

Certified Pre-owned Limited Warranty and Owner Assistance Information



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An Important Message to Owners...

Delivery of your Certified Pre-owned vehicle comes to you with the full assurance that the vehicle meets our stringent standards for mechanical condition and appearance.

General Motors is confident that your vehicle will deliver the exceptional quality you expect at an exceptional value and you can enjoy your Certified Pre-owned vehicle with complete peace of mind, because it also comes standard with an extensive 6 year, 100,000 mile limited warranty along with all applicable Ownership Privileges.

We are committed to assuring your satisfaction with your Certified Pre-owned vehicle.

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

Thank you for choosing to purchase a Certified Pre-owned vehicle.



Premium Brands Certified Pre-owned Limited Warranty

While extremely comprehensive the Premium Brands Certified Pre-owned Limited Warranty is not an extension of the 4yr / 50,000 mile new vehicle “Bumper to Bumper” warranty.

Premium Brands Certified Pre-owned Limited Warranty coverage is effective upon the expiration of the new vehicle “Bumper to Bumper” warranty. *Please refer to the “New Vehicle Warranty” section of this manual for additional details on this coverage.

New Vehicle Warranty	Premium Brands Certified Pre-owned Limited Warranty
4 years or 50,000 miles (whichever occurs first)	Up to 6 years or 100,000 miles (whichever occurs first)
From the original in-service date	From the original in-service date Effective upon expiration of the new vehicle warranty

The Premium Brands Certified Pre-owned Limited Warranty provides extensive coverage for defects in materials or workmanship of covered components for up to 6 years from the original vehicle in-service date or 100,000 miles whichever occurs first. The coverage includes parts and labor but excludes maintenance and wear and tear items as well as items listed in the “What is not covered” section of this manual. There is no deductible for covered repairs.

What is covered

Covered component categories include:

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

Transmission/Transaxle/Transfer Case: All internally lubricated parts, case, torque converter, transfer case, mounts, seals and gaskets input and output shafts; forward and intermediate clutch; direct clutch; bands; governor; thrust bearings and washers as well as any electrical components internal to the transmission/ transaxle/transfer case. Also covered are any actuators directly connected to the transmission (slave cylinder, etc.) and the transfer case as well as encoder motor.

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



Steering: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft and couplings; seals and gaskets.

Brake Systems: Master cylinder; assist boosters; wheel cylinders; combination valve; hydraulic lines and fittings; calipers; seals and gaskets; pressure modulator valve including pump motor and accumulator; ABS electronic brake control module.

Electrical / Electrical Components: All switches, motors, relays, pumps, modules, sensors, actuators, blowers. Starter motor and solenoid; alternator/generator; voltage regulator; wiring harnesses; manually operated switches, wiper motors; ignition switch (lock cylinder); distributor and module; electronic level control compressor; sensor and control; electronic spark control detonation sensor and control; electronic instrument cluster and diagnostic displays.

Safety / Restraint Systems: Air Bag systems (module assemblies, sensors, wiring – all); Safety belts / shoulder straps (Buckles, Belts, retractors, stop); Theft deterrent (Sensors, modules, connectors and wiring); Object detection (sensors, modules, connectors and wiring); Remote Functions / Entry Control systems (connectors, wiring, receivers, transmitters)

HVAC Systems: HVAC Automatic (Heater and AC control, Actuators, motors, relays, sensors, valves and wiring / connectors); all except those components listed in what is not covered.

Fuel Systems: Fuel pump, EFI sensors, control units; injectors/throttle body assembly, pumps, lines, nozzles and vacuum pump.

Suspension: Upper mount and bearing; upper and lower control arms; control arm shafts and bushings; upper and lower ball joints; steering knuckles; seals; stabilizer bushings and wheel bearings

Audio / Sound: Sound system components including Radios, DVD players, speakers and subwoofers (excludes covers) and navigations systems (excludes DVD upgrades)

**Saab Certified Pre-owned limited warranty coverage excludes Audio Equipment, Telematics and OnStar

Emissions: Some of these components may also be covered by the Emission Warranty. Please refer to the New Vehicle Owner Assistance and Warranty Manual for additional information. See the "Emission Warranty Parts List" under Emission Control Systems Warranty for details.



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

Warranty Applies

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

Repairs Covered

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

No Charge

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

Obtaining Repairs

To obtain warranty repairs, take the vehicle to your (Cadillac, HUMMER or Saab) dealer facility within the warranty period and request the needed repairs. A reasonable time must be allowed for the dealer to perform necessary repairs.

Towing

Towing is covered to the nearest, (Cadillac, HUMMER or Saab) dealer if your vehicle cannot be driven because of a warranted defect.



What is not covered

Repairs already covered by the Limited New vehicle, Bumper to Bumper, Powertrain or Sheet Metal warranties or the Federal Emissions Warranty. The Certified Pre-owned Limited Warranty is secondary to the warranties described previously.

Vehicle Components not covered include:

Body and Interior

This warranty does not cover adjusters, ashtrays, assist steps, body and other parts, body panels, body rails, body seals and gaskets, bolts, bright metal, bumpers, bulbs (except instrumentation), carpeting, chassis frame, clips, convenience nets, convertible / vinyl tops (except electronics), covers, cross members, cup-holders, cushions, dash cover and pad, door trim, fabric, floor and trunk mats, glass, grilles, handles, headlamps, headliner, hinges, interior and exterior trim, knobs, latches, lenses, levers, locks (except electronics), light bulbs, mirrors, moldings, nuts, paint, retainers and fasteners, rust and corrosion damage (except as covered by the new vehicle 6yr unlimited mile rust –through warranty), sealed beams, sheet metal, springs, stops, sunroof (except electronics), sunshades, trays, upholstery, vents, weather strips, windshield washer components (except electronic / motors, pumps, switches).

In addition the following are not covered: correction of air or water leaks, wind or body noises, odors, squeaks and rattles.

Batteries

This warranty does not cover batteries.

Tires and Wheels

This warranty does not cover tires and wheels.

Maintenance and Wear Items

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the owner manual 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.

Examples include but are not limited to: air conditioning recharging, batteries, brake pads and linings, brake shoes and rotors, drive belts, engine coolant, engine tune up, filters, fluids, keyless entry batteries, lubricants, manual clutch disc / linings, spark plugs, suspension alignment, tires, tire rotation, wheel balancing and wiper blades or any service or part required to be performed or replaced as recommended by the GM Maintenance Schedule.



Damage Due to Accident, Misuse, or Alteration

Damage caused as the result of any of the following is not covered and will result in the voiding of this warranty:

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the owner manual.
- Alteration or modification to the vehicle including the body, chassis, or components after final assembly by GM.
- Coverage's do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.
- Vehicles currently or previously titled as salvaged, scrapped, junked or totaled are not eligible for coverage under this warranty

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

Damage caused by airborne fallout, salt from sea air, salt or other materials used to control road conditions, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered.

Damage Due to Insufficient or Improper Maintenance

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

Damage Due to Contaminated or Poor Quality Fuel

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

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 and storage. While extra expenses are not covered by the New Vehicle Limited Warranty, GM does provide many additional customer benefits and Owner Privileges. See the new vehicle owner manual for additional details.



Things To Know About the Certified Pre-owned Limited Warranty

Warranty Repairs - Component Exchanges

In the interest of customer satisfaction, GM may offer exchange service on some vehicle components. This service is intended to reduce the amount of time your vehicle is not available for use due to repairs. Components used in exchange are service replacement parts which may be new, remanufactured, reconditioned, or repaired, depending on the component involved.

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

Warranty Repairs - Recycled Materials

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

Tire Service

Any authorized GM 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 appropriate GM Customer Assistance Center. The toll-free telephone numbers are listed under Owner Assistance.

Vehicle Operation and Care

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

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

Maintenance and Warranty Service Records

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



A "Maintenance Record" is provided in the maintenance schedule section of the owner manual for recording services performed. The servicing dealer can provide a copy of any warranty repairs for your records.

Touring Owner Service - Foreign Countries

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

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

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 obligations 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.



New Vehicle Warranty Coverage

Your purchase of a Premium Certified Pre-owned vehicle also entitles you to the remainder of the unexpired portion of the original four year / 50,000 mile bumper to bumper, Powertrain, Emissions and Corrosion Protection warranties. The warranty coverage's are summarized below. Please refer to the new vehicle warranty assistance and owner's manual for additional details.

New Vehicle Limited Warranty

Bumper-to-Bumper (Includes Tires)

- Coverage is for the first 4 years or 50,000 miles, whichever comes first.

Powertrain

- Coverage is for the first 5 years or 100,000 miles, whichever comes first.
(Coverage does not apply to all model year vehicles. See new vehicle owners manual or your dealer for details)

Sheet Metal

- Corrosion coverage is for the first 4 years or 50,000 miles, whichever comes first.
- Rust-through coverage is for the first 6 years, unlimited mileage.

Emission Control System Warranty

Federal

- Gasoline Engines
 - Defects and performance for cars and light duty truck emission control systems are covered for the first 2 years or 24,000 miles, whichever comes first. From the first 2 years or 24,000 miles to 4 years or 50,000 miles defects in material or workmanship continue to be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage explained previously. Specified major components are covered for the first 8 years or 80,000 miles, whichever comes first.
 - Defects and performance for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.

California

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

Important: Some California emission vehicles may have special coverage's longer than those listed here. Please refer to the New Vehicle Owner Assistance and Warranty Manual for additional details. See "California Emission Control System Warranty" under Emission Control Systems Warranty



Ownership Privileges

Roadside Assistance

Roadside Service can be reached 24 hours a day, 365 days a year. This service is provided at no charge for a period of 6 years or 100,000 miles, whichever comes first. Roadside Service is available only in the United States and Canada.

Emergency Road Service is performed on site for the following situations:

- Towing Service
- Battery Jump Starting
- Lock Out Assistance
- Fuel Delivery
- Flat Tire Change (covers change only)

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

Courtesy Transportation

If your vehicle requires warranty repairs during the 6 year/100,000 mile Certified Pre-Owned warranty coverage period, alternate transportation and/or reimbursement of certain transportation expenses may be available under the Courtesy Transportation Program. Several transportation options are available. Consult your dealer or refer to the owner manual for details.

*Courtesy Transportation is not part of or included in the coverage provided by the New Vehicle Limited Warranty or the Certified Pre-Owned Limited Warranty. General Motors reserves the right to make any changes or discontinue the Courtesy Transportation program at any time without notification.



Customer Assistance Offices

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

1-800-458-8006

1-800-833-2622 (For Text Telephone devices (TTYs))

Roadside Assistance: 1-800-882-1112

HUMMER Customer Assistance Center
P.O. Box 33177
Detroit, MI 48232-5177
www.HUMMER.com

1-866-HUMMER6 (1-866-486-6376)

1-800-833-6537 (For Text Telephone devices (TTYs))

Roadside Assistance: 1-866-HUMMER6 (1-866-486-6376)

Saab Customer Assistance Center

P.O. Box 33166
Detroit, MI 48232-5166
www.saabusa.com

1-800-955-9007

Roadside Assistance: 1-800-955-9007