

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 GM Medium Duty Truck dealer if warranty work is needed. Be sure to keep it with your vehicle when you sell it so future owners will have the information.

Owner's Name

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:



***Protection
Plan***

Have you purchased the Genuine GM Protection Plan? The GM Protection Plan may be purchased within specific time/mileage limitations. See the information request form in the back of this booklet. 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 General Motors.

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2004 Chevrolet Medium Duty Truck Warranty and Owner Assistance Information

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An Important Message to GM Medium Duty Truck Owners...

General Motors' Commitment to You

We are committed to assuring your satisfaction with your new GM Medium Duty Truck.

Your GM Medium Duty Truck 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

Your GM Medium Duty Truck dealer is best equipped to provide all your 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 Medium Duty Truck 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 your problem has not been resolved to your satisfaction, follow the "Customer Satisfaction Procedure" as outlined under *Owner Assistance on page 19*.

We thank you for choosing a GM Medium Duty Truck.

GM Participation in an Alternative Dispute Resolution Program

See the "Customer Satisfaction Procedure" under *Owner Assistance on page 19* for information on the voluntary, non-binding alternative dispute resolution program in which GM participates.

Warranty Service – United States and Canada

Your selling dealership has made a large investment to ensure that they have the proper tools, training, and parts inventory to make any necessary warranty repairs should they be required during the warranty period. We ask that you return to your selling dealer for warranty repairs. In the event of an emergency repair, you may take your vehicle to any authorized GM Medium Duty Truck dealer for warranty repairs. However, certain warranty repairs require special tools or training that only a dealer selling your brand may have. Therefore, not all dealers are able to perform every repair. If a particular dealership cannot assist you, then contact the Customer Assistance Center. If you have changed your residence, visit any GM Medium Duty Truck dealer in the United States or Canada for warranty service. Diesel engine service may also be obtained at a Caterpillar® Engine dealer. In case you require assistance in locating a dealer to perform service on your GM Medium Duty Truck, refer to the toll-free telephone numbers under "Customer Assistance Offices" under *Owner Assistance on page 19* for more information.

Warranty Coverage at a Glance

The warranty coverages are summarized below.

New Vehicle Limited Warranty

Bumper-to-Bumper

- Coverage is for the first 2 years with unlimited miles. Tires are not included.

Frame Rails and Cross Members

- Coverage is for the first 5 years with unlimited miles.

Sheet Metal

- Corrosion coverage is for the first 2 years with unlimited miles.
- Rust-through coverage is for the first 5 years with unlimited miles.

6.6L DURAMAX™ Diesel Engine (If Equipped)

- Coverage is for the first 3 years or 36,000 miles, whichever comes first. It then has a \$100.00 deductible charge after the first 3 years or 36,000 miles up to 5 years or 100,000 miles, whichever comes first.

7.8L DURAMAX™ Diesel Engine (If Equipped)

- Coverage is for the first 3 years with unlimited miles.

Caterpillar® Diesel Engine (If Equipped)

- On-highway vehicles, for the first 3 years, 150,000 miles, or 3,600 hours of operation, whichever comes first.
- School buses, emergency and recreational vehicles are covered for the first 5 years with unlimited miles.

Emission Control System Warranty*

*See “How to Determine the Applicable Emission Control System Warranty” under *Emission Control Systems Warranty* on page 14 for more information.

Gasoline Engine

- Coverage is for the first 5 years or 50,000 miles, whichever comes first.

6.6L DURAMAX™ Diesel Engine (If Equipped)

- Coverage is for the first 5 years or 100,000 miles, whichever comes first.
- Coverage for California is for the first 5 years, 100,000 miles, or 3,000 hours of operation, whichever comes first.

7.8L DURAMAX™ Diesel Engine (If Equipped)

- Coverage is for the first 5 years or 100,000 miles, whichever comes first.
- Coverage for California is for the first 5 years, 100,000 miles, or 3,000 hours of operation, whichever comes first.

Caterpillar® Diesel Engine (If Equipped)

- Coverage is for the first 5 years or 100,000 miles, whichever comes first.
- Coverage for California is for the first 5 years, 100,000 miles, or 3,000 hours of operation, whichever comes first.

Noise Emissions

- Coverage is for the entire life of the vehicle.

Caterpillar® Diesel Engines, Tires and Allison Transmission®

- These are warranted separately, not by GM. See “Caterpillar® Diesel Engine Coverage” and “Tires and Allison Transmission®” under *General Motors Corporation New Vehicle Limited Warranty on page 4.*

General Motors Corporation 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 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 GM Medium Duty Truck dealer facility within the warranty period and request the needed repairs. A 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 including diesel engine optional equipment, (except tires, Allison Transmission[®], Caterpillar[®] diesel engines, and those items listed under "What Is Not Covered" later in this section) is covered for 2 years with unlimited mileage.

Accessory Coverages

All GM accessories sold by GM and all parts that are permanently installed on a GM vehicle prior to delivery will be covered under the provisions of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery, or are replaced under the new vehicle warranty, they will be covered (parts and labor) for the balance of the vehicle warranty, but in no event less than 12 months/12,000 miles. This coverage is only effective for GM accessories permanently installed by a GM dealer or an associated GM-approved Accessory Distributor/Installer (ADI).

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.

Frame Rail Coverage

Frame rails, including cross members, are covered up to 5 years with unlimited miles.

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 2 years with unlimited miles.

Rust-Through: Any body sheet metal panel that rusts through (an actual hole in the sheet metal) is covered for up to 5 years with unlimited miles.

Important: Cosmetic or surface corrosion (resulting from stone chips or scratches in the paint, for example) is not included in sheet metal coverage.

Towing

Towing is covered to the nearest GM Medium Duty Truck dealer if your vehicle cannot be driven because of a warranted defect.

6.6L DURAMAX™ Diesel Engine Coverage

The diesel engines (except those items listed under “What Is Not Covered” later in this section) are covered for 5 years or 100,000 miles, whichever comes first. A \$100.00 dollar deductible per repair visit may apply after the vehicle has been in use for 3 years or 36,000 miles, whichever comes first. For additional information, refer to *Things You Should Know About the New Vehicle Limited Warranty on page 9*. Also refer to the appropriate emission control system warranty for possible additional coverages.

7.8L DURAMAX™ Diesel Engine Coverage

Coverage is for 3 years with unlimited miles.

Caterpillar® Diesel Engine Coverage

The Caterpillar® diesel engine (for on-highway vehicles) is covered for 3 years or 150,000 miles, or 3,600 hours or operation, whichever comes first. For school bus, emergency, and recreational vehicles, the Caterpillar® engine is covered for 5 years with unlimited miles.

Caterpillar® is not warranted by GM.

What Is Not Covered

Tires and Allison Transmission®

Tires and Allison Transmission® are warranted separately. Refer to the additional warranty publications furnished with your vehicle.

Tires and Allison Transmission® are not warranted by GM.

Damage Due to Accident, Misuse, or Alteration

Damage caused as the result of any of the following is not covered:

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the owner manual
- Alteration or modification to the vehicle including the body, chassis or components after final assembly by GM
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined

Important: This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or totaled.

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

Damage caused by airborne fallout (chemicals, tree sap, etc.), stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc. is not covered.

Damage Due to Insufficient or Improper Maintenance

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

Maintenance

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

Items such as:

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

are covered only when replacement or repair 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:

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

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.

Things You Should 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, 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.

6.6L DURAMAX™ Diesel Engine Components

The complete engine assembly, including turbocharger components, is covered for defects in material or workmanship for 3 years or 36,000 miles, whichever comes first. No deductible applies during this coverage period. The engine parts listed next continue to be covered (subject to a \$100.00 deductible) for 5 years or 100,000 miles, whichever comes first.

- Cylinder block and heads and all internal parts, intake and exhaust manifold, 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.
- Glow Plug Control System: control/glow plug assembly, glow plugs, cold advance relay and ECM.

Important: Some of these components may also be covered by the Emission Control System Warranty with no deductible.

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 recommendation 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.

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 GM Medium Duty Truck, 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 GM Medium Duty Truck dealer, the place many customers choose to have their maintenance work done. You can rely on your GM Medium Duty Truck 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 painted surfaces.

Although no defect in the factory applied paint causes this, GM Medium Duty Truck 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 6,000 miles on the odometer even though the vehicle may not have been “registered” for license plates.

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 GM Medium Duty Trucks. Once you return to the United States, provide your dealer with a statement of circumstances, the original repair order, proof of ownership, and any paid receipt indicating the work performed and parts replaced for reimbursement consideration.

Important: 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.

Warranty Service – Foreign Countries

This warranty applies to GM vehicles registered in the United States and normally operated in the United States or Canada. 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 GM. Examples of the types of alterations that would not be covered include installation or use of any non-GM parts, cutting, welding, or disconnecting of original equipment or chassis parts and components, extension of wheel base, suspension and driveline modifications, and axle additions.

Important: Dealer installed GM parts and accessories not available as regular production options may be covered under separate warranties.

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 installation (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 wheel base, 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 your 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

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, 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.

Emission Control Systems Warranty

General Motors Warranty Coverage

GM warrants to the owner that the vehicle was designed, built, and equipped so as to conform at the time of sale with applicable regulations of the Federal Environmental Protection Agency (EPA), or to the California Air Resources Board stringent anti-smog standards, and is free from defects in materials and workmanship which cause the vehicle to fail to conform with those regulations during the warranty period.

- For heavy duty gasoline engines, the warranty period is 5 years or 50,000 miles, whichever comes first.
- For heavy duty diesel engines, the warranty period is 5 years, or 100,000 miles for Federal, and 5 years, or 100,000 miles, or 3,000 hours of operation for California, whichever comes first.

Emission-related defects in the genuine GM components listed below, including related diagnostic costs, parts, and labor, are covered by this warranty.

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 first placed in such service.

If your vehicle fails a California emissions inspection during the applicable warranty period, and if the emissions failure is caused by the failure or malfunction of an emissions-warranted part, GM Medium Duty Truck will correct the part failure or malfunction.

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, refer to the toll-free telephone number under “Customer Assistance Offices” under *Owner Assistance on page 19*.

How to Determine the Applicable Emission Control System Warranty

State and Federal agencies may require different emission control system warranties for medium duty trucks depending on:

- Whether the truck is certified with a medium duty or heavy duty emission control system
- Whether the truck is certified for California emissions in addition to Federal emissions

To determine emissions eligibility: locate the emission control label attached to the engine air cleaner housing or on the engine. The language on the bottom left side of the label will describe the medium duty emissions control system.

All medium duty trucks are eligible for Federal Emissions Control System Warranty Coverage. If the emissions control label contains language stating the vehicle is certified to California emissions standards, the vehicle is also eligible for California Emissions Control System Warranty Coverage.

What Is Covered

Listed below are most of the systems that affect emissions of your vehicle. Emission control components of these systems are covered by the emissions warranties as applicable. Maintenance items that require scheduled replacement are warranted up to the replacement interval specified in your owner manual.

- **Engine Control System**
Powertrain control module, mass air flow sensor and associated sensors and parts
- **Fuel Management System**
Fuel injection system, fuel rail assembly
- **Air Management System**
Intake manifold, air cleaner assembly, turbocharger assembly, supercharger assembly, throttle body assembly
- **Ignition System**
Ignition parts and associated controls including spark plugs and ignition wires, distributor assembly, electronic ignition control module
- **Catalytic Converter System**
Catalytic converter, exhaust manifolds, and associated parts

- **Positive Crankcase Ventilation System**
PCV valve and associated parts, oil filler cap
- **Exhaust Gas Recirculation System**
EGR valve and associated parts
- **Secondary Air Injection System**
Air pump
- **Evaporative Emissions Control System (Gasoline Engines Only)**
Vapor storage canister and associated controls, fuel tank, fuel filler cap, and fuel tank filler pipe
- **Miscellaneous Items Used in Conjunction with the Repair of the Above Components are Covered**
Emission-related actuators, belts, clamps, connectors, ducts, fittings, gaskets, grommets, hoses, housings, mounting hardware, pipes, pulleys, relays, sealing devices, sensors, springs, switches, tubes, valves, and wiring.

If failure of one of the components listed above results in failure of another part, both will be covered by this warranty. For detailed information concerning specific components covered by these emission control systems warranties, ask your dealer.

What Is Not Covered

These warranty obligations do not apply to:

- Conditions resulting from tampering, abuse, neglect, or improper maintenance; or
- any other item listed under “What Is Not Covered” under *General Motors Corporation New Vehicle Limited Warranty on page 4*.

The “Other Terms” presented under *General Motors Corporation New Vehicle Limited Warranty on page 4*, also apply to these warranties.

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 an emergency situation when a warranted part or a warranty station is not reasonably available to the vehicle owner.

In an emergency, where an authorized dealer is not reasonably available, repairs may be performed at any available service establishment or by the owner, using any replacement part. GM Medium Duty Truck 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 GM Medium Duty Truck’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 an emergency. Retain receipts and failed parts in order to receive compensation for warranty repairs reimbursable due to an emergency.

If, in an emergency situation, it is necessary to have repairs performed by other than a GM Medium Duty Truck dealer and you believe the repairs are covered by emission warranties, take the replaced parts and your receipt to a GM Medium Duty Truck 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 emergency repairs 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 GM Medium Duty Truck dealer facility to obtain service under the emission warranties. 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 GM Medium Duty Truck 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, refer to the "Customer Satisfaction Procedure" under *Owner Assistance on page 19*.

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

Owner Assistance

Customer Satisfaction Procedure

Your satisfaction and goodwill are important to your dealer and to GM. 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 GM Medium Duty Truck Assistance Center** by calling 1-800-462-8782. (In Canada, contact GM of Canada Central Office in Oshawa 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. Please 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 left top of the instrument panel and visible through the windshield.)
- The dealer name and location
- The vehicle's delivery date and present mileage

When contacting GM Medium Duty Truck, please 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 should file with the 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.

You may 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

Telephone: 1-800-955-5100

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.

Assistance For Text Telephone (TTY) Users

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

The TTY for the GM Medium Duty Truck Customer Assistance Center is:

1-800-833-2438 in the United States

1-800-263-3830 in Canada

The TTY for GM Medium Duty Truck Roadside Assistance Center is:

1-888-889-2438 in the United States or Canada

GM Medium Duty Truck Roadside Assistance

GM Medium Duty Truck is proud to offer the response, security, and convenience of our 24-hour Roadside Assistance Program. Refer to your owner manual for details, or consult your dealer. The GM Medium Duty Truck Roadside Assistance Center can be reached by calling 1-800-462-8782. This program is not available in Puerto Rico or the U.S. Virgin Islands.

GM Medium Duty Truck Courtesy Transportation

During the Bumper-to-Bumper Warranty coverage period, interim transportation may be available under the GM Medium Duty Truck Courtesy Transportation Program. Consult your dealer for details.

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. Your written notification should be sent to the GM Medium Duty Truck Customer Assistance Center.

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 GM AS REQUIRED ABOVE SHALL BE SENT TO THE FOLLOWING ADDRESS:

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

Fax Number: 1-866-962-2868

When you make an inquiry, you will need to give the year, model and mileage of your vehicle and your Vehicle Identification Number (VIN).

Special Policy Adjustment Programs Beyond the Warranty Period

GM is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when GM will establish a special policy 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 dealer or call the Customer Assistance Center to determine whether any special policy 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 Vehicle Identification Number (VIN).

Customer Assistance Offices

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

United States

GM Medium Duty Truck
Customer Assistance Center
P.O. Box 44947
Detroit, MI 48244

www.Chevrolet.com or www.GMC.com

1-800-462-8782

1-800-462-8583 (For Text Telephone devices (TTYs))

Roadside Assistance: 1-800-462-8782

Fax Number: 1-866-962-2868

From Puerto Rico:

1-800-496-9992 (English)

1-800-496-9993 (Spanish)

Fax Number: 313-381-0022

From U.S. Virgin Islands:

1-800-496-9994

Fax Number: 313-381-0022

Canada

Customer Assistance Centre, 163-005
General Motors of Canada Limited
1908 Colonel Sam Drive
Oshawa, Ontario L1H 8P7

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
Paseo de la Reforma # 2740
Col. Lomas de Bezares
C.P., 11910,
Mexico, D.F.

01-800-508-0000

Long Distance: 011-52-53 29 0 800

Don't Wait Until Your New Vehicle Limited Warranty – and Your Opportunity to Purchase the GM Protection Plan – Expire.

Learn how to protect yourself, with the GM Protection Plan, against costly repairs after your new vehicle limited warranty expires. A monthly payment plan makes it convenient and affordable. Just call or mail this request and you'll find out how you can get the security of knowing you're covered if something breaks down.



No-Obligation GM Protection Information Request

YES! Please send me free information about how I can protect myself from costly repair bills after my new vehicle limited warranty expires.

Name: _____

Address: _____ Apt#: _____

City: _____ State: _____ Zip: _____

Daytime Phone: () _____ Evening Phone: () _____

Vehicle Information

Vehicle Identification Number (17 Digits)

Make/Model: _____ Year: _____

Purchase Date: _____ Mileage: _____

Complete and mail this request today and we'll send you FREE details about how you can add years and miles of protection.

Mail to: GM Protection Plan P.O. Box 02968 Detroit, MI 48202 **Or call 1-800-981-4667 toll-free for details today.**

