



Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 14-00-89-001

Date: January, 2014

WARRANTY ADMINISTRATION

Subject: Cadillac Premium Care Maintenance Eligibility for United States and Canadian Vehicles

Models: 2009-2014 Cadillac Cars and Trucks
Current Eligible Cadillac Premium Care Maintenance Vehicles

Effective May 1, 2013, the Cadillac Premium Care Maintenance Program allows for cross border servicing of Cadillac vehicles. This revised policy allows dealers to provide an improved customer experience.

If Investigate Vehicle History (IVH) information displays "Premium Care Maintenance" or "Premium Care Maintenance - Canada" in the Applicable Warranties section, the vehicle is eligible to be serviced in either the U.S. or Canada under the program rules that have been established in the servicing dealer's country.

U.S. Cadillac dealers may submit a claim for eligible Canadian VINs, under the U.S. program parameters. Eligible Canadian vehicles will be those that show "Premium Care Maintenance – Canada" in the Applicable Warranties section of IVH.

Canadian Cadillac dealers may submit a claim for U.S. VINs they service under this program, using the Canadian program parameters. Eligible U.S. vehicles are those showing "Premium Care Maintenance" in the Applicable Warranties section of IVH.

- For any further questions regarding this revised policy, Dealers in the United States should contact the Dealer Support Center at 1-888-414-6322 or utilize the Live Chat feature for the DBC accessed through the GlobalConnect Home Page.
- For any further questions regarding this revised policy, Dealers in Canada should contact the GMCL Warranty Call Centre (WCC) at 1-888-222-5546.

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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