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

Keep this booklet with your vehicle and make it available to a GMC 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.

<table>
<thead>
<tr>
<th>Owner's Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address:</td>
</tr>
<tr>
<td>City &amp; State:</td>
</tr>
<tr>
<td>Vehicle Identification Number (VIN):</td>
</tr>
<tr>
<td>Date Vehicle First Delivered or Put In Use:</td>
</tr>
<tr>
<td>Odometer Reading on Date Vehicle First Delivered or Put In Use:</td>
</tr>
</tbody>
</table>
Have you purchased the Genuine GM Protection Plan? The GM Protection Plan may be purchased within specific time/mileage limitations. Remember, if the service contract you are considering for purchase does not have the GM Protection Plan emblem shown above on it, then it is not the Genuine GM Protection Plan from GM.

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Part No. 20846013 A First Printing
2012 GMC Limited Warranty and Owner Assistance Information

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Owner Assistance
GM Participation in an Alternative Dispute Resolution Program
Warranty Service – United States, Canada, and Mexico
Warranty Coverage at a Glance
New Vehicle Limited Warranty
Emission Control System Warranty
New Vehicle Limited Warranty
What Is Covered
What Is Not Covered
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Maintenance and Warranty Service Records

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Production Changes
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# 2012 GMC Limited Warranty and Owner Assistance Information

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- How to Determine the Applicable Emissions Control System Warranty ........... 22
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GM's Commitment

GM 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, both during and after the warranty period.

Owner Assistance

The dealer is best equipped to provide all your vehicle's service needs. Should you ever encounter a problem that is not resolved during or after the limited warranty period, talk to a member of dealer management. Under certain circumstances, GM and/or GM dealers may provide assistance after the limited warranty period has expired when the problem results from a defect in material or workmanship. These instances will be reviewed on a case-by-case basis. If the issue has not been resolved to your satisfaction, follow the Customer Satisfaction Procedure on page 33.

We thank you for choosing GM.

GM Participation in an Alternative Dispute Resolution Program

See Customer Satisfaction Procedure on page 33 for information on the voluntary, non-binding Alternative Dispute Resolution Program in which GM participates.

Warranty Service – United States, Canada, and Mexico

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 GM 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 on page 38. If you are unable to return to the selling dealer, contact a GM dealer in the United States, Canada, or Mexico for warranty service.
2 Warranty Coverage at a Glance

The warranty coverages are summarized below.

New Vehicle Limited Warranty

Bumper-to-Bumper (Includes Tires)
- Coverage is for the first 3 years or 36,000 miles, whichever comes first.

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

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

6.6L Duramax Diesel Engine (If Equipped)
- Coverage is for 5 years or 100,000 miles, whichever comes first.

Emission Control System Warranty
For light duty trucks, see “How to Determine the Applicable Emissions Control System Warranty” under Emission Control Systems Warranty on page 22 for more information.

Federal
- Gasoline Engines
  - Defects and performance for cars and light duty truck emission control systems are covered for the first 2 years or 24,000 miles, whichever comes first. From the first 2 years or 24,000 miles to 3 years or 36,000 miles defects in material or workmanship continue to be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage explained previously. Specified major components are covered for the first 8 years or 80,000 miles, whichever comes first.
  - Defects and performance for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
- 6.6L Duramax Diesel Engines are covered for the first 5 years or 50,000 miles, whichever comes first.
California

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

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

**Important:** Some California emission vehicles may have special coverages longer than those listed here. See “California Emission Control System Warranty” under Emission Control Systems Warranty on page 22.

Noise Emissions

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

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

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

**What Is Covered**

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

**Repairs Covered**
The warranty covers repairs to correct any vehicle defect, not slight noise, vibrations, or other normal characteristics of the vehicle related to materials or workmanship occurring during the warranty period. Needed repairs will be performed using new or remanufactured parts.

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

**Obtaining Repairs**
To obtain warranty repairs, take the vehicle to a GMC 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 first delivered or put in use and ends at the expiration of the coverage period.

**Bumper-to-Bumper Coverage**
The complete vehicle is covered for 3 years or 36,000 miles, whichever comes first, except for other coverages listed here under “What Is Covered” and those items listed under “What Is Not Covered” later in this section.

**Powertrain Coverage**
The powertrain is covered for 5 years or 100,000 miles, whichever comes first, except for other coverages listed here under “What is Covered” and those items listed under “What is Not Covered” later in this section.
Engine Coverage includes: All internally lubricated parts, engine oil cooling hoses, lines, and radiators. Also included are all actuators and electrical components internal to the engine (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 are covered until the first scheduled maintenance interval.

Exclusions: Excluded from the powertrain coverage are sensors, wiring, connectors, engine radiator, coolant hoses, coolant, and heater core. Coverage on the engine cooling system begins at the inlet to the water pump and ends with the thermostat housing and/or outlet that attaches to the return hose. Also excluded is the 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 (slave cylinder, etc.).

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

Drive Systems Coverage
includes: All internally lubricated parts, final drive housings, axle shafts and bearings, constant velocity joints, propeller shafts and universal joints. All mounts, supports, seals, 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 General Motors 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:

<table>
<thead>
<tr>
<th>Mileage</th>
<th>Replacement Percentage Covered by GM</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-12,000</td>
<td>100%</td>
</tr>
<tr>
<td>12,001-36,000</td>
<td>Sliding scale starting at 67% at 12,001, proportionately falling (1.96%/1,000 miles) to 20% at 36,000 miles</td>
</tr>
<tr>
<td>36,001-50,000</td>
<td>20% (Buick and Cadillac Only)</td>
</tr>
<tr>
<td>36,001+</td>
<td>0% (Chevrolet and GMC Only)</td>
</tr>
<tr>
<td>50,001+</td>
<td>0% (Buick and Cadillac Only)</td>
</tr>
</tbody>
</table>
New Vehicle Limited Warranty

Examples:

<table>
<thead>
<tr>
<th>Miles</th>
<th>Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,000</td>
<td>100%</td>
</tr>
<tr>
<td>12,000</td>
<td>100%</td>
</tr>
<tr>
<td>12,001</td>
<td>67%</td>
</tr>
<tr>
<td>18,000</td>
<td>55.25%</td>
</tr>
<tr>
<td>24,000</td>
<td>43.5%</td>
</tr>
<tr>
<td>30,000</td>
<td>31.75%</td>
</tr>
<tr>
<td>36,000</td>
<td>20%</td>
</tr>
<tr>
<td>48,000</td>
<td>20% Buick and Cadillac (0% Chevrolet and GMC)</td>
</tr>
</tbody>
</table>

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 bumper-to-bumper warranty period.

After your New Vehicle Limited 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

<table>
<thead>
<tr>
<th>Company</th>
<th>Website</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bridgestone/Firestone</td>
<td><a href="http://www.bridgestonetire.com">www.bridgestonetire.com</a></td>
<td>1-800-356-4644</td>
</tr>
<tr>
<td>Continental/General</td>
<td><a href="http://www.generaltire.com">www.generaltire.com</a></td>
<td>1-800-847-3349</td>
</tr>
<tr>
<td>Goodyear/Dunlop</td>
<td><a href="http://www.goodyeartires.com">www.goodyeartires.com</a></td>
<td>1-800-321-2136</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.dunloptires">www.dunloptires</a></td>
<td></td>
</tr>
<tr>
<td>Michelin/Uniroyal/Goodrich</td>
<td><a href="http://www.michelinman.com">www.michelinman.com</a></td>
<td>1-800-847-3435</td>
</tr>
<tr>
<td>Hankook</td>
<td><a href="http://www.hankooktireusa.com">www.hankooktireusa.com</a></td>
<td>1-877-740-7000 (East) 1-800-426-8252 (West)</td>
</tr>
<tr>
<td>Kumho</td>
<td><a href="http://www.kumhousa.com">www.kumhousa.com</a></td>
<td>1-800-445-8646</td>
</tr>
<tr>
<td>Pirelli</td>
<td><a href="http://www.us.pirelli.com">www.us.pirelli.com</a></td>
<td>1-800-747-3554</td>
</tr>
<tr>
<td>Maxxis</td>
<td><a href="http://www.maxxis.com">www.maxxis.com</a></td>
<td>1-866-509-7067</td>
</tr>
</tbody>
</table>

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.

**Accessory Coverages**
All GM parts and accessories sold and permanently installed on a GM vehicle by a GM Dealer or GM approved Accessory Distributor/Installer (ADI) prior to delivery will be covered under the applicable portion (Bumper-to-Bumper, Powertrain, etc.) of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery, or are replaced under the New Vehicle Limited Warranty, they will be covered, parts and labor, for the balance of the applicable portion of the New Vehicle Limited Warranty, but in no event less than 12 months/12,000 miles.

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

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

**Notice:** This warranty excludes:

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

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

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

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

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

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

6.6L Duramax® Diesel Engine Coverage
For trucks equipped with a 6.6L Duramax Diesel Engine, the diesel engine, except those items listed under “What Is Not Covered” later in this section, is covered for 5 years or 100,000 miles, whichever comes first. For additional information, refer to Things to Know About the New Vehicle Limited Warranty on page 16. Also refer to the appropriate emission control system warranty for possible additional coverages.

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 and tire wear due to misalignment beyond the maintenance 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.

What Is Not Covered

Damage Due to Bedliners
Owners of trucks with a bedliner, whether after-market or factory installed, should expect that with normal operation the bedliner will move. This movement may cause finish damage. Therefore, any damage caused by the bedliner is not covered under the terms of the New Vehicle Limited Warranty.

Damage Due to Accident, Misuse, or Alteration
The New Vehicle Limited Warranty does not cover damage caused as the result of any of the following:

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

• Water or fluid contamination

• Damage resulting from hail, floods, windstorms, lightning, and other environmental conditions

• Alteration of glass parts by application of tinting films

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

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

Damage caused by airborne fallout, rail dust, salt from sea air, salt or other materials used to control road conditions, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered. See “Chemical Paint Spotting” under Things to Know About the New Vehicle Limited Warranty on page 16.

**Damage Due to Insufficient or Improper Maintenance**

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

**Damage Due to Contaminated or Poor Quality Fuel**

Poor fuel quality or incorrect fuel may cause driveability problems such as hesitation, lack of power, stalling, or failure to 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, or incorrect diesel fuel or gasoline may not be covered.

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

Damage Due to Impact, Use, or the Environment

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

Lights, 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.

Maintenance

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

Items such as:
- Audio System Cleaning
- Brake Pads/linings
- Clutch Linings
- Coolants and Fluids
- Filters
- Keyless Entry (or other remote transmitter/receiver batteries)*
- Limited Slip Rear Axle Service
- Tire Rotation
- Wheel Alignment/Balance**
- Wiper Inserts

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

* Consumable battery covered up to 12 months only.

** Maintenance items after 7,500 miles.

Extra Expenses

Economic loss or extra expense is not covered.

Examples include:
- Inconvenience
- Lodging, meals, or other travel costs
- Loss of vehicle use
- Payment for loss of time or pay
- State or local taxes required on warranty repairs
- Storage
Other Terms: This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

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

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

GMC Sierra and Yukon/Yukon Denali Hybrid Specific Warranty

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

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

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

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

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

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

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

Brakes
Brake Modulator Assembly

Other Hybrid Components
Hybrid Battery
The 300-volt electrical system includes:
- Hybrid High Voltage Wiring
- Hybrid Control Modules
- Transmission Power Inverter Module (TPIM)
- Accessory Power Module (APM)

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

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

Wear Items

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

Maintenance

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

- Brake Pads/Linings
- Coolants and Fluids
- Filters
16 Things to Know About the New Vehicle 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, 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 GMC 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 GMC Customer Assistance Center. The toll-free telephone numbers are listed under Customer Assistance Offices on page 38.

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

- Cylinder block and heads and all internal parts, intake and exhaust manifolds, timing gears, timing gear chain or belt and cover, flywheel, harmonic balancer, valve covers, oil pan, oil pump, water pump, fuel pump, engine mounts, seals, and gaskets
- Diesel Fuel Metering System: injection pump, nozzles, high pressure lines, and high pressure sealing devices
GMC Limited Warranty and Owner Assistance Information - 2012

Things to Know About the New Vehicle Limited Warranty

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

**Important:** Some of these components may also be covered by the Emission Warranty. See the *Emission Warranty Parts List* on page 27 for details.

**Aftermarket Engine Performance Enhancement Products and Modifications**

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

**After-Manufacture “Rustproofing”**

Your vehicle was designed and built to resist corrosion. Application of additional rust-inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. GM makes no recommendations concerning the usefulness or value of such products. Application of after-manufacture rustproofing products may create an environment which reduces the corrosion resistance built into your vehicle. Repairs to correct damage caused by such applications are not covered under your New Vehicle Limited Warranty.
18 Things to Know About the New Vehicle Limited Warranty

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

Vehicle Operation and Care
Considering the investment you have made in your GMC, 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 GMC dealer, the place many customers choose to have their maintenance work done.

You can rely on your GMC dealer to use the proper parts and repair practices.

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

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

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

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

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

Warranty Coverage – Extensions

Time Extensions: The New Vehicle Limited Warranty will be extended one day for each day beyond the first 24 hour period in which your vehicle is at an authorized dealer facility for warranty service. You may be asked to show the repair orders to verify the period of time the warranty is to be extended. Your extension rights may vary depending on state law.
Mileage Extensions: Prior to delivery, some mileage is put on your vehicle during testing at the assembly plant, during shipping, and while at the dealer facility. The dealer records this mileage on the first page of this warranty booklet at delivery. For eligible vehicles, this mileage will be added to the mileage limits of the warranty ensuring that you receive full benefit of the coverage. Mileage extension eligibility:

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

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 GMC vehicles. However, if a GMC 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 manual for additional information on fuel requirements when operating in foreign countries.

Permanent Relocation
This warranty applies to GM vehicles registered in the United States and normally operated in the United States, Canada or Mexico.

If you have permanently relocated and established household residency in another country, GM may authorize the performance of repairs under the warranty authorized for vehicles generally sold by GM in that country. Contact an authorized GM dealer in your country for assistance.

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

Original Equipment Alterations
This warranty does not cover any damage or failure resulting from modification or alteration to the vehicle’s original equipment as manufactured or assembled by General Motors. Examples of the types of alterations that would not be covered include cutting, welding, or disconnecting of the vehicle’s original equipment parts and components.
20 Things to Know About the New Vehicle Limited Warranty

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 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 EPA Standards” are covered by the Federal Emissions Performance Warranty.

Recreation Vehicle and Special Body or Equipment Alterations

Installations or alterations to the original equipment vehicle or chassis, as manufactured and assembled by GM, are not covered by this warranty. The special body company, assembler, or equipment installer is solely responsible for warranties on the body or equipment and any alterations to any of the parts, components, systems, or assemblies installed by GM. Examples include, but are not limited to, special body installations, such as recreational vehicles, the installation of any non-GM part, cutting, welding, or the disconnecting of original equipment vehicle or chassis parts and components, extension of 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 each vehicle before delivery. They repair any uncorrected factory defects and any transit damage detected before the vehicle is delivered to you.

Any defects still present at the time the vehicle is delivered to you are covered by the warranty. If you find any defects, advise your dealer without delay. For further details concerning any repairs which the dealer may have made prior to you taking delivery of your vehicle, ask your dealer.
Production Changes
GM and GM dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

Noise Emissions Warranty for Light Duty Trucks Over 10,000 Lbs Gross Vehicle Weight Rating (GVWR) Only
GM warrants to the first person who purchases this vehicle for purposes other than resale and to each subsequent purchaser of this vehicle, as manufactured by GM, that this vehicle was designed, built, and equipped to conform at the time it left GM's control with all applicable United States EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built, and equipped by GM, and is not limited to any particular part, component, or system of the vehicle manufactured by GM. Defects in design 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.
22 Emission Control Systems Warranty

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

What Is Covered
The parts covered under the emission warranty are listed under Emission Warranty Parts List on page 27.

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 California regulations in addition to U.S. EPA Federal regulations.

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

Federal Emission Control System Warranty

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

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

**Federal Emission Defect Warranty**

GM warrants to the owner the following:

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

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

**Federal Emission Performance Warranty**

Some states and/or local jurisdictions have established periodic vehicle Inspection and Maintenance (I/M) programs to encourage proper maintenance of your vehicle. If an EPA-approved I/M program is enforced in your area, you may also be eligible for Emission Performance Warranty coverage when all three 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 manual supplied with your vehicle.
- The vehicle fails an EPA-approved I/M test during the emission warranty period.
- The failure results, or will result, in the owner of the vehicle having to bear a penalty or other sanctions, including the denial of the right to use the vehicle, under local, state, or federal law.

GM warrants that your dealer will replace, repair, or adjust to GM specifications, at no charge to you, any of the parts listed in Emission Warranty Parts List on page 27 which may be necessary to conform to the applicable emission standards. Non-GM parts labeled "Certified to EPA Standards" are covered by the Federal Emission Performance Warranty.

**California Emission Control System Warranty**

This section outlines the emission warranty that GM provides for your vehicle in accordance with the California Air Resources Board.


24 Emission Control Systems Warranty

Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

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

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

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

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

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

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Important: California, Connecticut, Main
California Emission Defect and Emission Performance Warranty Coverage

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

- For 3 years or 50,000 miles (5 years or 50,000 miles for Duramax Diesel), whichever comes first:
  - If your vehicle fails a smog check inspection, GM will make all necessary repairs and adjustments to ensure that your vehicle passes the inspection. This is your Emission Control System Performance Warranty.
  - If any emission-related part on your vehicle is defective, GM will repair or replace it. This is your Short-term Emission Control System Defects Warranty.

- For 7 years or 70,000 miles, whichever comes first:
  - If an emission-related part listed in this booklet specially noted with coverage for 7 years or 70,000 miles is defective, GM will repair or replace it. This is your Long-term Emission Control System Defects Warranty.

- For 8 years or 80,000 miles, whichever comes first:
  - If the catalytic converter, vehicle powertrain control module, transmission control module, or other onboard emissions diagnostic device, including emissions-related software, is found to be defective, GM will repair or replace it under the Federal Emission Control System Warranty.

- For 8 years or 100,000 miles, whichever comes first for California Low Emission Vehicle 2 (LEV2) vehicles equipped with option code NUA:
  - If an emission-related part listed in this booklet specially noted with 7 years/70,000 miles or 8 years/80,000 miles is defective, GM will repair or replace it. This is your Long-term Emission Control System Defects Warranty.

- For 15 years or 150,000 miles, whichever comes first for a Partial Zero Emission Vehicle (PZEV):
  - If any emission-related part* listed in this booklet is defective, GM will repair or replace it. This is your (PZEV) Emission Control System Defects Warranty.
26  Emission Control Systems Warranty

* PZEV Hybrid Batteries and Hybrid A/C compressors are covered for 10 years or 150,000 miles, whichever comes first.

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

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

Owner’s Warranty Responsibilities

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

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

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

If you have any questions regarding your rights and responsibilities under these warranties, you should contact the Customer Assistance Center at 1-800-462-8782 or, in California, write to:

State of California Air Resources Board
Mobile Source Operations Division
P.O. Box 8001
El Monte, CA 91731-2990
The emission parts listed here are covered under the Emission Control System Warranty. The terms are explained previously in this section under the “Federal Emission Control System Warranty” and the “California Emission Control System Warranty.”

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

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

### Emission Warranty Parts List

<table>
<thead>
<tr>
<th>Parts</th>
<th>Coverage Details</th>
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<tbody>
<tr>
<td>All listed parts</td>
<td>15 years/150,000 miles, whichever comes first, on California PZEV (NU6) vehicles registered in a PZEV state except Hybrid batteries and Hybrid A/C compressors, which are covered for 10 years/100,000 miles, whichever comes first.</td>
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<tr>
<td>Coolant Level Sensor</td>
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<tr>
<td>Data Link Connector</td>
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<tr>
<td>Engine Control Module (ECM) **</td>
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<tr>
<td>Engine Coolant Temperature Sensor</td>
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<td>Fuel Control Module **</td>
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<tr>
<td>Intake Air Temperature Sensor</td>
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<tr>
<td>Malfunction Indicator Lamp</td>
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<tr>
<td>Manifold Absolute Pressure Sensor</td>
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<tr>
<td>Mass Air Flow Sensor</td>
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<tr>
<td>Oil Pressure Sensor Active Fuel Management™ (AFM) only</td>
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<tr>
<td>Oxygen Sensor(s)</td>
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<tr>
<td>Powertrain Control Module (PCM) **</td>
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<tr>
<td>Throttle Position Sensor</td>
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<tr>
<td>Vehicle Control Module (VCM) **</td>
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<tr>
<td>Vehicle Speed Sensor</td>
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<td>Wheel Speed Sensor</td>
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<td>Powertrain Control System</td>
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<tr>
<td>ABS Control Module **</td>
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<tr>
<td>Camshaft Position Actuator *</td>
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<tr>
<td>Camshaft Position Actuator Valve</td>
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<tr>
<td>Vehicle Speed Sensor</td>
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<tr>
<td>Wheel Speed Sensor</td>
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</tbody>
</table>
## 28 Emission Warranty Parts List

### Transmission Controls and Torque Management
- GMLAN (CAN) Communications Circuit
- Manual Transmission Clutch Switch
- Park/Neutral Switch
- Torque Converter Clutch Solenoids
- Torque Converter Clutch Switch
- Transmission Control Module **
- Transmission Fluid Temperature Sensor
- Transmission Gear Selection Switch (Diesel)
- Transmission Internal Mode Switch *
- Transmission Pressure Control Solenoids *
- Transmission Pressure Switches *
- Transmission Shift Solenoids *
- Transmission Speed Sensor (Input) *
- Transmission Speed Sensor (Output)

### Fuel Management System
- Diesel Fuel Injection Pump *
- Direct Fuel Injector Assembly (6.6L Duramax Diesel) *
- Fuel Injector
- Fuel Pressure Regulator
- Fuel Pressure Sensor
- Fuel Rail Assembly *
- Fuel Temperature Sensor
- High Pressure Fuel Pump (SIDI) *

### Air Management System
- Active Aero Shutters
- Air Cleaner
- Air Cleaner Resonator
- Air Intake Ducts
- Charge Air Control Actuator
- Charge Air Control Solenoid Valve
- Charge Air Control Valve
- Charge Air Cooler *
- Charge Air Cooler Fan
- Idle Air Control Valve
- Idle Speed Control Motor
- Intake Air Heater
- Intake Manifold *
- Intake Manifold Gasket
- Intake Manifold Heater
- Intake Manifold Tuning Valve
- Supercharger Assembly *
- Throttle Body
- Throttle Body Heater
- Turbocharger Assembly *
- Turbocharger Boost Sensor
- Turbocharger Oil Separator

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

**Catalytic Converter System**
Catalytic Converter(s) and Muffler if attached as assembly ***
Diesel Exhaust Temperature and Pressure Sensors
Diesel Particulate Filter (DPF) *
Diesel Exhaust (DPF) Indirect Fuel Injector
Diesel Exhaust Emission Reduction Fluid Injector
Diesel Exhaust Emission Reduction Fluid Tank *
Diesel Exhaust NOx Sensors
Exhaust Manifold
Exhaust Manifold with Catalytic Converter attached as assembly ***

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

**Positive Crankcase Ventilation (PCV) System**
Oil Filler Cap
PCV Filter
PCV Oil Separator
PCV Valve

**Exhaust Gas Recirculation (EGR) System**
EGR Feed and Delivery Pipes or Cast-in Passages
EGR Valve
EGR Valve Cooler (6.6L Duramax Diesel) *

**Secondary Air Injection System**
Air Pump
Check Valves

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

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

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Black plate (29,1)
30 Emission Warranty Parts List

Drive Motors *
Drive Motor Resolvers *
Drive Motor/Generator Control Module **
Electro-Hydraulic Brake Control Module (EBCM) **
Energy Storage Control Module **
Fuel Filler Pipe Adapter Seal
Hybrid Batteries *
Hybrid Battery Temperature Sensors
Hybrid Battery Voltage Sensors
SGCM Coolant Circuit (fan, fan relay, and pump)
Starter Generator *
Starter Generator Control Module (SGCM) **
Starter Generator Drive Belt
Traction Power Inverter Module (TPIM) **
Transmission Substrate Temperature Sensor

Miscellaneous Items Used with Above Components are Covered
Belts
Boots
Clamps
Connectors
Ducts
Fittings
Gaskets
Grommets
Hoses
Housings
Mounting Hardware
Pipes
Pulleys
Sealing Devices
Springs
Tubes
Wiring and Relays

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

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

Replacement Parts
The emission control systems of your vehicle were designed, built, and tested using genuine GM parts* and the vehicle is certified as being in conformity with applicable federal and California emission requirements. Accordingly, it is recommended that any replacement parts used for maintenance or for the repair of emission control systems be new, genuine GM parts.
The warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-genuine GM parts for replacement purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emission control systems.

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

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

## Maintenance and Repairs

Maintenance and repairs can be performed by any qualified service outlet; however, warranty repairs must be performed by an authorized dealer except in 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. GMC will consider reimbursement for the expense incurred, including diagnosis, not to exceed the manufacturer's suggested retail price for all warranted parts replaced and labor charges based on GMC's recommended time allowance for the warranty repair and the geographically appropriate labor rate. A part not being available within 10 days or a repair not being completed within 30 days constitutes a significant inconvenience. Retain receipts and failed parts in order to receive compensation for warranty repairs reimbursable due to an emergency.

If you are in a situation where you are significantly inconvenienced and it is necessary to have repairs performed by other than a GMC dealer and you believe the repairs are covered by emission warranties, take the replaced parts and your receipt to a GMC dealer for reimbursement consideration. This applies to both the Federal Emission Defect Warranty and Federal Emission Performance Warranty.
Receipts and records covering the performance of regular maintenance or repairs (such as those outlined earlier) should be retained in the event questions arise concerning maintenance. These receipts and records should be transferred to each subsequent owner. GM will not deny warranty coverage solely on the absence of maintenance records. However, GM may deny a warranty claim if a failure to perform scheduled maintenance resulted in the failure of a warranty part.

Claims Procedure

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

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

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

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

State of California Air Resources Board
Mobile Source Operations Division
P.O. Box 8001
El Monte, CA 91731-2990
Your satisfaction and goodwill are important to your dealer and to GMC. Normally, any concerns with the sales transaction or the operation of your vehicle will be resolved by your dealer’s sales or service departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your concern has not been resolved to your satisfaction, the following steps should be taken:

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

**STEP TWO:** If after contacting a member of dealer management, it appears your concern cannot be resolved by the dealer without further help contact the GMC Customer Assistance Center by calling 1-800-GMC-8782 (462-8782). In Canada, contact GM of Canada Customer Care Centre by calling 1-800-263-3777: English, or 1-800-263-7854: French.

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

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

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

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

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

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

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

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

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

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

Laws in many states permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. The provisions of these laws vary from state to state. To the extent allowed by state law, GM requires that you first provide us with written notification of any service difficulty you have experienced so that we have an opportunity to make any needed repairs before you are eligible for the remedies provided by these laws. The address for written notification is in Customer Assistance Offices on page 38.
Warranty Information for California Only

California Civil Code Section 1793.2(d) requires that, if GM or its representatives are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranties after a reasonable number of attempts, GM shall either replace the new motor vehicle or reimburse the buyer the amount paid or payable by the buyer. California Civil Code Section 1793.22(b) creates a presumption that GM has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- The same nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by GM or its agents AND the buyer or lessee has directly notified GM of the need for the repair of the nonconformity.
- The same nonconformity has been subject to repair four or more times by GM or its agents AND the buyer has notified GM of the need for the repair of the nonconformity.
- The vehicle is out of service by reason of repair nonconformities by GM or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

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

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

When you make an inquiry, you will need to give the year, model, and mileage of your vehicle and your VIN.
GMC is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when GMC will establish a special coverage adjustment program to pay all or part of the cost of certain repairs not covered by the warranty or to reimburse certain repair expenses you may have incurred. Check with your GMC dealer or call the GMC Customer Assistance Center to determine whether any special coverage adjustment program is applicable to your vehicle.

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

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

United States
GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172
www.GMC.com
1-800-462-8782
1-800-462-8583 (For Text Telephone devices (TTys))
Roadside Assistance:
1-800-888-3302

From Puerto Rico:
1-800-496-9992 (English)
1-800-496-9993 (Spanish)
From U.S. Virgin Islands:
1-800-496-9994

Canada
Customer Care Centre,
CA1-163-005
General Motors of Canada Limited
1908 Colonel Sam Drive
Oshawa, Ontario L1H 8P7
www.gm.ca
1-800-263-3777 (English)
1-800-263-7854 (French)
1-800-263-3830 (For Text Telephone devices (TTys))
Roadside Assistance:
1-800-268-6800

Mexico, Central America, and Caribbean Islands/Countries (Except Puerto Rico and U.S. Virgin Islands)
General Motors de Mexico, S. de R.L. de C.V.
Customer Assistance Center
Av. Ejercito Nacional #843
Col. Granada
C.P. 11520
Mexico, D.F.
01-800-466-0801
Long Distance: 011-52-53 29 0801
Customer Assistance for Text Telephone (TTY) Users

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

The TTY for the GMC Customer Assistance Center is:

1-800-462-8583 in the United States
1-800-263-3830 in Canada

The TTY for the GMC Roadside Assistance Center is:

1-888-889-2438 in the U.S.
40 Online Owner Center

GMC Owner Center (U.S.)
www.gmownercenter.com
Information and services customized for your specific vehicle — all in one convenient place.
- Digital owner manual, warranty information, and more
- Store online service and maintenance records
- Find GMC dealers for service nationwide
- Exclusive privileges and offers
- Recall notices for your specific vehicle
- OnStar® and GM Cardmember Services Earnings summaries

Other Helpful Links:
- GMC — www.gmc.com
- GMC Merchandise — www.gmccollection.com
- Help Center — www.gmc.com/helpcenter
  - FAQ
  - Contact Us
- Parts and Accessories — www.gmaccessorieszone.com

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

Here are a few of the valuable tools and services you will have access to:
- My Showroom: Find and save information on vehicles and current offers in your area.
- My Dealers: Save details such as address and phone number for each of your preferred GM dealers.
- My Driveway: Access quick links to parts and service estimates, check trade-in values, or schedule a service appointment by adding the vehicles you own to your driveway profile.
- My Preferences: Manage your profile and use tools and forms with greater ease.

To sign up, visit the My GM.ca section within www.gm.ca.
GMC is proud to offer the response, security, and convenience of GMC’s 24-hour Roadside Assistance Program for a period of 5 years or 100,000 miles, whichever comes first. Consult your dealer or refer to the owner manual for details. The GMC Roadside Assistance Center can be reached by calling 888-881-3302.

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

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

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