

EA11-003

GM

12-9-2011

ATT_1

Q_3

Complete Report (1225483)

Issue Number : 1225483
 Issue Year : 2011
 Issue Country : US - United States
 Vehicle Line : Sierra
 Engineering Source : GMNA Truck - GMNA Truck
 Issue Age : 15 days
 Severity : 1 - Possible Safety / Regulatory Compliance / Walk Home / No Build
 Child Issues : 0
 Associated Issues : 0
 Add-On Issues : 0
 Issue Status : Cancelled
 Part Location : Fuel Injection Pump - Engine
 Complaint : Reduced Engine Power
 Issue Type : Product Report
 Primary Metric/Score : / 0.0

System References

External System Name	External System Issue Id	Last Updated By	Last Update Date
FPRD	64174	Wendy Olivier	30-Aug-2011

Current Step : Sent
Current Step Target Date :
Current Step Status : Suspended
Attachments : 0
Memos : 0

Report

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	30-Aug-2011	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Product Problem Resolution *** System Management Team *** Field Product Reporting Support	+1 586 947 7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
30-Aug-2011		30-Aug-2011		30-Aug-2011

Complete Report (1225483)

Step Actions

Action	Date	Name	Department	Phone
Originated	30-Aug-2011	Wendy Olivier	Field Product Reporting Support	+1 586 947 7236
Approved	30-Aug-2011	Wendy Olivier	Field Product Reporting Support	+1 586 947 7236

Last Updated By :
Last Update Date :

Issue Definition

Issue Type : Product Report - FIND21 Process
 Vehicle Line : Sierra
 Engineering Source : GMNA Truck - GMNA Truck
 Country : US - United States

Issue Title

Part Name : Fuel Injection Pump
 Part Location : Engine
 Complaint : Reduced Engine Power

Severity : 1 - Possible Safety / Regulatory Compliance / Walk Home / No Build
 Restricted Issue : No
 Template Issue : No
 Template Name :

Last Updated By : Wendy Olivier
 Last Update Date : 30-Aug-2011

Affected Vehicles

Model Year(s) : 2011
 Other Potentially Affected Vehicle : None
 Lines :
 Engine : None
 Bodystyle : None
 Axles : None
 Transmission : None
 Transfer Case : None
 Local Component PR :
 Relevant Options :
 Steering Type : None

Last Updated By :
 Last Update Date :

Complete Report (1225483)

VIN Information

VIN Information

Primary VIN	VIN	Build Date	Engine No.	Odometer Reading	Odometer Unit	Transm. No.
Yes	1GT426C85B	13-Jun-2011		1362	Miles	

Cases

Recorded Date	No. of Cases to Add	Recorded By/Originator
30-Aug-2011	1	Wendy Olivier

Total cases for this country : 1
 Total cases of all countries : 1
 (including Add-Ons)

Last Updated By : Last Update Date :

Problem Description

Driving Conditions : None
 Environmental Conditions : None
 Road Surface : None
 Action Requested : Field Remedy

Symptoms/Complaints

30-Aug-2011/Wendy Olivier
 CUSTOMER STATES THE FILTER LIGHT CAME ON, THE ENGINE REDUCED POWER AND THERE WAS FUEL LEAKING FROM THE REAR OF THE ENGINE

Probable Cause

30-Aug-2011/Wendy Olivier
 FOUND THE ENGINE IS CRANKING BUT WILL NOT FIRE. FOUND THE SYSTEM WILL NOT BUILD FUEL PRESSURE. CHECKED THE FUEL FILTER HOUSING AND FOUND WHEN PUMPING IT ONLY PRODUCES FOAM. FOUND THE VALLEY IS FULL OF FUEL. REMOVED THE EGR COOLER AND FOUND THE FUEL LINE FROM THE INJECTION PUMP TO THE RAIL IS LEAKING AT THE NUT.PUMP INLET CRACKED

Corrective Action

30-Aug-2011/Wendy Olivier
 REPLACED THE FUEL INJECTION PUMP AND CLEARED THE CODES

Remarks

Success of Corrective Action :
 Trouble Codes Affected :

Complete Report (1225483)

Last Updated By : Last Update Date :

Affected Parts

VPPS

1st Level (VPPS)	2nd Level (VPPS)	3rd Level (VPPS)	4th Level (VPPS)
10 Powertrain	01 Power Generation	01 Engine	

Sample Parts Available? : No

Part

Primary Part	Part Name	Part Number	Supplier Name	Catalog Number	Deck Code	Serial/Casting Number
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Shipping Details

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Location of Parts

30-Aug-2011/Wendy Olivier BAC 246320 RO 61814 TAC Case 71-980302501
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Remarks

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Last Updated By : Last Update Date :

Labor Information

Labor Codes Information

Primary	Labor Code
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Last Updated By : Last Update Date :

Complete Report (1225483)

Dealer and Field Information

Dealer Number :
 Dealer Name :
 Dealer Phone :
 Dealer Contact :
 Dealer Email Address :
 Field Rep Contact Name :
 Field Rep Number :
 Field Rep Phone :
 Field Rep Email Address :

Last Updated By : Last Update Date :

Sent

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion Designee	30-Aug-2011	Gerard Smits	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Product Problem Resolution	+1 586 947 8133
Champion Designee	30-Aug-2011	Douglas Wachtel	General Motors *** Global Product Development *** Global Vehicle Engineering *** Interior and Safety *** Vehicle Safety (BS000) *** Prod Invest, Safety Regs & Cert, & Field Perf (BS400)	+1 248 318 8417
Champion	30-Aug-2011	Ian Doran	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Product Problem Resolution *** Brand Quality Team	+1 586 947 8881
Originator (Read Only)	30-Aug-2011	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Product Problem Resolution *** System Management Team *** Field Product Reporting Support	+1 586 947 7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
30-Aug-2011	04-Sep-2011 Late!			14-Sep-2011

Complete Report (1225483)

Step Actions

Action	Date	Name	Department	Phone
Cancel	14-Sep-2011	Ian Doran	Brand Quality Team	+1 586 947 8881

Last Updated By : Wendy Olivier
Last Update Date : 30-Aug-2011

Supporting Processes

Last Updated By :
Last Update Date :

Field Performance Report
GM Aftersales

FPR Case No:	61092	Status: Saved
		Transfer:
Type:	GMNA Truck	Country: United States of America
VIN:	1GC1KYE80BF [REDACTED]	Vehicle Status:
Make:	Chevrolet	
Model:	Silverado	
Model Year:	2011	
Part Name:	Injection Pump	
Location:	Fuel	
Complaint:	Failure	
Origination Point:	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal	
Dealer Code		
GM Rep ID No	DZZGQT	

- Affected Vehicles -

Mileage (Miles)	Build Date
7692	06/25/2010

No of Vehicles: 1

Engine:	Transmission:	Axle:	Transfer Case:
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- Functional Group -

Level 1: 10 Powertrain	Level 2: 01 Power Generation	Level 3: 01 Engine	Level 4:
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Trouble Category: Z - Not assignable	Trouble: Not Assignable (Add new Code)
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Symptoms / Complaints:

DIESEL INJECTION PUMP FAILURE SENDING METAL THROUGH OUT THE HIGH PRESSURE FUEL SYSTEM.

Probable Cause:

Correction:

REPLACED THE INJECTION PUMP ALONG WITH ALL HIGH PRESSURE COMPONENTS SUCH AS INJECTORS AND BOTH FUEL PRESS REGULATORS

Labor Code: J5955-Pump, Fuel Injection (Diesel) - Replace

Cause Code: 6573-Module/Component - No/Incorrect Communication .

Causal Part Number 00000000012638262-PUMPASM-F/INJN

Sample Parts Available:

Yes No

Part No:

Remark/ Location of Parts:

BAC 187128 RO#: 653825 TAC 71-891835547

Attachments:
Name

Type

Document Information

Document Author:	Created by: PZPX7Z	Date of creation: 02/01/2011 06:47:59 AM	Server of Creation: USABHEM0DB10/A/GMS ERVER/GMC
Last Modified by:	Last modified by: PZPX7Z	Date of modification:	Server of Modification: USABHEM0DB10/A/GMS ERVER/GMC
Last Accessed on:		Date last accessed : 11/04/2011 07:57:57 AM	

Field Performance Report		
GM Aftersales		
FPR Case No:	62471	Status: Saved Transfer:
Type:	GMNA Truck	Country: United States of America
VIN:	1GC1KXC89BF [REDACTED]	Vehicle Status: Current Production
Make:	Chevrolet	
Model:	Silverado	
Model Year:	2011	
Part Name:	Driver Information Center	
Location:	Instrument Panel Cluster	
Complaint:	PRTS - Water in fuel message displayed on the Driver Information Center	
Origination Point:	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal	
Dealer Code		
GM Rep ID No		

- Affected Vehicles -	
Mileage (Miles)	Build Date

No of Vehicles: 1

Engine: LML - 6.6L-DMAX	Transmission: MW7 - 6RWD-AUTO-Allison-L CT1000	Axle:	Transfer Case:
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- Functional Group -			
Level 1: 15 Induction/Exh/Fuel/Contr ols/Driveline	Level 2: 05 Fuel Storage & Handling	Level 3: 03 Fuel Plumbing & Hardware	Level 4:

Trouble Category: Z - Not assignable	Trouble: Not Assignable (Add new Code)
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Symptoms / Complaints:

Probable Cause:

Correction:

Sample Parts Available: <input type="radio"/> Yes <input checked="" type="radio"/> No	Part No:
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Remark/ Location of Parts:

Attachments:
Name **Type**

Document Information

Document Author:	Created by: DZFDZB	Date of creation: 05/03/2011 03:41:21 PM	Server of Creation: USABHEM0DB10/A/GMS ERVER/GMC
Last Modified by:	Last modified by: DZFDZB	Date of modification:	Server of Modification:
Last Accessed on:		Date last accessed : 11/04/2011 10:01:05 AM	

Field Performance Report

GM Aftersales

FPR Case No:	63435	Status: Saved
		Transfer:
Type:	GMNA Truck	Country: United States of America
VIN:	1GT423C80BF [REDACTED]	Vehicle Status:
Make:	GMC	
Model:	Sierra	
Model Year:	2011	
Part Name:	Fuel Rail Pressure Regulator	
Location:	Fuel System	
Complaint:	Code P0191	
Origination Point:	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal	
Dealer Code		
GM Rep ID No	608311852	

- Affected Vehicles -

Mileage (Miles)	Build Date
4116	06/09/2010

No of Vehicles: 1

Engine:	Transmission:	Axle:	Transfer Case:
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- Functional Group -

Level 1: 15 Induction/Exh/Fuel/Contr ols/Driveline	Level 2: 05 Fuel Storage & Handling	Level 3: 03 Fuel Plumbing & Hardware	Level 4:
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Trouble Category: Z - Not assignable	Trouble: Not Assignable (Add new Code)
--	--

Symptoms / Complaints:

Code P0191 setting. Code sets after driving a short or long distance and then idling at a stop light or parking lot.

Probable Cause:

Due to a contaminated fuel system. Rust particles were trapped in the Fuel Pressure Regulator #2 which restricted the amount of fuel the regulator could pass. The bottom of the fuel filter was full of water and rust. Removed around 16-20 ounces of water and contaminates. More was in the filter, that is just what we could catch

Correction:

J6323-Valve, Fuel Vapor Pressure Control - Replace
Causal Part Number 00000000012611872-VALVEASM-FUELPRESSRLF

Sample Parts Available:

Yes No

Part No:

Remark/ Location of Parts:

BAC 119443

RO 20109
TAC Case 71-935034157

Attachments:

Name	Type
Sierra_100_3786.jpg	Photo
Sierra_100_3788.jpg	Photo
Sierra_100_3787.jpg	Photo
Sierra_100_3784.jpg	Photo
Sierra_100_3783.jpg	Photo
Sierra_100_3782.jpg	Photo

[View Attachments](#)

Document Information

Document Author:	Created by: QZD1VX	Date of creation: 07/12/2011 12:40:15 PM	Server of Creation: USABHEM0DB10/A/GMS ERVER/GMC
Last Modified by:	Last modified by: QZD1VX	Date of modification:	Server of Modification: USABHEM0DB10/A/GMS ERVER/GMC
Last Accessed on:		Date last accessed : 11/04/2011 10:03:43 AM	



MFD BY GENERAL MOTORS LLC

06/10

GVWR
5897 KG
13000 LBGAWR FRT
2540 KG
5600 LBGAWR RR
4253 KG
9375 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR
VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE.

1GT423C80BF [REDACTED]

TYPE: TRUCK

MODEL: K30943

KCKN	TIRE SIZE	SPEED RTG	RIM	COLD TIRE PRESSURE
FRT	LT235/80R17E	R	17X6.5J	480KPA(70PSI)
RR	LT235/80R17E	R	17X6.5J	450KPA(65PSI) DUAL
SPA	LT235/80R17E	R	17X6.5J	550KPA(80PSI)

SEE OWNER'S MANUAL  FOR MORE INFORMATION.











Field Performance Report

GM Aftersales

FPR Case No:	64174	Status: Moved To Find
		Transfer: 3. transfer to GIMS complete
Type:	GMNA Truck	Country: United States of America
VIN:	1GT426C85BF [REDACTED]	Vehicle Status:
Make:	GMC	
Model:	Sierra	
Model Year:	2011	
Part Name:	Fuel Injection Pump	
Location:	Engine	
Complaint:	Reduced Engine Power	
Origination Point:	<input checked="" type="radio"/> Dealer <input type="radio"/> GM Internal	
Dealer Code		
GM Rep ID No		

- Affected Vehicles -

Mileage (Miles)	Build Date
1362	06/13/2011

No of Vehicles: 1

Engine:	Transmission:	Axle:	Transfer Case:
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- Functional Group -

Level 1: 10 Powertrain	Level 2: 01 Power Generation	Level 3: 01 Engine	Level 4:
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Trouble Category: Z - Not assignable	Trouble: Not Assignable (Add new Code)
--	--

Symptoms / Complaints:

CUSTOMER STATES THE FILTER LIGHT CAME ON, THE ENGINE REDUCED POWER AND THERE WAS FUEL LEAKING FROM THE REAR OF THE ENGINE

Probable Cause:

FOUND THE ENGINE IS CRANKING BUT WILL NOT FIRE. FOUND THE SYSTEM WILL NOT BUILD FUEL PRESSURE. CHECKED THE FUEL FILTER HOUSING AND FOUND WHEN PUMPING IT ONLY PRODUCES FOAM. FOUND THE VALLEY IS FULL OF FUEL. REMOVED THE EGR COOLER AND FOUND THE FUEL LINE FROM THE INJECTION PUMP TO THE RAIL IS LEAKING AT THE NUT.PUMP INLET CRACKED

Correction:

REPLACED THE FUEL INJECTION PUMP AND CLEARED THE CODES

Sample Parts Available:

Yes No

Part No:

Remark/ Location of Parts:

BAC 246320
RO 61814

TAC Case 71-980302501

Attachments:

Document Information

Document Author:	Created by: QZD1VX	Date of creation: 08/30/2011 07:41:30 AM	Server of Creation: USABHEM0DB10/A/GMS ERVER/GMC
Last Modified by:	Last modified by: QZD1VX	Date of modification:	Server of Modification: USABHEM0DB10/A/GMS ERVER/GMC
Last Accessed on:		Date last accessed : 11/04/2011 10:16:46 AM	



Case Number: 170392
Originator Name: John Pachucki 309-245-4061 john.pachucki@gm.com
Created Date: 02/16/2011

Vehicle Info

***VIN:** 1GTHK53649F [REDACTED] **MSRP:** 0.0 ***TAC #:**
Year: 2009 **Make:** GMC **Model:** Sierra
Vehicle Comments & TAC Explanation:

***Date Reviewed with Customer:** 01/01/1900 ***Repurchase Mileage:** 24399
Original Purchase Date: 01/01/1900 *** Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type: Person *** Title State:** IL
*** Names(s) on Title:** [REDACTED]
*** Primary Owner:** [REDACTED]
*** Address:**
*** City:** *** State:** *** ZIP Code:**
*** Day Phone:** [REDACTED] *** Home Phone:** *** Cell Phone:**
*** E-mail:** *** Fax Phone:**
*** Reason Repurchase:** VEHICLE GOES INTO REDUCED POWER MODE

UCC Codes (J0118) Engine - General - Stalls

State

Vehicle Lien Holder

Type of Secured Interest: *** Company:** **Account #:**
Contact or Attention:
Address:
City: **State:** **ZIP Code:**
Day Phone: **Fax:** **E-mail:**

Original Selling Dealer

*** Dealer #:** **Dealer Name:**
Region: **District:**
*** Phone:** **Fax:**
*** Contact Name:** *** Contact Title:** **E-Mail:**

Repurchasing Dealer: -

*** Dealer #:** 173008 **Dealer Name:** KEN NELSON AUTO PLAZA, INC.
Region: 50 **District:** 5165
*** Phone:** (815) 288-4455 **Fax:** (815) 284-9424
*** Contact Name:** JEREMY JAHN *** Contact Title:** **E-Mail:**

Repair

*** Contact Name:** *** Contact Title:**

Vehicle Location: -

*** Company Name:**
Phone: **Fax:**
*** Contact Name:** *** Contact Title:** **E-Mail:**
Address:
City: **ZIP Code:**



Case Number: 170392
Originator Name: John Pachucki 309-245-4061 john.pachucki@gm.com
Created Date: 02/16/2011

Transaction Details

Siebel Request #: * **Disposition:** Auction
State: IL * **Type:** Trade - Collateral
Source: FOM Voluntary
Replacement VIN: 1GT120C84BF [REDACTED] Year: 2011 Make: GMC Model: Sierra
Compliance Date: **Compliance Type:** N/A
MSRP: 0.0 **Order #:**

Repurchase:

* **Processing Instructions:** VEHICLE NEEDS FINAL REPAIR AND TEST. \$300.00 TO DEALER FOR SWAPPING OVER ADD ON ACCESSORIES AND BED FLOOR MAT.

Disposition:

* **Processing Instructions:**

Transaction Details

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

General Motors Technical Assistance Center

This VIN 1GTHK53649F was repurchased for the following customer-reported concern:

Intermittent P0101 when towing

The Technical Assistance team has worked with the dealer and engineering. It has been confirmed that this vehicle is now repaired and operating as designed since:

6/6/11

At this time we are recommending that this vehicle be sent to auction for resale.

Final Repair Order 223012

Dealership: Ken Nelson Auto Plaza, Inc.
1100 N Galena Ave.
Dixon IL 610211016

RVDC # 170392

Don Langer 6/7/11
GM TAC Escalation Team Associate Date

GM TAC Staff Assistant Date

General Motors use only:

Check here if vehicle has been moved from the repurchasing dealership
NEW VEHICLE LOCATION:
BAC (If Applicable):

Scrap Recovery Closing Check Sheet

VIN # 1GTHK53649F161083 Case # SP-11279198 RVDC # 170392

	Yes	N/A
1. Vehicle repaired: BQM Name: Mark Hoffman Date Notified: 6/7/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Final repair order sent to RVDC: Final RO number: None	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Vehicle scrapped: BQM name _ ____ Date notified _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. DMA advised: 6/2/2011 Name: John Pachucki	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Vehicle location identified and RVDC advised: Ken Nelson Auto Plaza, Inc. 1100 N Galena Ave. Dixon IL 610211016	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. Database updated:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7. Electronic/Paper file updated:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. TAC case closed:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9. Repair disclaimer complete:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10. ePRA form received:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11. Warranty \$ added to database__	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12. Ensure repurchase amount in database is correct, change as necessary	<input checked="" type="checkbox"/>	<input type="checkbox"/>



FAX

Date: 6/6/11

Attention: Don Langer

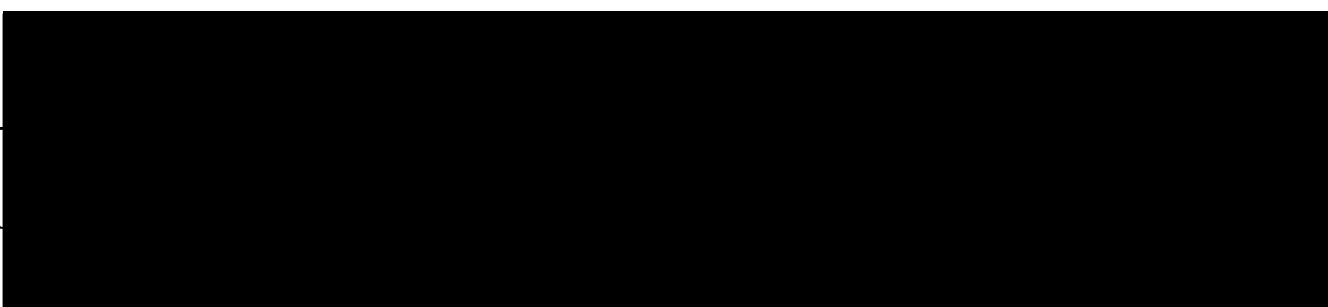
Fax: (866) 842-9445

Subject: VEN # 9F161083 - Repurchase Sierra

Pages: 9

- Urgent
- For Review
- Please Reply
- Please Comment

From:
 Email:



Comments:

TAC CASE SP-11279198 GM Repurchase - Final Ro

1100 N. Galena Ave - Dixon IL
 815-288-4455
 1-800-728-3325

www.KenNelsonAuto.com

UNIT# G9085
CUSTOMER #: N/A

1075

223012



KEN NELSON AUTO PLAZA
1000 N. Galena Avenue
Dixon, IL 61021
(815) 288-4455

SP-1127-9198

WORKORDER
REPRINT
PAGE 2

HOME: [REDACTED]
BUS: [REDACTED]

CONT
CELL:

SERVICE ADVISOR: 1039 JAHN, JEREMY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MIDNIGHT-B	09	GMC SIERRA C2500	1GTHK53649F [REDACTED]		54637 24631	(25,711)
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT
			23:00 05APR11		89.00	CASH
R.O. OPENED	READY	OPTIONS:	STK:G9085 DLR:1 ENG:DURMAX 6.6L V8			
11FEB2011 07:23		TRN:ALLISON_6-SPD				

Don Langer (909) 249-652

LINE CP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A WB CUSTOMER STATES SES LIGHT/GM FIELD TO INSPECT AGAIN

MAF READINGS

1 - Idle - cold - 44.00

2 - Idle - warm - 16.05

3 - WOT - warm - 42.7.00

B * *Command* WB VEHICLE REPURCHASE SCHEDULED INSTALL BED MAT

A.F. equibating 98 to 1

Mass air 38.

Mass air 14.5

40% EGR

97 to 1

Airflow 1.99 - 1

leak equibant

5-4-2011

-P0101 -
-P0299 - Mike Campbell

Smoke test air

Boat

A-

200-1819

oil filter cap

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	EMP. NO.	TIME	OFF
9	3	223012	GM	1455	WB	5-31
2	0	223012	GM	1075	WB	5-27
5	0	223012	GM	Buy Back		4-29-11

APPROVED BY [REDACTED]

"You are entitled to... than the estimate to... may be less"

(1) any price limited estimate; or

(2) any parts or labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified. You may waive your right to an estimate, which gives the motor vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

a) I request an estimate in writing before you begin repairs.
Signature _____

b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$ _____
Signature _____

c) I do not want an estimate and you may set the price of repairs.
Signature _____

Date _____

REPLACED PARTS REQUESTED BY CUSTOMER
[] YES [] NO

UNIT# G9085

CUSTOMER #: 102676

223012



KEN NELSON AUTO PLAZA
1000 N. Galena Avenue
Dixon, IL 61021
(815) 288-4455

WORKORDER

PAGE 1

DIXON, IL
COUNTRYBOY
HOME:
BUS:

SERVICE ADVISOR: 1041 DINGES, DAN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes vehicle details for GMC SIERRA C2500 and service dates.

VEHICLE SERVICE HISTORY

Table with columns: RO#, S/A, MILEAGE, OP CODE, TECH, TYPE, DESCRIPTION. Lists multiple service events with dates, mileage, and descriptions of repairs.

EXCLUSION OF WARRANTIES

PRELIMINARY ESTIMATE \$

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose...

APPROVED BY

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate but shall not exceed

- (1) any price limited estimate; or
(2) any parts or labor estimate by more than 10%. Additional repairs may not be performed without your consent...

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control...

- a) I request and estimate in writing before you begin repairs.
b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$
c) I do not want an estimate and you may set the price of repairs.

REPLACED PARTS REQUESTED BY CUSTOMER [] YES [] NO

Date Time

Compression test

1	420
2	400
3	400
4	400
5	400
6	420
7	420
8	420

✓ Valve Adjustment

	I	E
1	.012	.012
2	.012	.012
3	.012	.012
4	.012	.012
5	.012	.012
6	.012	Tight Adj .012
7	.012	.012
8	.012	.012

5.0

1455

APR 1:55P

APR 5:02P

APR 8:05A

APR 11:33A

APR 12:50P

Charge Air System leak test

APR 4:25P

28 psi

Smoke Test Turbo Air Inlet Tube
leaking Bad at Clamp

MAY 12:10P

MAY 10:14A

Replaced Turbo Air Inlet tube
Re smoke test not as bad

MAY 5:12P

MAY 3:55P

CR
 Leave inner fanbelts
 Compression -
 Valve adjustment
 replace MAF
 EGR
 in to the intake for site
 change air-cooler test
 soap test air clamp connection
 (turbo compressor inlet clamp)
 (smoke test)
 (Don Langer) @ GM
 - 1000 mile Road test -

223012 58.86

3/24/11 A. 04
 3/24/11 1.75
 223012
 X

Super Pantry
 101 Everett St
 Dixon IL 61042
 01

05/25/2011 9:57:27 AM
 Register: 2 Trans #: 175 Op ID: 10
 Your cashier: Lori

*** REPRINT *** REPRINT *** REPRINT ***

Diesel CA PUMP#6
 18.788 GAL @ \$ 3.899/GAL \$73.25 99

Subtotal = \$73.25
 Tax = \$0.00
 Total = \$73.25

*** REPRINT *** REPRINT *** REPRINT ***

Change Due = \$0.00

Card \$73.25

BP BUS. PLUS \$73.25
 Acct/Card #: XXXXXXXXXXXXX4459
 Auth #: 975339
 Ref: 39703003
 Resp Code: 000
 Stan: 20482958840

SITE ID: 9063850
 CUSTOMER COPY

Thank you for shopping with us!

Super Pantry
 101 Everett St
 Dixon IL 61042
 01

05/23/2011 7:37:11 AM
 Register: 1 Trans #: 728 Op ID: 1
 Your cashier: Donna

*** REPRINT *** REPRINT *** REPRINT ***

Diesel CA PUMP#6
 21.031 GAL @ \$ 3.899/GAL \$82.00 99

Subtotal = \$82.00
 Tax = \$0.00
 Total = \$82.00

*** REPRINT *** REPRINT *** REPRINT ***

Change Due = \$0.00

Card \$82.00

BP BUS. PLUS \$82.00
 Acct/Card #: XXXXXXXXXXXXX4459
 Auth #: 558258
 Ref: 58779014
 Resp Code: 000
 Stan: 20442953046

SITE ID: 9063850
 CUSTOMER COPY

Thank you for shopping with us!

CUSTOMER #: UNIT# G9085

223012

KEN NELSON AUTO PLAZA

1000 N. Galena Avenue
Dixon, IL 61021
(815) 288-4455
Fax (815) 288-7232

ACCOUNTING

PAGE 2

HOME: CONT [REDACTED]
BUS: CELL: [REDACTED] SERVICE ADVISOR: 1039 JEREMY JAHN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for GMC SIERRA C2500 and payment information.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Includes sublet for SUPER PANTRY.

VERSION 1 (EMP# 1039, 31MAY11 09:32): TAC CASE SP-11279198 (DON LANGER) - [REDACTED] TAC AGENT GIVE INSTRUCTIONS OF TEST NEEDED FOR GM RELEASE FOR GM PICK UP.

Table with columns: ACCOUNT, SALE, COST, CONTROL. Lists items like 1455 WB and 1 86973 BED MAT.

TAC CASE SP-11279198 HOP ON IN AND VISIT US. GET YOUR CAR OR TRUCK READY FOR SPRING. NEED NEW TIRES? **WE HAVE A\$60.00 REBATE WHEN YOU BUY 4 NEW TIRES. ASK FOR LARRY OR DAN TO GET DETAILS.

Table with columns: ACCOUNT, SALE, COST, CONTROL. Summary of account balances.

COST, SALE, & COMP TOTALS 123568 248571 0

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes disclaimer text and a list of charges totaling 0.00.

CUSTOMER #:
UNIT# G9085

223012

KEN NELSON AUTO PLAZA

1000 N. Galena Avenue
Dixon, IL 61021
(815) 288-4455
Fax (815) 288-7232

ACCOUNTING

PAGE 1

HOME: CONT [REDACTED]
BUS: CELL: [REDACTED] SERVICE ADVISOR: 1039 JEREMY JAHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MIDNIGHT-B	09	GMC SIERRA C2500	1GTHK53649F [REDACTED]		24631/25711		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			23:00 06APR11		89.00	CASH	31MAY11
R.O. OPENED	READY	OPTIONS: STK:G9085 DLR:1 ENG:DURMAX_6.6L_V8					
TRN:ALLISON_6-SPD							
07:23 11FEB11 09:37 31MAY11							

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUSTOMER STATES SES LIGHT/GM FIELD TO INSPECT AGAIN
CAUSE: VEHICLE REPURCHASED DUE TO MULTIPLE SES LIGHT/REDUCED ENGINE
POWER FAILURES

J0280	COVER, VALVE ROCKER ARM UPPER RIGHT REPLACE	1455	WB	5.00	5.00	10750	40565			405.65	405.65
1	97367013 GASKET					399	579	0	6.99	5.79	5.79
1	98054443 GASKET					640	928	0	11.24	9.28	9.28
1	98054444 GASKET					829	1202	0	14.55	12.02	12.02
1	97367014 GASKET					399	579	0	6.99	5.79	5.79
J0281	COVER, VALVE ROCKER ARM UPPER LEFT REPLACE	1455	WB	2.60	2.60	5590	21094			210.94	210.94
1	97312341 GASKET					3053	4427	0	53.56	44.27	44.27
1	97365201 GASKET					876	1270	0	15.35	12.70	12.70
2	12346290 COOLANT					2056	2982	0	18.04	14.91	29.82
J6270	VALVE AND/OR GASKET, EGR REPLACE	1455	WB	2.70	2.70	5805	21905			219.05	219.05
1	97312341 GASKET					3053	4427	0	53.56	44.27	44.27
1	98025695 VALVE					17306	25094	0	303.61	250.94	250.94
J4767	R AND R ALL GLOW PLUGS AND PERFORM COMPRESSION TEST	1455	WB	3.20	3.20	6880	25962			259.62	259.62
J5670	SENSOR, MASS AIR FLOW REPLACE	1035	WB	0.50	0.50	1188	4057			40.57	40.57
1	98002762 SENSOR					18679	27085	0	373.58	270.85	270.85
J5750	ELBOW AND/OR HOSE, TURBOCHARGER AIR INTAKE REPLACE	1035	WB	1.50	1.50	3563	12169			121.69	121.69
		1455	WB	0.80	0.80	1720	6491			64.91	64.91
				2.30	2.30	5283	18660	**		186.60	186.60
1	98011738 DUCT					7392	10718	0	129.68	107.18	107.18
1	342525 PART OBTAINED LOCALLY					2335	2335	0	23.35	23.35	23.35
1	98081493 CLAMP					2956	4286	0	50.10	42.86	42.86

59973 85912 TPARTS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

GM VEHICLE QUERY STATUS SUMMARY

Dealer: 173008
VIN: 1GTHK53649F

Year 2009 Make TX20743 Model Description 'NEW' SIERRA SLT 2500 4WD Mileage 181 M Weight 4177 Delivery Ship Date

Warranty Start Date 2009-05-30 Service Contract No Warranty Block No Branded Title No PDI Status Code Y

*** REQUIRED FIELD ACTIONS ***

Number Type Status Issue Date Exp. Date Contact Phone
09184 Customer Satisfaction Program Closed 2009-10-19 9999-12-31
Bulletin Description: MATERIAL OVER SENSING & DIAGNOSTIC MODULE RETAINING MOISTURE
Labor Op Code: V2156 09184 - Inspect Endash; No Further Action Required Endash; Vinyl Flooring with N
Labor Op Code: V2133 09184 - SDM Corrosion - Remove acoustical pad from the SDM area

*** RELATED REPAIRS ***

Type Number Description Date
EI PIE0075 Malfunction Indicator Lamp (MIL) On Engine in Reduced Power Mode, Accelerator Pe 2010-05-12

*** APPLICABLE WARRANTIES ***

Applicable Diesel Engine Limited Warranty ---Warranty Start--- ---Warranty End---
Applicable Corrosion Limited Warranty Odometer Date Odometer
Applicable Powertrain Limited Warranty 181 M 2009-05-30 181 M 2014-05-30 100181 M
Applicable Emission Limited Warranty 181 M 2009-05-30 181 M 2015-05-30 100181 M
Applicable Bumper to Bumper Limited Warranty 181 M 2009-05-30 181 M 2014-05-30 100181 M
181 M 2014-05-30 50181 M
181 M 2012-05-30 36181 M

*** TRANSACTION HISTORY ***

Job Card Line Claim Type Closed Date Mileage In Labor Operation
A61083 1 ZPDI 2009-05-12 0 M Z7000 Pre-Delivery Inspection - Base Time
206988 1 ZREG 2009-06-23 176 M E3300 Front Torsion Bar Adjustment
207380 1 ZREG 2009-06-23 550 M E0605 Spare Wheel Hoist Replacement
214052 1 ZREG 2010-03-18 11624 M J6370 Manifold Absolute Pressure Sensor Replacement
214052 2 ZFAT 2010-03-18 11624 M V2133 09184 - SDM Corrosion - Remove acoustical pad from the SDM a
214818 1 ZREG 2010-04-23 12872 M J6354 Powertrain Control Module Engine Reprogramming with SPS
216815 1 ZREG 2010-08-02 15749 M J5860 Turbocharger Replacement

Dealer: 173008
VIN: 1GTHK53649H

GM VEHICLE QUERY STATUS SUMMARY

Page 2
QUERY DATE/TIME: 11 FEB 2011 07:22:23 CST

218086	1	ZREG	2010-08-30	18223 M	J0667	Drive Belt Replacement - Accessory
219506	1	ZREG	2010-10-13	19884 M	J0667	Drive Belt Replacement - Accessory
219506	2	ZREG	2010-10-13	19884 M	E0722	Tire Pressure Indicator Sensor Replacement
219506	2	ZREG	2010-10-13	19884 M	E0722	Tire Pressure Indicator Sensor Replacement
219506	2	ZREG	2010-10-13	19884 M	E0722	Tire Pressure Indicator Sensor Replacement
220726	1	ZREG	2010-11-22	21561 M	J6370	Manifold Absolute Pressure Sensor Replacement



2 Forty Day BQM Rebill Notification

LAST UPDATED: 2/28/2011

Date: 4/22/11

To: Mark Hoffman

cc: Cary Vernier, Jack E McVoy, Ian Doran, Gerald Jackson, Diane Oyola
Sandra Willbanks Steve Oakley

Subject: **Request for Engineering Rebill**

This repurchased vehicle has been worked by the RVDC and TARP for 40 days. The vehicle is not repaired. If you/anyone are interested in root causing and developing a repair for the reason for its repurchase only, the vehicle must be properly rebilled into the requester's Auth Code through their Vehicle Coordinator. Please respond to this e-mail if you are interested in obtaining this vehicle. Thank you.

TARP Agent:	Don Langer
Vehicle Year & Model:	2009 GMC Sierra
VIN:	1GTHK53649F [REDACTED]
TAC Case #:	SP-11279198
RVDC Case #:	170392
Brief Description of Condition:	P0101 towing
RVDC/TARP 60 Day End Date:	5/3/11
Vehicle Scrap Date:	
Vehicle Current Mileage:	12872
Vehicle Current Location:	Ken Nelson Auto Plaza, Inc.
Dealer Contact:	SM Jeramy Jahn
Dealer Phone #:	(815) 288-4455
Copied Dealer DMA:	y
Copied Powertrain BQM:	y
Copied Powertrain BQM Manager:	y
Copied Platform BQM:	y
Copied Platform BQM Manager:	n

Temp Rebill Request

Reason for request, include root cause: P0101 waiting on new turbo inlet clamp

Thank You,

Current Location Contact: Tom Payne

Phone number: (815) 288-4455

VIN: 1GTHK53649F [REDACTED]

Odometer: 12,872

Vehicle's current Location: Ken Nelson Auto Plaza, Inc.

Ship to: Repairing vehicle at the dealer. After repairing turbo inlet leak will be requesting dealer put 1000 miles on the vehicle to verify repair.

- 1) VIN confirmed and it is:
- 2) Vehicle color:
- 3) Vehicle runs:
- 4) Odometer reading:
- 5) License plate on the vehicle: y/n
- 6) Nav radio: y/n
- 7) Nav disc: y/n
- 8) Name of person who verified Nav information:
- 9) Year Make Model:
- 10) Reason for repurchase:

Thank you,

CONFIDENTIALITY NOTE:

This email message may contain proprietary and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information may be illegal. If you received this in error, please contact the sender and delete the message from your system.

EA11-003

GM

12-9-2011

ATT_1

Q_10

Document ID: 2542960

#PIP3504C: Diesel Engine Hard Start When Hot - (Nov 2, 2010)

Subject: Diesel Engine Hard Start When Hot

Models: 2004-2010 Chevrolet Kodiak, Silverado
2004-2010 GMC Sierra, TopKick
Equipped with 6.6 Diesel Engine (RPO LBZ LLY or LMM)



This PI was superseded to update model years. Please discard PIP3504B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

The hard start described in this PI may occur when the customer tries to restart a warm engine. The vehicle will start fine when cold. There may be no other drivability concerns noticed, and no DTCs will be found. Hand priming the fuel filter may help the vehicle to start.

Recommendation/Instructions:

Complete the current SI diagnostics for any trouble codes or symptoms found. Get a large fuel sample from the fuel filter drain. If excessive contamination is found, complete current SI repairs for Contaminants in Fuel.

Check the fuel API (specific gravity) with the Kent Moore diesel fuel hydrometer. (Tool number J-38641-B) If the vehicle has a number 1 diesel fuel, or the diesel fuel is contaminated with gasoline, the fuel API reading may be 39 to 44 or higher. If a number 1 diesel fuel (39 API or higher) is used during high ambient temperatures it may induce a hard restart. Get a known good sample of fuel from a nearby fuel station to verify what the normal API would be in your location.

If the fuel found in the vehicle has an API reading of 39 - 44, (number 1 fuel) and the fuel sample you compared to has an API reading of 30 - 39 (number 2 fuel) , drain the fuel system and refill with a known good number 2 diesel fuel. Evaluate the hard start with a known good number 2 diesel fuel.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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Document ID: 2373697

#PIP4727A: Cleaning Diesel Engine Fuel Injectors - contaminated fire hard idle injection misfire miss SES - (Feb 11, 2010)

Subject: Cleaning Diesel Engine Fuel Injectors

Models: 2001-2010 Chevrolet Express, Kodiak, Silverado

2001-2010 GMC Savana, Sierra, Topkick

Equipped with the 6.6L diesel engines RPO code LB7 LBZ LLY and LMM



This PI was superseded to update model years. Please discard PIP4727.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

A dealer may encounter a customer concern of rough running, P0191, or a crank no start.

Poor fuel quality may have induced the rough running, P0191, or no start. A dealer may notice the vehicle has one or more cylinders with the injector balance rates out of specification, a DTC P0191, or a crank no start. When diagnosing a crank no start condition it is possible the injector pintles are stuck closed. A no start with clogged injectors will have sufficient pressure in the fuel rail when the engine is cranked. Cranking pressure will typically be around 4000-5000 psi or 27-34 MPA during a no start due to stuck or clogged injectors.

Recommendation/Instructions:

If a dealer encounters a vehicle with a rough running (high injector balance rate), a P0191, or a no start with sufficient pressure in the fuel rail, cleaning injectors may alleviate the condition.

Injector cleanings are only suggested when the dealer has found fuel contamination or suspects fuel contamination.

1. Clean injectors if injector balance rates are not within +4 mm³ and -6.9 mm³. Cleaning the injectors may free up a sticking pintle or clean the residue left by poor fuel.
2. Clean injectors if the engine is a no start, and the vehicle has sufficient pressure in the fuel rail to start. Cranking fuel rail pressure when all 8 injectors are clogged is approximately 4000-5000 psi or 27-34 MPA.
3. Clean injectors if P0191 has set due to a slow fuel rail pressure (FRP) decay rate. P0191 may set due to an accumulated but harmless varnish build-up on the fuel injectors. If servicing a 2006-2008 model year vehicle please see the newest version of bulletin 09-06-04-022 for P0191 ECM calibration information.

Injector Cleaning Procedure:

To clean the injectors the dealer will be using a mixture of GM Upper Engine Fuel Injector Cleaner

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p/n 88861802 (88861804 in Canada) and diesel fuel. The cleaner will be connected at the rear of engine fuel line quick disconnects. Use an approved one gallon diesel fuel can for this process. Two fuel lines (also approved for use with diesel fuel) will be needed. Remove the quick disconnects at the rear of the engine. Install the two rubber fuel lines in the place of the fuel suction and return lines. Make sure these hoses are long enough to reach the fuel can sitting safely on the floor next to the vehicle. Use 1/2 gallon of fresh clean number 2 diesel fuel (no bio-diesel) and 13 ounces of GM Upper Engine Fuel Injector Cleaner to complete this process.

Run the engine until the complete mixture has been cycled through the engine.

With a no start condition, try to start the engine multiple times until the mixture starts to flow through the system. Make sure not to overheat the starter during this process. Let the starter cool down between each engagement.

Note: If a heavy concentration of debris or contaminants quickly fills the fuel can (from the return side of the fuel system) do not continue to cycle it through the system. Any contaminated fuel removed from the vehicle will need to be disposed of following city and/or state guidelines.

Evaluate the customer concern after the injector cleaning process has been completed.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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Document ID: 2701090

#PIP4942: Fuel Odor Or Sign Of Fuel At High Pressure Pump To High Pressure Fuel Lines - (Aug 9, 2011)

Subject: Fuel Odor or Signs of Fuel At High Pressure Pump To High Pressure Fuel Lines

Models: 2010-2011 Chevrolet Express, Silverado
2010-2011 GMC Savana, Sierra, Equipped
With the 6.6L Duramax Diesel RPO codes LGH or LML



The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

In rare instances a dealer may encounter a customer concern of fuel odor. During inspection a technician may notice the signs of fuel seepage at the high pressure pump to high pressure line fittings.

There are two high pressure lines leading from the high pressure pump to the right fuel rail. The lines are held in place with metal brackets and nylon insulators. These brackets and insulators may cause a high pressure line misalignment and induce fuel seepage.

Recommendation/Instructions:

Complete the current SI diagnostic for any DTCs or symptoms found.

If a fuel seepage has been found at the high pressure pump to fuel line connections, adjustment of the lines may resolve the leak.

Review the current SI repair procedure for "Fuel High Pressure Pipe Replacement - Pump to Rail". Remove the high pressure lines and inspect. If there is no abnormal wear or damage, the lines will need to be adjusted, and reinstalled.

1. To adjust the lines loosen (or remove) the metal retaining brackets and nylon insulators.
2. Reinstall and torque the high pressure line fittings when the retaining brackets and nylon insulators are loose (or removed).
3. Reinstall and torque the retaining brackets/nylon insulators after the lines are properly installed. This will allow the lines to seat on the pump and rail correctly.
4. Evaluate the leak after the lines are adjusted.

Note: Follow all current SI repair procedures and torque specifications.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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Document ID: 2715635

#PIP4949A: Duramax Diesel Hard Start No Start Or DTC P0087 Injection Pump Replacement - (Sep 26, 2011)

Subject: Duramax Diesel Hard Start No Start or DTC P0087 - Injection Pump Replacement



Models: 2010-2011 Chevrolet Express Silverado

2010-2011 GMC Savana Sierra

Equipped with the 6.6L Duramax Diesel RPO codes LGH and LML

This PI was superseded to update recommended field. Please discard PIP4949.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

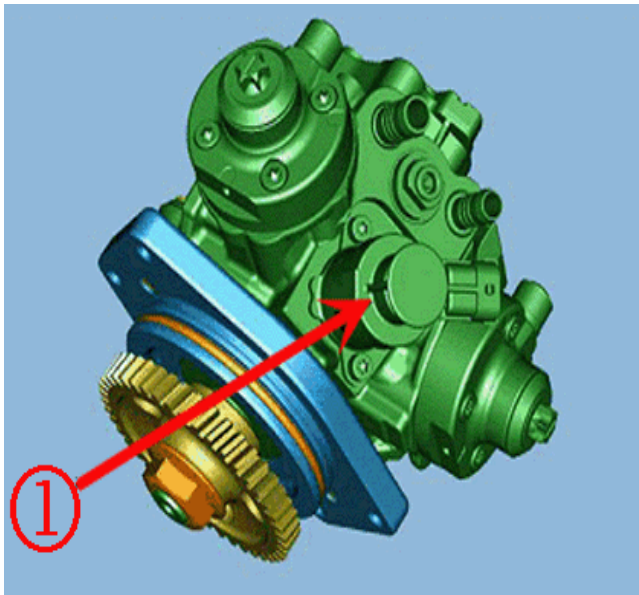
A dealer may encounter a customer concern of a hard start, no start, or DTC P0087. Normal SI diagnostics may be inconclusive or lead to a Fuel Injection Pump replacement.

Recommendation/Instructions:

Complete the current SI diagnostics for any symptoms or DTCs found. Check the fuel for any type of contamination and check the API reading. Follow the SI procedure for Fuel System Cleaning if necessary.

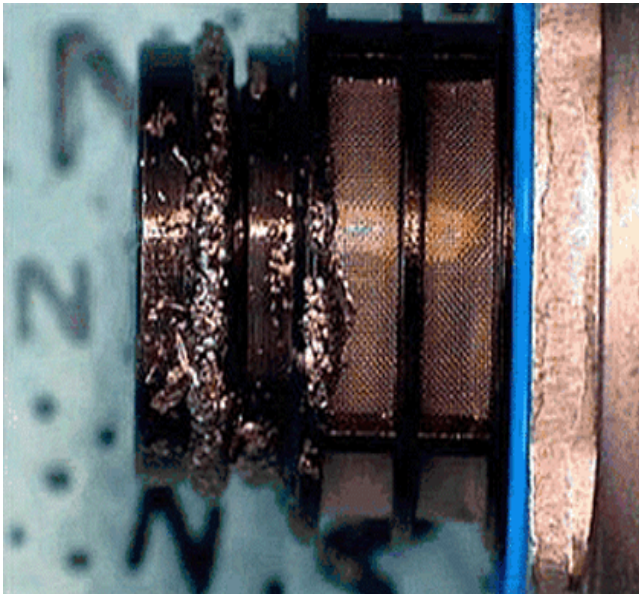
If the current SI diagnostic has led to a Fuel Injection Pump replacement, Fuel Pressure Regulator 1 must be inspected for a significant amount of debris. A small piece of dirt/debris does not qualify the fuel system for the repairs recommended in this PI. Please see pictures below for examples.

Remove the Fuel Injection Pump / Pressure Regulator 1 for inspection.



Inspect the Injection Pump Regulator to see if there is evidence of metal debris. If the regulator seat does not exhibit the debris - replacing the pump will be sufficient.

This picture has an example of the Regulator with the debris described.



This picture has an example of a normal Regulator.



If metal debris is found on the regulator, replace the following components: fuel injection pump, fuel rails, fuel injectors, fuel return line assembly, all high pressure fuel pipes, indirect fuel injector and fuel feed pipes (pump to indirect fuel injector).

Note: The Indirect Fuel Injector (Hydrocarbon Injector) and its fuel lines must be purged of air any time it is removed or replaced. Failure to do so may damage the injector. Perform the Diesel Particulate Filter (DPF) Regeneration Enable any time the indirect injector or its fuel lines are opened/removed or replaced. This will force a regeneration as soon as conditions allow and will purge any air from the system. Refer to Diesel Particulate Filter (DPF) Regeneration Enable in SI.

Note: These fuel system components will be requested back for an engineering inspection. Completing this repair without finding the debris (as described in this PI) may result in a debit back to the dealer.

WARRANTY INFORMATION

Labor Operation - J7811

Description - Diagnose Fuel System Components

Replace Labor Time 27 hours

*This is a unique labor operation for this PI use only. It will not be published in the Labor Time Guide.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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EA11-003

GM

12-9-2011

ATT_1

Q_13

Part #	Part Description	Replaces	Replaced By	Model Year	Div.	Usage	Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Source to Dealer	Totals	Source Code
97361351	PUMP,F/INJN			10-10	1	IA 00 (LMM) Marine																2145
				09-10	1T	CK 200,300 & (LMM) Silverado & Sierra																
				08-10	1T	G 200,300 &(LMM) Express & Savana																
				07-10	1T																	
				07-08	1T	CK 200,300 &(LMM) Silverado & Sierra																
				07-07	1T	CK 200,300 & (LBZ) Silverado & Sierra																
				07-07	1T	G 200,300 & (LLY,LMM) Express & Savana																
				06-07	1T	C 400,500 & (LLY) Kodiak & Topkick																
				06-06	1T	CK 200,300 &(LBZ,LLY) Silverado & Sierra																
				06-06	1T	G 200,300 &(LLY) Express & Savana																
							2006															498
							2007															1487
							2008														2,072	2359
							2009										27	25	19		2,324	2608
							2010	12	26	10	20	19	29	19	24	19	30	31	31		2,824	3094
							2011	29	33	28	18	19	30	28	29	37	283				2,475	3009
98077841	PUMP,F/INJN		12638262	11-11	1	IA (LGH)																N/A
Removed March 2011	(NA PART SALES)			11-11	1T	CK 200,300 & (LGH,LML)																
				10-10	1T	CK 200,300 &(LGH)																

Part #	Part Description	Replaces	Replaced By	Model Year	Div.	Usage	Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Source to Dealer	Totals	Source Code
12638262	PUMP ASM-F/INJN	98077841	12639150	11-11	1	IA &(LGH)																4581
Removed Feb 2011				11-11	1T	CK 200,300 & (LGH, LML)																
				10-11	1T	G 200,300 &(LGH)																
							2009										0	0	0			0
							2010	0	0	0	0	0	0	0	3	3	2	8	6		3	25
							2011	3	13	20	9	19	24	10	29	31	182				7	347
12639150	PUMP ASM-F/INJN (NA PART SALES)	12638262	12639150	11-11	1	IA & (LGH)																N/A
Removed Feb. 2011				11-11	1T	CK 200,300 & (LGH,LML)																
				10-11	G	200,300 &(LGH)																
12645102	PUMP,F/INJN	12639150		12-12	1	IA &(LGH)																4587
				12-13	1T	CK 200,300 (LGH,LML)																
				12-13	1T	G 200,300 (LGH)																
				11-11	1T	CK 200,300 & (LGH, LML)																
				10-11	1T	G 200,300 & (LGH)																
							2009										0	0	0			0
							2010	0	0	0	0	0	0	0	0	0	0	0	0			0
							2011	0	0	0	0	0	0	0	0	0	61					61

Sources:

2145	ISUZU MOTORS AMERICA, LLC
	1400 S. DOUGLASs ROAD #100
	ANAHEIM, CA 92806
	VALERIE GARCIA 714-935-9348
	Ext. 9348

4587	ROBERT BOSCH SALES CORP
	SUB OF ROBERT BOSCH, GMBH
	855 CAMP CREEK PKWY
	ATLANTA GA 30336
	SUZANNE RIPPA 708-865-5596
	Ext. 5596

EA11-003

GM

12-9-2011

ATT_1

Q_14

14. Provide the following information for the common rail fuel systems used in the peer vehicles:

- a. Basic functional diagrams of each version of common rail system used in the peer vehicles, showing system components and flow paths;**
- b. Ranges of operating pressures for the suction and discharge of the HPFP (i.e., low and high pressure systems);**
- c. Range in operating temperatures for fuel used in the HPFP lubrication system and a description of how HPFP inlet temperature is controlled;**
- d. Filter mesh size(s) and filter replacement criteria;**
- e. Describe all scheduled maintenance requirements;**
- f. A description of all warning lamps and driver information messages associated with the system;**
- g. A description of all Diagnostic Trouble Codes by name and number and the conditions required to set each code; and**
- h. A description of all limp-home operating modes, including the conditions required to implement each mode and the limits on vehicle operation.**

a. See Bosch Confidential Attachment in "ATT_3_BOSCH_Conf/Q_14".

b. CP3.3 NH (MY07/08/09) HPFP Suction pressure: 0.5 - 1.0 bar abs.; High Pressure: 1800 bar max.

CP4.2 (MY2010i) HPFP Suction pressure: 0.5 - 1.05 bar abs.; High Pressure: 2000 bar max.

c-h. See GM Confidential Attachments in "ATT_2_GM Conf/Q_14".

EA11-003

GM

12-9-2011

ATT_1

Q_15

15. Separately for each peer vehicle, provide the following information for the subject component used in that vehicle:

- a. Specific supplier model name and model number;**
- b. Cross-sectional diagram of the pump showing basic operation of the drive train;**
- c. Ratio of pump speed to engine speed;**
- d. Pump maximum output/discharge pressure;**
- e. Pump minimum inlet/suction pressure;**
- f. Pump durability specifications;**
- g. The material composition and material specifications for all drive train components (e.g., plunger, plunger base, shoe, foot, rider, roller, roller shoe, cam); and**
- h. Copies of all failure mode and effects analyses.**

a. High Pressure Pump CP3.3NH 0445020037 and later, 0445020105
High Pressure Pump CP4.2 0445010616

b. See Bosch Confidential Attachments in "ATT_3_BOSCH_Conf/Q_15".

c. Ratio of pump speed to engine speed: 1to1

d. Pump Maximum Output/Discharge Pressure:
CP3.3NH: 1800 bar
CP4.2: 2000 bar

e. See Bosch Confidential Attachment in "ATT_3_BOSCH_Conf/Q_15".

f-h. See GM Confidential Attachment in "ATT_2_GM Conf/Q_15".

EA11-003

GM

12-9-2011

ATT_1

Q_17

17. Provide the following information regarding diesel fuels sold in the United States, and test fuels used by or for GM in the design and development of the fuel system and subject component:

- a. Identify and provide copies of all studies and surveys conducted by or for GM and other documents in the possession of and reviewed by GM regarding diesel fuel quality or characteristics in the U.S., and/or diesel fuel delivery system performance concerns related to fuel quality in the United States market from 2004 to date;**
- b. Describe the fuel properties GM considers in its evaluations of HPFP performance/durability and state the ranges in those properties that GM believes exist in the United States market, from fuel survey data or other sources (provide the means and standard deviations for all sampled data for the United States market);**
- c. State the specifications for all reference fuels used by GM in testing the subject component, including an explanation of the basis for the lubricity specification;**
- d. Describe how GM has ensured that the HPFP design in peer vehicles is compatible with diesel fuels sold in the United States and other markets;**
- e. Describe all testing of the subject component conducted by, or for, GM with gasoline contaminated test fuels, including the purpose of the test, the amount of contamination, the test conditions and the test results;**
- f. Provide GM's assessment of the amounts of gasoline contamination required to produce the following effects on engine performance: (1) driveability symptoms during city driving (describe symptoms); (2) driveability symptoms during highway driving (describe symptoms); (3) engine stall; and (4) pump damage; and (5) sudden/catastrophic pump failure;**
- g. Provide GM's assessment of the effects of minor gasoline contamination on engine performance and HPFP performance/durability (provide assessments for contaminations of less than 3 percent and less than 1 percent); and**
- h. Produce copies of all recommendations and warnings regarding diesel fuel quality that GM has provided to its customers.**

a-b. See GM Confidential Attachment in "ATT_2_GM Conf/Q_17".

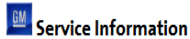
c. See Bosch Confidential Attachment in "ATT_3_BOSCH_Conf/Q_17".

d-g. See GM Confidential Attachment in "ATT_2_GM Conf/Q_17".

h. See GM Attachment in "ATT_1_GM /Q_17".

General Motors Owner's Manual Excerpts Regarding Fuel

2009 Model Year from Diesel Supplement (and carried forward thru 2011):



2009 GMC Truck Sierra - 4WD | DURAMAX Diesel Engine | Service and Appearance Care | Diesel Fuel Requirements and Fuel System | Description and Operation | Document ID: 1847154



Diesel Engine Fuel

Notice: Diesel fuel or fuel additives not recommended in this manual could damage the fuel system, fuel-operated heater (FOH) (Van models only), and engine. Your warranty would not cover this damage. And:

- Diesel fuel that has been mixed with engine oil or automatic transmission fluid could damage the engine and emission controls.
- We do not test aftermarket diesel fuel additives. Some additives, particularly those which contain alcohol or water emulsifiers, could damage the fuel system. If you believe that unique circumstances call for a fuel additive to be used, consult your dealer for advice.
- If you ever run out of diesel fuel, it can be difficult to restart the engine. To avoid this, never let the tank get empty.

If gasoline is ever accidentally added to the fuel tank, to avoid severe engine damage, do not run the engine until the fuel tank can be drained.

If you run out of fuel, [Running Out of Fuel](#) tells you how to restart the engine.

What Fuel to Use

Notice: Use of diesel fuel other than Ultra Low Sulfur Diesel (15 ppm sulfur maximum) or engine oil other than low ash CJ-4 oil will cause permanent damage to the DPF and related components. This damage would not be covered by your warranty.

The emission control system requires the use of diesel fuel with ultra low-sulfur (0.0015% by weight, or 15 ppm, maximum) content. Both Ultra Low Sulfur Diesel and Low Sulfur Diesel fuels are available in the United States and Ultra Low Sulfur Diesel fuel is available in Canada. In Mexico, Ultra Low Sulfur Diesel fuel is not available in all regions.

At a minimum, the diesel fuel you use should meet the latest version of ASTM specification D 975 (Grades No. 2-D or No. 1-D S15 commonly known as Ultra Low Sulfur diesel) in the United States. In addition, the Engine Manufacturers Association (EMA) has identified properties of an improved diesel fuel for better engine performance and durability. Diesel fuels corresponding to the EMA Recommended Guideline on Premium Diesel Fuel (FQP-1A) could provide better starting, less noise, and better vehicle performance. If there are questions about the fuel you are using, contact your fuel supplier.

In the United States, for best results use No. 2-D diesel fuel year-round (above and below freezing conditions) as oil companies blend No. 2-D fuel to address climate differences. No. 1-D diesel fuel can be used in very cold temperatures (when it stays below 0°F or -18°C); however, it will produce a power and fuel economy loss. Avoid the use of No. 1-D diesel fuel in warm or hot climates. It can result in stalling, poor starting when the engine is hot, and could damage the fuel injection system.

It is acceptable to use diesel fuel containing up to 5% biodiesel (B5), but the final blended fuel must meet the same specification, ASTM D975 (Grades No. 2-D or No. 1-D S15 commonly known as Ultra Low Sulfur diesel), as other fuels used in your vehicle, and the biodiesel used for making this fuel must meet the latest version of ASTM specification D 6751. Biodiesel is produced from vegetable oils or animal fat that have been chemically modified to reduce the possibility of damage to the fuel system and engine. Higher concentration (i.e., greater than B5) biodiesel-containing fuels or the use of unmodified bio-oils blended into diesel fuel at any concentration is not recommended and could damage the fuel system and engine. Such damage would not be covered by your warranty. If there are questions about the biodiesel-containing fuels you are using, contact your fuel supplier.

Because of the cleansing properties of biodiesel, switching from straight diesel to a biodiesel blend can prematurely restrict the fuel filter with normal deposits in the fuel system. A fuel filter replacement might be required sooner than the recommended interval.

Diesel fuel can foam when you fill the tank. This can cause the automatic pump nozzle to shut off, even though the tank is not full. If this happens, just wait for the foaming to stop and then try filling the tank more slowly. See [Filling the Tank](#).

Warning: Heat coming from the engine can cause the fuel to expand and force the fuel out of the tank. If something ignites the fuel, a fire could start and people could be burned. To help avoid this, try filling the tank more slowly and fill the fuel tank only until the automatic nozzle shuts off. Do not try to top it off.

What Fuel to Use in Canada

Notice: Use of diesel fuel other than Ultra Low Sulfur Diesel (15 ppm sulfur maximum) or engine oil other than low ash CJ-4 oil will cause permanent damage to the DPF and related components. This damage would not be covered by your warranty.

The emission control system requires the use of diesel fuel with ultra low-sulfur (0.0015% by weight, or 15 ppm, maximum) content. Both Ultra Low Sulfur Diesel and Low Sulfur Diesel fuels are available in the United States and Ultra Low Sulfur Diesel fuel is available in Canada. In Mexico, Ultra Low Sulfur Diesel fuel is not available in all regions.

At a minimum, the diesel fuel you use should meet the latest version of specification CAN/CGSB-3.517 (ULS) in Canada. In addition, the Engine Manufacturers Association (EMA) has identified properties of an improved diesel fuel for better engine performance and durability (FQP-1A). Diesel fuels corresponding to the EMA description could provide better starting, less noise, and better vehicle performance. If there are questions about the fuel you are using, contact your fuel supplier.

Canadian fuels are blended for seasonal changes. Diesel Type "A" fuel is blended for better cold weather starting (below 0°F or -18°C); however, you might notice some power and fuel economy loss. If Type "A" fuel is used in warmer temperatures, stalling and hard starting may occur. Diesel Type "B" fuel is blended for temperatures above 0°F (-18°C).

It is acceptable to use diesel fuel containing up to 5% biodiesel (B5), but the final blended fuel must meet the same specification, CAN/CGSB-3.517 (ULS) in Canada, as other fuels used in your vehicle, and the biodiesel used for making this fuel must meet the latest version of ASTM specification D 6751. Biodiesel is produced from vegetable oils or animal fat that have been chemically modified to reduce the possibility of damage to the fuel system and engine. Higher concentration (i.e., greater than B5) biodiesel-containing fuels or the use of unmodified bio-oils blended into diesel fuel at any concentration is not recommended and could damage the fuel system and engine. Such damage would not be covered by your warranty. If there are questions about the biodiesel-containing fuels you are using, contact your fuel supplier.

Very Cold Weather Operation

Follow the instructions listed previously under the heading "What Fuel to Use."

Notice: Never use home heating oil or gasoline in your vehicle's diesel engine. They can cause engine damage.

In cold weather, the fuel filter could become clogged (waxed). To undo it, move the vehicle to a warm garage area and warm the filter to between 32°F and 50°F (0°C to 10°C). You will not need to replace it. Additional information on the fuel filter follows.

Water in Fuel

Warning: Diesel fuel containing water is still flammable. You could be burned. If you ever try to drain water from the fuel, keep sparks, flames, and smoking materials away from the mixture.

Notice: If there is water in the diesel fuel and the weather is warm or humid, fungus and bacteria can grow in the fuel. They can damage the fuel system and fuel operated heater (FOH) (if equipped). A diesel fuel biocide can be used to sterilize the fuel system. However, the fuel system may still need to be cleaned. Your dealer can advise you of the appropriate solution. If the fuel tank needs to be purged to remove water, see your dealer or a qualified technician. Improper purging can damage the fuel system and block the FOH.

Sometimes, water can be pumped into the fuel tank along with the diesel fuel. This can happen if a service station does not regularly inspect and clean its fuel tanks, or if it gets contaminated fuel from its suppliers.

If this happens on a pickup model, a WATER IN FUEL message will appear on the Driver Information Center (DIC). The water must be drained.

If this happens on a van model, a WATER IN FUEL warning light will appear on the instrument panel cluster. The water must be drained from both chassis mounted fuel filters. See your dealer for how to do this.

Water in Fuel Light Chart

Problem	Recommended Action
Light/Message comes on intermittently.	Drain water the fuel filter. When there is no more water, recheck the light/message on the next ignition cycle. If the light/message stays on with no water in the fuel, take the vehicle in for service.
Light/Message stays on:	
<ul style="list-style-type: none"> At temperatures above freezing. 	Drain fuel filter immediately. If no water can be drained and light stays on, see your dealer for assistance.
<ul style="list-style-type: none"> At temperatures below freezing. 	Drain fuel filter immediately. If no water can be drained, water may be frozen in water drain system or fuel lines. Move the vehicle to a warm location to thaw out, and then drain filter system.
<ul style="list-style-type: none"> Immediately after refueling, large amount of water possibly pumped into fuel tank. 	Fuel tank purging required. See your dealer for assistance.

Notice: Driving when this warning indicator is on, can damage the fuel injection system and the engine. If the indicator comes on right after a refuel, it means water was pumped into the fuel tank. Turn off the engine immediately.

Excerpt from 2010 Model Year Owner's Manual Regarding Fuel from Canada and Mexico:

What Fuel to Use in Canada and Mexico

Notice: Use of diesel fuel other than Ultra Low Sulfur Diesel (15 ppm sulfur maximum) will cause permanent damage to the DPF and related components. This damage would not be covered by your warranty.

The emission control system requires the use of diesel fuel with ultra low-sulfur (0.0015% by weight, or 15 ppm, maximum) content. Ultra Low Sulfur Diesel fuel is available in Canada. In Mexico, Ultra Low Sulfur Diesel fuel is not available in all regions.

At a minimum, the diesel fuel you use should meet the latest version of specification CAN/CGSB-3.517 (ULS) in Canada. In addition, the Engine Manufacturers Association (EMA) has identified properties of an improved diesel fuel for better engine performance and durability (FQP-1A). Diesel fuels corresponding to the EMA description could provide better starting, less noise, and better vehicle performance. If there are questions about the fuel you are using, contact your fuel supplier.

Canadian fuels are blended for seasonal changes. Diesel Type "A" fuel is blended for better cold weather starting (below -18°C or 0°F); however, you might notice some power and fuel economy loss. If Type "A" fuel is used in warmer temperatures, stalling and hard starting may occur. Diesel Type "B" fuel is blended for temperatures above -18°C (0°F).

It is acceptable to use diesel fuel containing up to 5% biodiesel (B5), but the final blended fuel must meet the same specification, CAN/CGSB-3.517 (ULS) in Canada, as other fuels used in your vehicle, and the biodiesel used for making this fuel must meet the latest version of ASTM specification D 6751. Biodiesel is produced from vegetable oils or animal fat that have been chemically modified to reduce the possibility of damage to the fuel system and engine. Higher concentration (i.e., greater than B5) biodiesel-containing fuels or the use of unmodified bio-oils blended into diesel fuel at any concentration is not recommended and could damage the fuel system and engine. Such damage would not be covered by your warranty. If there are questions about the biodiesel-containing fuels you are using, contact your fuel supplier.

Excerpts from 2011 Model Year Owner's Manual (where text is different from previous years):

Service Information

2011 GMC Truck Sierra - 4WD | DURAMAX Diesel Engine (LML/LGH) | Driving and Operating | Fuel | General Information | Document ID: 2350904



What Fuel to Use in The U.S.

Notice: Use of diesel fuel other than Ultra Low Sulfur Diesel (15 ppm sulfur maximum) will cause permanent damage to the exhaust after-treatment system. This damage would not be covered by the vehicle warranty.

The emission control system requires the use of diesel fuel with ultra low sulfur content (15 ppm or 0.0015% by weight, maximum). Look for the following label on the dispenser to ensure you are filling with Ultra Low Sulfur Diesel fuel.



What Fuel to Use in The U.S.

At a minimum, the diesel fuel you use should meet the latest version of ASTM specification D 975 (Grades No. 2-D or No. 1-D S15, commonly known as Ultra Low Sulfur Diesel) in the United States. If there are questions about the fuel you are using, contact your fuel supplier.

Diesel Fuel Grades

For best results use No. 2-D diesel fuel year-round (above and below freezing conditions) as oil companies blend No. 2-D fuel to address climate differences. No. 1-D diesel fuel can be used in very cold temperatures (when it stays below -18°C or 0°F); however, it will produce a power and fuel economy loss. Avoid the use of No. 1-D diesel fuel in warm or hot climates. It can result in stalling, poor starting when the engine is hot, and could damage the fuel injection system.

Premium Diesel Fuel

Diesel fuel corresponding to the Engine Manufacturers Association (EMA) Recommended Guideline on Premium Diesel Fuel (FQP-1A) could provide better starting, less noise, and better vehicle performance, but its use is not required.

[Biodiesel](#)

What is biodiesel?

Biodiesel is a fuel produced from vegetable oils or animal fats that have been chemically modified to reduce the possibility of damage to the fuel system and engine.

Notice: Raw vegetable oil or other unmodified bio-oils or fats are not biodiesel and must not be used in your vehicle as they could damage the fuel system and engine.

What Fuel to Use in The U.S.

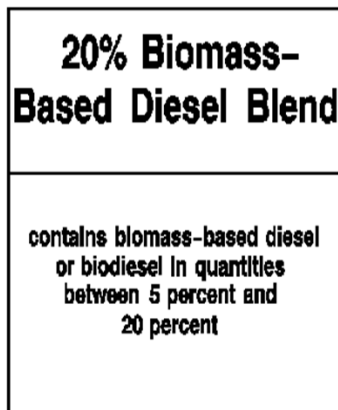
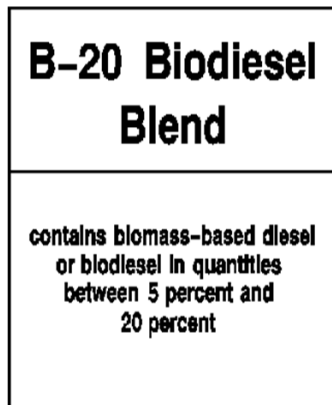
What not to use

Do not use home-made biodiesel in your vehicle since its quality cannot be verified by approved scientific methods. Home test kits are not approved scientific methods.

Notice: Any damage caused by raw, unmodified, or home-made biodiesel would not be covered by the vehicle warranty.

Biodiesel blends

It is acceptable to use diesel fuel containing up to 20% biodiesel (B20). The diesel fuel portion of the blend must meet the same specification, ASTM D975 (Grades No. 2-D or No. 1-D S15 commonly known as Ultra Low Sulfur Diesel), as other fuels used in your vehicle, and the biodiesel used for making this fuel must meet the latest version of ASTM specification D6751.



- Pump labeling — Retail pumps dispensing blends containing up to 5% biodiesel (B5) are not required to be labeled with the concentration of biodiesel. Blends up to B5 must meet ASTM D975 (Grades No. 2-D or No. 1-D S15 commonly known as Ultra Low Sulfur Diesel).

Notice: Do not use blends containing more than 20% biodiesel. Any engine, fuel system, or exhaust after-treatment system damage caused by the use of such blends would not be covered by the vehicle warranty.

Pumps dispensing more than 5% and up to 20% biodiesel are required to be labeled with the concentration of biodiesel. When refueling with a biodiesel blend above B5, ensure one of the following two labels appears on the dispenser:

- Biodiesel quality — Blends containing more than 5% and up to 20% biodiesel must meet the latest version of ASTM specification D7467 (Biodiesel blend, B6 - B20). Biodiesel is an emerging product, and its quality can vary widely. To reduce the risk of poor quality fuel, we recommend that biodiesel users purchase biodiesel blends from a BQ-9000 certified marketer. A listing of certified marketers can be found at www.bq-9000.org. If there are questions about the biodiesel-containing fuels you are using, contact your fuel supplier.

Notice: Certain driving patterns are not compatible with biodiesel use. It is the operator's responsibility to ensure that biodiesel in the vehicle's tank does not lead to engine, fuel system, or exhaust after-treatment system damage.

We neither encourage nor discourage the use of biodiesel blends for vehicles. As a renewable fuel, biodiesel provides some environmental benefits. However, biodiesel has unique properties and needs to be handled differently than diesel fuel. Its use presents additional risks and may not be appropriate in all situations. Certain vehicle operating modes increase these risks and should be avoided. Read further to determine if your driving habits are compatible with the use of biodiesel.

- Biodiesel fuel quality degrades with time and exposure to high temperature much more quickly than conventional diesel fuel. More frequent refueling provides the best opportunity to have a supply of fresh fuel. Owners who have very low fuel usage or who have vehicles stored for extended periods of time should avoid the use of biodiesel. Storage at hot ambient temperatures will accelerate biodiesel degradation. When vehicles will be stored for extended periods of time (greater than one month), they should be run out of biodiesel to below 1/4 tank, refueled with conventional Ultra Low Sulfur Diesel fuel, and driven several miles before storage.
- Biodiesel gels sooner than conventional diesel fuel at cold temperature, and biodiesel fuel requires proper blending for winter time operation. Fuels improperly blended for cold temperature operation may result in restricted fuel filters and degraded vehicle performance. Your vehicle is equipped with a fuel heating system to provide a level of protection against filter plugging from gelling (waxing) of conventional diesel fuel and biodiesel blends. However, the system will not prevent all cases of plugged filters if the operating temperature is far below the temperature at which gelling or waxing of the fuel occurs (cloud point). Use of biodiesel blends greater than B5 (5% blend) should be avoided in cold temperatures.
- Vehicles operated for extended periods of time on conventional diesel fuel and then switched to biodiesel blends may experience premature fuel filter clogging and require more frequent fuel filter service. With long term use of conventional diesel fuel, gum and varnish may be deposited within the tank and fuel system. These deposits, while not problematic with the use of conventional diesel fuel, may become loosened with a sudden switch to biodiesel blends and cause fuel filter plugging. This vehicle is equipped with a fuel filter restriction monitoring system that will alert you if the fuel filter requires service, but it will not prevent damage caused by poor quality biodiesel.
- Use of biodiesel blends will degrade the performance of your vehicle's water separator. Biodiesel reduces the effectiveness of the vehicle's water separator, and in the event of water contamination of the fuel, increases the risk of damage to the fuel system.

Refueling

Diesel fuel can foam when you fill the tank. This can cause the automatic pump nozzle to shut off, even though the tank is not full. If this happens, wait for the foaming to stop, and then try filling the tank more slowly. See [Filling the Tank](#).

Warning: Heat coming from the engine can cause the fuel to expand and force the fuel out of the tank. If something ignites the fuel, a fire could start and people could be burned. To help avoid this, try filling the tank more slowly and fill the fuel tank only until the automatic nozzle shuts off. Do not try to top it off.

Accidental Refueling with Gasoline

If you accidentally refuel with gasoline, your vehicle will run very rough, will produce smoke, and will have significantly reduced power. Avoid operating the vehicle and/or operate only at low speeds and/or low accelerator positions. Siphon or pump as much of the gasoline from the tank as possible, preferably until the fuel gauge reads near E (empty). Refuel with Ultra Low Sulfur Diesel fuel. Your dealer will be able to perform this procedure. Operating your vehicle for a prolonged period of time on gasoline could result in engine or fuel system damage which would not be covered by the vehicle warranty.

Cold Weather Operation

Follow the instructions listed previously under the heading "What Fuel to Use."

Notice: Never use home heating oil or gasoline in the vehicle. They can cause engine damage not covered by the vehicle warranty.

In cold weather, the fuel filter could become clogged by wax naturally present in the fuel. To unclog it, move the vehicle to a warm garage area and allow the filter to warm up to between 0°C (32°F) and 10°C (50°F). You will not need to replace the filter. Additional information on the fuel filter follows.

Use of biodiesel blends greater than B5 (5% blend) should be avoided in cold temperatures.

What Fuel to Use in Canada and Mexico

The emission control system requires the use of diesel fuel with ultra low sulfur content (15 ppm or 0.0015% by weight, maximum).

What Fuel to Use in Canada

Notice: Use of diesel fuel other than Ultra Low Sulfur Diesel (15 ppm sulfur maximum) will cause permanent damage to the exhaust after-treatment system. This damage would not be covered by the vehicle warranty.

At a minimum, the diesel fuel you use should meet the latest version of specification CAN/CGSB-3.517 (ULS) in Canada. If there are questions about the fuel you are using, contact your fuel supplier.

Diesel Fuel Types

Canadian fuels are blended for seasonal changes. Diesel Type "A" fuel is blended for better cold weather starting in extreme conditions; however, you might notice some power and fuel economy loss. If Type "A" fuel is used in warmer temperatures, stalling and hard starting may occur. Diesel Type "B" fuel is blended for higher temperatures experienced during most of the year.

Premium Diesel Fuel

Diesel fuels corresponding to the Engine Manufacturers Association (EMA) Recommended Guideline on Premium Diesel Fuel (FQP-1A) could provide better starting, less noise, and better vehicle performance, but their use is not required.

Biodiesel

What is biodiesel?

Biodiesel is a fuel produced from vegetable oils or animal fats that have been chemically modified to reduce the possibility of damage to the fuel system and engine.

Notice: Raw vegetable oil or other unmodified bio-oils or fats are not biodiesel and must not be used in your vehicle as they could damage the fuel system and engine.

What not to use

Do not use home-made biodiesel in your vehicle since its quality cannot be verified by approved scientific methods. Home test kits are not approved scientific methods.

Notice: Any damage caused by raw, unmodified, or home-made biodiesel would not be covered by the vehicle warranty.

Biodiesel blends

It is acceptable to use diesel fuel containing up to 20% biodiesel (B20). For low level, under 5%, biodiesel blends (B1 to B5), the fuel you use should meet the latest version of specification CAN/CGSB-3.520 (ULS). At the time of printing of this manual, a CGSB standard for B6-B20 is under development and has not been published. Until a CGSB B6-B20 specification is available, biodiesel blends containing more than 5% and up to 20% biodiesel must meet the latest version of ASTM specification D7467 (Biodiesel blend, B6-B20). If there are questions about the biodiesel-containing fuels you are using, contact your fuel supplier.

Notice: Certain driving patterns are not compatible with biodiesel use. It is the operator's responsibility to ensure that biodiesel in the vehicle's tank does not lead to engine, fuel system, or exhaust after-treatment system damage.

We neither encourage nor discourage the use of biodiesel blends for vehicles. As a renewable fuel, biodiesel provides some environmental benefits. However, biodiesel has unique properties and needs to be handled differently than diesel fuel. Its use presents additional risks and may not be appropriate in all situations. Certain vehicle operating modes increase these risks and should be avoided. Read further to determine if your driving habits are compatible with the use of biodiesel.

- Biodiesel fuel quality degrades with time and exposure to high temperature much more quickly than conventional diesel fuel. More frequent refueling provides the best opportunity to have a supply of fresh fuel. Owners who have very low fuel usage or who have vehicles stored for extended periods of time should avoid the use of biodiesel. Storage at hot ambient temperatures will accelerate biodiesel degradation. When vehicles will be stored for extended periods of time (greater than one month), they should be run out of biodiesel to below 1/4 tank, refueled with conventional Ultra Low Sulfur Diesel fuel, and driven several miles before storage.
- Biodiesel gels sooner than conventional diesel fuel at cold temperature, and biodiesel fuel requires proper blending for winter time operation. Fuels improperly blended for cold temperature operation may result in restricted fuel filters and degraded vehicle performance. Your vehicle is equipped with a fuel heating system to provide a level of protection against filter plugging from gelling (waxing) of conventional diesel fuel and biodiesel blends. However, the system will not prevent all cases of plugged filters if the operating temperature is far below the temperature at which gelling or waxing of the fuel occurs (cloud point). Use of biodiesel blends greater than B5 (5% blend) should be avoided in cold temperatures.
- Vehicles operated for extended periods of time on conventional diesel fuel and then switched to biodiesel blends may experience premature fuel filter clogging and require more frequent fuel filter service. With long term use of conventional diesel fuel, gum and varnish may be deposited within the tank and fuel system. These deposits, while not problematic with the use of conventional diesel fuel, may become loosened with a sudden switch to biodiesel blends and cause fuel filter plugging. This vehicle is equipped with a fuel filter restriction monitoring system that will alert you if the fuel filter requires service, but it will not prevent damage caused by poor quality biodiesel.
- Use of biodiesel blends will degrade the performance of your vehicle's water separator. Biodiesel reduces the effectiveness of the vehicle's water separator, and in the event of water contamination of the fuel, increases the risk of damage to the fuel system.

What Fuel to Use in Mexico

Notice: Use of diesel fuel other than Ultra Low Sulfur Diesel (15 ppm sulfur maximum) will cause permanent damage to the exhaust after-treatment system. This damage would not be covered by the vehicle warranty. Ultra Low Sulfur Diesel fuel is not available in all regions of Mexico.

Refueling

Diesel fuel can foam when you fill the tank. This can cause the automatic pump nozzle to shut off, even though the tank is not full. If this happens, wait for the foaming to stop, and then try filling the tank more slowly. See [Filling the Tank](#).

Warning: Heat coming from the engine can cause the fuel to expand and force the fuel out of the tank. If something ignites the fuel, a fire could start and people could be burned. To help avoid this, try filling the tank more slowly and fill the fuel tank only until the automatic nozzle shuts off. Do not try to top it off.

Accidental Refueling with Gasoline

If you accidentally refuel with gasoline, your vehicle will run very rough, will produce smoke, and will have significantly reduced power. Avoid operating the vehicle and/or operate only at low speeds and/or low accelerator positions. Siphon or pump as much of the gasoline from the tank as possible, preferably until the fuel gauge reads near E (empty). Refuel with Ultra Low Sulfur Diesel fuel. Your dealer will be able to perform this procedure. Operating your vehicle for a prolonged period of time on gasoline could result in engine or fuel system damage which would not be covered by the vehicle warranty.

Water in Fuel

Warning: Diesel fuel containing water is still flammable. You could be burned. If you ever try to drain water from the fuel, keep sparks, flames, and smoking materials away from the mixture.

Notice: If there is water in the diesel fuel and the weather is warm or humid, fungus and bacteria can grow in the fuel. They can damage the fuel system and fuel operated heater (FOH) (if equipped). A diesel fuel biocide can be used to sterilize the fuel system. However, the fuel system may still need to be cleaned. Your dealer can advise you of the appropriate solution. If the fuel tank needs to be purged to remove water, see your dealer or a qualified technician. Improper purging can damage the fuel system and block the FOH.

Sometimes, water can be pumped into the fuel tank along with the diesel fuel. This can happen if a service station does not regularly inspect and clean its fuel tanks, or if it gets contaminated fuel from its suppliers.

If this happens, a WATER IN FUEL SERVICE REQUIRED message will appear on the Driver Information Center (DIC). The water must be drained.

Water in Fuel Light Chart

If the WATER IN FUEL SERVICE REQUIRED message comes on, use this chart.

Problem	Recommended Action
Message comes on but does not remain on after an ignition cycle.	Water separator is approximately half full. Drain water as soon as possible. Water level may continue to increase.
Message remains on after an ignition cycle:	
At temperatures above freezing.	Drain fuel filter immediately. If no water can be drained and message stays on, see your dealer for assistance.
At temperatures below freezing.	Drain fuel filter immediately. If no water can be drained, water may be frozen in water drain system or fuel lines. Move the vehicle to a warm location to thaw out, and then drain filter system.
Immediately after refueling, large amount of water possibly pumped into fuel tank.	Fuel tank purging required. See your dealer for assistance.

Notice: Driving when this warning indicator is on, can damage the fuel injection system and the engine. If the indicator comes on right after a refuel, it means water was pumped into the fuel tank. Turn off the engine immediately. Then, have the water drained at once.

EA11-003

GM

12-9-2011

ATT_1

Q_19

EA11-003

GM

12-9-2011

ATT_1

GM 12-9-2011, ATT_1, Q_19

E1

IMPORTANT: This booklet contains important information about the warranty coverage on your new vehicle. It also explains **Customer Satisfaction and Owner Assistance** procedures and GM's participation in the **Mediation/Arbitration Program**.

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

Owner's Name:

Street Address:

City & Province:

Vehicle Identification Number (VIN):

Date Vehicle First Delivered or Put In Use:

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



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

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2010 Canadian Limited Warranty and Owner Assistance Information

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2010 Canadian Limited Warranty and Owner Assistance Information

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General Motors' Commitment to You

We are committed to assuring your satisfaction with your new General Motors vehicle.

Your General Motors dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

Owner Assistance

Should you ever encounter a problem during or after the warranty periods that is not resolved, talk to a member of dealer management. Under certain circumstances, GM and/or GM dealers may provide assistance after the limited warranty period has expired when the problem results from a defect in material or workmanship. These instances will be reviewed on a case-by-case basis. If the problem persists, follow the procedures outlined under *Customer Satisfaction Procedure on page 27*.

The General Motors Protection Plan

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

The GM Protection Plan is the only optional service contract backed by the worldwide resources of General Motors. It can be the most valuable option you choose for your vehicle. See your GM Dealer for prices, vehicle eligibility guidelines and more details.

Owner Name/Address Change

General Motors encourages all owners to report, at their earliest convenience, a change in name or address by calling our Customer Communication Centre toll free at 1-800-263-3777 (English) or 1-800-263-7854 (French). If you are a subsequent owner, please be sure to advise us by calling the number above. You may also visit the General Motors dealer of your choice to report a change in vehicle ownership. The current owner name and address is essential for General Motors to provide timely notification to owners of important information related to their vehicles.

We thank you for choosing a General Motors product.

2 Warranty Coverage at a Glance

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

New Vehicle Limited Warranty for the Chevrolet, Pontiac, and GMC Vehicles				
Coverage	3 yrs/ 60,000 km	5 yrs/ 160,000 km	6 yrs/ 160,000 km	8 yrs/ 160,000 km
Base Warranty Coverage (Includes Tires)	X			
Powertrain Component Warranty		X		
Diesel Engine Components		X		
Hybrid Components				X
Sheet Metal (Corrosion)	X			
Sheet Metal (Rust-Through)			X	

Warranty Coverage at a Glance 3

New Vehicle Limited Warranty for the Buick and HUMMER Vehicles			
Coverage	4 yrs/ 80,000 km	5 yrs/ 160,000 km	6 yrs/ Unlimited km
Base Warranty Coverage (Includes Tires)	X		
Powertrain Component Warranty		X	
Sheet Metal (Corrosion)	X		
Sheet Metal (Rust-Through)			X

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

4 New Vehicle Limited Warranty

What Is Covered

General Motors of Canada Limited will provide for repairs to the vehicle during the Warranty Period in accordance with the terms, conditions, and limitations contained in this booklet.

Warranty Applies

This warranty is for GM vehicles originally sold in Canada, registered in Canada and normally operated in Canada. GM warranty coverages may be void or subject to restrictions on GM vehicles that have been imported or exported.

Repairs Covered

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the Warranty Period. Needed repairs will be performed using new or remanufactured parts.

No Charge

Warranty repairs, including parts and labor, will be made at no charge.

Obtaining Repairs

To obtain warranty repairs, take the vehicle to a GM dealer facility handling your vehicle line within the Warranty Period and request the needed repairs. A reasonable time must be allowed for the dealership to perform the necessary repairs.

Warranty Period

The Warranty Period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the Coverage period.

Base Warranty Coverage

The Base Warranty coverage for Chevrolet, Pontiac, and GMC is for 3 years or 60 000 kilometres, whichever comes first, except for other coverages listed here under "What Is Covered" and those items listed under "What Is Not Covered".

The Base Warranty coverage for Buick and HUMMER is for 4 years or 80 000 kilometres, whichever

comes first, except for other coverages listed here under "What Is Covered" and those items listed under "What Is Not Covered".

Powertrain Component Warranty Coverage

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

Engine Coverage includes: All internally lubricated parts, engine oil cooling hoses, lines and radiators. Also included are all actuators and electrical components internal to the engine (i.e.: Active Fuel Management Valve Lifter Oil Manifold, etc.) cylinder head, block, timing gears, timing chain, timing cover, oil pump/oil pump housing, OHC carriers, valve covers, oil pan, seals, gaskets, manifolds, flywheel, water pump, harmonic balancer, engine mount, starter motor,

turbocharger and supercharger. Timing belts are covered until the first scheduled maintenance interval.

Exclusions: Excluded from the powertrain coverage are sensors, wiring, connectors, engine radiator, coolant hoses, coolant and heater core. Coverage on the engine cooling system begins at the inlet to the water pump and ends with the thermostat housing and/or outlet that attaches to the return hose. Also excluded is the entire pressurized fuel system (in-tank fuel pump, pressure lines, fuel rail(s), regulator, injectors and return line) as well as the Engine/Powertrain Control Module and/or module programming.

Transmission/Transaxle Coverage includes: All internally lubricated parts, case, torque converter, mounts, seals and gaskets as well as any electrical components internal to the transmission/transaxle. Also covered are any actuators directly connected to the transmission (slave cylinder, etc.).

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

Transfer Case Coverage includes: All internally lubricated parts, case, mounts, seals and gaskets as well as any electrical components internal to the transfer case. Also covered are any actuators directly connected to the transfer case as well as encoder motor.

Exclusions: Excluded from the powertrain coverage are transfer case cooling lines, hoses, radiator, sensors, wiring, electrical connectors as well as the transfer case control module and/or module programming.

Drive Systems Coverage includes:

All internally lubricated parts, final drive housings, axle shafts and bearings, constant velocity joints, propeller shafts and universal joints. All mounts, supports, seals, gaskets as well as any electrical components internal to the drive axle. Also covered are any actuators directly connected to the drive axle (i.e.: front differential actuator, etc.).

Exclusions: Excluded from the powertrain coverage are all wheel bearings, drive wheel front and rear hub bearings, locking hubs, drive system cooling, lines, hoses, radiator, sensors, wiring and electrical connectors related to drive systems as well as any drive system control module and/or module programming.

6 New Vehicle Limited Warranty

Tire Coverage

The original tires on your vehicle are covered against defects in material or workmanship under the Base Warranty Coverage for 3 years or 60 000 kilometres, whichever come first, for Chevrolet, Pontiac, and GMC (4 years/80 000 km, whichever comes first, for Buick and HUMMER) OR until the tire requires normal replacement, whichever comes first. Any tire replaced under warranty will be covered for the remaining portion of the Base Warranty Coverage period. Following expiration of the GM base warranty coverage, tires may continue to be covered under the Tire Manufacturer's Warranty.

Towing

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

6.6L DURAMAX® Diesel Engine Coverage

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

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

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

Important: Some of the above components may also be covered by the Emissions Warranty with no deductible. See the *Emission Warranty Parts List* on page 21 for details.

Aftermarket Engine Performance Enhancement Products and Modifications

Some aftermarket engine performance products and modifications promise a way to increase the horsepower and torque levels of your vehicle's powertrain. You should be aware that these products may have detrimental effects on the performance and life of the engine, exhaust emission system, transmission and drivetrain. The DURAMAX[®] Diesel Engine, Allison Automatic Transmission[®] and drivetrain have been designed and built to offer industry leading durability and performance in the most demanding applications. Engine power enhancement products may enable the engine to operate at horsepower and torque levels that could damage, create failure, or reduce the life of the engine, engine emission system, transmission and drivetrain.

Damage failure, or reduced life of the engine, transmission emission system, drivetrain or other vehicle components caused by aftermarket engine performance enhancement products or modifications may not be covered under your vehicle warranty.

Sheet Metal Coverage

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

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

Rust-Through: For Chevrolet, Pontiac, and GMC, any body sheet metal panel that rusts through due to corrosion (an actual hole in

the sheet metal) is covered for up to 6 years or 160 000 kilometres, whichever comes first. This coverage only applies to the body sheet metal panels and not to other metal components.

Rust-Through: For Buick and HUMMER, any body sheet metal panel that rusts through due to corrosion (an actual hole in the sheet metal) is covered for up to 6 years, unlimited kilometres. This coverage only applies to the body sheet metal panels and not to other metal components.

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

8 New Vehicle Limited Warranty

Accessory Coverages

All GM approved accessories marketed and sold by General Motors of Canada Limited that are permanently installed on a GM vehicle prior to delivery will be covered under the provisions of the Base Warranty Coverage of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery or are replaced under the new vehicle base warranty, they will be covered, (parts and labour for the balance of the applicable portion of the New Vehicle Limited Warranty, but in no event less than 12 months, unlimited kilometres (12 months/20 000 kilometres for commercial vehicles).

GM accessories sold over-the-counter, or those not requiring installation, will receive the standard GM Dealer Parts Warranty for 12 months from the date of purchase, parts only.

Notice: This warranty excludes:

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

What Is Not Covered

Tire Damage or Wear

Normal tire wear or wear-out is not covered. Road hazard damage such as punctures, cuts, snags and breaks resulting from pothole impact, curb impact, or from other objects is not covered. Also, damage from improper inflation, high speed spinup (as when stuck in mud or snow), tire chains, racing, improper mounting or dismounting, misuse, negligence, alteration, vandalism, or misapplication 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 and/or squeaks and rattles. Therefore, any damage caused by the bedliner is not covered under the terms of the warranty.

Damage Due to Accident, Misuse, or Alteration

Damage caused as the result of any of the following is not covered:

- Collision, fire, theft, freezing, vandalism, riot, explosion, earthquake, water or flood, windstorm, lightning, or objects striking the vehicle;
- Misuse of the vehicle such as spinning the wheels, driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the Owner Manual;

- Alteration or modification to the vehicle including the body, chassis, or components, after final assembly by General Motors (which includes rebuilding the 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);
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or kilometrage cannot be determined;

Important: This warranty is void on vehicles currently or previously registered as salvaged, scrapped (irreparable), rebuilt, junked, or totaled (written-off) or stolen.

Damage or Corrosion Due to Environment, Chemical Treatments, or Aftermarket Products

Damage caused by airborne fallout, salt from sea air, salt or other materials used to control road conditions, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered. See “Chemical Paint Spotting” under *Things to Know About the New Vehicle Limited Warranty* on page 14 for details.

Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended Maintenance Schedule intervals and/or failure to use or maintain fluids, fuel, lubricants, or refrigerants recommended in the Owner Manual is not covered.

Damage Due to Contaminated or Poor Quality Fuel

Poor fuel quality or incorrect fuel may cause driveability problems such as hesitation, lack of power, stall, or no start. It may also render gauges inoperable or degrade functionality for components such as spark plugs, oxygen sensors, and the catalytic converter. Damage from poor fuel quality, water contamination, incorrect diesel fuel or gasoline may not be covered.

Please refer to your owner manual under “Fuel”, for additional recommendations, including the use of TOP TIER Detergent Gasoline. Additional information can also be found at: www.toptiergas.com/index.html.

10 New Vehicle Limited Warranty

Where to Go for Maintenance

Your new GM vehicle was designed and built to the highest quality standards, and that quality means reliability, long-life and economical operation for years to come.

The investment you made in your new GM vehicle can best be maintained at your GM dealer who offers quality service and genuine GM parts specifically designed for your GM vehicle.

GM recommends having maintenance performed by an authorized GM dealership. GM dealer technicians are specifically trained to maintain and repair GM vehicles. They stay current on the latest service information through GM technical bulletins, service publications and training courses. Many are also certified through the technical training process. In addition, your GM dealer has special tools, equipment, computer software and complete access to product updates,

applicable to your vehicle to ensure fast and accurate diagnostics. This level of service is only available at an authorized GM dealership.

Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the Owner Manual and this warranty booklet are at the owner's expense.

Vehicle lubrication, cleaning, or polishing are not covered. Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

Items such as:

- Audio System Cleaning
- Brake Pads and Linings
- Clutch Linings
- Coolants and Fluids
- Filters
- Keyless Entry Batteries *
- Limited Slip Rear Axle Service

- Tire Rotation
- Wheel Alignment/Balance **
- Wiper Inserts

are covered only when replacement or repair is the result of a defect in material or workmanship.

* Consumable battery covered up to 12 months only.

** Maintenance items after 12 000 kilometres.

Extra Expenses

Economic loss or extra expense is not covered.

Examples include:

- Inconvenience
- Lodging, meals, or other travel costs
- Loss of vehicle use
- Payment for loss of time or pay
- Storage

Other Terms

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

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

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

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

Hybrid Specific Warranty

For vehicles sold in the United States, in addition to the Bumper-to-Bumper Coverage described previously, General Motors will warrant certain Hybrid components for each GMC Yukon and Chevrolet Tahoe Two-mode Hybrid, GMC Sierra and Chevrolet Silverado Two-mode Hybrid, and Chevrolet Malibu Hybrid (hereafter referred to as Hybrid)

for 8 years or 160 000 kilometres (100,000 miles), whichever comes first, from the original in-service date of the vehicle, against warrantable repairs to the specific Hybrid components of the vehicle.

For vehicles originally sold in Canada, registered in Canada and normally operated in Canada, in addition to the Base Warranty Coverage described in the GM Canada Limited Warranty, and Owner Assistance booklet, General Motors of Canada Limited will warrant certain Hybrid components for each GMC Yukon and Chevrolet Tahoe Two-mode Hybrid, GMC Sierra and Chevrolet Silverado Two-mode Hybrid, and Chevrolet Malibu Hybrid (hereafter referred to as Hybrid) for 8 years or 160 000 kilometres, whichever comes first, from the original in-service date of the vehicle, against warrantable repairs to the specific Hybrid components of the vehicle.

12 New Vehicle Limited Warranty

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

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

For Hybrid owners requiring more comprehensive coverage than that provided under this Hybrid warranty, a GM Protection Plan may be available. See your GM dealer for more details.

What is Covered

This Hybrid warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the 8 year or 160 000 kilometres term for the following:

Towing

During the 8 year or 160 000 kilometres Hybrid warranty period, towing is covered to the nearest GM servicing dealer if your vehicle cannot be driven because of a warranted Hybrid specific defect. Contact the GM Roadside Assistance Centre for towing. Refer to *Roadside Assistance Program on page 33* in this manual for the contact number.

Malibu Hybrid Coverage

Hybrid Components

The energy storage control module and components including the Hybrid NiMH batteries, Hybrid battery disconnect, and Hybrid battery cooling fan.

Starter Generator Unit

The starter generator unit, starter generator control module, starter generator control module coolant pump and 3-phase cable assembly.

Other Hybrid Components

The 42-volt cable assembly, auxiliary transmission pump, and cabin heater coolant pump.

**Chevrolet Silverado/Tahoe
Two-mode Hybrid and
GMC Sierra/Yukon
Two-mode Hybrid Coverage**

Transmission

Hybrid transmission assembly and internal components, including the transmission auxiliary fluid pump, transmission auxiliary pump controller, and 3-phase transmission cables.

Brakes

Brake Modulator Assembly

Other Hybrid Components

Hybrid Battery

The 300-volt electrical system includes:

- Hybrid High Voltage Wiring
- Hybrid Control Modules
- Transmission Power Inverter Module (TPIM)
- Accessory Power Module (APM)

What is Not Covered

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

Wear Items

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

Maintenance

As the vehicle owner, you are responsible for the performance of the scheduled maintenance listed in your owner manual. Maintenance intervals, checks, inspections, and recommended fluids and lubricants as prescribed in the owner manual are necessary to keep your vehicle in good working condition.

Any damage caused by owner/lessee failure to follow scheduled maintenance may not be covered by warranty. Scheduled maintenance includes such items as:

- Brake Pads/Linings
- Coolants and Fluids
- Filters

14 Things to Know About the New Vehicle Limited Warranty

Warranty Repairs — Component Exchanges

In the interest of customer satisfaction, General Motors of Canada Limited 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 which may be new, remanufactured, reconditioned, or repaired, depending on the component involved.

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

Maintenance and Warranty Service Records

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

A "Maintenance Record" is provided in the maintenance schedule section of the owner manual for your convenience in recording services performed.

For your records, the servicing dealer should provide a copy of the warranty repair order listing all warranty repairs performed.

Warranty Repairs — Recycled Materials

Both Environment Canada guidelines and GM support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant.

As a result, any repairs GM may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

Tire Service

Any General Motors dealer handling your vehicle line or tire dealer for your brand of tires can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, contact Customer Assistance Center. The toll-free telephone numbers are listed under *Customer Assistance Offices on page 30*.

After-Manufacture "Rustproofing"

Your vehicle was designed and built to resist corrosion. Application of additional rust-inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. GM makes no recommendations concerning the usefulness or value of such products.

Application of after-manufacture rustproofing products may create an environment which reduces the corrosion resistance built into your vehicle. Repairs to correct damage caused by such applications are not covered under your New Vehicle Limited Warranty.

Paint, Trim and Appearance Items

Defects in paint, trim, upholstery, or other appearance items are normally corrected during new vehicle preparation. If you find any paint or appearance concerns, advise your dealers as soon as possible. Your owner manual has instructions regarding the care of these items.

Vehicle Operation and Care

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

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

Maintenance Records

General Motors of Canada Limited recommends that you retain receipts covering performance of regular vehicle maintenance. Repairs required due to damage resulting from lack of maintenance are not covered under your warranty. Receipts can be very important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship.

We suggest you keep these receipts in the glove box literature portfolio. Also a "Maintenance Record" form is provided in the Owner's Manual (Maintenance Schedule section) for your convenience in recording services performed.

Chemical Paint Spotting

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and adhere to painted surfaces on your vehicle. This damage can take two forms; blotchy, ringlet-shaped discolorations, and/or small irregular dark spots etched into the paint surface.

Although no defect in the factory applied paint causes this, General Motors of Canada Limited will repair, at no charge to the owner, the painted surfaces of new vehicles damaged by this fallout condition within 12 months or 20 000 kilometres of purchase, whichever comes first.

Warranty Distance Extensions

Prior to delivery, some kilometres are put on your vehicle during testing at the assembly plant, during shipping and while at the dealership. The dealership records this odometer reading on the front page of this warranty booklet at delivery.

16 Things to Know About the New Vehicle Limited Warranty

For eligible vehicles, this odometer reading is added to the distance limits specified in the New Vehicle Limited Warranty and the Emission Control Systems Warranty ensuring that you receive full benefit of the coverage.

Warranty distance extensions eligibility:

- Applies only to new vehicles held exclusively in new vehicle inventory.
- Does not apply to used vehicles, GM owned vehicles, dealer owned used vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with more than 1 600 kilometres on the odometer even though the vehicle may never have been “registered” for license plates.

Warranty Service — Canada

While any General Motors dealer handling your vehicle line will perform warranty service, we recommend that you return to the dealership that sold you your vehicle because of their continued and personal interest in you. For your records, the servicing dealer will provide a copy of the warranty repair order, listing all warranty repairs performed. In the event of an emergency repair, you may take your vehicle to any authorized GM dealer for warranty repairs. However, certain warranty repairs require special tools or training that only a dealer selling your brand may have. Therefore, not all dealers are able to perform every repair. If a particular dealer cannot assist you, contact the Customer Communication Centre (CCC). See *Customer Assistance Offices on page 30* for CCC information.

Touring Owner Service — Canada and the United States

If you are touring or have changed your residence, visit any General Motors dealer handling your vehicle line in Canada or the United States for warranty service. Warrantable repairs will be completed at no charge to you. You may be required to provide proof of residency such as driver's license, or vehicle ownership. For your records, the servicing dealer will provide a copy of the warranty repair order, listing all warranty repairs performed.

Some vehicle lines, which are sold only in Canada, may not be serviced by all General Motor's dealers in the United States. If warranty service is necessary while you are in the United States please contact the Canadian Customer Communication Centre (CCC) for guidance. See *Customer Assistance Offices on page 30*

for CCC information. CCC personnel will direct you to a dealership and assist the repairing dealer to obtain the necessary parts and technical information. You may be charged for these repairs. For reimbursement consideration by General Motors of Canada upon your return home, provide your dealer with a statement of circumstances, the original repair order, proof of ownership and any "paid" receipts indicating the work performed and parts replaced.

Touring Owner Service — Countries Other than Canada or the United States

If you are touring in a foreign country and repairs are needed, it is suggested you make your vehicle available to a General Motors dealership, preferably one that handles your vehicle line.

Once you return to Canada, you should provide your dealer with a statement of circumstances,

the original repair order, proof of ownership and any "paid" receipt indicating the work performed and parts replaced for reimbursement consideration.

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

Warranty Service — Canadian Sold Vehicles Registered and Operated Outside Canada

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

GM warranty coverages may be void or subject to restrictions on GM vehicles that have been imported or exported.

Original Equipment Alterations

This warranty does not cover any damage or failure resulting from modification or alteration to the vehicle's original equipment as manufactured or assembled by General Motors.

Examples of the types of alterations that would not be covered include, but are not limited to, any non-GM theft alarm, remote starting device or remote locking system, or the cutting, welding or disconnecting of the vehicle's original equipment parts and components. Also, the warranty does not cover a rebuilt vehicle after it has suffered such extensive collision damage in an accident that it was written-off or deemed to be written-off, even if the rebuilt vehicle uses undamaged parts and components from the written-off vehicle.

18 Things to Know About the New Vehicle Limited Warranty

Additionally, General Motors does not warranty non-GM parts and/or calibrations. The use of parts and/or control module calibrations 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 and/or control module calibration.

The only exception is that non-GM parts labeled "Certified to EPA Standards" are covered by the Federal Emissions Performance Warranty.

Recreation Vehicle and Special Body Alterations

Installations or alterations to the original equipment vehicle (or chassis) as manufactured and assembled by General Motors are not covered by this warranty. The body company, assembler, or equipment installer, is solely responsible for warranties on the body or equipment and any

alterations to any of the parts, components, systems or assemblies installed by GM. Examples include, but are not limited to, special body installation or conversion (such as recreational vehicles), the installation of any non-GM part, cutting, welding or the disconnecting of original equipment vehicle or chassis parts and components, extension of wheelbase, suspension and driveline modifications and axle additions.

Pre-Delivery Service

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

They repair any uncorrected factory defects and any transit damage detected before the vehicle is delivered to you.

Any defects still present at the time the vehicle is delivered to you are covered by the warranty. If you find any such defects when you take delivery, please advise your dealer without delay. For further details concerning any repairs which the dealership may have made prior to your taking delivery of your vehicle, please ask your dealership.

Production Changes

General Motors of Canada Limited and its dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

General Motors of Canada Limited warrants to owners of passenger cars, light duty trucks and vans sold in Canada, that the vehicle (1) was designed, built and equipped so as to conform at the time of sale with the Emission Regulations under the Canadian Environmental Protection Act and (2) is free from defects in material and workmanship which cause the vehicle to fail to conform with those regulations for a period of the coverage outlined below.

How to Determine the Applicable Emission Control System Warranty

Federal or provincial agencies may require different emission control system warranties for light duty trucks depending on whether the truck is certified with a light duty or heavy duty emission control system.

To determine emission eligibility:

1. Determine if the vehicle has a gasoline or diesel engine.
2. Locate the underhood emission control label located inside the engine compartment on the air cleaner assembly or the engine.
3. The information on the bottom left side of the label describes if the vehicle has a light or heavy duty emissions control system.

Emission Control Warranty

The Emission Control Systems Warranty period described below shall begin on the date the vehicle is first delivered to the first retail purchaser or, on the date the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail.

Emission related defects in the genuine GM components including related diagnostic costs, parts and labour, are covered by this warranty.

- **Passenger Cars, Light Duty Trucks (A Gross Vehicle Weight Rating (GVWR) of 3856 kg (8500 lbs) or less) and Vans that have a Light Duty Gasoline Engine**
 - For Chevrolet, Pontiac, and GMC, 3 years or 60 000 kilometres whichever comes first; for Buick and Hummer, 4 years or 80 000 kilometres whichever comes first on the Components in the Emission Control Systems Warranty Parts List; and 8 years or 130 000 kilometres, whichever comes first, on the Specified Major Emission Components.

20 Emission Control Systems Warranty

- **Light Duty Truck (A Gross Vehicle Weight Rating (GVWR) of 3856 kg (8500 lbs) or greater) that have a Heavy Duty Gasoline Engine**
 - 5 years or 80 000 kilometres, whichever comes first.
- **Light Duty Truck (A Gross Vehicle Weight Rating (GVWR) of 3856 kg (8500 lbs) or greater) that have a Heavy Duty Diesel Engine**
 - 5 years or 80 000 kilometres, whichever comes first.

Emission Performance

Some provinces and local jurisdictions have established periodic vehicle Inspection and Maintenance (I/M) programs to encourage proper maintenance of your vehicle. If a provincial I/M program is enforced in your area you may also be eligible for Emission Performance coverage when **all** of the following three conditions are met:

1. The vehicle has been maintained and operated in accordance with the instructions for proper maintenance and use set forth in the Owner Manual and the New Vehicle Limited Warranty and Owner Assistance Information booklet supplied with your vehicle;

2. The vehicle fails a provincial I/M test during the emission warranty period indicated above; and
3. The failure results, or will result, in the owner of the vehicle having to bear a penalty or other sanctions (including the denial of the right to use the vehicle) under local, provincial, or federal law.

General Motors of Canada Limited warrants that your dealer will replace, repair, or adjust to GM specifications, at no charge to you, any of the parts listed under the "Emission Warranty Parts List" later in this section which may be necessary to conform to the applicable emission standards. Non-GM parts labelled "Certified to EPA Standards" are covered by the Federal Emission Performance Warranty.

Listed below are most of the systems that affect emissions of your vehicle. Emission control components of these systems are covered by the Emission Control Systems Warranty as applicable, or up to the replacement interval specified in the Owner Manual.

If failure of one of the above parts results in failure of another part under the Emission Control Systems Warranty, both will be covered by this warranty. For detailed information concerning specific parts covered by the Emission Control Systems Warranty, ask your dealer.

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

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

Powertrain Control System

- ABS Control Module *
- Camshaft Position Actuator
- Camshaft Position Actuator Valve
- Coolant Level Sensor
- Data Link Connector
- Engine Control Module (ECM) *
- Engine Coolant Temperature Sensor
- Fuel Control Module *
- Intake Air Temperature Sensor
- Malfunction Indicator Lamp
- Manifold Absolute Pressure Sensor
- Mass Air Flow Sensor
- Oil Pressure Sensor Active Fuel Management™ (AFM) only
- Oxygen Sensors
- Powertrain Control Module (PCM) *
- Throttle Position Sensor

- Vehicle Control Module (VCM) *
- Vehicle Speed Sensor
- Wheel Speed Sensor

Fuel Management System

- Common Rail Assembly (6.6L DURAMAX® Diesel)
- Diesel Fuel Injection Pump
- Diesel Fuel Injector Control Module - EDU (6.6L DURAMAX® Diesel)
- Direct Fuel Injector Assembly (6.6L DURAMAX® Diesel)
- Fuel Injector
- Fuel Pressure Regulator
- Fuel Pressure Sensor
- Fuel Rail Assembly
- Fuel Temperature Sensor
- Function Block (6.6L DURAMAX® Diesel)
- High Pressure Fuel Pump (SID1)

22 Emission Warranty Parts List

Catalytic Converter System

Catalytic Converter(s) and muffler if attached as assembly *

Diesel Exhaust Temperature and Pressure Sensors

Diesel Particulate Filter (DPF)

Diesel Exhaust (DPF) Indirect Fuel Injector

Diesel Exhaust Emission Reduction Fluid Injector

Diesel Exhaust Emission Reduction Fluid Tank

Diesel Exhaust NOx Sensors

Exhaust Manifold (7/70 only Corvette 7.0L, Equinox and Torrent w/3.4L, DTS, STS & Lucerne w/4.6L, XLR, Impala and Allure w/5.3L right bank)

Exhaust Manifold with Catalytic Converter attached as assembly *

Exhaust pipes and/or mufflers when located between converter and exhaust manifold

Exhaust Manifold Gasket

Transmission Controls and Torque Management

GMLAN (CAN) Communications Circuit

Manual Transmission Clutch Switch

Park/Neutral Switch

Torque Converter Clutch Solenoids

Torque Converter Clutch Switch

Transmission Control Module *

Transmission Fluid Temperature Sensor

Transmission Gear Selection Switch (Diesel)

Transmission Internal Mode Switch

Transmission Pressure Control Solenoids

Transmission Pressure Switches

Transmission Shift Solenoids (7/70 only Cobalt, G5, HHR)

Transmission Speed Sensor (Input)

Transmission Speed Sensor (Output)

Air Management System

Air Cleaner

Air Cleaner Resonator

Intake Manifold

Intake Manifold Gasket (7/70 only 6.6L DURAMAX® Diesel and Impala w/3.5L or 3.9L)

Air Intake Ducts

Charge Air Control Actuator

Charge Air Control Solenoid Valve

Charge Air Control Valve

Charge Air Cooler

Charge Air Cooler Fan

Idle Air Control Valve

Idle Speed Control Motor

Intake Air Heater

Intake Manifold Heater

Intake Manifold Tuning Valve

Supercharger Assembly

Throttle Body (Replacement Only)
 Throttle Body Heater
 Turbocharger Assembly
 Turbocharger Boost Sensor
 Turbocharger Oil Separator
 Vacuum Pump
 (6.6L DURAMAX® Diesel)

Ignition System

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

Evaporative Emission Control System (Gasoline Engines)

Canister
 Canister Purge Solenoid Valve
 Canister Vent Solenoid
 Fuel Feed and Return Pipes and Hoses
 Fuel Filler Cap
 Fuel Level Sensor
 Fuel Limiter Vent Valve
 Fuel Tank(s)
 Fuel Tank Filler Pipe (with Restrictor)
 Fuel Tank Vacuum or Pressure Sensor

Positive Crankcase Ventilation (PCV) System

Oil Filler Cap
 PCV Filter
 PCV Oil Separator
 PCV Valve

Exhaust Gas Recirculation (EGR) System

EGR Feed and Delivery Pipes or Cast-In Passages
 EGR Valve Cooler
 (6.6L DURAMAX® Diesel)
 EGR Valve (7/70 Only Express and Savana with 6.6L DURAMAX® Diesel)
 EGR Vacuum Pump Assembly
 (6.6L DURAMAX® Diesel)

Secondary Air Injection System

Air Pump
 Check Valves

Hybrid

Auxiliary Transmission Fluid Pump
 Battery Cooling Fan
 Battery Pack Control Module (BPCM) *
 Battery Pack Current Sensor
 Brake Pedal Travel Sensor

24 Emission Warranty Parts List

Drive Motor/Generator
Control Module (DMCM - HCP,
MCPA, MCPB) *

Drive Motors A and B

Drive Motor A and B Resolvers

Electro-Hydraulic Brake Control
Module (EBCM) *

Energy Storage Control Module *

Fuel Filler Pipe Adapter Seal

Hybrid Batteries

Hybrid Battery Temperature Sensor

Hybrid Battery Voltage Sensors

SGCM Coolant Circuit
(fan and fan relay and pump)

Starter Generator

Starter Generator Control
Module (SGCM) *

Transmission Friction Elements

Transmission Substrate
Temperature Sensor

Miscellaneous Items Used in Above Components are Covered

Belts

Boots

Clamps

Connectors

Ducts

Fittings

Gaskets

Grommets

Hoses

Housings

Mounting Hardware

Pipes

Pulleys

Sealing Devices

Springs

Tubes

Wiring and Relays

What Is Not Covered

The Emission Control Systems Warranty Obligations DO NOT APPLY TO conditions resulting from tampering, abuse, neglect, or improper maintenance. Items listed under "What is Not Covered" under *New Vehicle Limited Warranty on page 4* also apply to the emission related warranties.

Parts specified in the maintenance schedule as requiring scheduled replacement are covered up to their first replacement interval or the applicable emission warranty coverage period, whichever comes first. There is no coverage under this warranty for the failure of parts which are not replaced as required in the vehicle maintenance schedule.

If failure of one of these parts results in failure of another part, neither will be covered under the Emission Control Systems Warranty.

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

Replacement Parts

The emission control systems of your vehicle, were designed, built and tested using genuine GM parts† and the vehicle is certified as being in conformity with the Emission Regulations under the Canadian Environmental Protection Act. **Accordingly, it is recommended that any replacement parts used for maintenance or for the repair of emission control systems be new, genuine GM parts.**

The warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-genuine GM parts for replacement purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emission control systems.

If other than new, genuine GM parts are used for maintenance replacements or for the repair of components affecting emission control, the owner should assure himself/herself that such parts are warranted by their manufacturer to be equivalent to genuine General Motors parts in performance and durability.

Warranty repairs must be performed by an authorized General Motors dealer except in an emergency situation when a genuine GM part or an authorized General Motors dealer is not reasonably available to the vehicle owner. You are responsible for presenting your vehicle to a GM dealer selling your vehicle line as soon as a problem exists.

† “GENUINE GM PARTS,” when used in connection with GM vehicles means parts manufactured by or for GM, designed for use on GM vehicles and distributed by any division or subsidiary of General Motors Corporation.

Maintenance and Repairs

Warranty repairs must be performed by an authorized dealer except in an emergency situation when a warranted part or a warranty station is not reasonably available to the vehicle owner.

If, in an emergency situation, it is necessary to have repairs performed by other than an authorized General Motors dealership and you believe the repairs are covered by the Emission Control Systems Warranty, take the replaced parts and your receipt to your General Motors dealership handling your vehicle line for reimbursement consideration.

Receipts and records covering the performance of regular maintenance or emergency repairs should be retained in the event questions arise concerning maintenance.

26 Things to Know About the Emission Control Systems Warranty

These receipts and records should be transferred to each subsequent owner of this vehicle. GM will not deny warranty coverage based solely on the absence of maintenance records. However, GM may deny a warranty claim if a failure to perform scheduled maintenance resulted in the failure of a warranted part. You should also be aware that GM may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance, or modifications not approved by GM.

Claims Procedure

Make your vehicle available to any authorized GM dealer as soon as possible after failing a provincial I/M test or at any time you suspect a defect in a part. If **all** the above conditions are met, GM warrants that your dealer will replace, repair, or adjust to GM specifications, at no charge to you, any of the parts listed under "Emission Control Systems Warranty Parts List" which may be necessary to cause your vehicle to conform to the applicable emission standards.

Repairs which do not qualify will be charged to you.

In the event a warranty matter is not handled to your satisfaction, refer to the *Customer Satisfaction Procedure* on page 27.

Your satisfaction and goodwill are important to your dealership and to General Motors. Normally, any questions or concerns with the sales transaction or the operation of your vehicle will be resolved by your dealership's Sales or Service Departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your concern has not been resolved to your satisfaction, the following steps should be taken:

STEP ONE: Discuss your concern with a member of dealer management. Normally, concerns can be resolved at that level. If the concern has already been reviewed with the Sales, Service, or Parts Manager, contact **the owner of the dealership or the General Manager.**

STEP TWO: If after contacting a member of dealership management, it appears your concern cannot be resolved at the dealership without further help, contact **the Customer Communication Centre** in Oshawa by calling 1-800-263-3777 (English), 1-800-263-7854 (French) 7:30 a.m. to 11:30 p.m. Eastern Standard Time. (For Customer Assistance Offices in the U.S. contact the listed General Motors Division Customer Assistance Office.)

For prompt assistance, please have the following information available to give to the Customer Communication Advisor:

- Your name, address, home and business telephone number
- Vehicle Identification Number (This is available from the vehicle registration or title, or the plate above the left top of the instrument panel and visible through the windshield.)

- Dealership name and location.
- Vehicle's delivery date and present odometer reading.
- Nature of concern

General Motors encourages customers to call their toll-free number for assistance. However, if a customer wishes to write to General Motors, the letter should be addressed to General Motors Customer Communication Centre in Oshawa. The address is listed under "Customer Assistance Offices".

When contacting General Motors, please remember your concern will likely be resolved in the dealership, using the dealer's facilities, equipment and personnel. This is why we suggest you follow Step One first if you have a concern.

28 Customer Satisfaction Procedure

General Motors of Canada Limited Participation in the Mediation/Arbitration Program

STEP THREE: In the event that you do not feel your concerns have been addressed after following the procedure outlined in steps 1 and 2, General Motors of Canada Limited wants you to be aware of its participation in a no-charge Mediation/Arbitration program. General Motors of Canada Limited has committed to binding arbitration of owner disputes involving factory-related vehicle service claims. The program provides for the review of the facts involved by an impartial third party arbiter, and may include an informal hearing before the arbiter. The program is designed so that the entire dispute settlement process, from the time you file your complaint to the final decision, should be completed in approximately 70 days.

We believe our impartial program offers advantages over courts in most jurisdictions because it is informal, quick, and free of charge.

For further information concerning eligibility in the Canadian Motor Vehicle Arbitration Plan (CAMVAP), call toll-free 1-800-207-0685. Alternatively you may call the General Motors Customer Communication Centre, 1-800-263-3777 (English), 1-800-263-7854 (French), or you may write to the Mediation/Arbitration Program, c/o Customer Communication Centre, General Motors of Canada Limited, Mail Code: CA1-163-005, 1908 Colonel Sam Drive, Oshawa, Ontario, L1H 8P7. Your inquiry should be accompanied by your Vehicle Identification Number (VIN).

Special Coverage Adjustment Programs Beyond the Warranty Period 29

General Motors of Canada Limited is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when General Motors of Canada Limited will establish a Special Policy Adjustment program to pay all or part of the cost of certain repairs not covered by the warranty or to reimburse certain repair expenses you may have incurred. Check with your General Motors dealer or call GM's Customer Communication Centre to determine whether any Special Policy Adjustment program is applicable to your vehicle. When you make an inquiry, you will need to give the year, model and odometer reading of your vehicle and your Vehicle Identification Number (VIN).

30 Customer Assistance Offices

When calling for assistance, ask for the Customer Communication Centre Advisor.

CANADA

Customer Communication Centre
General Motors of Canada Limited
1908 Colonel Sam Drive
Oshawa, Ontario L1H 8P7

1-800-263-3777 (English)
1-800-263-7854 (French)

*1-800-263-3830
www.gmcanada.com

BUICK

Customer Assistance Center
P.O. Box 33136
Detroit, Michigan 48232-5136

1-800-521-7300
*1-800-832-8425

CHEVROLET

Customer Assistance Center
P.O. Box 33170
Detroit, Michigan 48232-5170

1-800-222-1020
*1-800-833-2438

GMC TRUCK

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

1-800-462-8782
*1-800-462-8583

HUMMER

Hummer Customer Assistance
Center
P.O. Box 33177
Detroit, Michigan 48232-5177

1-866-486-6376
*1-800-462-8583

PONTIAC

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

1-800-762-2737
*1-800-833-7668

From:

From Puerto Rico:
1-800-496-9992 (English)
1-800-496-9993 (Spanish)

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

Fax Number:
313-381-0022

All Overseas Offices

Please contact the local General Motors Business Unit.

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

General Motors de Mexico,
S. de R.L. de C.V.
Customer Assistance Center
Paseo de la Reforma # 2740
Col. Lomas de Bezares
C.P., 11910
Mexico, D.F.

01-800-508-0000
Long Distance: 011-52-53 29 0 800

*For use with Text Telephone devices (TTYs)

Customer Assistance for Text Telephone (TTY) Users 31

To assist customers who are deaf or hard of hearing and who use Text Telephones (TTYs), General Motors of Canada Limited has TTY equipment available at its Customer Communication Centre in Oshawa, Ontario.

Any TTY user can communicate with GM by dialing this toll-free number: 1-800-263-3830.

32 Online Owner Center

The Online Owner Center is a resource for your GM ownership needs. Specific vehicle information can be found in one place.

The Online Owner Center allows you to:

- Get e-mail service reminders.
- Keep track of your vehicle's service history and maintenance schedule.
- Find GM dealers for service nationwide.

Refer to the web for updated information.

My GM Canada (Canada) — www.gm.ca

My GM Canada is a password-protected section of www.gm.ca where you can save information on GM vehicles, get personalized offers, and use handy tools and forms with greater ease.

Here are a few of the valuable tools and services you will have access to:

- **My Showroom:** Find and save information on vehicles and current offers in your area.
- **My Dealers/Retailers:** Save details such as address and phone number for each of your preferred GM dealers/retailers.

- **My Driveway:** Access quick links to parts and service estimated, check trade-in values, or schedule a service appointment by adding the vehicles you own to your driveway profile.
- **My Preferences:** Manage your profile and use tools and forms with greater ease.

To register your vehicle, visit My GM Canada within www.gmcanada.com.

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

Now that you are the owner of a new General Motors vehicle, you also have membership in General Motors **round-the-clock**, year-round Roadside Assistance Program.

It is one of the most comprehensive owner satisfaction programs in the industry — an important added benefit of ownership. And it is in effect for passenger cars, light duty trucks and vans for 5 years or 160 000 kilometres, whichever comes first.

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

Please consult your dealer or your owner manual for details.

34 Courtesy Transportation Program

If your vehicle requires warranty repairs during the 5 year/160 000 kilometres (8 year/160 000 kilometres for the Tahoe/Yukon Two-mode Hybrid, Silverado/Sierra Two-mode Hybrid and the Malibu Hybrid vehicles) coverage period, alternate transportation and/or reimbursement of certain transportation expenses may be available under the Courtesy Transportation Program. Several transportation options are available. Consult your dealer or refer to the owner manual for details.

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

 **NOTES**

 **NOTES**

EA11-003

GM

12-9-2011

ATT_1

GM 12-9-2011, ATT_1, Q_19

E2

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

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

Owner's Name:


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:



The logo consists of a square emblem on the left containing the letters 'GM' above a horizontal line, and a black rectangular box on the right containing the words 'Protection' and 'Plan' in a white, italicized, sans-serif font, stacked vertically.

2157496

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

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2010 Chevrolet Limited Warranty and Owner Assistance Information

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GM's Commitment

GM is committed to assuring satisfaction with your new vehicle.

Your dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

Owner Assistance

The dealer is best equipped to provide all your vehicle's service needs. Should you ever encounter a problem that is not resolved during or after the limited warranty period, talk to a member of dealer management. Under certain circumstances, GM and/or GM dealers may provide assistance after the limited warranty

period has expired when the problem results from a defect in material or workmanship. These instances will be reviewed on a case-by-case basis. If the issue has not been resolved to your satisfaction, follow the *Customer Satisfaction Procedure on page 30*.

We thank you for choosing GM.

GM Participation in an Alternative Dispute Resolution Program

See *Customer Satisfaction Procedure on page 30* for information on the voluntary, non-binding Alternative Dispute Resolution Program in which GM participates.

Warranty Service – United States and Canada

The selling dealer has invested in the proper tools, training and parts inventory to ensure that any necessary warranty repairs can be made. GM requests that the vehicle be returned to the selling dealer for warranty repairs. In the event of an emergency repair, an authorized GM dealer can make the warranty repairs, however, not all dealers may be able to perform the repair due to the special tool and training requirements. If a dealer is unable to repair the vehicle, contact the *Customer Assistance Offices on page 35*. If you are unable to return to the selling dealer, contact a dealer that sells the vehicle's brand in the United States or Canada for warranty service.

2 Warranty Coverage at a Glance

The warranty coverages are summarized below.

New Vehicle Limited Warranty

Bumper-to-Bumper (Includes Tires)

- Coverage is for the first 3 years or 36,000 miles, whichever comes first.

Powertrain

- Coverage is for the first 5 years or 100,000 miles, whichever comes first.

Sheet Metal

- Corrosion coverage is for the first 3 years or 36,000 miles, whichever comes first.
- Rust-through coverage is for the first 6 years or 100,000 miles, whichever comes first.

Emission Control System Warranty

For light duty trucks, see How to Determine the Applicable Emissions Control Systems Warranty under *Emission Control Systems Warranty on page 19* for more information.

Federal

- Gasoline Engines
 - Defects and performance for cars and light duty truck emission control systems are covered for the first 2 years or 24,000 miles, whichever comes first. From the first 2 years or 24,000 miles to 3 years or 36,000 miles defects in material or workmanship continue to

be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage explained previously. Specified major components are covered for the first 8 years or 80,000 miles, whichever comes first.

- Defects and performance for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
- 6.6L DURAMAX[®] Diesel Engines are covered for the first 5 years or 50,000 miles, whichever comes first.

California

- Gasoline Engines
 - Defects and performance for cars and trucks with light duty or medium duty emission control systems are covered for the first 3 years or 50,000 miles, whichever comes first.
 - Specified components for cars or light duty trucks equipped with light duty or medium duty truck emission control systems are covered for the first 7 years or 70,000 miles, whichever comes first.

- 6.6L DURAMAX® Diesel Engines
 - Defects and performance for the emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
 - Specified components for the emission control system are covered for the first 7 years or 70,000 miles, whichever comes first.

Important: Some California emission vehicles may have special coverages longer than those listed here. See “California Emission Control System Warranty” under *Emission Control Systems Warranty* on page 19.

Noise Emissions

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

4 New Vehicle Limited Warranty

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

What Is Covered

Warranty Applies

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

Repairs Covered

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. Needed repairs will be performed using new or remanufactured parts.

No Charge

Warranty repairs, including towing, parts, and labor, will be made at no charge.

Obtaining Repairs

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

Warranty Period

The warranty period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the coverage period.

Bumper-to-Bumper Coverage

The complete vehicle is covered for 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.

Powertrain Component Warranty Coverage

The powertrain is covered for 5 years or 100,000 miles, whichever comes first, except for other coverages listed here under "What is Covered" and those items listed under "What is Not Covered" later in this section.

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

Exclusions: Excluded from the powertrain coverage are sensors, wiring, connectors, engine radiator, coolant hoses, coolant and heater core. Coverage on the engine cooling system begins at the inlet to the water pump and ends with the thermostat housing and/or outlet that attaches to the return hose. Also excluded is the entire pressurized fuel system (in-tank fuel pump, pressure lines, fuel rail(s), regulator, injectors and return line) as well as the Engine/Powertrain Control Module and/or module programming.

Transmission/Transaxle Coverage includes: All internally lubricated parts, case, torque converter, mounts, seals and gaskets as well as any electrical components internal to the transmission/transaxle. Also covered are any actuators directly connected to the transmission (slave cylinder, etc.).

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

Transfer Case Coverage includes: All internally lubricated parts, case, mounts, seals and gaskets as well as any electrical components internal to the transfer case. Also covered are any actuators directly connected to the transfer case as well as encoder motor.

Exclusions: Excluded from the powertrain coverage are transfer case cooling lines, hoses, radiator, sensors, wiring, electrical connectors as well as the transfer case control module and/or module programming.

Drive Systems Coverage includes:

All internally lubricated parts, final drive housings, axle shafts and bearings, constant velocity joints, propeller shafts and universal joints. All mounts, supports, seals, gaskets as well as any electrical components internal to the drive axle. Also covered are any actuators directly connected to the drive axle (i.e.: front differential actuator, etc.).

Exclusions: Excluded from the powertrain coverage are all wheel bearings, drive wheel front and rear hub bearings, locking hubs, drive system cooling, lines, hoses, radiator, sensors, wiring and electrical connectors related to drive systems as well as any drive system control module and/or module programming.

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Tire Coverage

The tires supplied with your vehicle are covered against defects in material or workmanship under the Bumper-to-Bumper coverage. Any tire replaced will continue to be warranted for the remaining portion of the Bumper-to-Bumper coverage period.

Following expiration of the Bumper-to-Bumper coverage, tires may continue to be covered under the tire manufacturer's warranty. Review the tire manufacturer's warranty booklet or consult the tire manufacturer distributor for specific details.

Accessory Coverages

All GM parts and 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 (Bumper-to-Bumper, Powertrain, etc.) of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery, or are replaced under the New Vehicle Limited Warranty, they will be covered, parts and labor, for the balance of the applicable portion of the New Vehicle Limited Warranty, but in no event less than 12 months/12,000 miles.

GM accessories sold over-the-counter, or those not requiring installation, will continue to receive the standard GM Dealer Parts Warranty of 12 months from the date of purchase, parts only.

GM Licensed Accessories are covered under the accessory-specific manufacturer's warranty and are not warranted by GM or its dealers.

Notice: 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.**

Sheet Metal Coverage

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

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

Rust-Through: Any body sheet metal panel that rusts through, an actual hole in the sheet metal, is covered for up to 6 years or 100,000 miles, whichever comes first.

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

Towing

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

6.6L DURAMAX® Diesel Engine Coverage

For trucks equipped with a 6.6L DURAMAX® Diesel Engine, the diesel engine, except those items listed under “What Is Not Covered” later in this section, is covered for 5 years or 100,000 miles, whichever comes first. For additional information, refer to *Things to Know About the New Vehicle Limited Warranty on page 13*. Also refer to the appropriate emission control system warranty for possible additional coverages.

What Is Not Covered

Tire and Wheel Damage or Wear

Normal tire wear or wear-out is not covered. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb impact, or from other objects and tire wear due to misalignment beyond the maintenance period is not covered. Also, damage from improper inflation, spinning, as when stuck in mud or snow, tire chains, racing, improper mounting or dismounting, misuse, negligence, alteration, 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 and/or squeaks and rattles. Therefore, any damage caused by the bedliner is not covered under the terms of the New Vehicle Limited Warranty.

Damage Due to Accident, Misuse, or Alteration

The New Vehicle Limited Warranty does not cover damage caused as the result of any of the following:

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the owner manual.

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- Alteration, modification, or tampering to the vehicle, including, but not limited to the body, chassis, powertrain, driveline, or other components after final assembly by GM.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.
- Installation of non-GM (General Motors) parts
- Water or fluid contamination
- Damage resulting from hail, floods, windstorms, lightning and other environmental conditions
- Alteration of glass parts by application of tinting films

Important: This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or otherwise considered a total loss.

Damage or Corrosion Due to Environment, Chemical Treatments, or Aftermarket Products

Damage caused by airborne fallout, rail dust, salt from sea air, salt or other materials used to control road conditions, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered. See “Chemical Paint Spotting” under *Things to Know About the New Vehicle Limited Warranty on page 13*.

Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain proper fluids, or maintain fluids between recommended maintenance intervals, fuel, lubricants, or refrigerants recommended in the owner manual is not covered.

Damage Due to Contaminated or Poor Quality Fuel

Poor fuel quality or incorrect fuel may cause driveability problems such as hesitation, lack of power, stall, or no start. It may also render gauges inoperable or degrade functionality for components such as spark plugs, oxygen sensors, and the catalytic converter. Damage from poor fuel quality, water contamination, incorrect diesel fuel or gasoline may not be covered.

It is recommended that gasoline meet specifications which were developed by automobile manufacturers around the world and contained in the World-Wide Fuel Charter which is available from the Alliance of Automobile Manufacturers at www.autoalliance.org/fuel_charter.htm. Gasoline meeting these specifications could provide improved driveability and emission control system performance compared to other gasoline.

Please refer to your Owner Manual under “Fuel”, for additional recommendations, including the use of TOP TIER Detergent Gasoline. Additional information can also be found at: www.toptiergas.com/index.html.

Damage Due to Impact, Use, or the Environment

Windshield or glass cracks, chips or scratches due to impact are not covered. Windshield cracks will be covered for the first 12 months, regardless of mileage if caused by defects in material or workmanship.

Lights, lens, mirrors, paint, grill, moldings and trim are not covered for cracks, chips, scratches, dents, dings and punctures or tears as a result of impact with other objects or road hazards. In addition, cracks, chips, scratches or other damage to the face of a radio or instrument cluster from impact or foreign objects is not covered.

Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the owner manual are the owner’s expense. Vehicle lubrication, cleaning, or polishing are not covered. Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

Items such as:

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

- Tire Rotation
- Wheel Alignment/Balance **
- Wiper Inserts

are covered up to the first maintenance inspection period outlined in the Owner Manual. Any replacement at the time of, or beyond the maintenance inspection period is considered maintenance, and is not covered as part of the New Vehicle Limited Warranty. The New Vehicle Limited Warranty only covers components when replacement or repair of these components is the result of a defect in material or workmanship.

* Consumable battery covered up to 12 months only.

** Maintenance items after 7,500 miles.

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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

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

GM does not authorize any person to create for it any other obligation or liability in connection with these vehicles.

Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of this written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. GM shall not be liable for incidental or consequential damages, such as, but not limited to, lost wages or vehicle rental expenses, resulting from breach of this written warranty or any implied warranty.*

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

Hybrid Specific Warranty

For vehicles sold in the United States, in addition to the Bumper-to-Bumper Coverage described previously, General Motors will warrant certain Hybrid components for each Chevrolet Tahoe Two-mode Hybrid, Chevrolet Silverado Two-mode Hybrid, and Chevrolet Malibu Hybrid (hereafter referred to as Hybrid) for 8 years or 160 000 kilometers, (100,000 miles), whichever comes first, from the original in-service date of the vehicle, against warrantable repairs to the specific Hybrid components of the vehicle.

For vehicles sold in Canada, in addition to the Base Warranty Coverage described in the GM Canadian Limited Warranty, Maintenance and Owner Assistance booklet, General Motors of Canada Limited will warrant certain Hybrid components for each Chevrolet Tahoe Two-mode Hybrid, Chevrolet Silverado Two-mode Hybrid, and Chevrolet Malibu Hybrid (hereafter referred to as Hybrid) for 8 years or 160,000 kilometers (100,000 miles), whichever comes first, from the original in-service date of the vehicle, against warrantable repairs to the specific Hybrid components of the vehicle.

This warranty is for Hybrid vehicles registered in the United States or Canada, and normally operated in the United States or Canada respectively. In addition to the initial owner of the vehicle, the coverage

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

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

For Hybrid owners requiring more comprehensive coverage than that provided under this Hybrid warranty, a GM Protection Plan may be available. See your Chevrolet dealer for more details.

What is Covered

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

Towing

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

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Malibu Hybrid Coverage

Hybrid Components

The energy storage control module and components including the Hybrid NiMH batteries, Hybrid battery disconnect, and Hybrid battery cooling fan.

Starter Generator Unit

The starter generator unit, starter generator control module, starter generator control module coolant pump, and 3-phase cable assembly.

Other Hybrid Components

The 42-volt cable assembly, auxiliary transmission pump, and cabin heater coolant pump.

Chevrolet Tahoe and Silverado Two-mode Hybrid Coverage

Transmission

Hybrid transmission assembly and internal components, including the transmission auxiliary fluid pump, transmission auxiliary pump controller, and 3-phase transmission cables.

Brakes

Brake Modulator Assembly

Other Hybrid Components

Hybrid Battery

The 300-volt electrical system includes:

- Hybrid High Voltage Wiring
- Hybrid Control Modules
- Transmission Power Inverter Module (TPIM)
- Accessory Power Module (APM)

What is Not Covered

In addition to the "What is Not Covered" section previously, this Hybrid warranty does not cover the following items:

Wear Items

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

Maintenance

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

- Brake Pads/Linings
- Coolants and Fluids
- Filters

Warranty Repairs – Component Exchanges

In the interest of customer satisfaction, GM 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 which may be new, remanufactured, reconditioned, or repaired, depending on the component involved.

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

Warranty Repairs – Recycled Materials

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

Tire Service

Any authorized Chevrolet or tire dealer for your brand of tires can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, contact Chevrolet Customer Assistance Center. The toll-free telephone numbers are listed under *Customer Assistance Offices on page 35*.

6.6L DURAMAX® Diesel Engine Components

For trucks equipped with a 6.6L Duramax® Diesel Engine, the complete engine assembly, including turbocharger components, is covered for defects in material or workmanship for 5 years or 100,000 miles, whichever comes first.

- Cylinder block and heads and all internal parts, intake and exhaust manifolds, timing gears, timing gear chain or belt and cover, flywheel, harmonic balancer, valve covers, oil pan, oil pump, water pump, fuel pump, engine mounts, seals, and gaskets
- Diesel Fuel Metering System: injection pump, nozzles, high pressure lines, and high pressure sealing devices

14 Things to Know About the New Vehicle Limited Warranty

- Glow Plug Control System: control/glow plug assembly, glow plugs, cold advance relay, and Engine Control Module (ECM)
- Fuel injection control module, integral oil cooler, transmission adapter plate, left and right common fuel rails, fuel filter assembly, fuel temperature sensor, and function block

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

Aftermarket Engine Performance Enhancement Products and Modifications

Some aftermarket engine performance products and modifications promise a way to increase the horsepower and torque levels of your vehicle's powertrain.

You should be aware that these products may have detrimental effects on the performance and life of the engine, exhaust emission system, transmission, and drivetrain. The Duramax[®] Diesel Engine, Allison Automatic Transmission[®], and drivetrain have been designed and built to offer industry leading durability and performance in the most demanding applications. Engine power enhancement products may enable the engine to operate at horsepower and torque levels that could damage, create failure, or reduce the life of the engine, engine emission system, transmission, and drivetrain. Damage, failure, or reduced life of the engine, transmission, emission system, drivetrain or other vehicle components caused by aftermarket engine performance enhancement products or modifications may not be covered under your vehicle warranty.

After-Manufacture "Rustproofing"

Your vehicle was designed and built to resist corrosion. Application of additional rust-inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. GM makes no recommendations concerning the usefulness or value of such products.

Application of after-manufacture rustproofing products may create an environment which reduces the corrosion resistance built into your vehicle. Repairs to correct damage caused by such applications are not covered under your New Vehicle Limited Warranty.

Paint, Trim, and Appearance Items

Defects in paint, trim, upholstery, or other appearance items are normally corrected during new vehicle preparation. If you find any paint or appearance concerns, advise your dealer as soon as possible. Your owner manual has instructions regarding the care of these items.

Vehicle Operation and Care

Considering the investment you have made in your Chevrolet, we know you will want to operate and maintain it properly. We urge you to follow the maintenance instructions in your owner manual.

If you have questions on how to keep your vehicle in good working condition, see your Chevrolet dealer,

the place many customers choose to have their maintenance work done. You can rely on your Chevrolet dealer to use the proper parts and repair practices.

Maintenance and Warranty Service Records

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

A "Maintenance Record" is provided in the maintenance schedule section of the owner manual for recording services performed.

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

Chemical Paint Spotting

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and adhere to painted surfaces on your vehicle. This damage can take two forms: blotchy, ring-shaped discolorations, and/or small irregular dark spots etched into the paint surface.

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

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Warranty Coverage – Extensions

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

Mileage Extensions: Prior to delivery, some mileage is put on your vehicle during testing at the assembly plant, during shipping, and while at the dealer facility.

The dealer records this mileage on the first page of this warranty booklet at delivery. For eligible vehicles, this mileage will be added to the mileage limits of the warranty ensuring that you receive full benefit of the coverage. Mileage extension eligibility:

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

Touring Owner Service – Foreign Countries

If you are touring in a foreign country and repairs are needed, take your vehicle to a GM dealer facility, preferably one which sells and services Chevrolet vehicles. Once you return to the United States, provide your dealer with a statement of circumstances, the original repair order, proof of ownership, and any paid receipt indicating the work performed and parts replaced for reimbursement consideration.

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

Warranty Service – Foreign Countries

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

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

Original Equipment Alterations

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

Additionally, General Motors does not warranty non-GM parts and/or calibrations. The use of parts and/or control module calibrations 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 and/or control module calibration.

The only exception is that non-GM parts labeled “Certified to EPA Standards” are covered by the Federal Emissions Performance Warranty.

Recreation Vehicle and Special Body or Equipment Alterations

Installations or alterations to the original equipment vehicle, or chassis, as manufactured and assembled by GM, are not covered by this warranty. The special body company, assembler, or equipment installer is solely responsible for warranties on the body or equipment and any alterations to any of the parts, components, systems, or assemblies installed by GM. Examples include, but are not limited to, special body installations, such as recreational vehicles, the installation of any non-GM part, cutting, welding, or the disconnecting of original equipment vehicle or chassis parts and components, extension of wheelbase, suspension and driveline modifications, and axle additions.

18 Things to Know About the New Vehicle Limited Warranty

Pre-Delivery Service

Defects in the mechanical, electrical, sheet metal, paint, trim, and other components of your vehicle may occur at the factory or while it is being transported to the dealer facility. Normally, any defects occurring during assembly are identified and corrected at the factory during the inspection process. In addition, dealers inspect each vehicle before delivery. They repair any uncorrected factory defects and any transit damage detected before the vehicle is delivered to you.

Any defects still present at the time the vehicle is delivered to you are covered by the warranty. If you find any defects, advise your dealer without delay. For further details concerning any repairs which the dealer may have made prior to you taking delivery of your vehicle, ask your dealer.

Production Changes

GM and GM dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

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

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

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

The emission warranty on your vehicle is issued in accordance with the U.S. Federal Clean Air Act. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

What Is Covered

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

How to Determine the Applicable Emissions Control System Warranty

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

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

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

Federal Emission Control System Warranty

Federal Warranty Coverage

- Car or Light Duty Truck with a Gross Vehicle Weight Rating (GVWR) of 8,500 lbs. or less
 - 2 years or 24,000 miles and 8 years or 80,000 miles for the catalytic converter, vehicle/powertrain control module, transmission control module or other onboard emissions diagnostic device, including emission-related software, whichever comes first.
- Light Duty Truck equipped with Heavy Duty Gasoline Engine and with a Gross Vehicle Weight Rating (GVWR) greater than 8,500 lbs.
 - 5 years or 50,000 miles, whichever comes first.

20 Emission Control Systems Warranty

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

Federal Emission Defect Warranty

GM warrants to the owner the following:

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

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

Federal Emission Performance Warranty

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

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

- The vehicle fails an EPA-approved I/M test during the emission warranty period.
- The failure results, or will result, in the owner of the vehicle having to bear a penalty or other sanctions, including the denial of the right to use the vehicle, under local, state, or federal law.

GM warrants that your dealer will replace, repair, or adjust to GM specifications, at no charge to you, any of the parts listed under the *Emission Warranty Parts List on page 24*, which may be necessary to conform to the applicable emission standards. Non-GM parts labeled "Certified to EPA Standards" are covered by the Federal Emission Performance Warranty.

California Emission Control System Warranty

This section outlines the emission warranty that GM provides for your vehicle in accordance with the California Air Resources Board. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

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

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

*** Important:** Connecticut, Maine, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington have California Emissions Warranty coverage. (New York adopted California emission standards, but not the California Emissions Warranty. The Federal Emissions Control Warranty applies to all non-PZEV vehicles in New York.)

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

Important: California, Connecticut, Maine, Massachusetts, New Jersey, New York, Rhode Island, and Vermont have PZEV Emission Warranty Coverage.

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

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

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

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California Emission Defect and Emission Performance Warranty Coverage

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

- For 3 years or 50,000 miles (5 years or 50,000 miles for Duramax Diesel), whichever comes first:
 - If your vehicle fails a smog check inspection, GM will make all necessary repairs and adjustments to ensure that your vehicle passes the inspection. This is your Emission Control System Performance Warranty.
 - If any emission related part on your vehicle is defective, GM will repair or replace it. This is your Short-term Emission Defects Warranty.
- For 7 years or 70,000 miles, whichever comes first:
 - If an emission related part listed in this booklet specially noted with coverage for 7 years or 70,000 miles is defective, GM will repair or replace it. This is your Long-term Emission Control System Defects Warranty.
- For 8 years or 80,000 miles, whichever comes first:
 - If the catalytic converter, vehicle powertrain control module, transmission control module or other onboard emissions diagnostic device, including emission related software, is found to be defective, GM will repair or replace it under the Federal Emission Control System Warranty.
- For 8 years or 100,000 miles, whichever comes first for California Low Emission Vehicle 2 (LEV2) vehicles equipped with option code NUA:
 - If an emission related part listed in this booklet specially noted with 7 years/70,000 miles or 8 years/80,000 miles is defective, GM will repair or replace it. This is your Long-term Emission Control System Defect Warranty.
- For 15 years or 150,000 miles, whichever comes first for a Partial Zero Emission Vehicle (PZEV):
 - If any emission related part* listed in this booklet is defective, GM will repair or replace it. This is your (PZEV) Emission Control System Defects Warranty.

* PZEV Hybrid Batteries are covered for 10 years or 150,000 miles, whichever comes first.

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

The applicable warranty period shall begin on the date the vehicle is delivered to the first retail purchaser or, if the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail, on the date the vehicle is placed in such service.

Owner's Warranty Responsibilities

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

You are responsible for presenting your vehicle to a GM dealer selling your vehicle line as soon as a problem exists. The warranted repairs should be completed in a reasonable amount of time, not to exceed 30 days.

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

If you have any questions regarding your rights and responsibilities under these warranties, you should contact the Customer Assistance Center at 1-800-222-1020 or, in California, write to:

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

24 Emission Warranty Parts List

The emission parts listed here are covered under the Emission Control System Warranty. The terms are explained in the *Emission Control Systems Warranty on page 19* under “Federal Emission Control System Warranty” and the “California Emission Control System Warranty”.

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

- (*) 7 years/70,000 miles, whichever comes first, California Emission Control System Warranty coverage.
- (**) 8 years/80,000 miles, whichever comes first, Federal Emission Control System Warranty coverage. (Also applies to California certified light duty and medium duty vehicles.)
- (*) and (**) are 8 years/100,000 miles, whichever comes first, for California LEV2 vehicles equipped with option code NUA.

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

The Emission Control System Warranty obligations do not apply to conditions resulting from tampering, abuse, neglect, or improper maintenance; or any other item listed under “What Is Not Covered” under *New Vehicle Limited Warranty on page 4*. The “Other Terms” presented under *New Vehicle Limited Warranty on page 4* also apply to the emission related warranties.

Powertrain Control System

ABS Control Module **
 Camshaft Position Actuator *
 Camshaft Position Actuator Valve
 Coolant Level Sensor

Data Link Connector
 Engine Control Module (ECM) **
 Engine Coolant Temperature Sensor
 Fuel Control Module **
 Intake Air Temperature Sensor
 Malfunction Indicator Lamp
 Manifold Absolute Pressure Sensor
 Mass Air Flow Sensor
 Oil Pressure Sensor Active Fuel Management™ (AFM) only
 Oxygen Sensor(s)
 Powertrain Control Module (PCM) **
 Throttle Position Sensor
 Vehicle Control Module (VCM) **
 Vehicle Speed Sensor
 Wheel Speed Sensor

Transmission Controls and Torque Management

GMLAN (CAN) Communications Circuit
 Manual Transmission Clutch Switch
 Park/Neutral Switch
 Torque Converter Clutch Solenoids
 Torque Converter Clutch Switch
 Transmission Control Module **
 Transmission Fluid Temperature Sensor
 Transmission Gear Selection Switch (Diesel)
 Transmission Internal Mode Switch
 Transmission Pressure Control Solenoids
 Transmission Pressure Switches
 Transmission Shift Solenoids (7/70 Only Cobalt, G5, HHR *)

Transmission Speed Sensor (Input) *

Transmission Speed Sensor (Output)

Fuel Management System

Common Rail Assembly (6.6L DURAMAX® Diesel) *
 Diesel Fuel Injection Pump *
 Diesel Fuel Injector Control Module – EDU (6.6L DURAMAX® Diesel) *
 Direct Fuel Injector Assembly (6.6L DURAMAX® Diesel) *
 Fuel Injector
 Fuel Pressure Regulator
 Fuel Pressure Sensor
 Fuel Rail Assembly *
 Fuel Temperature Sensor
 Function Block (6.6L DURAMAX® Diesel)
 High Pressure Fuel Pump (SIDI) *

Air Management System

Air Cleaner
 Air Cleaner Resonator
 Air Intake Ducts
 Charge Air Control Actuator
 Charge Air Control Solenoid Valve
 Charge Air Control Valve
 Charge Air Cooler *
 Charge Air Cooler Fan
 Idle Air Control Valve
 Idle Speed Control Motor
 Intake Air Heater
 Intake Manifold *
 Intake Manifold Gasket (7/70 Only 6.6L DURAMAX® Diesel and Impala with 3.5L or 3.9L *)
 Intake Manifold Heater
 Intake Manifold Tuning Valve
 Supercharger Assembly *

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Throttle Body * (Replacement Only)

Throttle Body Heater

Turbocharger Assembly *

Turbocharger Boost Sensor

Turbocharger Oil Separator

Vacuum Pump
(6.6L DURAMAX® Diesel)

Ignition System

Camshaft Position Sensor(s)

Crankshaft Position Sensor(s)

Glow Plug(s) (Diesel)

Glow Plug Controller (Diesel)

Ignition Coil(s)

Ignition Control Module

Knock Sensor

Spark Plug Wires

Spark Plugs

Catalytic Converter System

Catalytic Converter(s) and Muffler if attached as assembly * **

Diesel Exhaust Temperature and Pressure Sensors

Diesel Particulate Filter (DPF) *

Diesel Exhaust (DPF) Indirect Fuel Injector

Diesel Exhaust Emission Reduction Fluid Injector

Diesel Exhaust Emission Reduction Fluid Tank

Diesel Exhaust NOx Sensors

Exhaust Manifold (7/70 Only
Corvette 7.0L, Equinox and
Torrent with 3.4L, DTS, STS,
and Lucerne with 4.6L, XLR,
Impala and Lacrosse with
5.3L right bank *)

Exhaust Manifold with Catalytic Converter attached as assembly * **

Exhaust Manifold Gasket

Exhaust Pipes and/or Mufflers
(when located between catalytic converters and exhaust manifold)

Positive Crankcase Ventilation (PCV) System

Oil Filler Cap

PCV Filter

PCV Oil Separator

PCV Valve

Exhaust Gas Recirculation (EGR) System

EGR Feed and Delivery Pipes or Cast-in Passages

EGR Valve (7/70 Only Express and Savana with 6.6L DURAMAX® Diesel *)

EGR Valve Cooler
(6.6L DURAMAX® Diesel) *

EGR Vacuum Pump Assembly
(6.6L DURAMAX® Diesel)

Emission Warranty Parts List 27

Secondary Air Injection System

Air Pump
Check Valves

Evaporative Emission Control System (Gasoline Engines)

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

Hybrid

Auxiliary Transmission Fluid Pump *
Battery Cooling Fan
Battery Pack Control Module (BPCM) **

Battery Pack Current Sensor
Brake Pedal Travel Sensor
Drive Motors A and B *
Drive Motor A and B Resolvers *
Drive Motor/Generator Control Module (DMCM - HCP, MCPA, MCPB) **
Electro-Hydraulic Brake Control Module (EBCM) **
Energy Storage Control Module **
Fuel Filler Pipe Adapter Seal
Hybrid Batteries *
Hybrid Battery Temperature Sensors
Hybrid Battery Voltage Sensors
SGCM Coolant Circuit (fan and fan relay and pump)
Starter Generator *
Starter Generator Control Module (SGCM) **
Transmission Friction Elements *
Transmission Substrate Temperature Sensor

Miscellaneous Items Used with Above Components are Covered

Belts
Boots
Clamps
Connectors
Ducts
Fittings
Gaskets
Grommets
Hoses
Housings
Mounting Hardware
Pipes
Pulleys
Sealing Devices
Springs
Tubes
Wiring and Relays

28 Emission Warranty Parts List

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

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

Replacement Parts

The emission control systems of your vehicle were designed, built, and tested using genuine GM parts* and the vehicle is certified as being in conformity with applicable federal and California emission requirements. **Accordingly, it is recommended that any replacement parts used for maintenance or for the repair of emission control systems be new, genuine GM parts.**

The warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-genuine GM parts for replacement purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emission control systems.

If other than new, genuine GM parts are used for maintenance replacements or for the repair of parts affecting emission control, the owner should assure himself/herself that such parts are warranted by their manufacturer to be equivalent to genuine GM parts in performance and durability.

* "Genuine GM parts", when used in connection with GM vehicles, means parts manufactured by or for GM, designed for use on GM vehicles, and distributed by any division or subsidiary of GM.

Maintenance and Repairs

Maintenance and repairs can be performed by any qualified service outlet; however, warranty repairs must be performed by an authorized dealer except in an emergency situation when a warranted part or a warranty station is not reasonably available to the vehicle owner.

In an emergency, where an authorized dealer is not reasonably available, repairs may be performed at any available service establishment or by the owner, using any replacement part. Chevrolet will consider reimbursement for the expense incurred, including diagnosis, not to exceed the manufacturer's suggested retail price for all warranted parts replaced and labor charges based on Chevrolet's recommended time allowance for the warranty repair and the geographically appropriate labor rate. A part not being available within 10 days or a repair not being completed within 30 days constitutes

an emergency. Retain receipts and failed parts in order to receive compensation for warranty repairs reimbursable due to an emergency.

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

Receipts and records covering the performance of regular maintenance or emergency repairs should be retained in the event questions arise concerning maintenance. These receipts and records should be transferred to each subsequent owner. GM will not deny warranty coverage solely on the absence of maintenance records. However, GM may deny a warranty claim if a failure to perform scheduled maintenance resulted in the failure of a warranty part.

Claims Procedure

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

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

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

In the event a warranty matter is not handled to your satisfaction, refer to the *Customer Satisfaction Procedure on page 30*.

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

Manager, Certification
and Compliance
Division (6405J)
Warranty Claims
Environmental Protection Agency
Ariel Rios Building
1200 Pennsylvania Avenue, N.W.
Washington, DC 20460

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

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

30 Customer Satisfaction Procedure

Your satisfaction and goodwill are important to your dealer and to Chevrolet. Normally, any concerns with the sales transaction or the operation of your vehicle will be resolved by your dealer's sales or service departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your concern has not been resolved to your satisfaction, the following steps should be taken:

STEP ONE: Discuss your concern with a member of dealer management. Normally, concerns can be quickly resolved at that level. If the matter has already been reviewed with the sales, service, or parts manager, **contact the owner of the dealer facility** or the general manager.

STEP TWO: If after contacting a member of dealer management, it appears your concern cannot be resolved by the dealer without further help **contact the Chevrolet Customer Assistance Center** by calling 1-800-222-1020. In Canada, contact GM of Canada Central Office by calling 1-800-263-3777: English, or 1-800-263-7854: French.

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

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

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

- The dealer name and location
- The vehicle delivery date and present mileage

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

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

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

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

BBB Auto Line Program
Council of Better Business
Bureaus, Inc.
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1804
1-800-955-5100
www.dr.bbb.org/goauto

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

32 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, GM requires that you first provide us with written notification of any service difficulty you have experienced so that we have an opportunity to make any needed repairs before you are eligible for the remedies provided by these laws. The address for written notification, is in *Customer Assistance Offices* on page 35.

Warranty Information for California Only 33

California Civil Code Section 1793.2(d) requires that, if GM or its representatives are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranties after a reasonable number of attempts, GM shall either replace the new motor vehicle or reimburse the buyer the amount paid or payable by the buyer. California Civil Code Section 1793.22(b) creates a presumption that 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 agents AND the buyer or lessee has directly notified GM of the need for the repair of the nonconformity.
- The same nonconformity has been subject to repair four or more times by GM or its agents AND the buyer has notified GM of the need for the repair of the nonconformity.
- The vehicle is out of service by reason of repair nonconformities by GM or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

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

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

Fax Number: 1-866-962-2868

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

34 Special Coverage Adjustment Programs Beyond the Warranty Period

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

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

United States

Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

www.Chevrolet.com
1-800-222-1020
1-800-833-2438 (For Text Telephone devices (TTYs))

Roadside Assistance:
1-800-CHEV-USA (243-8872)

From Puerto Rico:
1-800-496-9992 (English)
1-800-496-9993 (Spanish)

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

Canada

Customer Communication Centre, CA1-163-005
General Motors of Canada Limited
1908 Colonel Sam Drive
Oshawa, Ontario L1H 8P7

1-800-263-3777 (English)
1-800-263-7854 (French)
1-800-263-3830 (For Text Telephone devices (TTYs))
Roadside Assistance:
1-800-268-6800

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

General Motors de Mexico, S. de R.L. de C.V.
Customer Assistance Center
Paseo de la Reforma #2740
Col. Lomas de Bezares
C.P., 11910
Mexico, D.F.
01-800-508-0000
Long Distance: 011-52-53 29 0 800

36 Customer Assistance for Text Telephone (TTY) Users

To assist customers who are deaf or hard of hearing and who use Text Telephones (TTYs), Chevrolet has TTY equipment available at its Customer Assistance Center and Roadside Assistance Center.

The TTY for the Chevrolet Customer Assistance Center is:

1-800-833-2438 in the United States
1-800-263-3830 in Canada

The TTY for the Chevrolet Roadside Assistance Center is:

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

Information and services customized for your specific vehicle — all in one convenient place.

- Digital owner manual, warranty information, and more
- Online service and maintenance records
- Find Chevrolet dealers for service nationwide
- Exclusive privileges and offers
- Recall notices for your specific vehicle
- OnStar® and GM Cardmember Services Earnings summaries

Other Helpful Links:

Chevrolet — www.chevrolet.com

Chevrolet Merchandise — www.chevymall.com

Help Center — www.chevrolet.com/helpcenter

- FAQ
- Contact Us

My GM Canada (Canada) — www.gm.ca

My GM Canada is a password-protected section of www.gm.ca where you can save information on GM vehicles, get personalized offers, and use handy tools and forms with greater ease.

Here are a few of the valuable tools and services you will have access to:

- My Showroom: Find and save information on vehicles and current offers in your area.
- My Dealers/Retailers: Save details such as address and phone number for each of your preferred GM dealers/retailers.

- My Driveway: Access quick links to parts and service estimates, check trade-in values, or schedule a service appointment by adding the vehicles you own to your driveway profile.
- My Preferences: Manage your profile and use tools and forms with greater ease.

To sign up, visit the My GM Canada section within www.gm.ca.

38 Roadside Assistance Program

Chevrolet is proud to offer the response, security, and convenience of Chevrolet's 24-hour Roadside Assistance Program for a period of 5 years or 100,000 miles, whichever comes first. Consult your dealer or refer to the owner manual for details. The Chevrolet Roadside Assistance Center can be reached by calling 1-800-CHEV-USA (243-8872).

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

If your vehicle requires warranty repairs during the 5 year/100,000 mile (8 year/100,000 miles) for the Tahoe Two-mode Hybrid, Silverado Two-mode Hybrid and the Malibu Hybrid vehicles) coverage period, alternate transportation and/or reimbursement of certain transportation expenses may be available under the Courtesy Transportation Program. Several transportation options are available. Consult your dealer or refer to the owner manual for details.

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

