



CarBravo Limited Warranty and Owner's Assistance Manual



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¹ This manual, and the warranties described in this manual, do not apply to non-GM vehicles sold in the State of California. Please see the vehicle's service contract included with those non-GM vehicles for applicable coverages.



Welcome to CarBravo

CarBravo is designed to provide you with an exceptional experience – regardless of what brand or type of used vehicle you’re looking for. When you shop CarBravo, you’ll enjoy:

- Exceptional Convenience: You can shop and buy how you want – online, at the dealership or a combination of both
- Peace of Mind: Every CarBravo vehicle comes with a limited warranty
- Rewarding Relationship: CarBravo provides benefits, support and service

GM’s Commitment

GM is committed to ensuring an excellent ownership experience with your CarBravo vehicle.

Your dealer also wants you to be completely satisfied and invites you to return for all of your service needs. CarBravo vehicles can be serviced at any General Motors (Chevrolet, Buick, GMC or Cadillac) dealership.

GM Participation in an Alternative Dispute Resolution Program

See the Customer Satisfaction Procedure section for information on the voluntary, nonbinding Alternative Dispute Resolution Program in which CarBravo participates.

Standard Limited Warranties

CarBravo Certified

Any approved vehicle that satisfies these two criteria is eligible for the CarBravo Certified Tier:

- Vehicles less than 10 model years old; and
- Vehicles less than 100,000 miles at the time of sale

Eligible CarBravo Tier vehicles will receive a 6-month/6,000-mile (whichever comes first) limited bumper-to-bumper warranty.

- If the vehicle has bumper-to-bumper coverage remaining under the Original New Vehicle Limited Warranty, then the CarBravo limited bumper-to-bumper warranty coverage will go into effect upon expiration of the original New Vehicle Limited Warranty.
- If the vehicle's bumper-to-bumper coverage under the Original New Vehicle Limited Warranty has already expired by time or mileage as of the date of the CarBravo transaction, then the CarBravo limited bumper-to-bumper warranty becomes effective on the contract date of the CarBravo sale.

BravoBudget Certified

Any approved vehicle that does not satisfy the eligibility criteria for the CarBravo Certified Tier, but does satisfy the following two criteria, is eligible for the BravoBudget Certified Tier:

- Vehicles greater than 10 and less than 15 model years old; and/or
- Vehicles with greater than 100,000 and less than 150,000 miles at the time of sale

Eligible BravoBudget Certified vehicles will receive a 30-day/1,000-mile (whichever comes first) limited powertrain warranty that becomes effective on the contract date of the CarBravo sale.

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

Note to California customers: This manual, and the warranties described in this manual, do not apply to non-GM vehicles sold in the State of California. Please see the vehicle's service contract included with those non-GM vehicles for applicable coverages.

What is Covered:

Warranty Applies

This warranty is for CarBravo vehicles registered in the United States and normally operated in the United States, 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 vehicle defects related to materials or workmanship occurring during the warranty period, excluding slight noise, vibrations or other normal characteristics of the vehicle. Needed repairs will be performed using new, remanufactured or refurbished 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 dealer facility within the warranty period and request the needed repairs. Reasonable time must be allowed for the dealer to perform necessary repairs.

Warranty Repairs – Component Exchanges

In the interest of customer satisfaction, GM may offer an 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 GM 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 GM approved service part requirements and are previously used parts that are inspected, cleaned, tested and repackaged.

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 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 dealers may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

Vehicle Operation and Care

Please follow the maintenance instructions in the vehicle's owner manual. If you have questions on how to keep your vehicle in good working condition, see your GM dealer – the place many customers choose to have their maintenance work done. You can rely on your GM 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.

The "Maintenance Record" is provided in the maintenance schedule section of the OEM owner's manual for recording services performed. For GM vehicles, the servicing GM dealer can provide a copy of any warranty repairs for your records.





CarBravo



What is Covered/Exclusions

CarBravo Certified

6-Month/6,000-Mile Limited Bumper-to-Bumper Warranty

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.

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

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 and fuel temperature sensor.

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 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 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.

Turbocharger/Supercharger (Factory Installed Only):

Turbocharger/Supercharger Housing and all Internally Lubricated Parts.

Seals and Gaskets:

Seals and Gaskets of covered components designed to prevent the loss of necessary coolants, lubricants and fluids are covered.

Steering:

All Internal Parts contained within the Steering Box, Rack and Pinion Gear, Power Steering Pump, Power Steering Hoses, Steering Knuckles, Pitman Arm, Idler Arm, Tie Rod Ends and Drag Link, Steering Dampener, Upper and Lower Steering Column Shafts and Couplings including Internal Tilt-Wheel Mechanism, Steering Box and Rack and Pinion Gear Housings, Power Steering Assist Cylinder, Power Steering Pump Cooler, Twin "I" Beam & Bushings, and Steering Travel Stop. REAR WHEEL STEERING: Rear Steering Shaft and Couplings, Power Cylinder and Pump, Electronic Control Unit/Solenoid, Phase Control Unit, Stepper Motor, Steering Box, Control Valve, Rack and Tie Rod Ends.

Electrical:

Alternator, Voltage Regulator, Starter Motor, Starter Solenoid and Starter Drive, Engine Compartment Wiring Harness, Computerized Timing Control Unit, Electronic Ignition Module, Crank Angle Sensor, Knock Sensor, Ignition Switch, Ignition Switch Lock Cylinder, Front and Rear Window Wiper Motor, Washer Pump and Switch, Stop Lamp Switch, Headlamp Switch, Turn Signal Switch, Heater/A.C. Blower Speed Switch, Manual Heater/A.C. Control Head, Horns, Trailer Brake Wiring Harness, Auxiliary Power Supply Wiring, Exterior Cab Lighting, Auxiliary Fuel Tank Switching Unit and Switch, and O² Sensors.

Enhanced Electrical:

Electronic Instrument Cluster, Distributor, Ignition Coil, Electronic Combination Entry System (does not include Transmitters and Receivers for Remote Locks), Cruise Control Module, Transducer, Servo and Amplifier, Powertrain Control Module, Headlamp Motors, Power Window Motor, Power Seat Motor, Power Mirror Motor, Power Antenna Motor/Mast Assembly, Convertible Top Motor, Power Sunroof Motor, Power Window Switch, Cruise Control Engagement Switch, Power Seat Switch, Power Mirror Motor Switch, Rear Defogger Switch, Power Door Lock Actuator and Switch, OnStar®, CUE, Intelli-Link and MyLink (does not include programming or updates). AIRBAGS/SAFETY RESTRAINT SYSTEM: Airbags, Impact Sensors, Clock Springs, Safety Belts, Anchor Tensioner and Latch, Passenger Presence System, Occupancy Sensors, Inflator Modules, and Restraint Sensing Module.

Brakes:

Electronic Control Processor, Wheel Speed Sensors, Hydraulic Pump/Motor Assembly, Pressure Modulator Valve/Isolation Dump Valve and Accumulator. The following parts are also covered: Master Cylinder, Power Brake Cylinder, Vacuum/Hydro Assist Booster, Disc Brake Caliper, Wheel Cylinders, Compensating Valve, Brake Hydraulic Lines and Fittings, Hydraulic Control Unit, and Hydraulic Trailer Brake Assembly and its components.

Air Conditioner:

Condenser, Compressor, Compressor Clutch and Pulley, Air Conditioning Lines and Hoses, Evaporator, Idler Pulley and Idler Pulley Bearing, High/Low Compressor Cut-off Switch, Expansion Valve and Pressure Cycling Switch. The following parts are also covered if they are required in connection with the repair of a covered part listed above and only if they have failed: Accumulator/Receiver Dryer, Orifice Tube, Oil and Refrigerant.

Front/Rear Suspension:

Upper and lower control arms, shafts and bushings, struts, shock absorbers, spindle/steering knuckle and spindle support. Wheel bearings, wheel hubs, ball joints and bushings; stabilizer bar, links and bushings. Coil springs, electronic level control components including pump, accumulator, lines and bags.

EV Components Electric/Hybrid Components:

High Voltage Wiring, Hybrid Powertrain and Battery Control Modules, Air Compressor Control Module (except hybrid vehicles), Accessory DC Power Control Module, High Voltage Battery Disconnect Control Module, Drive Motor Generator Power Inverter Module, and Battery Charger Control Module are covered for the duration of the Electric and Hybrid Vehicle Warranty coverage period.

Regenerative Braking System:

The Brake Modulator Assembly, used for regenerative braking, is covered for the duration of the Electric and Hybrid Vehicle Warranty coverage period.

Electric/Hybrid Drive:

Electric drive unit(s) and all internal components, including the auxiliary fluid pump, auxiliary pump controller, electric motor, and 3-phase cables.

Note: BATTERIES ARE NOT COVERED UNDER CARBRAVO WARRANTIES

- 12 Volt and EV batteries are not covered. Batteries are covered under the manufacturer's warranty only.

BravoBudget Certified

30-Day/1,000-Mile Limited Powertrain Warranty

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.

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

Diesel Engine 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 and fuel temperature sensor.

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 transmission/transaxle. 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 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.

Turbocharger/Supercharger (Factory Installed Only):

Turbocharger/Supercharger Housing and all Internally Lubricated Parts.

Seals and Gaskets:

Seals and Gaskets of covered components designed to prevent the loss of necessary coolants, lubricants and fluids are covered.

Note: BATTERIES ARE NOT COVERED UNDER CARBRAVO WARRANTIES.

- 12 Volt and EV batteries are not covered. Batteries are covered under the manufacturer's warranty only.





What is NOT Covered

1. Damage Due to Accident, Misuse or Alteration

- 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
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined
- Water or fluid contamination
- Damage resulting from hail, floods, windstorms, lightning and other environmental conditions
- Alteration of glass parts by application of tinting films

2. 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

3. Damage Due to Insufficient or Improper Maintenance

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

4. Damage Due to Contaminated, Improper or Poor-Quality Fuel

- Poor fuel quality or incorrect fuel may cause drivability 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

5. Damage Due to Impact, Use or the Environment

- Windshield or glass cracks, chips, or scratches due to impact are not covered
- 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

6. 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

7. 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

8. Paint, trim and appearance items are not covered
9. Tires are not covered
10. Wheels are not covered
11. Batteries are not covered under the CarBravo Certified 6-month/6,000-mile warranty or the BravoBudget Certified 30-day/1,000-mile limited warranty
12. Any vehicle not originally manufactured to be sold in the U.S. meeting U.S. specifications, commonly known as a gray market vehicle
13. The repair or replacement of any covered part if a mechanical breakdown has not occurred
14. Any costs incurred for diagnostics or disassembly work if a mechanical breakdown is not covered by this warranty
15. Any environmental surcharges, waste disposal fees, shop supplies and other similar miscellaneous charges
16. Any loss or expense that is a direct result of a mechanical or structural defect for which a manufacturer has announced a recall or other announcement for the purpose of correcting a defect, or the repair of any part covered by the Federal Emissions Warranty
17. Any vehicle used for pulling a trailer, unless the vehicle was properly equipped beforehand for this purpose as recommended by the manufacturer
18. Any loss or expense if the covered vehicle is used or equipped for the following: government agencies; fire, police or any emergency services; for commercial, purposes including rental, taxicab, limousine, shuttle or livery service; railroad; or any forestry activities
19. Any vehicle used for plowing snow
20. Any preexisting condition (defined as a condition that already existed on the covered vehicle on the effective date)
21. Any mechanical breakdown covered by any limited warranty, manufacturer's warranty, manufacturer's and/or dealer customer assistance program





Roadside Assistance & Courtesy Transportation



All CarBravo Certified and BravoBudget Certified vehicles include the response, security and convenience of a 24-hour Roadside Assistance Program.

Roadside Assistance is provided for the duration of the applicable warranty period described in this manual. Coverages include:

- Towing Assistance – To the closest CarBravo and/or GM dealer from a legal roadway
- Flat Tire Change – Service consists of the removal of the flat tire and its replacement with the covered vehicle's spare tire
- Emergency Fuel Delivery Up to \$5.00 of fuel
- Oil, Fluid and Water Delivery Service – Oil, fluid and water will be delivered if the covered vehicle is in immediate need. Payment for these fluids is the customer's responsibility, due at delivery. These benefits are not reimbursable.
- Vehicle Lock-Out Assistance – If customer's keys are locked inside the covered vehicle, assistance will be provided in gaining entry to the covered vehicle (costs for a new key and labor are not covered).
- Battery Jump-start Service

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

Courtesy Transportation

If a vehicle requires warranty repairs during the duration of the applicable warranty period described in this manual, alternate transportation and/or reimbursement of certain transportation expenses may be available under the Courtesy Transportation Program.

- Several transportation options are available
- General Motors reserves the right to make any changes or discontinue the Courtesy Transportation program at any time without notification
- Rental Car Coverage – Customer will be allowed up to \$40 per day for a maximum of 10 days for car rental expenses incurred, if required due to a covered mechanical breakdown (Excluding fuel, collision damage waivers and optional insurance charges)
- Subject to vehicle availability
- Refer to your Owner's Manual or consult your dealer for more details

Owner Assistance

For any questions or concerns, call one of the following numbers and a CarBravo agent will assist you.

GM Vehicles

CarBravo Customer Assistance Center

855-CARBRAVO (227-2728)

Monday – Friday

8 a.m. – 9 p.m. EST

Roadside Assistance

Chevrolet, GMC, Buick

877-527-0966

Available 24/7

Cadillac

877-527-0922

Available 24/7

Non-GM Vehicles

CarBravo Customer Assistance Center

855-CARBRAVO (227-2728)

Monday – Friday

8 a.m. – 9 p.m. EST

Roadside Assistance

888-290-4711

Available 24/7



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 Customer Assistance Center by calling 1-800-222-1020. For Electric Vehicles, call 1-877-486-5846.

We encourage you to call the appropriate toll-free number in order to give your inquiry prompt attention. Have the following information available to give to 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 which is visible through the windshield.

The dealer's name and location.

The vehicle delivery date and present mileage.

When contacting GM, 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 dealer are committed to making sure you are completely satisfied with your 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 BBB National Programs, Inc. to settle automotive disputes regarding vehicle repairs or the interpretation of the CarBravo 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, a Division of BBB National
Programs, Inc.
1676 International Drive, Suite 550
McLean, VA 22102
Telephone: 1-800-955-5100
BBBAUTOLINE.org

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