



CANADIAN CADILLAC ELECTRIC
VEHICLE LIMITED WARRANTY AND
OWNER ASSISTANCE INFORMATION



2023



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 information readily accessible and be prepared to make it available to a GM dealer if warranty work is needed.

Owner's Name:

Phone Number:

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:



Certified Service



Cadillac

**PROTECTION
PLAN**

Refer to your Owner's Manual for the manufacturer's recommended Maintenance Schedules and services. Your dealer can also perform a thorough assessment with a Multi-point Vehicle Health Check to recommend when your vehicle may need attention.

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

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2023 Canadian Cadillac EV Limited Warranty and Owner Assistance Information

Important Message to Owners...	1
General Motors' Commitment to You	1
Owner Assistance	1
GM Participation in the Mediation/Arbitration Program	1
The Cadillac Protection Plan	1
Owner Name/Address Change	1
Warranty Coverage at a Glance	3
New Vehicle Limited Warranty	4
What Is Covered	4
Aftermarket Vehicle Propulsion Enhancement Products and Modifications	9
What Is Not Covered	10
Where to Go for Maintenance	14

Things to Know About the New Vehicle Limited Warranty	15
Warranty Repairs — Component Exchanges	15
Maintenance and Warranty Service Records	15
Warranty Repairs — Recycled Materials	16
Tire Service	16
Paint, Trim, and Appearance Items	16
Vehicle Operation and Care	16
Warranty Distance Extensions	16
Warranty Service — Canada	17
Touring Owner Service — Canada, the United States and Mexico	17
Touring Owner Service — Countries Other Than Canada, the United States, and Mexico	18

Warranty Service — Canadian Sold Vehicles Registered and Operated Outside Canada	18
Pre-Delivery Service	18
Production Changes	19
Terms Applicable to All Warranties	20
Towing	20
Emergency Repairs	20
Transferability	20
General Terms	20
Customer Satisfaction Procedure	22
Special Coverage Adjustment Programs Beyond the Warranty Period	24
Customer Assistance Offices	25
Customer Assistance for Text Telephone (TTY) Users	26

2023 Canadian Cadillac EV Limited Warranty and Owner Assistance Information

Roadside Assistance Program	27
Courtesy Transportation Program	28

General Motors' Commitment to You

We are committed to ensuring your satisfaction with your new Cadillac.

Your GM 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 Cadillac 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 in Customer Satisfaction Procedure ⇨ 22.

GM Participation in the Mediation/Arbitration Program

Refer to Customer Satisfaction Procedure ⇨ 22, for information on the voluntary, binding Mediation/Arbitration Program in which GM participates.

The Cadillac Protection Plan

Many owners seek to enhance their vehicle ownership by purchasing an optional service contract. General Motors offers its own Cadillac Protection Plan, 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 Cadillac Protection Plan is

available in different levels of coverage, each offering a variety of time/kilometre options to suit your driving needs.

The Cadillac 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 of Canada Company encourages all owners to report, at their earliest convenience, a change in name or address by calling our Canadian Cadillac Customer Care Centre toll free at 1-888-446-2000. If you are a subsequent owner, please be sure to advise us by calling the number above. You may also visit the GM dealer of

2 Important Message to Owners...

your choice to report a change in vehicle ownership. The current owner name and address is essential for General Motors of Canada Company to provide timely notification to owners of important information related to their vehicles.

We thank you for choosing a Cadillac.

General Motors of Canada
Company

Warranty Coverage at a Glance **3**

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 Cadillac Vehicles				
Coverage	4 yrs/ 80,000 km¹	6yrs/ 120,000 km¹	6 yrs/ unlimited km¹	8 yrs/ 160,000 km¹
Base Warranty Coverage	X			
Electric Vehicle Propulsion Battery Warranty				X
Restraint System Warranty		X		
Sheet Metal (Corrosion) Warranty Coverage	X			
Sheet Metal (Rust-Through) Perforation Warranty Coverage			X	
¹ Whichever comes first.				

4 New Vehicle Limited Warranty

What Is Covered

General Motors of Canada Company 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 Cadillac vehicles originally sold new in Canada, registered in Canada and normally operated in Canada. General Motors of Canada Company 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 covered vehicle defect due to materials or workmanship occurring during the Warranty Period, but not slight noise, vibrations, or other normal characteristics for the vehicle.

Needed repairs will be performed using new, remanufactured, or refurbished parts.

No Charge

Warranty repairs, including Parts and Labour, will be made at no charge.

Obtaining Repairs

To obtain warranty repairs, take the vehicle to a GM dealer that handles your vehicle line within the Warranty Period, and request the needed repair. Reasonable time must be allowed for the dealership to perform necessary repairs.

Warranty Period

The Warranty Period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the applicable Coverage Period specified in this booklet. In certain circumstances, and if arranged before the vehicle is first

purchased, General Motors of Canada Company may authorize the warranty to start on a date after the vehicle delivery date.

Base Warranty Coverage

The Base Warranty Coverage for Cadillac 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."

Electric Vehicle Propulsion Battery Warranty

For vehicles sold in the Canada, in addition to the Base Warranty Coverage described previously, General Motors of Canada Company will warrant defects related to materials or workmanship to the propulsion battery pack and its internal components for 8 years or 160 000 kilometres, whichever comes first.

This warranty is for the electric vehicles sold, registered and normally operated in the Canada. In addition to the initial owner of the vehicle, the coverage described in this Electric Vehicle Propulsion Battery Warranty is transferable at no cost to any subsequent person(s) who assumes ownership of the vehicle within the 8 years or 160 000 kilometres term. No deductibles are associated with this warranty.

This 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 Electric Vehicle Propulsion Battery Warranty.

Battery Capacity Coverage

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

Propulsion Battery Service

General Motors of Canada Company has a network of certified dealers who are trained to perform repairs on electric vehicle battery packs. If the Propulsion Battery requires service due to a defect in materials or workmanship, General Motors of Canada Company will either repair or replace the Propulsion Battery with new

or refurbished components at General Motors of Canada Company's discretion.

Towing Coverage

During the 8 years or 160 000 kilometres Electric Vehicle Propulsion Battery warranty period, towing is covered to the nearest GM dealer that handles your vehicle line if your vehicle cannot be driven because of a warranted defect. Contact the GM Roadside Assistance Centre for towing. Refer to the Owner's Manual for details.

Restraint System Warranty

Provides repair or replacement needed to correct defects in materials or workmanship of any seatbelt or air bag system, supplied by General Motors. Coverage is for 6 years or 120,000 kilometres, whichever comes first. This warranty is subject to the exceptions indicated in the "What Is Not Covered"

6 New Vehicle Limited Warranty

section or cosmetic appearance defects such as color fade.

Sheet Metal Warranty Coverage

Body sheet metal panels are covered against corrosion and rust-through perforation as follows:

Surface Corrosion: Body sheet metal panels are covered against rust corrosion for 4 years or 80 000 kilometres, whichever comes first.

Rust-Through Perforation: 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 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 sheet metal coverage.

Tire Coverage

The tires supplied with your vehicle are covered by General Motors of Canada Company against defects in material or workmanship under the Base 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 Base Warranty Coverage, defective tires will be replaced on a prorated adjustment basis according to the following distance-based schedule:

Tire Pro-Rate Chart

Distance (km) (within 4 years of warranty start date)	Percentage Covered by General Motors (Tire Cost)	Percentage Covered by General Motors (Labour — Mount/ Balance)
0-19,000	100%	100%
19,001-24,000	60%	100%
24,001-32,000	50%	100%
32,001-40,000	40%	100%
40,001-48,000	30%	100%
48,001-80,000	20%	100%
80,001 +	0%	0%

This schedule applies to the price of the tires only. GM will cover 100% of the cost to mount and balance the tires replaced under warranty for the full Base Warranty Coverage period.

After your Base Warranty expires, you may still have prorated warranty coverage

on your original equipment tires by the tire manufacturer. Contact your GM 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.

8 New Vehicle Limited Warranty

Tire Companies

Company	Website	Toll-Free Number
Bridgestone/Firestone	www.bridgestonetire.ca www.firestone.ca	1-800-724-3012
Continental/General	www.generaltire.ca www.continentaltire.ca	1-855-453-1962
Goodyear/Dunlop	www.goodyear.ca www.dunlop.ca	1-800-387-3288
Michelin	www.michelin.ca	1-888-871-4444
BFGoodrich	www.bfgoodrichtires.ca	1-888-871-6666
Hankook	www.hankooktire.ca	1-800-843-7709
Kumho	www.kumhotire.ca	1-877-445-8646
Maxxis	www.maxxiscanada.com	1-905-789-0882

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 Cadillac 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 manufacturer expressly disclaims 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.

Aftermarket Vehicle Propulsion Enhancement Products and Modifications

Some aftermarket vehicle propulsion products and modifications promise a way to increase the horsepower and torque levels of your vehicle. You should be aware that these products may have detrimental effects on the performance and life of the propulsion system. The vehicle propulsion system has been designed and built to offer industry leading durability and performance. Vehicle propulsion enhancement products may enable the vehicle to operate at horsepower and torque levels that could damage, create failure, or reduce the life of the propulsion system. Damage, failure, or reduced life of the propulsion or other vehicle components caused by aftermarket vehicle propulsion

enhancement products or modifications may not be covered under your vehicle warranty.

Chemical Paint Spotting

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

Although no defect in the factory applied paint causes this, General Motors of Canada Company 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.

Accessory Coverages

Most GM approved accessories marketed and sold by General Motors of Canada Company 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 Base Warranty, they will be covered (parts and labour) for the balance of the applicable portion of the Base Warranty, or for 12 months from the date of installation or replacement, whichever is later.

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

10 New Vehicle Limited Warranty

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

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.

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 Accidents, 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, 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's Manual.
- Alteration, modification, or tampering to the vehicle, including, but not limited to the body, chassis, 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-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.
- Damage as a result of the failure to observe and follow the vehicle's warning lights and/or gauges.

Important: This warranty is void on vehicles currently or previously registered as salvaged, scrapped (irreparable), rebuilt, 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 conditions, chemicals, tree sap, insects, 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 ↻ 15.

Maintenance and Damage Due to Insufficient or Improper Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the Owner's 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.

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain proper fluids, lubricants, or refrigerants

between maintenance intervals recommended in the Owner's Manual is not covered.

Items such as:

- Audio System Cleaning
- Brake Pads and Linings
- Clutch Linings
- Coolants and Fluids
- Filters
- Rear Axle Services
- Tire Rotation
- Wheel Alignment/Balance
- Wiper Inserts/Blades
- Keyless Entry Batteries (or other remote transmitter/receiver batteries)*

*covered for up to 12 months with unlimited kilometres; any replacement after 12 months is considered maintenance and is not covered as part of the New Vehicle Limited Warranty.

are covered by the New Vehicle Limited Warranty for up to 12 months or

12 New Vehicle Limited Warranty

12 000 kilometres, whichever comes first; any replacement after 12 months or 12 000 kilometres, whichever comes first, 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.

Damage Due to Use or Impact

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, 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.

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. GM 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.

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

*While extra expenses are not covered by the New Vehicle Limited Warranty, General Motors does provide many additional customer benefits such as Cadillac Owner Benefits. Refer to the Owner's Manual.

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.

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 part or accessory, 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.

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

14 New Vehicle Limited Warranty

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 EPA Standards” are covered by the Electric Vehicle Propulsion Coverage.

Recreation Vehicle and Special Body or Equipment Alterations

Installations or alterations to the Original Equipment (OE) vehicle or chassis as distributed by General Motors are not covered by the New Vehicle Limited Warranty. The special body company, assembler, equipment installer, or upfitter is solely responsible for warranties on the body or equipment and any alterations (or any effect of the alterations) to any of the parts, components, systems, or assemblies installed by GM. GM is not responsible for the

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

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 be best 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. Your dealer can also perform a thorough assessment with a multi-point vehicle health check to recommend when your vehicle may need attention. This level of service is only available at an authorized GM dealership.

Warranty Repairs — Component Exchanges

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

Refurbished parts meet GM approved service part requirements and are

previously used parts that are inspected, cleaned, tested, and repackaged.

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: transmission assemblies, instrument cluster assemblies, radios, compact disc players, and battery control modules.

Maintenance and Warranty Service Records

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

required due to damage resulting from lack of maintenance are not covered under your warranty. General Motors of Canada Company may, in its sole discretion, deny a warranty claim if a failure to perform scheduled maintenance is suspected to have resulted in the failure of a warranty part. You should also be aware that General Motors of Canada Company 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.

A “Maintenance Record” is provided in the maintenance schedule section of the Owner’s Manual, for your convenience in recording services performed.

16 Things to Know About the New Vehicle Limited Warranty

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.

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 the Customer Care Centre. The

toll-free telephone numbers are listed under Customer Assistance Offices ⇨ 25.

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 new Cadillac, 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 Cadillac in good working condition, see your GM dealer, the place many Cadillac customers choose to have their maintenance work done. You can rely on your GM dealer to use proper parts and repair practices.

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. For eligible vehicles, this odometer reading is added to the distance limits specified in the Cadillac New Vehicle Limited Warranty ensuring that you receive full benefit of their 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 vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with more than 1600 kilometres on the odometer even though the vehicle may not have been “registered” for license plates.

Warranty Service — Canada

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. GM 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 GM 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 ⇨ 25.

Touring Owner Service — Canada, the United States and Mexico

If you are touring, visit any GM dealer handling your vehicle line in Canada, the United States, or Mexico for warranty service. Warrantable repairs will be completed at no charge to you. You may be required to provide proof of current and former residency such as driver's license, or vehicle ownership. 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 GM dealers in the United States or Mexico. If warranty service is necessary while you are in the United States or Mexico please contact the Canadian Customer Care Centre (CCC) for guidance. See Customer Assistance Offices ⇨ 25 for CCC information. Customer Care Ambassadors will direct you to a dealership and assist the repairing dealer in obtaining 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.

18 Things to Know About the New Vehicle Limited Warranty

Touring Owner Service — Countries Other Than Canada, the United States, and Mexico

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

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 originally sold new in Canada, 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.

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 GM 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 GM dealership.

Production Changes

General Motors of Canada Company 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.

20 Terms Applicable to All Warranties

Towing

During the Electric Vehicle Propulsion Warranty Coverage period, towing is covered to the nearest GM dealer that handles your vehicle line if your vehicle cannot be driven because of a warranted defect. See Roadside Assistance Program ⇨ 27. Refer to the Owner's Manual for details.

Emergency Repairs

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. GM will consider reimbursement for the expense incurred, including diagnosis, not to exceed the manufacturer's suggested retail price for all warranted parts replaced and labour charges based on GM's recommended time allowance

for the warranty repair and the geographically appropriate labour rate. Retain receipts and failed parts in order to receive compensation for warranty repairs reimbursable due to an emergency.

Transferability

The coverage and benefits of the warranties described in this booklet are transferable at no cost to any subsequent person(s) who assumes ownership of the vehicle within the applicable Coverage Period, and is subject to all the terms, conditions and limitations contained herein.

General Terms

The express warranties in this booklet give you specific legal rights. You may have different rights which may vary from province to province according to applicable legislation.

TO THE FULL EXTENT PERMITTED BY APPLICABLE CANADIAN LAW: The foregoing express written warranties are the only and the entire warranties provided with your new vehicle (unless extended warranties are purchased separately) and are in lieu of and exclude all other representations, warranties or conditions, express or implied (including any implied warranty or condition of merchantability or fitness for a particular purpose).

The performance of repairs and the provision of replacement parts, as described herein, is the exclusive remedy under these express written warranties or under any otherwise applicable implied warranty or condition. The New Vehicle Limited Warranty has no cash value.

Any applicable implied warranty or condition that cannot be disclaimed or excluded is limited in duration to the periods specified in the express written warranties in this booklet.

GM CANADA DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATIONS or liability in connection with GM products and no person is permitted to extend or enlarge this warranty on behalf of GM Canada by written, verbal or other representation, and if made such representation or warranty will not be enforceable against GM Canada.

DISCLAIMER OF LIABILITY: Except as provided in the express written warranties in this booklet, GM Canada will not be liable in contract, tort or otherwise for any direct, indirect, economic, commercial, incidental, consequential,

or special loss or damage or expense or claim, howsoever caused, arising in connection with the sale, use, loss of use, performance or non-performance of the subject vehicle or part thereof.

NOTICE REGARDING LIMITATIONS: The terms contained in this limited warranty are not intended to limit or otherwise modify or exclude any warranty that by law cannot be limited, disclaimed or excluded. When and to the extent that any applicable Canadian law prohibits in a particular situation, any term contained in this warranty, such term will be considered severable and deemed deleted from this warranty in that situation.

22 Customer Satisfaction Procedure

Your satisfaction and goodwill are important to your dealership and to General Motors. Normally, any questions or concerns regarding 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 dealership management.

Normally, concerns can be quickly 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 **Canadian Cadillac Customer Care Centre** in Oshawa by calling 1-888-446-2000, Monday to Friday 8:00 a.m. to 9:00 p.m. Eastern Standard Time; Saturday from 8:00 a.m. to 5:00 p.m. Eastern Standard Time. Closed on Sunday. (In the U.S. contact the listed Cadillac Customer Assistance Centre.)

For prompt assistance, please have the following information available to give to the Customer Care 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 its toll-free number for assistance. However, if a customer wishes to write to General Motors, the letter should be addressed to General Motors Customer Care Centre in Oshawa. Refer to "Customer Assistance Offices" for the address or refer to "Owner Assistance Request Form" for a convenient form for your use.

When contacting General Motors, please remember your concern will likely be resolved at 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.

General Motors of Canada Company 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 Company wants you to be aware of its participation in a no-charge Mediation/Arbitration program. General Motors of Canada Company 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 Canadian Cadillac Customer Care Centre, 1-888-446-2000, or you may write to the Mediation/Arbitration Program, c/o Canadian Cadillac Customer Care Centre, General Motors of Canada Company, 500 Wentworth Street W, Oshawa, Ontario L1J OC5. Your inquiry should be accompanied by your Vehicle Identification Number (VIN).

24 Special Coverage Adjustment Programs Beyond the Warranty Period

General Motors of Canada Company 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 Company will establish a separate 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 GM dealer or call GM's Customer Care Centre Toll Free "800" number 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 odometer reading of your vehicle and your Vehicle Identification Number (VIN).

Customer Assistance Offices

When calling for assistance, ask for the Customer Care Ambassador.

CANADA

Canadian Cadillac Customer Care Centre
General Motors of Canada Company
500 Wentworth Street W
Oshawa, Ontario L1J 0C5
www.cadillaccanada.ca

1-888-446-2000
*1-800-263-3830
Roadside Service:
1-800-882-1112

UNITED STATES

Customer Assistance Center
Cadillac Motor Car Division
P.O. Box 33169
Detroit, MI 48232-5169

1-800-333-4223
*1-800-833-2622
Roadside Service:
1-800-224-1400

*(For Text Telephone devices (TTYs))

Puerto Rico

1-800-496-9992 (English)
1-800-496-9993 (Spanish)

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

26 Customer Assistance for Text Telephone (TTY) Users

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

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

General Motors of Canada Company is proud to offer new Cadillac buyers the response, security and convenience of the 24-hour Cadillac Roadside Service Program. Please refer to your Owner's Manual for details and limitations. The toll-free number for Cadillac Roadside Service is 1-800-882-1112.

Roadside Assistance is not part of or included in the coverage provided by the General Motors of Canada Company Warranties other than towing coverage. See "Towing" under Terms Applicable to All Warranties

✦ **20. General Motors of Canada Company reserves the right, in its sole discretion, to make any changes to, or to discontinue, the Roadside Assistance Program at any time without notification.**

28 Courtesy Transportation Program

GM and its participating dealers may offer Courtesy Transportation services. Please refer to your Owner's Manual for details and limitations, or consult your dealer.

Courtesy transportation is not part of or included in the coverage provided by the General Motors of Canada Company Warranties. General Motors of Canada Company reserves the right, in its sole discretion, to make any changes to, or to discontinue, the Courtesy Transportation program at any time without notification.