



# **CarBravo Warranty Coverage and Owner's Assistance Manual**



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# 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**

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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**

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





# Overview

## 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 coverage for 6-months or 6,000-miles (whichever comes first).

- If the vehicle has bumper-to-bumper coverage remaining under the Original New Vehicle Limited Warranty, then the CarBravo standard 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 standard coverage becomes effective on the contract date of the CarBravo sale.

GM will cover repairs to the vehicle during the coverage period in accordance with the terms, conditions and limitation further outlined in this booklet.\*

## 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 powertrain coverage for 30-days or 1,000-miles (whichever comes first) that becomes effective on the contract date of the CarBravo sale.

GM will cover repairs to the vehicle during the coverage period in accordance with the terms, conditions and limitation further outlined in this booklet.\*

\*Coverage and service for non-GM manufactured vehicles is administered by Safe-Guard Products International, LLC. For more details, reference pages 11-18.





# GM Vehicle Limited Warranty

## Warranty Summary

### Limited Warranty Applies:

This limited warranty is for CarBravo vehicles that were manufactured by GM, 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.

### Covered 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.



## **Covered 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 Covered Repair 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.

# **Limited Warranty Deals**

## **CarBravo Certified 6-month/6,000-mile Bumper-to-Bumper Limited Warranty**

### **Engine Limited Warranty 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.

### **Diesel Components Limited Warranty 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.

### **Transfer Case Limited Warranty 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.

### **Drive Systems 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).

### **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 1-month/1,000-mile Powertrain Limited Warranty\*

### Engine Limited Warranty 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 Limited Warranty 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 Limited Warranty 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 Limited Warranty 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 Limited Warranty 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.

\* For powertrain coverage, 1-month is defined as 30 days from the contract date of the CarBravo sale.



## **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**

## **CarBravo Certified and BravoBudget Certified**

### **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.** The repair or replacement of any covered part if a mechanical breakdown has not occurred

**13.** Any costs incurred for diagnostics or disassembly work if a mechanical breakdown is not covered by this warranty

**14.** Any environmental surcharges, waste disposal fees, shop supplies and other similar miscellaneous charges

**15.** 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

**16.** Any vehicle used for pulling a trailer, unless the vehicle was properly equipped beforehand for this purpose as recommended by the manufacturer

**17.** 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

**18.** Any vehicle used for plowing snow

**19.** Any preexisting condition (defined as a condition that already existed on the covered vehicle on the effective date)

**20.** Any mechanical breakdown covered by any limited warranty, manufacturer's warranty, manufacturer's and/or dealer customer assistance program

**21.** Branded titled vehicles do not qualify for CarBravo certification. If it is found that a vehicle acquires a branded title after the date of sale while within the CarBravo warranty period, the remaining coverage will be null and void



# Non-GM Vehicle Coverage

## Coverage Summary

**For CarBravo vehicles that were not manufactured by GM, the following coverage terms will apply:**

### Customer Notices:

1. Please review ALL pages of this Warranty, including the time/mileage limitation, coverage, and exclusions. Note that the repair of non-covered components is excluded from coverage.
2. You are required to have all maintenance required by the manufacturer of the Covered Vehicle performed in accordance with the manufacturer issued Owner's Manual.
3. This Warranty does not provide bodily injury or property damage coverage.
4. This Warranty does not provide any implied warranties; however, to the extent implied warranties are required by state law, such implied warranties are limited to the duration of this Warranty. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This Warranty excludes all incidental or consequential damages that may arise except as specifically referenced in this Warranty. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State.
5. Administrator means Safe-Guard Products International, LLC, Two Concourse Parkway, Suite 500, Atlanta, GA 30328. You may contact the Administrator at any time to have coverage questions answered about this Warranty at 1-833-955-0048.
6. Full Terms and conditions for a CarBravo certified non-GM vehicle can be obtained by contacting the Administrator of this warranty: Safe Guard Products International, LLC.

### General Provisions:

**THIS WARRANTY IS NOT RENEWABLE. THIS WARRANTY WILL EXPIRE WHEN THE FIRST OF THE FOLLOWING EVENTS OCCURS: (A) EXPIRATION DATE, (B) EXPIRATION MILEAGE, (C) YOU NO LONGER OWN THE COVERED VEHICLE, OR (D) WE HAVE WHOLLY FULFILLED OUR FINANCIAL OBLIGATIONS UNDER THE TERMS OF THE LIMIT OF LIABILITY CLAUSE OF THE GENERAL PROVISIONS, SECTION 3, OF THIS WARRANTY. THE TERM FOR ROADSIDE ASSISTANCE SERVICES EXPIRES UPON EXPIRATION DATE OF WARRANTY.**



## **Deductible:**

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There is no deductible associated with this Warranty.

## **Repairers Guaranty or Other Warranty/Service Contract:**

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Any repair facility repairing the Covered Vehicle for a Mechanical Breakdown covered by this Warranty is fully responsible for that repair for the term of the warranty indicated on the repair order (minimum ninety (90) days). This Warranty has no liability for similar repairs to the same part(s) during the Warranty Term.

## **Limit of Liability:**

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This Warranty is limited to repair or replacement of the failed covered part only to restore the failed part to the same or like condition prior to a Mechanical Breakdown. Our maximum Limit of Liability for any one (1) repair visit shall in no event exceed the Covered Vehicle's actual cash value as determined at the instant prior to the most recent Mechanical Breakdown as listed on the NADA website ([www.nada.com](http://www.nada.com)). The total amount of Our liability for all claims and benefits paid or payable under and during the Warranty Term shall in no event exceed the Vehicle Purchase Price as listed on the first page of this Warranty. The Purchase Price is the actual price paid for the Covered Vehicle itself and is exclusive of any and all add on equipment, fees, taxes, insurances or services. You shall provide proof of the purchase price upon request. Should You be unable to provide the required proof, then the Limit of Liability shall not exceed the Covered Vehicle's actual cash value as determined at the time of any repair as listed on the NADA website ([www.nada.com](http://www.nada.com)).

## **Replacement:**

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Replacement shall be made with parts of like kind and equivalent quality, which may include remanufactured or used parts.

## **Transfer:**

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This Warranty is only valid when the Covered Vehicle is owned by the Customer listed on the first page of this Warranty. This Warranty is not transferable to another vehicle or subsequent owner of the Covered Vehicle.

## **Our Right to Recover from Others:**

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Pay anything under this Warranty and You have a right to recover from another party, Your rights will become our rights, up to the amount we paid. You must do whatever is reasonably necessary to enable Us to enforce these rights of recovery.

## **Changes:**

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This Warranty contains ALL of the agreements between You and Us. Any alterations to this Warranty will make it VOID and no claims will be paid.

## **Terms of Warranty Conformed to Statute:**

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Any terms of this Warranty that are found to be in conflict with the statutes of the state in which this Warranty was signed or the state in which You reside are hereby amended to conform to the minimum standards of those statutes.

## **Required Maintenance:**

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In order to keep this Warranty in force, You must maintain the Covered Vehicle in accordance with the manufacturer's published maintenance requirements from the date You purchased the Covered Vehicle. Before any repair is authorized, We will require You to prove You have properly maintained the Covered Vehicle as required. You are responsible for retaining the receipts identifying the Covered Vehicle showing dates, mileage, services performed, year, make, model, and vehicle identification number (VIN), and providing them to the Administrator in the event of a claim. The performance of normal maintenance services is not covered by this Warranty. You are responsible for making certain that all warning lights/gauges/indicators of any kind, including, but not limited to, oil and temperature, are functioning properly, and discontinue operation as soon as is reasonably possible when any warning/malfunction occurs, whether visual or audible, indicating inadequate protection or performance.



## Payment of Mechanical Repairs:

We will pay for the reasonable cost or reimburse You for the reasonable cost to repair a covered Mechanical Breakdown (diagnostic and repair time are allowed only as indicated in a current edition of a Chilton, Motor, Mitchell, or AllData labor guide) when repaired by a state licensed repair facility or, if necessary, We will arrange for the repair of such covered Mechanical Breakdown at Our expense. The payment of sales tax on covered repairs will be made in accordance with the regulations of the taxing authority in the state where the Covered Vehicle has been repaired. Payment of covered Mechanical Breakdowns will only be released upon the receipt of a verifiable invoice signed by You, indicating that the authorized repairs were properly performed and completed. Failure to sign the repair order may cause delays in processing your claim.

## Arbitration Process:

You agree that all individual claims or disputes arising from or relating to this Warranty, whether in contract, tort, pursuant to statute, regulation, ordinance or in equity or otherwise and whether Your dispute is with the Warrantor or Administrator, will be settled by impartial arbitration. To initiate arbitration, You must notify Administrator in writing of Your desire to submit Your issue to arbitration. You are responsible for providing Administrator with at least three proposed arbitrators. Administrator has the right to question the proposed arbitrators to confirm neutrality and select any of the three to act as the Arbitrator. If Administrator demonstrates that none of the three proposed arbitrators are neutral, You may be asked to proffer additional arbitrators until one is selected. The Arbitrator is responsible for setting the ground rules and procedures for the arbitration. You agree to abide by the Arbitrator's decision and share the cost of arbitration equally, unless the Arbitrator directs otherwise. If this section conflicts with the statutory or regulatory arbitration provision in the state in which this Warranty was issued, the state's arbitration rules

## Coverage Details

### CarBravo Certified 6-month/6,000 mile Bumper-to-Bumper Coverage

**COVERED COMPONENTS ONLY – ONLY THE PARTS LISTED BELOW IN EACH COMPONENT ARE COVERED. ANY PARTS NOT LISTED BELOW ARE NOT COVERED.**

#### Engine:

Cylinder Block, Cylinder Head(s), Rotary Housing and all Internally Lubricated Parts contained within the Engine including: Pistons; Piston Rings; Connecting Rod Bearings; Crankshaft; Crankshaft Main Bearings; Camshaft; Camshaft Bearings; Cam Followers; Timing Chain or Belt; Timing Gears, Guides, Tensioners; Rocker Arms; Rocker Shafts; Rocker Bushings; Cylinder Head Valves; Valve Guides; Valve Lifters; Valve Springs; Valve Seals; Valve Retainers; Valve Seats; Push Rods; Water Pump; Fuel Pump; Oil Pump and Oil Pump Housing; Harmonic Balancer; Oil Pan; Timing Chain Cover; Intake and Exhaust Manifolds; Valve Covers; Engine Mounts; Cam Gear Bolt; Harmonic Balancer Bolt; and Head Bolts ; Engine Oil Cooling Hoses and Lines; 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; Fuel Injection Control Module, Integral Oil Cooler, Transmission Adapter Plate, Common Fuel Rails, Fuel Filter Assembly, Fuel Temperature Sensor, and Function Block.

#### Transmission (Automatic or Standard):

Transmission Case and all Internally Lubricated Parts plus: Torque Converter; Flywheel/Flex Plate; Vacuum Modulator; Electronic Shift Control Unit; Transmission Cooler; Transmission Mounts; Oil Pan; Slave/Clutch Master Cylinder; Pilot Bearing; and Throw-Out Bearing.

#### Drive Axle (Front and Rear):

Drive Axle Case; All Internally Lubricated Parts contained within the Drive Axle; Locking Hubs; Drive Shafts; Center Support Bearings; Universal Joints; Constant Velocity Joints; Axle Bearings; Four-Wheel Drive Actuator; and Differential Cover.



## **Turbocharger/Supercharger (Factory Installed Only):**

Turbocharger / Supercharger Housing and All Internally Lubricated Parts.

## **Electric Vehicle Components:**

Electric motor; mounts; Control unit, Transmission/transaxle case/seals and all internally lubricated parts; mounts Constant velocity joints, cv boots, axles/half-shaft. Inverter/ converter/on-board charger, Battery Management System Components (including air and liquid cooling system components).

## **Transfer Case:**

Transfer Case and All Internally Lubricated Parts.

## **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 Dampner; 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 O-2Sensors.

## **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:**

The following ABS Parts are covered: 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; 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.

## Seals and Gaskets Coverage:

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

## Rental Car Coverage:

You will be allowed up to forty (\$40) dollars per day for a maximum of three (3) days for rental car expenses incurred, if the Covered Vehicle is inoperable or unsafe to drive, and is required to be held by a repair facility overnight due to a covered Mechanical Breakdown. If We are notified of a parts delay within the first five (5) days of a rental period and a parts back order verification has been submitted to Us, We will pay Your actual expenses to rent a replacement vehicle not to exceed forty (\$40) dollars per day for a maximum of ten (10) days. You are responsible for obtaining the rental car, and rental car expenses incurred must be from a licensed rental car agency or authorized dealer. We will then reimburse You or, if possible, the authorized dealer.

**RENTAL CAR REIMBURSEMENT IS NOT PROVIDED FOR SHOP SCHEDULING OR WORK NOT COVERED BY THIS WARRANTY. YOU MUST RECEIVE PRIOR AUTHORIZATION FOR RENTAL EXPENSES. RENTAL REIMBURSEMENT IS LIMITED TO DOWNTIME REPAIRS AND ENDS ON THE DATE OF REPAIR COMPLETION.**

## BravoBudget Certified 1-month/1,000-mile Powertrain Coverage\*

**COVERED COMPONENTS ONLY – ONLY THE PARTS LISTED BELOW IN EACH COMPONENT ARE COVERED. ANY PARTS NOT LISTED BELOW ARE NOT COVERED.**

### Engine:

Cylinder Block, Cylinder Head(s), Rotary Housing and all Internally Lubricated Parts contained within the Engine including: Pistons; Piston Rings; Connecting Rod Bearings; Crankshaft; Crankshaft Main Bearings; Camshaft; Camshaft Bearings; Cam Followers; Timing Chain or Belt; Timing Gears, Guides, Tensioners; Rocker Arms; Rocker Shafts; Rocker Bushings; Cylinder Head Valves; Valve Guides; Valve Lifters; Valve Springs; Valve Seals; Valve Retainers; Valve Seats; Push Rods; Water Pump; Fuel Pump; Oil Pump and Oil Pump Housing; Harmonic Balancer; Oil Pan; Timing Chain Cover; Intake and Exhaust Manifolds; Valve Covers; Engine Mounts; Cam Gear Bolt; Harmonic Balancer Bolt; and Head Bolts; Engine Oil Cooling Hoses and Lines; 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; Fuel Injection Control Module, Integral Oil Cooler, Transmission Adapter Plate, Common Fuel Rails, Fuel Filter Assembly, Fuel Temperature Sensor, and Function Block.

### Transmission (Automatic or Standard):

Transmission Case and all Internally Lubricated Parts plus: Torque Converter; Flywheel/Flex Plate; Vacuum Modulator; Electronic Shift Control Unit; Transmission Cooler; Transmission Mounts; Oil Pan; Slave/Clutch Master Cylinder; Pilot Bearing; and Throw-Out Bearing.

### Drive Axle (Front and Rear):

Drive Axle Case; All Internally Lubricated Parts contained within the Drive Axle; Locking Hubs; Drive Shafts; Center Support Bearings; Universal Joints; Constant Velocity Joints; Axle Bearings; Four-Wheel Drive Actuator; and Differential Cover.

### Turbocharger/Supercharger (Factory Installed Only):

Turbocharger / Supercharger Housing and All Internally Lubricated Parts.

\* For powertrain coverage, 1-month is defined as 30 days from the contract date of the CarBravo sale.



## Electric Vehicle Components:

Electric motor; mounts; Control unit, Transmission/transaxle case/seals and all internally lubricated parts; mounts Constant velocity joints, cv boots, axles/half-shaft. Inverter/ converter/on-board charger, Battery Management System Components (including air and liquid cooling system components).

## Transfer Case:

Transfer Case and All Internally Lubricated Parts.

## Seals and Gaskets Coverage:

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

## Rental Car Coverage:

You will be allowed up to forty (\$40) dollars per day for a maximum of three (3) days for rental car expenses incurred, if the Covered Vehicle is inoperable or unsafe to drive, and is required to be held by a repair facility overnight due to a covered Mechanical Breakdown. If We are notified of a parts delay within the first five (5) days of a rental period and a parts back order verification has been submitted to Us, We will pay Your actual expenses to rent a replacement vehicle not to exceed forty (\$40) dollars per day for a maximum of ten (10) days. You are responsible for obtaining the rental car, and rental car expenses incurred must be from a licensed rental car agency or authorized dealer. We will then reimburse You or, if possible, the authorized dealer.

**RENTAL CAR REIMBURSEMENT IS NOT PROVIDED FOR SHOP SCHEDULING OR WORK NOT COVERED BY THIS WARRANTY. YOU MUST RECEIVE PRIOR AUTHORIZATION FOR RENTAL EXPENSES. RENTAL REIMBURSEMENT IS LIMITED TO DOWNTIME REPAIRS AND ENDS ON THE DATE OF REPAIR COMPLETION.**

## How to File a Claim

1. If the Covered Vehicle is inoperable, and to prevent further damage, immediately stop the vehicle. It is Your responsibility to use all reasonable means and precautions to protect the Covered Vehicle from further damage. Continued operation of the Covered Vehicle after any Mechanical Breakdown shall constitute failure to protect the Covered Vehicle. Any damage from failure to protect the Covered Vehicle shall not be covered under this Warranty;
2. You must authorize the Dealer or any other state licensed repair facility to inspect and diagnose the Mechanical Breakdown, as necessary, to determine the cause of failure and the cost of parts and labor to repair. You are responsible for the cost of disassembly in the event the Mechanical Breakdown is not covered under this Warranty;
3. If requested, permit inspection of the Covered Vehicle by the Administrator BEFORE repairs are performed;
4. Prior to starting repairs, the repair facility must contact the Administrator (Safe-Guard Products International, LLC.);
5. Two Concourse Parkway, Suite 500, Atlanta, GA 30328) at 1-833-955-0048 with diagnosis and estimate of repairs. If a covered Mechanical Breakdown occurs when the Administrator's office is closed, You or the repair facility must contact the Administrator during the next business day. Failure to contact Us and report the claim on the next business day may result in nonpayment;
6. Upon request, provide proof of maintenance;
7. You must pay any non-covered expenses as applicable;
8. Payment for covered Mechanical Breakdowns will be made to either the repair facility or You in accordance with Warranty provisions within thirty (30) days after receipt of the repair order. Repair orders must be received by the Administrator within ninety (90) days of completion of repairs and the repair order must be signed by You. Failure to sign the repair order may cause delays in processing your claim.

**Claims mailed in without prior authorization from the Administrator will be denied.**



# What is Not Covered (Non-GM Vehicles)

## THIS WARRANTY DOES NOT COVER OR APPLY TO ANY OF THE FOLLOWING CONDITIONS:

1. Any claim submitted without the authorization of the Administrator prior to starting any repairs
2. Any Mechanical Breakdown resulting from continued operation, such as not stopping the Covered Vehicle immediately or having it towed, or caused by Your failure to take reasonable precautions to prevent further damage when an apparent problem exists.
3. The repair or replacement of any Covered Part if a Mechanical Breakdown has not occurred.
4. Any costs incurred for diagnostics or disassembly work if a Mechanical Breakdown is not covered by this Warranty.
5. Any environmental surcharges, waste disposal fees, shop supplies, and other similar miscellaneous charges
6. Any part not listed for coverage, including but not limited to, the performance of normal maintenance services as set forth in the owner's guide for the Covered Vehicle and scheduled replacement of parts and wear items. This includes freight and core charges; any part that was not originally installed by the manufacturer, oil, coolant, additives, and refrigerants or other fluids, except in conjunction with the repair of a Covered Part (this is limited to necessary amounts required to refill the system one (1) time for the repair of the Covered Part); nuts, bolts, and fasteners except when required to complete a covered repair on a Covered Part.
7. Any part that a repair facility or manufacturer recommends or requires to be repaired, replaced, or is an update (including updated software or programming), and is not a Mechanical Breakdown. This includes modifications, replacement or alteration of existing parts or systems necessitated by the replacement of an obsolete, superceded, or unavailable part.
8. Any Mechanical Breakdown or damage resulting from misuse; abuse; negligence; collision or upset; fire or smoke; theft or attempted theft; vandalism; riot or civil commotion; explosion; lightning; earthquake; freezing; rust or corrosion; windstorm; hail; water or flood; Acts of God; salt; environmental and road hazard damage; chemical; nuclear incident; or acts of war.
9. Any Mechanical Breakdown caused by a lack of required maintenance; contaminants or contaminated fluids, fuel, coolants, oils, and lubricants; foreign objects; improper amounts or types of lubricants, fuels, or coolants; sludge and/or varnish.
10. 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 Emission Warranty.
11. Any vehicle that currently has or at any time has had an altered, or inoperative odometer that has been left unrepaired, whether such repair is covered by this Warranty or not.
12. Any vehicle modified or altered with, but not limited to, high performance and/or off-road equipment that is not original factory equipment, done before or after the Effective Date of this Warranty. This includes tire or wheel sizes and offsets not recommended by the manufacturer.
13. Mechanical Breakdown or failure as a result of spinning of tires, over revving, competitive driving, and racing.
14. Any vehicle used for pulling a trailer, unless the vehicle was properly equipped beforehand for this purpose as recommended by the manufacturer.
15. Any vehicle that is reconstructed from salvage; declared a total loss; is a manufacturer buy back; declared a lemon; the vehicle identification number has been changed or altered; or if the original manufacturer's warranty has been voided for any reason.



16. Any loss or expense if the Covered Vehicle is used or equipped for the following: government agencies; fire, police, or any emergency services; rental, taxicab, limousine, shuttle or livery service; railroad; or any forestry activities.
17. Any vehicle that has the following characteristics: step-van; high-cube van; box body; cab and chassis or other incomplete vehicle; right hand steering; any vehicle that has business related equipment permanently mounted to the chassis or bed of the vehicle; or that have special bodies designed for construction, hauling or delivery.
18. Any vehicle used for plowing snow.
19. Any cost incurred for the repair or replacement of the snowplow and its components, in addition to any other non-factory installed parts.
20. Any vehicle not originally manufactured to be sold in the U.S. meeting U.S. specifications, commonly known as a gray market vehicle.
21. Consequential damages to non-covered parts are excluded from coverage. Our liability for incidental and consequential damages including, but not limited to, personal injury, physical damage, property damage, loss of use of the Covered Vehicle, loss of time, inconvenience, and commercial loss resulting from the operation, maintenance, or use of the Covered Vehicle is expressly excluded.
22. Any repair where the only malfunction is low compression or excessive use of oil, unless parts exceed wear tolerances allowed by the manufacturer. Repair to piston rings and/or valves are not covered if the only malfunction is due to carbon buildup.
23. Any pre-existing condition (defined as a condition that already existed on the Covered Vehicle on the Effective Date).
24. Any Mechanical Breakdown covered by any limited warranty, manufacturer's warranty, manufacturer's and/or dealer customer assistance program, repairer's guarantee, road club, or any other guarantee, warranty, or insurance policy, whether collectible or not. It is Your responsibility for making sure that all remaining manufacturer's original warranties are transferred to You.
25. If the Covered Vehicle is being used for a Commercial Purpose.
26. Branded titled vehicles do not qualify for CarBravo certification. If it is found that a vehicle acquires a branded title after the date of sale while within the CarBravo warranty period, the remaining coverage will be null and void.

**IF THE COVERED VEHICLE IS USED, MODIFIED, OR ALTERED IN ANY MANNER DESCRIBED ABOVE, WE WILL CANCEL THIS WARRANTY AS OF THE DATE WE ARE MADE AWARE OF SUCH USE OR MODIFICATION.**





# 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 (Chevrolet, GMC, Buick, Cadillac)

**CarBravo Customer Assistance Center**  
855-CARBRAVO (227-2728)  
Monday – Friday  
8 a.m. – 9 p.m. EST

**Roadside Assistance**  
877-527-0966  
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 Assistance & Support

**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:** For all makes and models, consult your OEM owner's manual for additional Customer Assistance Information.

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.