GMC

2027

GMC Electric Vehicle Limited Warranty and Owner Assistance Information



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Introduction

IMPORTANT: This booklet contains important information about the warranty coverage on your new vehicle. It also explains **customer satisfaction and owner assistance information, as well as GM's participation in an Alternative Dispute Resolution Program.** Keep this information readily accessible and be prepared to make it available to your dealer if warranty work is needed.
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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GMC's Commitment

GMC 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 warranty period, talk to a member of dealer management. Under certain circumstances, GMC and/or GMC 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* ⇨ *17*.

GMC's Participation in an Alternative Dispute Resolution Program

See *Customer Satisfaction Procedure* ⇨ *17* for information on the voluntary, non-binding Alternative Dispute Resolution Program in which GMC participates.

GMC EV Protection Plan

Many owners seek to enhance their vehicle ownership experience by purchasing an optional service contract. From Protection Plans to Pre-Paid Maintenance Plans, GMC offers various protection products in different levels of coverage to suit your driving needs.

See your dealer for details on how you can protect your new GMC vehicle and have the peace of mind that comes with knowing you'll have coverage with the same name as the brand you trust.

Owner Name/Address Change

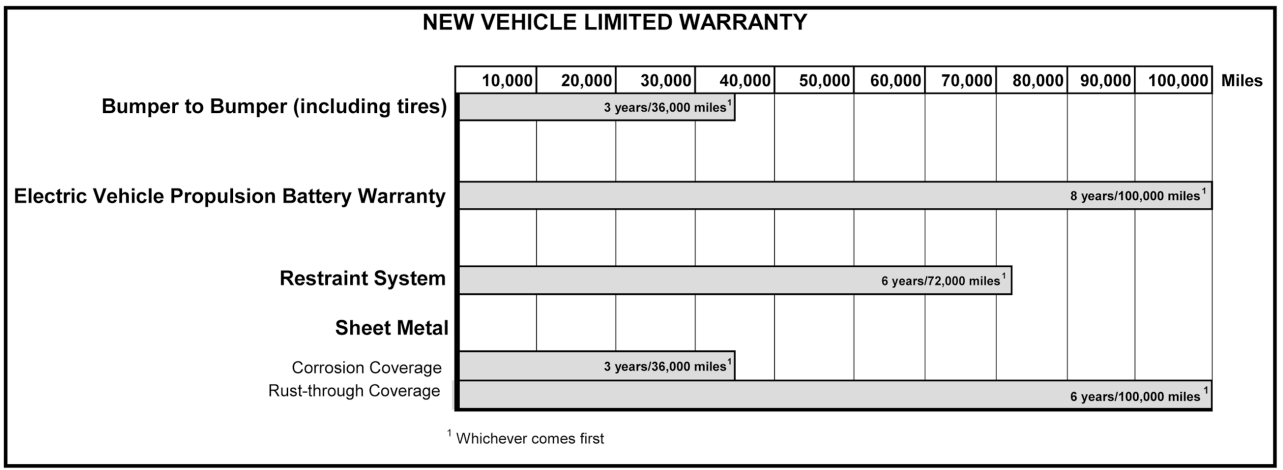
GMC encourages all owners to report, at their earliest convenience, a change in name or address by calling the Customer Assistance Center. If you are a subsequent owner, please be sure to advise us by calling the number above. You may also visit the dealer of your choice to report a change in vehicle ownership. Current owner name and address is essential in order to provide timely notification of important information related to the vehicle.

Thank you for choosing GMC.

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

New Vehicle Limited Warranty



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What Is Covered

GMC will provide for repairs to the vehicle during the warranty period in accordance with the following terms and conditions including, but not limited to, all limitations listed under "What Is Not Covered" later in this section.

Warranty Applies

This warranty is for GMC vehicles originally sold, registered, and normally operated in the United States and is provided to the original owner and any subsequent owners of the vehicle during the warranty period.

For Hummer EV only: Coverage will be voided if ownership of the vehicle is transferred from the original owner within the first 6 months after delivery.

Repairs Covered

This warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period, excluding slight noise, vibrations, or other normal characteristics of the vehicle. 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 an authorized GMC dealership 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 applicable coverage period.

Bumper-to-Bumper Coverage

The complete vehicle is covered for 3 years or 36,000 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.

Electric Vehicle Propulsion Battery Warranty

The propulsion battery pack and its internal components are covered for 8 years or 100,000 miles, whichever comes first.

Battery Capacity Coverage

Like all batteries, the amount of energy that the high voltage propulsion battery can store will decrease with time and miles driven. The battery will be replaced/repaired if the capacity falls below 75% of its original value during the warranty period, as determined by a certified dealer, with a battery appropriate for the age and mileage of the vehicle.

Propulsion Battery Service

GMC has a network of certified dealers who are trained to perform repairs on electric vehicle battery packs. If the propulsion battery requires service due to a defect in materials or workmanship, GMC will either repair or replace the propulsion battery with new or refurbished components at GMC's discretion.

Non-Propulsion Battery Usage

Normal use of the vehicle's main battery for backup power during outages, for reasonably selling energy back to the electrical grid (additional vehicle and in-home hardware may be required), or for reasonable use as a mobile power source (job site power or vehicle to vehicle charging) is covered.

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Restraint System Coverage

The seatbelt and airbag system are covered for 6 years or 72,000 miles, whichever comes first.

Sheet Metal Coverage

Surface Corrosion: Body sheet metal panels are covered against rust for 3 years or 36,000 miles, whichever comes first.

Rust-Through Corrosion: Body sheet metal panels that rust-through, developing an actual hole in the sheet metal, are covered for 6 years or 100,000 miles, whichever comes first.

Cosmetic or surface corrosion resulting from stone chips, dents or scratches in the paint, or failure to repair paint damaged by stone chips, dents or scratches in the paint is not included in sheet metal coverage.

Chemical Paint Spotting

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and adhere to painted surfaces of your vehicle. This damage can take two forms: blotchy, ring-shaped discolorations and small irregular dark spots etched into the paint surface. Although no defect in the factory applied paint causes this, GMC will repair the painted surfaces of new vehicles damaged by this fallout condition within 12 months or 12,000 miles, whichever comes first.

Noise Emissions Coverage

For Light Duty Trucks weighing over 10,000 lbs. based on the Gross Vehicle Weight Rating (GVWR) only: at the time the vehicle left GMC's control, it was designed, built, and equipped to conform with all applicable United States EPA Noise Control Regulations.

Defects in design, assembly, or in any part, component, or vehicle system that causes noise emissions to exceed Federal Standards are covered for the life of the vehicle.

Damage Caused by Over-the-Air Software Updates

If an Over-the-Air software update causes damage to the vehicle, that damage will be covered for the applicable warranty coverage period.

Tire Coverage

The tires supplied with your vehicle are covered under Bumper-to-Bumper coverage. Wear-out is not considered a defect and may occur before the coverage period ends. In this case, the owner is responsible to purchase replacement tires or seek coverage solely from the tire manufacturer. For vehicles within Bumper-to-Bumper coverage, defective tires will be replaced on a prorated adjustment basis according to the following mileage-based schedule:

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GMC Tire Pro-Rate Chart

Mileage (mi)	Percent Covered by GMC (Tire Cost)	Percent Covered by GMC (Labor — Mount/Balance)
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%
30,001-36,000	20%	100%
36,000 +	0%	0%

This schedule applies to the price of the tires only. GMC will cover 100% of the cost to mount and balance the tires replaced under warranty for the full Bumper-to-Bumper coverage period.

Tire Companies

After your Bumper-to-Bumper coverage expires, you may still have prorated warranty coverage on your original equipment tires by the tire manufacturer. Contact your 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. If you need further assistance or have questions, contact the Customer Assistance Center.

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Company	Website	Toll-Free Number
Bridgestone/Firestone	www.bridgestonetire.com www.firestonetire.com	1-800-847-3272
Continental/General	www.generaltire.com www.continentaltire.com	1-800-847-3349
Goodyear	www.goodyear.com	1-800-321-2136
Michelin/BF Goodrich	www.michelinman.com www.bfgoodrichtires.com	1-866-866-6605 1-877-788-8899
Hankook	www.hankooktire.com	1-800-426-5665
Kumho	www.kumhotire.com	1-800-445-8646
Maxxis	www.maxxis.com	1-866-509-7067

The tire manufacturer's limited warranty program 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 Coverage

Most GM-approved accessories sold and permanently installed on a GM vehicle by a GM dealer or GM approved Accessory Distributor/Installer (ADI) prior to delivery will be covered under the applicable portion of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery or are replaced under

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warranty, parts and labor will be covered 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 and those not requiring installation will receive the standard GM Accessories Warranty for 12 months from the date of purchase, parts only.

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

Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the Owner's Manual, are the owner's expense. Items such as:

- Audio System Cleaning
- Brake Pads/Linings
- Coolants and Fluids
- Filters
- Rear Axle Service
- Tire Rotation
- Wheel Alignment/Balance

are covered by the New Vehicle Limited Warranty for up to 7,500 miles; replacement after is considered maintenance and is not covered.

Keyless Entry batteries (and other remote transmitter/receiver batteries) are covered for up to 12 months only; replacement after 12 months is considered maintenance and is not covered.

Windshield cracks are covered for the first 12 months, regardless of mileage, if caused by a defect in material or workmanship.

What Is Not Covered

Wiper blades (inserts) on General Motors vehicles are not covered under the New Vehicle Limited Warranty, Certified Pre-Owned Limited Warranty, or CarBravo Limited Warranty.

Tire and Wheel Damage or Wear

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

Damage Due to Bedliners

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

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

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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 spinning the wheels, driving over curbs, overloading, racing or other competition
- Lights, lenses, mirrors, paint, grille, moldings, and trim with cracks, chips, scratches, dents, dings, punctures, or tears due to impact with objects or road hazards
- Windshield or glass cracks, chips, or scratches due to impact
- Cracks, chips, scratches, or other damage to the face of a radio or instrument cluster from impact or foreign objects
- Installation of non-GM parts
- Water or fluid contamination
- Alteration, modification, or tampering to the vehicle, including, but not limited to the body, chassis, driveline, software, or other components after final assembly
- Alteration of glass parts by application of tinting films
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined

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, insects, stones, hail, earthquakes, water or floods, windstorms, lightning, and other environmental conditions are not covered. The application of chemicals or sealants subsequent to manufacture, etc., is not covered. See “Chemical Paint Spotting” under the “What is Covered” section.

Your vehicle was designed and built to resist corrosion. Application of additional rust-inhibiting materials is neither necessary nor required. GMC 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.

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, lubricants, or refrigerants between maintenance intervals recommended in the Owner's Manual is not covered. Vehicle lubrication, cleaning, or polishing is not covered. Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

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Excessive Non-Propulsion Battery Usage

Excessive use of the vehicle's main battery for non-propulsion purposes, including semi-permanent or permanent daily power provisions, is not covered. General Motors reserves the right to curtail excessive non-propulsion use that is determined to be harmful to the battery.

Electric Vehicle Charging Adapters

To charge the vehicle, it may be necessary to use a special adapter to match the format of the charger you intend to use. The most common adapters for GM vehicles are a North American Charging Standard (on a DC Fast Charger or level 2 charger) to CCS1 or SAE J1772 (the connector on the vehicle) adapter. Incompatible charging methods or use of an adapter or charger that is not sold or approved by General Motors could cause damage to the vehicle's battery and is not covered. See the Owner's Manual for additional details.

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

Original Equipment Alterations

This warranty does not cover any damage or failure resulting from modification or alteration to the vehicle's original equipment as manufactured or assembled by General Motors. Examples of the types of alterations that would not be covered include, but are not limited to, the cutting, welding or disconnecting of the vehicle's original equipment parts and components.

This warranty does not cover a rebuilt vehicle after it has suffered such extensive collision damage in an accident that it was written-off or deemed to be written-off, even if the rebuilt vehicle uses undamaged parts and components from the written-off vehicle.

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

Any damage, failure, or non-performance arising from the installation or presence of non-GM (aftermarket, salvage, recycled, reconditioned, or otherwise) parts, accessories, or modifications is not covered under the GM New Vehicle Limited Warranty or any GM service plans. GM requires that collision, structural, and system-dependent repairs utilize GM OE parts and GM-approved procedures to ensure continued warranty coverage.

Recreation Vehicle and Special Body or Equipment Alterations

Installations or alterations to the Original Equipment (OE) vehicle or chassis as distributed by General Motors are not covered by this warranty. The special body company, assembler, equipment installer, or upfitter is solely responsible for warranties on the body or equipment and any alterations or any effect of the alterations

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to any of the parts, components, systems, or assemblies installed by GM. GM is not responsible for the safety or quality of design, features, materials, or workmanship of any alterations by such suppliers. Examples include, but are not limited to, special body installation or conversions, such as recreational vehicles, the installation of a non-GM part, cutting, welding, or the disconnecting of original equipment vehicle or chassis parts and components, extension of wheelbase, suspension and driveline modifications, and axle additions.

Aftermarket Vehicle Propulsion Enhancement Products and Modifications

Some aftermarket vehicle propulsion products and modifications promise a way to increase the horsepower and torque levels of your vehicle. You should be aware that these products may have detrimental effects on the performance and life of the propulsion system. The vehicle propulsion system has been designed and built to offer industry leading durability and performance. Vehicle propulsion enhancement products may enable the vehicle to operate at horsepower and torque levels that could damage, create failure, or reduce the life of the propulsion system. Damage, failure, or reduced life of the propulsion system or other vehicle components caused by aftermarket vehicle propulsion enhancement products or modifications may not be covered under your vehicle warranty.

Third-Party Externally Connected Electrical Products

This warranty does not apply to third-party hardware or software that is connected to or downoaded to the vehicle or its components, even if integrated or delivered inside or outside the vehicle. GMC is not responsible for the quality or accuracy of any information or service accessed through or from any third-party device or platform. GMC 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. GMC 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.

Caution

This warranty excludes:

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

Over-the-Air Software Updates

The owner is responsible for ensuring all GMC provided Over-the-Air software updates are installed within 45 days of software availability to the vehicle. Damage resulting from failure to install Over-the-Air software updates is not covered.

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Vehicle Operation and Care

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

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

Pre-Delivery Service

Defects in or damage to the mechanical, electrical, sheet metal, paint, trim, upholstery, appearance items and other components of your vehicle may occur at the factory or while it is being transported to the dealership. Normally, any defect or damage occurring during assembly is detected and corrected at the factory during the inspection process. In addition, dealerships are obligated to inspect each vehicle before delivery and repair uncorrected factory defects and transit damage detected before the vehicle is delivered.

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 the dealer may have made prior to you taking delivery of your vehicle, ask your dealer.

Warranty Service

The selling dealer has invested in the proper tools, training, and parts inventory to ensure that any necessary warranty repairs can be made to your vehicle. GMC 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 GMC dealer can make the warranty repairs. 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.

Maintenance and Warranty Service Records

Retain receipts covering performance of regular maintenance. Receipts can be especially important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship. These receipts and records should be transferred to each subsequent owner of this vehicle.

A "Maintenance Record" is provided in the maintenance schedule section of the Owner's Manual for recording services performed.

The servicing dealer should provide a copy of any warranty repairs for your records.

Production Changes

GMC and GMC 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.

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State Warranty Enforcement Laws

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, GMC requires that you first provide 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* ⇨ *19*.

California Warranty Information

The Song-Beverly Consumer Warranty Act provides consumers who purchase or lease a new motor vehicle in California with certain rights if their vehicle has nonconformities that GM or its authorized repair facilities (e.g., GM dealers) are unable to repair after a reasonable number of attempts.

Applied to your vehicle, California Civil Code Section 1793.2(d) requires that, if GM or its authorized repair facilities are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranties after a reasonable number of attempts, GM shall either replace the new motor vehicle or provide restitution in accordance with a statutory formula.

California Civil Code Section 1793.22(b) creates a presumption that GM 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 authorized repair facilities (e.g., dealers) AND the buyer or lessee has at least once directly notified GM of the need for the repair of the nonconformity by mailing such notification to the address listed below.
- The same nonconformity has been subject to repair four or more times by GM or its authorized repair facilities AND the buyer has at least once directly notified GM of the need for the repair of the nonconformity by mailing such notification to the address listed below.
- The vehicle is out of service by reason of repair nonconformities by GM or its authorized repair facilities for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

If you purchased or leased a new motor vehicle in California and GM or its authorized repair facilities have been unable to repair the vehicle to conform it to applicable express warranties within a reasonable number of attempts, you may be eligible for relief under the Song-Beverly Consumer Warranty Act. You can submit a claim with the BBB AUTO LINE Program (see *Customer Satisfaction Procedure* ⇨ *17*) or you can request in writing that GM replace or repurchase your vehicle.

Notice to General Motors regarding warranty issues must be sent either by email to californiawarrantynotice@gm.com or by certified or registered mail, return receipt requested, to the following address:

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California Repurchase Notice
P.O. Box 33173
Detroit, MI 48232-5173

Any repurchase request must include your name, the accurate Vehicle Identification Number ("VIN") of your vehicle, a brief summary of the repair history and problems with the vehicle.

Información de garantía de California

La Ley de Garantía del Consumidor Song-Beverly brinda a los consumidores que compran o alquilan un vehículo automotor nuevo en California ciertos derechos si su vehículo presenta inconformidades que GM o sus talleres de reparación autorizadas (por ejemplo, los distribuidores de GM) no pueden reparar después de una cantidad razonable de intentos.

Aplicado a su vehículo, la Sección 1793.2(d) del Código Civil de California requiere que, si GM o sus talleres de reparación autorizadas no pueden reparar un vehículo automotor nuevo para cumplir con las garantías expresas aplicables del vehículo después de una cantidad razonable de intentos, GM deberá reemplazar el vehículo automotor nuevo o proporcionar una restitución de acuerdo con una fórmula legal.

La Sección 1793.22(b) del Código Civil de California crea una presunción de que GM ha realizado un número razonable de intentos para adaptar el vehículo a sus garantías expresas aplicables si, dentro de los 18 meses desde la entrega al comprador o 18,000 millas en el odómetro del vehículo, lo que ocurra primero, ocurre uno o más de los siguientes:

- La misma inconformidad da como resultado una condición que probablemente cause la muerte o lesiones corporales graves si se conduce el vehículo Y la inconformidad ha sido objeto de reparación dos o más veces por GM o sus talleres de reparación autorizadas (por ejemplo, distribuidores) Y el comprador o arrendatario ha notificado directamente por lo menos una vez a GM sobre la necesidad de reparar la inconformidad enviando dicha notificación por correo a la dirección que se indica a continuación.
- La misma inconformidad ha sido objeto de reparación cuatro o más veces por GM o sus talleres de reparación autorizadas Y el comprador ha notificado directamente por lo menos una vez a GM sobre la necesidad de la reparación de la inconformidad enviando dicha notificación a la dirección que se indica a continuación.
- El vehículo está fuera de servicio debido a inconformidades de reparación por parte de GM o sus talleres de reparación autorizadas por un total acumulado de más de 30 días calendario después de la entrega del vehículo al comprador.

Si compró o alquiló un vehículo automotor nuevo en California y GM o sus talleres de reparación autorizados no han podido reparar el vehículo para cumplir con las garantías expresas aplicables dentro de una cantidad razonable de intentos, puede ser elegible para recibir ayuda bajo la Ley de Garantía del Consumidor Song-Beverly. Puede presentar un reclamo ante el Programa BBB AUTO LINE (consulte el Procedimiento de satisfacción del cliente) o puede solicitar por escrito que GM reemplace o recompre su vehículo.

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El aviso a General Motors sobre problemas de garantía debe enviarse por correo electrónico a californiawarrantynotice@gm.com o por correo certificado o registrado, con acuse de recibo solicitado, a la siguiente dirección:

Aviso de recompra de California
P.O. Box 33173
Detroit, MI 48232-5173

La solicitud para reemplazo o recompra debe incluir su nombre, el Número de identificación del vehículo ("NIV") preciso de su vehículo, un breve resumen del historial de reparación y problemas con el vehículo.

Touring Owner Service – United States, Canada, and Mexico

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

Touring Owner Service – Foreign Countries

If you are touring in a foreign country and repairs are needed, take your vehicle to the nearest GM dealer which sells and services GMC vehicles. If a GMC 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's Manual for additional information on fuel requirements when operating in foreign countries.

Permanent Relocation

This warranty is for GMC vehicles originally sold, registered, and normally operated in the United States. If you have permanently relocated and established household residency in another country, GM may authorize the performance of repairs based on the warranty coverage for vehicles generally sold by GM in that country. Contact an authorized GM dealer in your country for assistance.

Important: Warranty coverages may be void or subject to restrictions on vehicles that have been imported or exported for resale.

Warranty Coverage Extensions

Time Extensions: The New Vehicle Limited Warranty may be extended one day for each day beyond the first 24-hour period in which your vehicle is at an authorized dealership 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 miles are put on your vehicle during testing at the assembly plant, during shipping, and while at the dealership. 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, GM owned vehicles, dealer owned vehicles, or dealer demonstrator vehicles.

NOT FOR RESALE

- 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

Special Coverage Adjustment Programs Beyond the Warranty Period

GMC is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when GMC 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 dealer or call the 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.

Warranty Repairs – Component Exchanges

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

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

All exchange components used meet GMC standards and are warranted the same as new components. Examples of the types of components that might be serviced in this fashion include transmission assemblies, instrument cluster assemblies, radios, compact disc players, and battery control modules.

Warranty Repairs – Recycled Materials

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

Other Terms

This warranty gives you specific legal rights. You may also have rights which vary from state to state according to applicable legislation.

Punitive, exemplary, or multiple damages may not be recovered unless applicable law prohibits their disclaimer. You may not bring any warranty-related claim as a class representative, a private attorney general, a member of a class of claimants or in any other representative capacity.

NOT FOR RESALE

GMC 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 to the durations specified within this written warranty. The performance of repairs, provision of replacement parts, and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. GMC 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.

NOT FOR RESALE

Your satisfaction and goodwill are important to your dealer and to GMC. Normally, any concerns with the sales transaction or the operation of the 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 dealership** or the general manager.

STEP TWO: If after contacting a member of dealer management, it appears your concern cannot be resolved by your dealership without further help, call the **GMC Customer Assistance Center** at 1-800-462-8782. For Customer Care Centre's in Canada, see *Customer Assistance Offices* ⇨ *19*.

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:

- 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.
- Dealership name and location.
- Vehicle delivery date and present mileage.

When contacting GMC, remember that your concern will likely be resolved at a dealer's facility. That is why we suggest you follow Step One first.

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 your rights.

The BBB AUTO LINE Program is an out-of-court program administered by BBB National Programs, Inc. 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. When contacting the BBB AUTO LINE, you will need to provide the following information: Owner's name and address, Vehicle identification number (VIN), the Year, Make, Model, mileage of the vehicle and provide a description of the concern.

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

BBB AUTO LINE Program
BBB National Programs, Inc.
1676 International Drive
Suite 550
McLean, VA 22102

Telephone: 1-800-955-5100

NOT FOR RESALE

www.bbbautoline.org

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

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

NOT FOR RESALE

United States and Puerto Rico

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

1-800-462-8782

TTY: Dial 711 relay service and contact
1-800-833-2438
Roadside Assistance: 1-844-515-1418

Canada

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

1-800-263-3777 (English)

1-800-263-7854 (French)

TTY: 1-800-263-3830

Roadside Assistance: 1-844-637-1756

Overseas

Please contact the local General Motors Business Unit.

NOT FOR RESALE

To assist customers who are deaf, hard of hearing, or speech-impaired and/or who use Text Telephones (TTYs), GMC is able to assist. Please dial the national 711 relay service and contact 1-800-833-2438. TTY users in Canada can dial 1-800-263-3830.

NOT FOR RESALE

GMC is proud to offer the response, security, and convenience of 24-hour Roadside Assistance. Tow coverage is for 8 years or 100,000 miles, whichever comes first. EV Roadside assistance non-tow services are covered for 5 years or 60,000 miles, whichever comes first. Consult your dealer or refer to the Owner's Manual for details. The GMC EV Roadside Assistance Center can be reached by calling 1-844-515-1418.

Roadside Assistance is not part of or included in the coverage provided by the New Vehicle Limited Warranty. GMC reserves the right to make any changes or discontinue the Roadside Assistance program at any time without notification.

NOT FOR RESALE

If your vehicle requires warranty repairs during the course of the Bumper-to-Bumper, Powertrain, Hybrid or Electric Vehicle Propulsion Battery, or Federal Emission warranty coverage periods, alternate transportation and/or reimbursement of certain transportation expenses may be available under the Courtesy Transportation Program. Several transportation options are available. Consult your dealer or refer to the Owner's Manual for details.

Courtesy Transportation is not part of or included in the coverage provided by the New Vehicle Limited Warranty. GMC reserves the right to make any changes or discontinue the Courtesy Transportation program at any time without notification.



Certified Service

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