



LIMITED WARRANTY  
AND OWNER ASSISTANCE  
INFORMATION

2023



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

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

Owner's Name:

Phone Number:

Street Address:

City & State:

Vehicle Identification Number (VIN):

Date Vehicle First Delivered or Put In Use:

Odometer Reading on Date Vehicle First Delivered or Put In Use:

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# 2023 Cadillac Limited Warranty and Owner Assistance Information

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### **Cadillac's Commitment**

Cadillac 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, Cadillac 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 issue has not been resolved to your satisfaction, follow the *Customer Satisfaction Procedure* ⇨ 26.

We thank you for choosing Cadillac.

### **Cadillac Participation in an Alternative Dispute Resolution Program**

See *Customer Satisfaction Procedure* ⇨ 26 for information on the voluntary, non-binding Alternative Dispute Resolution Program in which Cadillac 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 Cadillac vehicle. Cadillac 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 Cadillac 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* ⇨ 31. If you are unable to return to the selling dealer, contact a Cadillac 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

#### NEW VEHICLE LIMITED WARRANTY

	10,000	20,000	30,000	40,000	50,000	60,000	70,000	80,000	Unlimited	Miles
<b>Bumper to Bumper (including tires)</b>	4 years/50,000 miles <sup>1</sup>									
<b>Powertrain</b>							6 years/70,000 miles <sup>1</sup>			
<b>Restraint Systems</b>							6 years/72,000 miles <sup>1</sup>			
<b>Sheet Metal</b>										
Corrosion Coverage	4 years/50,000 miles <sup>1</sup>									
Rust-through Coverage										6 years, unlimited miles

<sup>1</sup> Whichever comes first

Emission Control System Warranty

		10,000	20,000	30,000	40,000	50,000	60,000	70,000	80,000	90,000	100,000	Miles
<b>Federal Light-Duty Cars &amp; Trucks</b> (under 8,500 lbs Gross Vehicle Weight Rating [GVWR])												
	Defect / Performance	2 years / 24,000 miles <sup>1</sup>										
	Specified Major Components	8 years / 80,000 miles <sup>1</sup>										
<b>Federal Heavy-Duty Trucks</b> (8,501 to 19,500 lbs GVWR, gas & diesel)												
	Defect / Performance	5 years / 50,000 miles <sup>1</sup>										
<b>California<sup>2</sup></b> (under 14,000 lbs GVWR)												
	Performance	3 years / 50,000 miles <sup>1</sup>										
	Short-Term Defect	3 years / 50,000 miles <sup>1</sup>										
	Long-Term Defect (High Cost Parts)	7 years / 70,000 miles <sup>1</sup>										

<sup>1</sup>Whichever comes first

<sup>2</sup>Also applies to Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont and Washington vehicles equipped with a California Certified Emission Control System. These vehicles are also covered by the Federal Emission Control System Warranty.

## 4 Warranty Coverage at a Glance

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### Noise Emissions

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.

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 New Vehicle Limited 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.

**For Escalade V-Series only:** This warranty is generally transferable to subsequent owners of the vehicle. However, certain coverages will be VOIDED if ownership of the vehicle is transferred from the original owner within the first 6 months after delivery. See coverage details below.

### Repairs Covered

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period, excluding slight noise, vibrations, or other normal characteristics of the vehicle.

### No Charge

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

### Obtaining Repairs

To obtain warranty repairs, take the vehicle to a Cadillac 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

**For Escalade V-Series only:** Bumper-to-Bumper Coverage will be VOIDED if ownership of the vehicle is transferred from the original owner within the first 6 months after delivery.

The complete vehicle is covered for 4 years or 50,000 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

**For Escalade V-Series only:** Powertrain Coverage will be VOIDED if ownership of the vehicle is transferred from the original owner within the first 6 months after delivery.

Coverage is provided for 6 years or 70,000 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.

**Important:** Some of these components may also be covered by the Emissions Warranty. See *Emission Warranty Parts List* ⇨ 22,

**Gasoline Engine Coverage includes:** Cylinder block and heads and all internally lubricated parts, timing gears, timing chain/belt and cover, valve covers, oil pump assembly, oil pan, engine oil cooling hoses and lines, seals, gaskets, manifolds, flywheel, water pump, engine mount, turbocharger and supercharger, actuators and electrical components internal to the engine. 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.



## 6 New Vehicle Limited Warranty

### **Diesel Components Coverage includes:**

Cylinder block and heads and all internally lubricated parts, intake and exhaust manifolds, timing gears, timing chain/belt and cover, flywheel, valve covers, oil pump assembly, oil pan, water pump, fuel pump, engine mounts, seals, and gaskets. Parts of the Emissions Reduction System such as the emissions reduction fluid tank, injectors, sensors including NOx and exhaust, and the Exhaust Particulate Filter. Glow Plug Control System: Control/glow plug assembly, glow plugs, cold advance relay, and engine control module. The fuel injection control module, integral oil cooler, transmission adapter plate, common fuel rails, fuel filter assembly, fuel temperature sensor.

*Exclusions:* Excluded from the powertrain component coverage are sensors, wiring, connectors, engine radiator, coolant hoses, coolant, heater core, starter motor, entire pressurized fuel system (in-tank fuel pump, pressure lines, fuel rail(s), regulator, injectors, and return line).

### **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 component coverage are transmission cooling lines, hoses, radiator, sensors, wiring, and electrical connectors. Also excluded are the clutch and pressure plate.

**Transfer Case Coverage includes:** All internally lubricated parts, case, mounts, seals, and gaskets as well as any electrical components internal to the transfer case. Also covered are any actuators directly connected to the transfer case as well as the encoder motor.

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

### **Drive Systems Coverage includes:**

All internally lubricated parts, final drive housings, axle shafts and bearings, constant velocity joints, propeller shafts and universal joints. 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 component 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.

### **Restraint Systems Warranty**

Provides repair or replacement needed to correct defects in materials or workmanship of any seatbelt or airbag system, supplied by General Motors. Coverage is for 6 years or 72,000 miles, whichever comes first. This warranty is subject to the exceptions indicated in the "What Is Not Covered" section or cosmetic appearance defects such as color fade.

### Sheet Metal Coverage

**For Escalade V-Series only:** Sheet Metal Coverage will be VOIDED if ownership of the vehicle is transferred from the original owner within the first 6 months after delivery.

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

**Surface Corrosion:** Body sheet metal panels are covered against rust for 4 years or 50,000 miles, whichever comes first.

**Important:** Surface rust resulting from accidents, stone chips or scratches in the paint is not included in sheet metal coverage.

**Rust-Through Corrosion:** Any body sheet metal panel that rusts through — that develop an actual hole in the sheet metal — is covered for up to 6 years, unlimited miles.

**Important:** 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 rust proofing 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.

### Tire Coverage

**For Escalade V-Series only:** Tire Coverage will be VOIDED if ownership of the vehicle is transferred from the original owner within the first 6 months after delivery.

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:

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**Cadillac Tire Pro-Rate Chart**

<b>Mileage (mi)</b>	<b>Percent Covered by Cadillac (Tire Cost)</b>	<b>Percent Covered by Cadillac (Labor — Mount/Balance)</b>
0-12,000	100%	100%
12,001-15,000	60%	100%
15,001-20,000	50%	100%
20,001-25,000	40%	100%
25,001-30,000	30%	100%
30,001-50,000	20%	100%
50,001 +	0%	0%

This schedule applies to the price of the tires only. Cadillac 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 Cadillac 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.

## Tire Companies

Company	Website	Toll-Free Number
Bridgestone/Firestone	www.bridgestonetire.com www.firestonetire.com	1-800-847-3272
Continental/General	www.generaltire.com www.continentaltire.com	1-800-847-3349
Goodyear	www.goodyeartires.com	1-800-321-2136
Michelin/BF Goodrich	www.michelinman.com www.bfgoodrichtires.com	1-866-866-6605 1-877-788-8899
Hankook	www.hankooktire.com	1-800-426-5665
Maxxis	www.maxxis.com	1-866-509-7067
Kumho	www.kumhotire.com	1-800-445-8646

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

**For Escalade V-Series only:** Accessory Coverage will be VOIDED if ownership of the vehicle is transferred from the original owner within the first 6 months after delivery.

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Most Cadillac parts and accessories sold and permanently installed on a Cadillac vehicle by a Cadillac 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 Cadillac 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/unlimited miles.

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

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.

### Towing

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

### Fleet Enhancements

All Cadillac Fleet owner benefits include:

- 6-year/70,000 Mile<sup>1</sup> Fleet Professional Vehicle Limited Powertrain Warranty<sup>2</sup>
- 4-year/50,000 Mile<sup>1</sup> Bumper-to-Bumper Limited Warranty
- 3-year/100,000 Mile<sup>1</sup> Roadside Assistance<sup>3</sup>

Available only to funeral directors, livery, and hotel customers of the 2022 Escalade, Escalade ESV, XT5 (with V6 option), and XT6 with the ZR3 Option, benefits include:

- 3-year/150,000 Mile<sup>1</sup> Fleet Professional Vehicle Limited Powertrain Warranty<sup>2</sup>

- 4-year/50,000 Mile<sup>1</sup> Bumper-to-Bumper Limited Warranty
- 3-year/100,000 Mile<sup>1</sup> Roadside Assistance<sup>3</sup>

For the Cadillac Fleet owner with the B9Q & V4U Options (2022 XT5 Models only) benefits include:

- 6-year/100,000 Mile<sup>1</sup> Fleet Professional Vehicle Limited Powertrain Warranty<sup>2</sup>
- 4-year/50,000 Mile<sup>1</sup> Bumper-to-Bumper Limited Warranty
- 3-year/100,000 Mile<sup>1</sup> Roadside Assistance<sup>3</sup>

1. Whichever comes first. See dealer for details.
2. Available to all qualified Cadillac Fleet customers on all Cadillac products.
3. Roadside provides towing only for 3 Years/100,000 Miles (whichever comes first). Limitations apply; see dealer for details.

### What Is Not Covered

**For Escalade V-Series only:** As stated in the "What is Covered" section, this warranty is generally transferable to subsequent owners of the vehicle. However, certain coverages will be VOIDED if ownership of the vehicle is transferred from the original owner within the first 6 months after delivery.

### Tire and Wheel Damage or Wear

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

### Damage Due to Accident, Misuse, or Alteration

The New 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's Manual.
- Alteration, modification, or tampering to the vehicle, including, but not limited to the body, chassis, powertrain, driveline, software, or other components after final assembly by GM.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.
- Installation of non-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* ⇨ 14.

### Damage Due to Insufficient or Improper Maintenance

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

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### **Damage Due to Contaminated, Improper, or Poor Quality Fuel**

Poor fuel quality or incorrect fuel may cause driveability problems such as hesitation, lack of power, stalling, or failure to start. They may also degrade functionality of critical exhaust emissions components such as spark plugs, oxygen sensors, and the catalytic converter. Damage from poor fuel quality, water contamination, or if the vehicle requires premium fuel, operating the vehicle on gasoline with a Pump Octane less than a 91 (R+M)/2, may not be covered.

Prohibited fuels are: Gasolines containing any methanol, MMT, an organometallic octane enhancing additive, and/or fuels containing more than 15% ethanol in non-Flex Fuel Vehicles (FFV).

Please refer to your Owner's 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](http://www.toptiergas.com/index.html).

### **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.

### **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.

### **Maintenance**

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the Owner's Manual, are the owner's expense. Vehicle lubrication, cleaning, or polishing are not covered. Failure of or damage to components requiring

replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

Items such as:

- Audio System Cleaning
- Brake Pads/Linings
- Clutch Linings
- Coolants and Fluids
- Filters
- Limited Slip Rear Axle Service
- Tire Rotation
- Wheel Alignment/Balance
- Wiper Inserts

are covered by the New Vehicle Limited Warranty for up to 7,500 miles; any replacement after 7,500 miles is considered maintenance and is not covered as part of the New Vehicle Limited Warranty. Keyless Entry batteries (or other remote transmitter/receiver batteries) are covered for up to 12 months only; any replacement after 12 months is considered maintenance and is not covered as part of the New Vehicle

Limited Warranty. The New Vehicle Limited Warranty only covers components when replacement or repair of these components is the result of a defect in material or workmanship.

**Extra Expenses**

Economic loss or extra expense is not covered.

Examples include:

- Inconvenience
- Lodging, meals, or other travel costs
- Loss of vehicle use
- Payment for loss of time or pay
- State or local taxes required on warranty repairs
- Storage

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

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

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

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



## 14 Things to Know About the New Vehicle Limited Warranty

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### Warranty Repairs – Component Exchanges

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

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

All exchange components used meet Cadillac 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 Cadillac support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant. As a result, any repairs Cadillac may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

### Tire Service

Any authorized Cadillac 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 Cadillac Customer Assistance Center. The toll-free telephone numbers are listed under *Customer Assistance Offices* ⇨ 31.

### Aftermarket Engine Performance Enhancement Products and Modifications

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

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

**Maintenance and Warranty Service Records**

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

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

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

**Chemical Paint Spotting**

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and adhere to painted surfaces on your vehicle. This damage can take 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, Cadillac 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, -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 Cadillac vehicles. However, if a Cadillac dealer cannot be located, significantly inconvenienced customers can take their vehicle to any GM dealer for repairs.

## 16 Things to Know About the New Vehicle Limited Warranty

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

### Permanent Relocation

This warranty applies to Cadillac 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 Cadillac 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.

**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 alteration not issued through General Motors will void the warranty coverage for those components that are damaged or otherwise affected by the installation of the non-GM part, control module calibration, software modification, and/or other alteration.

The only exception is that non-GM parts labeled "Certified to 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 Cadillac, 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 Cadillac. 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**

Cadillac and Cadillac 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 lb Gross Vehicle Weight Rating (GVWR) Only**

GM warrants to the first person who purchases this vehicle 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.

### How to Determine the Applicable Emissions 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 the Federal Emission Control System Warranty. The California Emission Control System Warranty section of this manual gives the requirements for that warranty

Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. The warranty with the broadest coverage applies.

Any authorized General Motors 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.

### Federal Emission Control System Warranty

All vehicles are eligible for Federal Emission Control System Warranty. This warranty is issued in accordance with the U.S. Federal Clean Air Act. The Emission related parts covered under the Federal Warranty are listed under the Emission Warranty Parts List.

### Federal Emissions Warranty Coverage

For a Passenger Car or Light Duty Truck with a Gross Vehicle Weight Rating (GVWR) of 8,500 lbs. or less

- 2 years or 24,000 miles, whichever comes first for Emissions related parts
- 8 years or 80,000 miles, whichever comes first for Emissions select components; catalytic converters, engine control module, transmission control module and other diagnostic emissions critical-electronic control units.

For Heavy Duty Vehicles with a Gross Vehicle Weight Rating (GVWR) greater than 8,500 lbs.

- 5 years or 50,000 miles, whichever comes first for Emissions related parts

### 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.

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's 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 GM dealer will replace, repair, or adjust to GM specifications, at no charge to you, any of the parts listed under *Emission Warranty Parts List* ⇨ 22, 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 is in accordance with the California Air Resources Board. This coverage is in addition to the Federal Emission Warranty. The Emission related parts covered under the California Warranty are listed under the Emission Warranty Parts List.

### California Emissions Warranty Requirements

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

- Your vehicle is registered in California or other state adopting California emission and warranty regulations. These states include Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont and Washington.
- Your vehicle is certified for sale in California as indicated on the vehicle's emission control information label.

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

The California Air Resources Board and General Motors are pleased to explain the emission control system warranty on your vehicle. In California, new motor vehicles must be designed, built, and equipped to meet the state's stringent anti-smog standards. GM must warrant the emission control system on your vehicle for the periods of time and mileage listed provided there has been no abuse, neglect, or improper maintenance of your vehicle. Your vehicle's emission control system may include parts such as the fuel injection system, ignition system, catalytic converter, and engine computer. Also included are hoses, belts, connectors, and other emission-related assemblies.

Where a warrantable condition exists, GM will repair your vehicle at no cost to you including diagnosis, parts, and labor.

## 20 Emission Control Systems Warranty

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### California Emission Defect and Emission Performance Warranty Coverage

For a Passenger Car or Light Duty Truck with a Gross Vehicle Weight Rating (GVWR) of 14,000 lbs or less:

- For 3 years or 50,000 miles, whichever comes first for Emissions related parts :
  - If your vehicle fails a smog check inspection, GM will make all necessary repairs and adjustments to ensure that your vehicle passes the inspections. This is your Emission Control System Performance Warranty.
  - If any emission related part on the Emission Warranty Parts List is defective, GM will repair or replace it. This is your Short-Term Emission Control System Defect Warranty.
- 7 years or 70,000 miles, whichever comes first for Emissions related parts :
  - If any emission related part specially noted on the Emission Warranty Parts List is defective or its failure causes your vehicle to fail a Smog Check inspection, GM will repair or replace it. This is your Long-Term Emission Control System Defect Warranty.

For Heavy Duty Vehicles with a GVWR greater than 14,000 lbs:

- 5 years or 50,000 miles for gasoline engines, whichever comes first for emission related parts
- 5 years or 100,000 miles for diesel engines, whichever comes first for emission related parts

### Owner's Warranty Responsibilities

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

You are responsible for presenting your vehicle to a GM dealer selling your vehicle line as soon as a problem exists. The warranted repairs should be completed in a reasonable amount of time, not to exceed 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, modifications not approved by GM, or if the defect is not emissions-related.

If you have any questions regarding your rights and responsibilities under these warranties, you should contact the Customer Assistance Center at 1-800-222-1020 or, in California, write to:

State of California Air Resources Board  
Mobile Source Operations Division  
P.O. Box 8001  
El Monte, CA 91731-2990

### Emergency Repairs

In case of an emergency, when an authorized GM dealer is not reasonably available, warranty repairs may be performed at any service facility or by the owner using any replacement parts.

GM will reimburse you for your expenses, including diagnostic charges, up to the amount of GM's suggested retail price for parts and labor charges based on GM's

recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate.

You must take the replaced part and paid receipts to an authorized GM dealer for repayment in such emergency situations. The lack of availability of warranted parts or a repair not being complete for over 30 days from the time the vehicle is initially presented to the dealer for repair constitutes an emergency.



## 22 Emission Warranty Parts List

Emission-related defects in the emission parts listed here are covered under the Emission Control System Warranty. The terms are explained in the *Emission Control Systems Warranty* ⇨ 18 under “Federal Emission Control System Warranty” and the “California Emission Control System Warranty.”

**Important:** Federal Emissions Select Components covered for 8 years or 80,000 miles, whichever comes first (for vehicles with GVWR of 8,500lbs or less). These Select Components are designated with (8/80) below.

- Diagnostic Emissions Critical - Electronic Control Units (8/80)
- Engine Control Module (8/80)
- Transmission Control Module (8/80)
- Catalytic Converters (8/80)

**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.

### **Air/Fuel Ration Control System**

Air/Fuel Ratio Control System Sensors

Diesel Fuel Injection Pump\*

Diesel Fuel Pipes (Heavy Duty) \*

Diesel Fuel Pressure Regulator\*

Diesel Fuel Rail Assembly\*

Diesel Fuel Temperature Sensor\*

Fuel Injection System

### **Air Management System**

Air Intake System

Air Management System Sensors

Charge Air Cooler

Exhaust Manifold\*

Intake Manifold\*

Supercharger System

Supercharger Assembly\*

Throttle Body

Turbocharger System

Turbocharger Assembly\*

Turbocharger Oil Feed Pipe (Diesel)\*

Turbocharger Exhaust Pipe (Diesel)\*

Turbocharger Exhaust Outlet Pipe Adaptor (Diesel)\*

Turbocharger Vane Position Sensor\*

Turbocharger Vane Position Solenoid Valve\*

### **Camshaft Position System**

Camshaft Position Actuator\*

Camshaft Position Actuator Valve

Camshaft Position System Sensors

### **Diesel Aftertreatment System**

Diesel Oxidation Catalyst

Diesel Particulate Filter\*

Selective Catalyst Reduction

### **Engine Cooling System**

Electric Coolant Pump

Engine Cooling Fans

Engine Cooling System Sensors

Engine Coolant Valves

Thermosta

**Evaporative Emission Control System**

Evaporative Emission Hardware

Fuel Tank(s)\*

Fuel Filler Cap (Gasoline)

Fuel Tank Zone Modul

**Exhaust Gas Recirculation (EGR) System**

EGR System Components and Sensors

EGR Valve Cooler (Diesel)\*

**Ignition System**

Ignition Coils and Control Module

Ignition System Sensors

Glow Plugs and Controller (Diesel)

Spark Plugs and Wires

**Positive Crankcase Ventilation (PCV) System**

PCV System Sensors

PCV System Components and Oil Filler Ca

**Stop/Start System**

Start/Stop System Components and Sensors

**Transmission Control System**

Transmission Control Solenoid Valve with TCM\*

Transmission Control Valve Body\*

Transmission Electrical Sensors and Actuators

Also covered by this Warranty are hoses, switches, sensors, solenoids, gaskets, seals, wiring harnesses and connectors used with components on the Emission Warranty parts list.

Emission warranted 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. Cadillac 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 Cadillac'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 these situations.

If you are in a situation where you are significantly inconvenienced and it is necessary to have repairs performed by other than a Cadillac dealer and you believe the repairs are covered by emission warranties, take the replaced parts and your receipt to a Cadillac 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 other repairs (such as those outlined earlier) should be retained in the event questions arise concerning maintenance. These receipts and records should be transferred to 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 Cadillac 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.

Those repairs qualifying under the warranty will be performed by any Cadillac dealer at no charge. Repairs which do not qualify will be charged to you. You will be notified as to whether or not the repair qualifies under the warranty within a reasonable time, not to exceed 30 days after receipt of the vehicle by the dealer, or within the time period required by local or state law.

The only exceptions would be if you request or agree to an extension, or if a delay results from events beyond the control of your dealer or GM. If you are not so notified, GM will provide any required repairs at no charge.

In the event a warranty matter is not handled to your satisfaction, see *Customer Satisfaction Procedure* ⇨ 26.

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

U.S. Environmental Protection Agency  
Office of Transportation and Air Quality  
Compliance Division, Light-Duty Vehicle  
Group

Attn: Warranty Complaints  
2000 Traverwood Drive  
Ann Arbor, MI 48105

Email: [complianceinfo@epa.gov](mailto:complianceinfo@epa.gov)

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 Cadillac. 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 Cadillac Customer Assistance Center** by calling 1-800-333-4223. In Canada, contact GM of Canada Customer Care Centre by calling 1-888-446-2000.

For resolution of issues related to the Cadillac Professional Vehicle, contact 1-800-43-FLEET (1-800-433-5338).

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

When contacting Cadillac, 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 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.  
3033 Wilson Boulevard  
Suite 600  
Arlington, VA 22201

Telephone: 1-800-955-5100  
<http://www.bbb.org/council/programs-services/dispute-handling-and-resolution/bbb-auto-line>

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.

## 28 State Warranty Enforcement Laws

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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* ⇨ 31.

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, Cadillac 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 Cadillac 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.



## 30 Special Coverage Adjustment Programs Beyond the Warranty Period

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Cadillac is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when Cadillac 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 Cadillac dealer or call the Cadillac 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.

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

**United States**

Cadillac Customer Assistance Center

P.O. Box 33169

Detroit, MI 48232-5169

[www.Cadillac.com](http://www.Cadillac.com)

1-800-333-4223

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

Roadside Service:

1-800-224-1400

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 Company

500 Wentworth Street W

Oshawa, Ontario L1J 0C5

[www.gm.ca](http://www.gm.ca)

1-888-446-2000

1-800-263-3830 (For Text Telephone devices (TTYs))

Roadside Assistance: 1-800-882-1112

## 32 Customer Assistance for Text Telephone (TTY) Users

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

The TTY for the Cadillac Customer Assistance Center is:

1-800-833-2622 in the United States

1-800-263-3830 in Canada

The TTY for the Cadillac Roadside Assistance Center is:

1-888-889-2438 in the U.S.

Cadillac is proud to offer the response, security, and convenience of Cadillac's 24-Hour Roadside Service Program. Roadside Assistance is provided for the duration of the Limited Powertrain Warranty Coverage. Consult your dealer or refer to the Owner's Manual for details. The Cadillac Roadside Assistance Center can be reached by calling 1-800-224-1400.

**For Escalade V-Series only:** Roadside Assistance Coverage will be VOIDED if ownership of the vehicle is transferred from the original owner within the first 6 months after delivery.

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 Company reserve the right to make any changes or discontinue the Roadside Assistance program at any time without notification.

## 34 Courtesy Transportation Program

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If your vehicle requires warranty repairs during the course of your vehicle's Bumper-to-Bumper Warranty, Limited Powertrain, or Electric specific warranties, 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's 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 Company reserve the right to make any changes or discontinue the Courtesy Transportation program at any time without notification.



Certified Service



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