



2021

Warranty Policy and Maintenance Program



WARRANTY POLICY AND SERVICE

Owner's Name

Address

City

State

Brand and Model Year

Vehicle Identification Number (VIN)

WARRANTY POLICY ISSUED BY

Name and number of the authorized Dealer

Address

Telephone

Automobile delivery date

Dealer's Signature and Stamp



General Motors de México S. de R.L. de C.V. Avenida Ejército Nacional número 843-B, Colonia Granada, Miguel Hidalgo, C.P. 11520, Ciudad de México

**NOTE: THE LACK OF APPLICATION OF THE PROTECTING FILM
VOIDS THIS WARRANTY POLICY**

Delivery Report

The subscribed Car Dealer has delivered my new vehicle and has totally explained the following items, same as through the signing of this document, expressly manifest know and accept in its entirety.

- Instructions for operation of vehicle, instruments and controls.
- Owners Warranty and suggestions for maintenance.
- Vehicles Warranty and services abroad.
- Services obtainable from car dealer.

I receive in accordance the vehicle, and I manifest that this vehicle is in satisfactory conditions, whenever that it have been inspected by the subscribed Car Dealer and myself.

OWNERS SIGNATURE:

I have delivered in satisfactory conditions a new General Motors vehicle, whose data appears in this stub backside, to the owner whose signature appears above whenever that the subscribed Dealer have personally inspected, along with the vehicle's owner, in order to make sure that the conditioning of the new unit was done by the dealer's Service Department in accordance to the Service Standards and to the entirely satisfaction of the owner described above.

SEAL AND SIGNATURE OF DEALER:

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2021 Chevrolet Warranty Policy and Maintenance Program

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INTRODUCTION

Congratulations for the purchase of your General Motors vehicle. All of us at GM are committed to assuring your total satisfaction and enthusiasm.

Our General Motors authorized dealers wish to participate in providing your satisfaction and invite you to come back to their service shops for all your service and maintenance needs. They have all the necessary equipment and technicians with specialized training to repair your vehicle at any time.

Considering the investment you have made, we are sure you want to operate it and keep it in the best condition. That is why we offer you a special maintenance plan that will ensure your vehicle's good performance, as well as a warranty that protects it against any defect in material or workmanship.

Thanking your preference for our products, we request you to read this document so you will get acquainted with the after sales services we can offer.

2 **Warranty Coverage at a Glance**

You will find a graph whereby the Warranty terms offered by General Motors International Sales LTD. are described.

Coverage	3 yrs/ 100,000 km*	5 yrs/ 100,000 km*
Bumper to Bumper	✓	
Powertrain	✓	
Corrosion "Rust-Through"		✓
*Whatever should happen first. *Please refer to what warranty doesn't cover.		

There are no other warranties, explicit, implicit or tacit, either made by the dealer or General Motors, for General Motors vehicles except for the ones against any defect in material or workmanship mentioned next:

General Motors guarantees to repair or replace, by election made by General Motors with new, remanufactured or refurbished parts¹, whichever part or parts of each vehicle with new engine and corresponding chassis, including equipment and accessories of the same that have been manufactured or supplied by General Motors, and delivered to the retail purchaser by an authorized dealer of General Motors, that present or show defects in material or workmanship under normal conditions of use and service if, and only if, within a term of 36 months after vehicle delivery to retail purchaser, or before the said vehicle or chassis has run 100,000 kms, whatever should happen first, are taken back to an authorized General Motors dealer, in the place of negotiation of the

mentioned dealer and whose examination determined at General Motors, that the part or parts dealt with are found defective. Repair or replacement of defective parts in the terms of this warranty will be made by the mentioned dealer without charge for spare parts and labor.

1Remanufactured parts meet GM 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 GM approved service part requirements and are previously used parts that are inspected, cleaned, tested, and repackaged.

Stipulations of this warranty will not apply: a) to any vehicle with a General Motors engine or chassis that has been unduly or negligently utilized, b) has suffered an accident or has been altered outside any General Motors authorized service center, thus adversely affecting its

operation and security, c) its normal maintenance services (such as tune up, fuel system cleaning, belts adjustment, brakes and clutch), its spare parts replacement during routine service (such as spark plugs, filters, brake shoes and clutch disc) done as part of such services, and d) deterioration of upholstery and appearance elements owing to wear and exposure to open weather.

This warranty is granted expressly instead of any other implicit, explicit or tacit warranty, including any other implicit mercantile or aptness warranty for any specific purpose, and General Motors International sales LTD. under any circumstance will assume any other responsibility or obligation different to those that are expressly stipulated in this warranty policy. Likewise, General Motors does not authorize to any third person to assume any other responsibility or obligation on its name.

4 New Vehicle Limited Warranty

Paint, Trim and other Appearance Elements

Damage on paint, trim and other appearance elements are generally noticed and corrected during pre-delivery inspection. For your own benefit we suggest that you report immediately any anomaly in this respect to your General Motors Authorized Dealer, since normal wear due to use and exposure to open weather are not covered by this warranty.

Warranty Against Corrosion "Rust-Through"

This warranty covers perforation of metallic components of body owing to corrosion for a period of 5 years or 100,000 kms. whatever comes first after vehicles sale date, by means of repairing or replacing the affected parts.

The concept of perforation means a rusty condition produced by a hole on the metal. Simple corrosion, as well as corrosion on metal surfaces resulting from stone splinters,

scratches, scraps and replaced or repaired parts, are not covered under this warranty.

The parts covered under this warranty are the following: Cabin, Doors, Hood, Load case, Trunk lid, Fenders, Bumpers, Mud shrouds, Grilles, Trims, Headlamp frames, Knobs and handles, and Hinges.

Your motor vehicle was designed and built to resist corrosion. Application of additional materials to inhibit rusting is not necessary. Some anticorrosive methods may create a situation that reduces the corrosion resistance incorporated in your vehicle. The necessary repairs to correct damage or failure caused by application of anticorrosive after manufacturing of your vehicle are not covered under the warranty of the new vehicle.

Warranty of Powertrain

Components of powertrain are covered against build defects for a period of 36 months and/or 100,000 kms, whatever happens

first right after vehicles date of sale. The components of the powertrain are the following:

Engine

Cylinder block and internal parts
Cylinder head, valves and hydraulic valve lashes (valve lifters)
Intake and exhaust manifolds
Distribution chain and sprockets
Engine crankshaft fly wheel
Harmonic balancer
Rocker cover
Oil pump
Engine oil pan
Engine support mountings
Seals and gasket.
Water pump

Transmission

Drive shaft (transmission shaft) cover and internal parts
Differential gear
Vacuum modulator unit.

Transmission mounts supports

Seals and gaskets

Front Wheel Drive

Transmission shaft cover and internal pieces

Constant speed shafts

Mount supports and front differential gear

Seals and gaskets

Rear Wheel Drive

Rear axle cover and internal pieces

Axle shafts and bearings

Mounting supports drive shaft and universal joints

Seals and gaskets

Important: It is very important to comply with all maintenance services at your authorized General Motors Dealer, according to the Maintenance Program, within the warranty term. Under General Motors criteria, omission of any of these services may result in nullification, restriction or invalidation of this warranty.

What Warranty Covers

Notes on the Odometer of your Vehicle

Mileage indicated on your vehicle odometer scores the reference for the maintenance program. Any change or alteration to the accumulated mileage, in such a way that it reflects a shorter mileage than real, relieves General Motors from obligations regarding this vehicle's warranty.

General Motors warranties execution of repairs required to correct defects in materials or workmanship.

Any authorized dealer will perform required repairs. However, it is convenient that warranty work be commended to the selling General Motors Authorized Dealer of your vehicle.

The basic warranty (Bumper to Bumper) protects vehicle for a period of 36 months or 100,000 kms, whatever first.

Body work adjustment covered by warranty for up to 4,000 Km. and/or 90 days whatever takes first.

The warranty period for all coverage's begins on the date the new vehicle was delivered to the owner by the General Motors Authorized Dealer.

Warranty repairs (parts and repair work) will be performed without cost and within a reasonable time starting at the moment the car dealer receives the vehicle to be repaired.

What the Warranty Does Not Cover

This warranty does not cover damaged suffered by vehicles as a consequence of: accidents, overloading, races, negligence, non-recommended equipment installation, changes or additions to the vehicle and in general any abuse.

6 New Vehicle Limited Warranty

Warranty does not cover damage caused by the environment: air pollution (chemical products, tree resin, etc.), mineral salts, hailstorm, storm, etc.

Warranty does not provide maintenance services or cover damage suffered by unit because of lack of periodical maintenance.

Warranty does not cover the spare parts, when its replace is necessary as part of the periodical maintenance of the vehicles.

- Clutch discs and brake pads covered by warranty for up to 6,500 Km.
- Fuel, air and oil filters, belts, lights, spark plugs, fuses covered by warranty for up to 2,500 kms. and/or 60 (sixty) days. Whatever takes first.
- The vehicle's original battery is covered for 3 years or 100,000 km whichever comes first as follows:
 - First year 100% coverage

- Second and third year 100% coverage as long as the vehicle complies with a complete maintenance program and these services were performed by a General Motors authorized dealer according to the maintenance program indicated in this warranty policy.

Warranty does not cover payment for loss of the use of the vehicle during warranty repairs or accommodation expenses, towing, car rental or other travel expenses or income losses.

Vehicles equipped with oxygen sensor and catalytic converter are required to use unleaded gasoline. Damage caused to components for using leaded gasoline is not covered by vehicle's warranty.

Important: Using leaded gasoline will damage oxygen sensor, catalytic converter and other components of the emission control system. It may also negatively affect

fuel economy, vehicle's driveability and emission levels through exhaust system.

Procedure to Make Warranty Effective

In case any service covered by warranty is needed, the vehicle must be presented together with this warranty policy to the General Motors authorized dealer that sold the vehicle. Service will be given by any other General Motors authorized dealer (those that are mentioned in this warranty policy), even if the vehicle is placed in some location different from location of the dealer that sold the vehicle.

Procedure to be Followed to Provide with Service Under Warranty

At taking vehicle and warranty booklet to General Motors authorized dealer, he will determine if the required service is covered by this warranty policy, and if in case the vehicle is covered, the General Motors Authorized dealer will provide the corresponding service.

The Service will be finished in the shortest time possible from the date of presentation of vehicle and warranty policy, except only if a longer term is strictly necessary.

Procedure to Make Original Tire Warranty Effective

Tires that are part of the original equipment of vehicle are guaranteed for a period of 12 months or 20,000 kms. whatever comes first after vehicles delivery date, against manufacturing defect, as long as they have been used under normal conditions and the tires have a remaining original groove of at least 1.6 mm. Claims must be presented at a General Motors Authorized Dealer.

Bad wheel alignment may cause irregular wear at lateral side of the tire; this problem is not covered by the vehicle warranty. Driving by irregular roads, such as none asphalted streets or similar, may cause loose the wheel alignment, because of this it is recommended verify lateral wear of the tire to avoid premature wear of the same, and if

this condition is presented you should go to the nearest GM Authorized Dealer to make the Wheel alignment to the car. This kind of job is part of the preventive maintenance of your vehicle.

Important: It is very important that maintenance services included in the "Protection program" are being carried out by your General Motors Authorized Dealer according to the stipulated intervals (not exceeding more than 1,000 kms as showed in your coupons) or if the vehicle has a year since sale date or the last maintenance service, otherwise the warranty will be restricted.

The regular maintenance services, as well as its associated replacement parts, are not covered under the vehicle's warranty program. However, the necessity arises due to the use of the vehicle itself and is, therefore, considered to be part of the owner's responsibility to maintain it.

In a collision accident, the vehicle must be repaired at an Authorized General Motors dealer; otherwise the vehicle's warranty may be restricted.

Foreign Services — To Mexico, U.S. and Canadian GM Dealers

When General Motors Vehicles are sold in Central America and The Caribbean through the authorized General Motors Dealer Network, and if a warranty work is required in Mexico, U.S. or Canada; Mexico, U.S. and Canadian General Motors Authorized Dealers will perform the necessary warranty work verifying that the following conditions are met:

- A. The customer is a bona fide tourist (no crossing the border simply to have warranty work performed by a Mexico, U.S. and Canadian dealer).
- B. The reported condition adversely affects the operation of the vehicle (no non-essential repairs such as paint, upholstery, etc.).

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If you are touring in a foreign country and repairs are needed, it is suggested you take your vehicle to a General Motors dealership once you return to your country; you should provide your dealership with a statement of circumstances, the original paid order and any paid receipt indicated the work performed and parts replaced for reimbursement consideration. Please note that repairs made necessary by the use of improper or dirty fuels are not covered under the warranty.



Introduction

If you acquired the warranty extension plan for new vehicles with your GM Authorized Dealer, be welcome to "GM Warranty Plus."

This plan has been designed to extend the mechanical protection of your General Motors vehicle, and at the same time, to minimize inconveniences and bothers for you in the event of a mechanical or electrical failure of your vehicle.

If you acquired the "GM Warranty Plus" Extended Warranty and paid the corresponding consideration, the "GM Warranty Plus" Extended Warranty will become effective at

the end of the Basic Warranty term of the new vehicle. Keep this "GM Warranty Plus" Extended Warranty Policy together with the other documents of your vehicle (including, without restrictions, the "GM Warranty Plus" Warranty Certificate), because you shall submit it at the Central America and the Caribbean General Motors Authorized Dealer where the repair will be executed, in the event of a mechanical or electrical failure covered under this "GM Warranty Plus" Extended Warranty, or, of the scheduled maintenance service of your vehicle.

Please read all the information contained in this "GM Warranty Plus" Extended Warranty Policy to be sure of having well understood all the terms and conditions of this warranty, particularly, coverage and maintenance requirements.

If you have any questions concerning the content of this "GM Warranty Plus" Extended Warranty Policy, please contact your General Motors Authorized Dealer.

"GM Warranty Plus" Extended Warranty Terms

You will find below a chart describing the "GM Warranty Plus" Extended Warranty terms offered by General Motors de México S. de R.L. de C.V. for Central America and the Caribbean. (Hereinafter "General Motors").

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Basic Warranty Bumper-to-Bumper	GM Warranty Plus Option 1 Bumper-to-Bumper	GM Warranty Plus Option 2 Bumper-to-Bumper
3 years / 100,000 kms	Additional 1 year beyond the Basic Warranty / 100,000 kms*	Additional 2 years beyond the Basic Warranty / 100,000 kms*

***NOTE:** The “GM Warranty Plus” Extended Warranty will become effective at the end of the Basic Warranty term.

The information on the warranty extension (Warranty Plus) that is presented in this section is to serve as an example only. To find out the specifics of current plans, as well as the applicable contract terms and conditions, please consult your GM Authorized Dealership directly.

Definitions

Mechanical or Electrical Failure :

Mechanical or electrical failure shall be understood as the total or partial operative incapacity of the vehicle, because of parts or components manufactured or supplied by General Motors that show material or labor defects under normal use or service conditions, to work

according to the manufacturer's specifications. Reduced yield, performance, or breakage of a component caused by normal wear for the time of use and/or mileage of the vehicle is not considered as mechanical failure, and will not be covered under this “GM Warranty Plus” Extended Warranty.

“GM Warranty Plus” Extended Warranty Certificate : This is the document submitted to the Customer by the Authorized Dealer, containing all vehicle information and the terms, conditions and effective term of the “GM Warranty Plus” Extended Warranty coverage, which must be presented by the Customer to any Authorized Dealer to make any repair that is covered by this “GM Warranty Plus” Extended Warranty.

Authorized Dealer : Any authorized dealer of General Motors in the Central America and the Caribbean Region from which the Vehicle was acquired or to which the “GM Warranty Plus” Extended Warranty is presented to be executed.

Basic Warranty Policy and Protection Program : It is the policy (Warranty Policy and book of coupons for the Protection Program) covering the vehicle manufacturer's original warranty and which is submitted at the moment it is purchased.

Central American and Caribbean Region : Guatemala, Honduras, El Salvador, Nicaragua, Costa Rica, Panama, Bermuda, Bahamas, Caiman Islands, Haiti, Dominican Republic, Antigua, St. Lucia,

St. Maarten, Barbados, Trinidad & Tobago, Aruba, Curacao, Suriname, Turks & Caicos.

Vehicle : The new vehicle aimed to private use described in the back of the “GM Warranty Plus” Extended Warranty Certificate. The warranty is nontransferable to any other vehicle.

“GM Warranty Plus” Extended Warranty Effective Term : The “GM Warranty Plus” Extended Warranty becomes effective at the moment when the vehicle’s basic warranty expires, either for the time of use or for mileage of the vehicle, and ends after reaching the time period and/or mileage of extended warranty specified under the “GM Warranty Plus” Extended Warranty Certificate.

“GM WARRANTY PLUS” EXTENDED WARRANTY COVERAGE SCOPE : The coverage scope of this “GM Warranty Plus” Extended Warranty is only and exclusively the Central America and the Caribbean Region, covering, additionally, countries outside such region when the

vehicle owners travel as tourists, but in such a case, the vehicle owner shall pay for the corresponding repair and will be reimbursed by his/her seller Authorized Dealer, only if the executed repair is covered by the “GM Warranty Plus” Extended Warranty of the vehicle and the problem prevents the safe operation of the same.

RESPONSIBILITY LIMITS : The “GM Warranty Plus” Extended Warranty covers the expenses for parts or components that were manufactured or supplied by General Motors and the necessary labor for the repair and/or replacement of parts or components with manufacturing defects, up to a maximum accumulated value equal to the vehicle’s purchase price, which shall be understood as the “base price” of the vehicle (before taxes on sale) in force to the purchase date, according to the invoice issued by the Authorized Dealer who sold it and which is granted under the same terms and conditions as the vehicle’s Basic

Warranty, except for the additional time of use covered under the “GM Warranty Plus” Extended Warranty.

Important: It is extremely important that maintenance services that integrate the “Protection Program” are executed by your General Motors Authorized Dealer at the recommended intervals, not exceeding by more than 1,000 km. the indication under the coupons, since otherwise, the vehicle’s warranty will be restricted.

Normal maintenance services as well as replacement elements associated thereto are not covered under the basic warranty of the vehicle. The need for them arises as a consequence of using the vehicle and is, therefore, considered as part of the owner’s responsibility to protect his/her investment.

The coverage of the “GM Warranty Plus” Extended Warranty includes the costs of the necessary materials and labor for repairing or replacing

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the guaranteed parts or components of the vehicle because of a mechanical or electrical Failure, everything based on the selected "GM Warranty Plus" Extended Warranty plan (see details below), up to the maximum responsibility limit described above and in compliance with the terms and conditions contained in this "GM Warranty Plus" Extended Warranty Certificate.

BUMPER TO BUMPER : It offers a similar coverage to that of the basic bumper to bumper warranty granted by the manufacturer, with the exceptions below:

- Tires, shock absorbers, exhaust system (catalytic converter included) and the audio and video system (radio, speakers and infotainment system, etc.)
- Normal maintenance services, such as: engine tuning, fuel system cleaning, adjustment of belts, brakes and clutch, lubrication and oil change, filters cleaning or replacement, spark plugs replacement, lights

inspection and alignment, alignment and balancing of (front and rear) axles, PCV valve cleaning, cooling system cleaning, tire cross-rotation or rotation, decarbonization of valves and combustion chambers, bodywork adjustments or tightening.

- Replacement elements due to normal maintenance, such as: spark plugs, filters, brake lining, rectifying disk brakes and drums, grease, oil, fluids, lubricants, wiper blades, PCV valves, hoses, radiator plug, gaskets, clutch discs, fuses and belts.
- Paint, corrosion, upholstery, dashboard and other appearance elements.
- Glasses, lamps, accumulators and lights (rear and front ones).
- Air or water coming inside the vehicle or engine, other than necessary for the good operation of the vehicle.

- Noise of windows, screeching and vibrations.
- Aspects not covered under the Basic Warranty Policy.

POWERTRAIN : It offers coverage equal to that under the Powertrain basic warranty granted by the manufacturer. The Powertrain components covered by the "GM Warranty Plus" Extended Warranty are the same as those described in the Basic Warranty Policy, namely:

MOTOR : Cylinder block and internal parts. Engine head, valves (except for valves and combustion chamber carbonization), hydraulic lifters. Intake and exhaust manifolds. Distribution chain and sprockets. Engine flywheel. Harmonic balancer. Valve cover. Engine oil pan. Oil pump. Engine mounting support. Seals and gaskets. Water pump.

TRANSMISSION : Transmission cover and internal parts. Torsion converter. Vacuum modulator. Transmission support. Seals and gaskets.

FRONT-WHEEL DRIVE :

Transmission shaft cover and internal parts. Constant speed shafts. Bearings and front wheel hub. Seals and gaskets.

REAR-WHEEL DRIVE : Rear axle cover and internal parts. Axle shafts and bearings. Supports. Drive shaft and universal joints. Seals and gaskets. (Only traction axles).

GENERAL CONDITIONS : Please find below the detailed general terms and conditions of this "GM Warranty Plus" Extended Warranty, which will be valid only if fully accepted. Read carefully:

1. Disassembly expenses (based on the manufacturer's standard times) will be reimbursed only if the Mechanical or Electrical Failure is covered by the "GM Warranty Plus" Extended Warranty; otherwise, they shall be at the vehicle owner's account, and he/she will be also responsible for authorizing or not the disassembly.

2. General Motors, and/or the person it may appoint, reserves its right to inspect the vehicle and submit damaged parts to expert opinion.
3. The General Motors Authorized Dealer may not carry out any repair without previously attaining a written authorization from General Motors, and/or the person appointed by it.
4. The cost of labor and of the parts or components being necessary for repairing the Mechanical or Electrical Failure shall never exceed the prices published by the manufacturer, nor the specified maximum limit of responsibility.
5. Observance and compliance with the terms and conditions for granting this "GM Warranty Plus" Extended Warranty, with respect to the obligations, and to the truthfulness of the information appearing in the back cover of the "GM Warranty Plus" Extended Warranty Certificate, are

necessary conditions for making effective this extended warranty.

6. This "GM Warranty Plus" Extended Warranty does not cover the failures covered under another warranty (Original Basic Warranty Policy and Protection Program) dated before, as long as this is in force.
7. LACK OF COMPLIANCE WITH THE MANUFACTURER'S PROTECTION PROGRAM WILL RESTRICT OR CANCEL THIS "GM WARRANTY PLUS" Extended Warranty. There are some maximum allowed margins of 1,000 km to the values indicated in the coupons of the "Protection Program" contained under the Basic Warranty Policy and Protection Program.

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| <p>8. If a Mechanical or Electrical Failure occurs, it shall be notified as soon as possible to the Authorized Dealer, following the instructions contained under the section "Procedure to make effective a warranty"; otherwise it will be considered as negligence by the owner, or, when it removes the vehicle from the Authorized Dealer before the vehicle is fully repaired.</p> <p>9. The request for canceling the "GM Warranty Plus" Extended Warranty shall not imply the reimbursement, in full or partially, of the money paid for this concept.</p> <p>10. The right to the coverage of the "GM Warranty Plus" Extended Warranty will be lost in the event of fraud or severe fault by the customer, as well as negligence in the use of the vehicle, robbery, accident or damages caused by third parties.</p> | <p>11. The "GM Warranty Plus" Extended Warranty is expressly granted and therefore General Motors does not assume any other responsibility under this "GM Warranty Plus" Extended Warranty related to the motor vehicle or chassis and this company does not authorize any third party to assume responsibility on its behalf and therefore, will not recognize terms and conditions other than the ones agreed under the "GM Warranty Plus" Extended Warranty Certificate.</p> |
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Exclusions

This "GM Warranty Plus" Extended Warranty does not cover:

- A. Mechanical or Electrical Failures that occur for not having performed the maintenance specified by the manufacturer.
- B. Mechanical or Electrical Failures preexisting before the effective date of this "GM Warranty Plus" Extended Warranty. Such failures shall be compulsorily remedied before the effective date of this "GM Warranty Plus" Extended Warranty.
- C. Mechanical or Electrical Failures subsequent to manipulations, disturbances or disconnections of the odometer.
- D. Repairs, replacements or disturbances to vehicle not authorized or recommended by General Motors, such as accessories, sport equipments, or modifications done to the

vehicle in such a manner that the manufacturer's original specifications are altered.

- E. Vehicles aimed to public service such as taxi, driving school, crane, ambulance, police, and similar, as well as those used in any kind of competition.
- F. Wear attributable to the age and/or mileage of the vehicle with the consequent loss of benefits, including but not limited to the loss of compression implied by the replacement or repair of valves and rings, and the gradual oil consumption increase.
- G. None liability in the event of death, body injuries, damages caused to other properties, or other possible damages including to third parties, occurred as a consequence, direct or indirect, of a Mechanical or Electrical Failure covered under this "GM Warranty Plus" Extended Warranty.

- H. Mechanical or Electrical Failures totally or partially caused by any kind of accident, negligence, misuse, overload, abuse, in general, or voluntary or illegal actions or omissions.
- I. The replacement or repair of guaranteed parts or components that are not defective per se, but that shall be replaced or repaired when repairing other parts or when these shall be replaced because of a technical inspection of the car or of its own regular maintenance.
- J. Any direct or indirect consequence of a war conflict, invasion, civil war, rebellion, revolution, military seizure or coup d'état, revolt, damages caused by the environment (air pollution, chemical products, etc.), natural catastrophes, acts of vandalism, robbery or attempted robbery, leak of nuclear fuel or nuclear wastes derived from nuclear combustion.

- K. Mechanical or Electrical Failures caused by the use of inappropriate or polluted lubricants or fuels.
- L. Any Mechanical or Electrical Failure of a component or components subject to manufacturer's campaigns for repair, or considered as having inherent design defects.
- M. Payments for the loss of vehicle use during repairs covered by the "GM Warranty Plus" Extended Warranty, neither expenses related to lodging, nor related to transfer, crane, car rental or other travel expense or loss of income.
- N. Any damage or Mechanical or Electrical Failure caused by the environment: air pollution (chemical products, vegetal resin, etc.), salt, hail, storm, etc.
- O. Mechanical or Electrical Failures caused to parts or components because of the use of leaded gasoline in vehicles supplied with oxygen sensor and catalytic converter.

Procedure to Make Effective the Extended Warranty

Take the vehicle to any GM Authorized Dealer of the Central America and the Caribbean Region, submit your Warranty Policy and the "GM Warranty Plus" Extended Warranty Certificate, preferably to the Authorized Dealer who sold it, who will be responsible for executing the necessary proceedings for the repair to be done.

The Authorized Dealer shall prepare an estimated cost of the repair to be done, detailing the amounts corresponding to the parts that shall be repaired and/or replaced, and the necessary labor. You shall sign this estimated cost once the repair is completed.

Failures Abroad

If the failure occurs outside of the countries that integrate the Central America and the Caribbean Region, the warranty beneficiary may execute the repair in a General Motors Authorized Dealer at the location where the Mechanical or Electrical Failure occurred, provided it attains the authorization from General Motors, and shall pay the same amount of the above-mentioned repair. Back in the Central America and the Caribbean Region, you shall send the invoice for the repair and a payment voucher of the same to the Authorized Dealer who sold the vehicle.

The amount of the repair will be reimbursed at the exchange rate of the Central America and the Caribbean Region, respecting the regulations applied by each country of the region for the free selling exchange rate of the day when the Mechanical or Electrical Failure occurred.

General Motors Protection Program

Your vehicle must follow the maintenance schedule recommended by the manufacturer in the Basic Warranty Policy and Protection Program.

All maintenance services must be performed by an Authorized Dealer. Make sure that when performing the maintenances services the Authorized Dealer fills out and stamps the pages in the corresponding record found in the Basic Warranty Policy and Protection Program for your vehicle.

Insist that the Authorized Dealer provide you with the invoices for the maintenance services, since you may be asked to submit them together with this "GM Warranty Plus" Extended Warranty Policy if your vehicle experiences a Mechanical or Electrical Failure.

O.R. No.

Assemblies repaired:

Indicate major parts replaced:

WARRANTY VERIFICATION COUPON

If you require any service under the terms of the warranty, the owner shall present the Authorized General Motors Dealer this warranty verification coupon.

The undersigned owner states that this vehicle has been properly maintained, and that the Authorized General Motors Dealer who has filled out this coupon has explained to the owner about the services that have been performed under the terms of the Warranty and for new vehicles from General Motors de México, S. de R.L. de C.V.

Signature of owner or owner's representative

Date	Serial no.	Mileage
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Dealer Name	City and State
-------------	----------------

Dealer's Signature

DO NOT REMOVE

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O.R. No. _____

Assemblies repaired:

Indicate major parts replaced:

WARRANTY VERIFICATION COUPON

If you require any service under the terms of the warranty, the owner shall present the Authorized General Motors Dealer this warranty verification coupon.

The undersigned owner states that this vehicle has been properly maintained, and that the Authorized General Motors Dealer who has filled out this coupon has explained to the owner about the services that have been performed under the terms of the Warranty and for new vehicles from General Motors de México, S. de R.L. de C.V.

Signature of owner or owner's representative

Date

Serial no.

Mileage

Dealer Name

City and State

Dealer's Signature

DO NOT REMOVE

O.R. No.

Assemblies repaired:

Indicate major parts replaced:

WARRANTY VERIFICATION COUPON

If you require any service under the terms of the warranty, the owner shall present the Authorized General Motors Dealer this warranty verification coupon.

The undersigned owner states that this vehicle has been properly maintained, and that the Authorized General Motors Dealer who has filled out this coupon has explained to the owner about the services that have been performed under the terms of the Warranty and for new vehicles from General Motors de México, S. de R.L. de C.V.

Signature of owner or owner's representative

Date

Serial no.

Mileage

Dealer Name

City and State

Dealer's Signature

DO NOT REMOVE

O.R. No. _____

Assemblies repaired:

Indicate major parts replaced:

WARRANTY VERIFICATION COUPON

If you require any service under the terms of the warranty, the owner shall present the Authorized General Motors Dealer this warranty verification coupon.

The undersigned owner states that this vehicle has been properly maintained, and that the Authorized General Motors Dealer who has filled out this coupon has explained to the owner about the services that have been performed under the terms of the Warranty and for new vehicles from General Motors de México, S. de R.L. de C.V.

Signature of owner or owner's representative

DateSerial no.Mileage

Dealer NameCity and State

Dealer's Signature

DO NOT REMOVE

Central America and Caribbean Dealers:

General Motors de Mexico offers you the www.caribbean.chevrolet.com website, where you can find the directory of authorized dealers in the region, where you may address any questions or clarifications regarding your vehicle.

Customer Assistance Center

General Motors de México offers you the Customer Assistance Center (C.A.C.); if you have any comment or suggestion you can contact us by phone or in written by e-mail:

Telephone: 52-555 901-2369

E-mail:

asistencia.gmmexico@gm.com
or cac.chevrolet@gm.com

For assistance in English:
mx_gm_customerassistance@gm.com

22 Additional Maintenance and Care

Your vehicle is an important investment and caring for it properly may help to avoid future costly repairs. To make the vehicle's performance more efficient, we suggest you hire additional services.

We recommend that you perform these services with your authorized dealer — their trained dealer technicians know your vehicle best. Your dealer can also perform a thorough assessment with a multi-point inspection to recommend when your vehicle may need attention. The following list are some of the additional suggested cares, check applicability to your vehicle with your dealer. The warranty of your vehicle will not be restricted or canceled due to the omission of these cares, however it is a benefit to keep your vehicle in top condition.

Additional Maintenance and Care	
Service Operation	Interval
Replace passenger compartment air filter.	Every 12 months
Replace windshield wiper blades.	
Replace brake fluid.	Every 60,000 km
Change transfer case fluid.**	Every 84,000 km
Replace spark plugs. Inspect spark plug wires.	Every 96,000 km
Drain and fill engine cooling system.	Every 120,000 km
Replace accessory drive belts.	
Replace hood and/or body lift support gas struts.*	
* Check applicability	
** Only for AWD	

Program Description

The Current maintenance program, has the goal to protect the investment that you have made in your General Motors vehicle, it is recommended to assist with your General Motors Authorized Dealer for any assistance you require related to service maintenance and warranty.

Visit an Authorized General Motors Dealer when the odometer reading for your vehicle has reached the mileage indicated in the maintenance program, to perform the corresponding service, when the oil life indicator lights up on your vehicle's dash (if equipped), or when one year has passed from the date of sale or the last maintenance.

Important: Maintenance services included in the Maintenance Program must be performed by a General Motors authorized Dealer at **the recommended intervals (not exceeding the indicated mileage by more than 1,000 km), or one year from the sale date or**

date of last service or maintenance, as otherwise the vehicle warranty will be restricted.

General Motors Vehicles are described in the following groups:

MAINTENANCE PROGRAM A:

Chevrolet N300 and N400

MAINTENANCE PROGRAM B:

All Chevrolet Vehicles (Except Chevrolet N300, N400 and Diesel Vehicles)

MAINTENANCE PROGRAM C:

Only Diesel Vehicles

THE DULY SIGNED/STAMPED MAINTENANCE SERVICE RECORDS IN YOUR WARRANTY POLICY AND PROTECTION PROGRAM BOOKLET IS PROOF THAT YOUR VEHICLE WAS CORRECTLY MAINTAINED AND SERVICED WHICH WILL UNDOUBTEDLY BE REFLECTED IN THE RESALE VALUE OF YOUR VEHICLE

Instructions for General Motors Authorized Dealer

The signed coupon provides the dealer with the owner's authorization to perform maintenance jobs on your vehicle as specified in the in the Warranty Policy and Protection program. Once the dealer finished the service and/or maintenance, he must sign and stamp the maintenance service record.

For the well functioning of your vehicle's engine, it is important that the brand and grade of the oil being used, comply with the specifications as established by General Motors.

Maintenance Service Intervals

In the program, your vehicle's operations and maintenance service intervals are specified per car line (model). Note that meteorological and geographic conditions can change these intervals (different mileage) between each maintenance service. Now you will find recommendations regarding the driving conditions.

Replace engine oil, engine oil filter and engine air filter at least every 6,000 km if:

- You drive your vehicle daily for 10 km (6 miles), and the engine is working idle more than 30% of the total time of your trip.
- City traffic, travels at low speed with the engine running more than 30% of the time in idle.
- Off- road and irregular road conditions or under extreme climatologic conditions (high pollution, sand, mud, difference in altitudes).
- When you cold-start your vehicle, drive and having continuous stops (public services, taxis, ambulances, etc.).

- Your engine working in extreme cold or hot temperatures (over 30°C).

Replace the engine oil and oil filter if:

- It has been a year since the purchasing date or since the last maintenance service.
- The engine oil life system displays a message (if equipped).

Please visit your authorized GM dealer and ask the Service Advisor about your vehicle's recommended service intervals as well as the recommended maintenance service.

Specified Oil

The engine **REQUIRES** oil that meets dexos™ specifications. Request and use oil that is certified by dexos™ mark. The oils that comply with the requirements of your vehicle must have the dexos™ certification mark in the container. This certification mark indicates that the oil has been approved according to the dexos™ specifications.

If the oil specified in the owners manual is not used this could invalidate partially or totally the warranty of your vehicle.

26 Scheduled Maintenance (Program Group A)

BASIC MAINTENANCE PROGRAM "A" FOR CHEVROLET N300 and N400

PERIODS																				
Operations	5 000 km/3, 100 mi	10 000 km/6, 300 mi	15 000 km/9, 400 mi	20 000 km/12, 500 mi	25 000 km/15, 600 mi	30 000 km/18, 800 mi	35 000 km/21, 900 mi	40 000 km/25, 000 mi	45 000 km/28, 100 mi	50 000 km/31, 300 mi	55 000 km/34, 400 mi	60 000 km/37, 500 mi	65 000 km/40, 600 mi	70 000 km/43, 800 mi	75 000 km/46, 900 mi	80 000 km/50, 000 mi	85 000 km/53, 100 mi	90 000 km/56, 300 mi	95 000 km/59, 400 mi	100 000 km/62, 500 mi
Change Engine Oil and Filter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Change Spark Plugs								✓								✓				
Replace Engine Air Cleaner Filter		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓
Replace Fuel Filter		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓
Rotate Tires		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓
Replace Accessories Belt								✓								✓				
Change Engine Coolant (DEX-COOL)										✓										✓
Change Brake Fluid				✓				✓				✓				✓				✓
Change Manual Transaxle Fluid	✓			✓						✓						✓				
Tighten Cylinder Head and Manifold Bolts		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓
Inspect and Clean Throttle Body	✓	✓	✓	✓		✓		✓		✓		✓		✓		✓		✓		✓
Inspect Timing Belt				✓				✓				✓				✓				✓
Inspect Fuel Lines				✓				✓				✓				✓				✓
Inspect Canister and Emission Lines				✓				✓				✓				✓				✓

Note

Visit an Authorized General Motors Dealer when the odometer reading for your vehicle has reached the mileage indicated in the maintenance program, to perform the corresponding service, when the oil life indicator lights up on your vehicle's dash (if equipped), or when one year has passed from the date of sale or the last maintenance.

Check the engine oil level every 2,000 km and replenish if necessary with the oil specified in the Owner's Manual.

If irregular tire wear is reported at any service, and/or if the vehicle is "pulling" to one side or the other, the suspension must be aligned and the wheels balanced.

Maintenance Record A

MAINTENANCE RECORD "A"

MAINTENANCE SERVICE
5,000 km
Stamp and Signature
from GM Authorized Dealer
Date _____
Km/Miles _____
Signature _____

MAINTENANCE SERVICE
10,000 km
Stamp and Signature
from GM Authorized Dealer
Date _____
Km/Miles _____
Signature _____

MAINTENANCE SERVICE
15,000 km
Stamp and Signature
from GM Authorized Dealer
Date _____
Km/Miles _____
Signature _____

MAINTENANCE SERVICE
20,000 km
Stamp and Signature
from GM Authorized Dealer
Date _____
Km/Miles _____
Signature _____

MAINTENANCE SERVICE
25,000 km
Stamp and Signature
from GM Authorized Dealer
Date _____
Km/Miles _____
Signature _____

MAINTENANCE SERVICE
30,000 km
Stamp and Signature
from GM Authorized Dealer
Date _____
Km/Miles _____
Signature _____

MAINTENANCE RECORD "A"

MAINTENANCE SERVICE

35,000 km

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE SERVICE

40,000 km

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE SERVICE

45,000 km

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE SERVICE

50,000 km

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE SERVICE

55,000 km

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE SERVICE

60,000 km

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

30 Scheduled Maintenance (Program Group A)

MAINTENANCE RECORD “A”

**MAINTENANCE SERVICE
65,000 km**

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
70,000 km**

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
75,000 km**

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
80,000 km**

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
85,000 km**

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
90,000 km**

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE RECORD "A"

MAINTENANCE SERVICE

95,000 km

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE SERVICE

100,000 km

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

32 Scheduled Maintenance (Program Group B)

BASIC MAINTENANCE PROGRAM "B" FOR ALL CHEVROLET VEHICLES (EXCEPT CHEVROLET N300, N400 AND DIESEL VEHICLES)

PERIODS																				
Operations	12 000 km/7,500 mi	24 000 km/15,000 mi	36 000 km/22,500 mi	48 000 km/30,000 mi	60 000 km/37,500 mi	72 000 km/45,000 mi	84 000 km/52,500 mi	96 000 km/60,000 mi	108 000 km/67,500 mi	120 000 km/75,000 mi	132 000 km/82,500 mi	144 000 km/90,000 mi	156 000 km/97,500 mi	168 000 km/105,000 mi	180 000 km/112,500 mi	192 000 km/120,000 mi	204 000 km/127,500 mi	216 000 km/135,000 mi	228 000 km/142,500 mi	240 000 km/150,000 mi
Change Engine Oil and Filter (1)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Change Spark Plugs								✓								✓				
Replace Engine Air Cleaner Filter		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓
Rotate Tires (2)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Change Automatic Transmission Fluid						✓						✓						✓		

Note

Visit an Authorized General Motors Dealer when the odometer reading for your vehicle has reached the mileage indicated in the maintenance program, to perform the corresponding service, when the oil life indicator lights up on your vehicle's dash (if equipped), or when one year has passed from the date of sale or the last maintenance.

(1) Change the oil, oil filter, and air filter every 6,000 km for use in the conditions indicated in the maintenance intervals section. See *Service and Maintenance* ⇨ 24.

Check the engine oil level every 2,000 km and replenish if necessary with the oil specified in the Owner's Manual.

If irregular tire wear is reported at any service, and/or if the vehicle is "pulling" to one side or the other, the suspension must be aligned and the wheels balanced.

(2) Doesn't apply for Chevrolet Corvette.

34 Scheduled Maintenance (Program Group B)

	Beat HB and NB	Cavalier	Onix	Tracker
Replace Fuel Filter	Not needed	every 24 000 km	every 12 000 km	every 12 000 km
Change Spark Plugs	every 36 000 km	every 36 000 km	every 96 000 km	every 96 000 km
Replace Timing Belt and Tensioner	Not needed	Not needed	every 240 000 km	every 240 000 km
Replace Oil Pump Drive Belt	Not needed	Not needed	every 240 000 km	every 240 000 km

BASIC MAINTENANCE PROGRAM "C" FOR ALL CHEVROLET DIESEL VEHICLES

[illegible]

36 Scheduled Maintenance (Program Group C)

Note

Visit an Authorized General Motors Dealer when the odometer reading for your vehicle has reached the mileage indicated in the maintenance program, to perform the corresponding service, when the oil life indicator lights up on your vehicle's dash (if equipped), or when one year has passed from the date of sale or the last maintenance.

*Change the oil, oil filter, and air filter every 6,000 km for use in the conditions indicated in the maintenance intervals section. See *Service and Maintenance* ⇨ 24.

Check the engine oil level every 2,000 km and replenish if necessary with the oil specified in the Owner's Manual.

If irregular tire wear is reported at any service, and/or if the vehicle is "pulling" to one side or the other, the suspension must be aligned and the wheels balanced.

Maintenance Record “B” and “C”

MAINTENANCE RECORD “B” and “C”

MAINTENANCE SERVICE 12,000 Km or 12 months*

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE SERVICE 24,000 Km or 12 months*

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE SERVICE 36,000 Km or 12 months*

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE SERVICE 48,000 Km or 12 months*

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE SERVICE 60,000 Km or 12 months*

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE SERVICE 72,000 Km or 12 months*

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

38 Scheduled Maintenance (Program Group C)

MAINTENANCE RECORD “B” and “C”

**MAINTENANCE SERVICE
84,000 Km or 12 months***

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
96,000 Km or 12 months***

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
108,000 Km or 12 months***

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
120,000 Km or 12 months***

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
132,000 Km or 12 months***

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
144,000 Km or 12 months***

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE RECORD “B” and “C”

**MAINTENANCE SERVICE
156,000 Km or 12 months***

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
168,000 Km or 12 months***

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
180,000 Km or 12 months***

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
192,000 Km or 12 months***

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
204,000 Km or 12 months***

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

**MAINTENANCE SERVICE
216,000 Km or 12 months***

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

40 Scheduled Maintenance (Program Group C)

MAINTENANCE RECORD “B” and “C”

MAINTENANCE SERVICE
228,000 Km or 12 months*

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

MAINTENANCE SERVICE
240,000 Km or 12 months*

Stamp and Signature
from GM Authorized Dealer

Date _____

Km/Miles _____

Signature _____

Note

IF THE SCALE USED IN THE SPEEDOMETER OF YOUR VEHICLE SAYS "MILES," THE ODOMETER WILL COUNT IN MILES. IF THE SCALE USES "KILOMETERS," THE ODOMETER WILL COUNT IN KILOMETERS. FOR THE PURPOSE OF WARRANTY CLAIMS, THE AUTHORIZED DEALER MUST REPORT IN KILOMETERS, FOLLOWING THE CONVERSION TABLE IN THE MAINTENANCE PROGRAMS.

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 NOTES



NOTES

 NOTES

PART NUMBER. 84267003 A



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