



# Cadillac Certified Pre-Owned Limited Warranty and Owner Assistance Information

[cadillac.com](http://cadillac.com) (U.S.)



## CADILLAC CERTIFIED PRE-OWNED LIMITED WARRANTY

This vehicle has met the exacting standards set forth in the Cadillac Certified Pre-owned program, and qualifies for all benefits under the terms of the program. The Cadillac Certified Pre-owned Limited Warranty provides extensive coverage for defects in materials or workmanship of covered components for up to 6 years from the original vehicle in-service date or 100,000 miles whichever occurs first and includes all applicable owner privileges.

Date:

Dealership:

Year and Model:

City and State:

Vehicle ID #:

Salesperson Name:

Mileage:

Salesperson Signature:

Original In-Service Date:

Cadillac CPO Limited Warranty Expiration Date:

The Cadillac Certified Pre-Owned Limited Warranty is effective upon the expiration of the new vehicle "Bumper to Bumper" warranty. Coverage under the CPO Limited Warranty terminates upon failure to satisfy care and service requirements as described in the New Vehicle Limited Warranty. Warranty exclusions include, but are not limited to body and interior/exterior trim components, maintenance and wear items such as adjustments, batteries, brake pads and rotors, clutch discs, drive belts, engine tune-ups, hoses, tires, wiper blades, or any service or part required to be performed or replaced as recommended by the GM maintenance schedule. Refer to the Cadillac Certified Pre-owned Limited Warranty manual for other limitations.

### **DEDUCTIBLE**

\$50 per repair visit after the expiration of the Cadillac bumper-to-bumper New Vehicle Limited Warranty.

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# Cadillac Certified Pre-owned Limited Warranty and Owner Assistance Information

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## **Cadillac's Commitment to You**

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

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

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

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

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

While extremely comprehensive, the Cadillac Certified Pre-owned Limited Warranty is not an extension of the 4 year/50,000 mile new vehicle Bumper-to-Bumper warranty.

Cadillac Certified Pre-owned Limited Warranty coverage is effective upon the expiration of the new vehicle Bumper-to-Bumper warranty. Please refer to the New Vehicle Limited Warranty at a Glance section under New Vehicle Limited Warranty Coverage for additional details on this coverage.

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

The Cadillac Certified Pre-owned Limited Warranty provides extensive coverage upon expiration of the New Vehicle Limited Warranty, for defects in materials or workmanship of covered components for up to 6 years from the original in-service date or 100,000 miles, whichever occurs first. The coverage includes parts and labor, but excludes maintenance, wear and tear items, as well as items listed in the What is Not Covered section in this manual.

### What Is Covered

Covered component categories include:

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

**Transmission/Transaxle/Transfer**

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

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

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

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

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

**Safety/Restraint Systems:** Airbag systems (module assemblies, sensor wiring — all), safety belt/shoulder straps (buckles, belts, retractors, stop),

theft deterrent (sensors, modules, connectors and wiring), object detection (sensors, modules, connectors and wiring), remote functions/entry control systems (connectors, wiring, receivers, transmitters).

**HVAC Systems:** HVAC Automatic (heater and AC control, actuators, motors, relays, sensors, valves and wiring/connectors); all except those components listed in What is Not Covered.

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

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

**Emissions:** Some of these components may also be covered by the Emission Warranty. Please refer to the New Vehicle Limited Warranty and Owner Assistance Information manual under Emissions Warranty Parts List for additional information.

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

### **Warranty Applies**

This warranty is for Cadillac 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 related to materials or workmanship occurring during the warranty period. Needed repairs will be performed using new or remanufactured parts.

### **Obtaining Repairs**

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

### **Towing**

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

### **What Is Not Covered**

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

### **Vehicle Components Not Covered**

#### **Suspension**

Upper mount and bearing, upper and lower control arms, control arm shafts and bushings, upper and lower ball joints, steering knuckles, seals, stabilizer bushings, shock absorbers, suspension links, struts and wheel bearings.

#### **Body and Interior**

This warranty does not cover adjusters, ashtrays, assist steps, body and other parts, body panels, body rails, body seals and gaskets, bolts, bright metal, bumpers, bulbs (except instrumentation), carpeting, chassis frame, clips, convenience nets, convertible/vinyl tops (except electronics), covers, cross members, cup-holders, cushions, dash cover and pad, door trim, fabric, floor and trunk mats, glass, grilles, handles, headlamps, headliner, hinges, interior and exterior trim, knobs, latches, lenses, levers, locks (except electronics), light bulbs, mirrors, moldings, nuts, paint, retainers and

fasteners, rust and corrosion damage (except as covered by the New Vehicle Limited Warranty 6 year/unlimited mile rust through warranty), sealed beams, sheet metal, springs, stops, sunroof (except electronics), sunshades, trays, upholstery, vents, weatherstrips, windshield washer components (except electronic/motors, pumps, and switches).

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

**Batteries**

This warranty does not cover batteries.

**Tires and Wheels**

This warranty does not cover tires and wheels.

**Maintenance and Wear Items**

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the owner's manual are at the owner's expense. Vehicle lubrication, cleaning, or polishing are not covered. Failure

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

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

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

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

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle.

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

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

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



**Damage Due to Insufficient or Improper Maintenance**

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

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

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

**Extra Expenses**

Economic loss or extra expense is not covered. Examples include: inconvenience, lodging, meals or other travel costs, loss of vehicle use, payment for loss of time or pay, state

or local taxes required on warranty repairs and storage. While extra expenses are not covered by the New Vehicle Limited Warranty, GM does provide many additional customer benefits and owner privileges. See the New Vehicle Limited Warranty and Owner Assistance Information manual for additional details.

## Warranty Repairs — Component Exchanges

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

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

## Warranty Repairs — Recycled Materials

Environmental Protection Agency (EPA) guidelines and GM support the capture, purification, and reuse of

automotive air conditioning refrigerant gases and engine coolant. As a result, any repairs GM may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

## Tire Service

Any authorized GM dealer or tire dealer for your brand of tires can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, contact the Customer Assistance Center. See *Customer Assistance Office* ⇨ 11 for the toll-free telephone numbers.

## Vehicle Operation and Care

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

## Touring Owner Service — Foreign Countries

If you are touring in a foreign country and repairs are needed, take your vehicle to a GM dealer facility, preferably one which sells and services Cadillac vehicles. Once you return to the United States, provide your dealer with a statement of circumstances, the original repair order, proof of ownership, and any

paid receipts indicating the work performed and parts replaced for reimbursement consideration.

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

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

GM does not authorize any person to create for it any other obligations or liability in connection with these vehicles. Any implied warranty or 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.

Your purchase of a Cadillac Certified Pre-owned vehicle also entitles you to the remainder of the unexpired portion of the original 4 year/ 50,000 mile Bumper-to-Bumper, Emissions and Corrosion Protection warranties. The warranty coverages are summarized below. Please refer to the New Vehicle Limited Warranty and Owner Assistance Information manual and the owner's manual for additional detail.

### **New Vehicle Limited Warranty at a Glance**

#### **Bumper-to-Bumper (Includes Tires)**

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

#### **Powertrain**

- Coverage is for the first 6 years or 70,000 miles, whichever comes first. (Coverage does not apply to all model year vehicles. See the New Vehicle Limited Warranty and Owner Assistance Information manual or your dealer for details.)

#### **Sheet Metal**

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

#### **Emission Control System Warranty**

Please refer to the new vehicle limited warranty and owners assistance information manual for emissions control system warranty information.

**Roadside Assistance**

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

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

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

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

**Courtesy Transportation**

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

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

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Detroit , MI 48232-5169  
[www.cadillac.com](http://www.cadillac.com)  
1-800-458-8006  
1-800-833-2622 (For Text Telephone  
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Roadside Assistance :1-800-882-1112



