turbocharger \*

Turbocharger Pressure Sensor

Turbocharger Vane Position Sensor \*

Turbocharger Vane Position Solenoid \*

### **Secondary Air Injection System**

Air Pump and Check Valves

### **Catalytic Converter System**

Catalytic Converter(s) \* \*\*

Diesel Exhaust Temperature and Pressure Sensors

Diesel Exhaust (DPF) Indirect Fuel Injector

Diesel Exhaust Emission Reduction Fluid Injector

Diesel Exhaust Emission Reduction Fluid Tank

Diesel Exhaust NOx Sensors

Diesel Particulate Filter (DPF) \*

Diesel Particulate Matter Sensor

Exhaust Manifold

Exhaust Manifold Gasket

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

Oil Filler Cap

PCV Filter

PCV Oil Separator

PCV Valve

## 24 Emission Warranty Parts List

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

EGR Feed and Delivery Pipes

EGR Temperature Sensor

EGR Valve

EGR Valve Cooler \*

### **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

### **Start/Stop System**

Auxiliary Battery or Ultra Capacitor

Battery Isolator

Battery Control Module

DC Voltage Bidirectional Converter  
Transmission 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 \*\*

Fuel Fill Door Sensors

High Voltage Battery Contactor

Hybrid Batteries \*

Hybrid Battery Temperature and Voltage Sensors

Hybrid EVAP Canister Assembly

Hybrid RESS Thermal Management:

Air and Coolant Temperature Sensors

Battery Coolant Pump

Battery High Voltage Heater

Battery Temperature Sensors

E-compressor \*\*\*

Power Electronics

Coolant Pump

Port Valves

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  
Hoses  
Housings  
Mounting Hardware  
Pipes  
Pulleys  
Sealing Devices  
Springs  
Tubes  
Wiring and Relays  
High Voltage Wiring

Tires (Heavy Duty Applications only 2 yr/24,000 mile Federal Emission Defect Warranty)

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

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

**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 applicable federal and California emission requirements. **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 parts affecting emission control, the owner should assure himself/herself that such parts are warranted by their manufacturer to be equivalent to genuine GM parts in performance and durability.

\* "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 GM.

### Maintenance and Repairs

Maintenance and repairs can be performed by any qualified service outlet; however, 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.

In a situation where the vehicle owner is significantly inconvenienced, and an authorized dealer is not reasonably available, repairs may be performed at any available service establishment or by the owner, using any replacement part. Cadillac will consider reimbursement for the expense incurred, including diagnosis, not to exceed the manufacturer's suggested retail price for all warranted parts replaced and labor charges based on Cadillac's recommended time allowance for the warranty repair and the geographically appropriate labor rate. A part not being available within 10 days or a repair not being

completed within 30 days constitutes a significant inconvenience. Retain receipts and failed parts in order to receive compensation for warranty repairs reimbursable due to these situations.

If you are in a situation where you are significantly inconvenienced and it is necessary to have repairs performed by other than a Cadillac dealer and you believe the repairs are covered by emission warranties, take the replaced parts and your receipt to a Cadillac dealer for reimbursement consideration. This applies to both the Federal Emission Defect Warranty and Federal Emission Performance Warranty.

Receipts and records covering the performance of regular maintenance or other repairs (such as those outlined earlier) should be retained in the event questions arise concerning maintenance. These receipts and records should be transferred to each subsequent owner. GM will not deny warranty coverage 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 warranty part.

### Claims Procedure

As with the other warranties covered in this booklet, take your vehicle to any authorized Cadillac dealer facility to obtain service under the emission warranty. This should be done as soon as possible after failing an EPA-approved I/M test or a California smog check test, or at any time you suspect a defect in a part.

Those repairs qualifying under the warranty will be performed by any Cadillac dealer at no charge. Repairs which do not qualify will be charged to you. You will be notified as to whether or not the repair qualifies under the warranty within a reasonable time, not to exceed 30 days after receipt of the vehicle by the dealer, or within the time period required by local or state law.

The only exceptions would be if you request or agree to an extension, or if a delay results from events beyond the control of your dealer or GM. If you are not so notified, GM will provide any required repairs at no charge.

In the event a warranty matter is not handled to your satisfaction, see *Customer Satisfaction Procedure* ⇨ 28.

For further information or to report violations of the Emission Control System Warranty, you may contact the EPA at:

U.S. Environmental Protection Agency  
Office of Transportation and Air Quality  
Compliance Division, Light-Duty Vehicle Group  
Attn: Warranty Complaints  
2000 Traverwood Drive  
Ann Arbor, MI 48105  
Email: [complianceinfo@epa.gov](mailto:complianceinfo@epa.gov)

For a vehicle subject to the California Exhaust Emission Standards, you may contact the:

State of California Air Resources Board  
Mobile Source Operations Division  
P.O. Box 8001  
El Monte, CA 91731-2990



Your satisfaction and goodwill are important to your dealer and to Cadillac. Normally, any concerns with the sales transaction or the operation of your vehicle will be resolved by your dealer'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 quickly resolved at that level. If the matter has already been reviewed with the sales, service, or parts manager, **contact the owner of the dealer facility** or the general manager.

**STEP TWO :** If after contacting a member of dealer management, it appears your concern cannot be resolved by the dealer without further help **contact the Cadillac Customer Assistance Center** by calling 1-800-458-8006. In Canada, contact GM of Canada Customer

Care Centre by calling 1-888-446-2000: English, or 1-800-263-7854: French.

For resolution of issues related to the Cadillac Professional Vehicle, contact 1-800-43-FLEET (1-800-433-5338).

**We encourage you to call the toll-free number in order to give your inquiry prompt attention.**

Have the following information available to give the Customer Assistance Representative:

- The Vehicle Identification Number (VIN). This is available from the vehicle registration or title, or the plate above the top of the instrument panel on the driver side, and visible through the windshield.
- The dealer name and location.
- The vehicle delivery date and present mileage.

When contacting Cadillac, remember that your concern will likely be resolved at a dealer's

facility. That is why we suggest you follow Step One first if you have a concern.

**STEP THREE :** Both GM and your GM dealer are committed to making sure you are completely satisfied with your new vehicle. However, if you continue to remain unsatisfied after following the procedure outlined in Steps One and Two, you can file with the Better Business Bureau (BBB) Auto Line Program to enforce any additional rights you may have.

The BBB Auto Line Program is an out of court program administered by the Council of Better Business Bureaus to settle automotive disputes regarding vehicle repairs or the interpretation of the New Vehicle Limited Warranty. Although you may be required to resort to this informal dispute resolution program prior to filing a court action, use of the program is free of charge and your case will generally be heard within 40 days. If you do not agree with the decision given in your case, you

may reject it and proceed with any other venue for relief available to you.

Contact the BBB Auto Line Program using the toll-free telephone number or write them at the following address:

BBB Auto Line Program  
Council of Better Business  
Bureaus, Inc.  
3033 Wilson Boulevard  
Suite 600  
Arlington, VA 22201

Telephone: 1-800-955-5100  
[http://www.bbb.org/council/  
programs-services/  
dispute-handling-and-resolution/  
bbb-auto-line](http://www.bbb.org/council/programs-services/dispute-handling-and-resolution/bbb-auto-line)

This program is available in all 50 states and the District of Columbia. Eligibility is limited by vehicle age, mileage, and other factors. GM reserves the right to change eligibility limitations and/or to discontinue its participation in this program.

## 30 State Warranty Enforcement Laws

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Laws in many states permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. The provisions of these laws vary from state to state. To the extent allowed by state law, GM requires that you first provide us with written notification of any service difficulty you have experienced so that we have an opportunity to make any needed repairs before you are eligible for the remedies provided by these laws. The address for written notification, is in *Customer Assistance Offices* ⇨ 33.

California Civil Code Section 1793.2(d) requires that, if GM or its representatives are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranties after a reasonable number of attempts, Cadillac shall either replace the new motor vehicle or reimburse the buyer the amount paid or payable by the buyer. California Civil Code Section 1793.22(b) creates a presumption that Cadillac has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- The same nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by GM or its agents AND the buyer or lessee has

directly notified GM of the need for the repair of the nonconformity.

- The same nonconformity has been subject to repair four or more times by GM or its agents AND the buyer has notified GM of the need for the repair of the nonconformity.
- The vehicle is out of service by reason of repair nonconformities by GM or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

NOTICE TO GENERAL MOTORS  
AS REQUIRED ABOVE SHALL BE  
SENT TO THE FOLLOWING  
ADDRESS:

General Motors LLC  
P.O. Box 33170  
Detroit, MI 48232-5170

When you make an inquiry, you will need to give the year, model, and mileage of your vehicle and your VIN.

Cadillac is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when Cadillac will establish a special coverage adjustment program to pay all or part of the cost of certain repairs not covered by the warranty or to reimburse certain repair expenses you may have incurred. Check with your Cadillac dealer or call the Cadillac Customer Assistance Center to determine whether any special coverage adjustment program is applicable to your vehicle.

When you make an inquiry, you will need to give the year, model, and mileage of your vehicle and your VIN.

Cadillac encourages customers to call the toll-free telephone number for assistance. However, if you wish to write or e-mail Cadillac, refer to the address below.

**United States**

Cadillac Customer Assistance Center

P.O. Box 33169  
Detroit, MI 48232-5169  
[www.Cadillac.com](http://www.Cadillac.com)

1-800-458-8006  
1-800-833-2622 (For Text Telephone devices (TTYs))

Roadside Service:  
1-800-224-1400

From Puerto Rico:

1-800-496-9992 (English)  
1-800-496-9993 (Spanish)

From U.S. Virgin Islands:  
1-800-496-9994

**Canada**

Customer Care Centre,  
CA1-163-005  
General Motors of Canada Company  
1908 Colonel Sam Drive  
Oshawa, Ontario L1H 8P7  
[www.gm.ca](http://www.gm.ca)

1-800-263-3777 (English)  
1-800-263-7854 (French)  
1-800-263-3830 (For Text Telephone devices (TTYs))  
Roadside Assistance:  
1-800-882-1112

## 34 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), Cadillac has TTY equipment available at its Customer Assistance Center and Roadside Assistance Center.

The TTY for the Cadillac Customer Assistance Center is:

1-800-833-2622 in the United States

1-800-263-3830 in Canada

The TTY for the Cadillac Roadside Assistance Center is:

1-888-889-2438 in the U.S.

Cadillac is proud to offer the response, security, and convenience of Cadillac's 24-Hour Roadside Service Program during the period of your vehicle's Bumper-to-Bumper Warranty, Limited Extended Powertrain Warranty, and/or hybrid-specific limited warranty. Consult your dealer or refer to the owner manual for details. The Cadillac Roadside Assistance Center can be reached by calling 1-800-224-1400.

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



If your vehicle requires warranty repairs during the Bumper-to-Bumper Warranty, Limited Extended Powertrain Warranty, and/or hybrid-specific limited warranty, 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 New Vehicle Limited Warranty. General Motors and General Motors of Canada Company reserve the right to make any changes or discontinue the Courtesy Transportation program at any time without notification.