



Notice of Service of Process

Transmittal Number: [REDACTED]
Date Processed: 06/27/2024

Primary Contact: [REDACTED]

Entity: [REDACTED]
 Entity ID Number: [REDACTED]
 Entity Served: [REDACTED]
 Title of Action: [REDACTED] vs. [REDACTED]
 Matter Name/ID: [REDACTED] vs. [REDACTED] ([REDACTED])
 Document(s) Type: Summons/Complaint
 Nature of Action: Breach of Warranty
 Court/Agency: [REDACTED]
 Case/Reference No: [REDACTED]
 Jurisdiction Served: [REDACTED]
 Date Served on [REDACTED]: [REDACTED]
 Answer or Appearance Due: [REDACTED]
 Originally Served On: [REDACTED]
 How Served: Personal Service
 Sender Information: Krohn & Moss Ltd ([REDACTED])
 Client Requested Information:
 Year: [REDACTED]
 Make: [REDACTED]
 Model: [REDACTED] ESV
 VIN: [REDACTED]

Notes: Krohn & Moss Ltd, [REDACTED]
 [REDACTED] Location Document Was Served: [REDACTED]

Information contained on this transmittal form is for record keeping, notification and forwarding the attached document(s). It does not constitute a legal opinion. The recipient is responsible for interpreting the documents and taking appropriate action.

To avoid potential delay, please do not send your response to [REDACTED] | [REDACTED]

IN THE CIRCUIT COURT IN AND FOR [REDACTED]

CASE NO. [REDACTED]

PLEASE SERVE:

[REDACTED]
Plaintiff,

[REDACTED]
c/o [REDACTED]

[REDACTED]
Defendant.

[REDACTED]
Certified Process Server ID [REDACTED]
2nd Judicial Circuit Court
[REDACTED]

SUMMONS

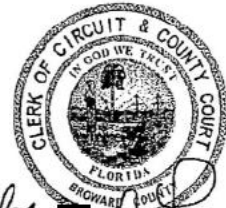
THE STATE OF [REDACTED]:
To [REDACTED] of the State:

YOU ARE COMMANDED to serve this summons, a copy of the complaint or petition in this action, interrogatories, requests for production and requests for admission on defendant [REDACTED]

[REDACTED] required to serve written defenses to the complaint or petition on [REDACTED] plaintiff's attorney, whose address is [REDACTED] within [REDACTED] after service of this summons on that defendant, exclusive of the day of service, and to file the original of the defenses with the clerk of this court either before service on plaintiff's attorney or immediately thereafter. If a defendant fails to do so, a default will be entered against that defendant for the relief demanded in the complaint or petition.

DATED on JUN 21 2024

As Clerk of the Court
By _____
As Deputy Clerk



[REDACTED]
KROHN & MOSS, LTD.

[REDACTED]
SUITE [REDACTED]

[REDACTED]
FBN: [REDACTED]

If you are a person with a disability who needs any accommodation in order to participate in this proceeding, you are entitled, at no cost to you, to the provision of certain assistance. Please contact the [REDACTED] Coordinator, [REDACTED] at least [REDACTED] before your scheduled court appearance, or immediately upon receiving this notification if the time before the scheduled appearance is [REDACTED]. If you have a hearing or voice disability you can contact the court through the [REDACTED] by calling [REDACTED]

████████ Civil Cover Sheet

The civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law. This form shall be filed by the plaintiff or petitioner for the use of the Clerk of Court for the purpose of reporting judicial workload data pursuant to ██████████. (See instructions for completion).

I. CASE STYLE

(Name of Court) ██████████

Plaintiff ██████████

Case #: _____

Judge: _____

vs.

████████████████████

II. AMOUNT OF CLAIM

Please indicate the estimated amount of the claim, rounded to the nearest dollar. ██████████

III. TYPE OF CASE (If the case fits ██████████ of case, select the most definitive category.)
If the most descriptive label is a subcategory (is indented under a broader category), place an x in ██████████ the main category and subcategory boxes.

CIRCUIT CIVIL

- Condominium
- Contracts and indebtedness
- Eminent domain
- Auto negligence
- Negligence—other
 - Business governance
 - Business torts
 - Environmental/Toxic tort
 - Third party indemnification
 - Construction defect
 - Mass tort
 - Negligent security
 - Nursing home negligence
 - Premises liability—commercial
 - Premises liability—residential
 - Products liability
- Real property/Mortgage foreclosure
 - Commercial foreclosure
 - Homestead residential foreclosure
 - Non-homestead residential foreclosure
 - Other real property actions

████████████████████

- Professional malpractice
 - Malpractice – business
 - Malpractice – medical
 - Malpractice – other professional

- Other
 - Antitrust/Trade regulation
 - Business transactions
 - Constitutional challenge – statute or ordinance
 - Constitutional challenge – proposed amendment
 - Corporate trusts
 - Discrimination – employment or other
 - Insurance claims
 - Intellectual property
 - Libel/Slander
 - Shareholder derivative action
 - Securities litigation
 - Trade secrets
 - Trust litigation

- ██████████
- Civil
 - Replevins
 - Evictions
 - Other civil (non-monetary)

- IV. REMEDIES SOUGHT** (check all that apply):
- monetary;
 - non-monetary declaratory or injunctive relief;
 - punitive

V. NUMBER OF CAUSES OF ACTION: (specify)

1- Breach of Warranty Pursuance to the ██████████

VI. IS THIS CASE A CLASS ACTION LAWSUIT?

- yes
- no

VII. HAS NOTICE OF ANY KNOWN RELATED CASE BEEN FILED?

- no
- yes If “yes”, list all related cases by name, case number, and court.

VIII. IS JURY TRIAL DEMANDED IN COMPLAINT?

- yes
- no

I CERTIFY that the information I have provided in this cover sheet is accurate to the best of my knowledge and belief, and that I have read and will comply with the requirements of [REDACTED]

Signature

[REDACTED]

[REDACTED]

(Bar # if attorney)

(type or print name)

Date

FORM [REDACTED] INSTRUCTIONS FOR ATTORNEYS COMPLETING CIVIL COVER SHEET

Plaintiff must file this cover sheet with [REDACTED] filed in the action or proceeding (except small claims cases, probate, or family cases). Domestic and juvenile cases should be accompanied by a completed [REDACTED] [REDACTED] Cover Sheet for Family Court Cases. Failure to file a civil cover sheet in any civil case other than those excepted above may result in sanctions.

I. Case Style. Enter the name of the court, the appropriate case number assigned at the time of filing of the original complaint or petition, the name of the judge assigned (if applicable), and the name (last, first, middle initial) of plaintiff(s) and defendant(s).

II. Amount of Claim. Enter the estimated amount of the claim, rounded to the nearest dollar. The estimated amount of the claim is requested for data collection and clerical processing purposes and is not considered dispositive of the claim.

III. Type of Case. Place an "X" in the appropriate box. If the cause fits [REDACTED] of case, select the most definitive. If the most definitive label is a subcategory (indented under a broader category label, place an "X" in the category and subcategory boxes. Definitions of the cases are provided below in the order they appear on the form.

Circuit Civil

- (A) Condominium - all civil lawsuits pursuant to [REDACTED], [REDACTED], [REDACTED], in which a condominium association is a party.
- (B) Contracts and indebtedness - all contract actions relating to promissory notes and other debts, including those arising from the sale of goods, but excluding contract disputes involving condominium associations.
- (C) Eminent domain - all matters relating to the taking of private property for public use, including inverse condemnation by state agencies, political subdivisions, or public service corporations.
- (D) Auto negligence - all matters arising out of a party's allegedly negligent operation of a motor vehicle.
- (E) Negligence—other - all actions sounding in negligence, including statutory claims for relief on account of death or injury, that are not included in other main categories.
- (F) Business governance - all matters relating to the management, administration, or control of a company.
- (G) Business torts - all matters relating to liability for economic loss allegedly caused by interference with economic or business relationships.

[REDACTED]

Environmental/Toxic tort - all matters relating to claims that violations of environmental regulatory provisions or exposure to a chemical caused injury or disease.

(I) Third party indemnification - all matters relating to liability transferred to a third party in a financial relationship.

(J) Construction defect - all civil lawsuits in which damage or injury was allegedly caused by defects in the construction of a structure.

(K) Mass tort - all matters relating to a civil action involving numerous plaintiffs against [REDACTED] or more defendants.

(L) Negligent security - all matters involving injury to a person or property allegedly resulting from insufficient security.

(M) Nursing home negligence - all matters involving injury to a nursing home resident resulting from negligence of nursing home staff or facilities.

(N) Premises liability—commercial - all matters involving injury to a person or property allegedly resulting from a defect on the premises of a commercial property.

(O) Premises liability—residential - all matters involving injury to a person or property allegedly resulting from a defect on the premises of a residential property.

(P) Products liability - all matters involving injury to a person or property allegedly resulting from the manufacture or sale of a defective product or from a failure to warn.

(Q) Real property/Mortgage foreclosure - all matters relating to the possession, title, or boundaries of real property. All matters involving foreclosures or sales of real property, including foreclosures associated with condominium associations or condominium units. (The amount of claim specified in [REDACTED], of the form determines the filing fee pursuant to [REDACTED].)

(R) Commercial foreclosure - all matters relating to the termination of a business owner's interest in commercial property by a lender to gain title or force a sale to satisfy the unpaid debt secured by the property.

(S) Homestead residential foreclosure - all matters relating to the termination of a residential property owner's interest by a lender to gain title or force a sale to satisfy the unpaid debt secured by the property where the property has been granted a homestead exemption.

(T) Non-homestead residential foreclosure - all matters relating to the termination of a residential property owner's interest by a lender to gain title or force a sale to satisfy the unpaid debt secured by the property where the property has not been granted a homestead exemption.

(U) Other real property actions - all matters relating to land, land improvements, or property rights not involving commercial or residential foreclosure.

(V) Professional malpractice - all professional malpractice lawsuits.

(W) Malpractice—business - all matters relating to a business's or business person's failure to exercise the degree of care and skill that some [REDACTED] in the same line of work would use under similar circumstances.

(X) Malpractice—medical - all matters relating to a doctor's failure to exercise the degree of care and skill that a physician or surgeon of the same medical specialty would use under similar circumstances.

(Y) Malpractice—other professional - all matters relating to negligence of those other than medical or business professionals.

(Z) Other - all civil matters not included in other categories.

(AA) Antitrust/Trade regulation - all matters relating to unfair methods of competition or unfair or deceptive business acts or practices.

(AB) Business transactions - all matters relating to actions that affect financial or economic interests.

(AC) Constitutional challenge—statute or ordinance – a challenge to a statute or ordinance, citing a violation of the [REDACTED].

(AD) Constitutional challenge—proposed amendment – a challenge to a legislatively initiated proposed constitutional amendment, but excluding challenges to a citizen-initiated proposed constitutional amendment because the [REDACTED] has direct jurisdiction of such challenges.

[REDACTED]

(AE) Corporate trusts - all matters relating to the business activities of financial services companies or banks acting in a fiduciary capacity for investors.

(AF) Discrimination—employment or other - all matters relating to discrimination, including employment, sex, race, age, handicap, harassment, retaliation, or wages

(AG) Insurance claims - all matters relating to claims filed with an insurance company.

(AH) Intellectual property - all matters relating to intangible rights protecting commercially valuable products of the human intellect.

(AI) Libel/Slander - all matters relating to written, visual, oral, or aural defamation of character.

(AJ) Shareholder derivative action - all matters relating to actions by a corporation's shareholders to protect and benefit all shareholders against corporate management for improper management.

(AK) Securities litigation - all matters relating to the financial interest or instruments of a company or corporation.

(AL) Trade secrets - all matters relating to a formula, process, device, or other business information that is kept confidential to maintain an advantage over competitors.

(AM) Trust litigation – all civil matters involving guardianships, estates, or trusts and not appropriately filed in probate proceedings.

[REDACTED]

(AN) Civil – all matters involving claims ranging from [REDACTED] through [REDACTED] in damages, exclusive of interest, costs, and attorney fees.

(AO) Replevins – all lawsuits pursuant to [REDACTED], [REDACTED] involving claims [REDACTED].

(AP) Evictions – all matters involving the recovery of possession of leased land or rental property by process of law.

(AQ) Other Civil (non-monetary) – includes all other non-monetary county civil matters that were not described in the other county civil categories.

IV. Remedies Sought. Place an “X” in the appropriate box. If [REDACTED] is sought in the complaint or petition, check all that apply.

V. Number of Causes of Action. If the complaint or petition alleges [REDACTED] of action, note the number and the name of the cause of action.

VI. Class Action. Place an “X” in the appropriate box.

VII. Related Cases. Place an “X” in the appropriate box.

VIII. Is Jury Trial Demanded In Complaint? Check the appropriate box to indicate whether a jury trial is being demanded in the complaint

ATTORNEY OR PARTY SIGNATURE. Sign the civil cover sheet. Print legibly the name of the person signing the civil cover sheet. Attorneys must include a [REDACTED] number. Insert the date the civil cover sheet is signed. Signature is a certification that the filer has provided accurate information on the civil cover sheet.

[REDACTED]

IN THE CIRCUIT COURT IN AND FOR

██████████, ██████████

CASE NO.

██████████,

Plaintiff,

v.

██████████,

Defendant.

COMPLAINT AND WRITTEN DISCOVERY REQUESTS

NOW COMES Plaintiff, ██████████, by and through Plaintiff's attorneys, KROHN & MOSS, LTD., and for Plaintiff's Complaint against Defendant, ██████████, alleges and affirmatively states as follows:

PARTIES

1. Plaintiff, ██████████ ("Plaintiff"), is an individual who was at all times relevant hereto residing in the ██████████.

2. Defendant, ██████████, ("Manufacturer") is a foreign corporation authorized to do business in the ██████████, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including ██████████ ██████████ ██████████ Cadillac ("Seller"). Manufacturer does business in all counties of the ██████████ including ██████████, and maintains offices in the ██████████.

b. Manufacturer requires its authorized dealers to display Manufacturer's logo on [REDACTED]'s sign outside the dealer.

c. Manufacturer requires its authorized dealers to display Manufacturer's logo on the uniforms of authorized dealers' service personnel.

d. Manufacturer requires its authorized dealers to display Manufacturer's logo on the repair records that are given to authorized dealers' customers as receipts for service to their vehicles.

e. Manufacturer requires its authorized dealers to seek authorization for performing repairs as covered by Manufacturer's warranty.

f. Manufacturer makes the final decision as to whether or not repairs made to a vehicle are to be covered by Manufacturer's warranty.

g. Manufacturer reimburses its authorized dealers for repairs covered by Manufacturer's warranty.

h. Manufacturer requires its authorized dealers to document repairs on repair invoices in a method prescribed by Manufacturer.

i. Manufacturer provides its authorized dealers with specific limitations on the amount of time its dealers may seek reimbursement for specific warranty repairs to a vehicle.

j. Manufacturer requires its authorized dealers to provide its customers with Manufacturer's written warranty when a new vehicle is sold by Manufacturer's authorized dealer.

k. Finally, Manufacturer supervises [REDACTED] and [REDACTED] authorized dealer through a system of zone offices that is set up to monitor dealerships located within [REDACTED] respective county of the State of [REDACTED].

l. Manufacturer provides its authorized dealers with repair manuals and service bulletins to repair vehicles manufactured and/or distributed by Manufacturer.

9. In consideration for the purchase of the [REDACTED], Manufacturer issued and supplied to Plaintiff its written warranty, which included [REDACTED] or [REDACTED] bumper to bumper coverage, [REDACTED] or [REDACTED] power train warranty, as well as other warranties fully outlined in the Manufacturer's New Car Warranty booklet. (See Copy of Warranty Booklet, attached hereto as Exhibit "B").

10. Based on the issuance of its written warranty and its contacts with Plaintiff as detailed as [REDACTED] through [REDACTED] above, Manufacturer was in contractual privity with the Plaintiff.

11. On or about [REDACTED], Plaintiff took possession of the [REDACTED] and shortly thereafter experienced the various defects listed below that impaired the use, value and/or safety of the [REDACTED].

12. Plaintiff delivered the [REDACTED] to Manufacturer, through its authorized dealership network, on numerous occasions.

13. Plaintiff avers that the [REDACTED] has been subject to repair on [REDACTED] for the same defect, and that the defect remains uncorrected.

14. Plaintiff brought the [REDACTED] to Seller and/or an authorized service dealer of Manufacturer for various defects and nonconformities, including but not limited to:

- a. Defective engine, suspension and/or electrical system as evidenced by the airbag light being on, a clicking noise when turning the steering wheel, and the illumination of the low engine oil warning light;
- b. Defective body/trim and evidence by the [REDACTED] seat belt alarm going off intermittently; and,
- c. Any additional defects in the subject vehicle as reflected in the repair documents generated by Defendant's authorized dealer network and in Defendant's internal repair records for the subject vehicle.

15. Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the [REDACTED].

16. Manufacturer was unable and/or failed to adequately repair the defects in Plaintiff's [REDACTED] as provided in Manufacturer's warranty.

17. The limited repair or replacement remedy contained with Manufacturer's warranty failed of its essential purpose pursuant to [REDACTED] due to Manufacturer's failure to repair the [REDACTED] within a reasonable time.

18. Manufacturer was unable and/or failed to adequately repair the defects in the [REDACTED] as provided in Manufacturer's warranty after being afforded a reasonable opportunity to cure pursuant to [REDACTED].

19. Plaintiff justifiably lost confidence in the [REDACTED]'s safety and/or reliability, and said defects have substantially impaired the value of the [REDACTED] to Plaintiff.

20. Said defects could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the [REDACTED].

21. Per the directive in Manufacturer's written warranty as described above, Manufacturer designated its authorized dealers as the entities to receive notice of defects in the [REDACTED] for purposes of performing repairs on the vehicle.

22. Manufacturer was further notified of the defects in Plaintiff's vehicle as a result of Manufacturer's approval of warranty claims on the vehicle and reimbursement to its dealers of the same.

23. As a result of these defects and Manufacturer's failure to timely repair the same, Plaintiff notified Manufacturer of the defects in writing prior to filing this instant lawsuit.

24. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its written warranty.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

25. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, [REDACTED] of this Complaint.

26. Plaintiff is a purchaser of a consumer product who received the [REDACTED] during the duration of a written warranty period applicable to the [REDACTED] and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

[REDACTED] Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiff.

28. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

29. The [REDACTED], [REDACTED], [REDACTED], [REDACTED] (" [REDACTED] ") is applicable to Plaintiff's Complaint in that the [REDACTED] was manufactured, sold and purchased after [REDACTED], and costs in excess of ten dollars ([REDACTED]).

30. Plaintiff's purchase of the [REDACTED] was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the [REDACTED] to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the [REDACTED] in the event that the [REDACTED] failed to meet the specifications set forth in Manufacturer's warranty.

31. Manufacturer's warranty was the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the [REDACTED] to Plaintiff.

32. Said purchase of Plaintiff's [REDACTED] was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

33. Plaintiff has met all of Plaintiff's obligations and preconditions as provided in the written warranties.

34. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. § 2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

35. Plaintiff avers that upon successfully prevailing upon the [REDACTED] [REDACTED] claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

[REDACTED], Plaintiff prays for judgment against Manufacturer as follows:

- a. Diminution in value of the vehicle, and incurred and/or needed costs of repair, or, alternatively, the cost of cover as provided by Fla. Stat. § 672.712;
- b. All incidental and consequential damages incurred;
- c. Reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and

- d. An order of the Court in its equitable capacity directing Defendant to properly and completely repair any outstanding defects in the vehicle and such other and further relief that the Court deems just and appropriate.

PLAINTIFF DEMANDS A TRIAL BY JURY

Respectfully Submitted,
Krohn & Moss, Ltd

By

Krohn & Moss, Ltd.

for Plaintiff

FBN:

EXHIBIT A

[Redacted] @hotmail.com

Date: [Redacted] DEA CUST [Redacted] VEHICLE BUYER'S ORDER

Buyer Name and Address	Co-Buyer Name and Address	Seller Name and Address
[Redacted] 5010 SW SOUTHWEST FRANCHES FL 33331	N/A	[Redacted] S [Redacted]
County: [Redacted] Email: [Redacted] Phone: [Redacted]	County: [Redacted] Email: [Redacted] Phone: [Redacted]	Salesperson: [Redacted]

Agreement to Purchase. Buyer and Co-Buyer agree to buy the vehicle described below ("Vehicle") from Seller. By signing this Buyer's Order ("Agreement"), you choose to buy the Vehicle for the amount and on the terms on all pages of this Agreement. "Buyer" and "you" refer to the above Buyer and Co-Buyer, separately and together. "Dealer," "we," "us," and "our" refer to the above Seller. In this Agreement, (e) means an estimate.

Vehicle Description				
Year:	Make:	Model:	Mileage:	Vehicle Identification Number:
2021	CADILLAC	ESCALADE ESV	7	1G [Redacted]
New/Used/Demo/Executive:	Color:	Body:	Stock Number:	
NEW	[Redacted]	UT	[Redacted]	

Insurance Information. You have arranged the following insurance on the Vehicle:
[Redacted] Policy Number [Redacted]

Additional Sales Terms

If the Vehicle is used, unless indicated below, we do not know and are not able to make any representations about the Vehicle's history. If we have provided you a third party vehicle history report, we do not guarantee or make any representation regarding its accuracy or completeness. We are providing the report to you for convenience purposes only.

The Vehicle has previously been titled, registered or used as a (check all that apply) taxicab police vehicle short-term lease vehicle.

The Vehicle is titled as (check all that apply) rebuilt or assembled from parts kit car glider kit replica flood vehicle nonconforming vehicle (manufacturer buy back) custom vehicle street rod vehicle.

You represent that you have thoroughly inspected the [Redacted] approve and accept it. You had an opportunity to have the Vehicle inspected on Seller's premises (but not its service department) by a third party of your choice and at your expense. You are purchasing the Vehicle based on your inspection. You are not relying on any opinion, statement, or promise of the Seller or its employees that is not contained in the written agreements you are signing [Redacted]

THIS VEHICLE WAS DELIVERED TO A PREVIOUS PURCHASER.

Buyer X _____
Co-Buyer X [Redacted]

Unless the Seller makes a written warranty, or enters into a service contract within [Redacted] from the date of this Agreement, this Vehicle is sold "AS IS" and "WITH ALL FAULTS." The Seller makes no warranties, express or implied, on the Vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the Vehicle that the Vehicle Manufacturer may provide. We have provided to you written warranty information if any applies to the sale of the Vehicle. This includes any warranty indicated on the Used Car Buyers Guide if the Vehicle is used. By initialing below, you acknowledge that you received the warranty information.

Buyer's Initials _____ Co-Buyer's Initials [Redacted]

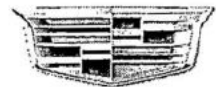
As a condition of the Vehicle sale, we agree to perform the following services: _____
N/A
You agree to schedule services by calling [Redacted] within [Redacted] days of this Agreement.

Trade-in Vehicle 1				Trade-in Vehicle 2			
Year	Make	Model	Mileage	Year	Make	Model	Mileage
[Redacted]	CADILLAC	ESCALADE ESV	[Redacted]	[Redacted]	[Redacted]	[Redacted]	N/A
VIN	[Redacted]	[Redacted]	[Redacted]	VIN	[Redacted]	[Redacted]	[Redacted]
Trade-In Allowance \$	[Redacted]	[Redacted]	[Redacted]	Trade-In Allowance \$	[Redacted]	[Redacted]	N/A
Lienholder	[Redacted]	[Redacted]	[Redacted]	Lienholder	[Redacted]	[Redacted]	[Redacted]
Payoff Amount	15852.66	Good through	[Redacted]	Payoff Amount	N/A	Good through	N/A
Lienholder	[Redacted]	[Redacted]	[Redacted]	Lienholder	[Redacted]	[Redacted]	[Redacted]
Payoff Amount	[Redacted]	Good through	[Redacted]	Payoff Amount	[Redacted]	Good through	[Redacted]

You assign to us all of your rights, title and interest in [Redacted] in [Redacted] represent that [Redacted] was not previously used as [Redacted] taxicab, or under a short-term lease. To the best of your knowledge, [Redacted] you are trading in has has not been in any accident with damages exceeding [Redacted]

Buyer Initials _____ Co-Buyer Initials [Redacted]

EXHIBIT B



Cadillac

 Warranty and
Owner Assistance Information



IMPORTANT: This booklet contains important information about your vehicle's warranty coverage. It also explains owner assistance information and [REDACTED]'s participation in an [REDACTED].

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

Owner's Name:

Phone Number:

Street Address:

City & State:

Vehicle Identification Number (VIN):

Date Vehicle [REDACTED] Delivered or Put In Use:

Odometer Reading on Date Vehicle [REDACTED] Delivered or Put In Use:

© [REDACTED] and the [REDACTED] emblem are registered trademarks of [REDACTED]. All rights reserved. Printed in the [REDACTED].

Part No. [REDACTED]

Warranty and Owner Assistance Information

<p>Important Message to Owners... .. 1</p> <p> 's Commitment 1</p> <p> Owner Assistance 1</p> <p> Participation in an Alternative Dispute Resolution Program 1</p> <p> Warranty Service – and 1</p> <p>Warranty Coverage at a Glance ... 2</p> <p> New Vehicle Limited Warranty 2</p> <p> Emission System Warranty 2</p> <p> Limited Warranty 4</p> <p> What Is Covered 4</p> <p> What Is Not Covered 9</p> <p>Things to Know About the New Vehicle Limited Warranty 13</p> <p> Warranty Repairs – Component Exchanges 13</p> <p> Warranty Repairs – Recycled Materials 13</p> <p> Tire Service 13</p>	<p> Aftermarket Engine Performance Enhancement Products and Modifications 13</p> <p> After-Manufacture "Rustproofing" 14</p> <p> Paint, Trim, and Appearance Items 14</p> <p> Vehicle Operation and Care 14</p> <p> Maintenance and Warranty Service Records 14</p> <p> Chemical Paint Spotting 14</p> <p> Warranty Coverage – Extensions 14</p> <p> Warranty Service — Foreign Countries 15</p> <p> Permanent Relocation 15</p> <p> Original Equipment Alterations .. 15</p> <p> Recreation Vehicle and Special Body or Equipment Alterations 16</p> <p> Pre-Delivery Service 16</p> <p> Production Changes 17</p>	<p> Noise Emissions Warranty for Light Duty Trucks Over 10,000 lb Gross Vehicle Weight Rating (GVWR) Only 14</p> <p>Emission Systems Warranty 14</p> <p> What Is Covered 14</p> <p> How to Determine the Applicable Emissions System Warranty 14</p> <p> Federal Emission System Warranty 14</p> <p> Emission Control System Warranty 19</p> <p>Emission Warranty Parts List 22</p> <p> Replacement Parts 26</p> <p> Maintenance and Repairs 26</p> <p> Claims Procedure 27</p> <p>Customer Satisfaction Procedure 28</p> <p>State Warranty Enforcement Laws 30</p>
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**Warranty and
Owner Assistance Information**

Warranty Information for [redacted] Only	■
Special Coverage Adjustment Programs Beyond the Warranty Period	■
Customer Assistance Offices	■
Customer Assistance for Text Telephone (TTY) Users	34
Roadside Assistance Program	■
Courtesy Transportation Program	■

██████████'s Commitment

██████████ is committed to ensuring satisfaction with your new vehicle.

Your dealer also wants you to be completely satisfied and invites you to return for all your service needs, ██████████ 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, ██████████ and/or ██████████ 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* ⇨ ██████████

We thank you for choosing ██████████.

██████████ Participation in an Alternative Dispute Resolution Program

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

Warranty Service – United States, ██████████, and ██████████

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

to the selling dealer for all warranty repairs. If a situation or event occurs where you are significantly inconvenienced, an authorized ██████████ dealer can make the warranty repairs. However, in the event the dealer is not able to perform the repair due to the special tool and training requirements, contact the *Customer Assistance Offices* ⇨ ██████████. If you are unable to return to the selling dealer, contact a ██████████ dealer in the ██████████ or ██████████ 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 [redacted] or [redacted], whichever comes first.

Powertrain

- Coverage is for the [redacted] or [redacted], whichever comes first.

Sheet Metal

- Corrosion coverage is for the [redacted] 4 years or [redacted], whichever comes first.
- Rust-through coverage is for the [redacted] unlimited mileage.

Emission Control System Warranty

Federal Emission Warranty Coverage

- For Passenger Car or Light Duty Truck with a Gross Vehicle Weight Rating (GVWR) of 8,500 lbs or less.
 - [redacted] or [redacted], whichever comes first for Emissions related parts.
 - [redacted] or [redacted], whichever comes first for Emissions select components; catalytic converters, engine control module, transmission control module and other diagnostic emissions critical-electronic control units.
- For Heavy Duty Vehicles with a Gross Vehicle Weight Rating (GVWR) [redacted]
 - 5 years or [redacted], whichever comes first for Emissions related parts.

[redacted] Emission Warranty Coverage

Vehicles eligible for [redacted] Emissions Warranty Coverage

For Passenger Car or Light Duty Truck with a Gross Vehicle Weight Rating (GVWR) of [redacted] or less.

- [redacted] or [redacted], whichever comes first for Emissions related parts.
 - 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 listed in the booklet is defective, [redacted] will repair or replace it. This is your Short-term Emission Control Systems Defects Warranty.

- [redacted] or [redacted] whichever comes [redacted] for Emissions related parts.
 - If any emission related part specially noted in this booklet as having coverage of [redacted] or [redacted] is defective or if its failure causes your vehicle to fail a Smog Check inspection, GM will repair or replace it. This is your Long-term Emission Control System Defects Warranty.

For Heavy duty Vehicles with a Gross [redacted] ([redacted]) greater than [redacted].

- 5 years or [redacted] (Gasoline engines) or [redacted] or [redacted] (Diesel Engines) whichever comes [redacted] for Emissions related parts.

For a Transitional Zero Emission Vehicle ([redacted]).

- [redacted] or [redacted] whichever comes [redacted].
 - If any emission-related part* listed in this booklet is defective, GM will repair or replace it. This is your [redacted] Emission Control System Defects Warranty.

* [redacted] Hybrid Batteries are covered for [redacted] or [redacted], whichever comes [redacted].

Noise Emissions Coverage is for applicable vehicles weighing over 10,000 lbs based on the Gross Vehicle Weight [redacted] ([redacted]) only, for the entire life of the vehicle.

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

Covered

Warranty Applies

This warranty is for GM vehicles registered in the [REDACTED] and normally operated in the United States or [REDACTED] 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, excluding slight noise, vibrations, or other normal characteristics of the vehicle.

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 [REDACTED] dealer facility within the warranty period and request the needed repairs. Reasonable time must be allowed for the dealer to perform necessary repairs.

Warranty Period

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

Bumper-to-Bumper Coverage

The complete vehicle is covered for [REDACTED] or [REDACTED], whichever come [REDACTED], except for other coverages listed here under "[REDACTED] Covered" and those items listed under "[REDACTED] Not Covered" later in this section.

Powertrain Coverage

The powertrain is covered for [REDACTED] or [REDACTED], whichever come [REDACTED], except for other coverages listed here under "[REDACTED] Covered" and those items listed under "[REDACTED] Not Covered" later in this section.

Engine Coverage includes: All internally lubricated parts, engine oil cooling hoses and lines. Also included are all actuators and electrical components internal to the engine (e.g., Active Fuel Management Valve Lifter Oil Manifold) cylinder head, block, timing gears, timing chain, timing cover, oil pump/oil pump housing, OHC carriers, valve covers, oil pan, seals, gaskets, manifolds, flywheel, water pump, harmonic balancer, engine mount, turbocharger, and supercharger. Timing belts, and other associated components required in the timing belt service replacement procedure, are covered until the [REDACTED] scheduled maintenance interval.

Diesel Components Coverage includes: Cylinder block and heads and all internal parts, intake and exhaust manifolds, timing gears, timing gear chain or belt and cover, flywheel, harmonic balancer, valve covers, oil pan, oil pump, water pump, fuel pump, engine mounts, seals, and gaskets. Parts of the Emissions Reduction System such as the emissions reduction fluid tank, injectors, sensors including NOx and

exhaust, and the Exhaust Particulate Filter. Glow Plug Control System: Control/glow plug assembly, glow plugs, cold advance relay, and engine control module. The fuel injection control module, integral oil cooler, transmission adapter plate, common fuel rails, fuel filter assembly, fuel temperature sensor, and function block. Important: Some of these components may also be covered by the Emissions Warranty. See *Emission Warranty Parts List* ⇨ 22.

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 are the starter motor, entire pressurized fuel system (in-tank fuel pump, pressure lines, fuel rail(s), regulator, injectors, and return line) as well as the Engine/Powertrain Control Module and/or module programming.

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

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

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

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

Tire Coverage

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

[redacted] [redacted] **Tire Pro-Rate Chart**

Mileage (mi)	Percent Covered by [redacted] (Tire Cost)	Percent Covered by [redacted] (Labor — Mount/Balance)
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted] +	[redacted]	[redacted] %

This schedule applies to the price of the tires only. [redacted] will cover [redacted] of the cost to mount and balance the tires replaced under warranty for the full Bumper-to-Bumper warranty period.

After your [redacted] Warranty expires, you may still have prorated warranty coverage on your original equipment tires by the tire manufacturer. Contact your [redacted] dealer or the tire manufacturer of the brand of tires on your vehicle for more information. The following is a list of current tire manufacturer's websites and toll-free customer assistance numbers.

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Companies

Company	Website	Toll-Free Number
Bridgestone Americas Tire Operations, LLC	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

When a tire is removed from service due to a covered warranty condition under a tire manufacturer's limited warranty program, you may be eligible for a tire replacement or a comparable new tire on a prorated basis.

The tire manufacturer's limited warranty program, which can be obtained by calling or visiting the tire manufacturer's website or any authorized dealer, is in lieu of all other remedies or warranties,

expressed or implied, arising by law or otherwise, including fitness for a particular purpose or merchantability. The tire manufacturers expressly disclaim liability for indirect, special, incidental, or consequential damages, lost profit, loss of business, loss of goodwill, loss of reputation, punitive or any other damage, cost, or loss of any kind.*

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

Coverages

Most [redacted] parts and accessories sold and permanently installed on a [redacted] vehicle by a [redacted] 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 [redacted] 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 [redacted] unlimited miles.

GM accessories sold over the counter, or those not requiring installation, will receive the standard [redacted] Dealer Accessories Warranty of [redacted] from the date of purchase, parts only.

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

Caution

This warranty excludes:

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

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 [redacted] or [redacted] whichever comes first.

Rust-Through: Any body sheet metal panel that rusts through, an actual hole in the sheet metal, is covered for [redacted] unlimited mileage.

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

Towing

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

Fleet Enhancements

All [redacted] Fleet owner benefits include:

- [redacted] Fleet Powertrain Warranty²
- [redacted] Warranty
- [redacted] Roadside Assistance¹

Available only to funeral directors, livery, and hotel customers of the [redacted] [redacted] [redacted] (with V6 option), and [redacted] with the [redacted] Option, benefits include:

- [redacted] Fleet Powertrain Warranty²
- [redacted] Warranty

- **year/100,000** **Roadside Assistance**³

For the **owner** with the **B9Q & V40 Options (Models only)** benefits include:

- **year/100,000** **Fleet Professional Powertrain Warranty**²
- **Warranty**
- **year/100,000** **Roadside Assistance**³

1. Whichever comes first. See dealer for details.
2. Available to all qualified **Fleet customers** on all **products**.
3. **Roadside provides towing only for** **(whichever comes first)**. Limitations apply; see dealer for details.

What Is Not Covered

Tire and Wheel Damage or Wear

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

Damage Due to Accident, Misuse, or Alteration

The New **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's Manual.
- Alteration, modification, or tampering to the vehicle, including, but not limited to the body, chassis, powertrain, driveline, software, or other components after final assembly by GM.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.
- Installation of non-**(General Motors)** parts
- Water or fluid contamination

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

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

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

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

Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to

use or maintain proper fluids, or maintain fluids between recommended maintenance intervals, fuel, lubricants, or refrigerants recommended in the Owner's Manual is not covered.

Damage Due to Contaminated, Improper, or Poor Quality Fuel

Poor fuel quality or incorrect fuel may cause driveability problems such as hesitation, lack of power, stalling, or failure to start. They may also degrade functionality of critical exhaust emissions components such as spark plugs, oxygen sensors, and the catalytic converter. Damage from poor fuel quality, water contamination, or if the vehicle requires premium fuel, operating the vehicle on gasoline with a Pump Octane [redacted]/2, may not be covered.

Prohibited fuels are: Gasolines containing any methanol, MMT, an organometallic octane enhancing additive, and/or fuels containing [redacted] ethanol in non-Flex Fuel Vehicles (FFV).

Please refer to your Owner's Manual under "Fuel," for additional recommendations, including the use of [redacted]. Additional information can also be found at: [redacted].

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 [redacted] regardless of mileage if caused by defects in material or workmanship.

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

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Third Party Externally Connected Electrical Products

This warranty does not apply to hardware or software of a third party device that is connected to the vehicle or its components, even if integrated or delivered with the vehicle. [REDACTED] is not responsible for the quality or accuracy of any information, or service accessed through or from any third party device or platform. Software distributed by GM inside or outside the vehicle (including, but not limited to system software or applications) is not covered by this Warranty. GM does not warrant that connections to, from, or through the vehicle will be uninterrupted or error-free. Also, the user should back up their data and information frequently. GM is not responsible for any loss or damage to data or information made available in connection with the use of the vehicle.

In addition, this Warranty does not apply: (a) to consumable parts that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to damage caused by use with another product or service; (c) to damage caused by a third party device or service (including upgrades and expansions); or (d) to obsolescence or lack of utility due to incompatibility with future versions of external hardware or software, including, but not limited to mobile devices.

Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the Owner's 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
- Limited Slip Rear Axle Service
- Tire Rotation
- Wheel Alignment/Balance
- Wiper Inserts

are covered by the New Vehicle Limited Warranty for up to

[REDACTED] any replacement after [REDACTED] is considered maintenance and is not covered as part of the New Vehicle Limited Warranty. Keyless Entry batteries (or other remote transmitter/receiver batteries) are covered for [REDACTED] months only; any replacement after [REDACTED] months 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.

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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

While extra expenses are not covered by the New Vehicle Limited Warranty, [REDACTED] does provide many additional customer benefits, such as [REDACTED] Owner Benefits. See your Owner's Manual.

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

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

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

Warranty Repairs – Component Exchanges

In the interest of customer satisfaction, [redacted] may offer exchange service on some vehicle components. This service is intended to reduce the amount of time your vehicle is not available for use due to repairs. Components used in exchange are service replacement parts that may be new, remanufactured, or refurbished.

Remanufactured parts meet [redacted] approved service part requirements and are made from previously used components in a process that involves disassembly, inspection, cleaning, update of software and replacement of parts as appropriate, testing, and reassembly.

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

All exchange components used meet [redacted] standards and are warranted the same as new components.

Examples of the types of components that might be serviced in this fashion include: engine and transmission assemblies, instrument cluster assemblies, radios, compact disc players, batteries, and powertrain control modules.

Warranty Repairs – Recycled Materials

[redacted] guidelines and [redacted] support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant. As a result, any repairs [redacted] may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

Tire Service

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

Aftermarket Engine Performance Enhancement Products and Modifications

Some aftermarket engine performance products and modifications promise a way to increase the horsepower and torque levels of your vehicle's powertrain. You should be aware that these products may have detrimental effects on the performance and life of the engine, exhaust emission system, transmission, and drivetrain. Engine power enhancement products may enable the engine to operate at horsepower and torque levels that could damage, create failure, or reduce the life of the engine, engine emission system, transmission, and drivetrain. Damage, failure, or reduced life of the engine, transmission, emission system, drivetrain, or other vehicle components caused by aftermarket engine performance enhancement products or modifications may not be covered under your vehicle warranty.

**After-Manufacture
"Rustproofing"**

Your vehicle was designed and built to resist corrosion. Application of additional rust-inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. [REDACTED] 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's Manual has instructions regarding the care of these items.

Vehicle Operation and Care

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

If you have questions on how to keep your vehicle in good working condition, see your [REDACTED] dealer, the place many customers choose to have their maintenance work done. You can rely on your [REDACTED] 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's 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 [REDACTED] 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, [REDACTED] will repair, at no charge to the owner, the painted surfaces of new vehicles damaged by this fallout condition within [REDACTED] or [REDACTED] of purchase, whichever comes first.

**Warranty Coverage –
Extensions**

Time Extensions : The New Vehicle Limited Warranty will be extended [REDACTED] for [REDACTED] 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 [REDACTED] of this warranty booklet at delivery. For eligible vehicles, this mileage will be added to the mileage limits of the warranty ensuring that you receive full benefit of the coverage. Mileage extension eligibility:

- Applies only to new vehicles held exclusively in new vehicle inventory.
- Does not apply to used vehicles, -owned vehicles, dealer owned used vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with [REDACTED] on the odometer even though the vehicle may not have been registered for license plates.

Warranty Service — Foreign Countries

Touring Owner Service

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

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

Permanent Relocation

This warranty applies to [REDACTED] vehicles registered in the United States and normally operated in the [REDACTED], [REDACTED], or [REDACTED]. 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 [REDACTED] 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 [REDACTED]. Examples of the types of alterations that would not be covered include cutting, welding,

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

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

The only exception is that non-GM parts labeled "Certified to [REDACTED] Standards" are covered by the [REDACTED] 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 [REDACTED], 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 [REDACTED]. Examples include, but are not limited to, special body installations, such as recreational vehicles, the installation of any non-GM part, cutting, welding, or the disconnecting of original equipment vehicle or chassis parts and components, extension of the wheelbase, suspension and driveline modifications, and axle additions.

Pre-Delivery Service

Defects in the mechanical, electrical, sheet metal, paint, trim, and other components of your vehicle may occur at the factory or while it is being transported to the dealer facility. Normally, any defects occurring during assembly are identified and corrected at the factory during the inspection process. In addition, dealers inspect [REDACTED] 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

██████ and ██████ 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 ██████ Vehicle Weight Rating (GVWR) Only

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

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

EMISSION CONTROL SYSTEMS WARRANTY

The emission warranty on your vehicle is issued in accordance with the [REDACTED]. Defects in material or workmanship in GM emission parts may also be covered under the [REDACTED] 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 a different emission control system warranty depending on:

- Whether the vehicle conforms to regulations applicable to light duty or heavy duty emission control systems.

- Whether the vehicle conforms to or is certified for [REDACTED] regulations in addition to [REDACTED] 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 [REDACTED] regulations, the vehicle is also eligible for [REDACTED] 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 [REDACTED] or less - [REDACTED] or [REDACTED] and [REDACTED] or [REDACTED] 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 [REDACTED]

- [REDACTED] or [REDACTED], whichever comes first.

- Light Duty Truck equipped with Heavy Duty Diesel Engine and with a Gross Vehicle Weight Rating (GVWR) [REDACTED]

- [REDACTED] or [REDACTED], 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 ([REDACTED]).
- 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 [redacted] including related diagnostic costs, parts, and labor are covered by this warranty.

[redacted] 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 [redacted]-approved I/M program is enforced in your area, you may also be eligible for Emission Performance Warranty coverage when all [redacted] of the following conditions are met:

- The vehicle has been maintained and operated in accordance with the instructions for proper maintenance and use set forth in the Owner's Manual supplied with your vehicle.
- The vehicle fails an [redacted]-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 [redacted] dealer will replace, repair, or adjust to [redacted] specifications, at no charge to you, any of the parts listed under *Emission Warranty* [redacted] which may be necessary to conform to the applicable emission standards. Non-[redacted] parts labeled "Certified to [redacted] Standards" are covered by the [redacted] Performance Warranty.

[redacted] Emission Control System Warranty

This section outlines the emission warranty that [redacted] provides for your vehicle in accordance with the [redacted].

Defects in material or workmanship in [redacted] emission parts may also be covered under the [redacted] Vehicle Limited Warranty Bumper-to-Bumper coverage. In any case, the warranty with the broadest coverage applies.

This warranty applies if your vehicle meets [redacted] of the following requirements:

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

*** Important:** [redacted] and [redacted] Emissions Warranty coverage.

[redacted] Transitional Zero Emission Vehicles ([redacted]) have extended coverage on all emission-related parts.

Important: [redacted] and [redacted] have [redacted] Emission Warranty Coverage.

Note
Referred to as [redacted] warranty in past model years.

CONTROL SYSTEMS WARRANTY

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

The [redacted] and [redacted] pleased to explain the emission control system warranty on your vehicle. In [redacted] new motor vehicles must be designed, built, and equipped to meet the state's stringent anti-smog standards. [redacted] 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, [redacted] will repair your vehicle at no cost to you including diagnosis, parts, and labor.

[redacted] Emission Defect and Emission Performance Warranty Coverage

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

- For [redacted] or [redacted], whichever comes first:
 - If your vehicle fails a smog check inspection, [redacted] 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, [redacted] will repair or replace it. This is your Short-term Emission Control Systems Defects Warranty.
- For [redacted] or [redacted], whichever comes first:
 - If an emission-related part listed in this booklet specially noted with coverage for 7 years or [redacted] is defective, [redacted] will repair or replace it. This is your Long-term Emission Control System Defects Warranty.

- For [redacted] or [redacted], whichever comes first for vehicles with a Gross Vehicle Weight Rating (GVWR) of [redacted] or less:

- If the catalytic converter, vehicle/powertrain control module, transmission control module, or other onboard emissions diagnostic device, including emissions-related software, is found to be defective, [redacted] will repair or replace it under the Federal Emission Control System Warranty.

- For [redacted] or [redacted], whichever comes first for a Transitional [redacted] Vehicle ([redacted]):

- If any emission-related part* listed in this booklet is defective, [redacted] will repair or replace it. This is your ([redacted]) Emission Control System Defects Warranty.

* [redacted] Hybrid Batteries are covered for [redacted] or [redacted], whichever comes first.

Any authorized [REDACTED] 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 [REDACTED] purchaser or, if the vehicle is [REDACTED] 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's 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 [REDACTED].

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, modifications not approved by GM, or if the defect is not emissions-related.

If you have any questions regarding your rights and responsibilities under these warranties, you should contact the [REDACTED] at [REDACTED] in [REDACTED], write to:

State of [REDACTED] Air Resources Board
Mobile Source Operations Division

[REDACTED]

EMISSION WARRANTY PARTS LIST

related defects in the emission parts listed here are covered under the Warranty. The terms are explained in the Warranty ⇨ 18 under "Federal Control System Warranty" and the "Warranty."

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

- (*) , whichever comes first, Warranty coverage.
- (**) , whichever comes first, Federal Warranty coverage for light duty vehicles. (Also applies to certified light duty vehicles.)

All listed parts , whichever comes first, on () vehicles registered in a state except Hybrid batteries, which are covered for , whichever comes first.

Powertrain

- Accelerator Pedal Position Sensor
- Barometric Pressure Sensor
- Camshaft Position Actuator *
- Camshaft Position Actuator Valve
- Gateway Module (CGM)**
- Coolant Sensor
- Crankcase Pressure Sensor
- Data Link Connector
- Engine Control Module (ECM) **
- Engine Temperature Sensor
- Flex Fuel Sensor
- Fuel Control Module **
- Humidity Sensor
- Intake Air Temperature Sensor
- Malfunction Indicator Lamp
- Manifold Absolute Pressure Sensor
- Mass Air Flow Sensor
- Oil Pressure Sensor

- Outside Air Temperature Sensor
- Oxygen Sensor(s)
- NOx Sensor(s)
- Powertrain Control Module (PCM) **
- Supercharger Inlet Pressure Sensor
- Thermostat
- Throttle Position Sensor
- Vehicle Speed Sensor

Ignition System

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

EMISSION WARRANTY PARTS LIST

Transmission Controls and Torque Management

- Clutch Solenoids and Switches
- Control Solenoids and Pressure Switches
- Driver Mode Select Switch
- ETRS Shifter/Button
- Internal Mode Switch (IMS)
- Park/Neutral Switch
- Transmission Control Module **
- Transmission Fluid Temperature Sensor
- Transmission Range Control Module (TRCM)**
- Transmission Speed Sensors
- Vehicle Control System**
- Eboost Brake Control Module**
- Integrated Chassis Control Module ** (ETRS and Corvette only)
- Vehicle Control Module (VCM) **

Fuel Management System

- AFM Exhaust Valves and Controller
- Diesel Fuel Injection Pump *
- Diesel Direct Fuel Injector and Rail *
- HD Duramax Fuel Pressure Regulator *
- HD Duramax Fuel Pipes *
- Fuel Injector
- Fuel Pressure Regulator
- Fuel Pressure Sensor
- Fuel Pump Power Module
- Fuel Rail Assembly
- Fuel Tank Fuel Pump
- Fuel Temperature Sensor
- High Pressure Fuel Pump (SID1)
- Air Management System**
- Active Aero Shutters and Controller
- Air Cleaner
- Air Intake Ducts

- Charge Air Cooler *
- Charge Air Cooler Control
- Electric Compressor Recirculation Valve (eCRV)
- Electric Waste Gate Actuator
- Idle Air Control Valve
- Idle Speed Control Motor
- Intake Air Heater
- Intake Manifold (* for diesel only)
- Intake Manifold Gasket
- Intake Manifold Tuning Valve
- Supercharger *
- Throttle Body
- Turbocharger *
- Turbocharger Pressure Sensor
- Turbocharger Vane Position Sensor *
- Turbocharger Vane Position Solenoid*
- Variable Geometry Turbine (VGT) Actuators

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Catalytic Converter System

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

Positive Crankcase Ventilation (PCV) System

Oil Filler Cap
 PCV Filter
 PCV Oil Separator
 PCV Valve

Exhaust Gas Recirculation (EGR) System

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

Evaporative Emission Control System (Gasoline Engines)

Canister
 Canister Vent Solenoid
 Electronic Leak Check Pump (ELCP)
 Fuel Feed and Purge Line
 Fuel Filler Cap
 Fuel Level Sensor
 Fuel Tank(s) *
 Fuel Tank Filler Pipe (with restrictor)
 Fuel Tank Vapor and Liquid Pressure Sensor
 Fuel Tank Zone Module
 Purge Pump
 Purge Valve

Start/Stop System

Auxiliary Battery or Ultra Capacitor
 Battery Isolator
 Battery Control Module
 Bi-Directional DC-DC Converter
 Intelligent Battery Sensor

Multifunction Power Supply Converter
 Transmission Fluid Accumulator and Solenoid

Active Thermal Management

Block Rotary Valve
 Body Control Module (BCM)**
 Electric Coolant Pump
 Engine Block Coolant Temperature Sensor
 Engine Cylinder Head Coolant Temperature Sensor
 Engine Inlet Coolant Temperature Sensor
 Evaporator Air Temperature Sensor (EAT)
 HVAC Front Blower Motor
 HVAC Front Face Plate (FFP)
 HVAC Front Mode/Temperature LIN Actuators
 Main Rotary Valve
 Radiator Outlet Coolant Temperature Sensor
 Temperature/Humidity LIN Sensor

EMISSION WARRANTY PARTS LIST

Hybrid

A/C Compressor
 ACCM
 Auxiliary Transmission Fluid Pump
 Battery Control Module **
 Battery Cooling Circuit
 Battery Pack Current Sensor
 Brake Pedal Travel Sensor
 Charge Port
 Charge Port Switches and Sensors
 Drive Motor/Generator Control Module **
 Drive Motors and Resolvers *
 Electro-Hydraulic Brake Control Module **
 Energy Storage Control Module **
 Exhaust Heat Exchanger
 Fuel Fill Door Sensors
 High Voltage Battery Contactor
 Hood Switch
 Hybrid Batteries *

Hybrid Battery Temperature and Voltage Sensors

Hybrid EVAP Canister Assembly

Hybrid RESS Thermal Management:
 Air and Coolant Sensors
 Battery Coolant Pumps and Cooling Fans
 Battery High Voltage Heater
 Battery Temperature Sensors
 E-compressor ***
 Power Electronics Coolant Pump
 Port Valves
 Rfg. Temperature and Pressure Sensors

Onboard Charger * **

■ M Coolant Circuit (fan, relay, pump)

Starter Generator *

Starter Generator Control Module **

Starter Generator Drive Belt

Traction Power Inverter Module (TPIM) **

Vehicle Interface Control Module **

Wheel Speed Sensor

Miscellaneous Items Used with Above Components and Certain Tires are Covered

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

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

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

For detailed information concerning specific [REDACTED] 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 [REDACTED] and the vehicle is certified as being in conformity with applicable federal and [REDACTED] emission requirements. Accordingly, it is recommended that any replacement [REDACTED] used for

maintenance or for the repair of emission control systems be new, genuine GM [REDACTED]

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

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

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

Maintenance and Repairs

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

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

EMISSION WARRANTY PARTS LIST

receipts and failed parts in order to receive compensation for warranty repairs reimbursable due to these situations.

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

Receipts and records covering the performance of regular maintenance or other repairs (such as those outlined earlier) should be retained in the event questions arise concerning maintenance. These receipts and records should be transferred to [REDACTED] 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 [REDACTED] dealer facility to obtain service under the emission warranty. This should be done as soon as possible after failing an [REDACTED]-approved I/M test or a [REDACTED] 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 [REDACTED] 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 [REDACTED] 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 [REDACTED] you are not so notified, GM will provide any required repairs at no charge.

In the event a warranty matter is not handled to your satisfaction, see

[REDACTED] Procedure [REDACTED]

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

[REDACTED]
Office of Transportation and Air Quality
Compliance Division, Light-Duty Vehicle Group
Attn: Warranty Complaints
2000 Traverwood Drive
Ann Arbor, MI 48105

Email: [REDACTED]

For a vehicle subject to the [REDACTED] [REDACTED], you may contact the:

State of [REDACTED] Air Resources Board
Mobile Source Operations Division

[REDACTED]