



2023 GM ENVOLVE SERVICE GUIDE

OCTOBER 2023



THE GM ENVOLVE ADVANTAGE

WHY CHOOSE GM ENVOLVE PARTS & SERVICE

EXCEPTIONAL CUSTOMER SUPPORT

DEDICATED GM ENVOLVE SOLUTIONS CENTER

SPECIALTY VEHICLE MANUFACTURERS RESOURCES

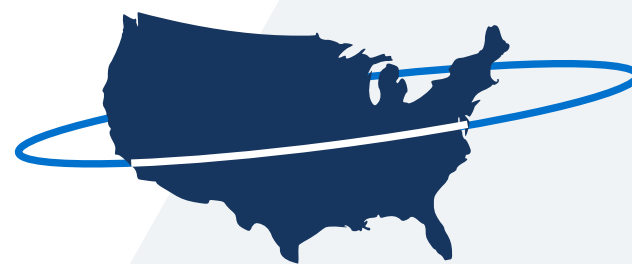
GM UPFITTER INTEGRATION

Why Choose GM Envolve Parts & Service

GM Envolve goes beyond providing your business with outstanding vehicles. As our customer, you'll have access to a variety of parts and service programs that can help keep your fleet efficient and productive. From support tools to information about limited warranties and vehicle maintenance contracts, we're there to help you every step of the way.



- ✓ QUALITY PARTS WITH DEPENDABLE SERVICE
- ✓ MY GM PARTNER PERKS
- ✓ PARTS & SERVICE CONSOLIDATED BILLING PROGRAMS
- ✓ ADVANCED TECHNICAL TRAINING
- ✓ GM ENVOLVE SERVICE RESOURCES
- ✓ WARRANTY COVERAGE YOUR BUSINESS CAN COUNT ON



DELIVERING AND SERVICING YOUR VEHICLES WITH
THE LARGEST DEALER NETWORK

MORE THAN
4,000
GM DEALERS

A nationwide network of GM dealers is ready to meet your fleet's needs, with quality service and a full lineup of cars, trucks and SUVs.

Exceptional Customer Support

You'll have access to the connected GM ecosystem through a single account executive, simplifying the purchasing experience, functioning as an extension of your team and bringing new energy and ideas with a holistic problem-solving mindset.

Key Benefit

GM Envolv account executives are backed by our dedicated team of experts to help identify and curate a package of GM's technologies and innovative solutions tailored to your unique business needs.



Dedicated GM Envolve Solutions Center

Our GM Envolve Solutions Center can help with your service questions, as well as account inquiries, incentives, order management and vehicle logistics.

First Steps

Let's start you on the journey with the right people, asking the right questions. Chat with a specialist at 1-800-353-3867.



SPECIALTY VEHICLE MANUFACTURERS RESOURCES

The Specialty Vehicle Manufacturers (SVM) Policies and Procedures Manual provides forms and instructions to support handling GM Envolve vehicles. The SVM forms are used to apply for and request daily business transactions with the GM SVM group, including:

- Fleet Release Form
- GM SVM Demonstration Dealer Operations Report
- SVM Demonstration Enrollment Form
- SVM Business Information Update Form
- Non-Upfit Release Form
- Pre-Build Notification Form
- SVM Scrapped, Lost or Stolen Vehicle Form
- Ship Through Application
- Bus SVM Mobility Enrollment Form
- Request for Credit Rebill Form
- SVM Vehicle Movement Request Form
- GM Envolve SVM Application

Form(s) should be completed and emailed to the SVM group at SVM.mailbox@gm.com.



[Learn More.](#)

SVM Resources

GM UPFITTER INTEGRATION

Access technical assistance to the hundreds of upfitters in the field who regularly modify GM vehicles for a wide variety of commercial applications. The assistance could be in the form of anything from an electrical schematic, to providing dimensional data or guidelines for lengthening a frame rail.

Explore an up-to-date website that includes detailed Body Builder Manuals, Technical Bulletins and Best Practice Manuals.

Body Builder Manuals

Contains a wide range of technical information, including electrical schematics, body and frame dimensions, exhaust system modification, etc.

Technical Bulletins

Delivers up-to-date information on issues that come up during the model year.

Best Practice Manuals

Provides engineering recommendations and guidelines to assist the Special Vehicle Manufacturer (SVM) for all areas of the vehicle affected in the conversion process.



[Learn More.](#)

GM Upfitter Integration

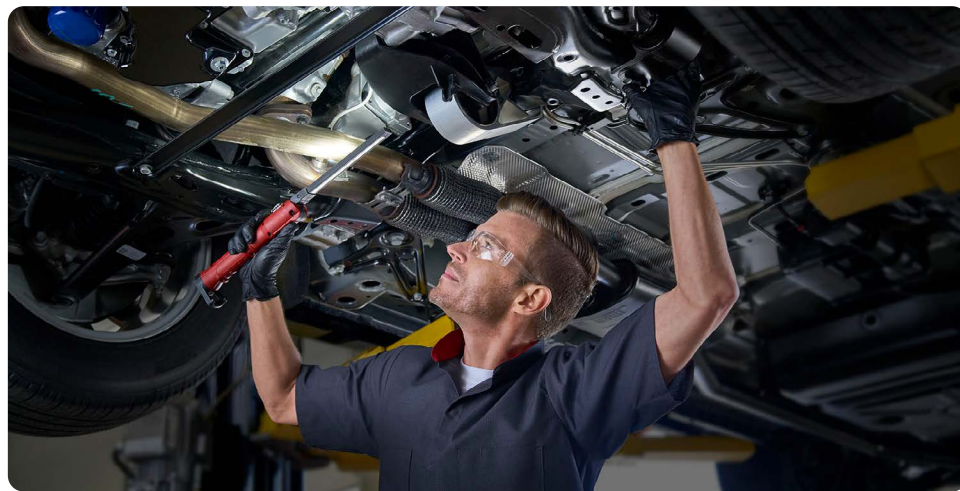
GM SIMPLIFIED MAINTENANCE

THE GM CERTIFIED SERVICE DIFFERENCE

GM GENUINE PARTS AND ACDELCO

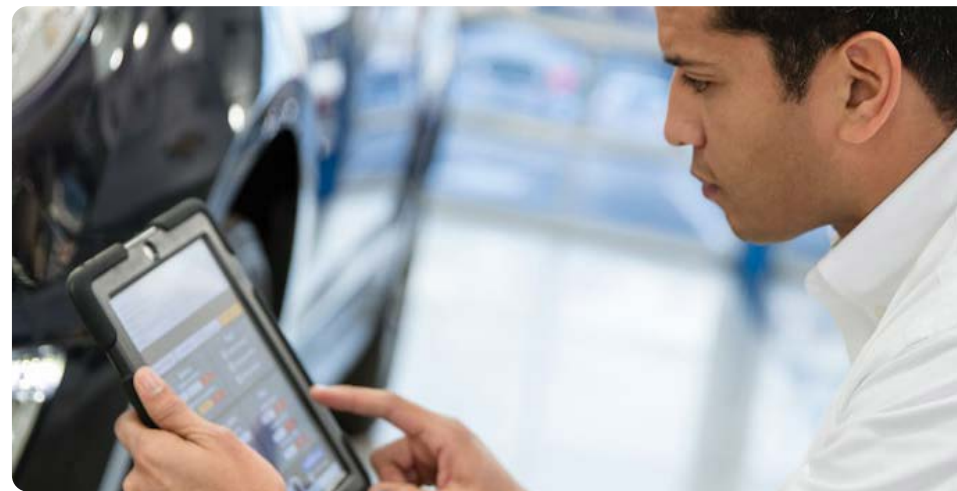
The GM Certified Service Difference

When you need assistance with a fleet vehicle, GM Certified Service is there for you with more than 4,000 locations nationwide to deliver the parts and service that can help you keep your fleet running in optimal condition.



Expert Technicians

Certified Service experts are ASE-certified technicians trained to know the innermost workings of your fleet vehicles. They have built upon that knowledge with advanced learnings in both connected technology and diagnostics. Plus, they're backed by GM engineer support.



Connected Technology

Certified Service Advisor Health Alerts help inform our experts with the most up-to-date information on the health of your vehicles. This helps give you a more accurate, at-the-moment vehicle diagnosis – sometimes even before your fleet vehicle arrives at the dealership.



Vehicle Diagnostics

We offer many ways to stay in the know and constantly connected to the health of your vehicles, including monthly e-mail and on-demand reports through available OnStar Vehicle Diagnostics¹. They're consistent reminders of what's going on with your fleet vehicles' key operating systems and the steps involved in maintaining them.

¹ Diagnostic capabilities vary by model and plan. Message and data rates may apply. Requires contact method on file and enrollment to receive alerts. Not all issues will deliver alerts. See onstar.com for details and limitations.

Locate a Dealer.

Find your local GM Certified Service Dealer

Quality Parts You Can Count On

Get parts you can depend on with GM Genuine Parts and ACDelco Original Equipment, which are designed specifically to the precise engineering of Chevrolet, Buick, GMC and Cadillac vehicles. Plus, we offer ACDelco Gold and Silver parts for your aftermarket needs.



GM Original Equipment

GM Genuine Parts and ACDelco Original Equipment are the true OE parts installed during production or validated by General Motors for its vehicles. These maintenance, repair, propulsion and collision components are designed, engineered and tested to rigorous standards, and backed by General Motors.

OE

GOLD

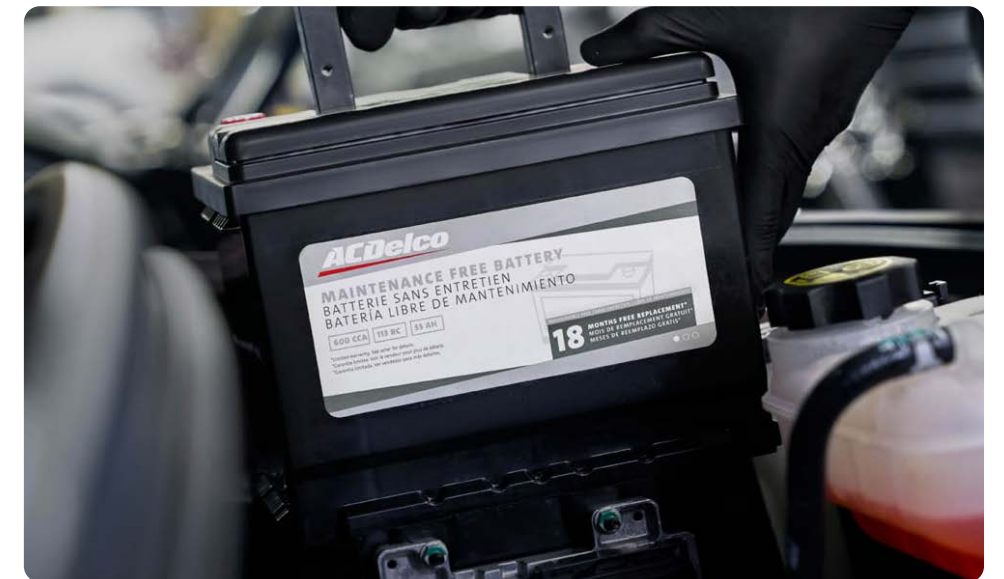


ACDelco Gold

ACDelco Gold parts are the high-quality alternative to OE parts. These parts are manufactured to meet expectations for fit, form and function. It makes them a smart choice for General Motors vehicles, as well as most makes and models, including special applications. These high-quality parts are backed by General Motors.

GOLD

SILVER



ACDelco Silver

ACDelco Silver parts are a quality high-value option for GM vehicles, as well as most makes and models, and are backed by General Motors.

GOLD

SILVER

TECHNICAL RESOURCES

WORLD-CLASS TRAINING OPPORTUNITIES

ON-SITE TECHNICAL TRAINING

GM ENVOLVE CENTER OF LEARNING

PREPARING FOR AN EV FUTURE

GM SERVICE TECHNICAL COLLEGE

ACDELCO TECHNICAL TRAINING

GM MEDIUM DUTY TRAINING PROGRAM

ADVANCED DIAGNOSTIC SUPPORT

World-Class Training Opportunities

Maintaining and repairing fleet vehicles requires a high degree of skill. GM's top-notch technical training helps make your technicians experts in servicing your fleet. We offer a wide range of courses and materials to help service professionals better understand the many aspects involved with GM vehicles and advanced technologies.

Technical Training Key Benefits

- Helps your technicians understand GM vehicle systems and gain efficiencies when servicing your fleet vehicles
- Expands your technicians' repair knowledge
- Gives your service professionals the tools of today's trade — and helps prepare them for tomorrow's vehicle technologies

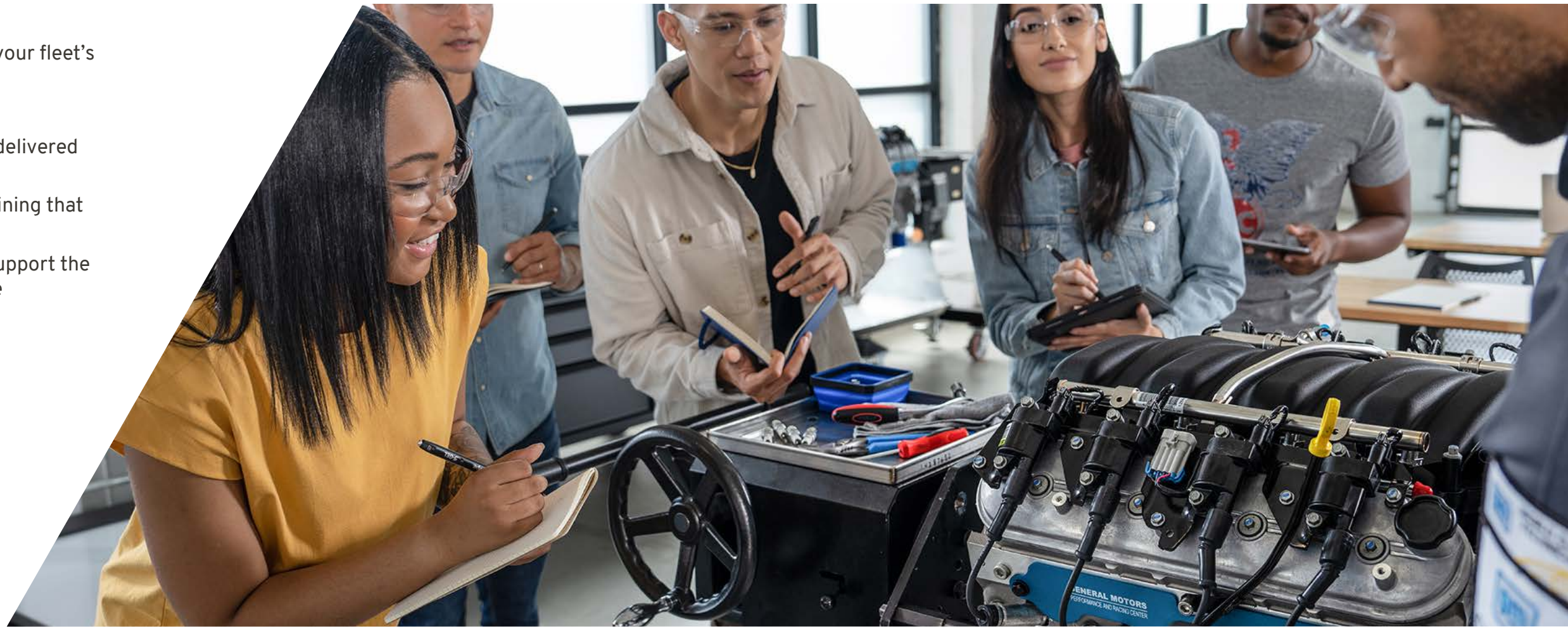


GM Envolv On-Site Technical Training

Keep your fleet moving with classroom-style training at your location, facilitated by GM-certified fleet instructors. Our hands-on programs are tailored to fleet vehicles and designed for fleet technicians. Past or current models can be featured, based on the vehicles in your fleet and the training you request.

Key Benefits

- Customized content developed around your needs and your fleet's specific vehicle lines
- Train-the-trainer programs that offer instructional skills
- GM Envolv-specific courses, with technical assistance delivered on-site at your location
- Provides your fleet with the same high-performance training that is available to GM dealership service technicians
- Utilizes the latest in training technology to effectively support the complex and emerging training requirements for service



[Learn More.](#)

If you're interested, please find your GM Envolv Account Executive-Service.

GM Envolv Center of Learning

The GM Envolv Center of Learning is on a mission to improve the performance of GM dealerships through the professional development of dealership personnel. It's designed to improve performance by focusing on quality and offering knowledge that is smart, convenient and easy to access.

Key Benefits

The Center of Learning continues to evolve by ensuring the right content reaches the right people at the right time.

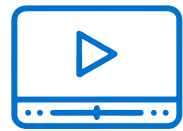
The Center of Learning offers:

- Significantly more training delivered directly to the dealers
- Just-In-Time (JIT) training for critical sales, service and parts issues
- Blended delivery methods:
 - Web-Based Training (WBT)
 - Virtual Classroom Training (VCT)
 - Virtual & Performance Instructor-Led Training (V-ILT & P-ILT)
 - Hands-On Training
 - GM TechTubes
 - Video On Demand (VOD)
 - Performance Support Objects (PSO)
 - Diagnostic Exercises (DE)
 - Interactive Video (iVideo)



Preparing for an EV Future

Connect with us on EV LIVE as we transition to an all-electric future. Chat with EV specialists and get real-time answers to all your EV questions.



ONE-WAY VIDEO EXPERIENCE

Join a one-to-one live video tour with an EV Specialist. They can't see you, but you can see them.



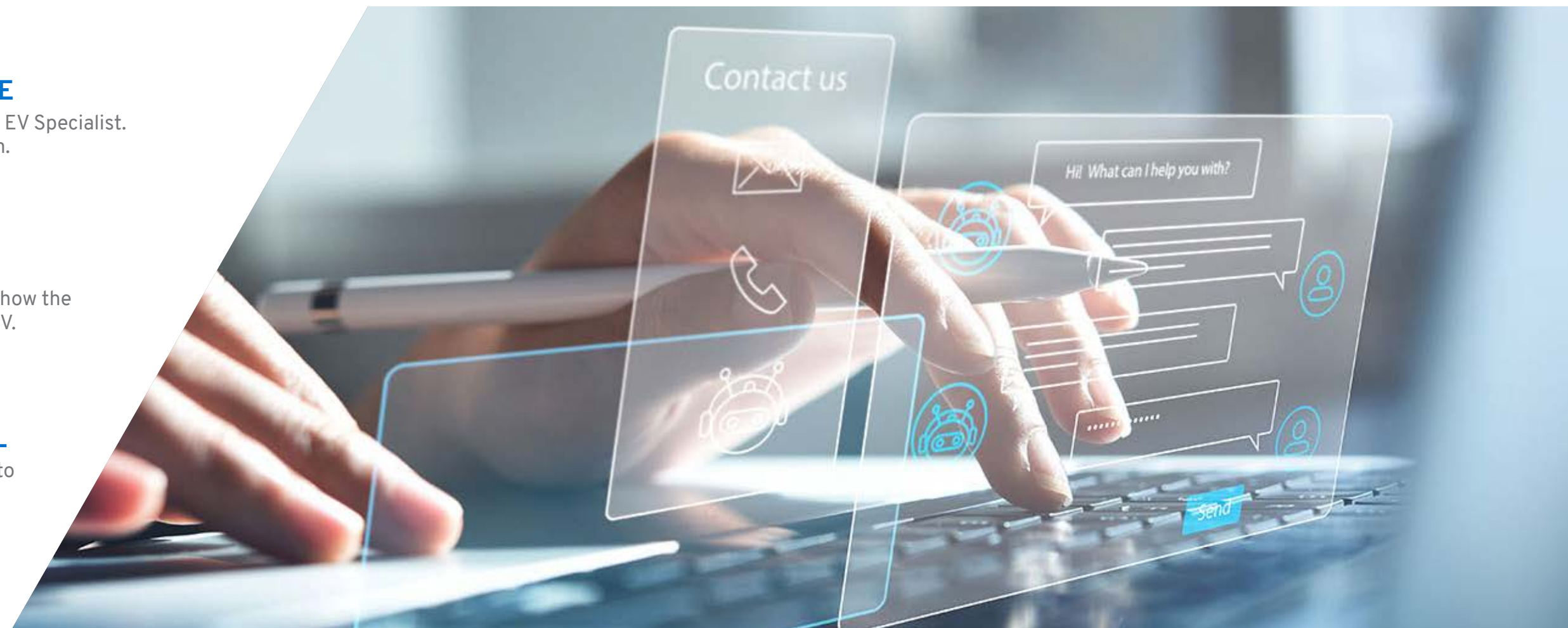
REAL-TIME EV ANSWERS

Learn about charging, maintenance and how the Ultium Platform can help put you in an EV.



ELECTRIC VEHICLES FOR ALL

Discover how General Motors is helping to bring the world to a more sustainable, all electric future.



[Learn More.](#)

[Book Your EV Live Tour Today](#)

GM Service Technical College

GM Service Technical College (STC) offers your technicians the same high-performance training available to GM dealers. It utilizes the latest in training technology to effectively support the complex and emerging training requirements for service personnel, with the objective to enhance your technicians' ability to repair vehicles right the first time.

Key Benefits

- Faster professional development through the elimination of training redundancy
- Focused training and career development provided by the helpful "Path to 100% Service Training Standards" tool for required courses
- Performance-based curriculum that validates skills and technician competency
- Flexible training to accommodate your technicians' schedules



[Learn More.](#)

GM Service Technical College

ACDelco Technical Training

ACDelco training helps equip your techs with the skills they need to succeed. In addition to traditional, instructor-led courses and seminars, we also offer a wide selection of online courses so busy technicians can complete learning at their own pace.

Online Training

Self-Study Training

Downloadable materials intended to help educate on the technical aspects of the various vehicle systems

Web-Based Training

Technical training accessed through the ACDelco Learning Management System (LMS)

Video On Demand

Previously recorded technical content available for technicians to view at any time

TechTube Videos

Brief instructional videos that offer a quick and convenient way to learn about technical content

Virtual Seminars

Online training events hosted by an ACDelco professional designed to keep technicians up on changing vehicle technology, product information and diagnostic tips on ACDelco's top products

Virtual In-Shop Training

Online training events hosted by an ACDelco professional that cover a specific issue or procedure live

In-Person Training

Instructor-Led Training

Full-day courses presented by an ACDelco instructor, utilizing vehicles and hands-on exercises

Seminars

Interactive, 3- to 4-hour evening seminars presented by an ACDelco professional

In-Shop Training

An ACDelco professional brings a live procedure or demonstration right into the service bay



Enroll Today.

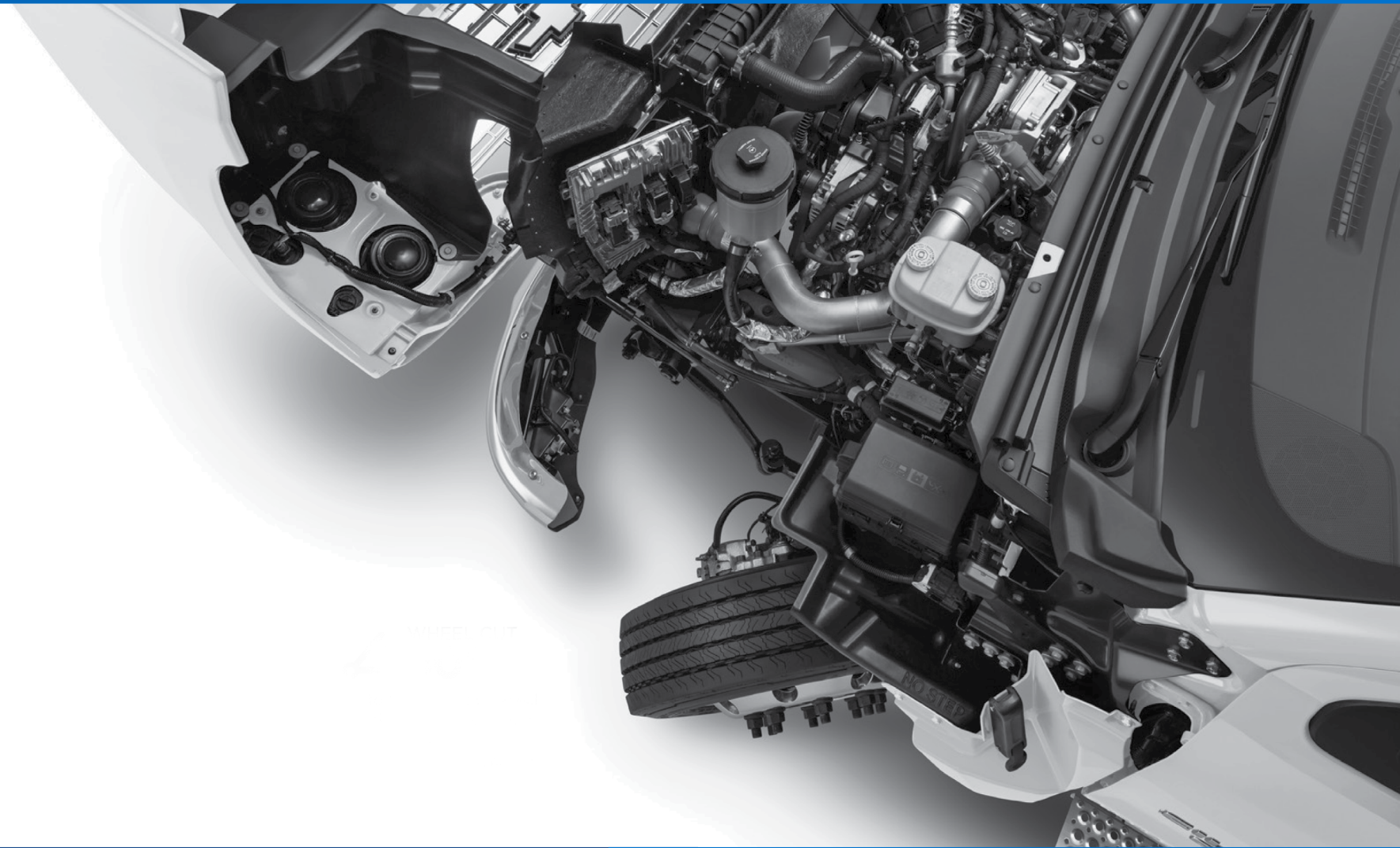
Sample a course or download the latest catalog

GM Medium Duty Training Program

Keeping your work trucks properly maintained is key to minimizing downtime. The GM Medium Duty Training Program offers you the support to get the job done efficiently and professionally. This performance-based program incorporates extensive teaching aids, technology, activities and hands-on diagnostic applications facilitated by experienced ASE instructors.

Available GM Medium Duty Training Courses

- Medium Duty Overview
- Medium Duty Powertrain
- Medium Duty Air Brake System
- Medium Duty 6500 XD New Model Features
- Medium Duty Silverado 4500 HD, 5500 HD and 6500 HD New Model Features



[Learn More.](#)

Center of Learning

Advanced Diagnostic Support

Get the job done right. GM's diagnostic program resources offer the information and tools your technicians need to help them properly perform repairs.



Techline Connect

Techline Connect (formerly TIS2Web) is a Web-based subscription service for GM vehicle calibrations, Global Diagnostic System software and scan tool hardware updates. This single application covers all technical problems accurately and efficiently by integrating service information, programming and scan tool diagnostics into a one-stop shop.

- Can help improve profits by letting you bring diagnostics and repairs in-house
- Saves time by helping diagnose GM vehicles quickly and accurately
- Quickly looks up vehicle calibrations
- Offers access to trained experts for time-sensitive issues related to GM software operation



Service Information (Si)

Keep your fleet up to date with the latest and most accurate repair data. Si is a comprehensive collection of vehicle diagnostic and service repair manuals for GM vehicles.

- Provides current repair information to GM Original Equipment quality standards
- Offers collision repair procedures, frame-sectioning information, panel-replacement procedures and recall information
- Features an expansive library of information that covers vehicle manuals, specifications, service bulletins, VIN tags and more
- Helps technicians complete the job right the first time

1 Si discounts and promotions are not available to subscribers in Massachusetts.

Learn More.

Eligible my GM Partner Perks participants can receive discounts on Techline Connect and Si subscriptions¹.

PARTS & SERVICE PROGRAMS

CONSOLIDATED BILLING BENEFITS

CONSOLIDATED BILLING PROGRAM OVERVIEW

GM MEGA FLEET PROGRAM

GM NATIONAL FLEET MAINTENANCE

ACDELCO NATIONAL FLEET PARTS PROGRAM

MY GM PARTNER PERKS

Get Efficient with Consolidated Billing

Regardless of fleet type or size, GM Envolv has a service and parts program to help you manage costs, minimize administration and maximize driver convenience. Our programs are perfect for managing your vehicle service and parts purchases at a GM dealership or through an ACDelco distributor. Best of all, every vehicle in your fleet is eligible – no matter the make or model.

Key Benefits of All Our Programs

- A single, consolidated monthly invoice with 30-day payment terms
- All vehicle makes and models are eligible, with no enrollment or usage fees
- Fleet-specified purchase approval requirements
- Purchase order enforcement, if desired
- Online, 24/7 access to your statements and detailed invoices (view, print or download)
- Unlimited management reports
- Invoice dispute resolution support
- EDI format and full system integration available
- Live customer agent support to assist with questions or training



Learn More.

GM Envolv Parts and Service Consolidated Billing Programs
866-463-5338 | CustomerSupport@GMFleetBillingPrograms.com

AVAILABLE CONSOLIDATED BILLING PROGRAMS

GM DEALER PROGRAMS

	GM Mega Fleet Program	GM National Fleet Maintenance
Why Enroll	You self-manage vehicle service and/or operate your own shop	You want maximum driver convenience, reduced administration workload and help controlling your vehicle maintenance costs
Key Benefits	<ul style="list-style-type: none">• Consolidated billing• Not to exceed part pricing on GM OE and ACDelco parts• Purchase of service and/or parts• Online access to all statements and invoices• Unlimited reports• Eligible for my GM Partner Perks	<ul style="list-style-type: none">• Custom electronic invoicing (EDI)
Vehicle Enrollment Requirements	GM Fleet Account Number (FAN) OR a member of Sourcewell buying cooperative	Fleet Management Company only

ACDELCO DISTRIBUTOR PROGRAM

	ACDelco National Fleet Parts Program
Why Enroll	You self-manage parts purchasing and install your own parts
Program Qualifiers	Requires ACDelco Fleet Sales approval for participation and pricing
Key Benefits	<ul style="list-style-type: none">• Consolidated billing• Standardized parts pricing• GM OE and ACDelco Premium Aftermarket Parts for GM and non-GM vehicles• ACDelco CONNECTION catalog• Eligible for my GM Partner Perks
Vehicle Enrollment Requirements	Must meet fleet definition of five new vehicle purchases in one year or have registered 15 vehicles in a company name

GM Mega Fleet Program

Managing a large fleet can be a challenging task. The GM Mega Fleet Program helps make it easier. With electronic consolidated invoicing, customer-established purchase approval requirements and capped pricing on all GM Original Equipment and ACDelco parts, Mega Fleet helps you reduce your administrative workload, manage vehicle operating costs and maximize driver convenience.

Key Benefits

- Capped part pricing on all GM Original Equipment and ACDelco parts
- Invoices can be structured to match your company structure
- Receive one monthly electronic statement for all service and part purchases
- Helps reduce downtime and confusion at the dealership with customer-established dealer invoice and repair/part purchase authorizations
- Search, review, download and print your statements and invoices from a secure website

Purchase

Vehicle service repairs and/or over-the-counter parts

Enrollment

Fleets operating with a GM Fleet Account Number (FAN) or a member of Sourcewell buying cooperative

Provider

Enrolled GM dealers, including GM Medium Duty dealers



[Learn More.](#)

GM Envolv Parts and Service Consolidated Billing Programs

GM National Fleet Maintenance Program

As a Fleet Management Company, the GM National Fleet Maintenance Program lets you leverage the strength of our nationwide network of dealers. It provides high-quality service and Original Equipment parts to your drivers for their vehicles and simplifies billing by allowing you to receive a single, consolidated invoice from all GM dealerships.

Key Benefits

- Account-specific information is used to report repair order details online, including the parts and labor services performed
- Billing administrative functions are streamlined by automatically verifying the dealer's repair order information against account-specific requirements
- Tracking of submitted claim history and reconciling past payments is available online
- Provides customized invoice processing to meet your unique requirements

Purchase

Vehicle service repairs

Enrollment

Limited to Fleet Management Companies

Provider

Enrolled GM dealers



Learn More.

GM National Fleet Maintenance Program:
Talk with your fleet management company about enrolling

ACDelco National Fleet Parts Program

The ACDelco National Fleet Parts Program offers you access to resources and tools needed to help simplify your service workflow. From standardized pricing on GM Original Equipment and ACDelco aftermarket parts to consolidated billing, this program is a one-stop shop for easy-to-use tools needed to maintain your fleet.

Key Benefits

- Nationwide ACDelco Distributor network
- Access to the GM Fleet Electronic Parts Consolidated Billing Programs portal
- Access to the ACDelco CONNECTION online catalog and ordering system
- Access to Standardized National Pricing through the ACDelco national distributor network

Purchase

Over-the-counter parts

Enrollment

Fleets with multiple regional or national locations

Provider

Enrolled ACDelco Warehouse Distributors



[Learn More.](#)

GM Genuine Parts | ACDelco

My GM Partner Perks

Give your business the advantage of my GM Partner Perks, our streamlined rewards program with benefits that extend beyond redeemable points. Benefits include marketing support, training resources and business tools that can help drive profitability, productivity and most importantly, your bottom line. With your first purchase, you can start to take advantage of these exclusive benefits and discounted resources.

Key Benefits

- Enjoy discounts on the parts you purchase every day, along with additional trade offers on select parts each quarter
- Get access to digital signage and branded merchandise that have been designed to increase your fleet's visibility, along with digital support made to keep your business at the forefront
- Take advantage of training on emerging technologies as well as access to Techline Information Systems, diagnostic support and GM Service information to keep your shop and employees up to date as well as to receive subscription discounts to help lower your labor costs
- Drive profitability potential and offer customers peace of mind with programs like Consumer Assurance and Roadside Assistance¹

Purchase

Over-the-counter parts

Enrollment

Fleets that purchase five new vehicles in one year or have registered 15 vehicles in a company name

Provider

Enrolled GM dealers and ACDelco Warehouse Distributors



[Learn More.](#)

my GM partner perks

LIMITED WARRANTIES

COVERAGE YOU CAN COUNT ON

AVAILABLE COURTESY SERVICES

COMPETITIVE COMPARISONS BY BRAND

- CHEVROLET/GMC
- BUICK
- CADILLAC

COVERAGE YOU CAN COUNT ON

We want your experience with new GM Envolv vehicles to be an excellent one. Our comprehensive 2023 and 2024 model year Limited Warranty Programs are more than just a commitment to you. They’re also a commitment to the value of your vehicles.



LIMITED WARRANTY INFORMATION

Transferable Powertrain Limited Warranty	Qualified Fleet Customers ¹ /Diesel Engines: 5 years/100,000 miles ² Retail Customers: 5 years/60,000 miles ²	5 years/60,000 miles ²	6 years/70,000 miles ²
Bumper-to-Bumper Limited Warranty with No Deductible	3 years/36,000 miles ²	3 years/36,000 miles ²	4 years/50,000 miles ²

ELECTRIC VEHICLE LIMITED WARRANTY

Electric Limited Warranty	Propulsion Battery Pack (and all internal components) ³ : 8 years/100,000 miles ²	Electric Drive Unit(s) (and all internal components) ³ (Chevrolet Bolt EV/Bolt EUV only): 8 years/100,000 miles ²
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CHEVROLET LOW CAB FORWARD LIMITED WARRANTY

Transferable Powertrain Limited Warranty	Qualified Fleet Customers ¹ : 5 years/100,000 miles ² Retail Customers: 5 years/75,000 miles ² Diesel Engines: 3 years/unlimited miles ²		
Bumper-to-Bumper Limited Warranty	Gas Engine-Powered Units: 3 years/36,000 miles ²	Diesel Engine-Powered Units: 3 years/unlimited miles ²	
Frame Rails and Cross Members Limited Warranty	Gas Engine-Powered Units: 100% parts and labor for 3 years/36,000 miles ² , then 50% parts and labor for up to 5 years/unlimited miles ²	Diesel Engine-Powered Units: 100% parts and labor for 3 years/unlimited miles ² , then 50% parts and labor for up to 5 years/unlimited miles ²	

¹ Whichever comes first. A “Qualified Fleet User” is defined as, subject to below exclusions, any company: (a) which has purchased or leased five (5) or more new cars and/or trucks (any combination of vehicle manufacturers) principally for business use in its operation within the last 12 months; (b) that currently owns or leases five (5) or more medium duty trucks used in its company service; or (c) that currently owns or leases fifteen (15) or more cars and trucks used in its company service. ² Whichever comes first. See dealer for limited warranty details. ³ See warranty booklet/manual for details.

Available Courtesy Services

Every new vehicle purchase comes with a bundle of benefits that can help keep your drivers on the road and your business running smoothly.

Roadside Assistance¹

Help is waiting if your drivers have a flat tire, run out of gas or find themselves stranded. Specially trained advisors are available 24 hours a day, 365 days a year for them to request service to help get back on the road.

- Chevrolet/GMC qualified fleet customers: 5 years/100,000 miles²
- Chevrolet/GMC retail customers: 5 years/60,000 miles³
- Buick: 5 years/60,000 miles³
- Cadillac: 6 years/70,000 miles³
- Electric vehicles: 8 years/100,000 miles³ (NOTE: Eligible non-tow service coverage duration varies for GMC, Buick and Cadillac EVs.)

Courtesy Transportation⁴

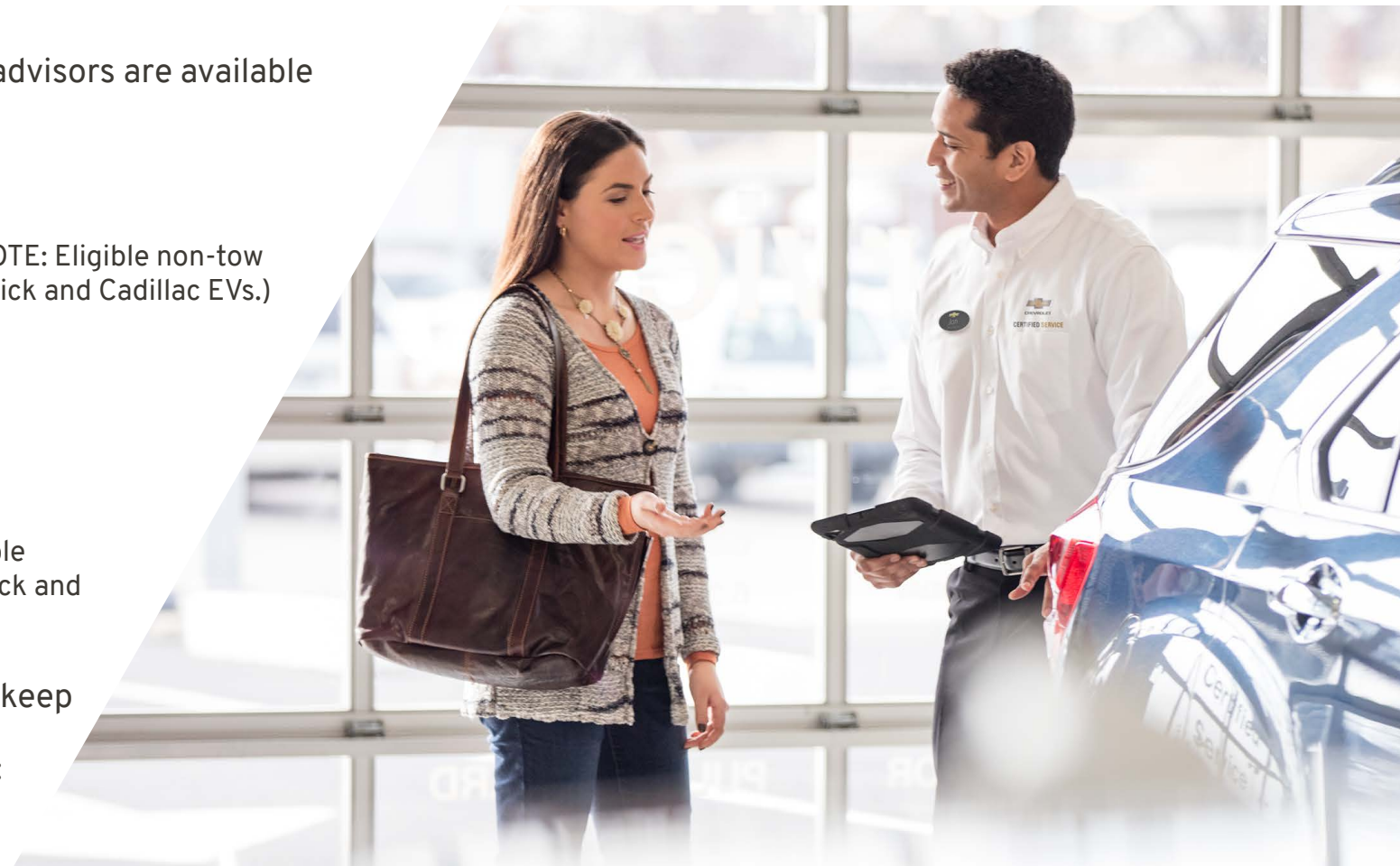
Courtesy Transportation provides alternative means of travel and/or reimbursement of certain transportation expenses if your eligible fleet vehicle requires warranty repair.

- Chevrolet/GMC qualified fleet customers: 5 years/100,000 miles²
- Chevrolet/GMC retail customers: 5 years/60,000 miles³
- Buick: 5 years/60,000 miles³
- Cadillac: 6 years/70,000 miles³
- Electric vehicles: 8 years/100,000 miles³ (NOTE: Eligible non-tow service coverage duration varies for GMC, Buick and Cadillac EVs.)

Included Maintenance

Technicians at more than 4,000 Chevrolet, GMC, Buick and Cadillac dealers nationwide are trained to help keep your vehicles running in optimum condition for the road ahead. With your new vehicle purchase, enjoy one maintenance visit within the first year of vehicle delivery⁵. Depending on the model, services could include:

- Oil and filter change
- Tire rotation
- Multi-Point Vehicle Inspection (MPVI)



¹ Roadside service provided by Allstate Roadside Services for vehicles only. Limitations and restrictions apply. ² Whichever comes first. A "Qualified Fleet User" is defined as, subject to below exclusions, any company: (a) which has purchased or leased five (5) or more new cars and/or trucks (any combination of vehicle manufacturers) principally for business use in its operation within the last 12 months; (b) that currently owns or leases five (5) or more medium duty trucks used in its company service; or (c) that currently owns or leases fifteen (15) or more cars and trucks used in its company service. ³ Whichever comes first. See dealer for limited warranty details. ⁴ If the vehicle has a warrantable failure, see your Owner's Manual for full details on the Courtesy Transportation program. ⁵ Includes first required maintenance visit as stated in vehicle maintenance schedule. Maintenance visit consists of oil change, tire rotation and Multi-Point Vehicle Inspection. Service will be performed using ACDelco dexos1® Full Synthetic oil and ACDelco filter. Service visit must occur within the first year of ownership from date of purchase. Does not include air filters. See participating dealer for other restrictions and complete details. Excludes vehicles ordered with fleet delete option RY9. For Chevrolet/GMC Diesel models, maintenance includes first required maintenance visit as stated in vehicle maintenance schedule. Maintenance visit consists of an oil change, tire rotation and Multi-Point Vehicle Inspection and Diesel Exhaust Fluid (DEF) II. Service will be performed using ACDelco dexos2 or Mobil Delvac™ 1300 CK4 oil and ACDelco filter and ACDelco Diesel Exhaust Fluid. Service visit must occur within the first year of ownership from date of purchase. Does not include air filters. See participating dealer for other restrictions and complete details. Excludes vehicles ordered with fleet delete option RY9. Chevrolet Corvette maintenance includes one required maintenance visit as stated in vehicle maintenance schedule. Maintenance visit consists of an oil change and Multi-Point Vehicle Inspection. Service will be performed using Mobil 1 ESP 0W40 oil and ACDelco Filter. Service visits must occur within the first year of ownership from date of purchase. Does not include air filters. See participating dealer for other restrictions and complete details. Excludes vehicles ordered with fleet delete option RY9.

2023 LIMITED WARRANTY COMPARE: CHEVROLET/GMC

	CHEVROLET/GMC	FORD	RAM	TOYOTA
BUMPER-TO-BUMPER LIMITED WARRANTY	3 years/36,000 miles ¹	3 years/36,000 miles	3 years/36,000 miles	3 years/36,000 miles
TRANSFERABLE POWERTRAIN LIMITED WARRANTY	5 years/100,000 miles ^{1,2,3} (qualified fleet customers), 5 years/60,000 miles ¹ (retail customers), 5 years/100,000 miles ¹ (LD 1500 Series, HD 2500/3500 Series diesel pickups)	5 years/60,000 miles (gas), 5 years/100,000 miles (diesel)	5 years/60,000 miles (gas), 5 years/100,000 miles (diesel)	5 years/60,000 miles
ELECTRIC	8 years/100,000 miles ¹ for specific electric propulsion components of the vehicle, including propulsion battery, hybrid battery and fan, high-voltage wiring, hybrid powertrain and battery control modules, air compressor control module (except hybrid vehicles), accessory DC power control module, drive motor generator power inverter module, battery charger control module and brake modulator assembly for regenerative braking. Also included: electric drive unit assembly, electric motors and all internal components, including the auxiliary fluid pump, auxiliary pump controller, electric motor and 3-phase cables	8 years/100,000 miles. Depending on whether vehicle is a hybrid, plug-in hybrid or an all-electric vehicle, coverage may include, and is not limited to: high-voltage battery, high-voltage battery connector, high-voltage battery isolation switch, (manual disconnect switch), battery pack fan assembly, battery pack sensor module (HBPSM), battery energy control module (BECM), onboard charger, onboard charger fan assembly, inverter system controller (ISC), DC/DC converter, hybrid CVT, transmission range sensor and electric drive module assembly (the electric motor and gearbox)	No hybrid or electric trucks offered for 2023	10 years/150,000 miles for the following hybrid-related components: high-voltage battery, battery control module, hybrid control module and inverter with converter
RUST-THROUGH	6 years/100,000 miles ^{1,4}	5 years/unlimited miles for both galvanized steel and aluminum outer body panels	3 years/unlimited miles for all sheet metal panels; 5 years/unlimited miles for outer-body, finish-painted sheet metal panels	5 years/unlimited miles
TIRES	3 years/36,000 miles ¹ for tire cost prorated by mileage: 1-12,000 = 100% 12,001-15,000 = 60% 15,001-20,000 = 50% 20,001-25,000 = 40% 25,001-30,000 = 30% 30,001-36,000 = 20% 36,000+ = 0% (labor to mount/balance is 100% covered for the full 36,000 miles)	3 years/36,000 miles for tire cost prorated by mileage: 1-12,000 = 100% 12,001-24,000 = 60% 24,001-36,000 = 30% (also covered by tire manufacturer warranty; labor to mount/balance tires is 100% covered for the full 36,000 miles)	Tires are covered by a separate warranty provided by the tire manufacturer	Tires are covered by a separate warranty provided by the tire manufacturer
WHEEL ALIGNMENT AND BALANCE	1 year/7,500 miles ¹	1 year/12,000 miles	1 year/12,000 miles	1 year/12,000 miles
RESTRAINT SYSTEM LIMITED WARRANTY	6 years/72,000 miles ¹ (not offered for Chevrolet LCF)	5 years/60,000 miles	10 years/unlimited miles (for the state of Kansas only)	5 years/60,000 miles

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1 Whichever comes first. See dealer for limited warranty details. **2** Gasoline engine-powered Chevrolet Low Cab Forward units are covered for 5 years/75,000 miles, whichever comes first. Certain commercial fleet and/or government fleet vehicles equipped with a gas engine purchased under a qualifying Fleet Account Number are covered for 5 years or 100,000 miles, whichever comes first. Diesel engine-powered Low Cab Forward units are covered for 3 years/unlimited miles. **3** A “Qualified Fleet User” is defined as, subject to below limitations, any company: (a) which has purchased or leased five (5) or more new cars and/or trucks (any combination of vehicle manufacturers) principally for business use in its operation within the last 12 months; (b) that currently owns or leases five (5) or more medium duty trucks used in its company service; or (c) that currently owns or leases fifteen (15) or more cars and trucks used in its company service. **4** Chevrolet Low Cab Forward Truck sheet metal panels are covered against corrosion and rust-through for up to 4 years/unlimited miles. **5** Whichever comes first, with minimum 70% retention of Battery capacity over the warranty period. **6** With the exception of the original 60 kWh battery manufactured before 2015 that is covered for a period of 8 years or 125,000 miles/200,000 km, whichever comes first.

2023 COURTESY SERVICES COMPARE: CHEVROLET/GMC

		CHEVROLET/GMC	FORD	RAM	TOYOTA
COURTESY TRANSPORTATION ¹		5 years/100,000 miles ^{2,3} (qualified fleet customers), 5 years/60,000 miles ^{2,4} (retail customers), 5 years/100,000 miles ^{2,4} (LD 1500 Series, HD 2500/3500 Series diesel pickups), 8 years/100,000 miles ^{2,5} (electric vehicles) (not offered for Chevrolet LCF)	Fee-based extended service plan (Ford Protect Extended Service Plans)	Fleet vehicles are NOT eligible for participation in the Ram Care program, where courtesy transportation service is offered	3 years/36,000 miles if vehicle must be kept overnight for warranty-covered repairs
ROADSIDE ASSISTANCE PROGRAM		5 years/100,000 miles ^{2,3} (qualified fleet customers), 5 years/60,000 miles ^{2,4} (retail customers), 5 years/100,000 miles ^{2,4} (LD 1500 Series, HD 2500/3500 Series diesel pickups), 8 years/100,000 miles ^{2,5} (electric vehicles)	5 years/60,000 miles	5 years/60,000 miles (gas), 5 years/100,000 miles (diesel)	2 years/unlimited miles – Toyota Care (vehicle cannot be part of a rental or commercial fleet, or a livery or taxi vehicle)
	LOCKOUT SERVICE	5 years/100,000 miles ^{2,3} (qualified fleet customers), 5 years/60,000 miles ^{2,4} (retail customers), 5 years/100,000 miles ^{2,4} (LD 1500 Series, HD 2500/3500 Series diesel pickups), 8 years/100,000 miles ^{2,5} (electric vehicles)	5 years/60,000 miles (replacement key cost is customer's responsibility)	5 years/60,000 miles (gas), 5 years/100,000 miles (diesel) (replacement key is customer's responsibility)	2 years/unlimited miles – Toyota Care
	FLAT TIRE CHANGE	5 years/100,000 miles ^{2,3} (qualified fleet customers), 5 years/60,000 miles ^{2,4} (retail customers), 5 years/100,000 miles ^{2,4} (LD 1500 Series, HD 2500/3500 Series diesel pickups), 8 years/100,000 miles ^{2,5} (electric vehicles) (when equipped with a properly inflated spare tire or tire inflator kit service)	5 years/60,000 miles (vehicle must have a useable spare)	5 years/60,000 miles (gas), 5 years/100,000 miles (diesel) (spare tire installation only)	2 years/unlimited miles – Toyota Carea
	EMERGENCY FUEL/ ELECTRICITY DELIVERY	5 years/100,000 miles ^{2,3} (qualified fleet customers), 5 years/60,000 miles ^{2,4} (retail customers), 5 years/100,000 miles ^{2,4} (LD 1500 Series, HD 2500/3500 Series diesel pickups), 8 years/100,000 miles ^{2,5} (electric vehicles) (enough fuel for vehicle to get to the nearest service station, mobile EV charging for select markets)	5 years/60,000 miles (limited to two occurrences in a 12-month period, up to 2 gallons of gas or 5 gallons of diesel)	5 years/60,000 miles (gas), 5 years/100,000 miles (diesel) (maximum 2 gallons)	2 years/unlimited miles – Toyota Care
	JUMP-STARTS	5 years/100,000 miles ^{2,3} (qualified fleet customers), 5 years/60,000 miles ^{2,4} (retail customers), 5 years/100,000 miles ^{2,4} (LD 1500 Series, HD 2500/3500 Series diesel pickups), 8 years/100,000 miles ^{2,5} (electric vehicles) (service to jump-start a dead battery)	5 years/60,000 miles	5 years/60,000 miles (gas), 5 years/100,000 miles (diesel)	2 years/unlimited miles – Toyota Care
	EMERGENCY TOWING	5 years/100,000 miles ^{2,3} (qualified fleet customers), 5 years/60,000 miles ^{2,4} (retail customers), 5 years/100,000 miles ^{2,4} (LD 1500 Series, HD 2500/3500 Series diesel pickups), 8 years/100,000 miles ^{2,5} (electric vehicles) (to the nearest Chevrolet/GMC dealer)	5 years/60,000 miles (towing to the nearest authorized dealership or to the selling dealership if within 35 miles of where vehicle became disabled)	5 years/60,000 miles (gas), 5 years/100,000 miles (diesel) (towing to the nearest authorized dealership)	2 years/unlimited miles – Toyota Care (to the nearest Toyota dealership, or to the nearest Toyota dealership of customer's choice within 25 miles of the nearest dealer)
INCLUDED MAINTENANCE		One visit within first year of vehicle delivery ⁶	Paid maintenance plans and extended service plans available up to 8 years/150,000 miles (maintenance plans available in 5,000-, 7,500- and 10,000- mile intervals)	Fleet vehicles are NOT eligible for participation in the Ram Care program, where included maintenance services are offered	2 years/25,000 miles – Toyota Care (maximum 4 visits)

1 If the vehicle has a warrantable failure, see your Owner's Manual for full details on the Courtesy Transportation program. **2** Whichever comes first. See dealer for limited warranty details. **3** A “Qualified Fleet User” is defined as, subject to below limitations, any company: (a) which has purchased or leased five (5) or more new cars and/or trucks (any combination of vehicle manufacturers) principally for business use in its operation within the last 12 months; (b) that currently owns or leases five (5) or more medium duty trucks used in its company service; or (c) that currently owns or leases fifteen (15) or more cars and trucks used in its company service. **4** See dealer for limited warranty details. **5** During the 8-year/100,000-mile Electric warranty period, towing is covered to the nearest Chevrolet/GMC servicing dealer if your vehicle cannot be driven because of a warranted EV-specific defect. **6** Includes first required maintenance visit as stated in vehicle maintenance schedule. Maintenance visit consists of oil change, tire rotation and Multi-Point Vehicle Inspection. Service will be performed using ACDelco dexos1® Full Synthetic oil and ACDelco filter. Service visit must occur within the first year of ownership from date of purchase. Does not include air filters. See participating dealer for other restrictions and complete details. Excludes vehicles ordered with fleet delete option RY9. For Chevrolet/GMC Diesel models, maintenance includes first required maintenance visit as stated in vehicle maintenance schedule. Maintenance visit consists of an oil change, tire rotation and Multi-Point Vehicle Inspection and Diesel Exhaust Fluid (DEF) II. Service will be performed using ACDelco dexos2 or Mobil Delvac™ 1300 CK4 oil and ACDelco filter and ACDelco Diesel Exhaust Fluid. Service visit must occur within the first year of ownership from date of purchase. Does not include air filters. See participating dealer for other restrictions and complete details. Excludes vehicles ordered with fleet delete option RY9. Chevrolet Corvette maintenance includes one required maintenance visit as stated in vehicle maintenance schedule. Maintenance visit consists of an oil change and Multi-Point Vehicle Inspection. Service will be performed using Mobil 1 ESP 0W40 oil and ACDelco Filter. Service visits must occur within the first year of ownership from date of purchase. Does not include air filters. See participating dealer for other restrictions and complete details. Excludes vehicles ordered with fleet delete option RY9.

2023 LIMITED WARRANTY COMPARE: BUICK

	BUICK	LINCOLN	INFINITI	ACURA
BUMPER-TO-BUMPER LIMITED WARRANTY	3 years/36,000 miles ¹	4 years/50,000 miles	4 years/60,000 miles	4 years/50,000 miles
TRANSFERABLE POWERTRAIN LIMITED WARRANTY	5 years/60,000 miles ¹	6 years/70,000 miles	6 years/70,000 miles	6 years/70,000 miles
ELECTRIC	No hybrid or electric vehicles offered for 2023	8 years/100,000 miles	No hybrid or electric vehicles offered for 2021	8 years/100,000 miles (high-voltage battery capacity)
RUST-THROUGH	6 years/100,000 miles ¹	5 years/unlimited miles	7 years/unlimited miles	5 years/unlimited miles
TIRES	3 years/36,000 miles ¹ for tire cost prorated by mileage: 1-12,000 = 100% 12,001-15,000 = 60% 15,001-20,000 = 50% 20,001-25,000 = 40% 25,001-30,000 = 30% 30,001-50,000 = 20% 50,000+ = 0% (labor to mount/balance is 100% covered for the full 36,000 miles)	3 years/36,000 miles for tire cost prorated by mileage: 1-12,000 = 100% 12,001-24,000 = 60% 24,001-36,000 = 30% 36,001-50,000 = 15% (labor to mount/balance is 100% covered for the full 50,000 miles)	Tires are covered by a separate warranty provided by the tire manufacturer	Tires are covered by a separate warranty provided by the tire manufacturer
WHEEL ALIGNMENT AND BALANCE	1 year/7,500 miles ¹	1 year/12,000 miles	1 year/12,000 miles	1 year/12,000 miles
RESTRAINT SYSTEM LIMITED WARRANTY	6 years/72,000 miles ¹	5 years/60,000 miles	10 years	15 years/150,000 miles

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¹ Whichever comes first. See dealer for limited warranty details.

2023 COURTESY SERVICES COMPARE: BUICK

		BUICK	LINCOLN	INFINITI	ACURA
COURTESY TRANSPORTATION ¹		5 years/60,000 miles ²	Complimentary pickup and delivery with loaner servicing	4 years/unlimited miles (participating retailers)	Reimbursement up to \$45 a day for up to 6 days for any covered repairs required
ROADSIDE ASSISTANCE PROGRAM		5 years/60,000 miles ²	Begins from the warranty start date and lasts the life of the vehicle for the original owner only. Subsequent owners are eligible for coverage concurrent with the powertrain warranty of 6 years or 70,000 miles	Available for 48 months from the date the vehicle is delivered to the first retail buyer or otherwise put into use, whichever is earlier, without regard to mileage	4 years/50,000 miles
	LOCKOUT SERVICE	5 years/60,000 miles ²	Life of vehicle (original owner), 6 years/70,000 miles (non-original owner)	4 years/unlimited miles	4 years/50,000 miles
	FLAT TIRE CHANGE	5 years/60,000 miles ²	Life of vehicle (original owner), 6 years/70,000 miles (non-original owner)	4 years/unlimited miles	4 years/50,000 miles
	EMERGENCY FUEL DELIVERY	5 years/60,000 miles ² (up to \$5 worth)	Life of vehicle (original owner), 6 years/70,000 miles (non-original owner)	4 years/unlimited miles	4 years/50,000 miles
	JUMP-STARTS	5 years/60,000 miles ²	Life of vehicle (original owner), 6 years/70,000 miles (non-original owner)	4 years/unlimited miles	4 years/50,000 miles
	EMERGENCY TOWING	5 years/60,000 miles ²	Life of vehicle (original owner), 6 years/70,000 miles (non-original owner)	4 years/unlimited miles	4 years/50,000 miles
INCLUDED MAINTENANCE		One visit within first year of vehicle delivery ³	4 years/50,000 miles or four service visits, whichever comes first, plus free vehicle washes (Premium Maintenance, Lincoln Black Label models only)	Prepaid plans offered	Prepaid plans offered

¹ If the vehicle has a warrantable failure, see your Owner's Manual for full details on the Courtesy Transportation program. ² Whichever comes first. See dealer for limited warranty details. ³ Includes first required maintenance visit as stated in vehicle maintenance schedule. Maintenance visit consists of oil change, tire rotation and Multi-Point Vehicle Inspection. Service will be performed using ACDelco dexos1® Full Synthetic oil and ACDelco filter. Service visit must occur within the first year of ownership from date of purchase. Does not include air filters. See participating dealer for other restrictions and complete details. Excludes vehicles ordered with fleet delete option RY9.

2023 LIMITED WARRANTY COMPARE: CADILLAC

	CADILLAC	LEXUS	BMW
BUMPER-TO-BUMPER LIMITED WARRANTY	4 years/50,000 miles ¹	4 years/50,000 miles	4 years/50,000 miles
TRANSFERABLE POWERTRAIN LIMITED WARRANTY	6 years/70,000 miles ¹	6 years/70,000 miles	4 years/50,000 miles
ELECTRIC	No hybrid or electric vehicles offered for 2021	8 years/100,000 miles	8 years/80,000 miles
RUST-THROUGH	6 years/unlimited miles ¹	6 years/unlimited miles	12 years/unlimited miles
TIRES	3 years/36,000 miles ¹ for tire cost prorated by mileage: 1–12,000 =100% 12,001–15,000 = 60% 15,001–20,000 = 50% 20,001–25,000 = 40% 25,001–30,000 = 30% 30,001–50,000 = 20% 50,000+ = 0% (labor to mount/balance is 100% covered for the full 36,000 miles)	Tires are covered by a separate warranty provided by the tire manufacturer	Tires are covered by a separate warranty provided by the tire manufacturer
WHEEL ALIGNMENT AND BALANCE	Up to 7,500 miles	1 year/12,000 miles	Not offered under warranty or Ultimate Care program
RESTRAINT SYSTEM LIMITED WARRANTY	6 years/72,000 miles ¹	6 years/70,000 miles (10 years/unlimited miles in Kansas)	10 years/unlimited miles

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¹ Whichever comes first. See dealer for limited warranty details.

2023 COURTESY SERVICES COMPARE: CADILLAC

		CADILLAC	LEXUS	BMW
COURTESY TRANSPORTATION ¹		6 years/70,000 miles ²	For warranty repairs more than 8 hours and overnight, a complimentary loaner vehicle can be provided for up to five days	Dealer-based loaner vehicle programs
ROADSIDE ASSISTANCE PROGRAM		6 years/70,000 miles ²	4 years/unlimited miles	Available for 48 months from the date the vehicle is delivered to the first retail buyer or otherwise put into use, whichever is earlier, without regard to mileage
	LOCKOUT SERVICE	6 years/70,000 miles ²	4 years/unlimited miles	4 years/unlimited miles
	FLAT TIRE CHANGE	6 years/70,000 miles ²	4 years/unlimited miles	4 years/unlimited miles
	EMERGENCY FUEL/ ELECTRICITY DELIVERY	6 years/70,000 miles ²	4 years/unlimited miles	4 years/unlimited miles
	JUMP-STARTS	6 years/70,000 miles ²	4 years/unlimited miles	4 years/unlimited miles
	EMERGENCY TOWING	6 years/70,000 miles ²	4 years/unlimited miles	4 years/unlimited miles
INCLUDED MAINTENANCE		One visit within first year of vehicle delivery ³	Complimentary first and second scheduled maintenance services provided at 6 months/5,000 miles and 12 months/10,000 miles, whichever comes first	3 years/36,000 miles (BMW Ultimate Care maintenance)

¹ If the vehicle has a warrantable failure, see your Owner's Manual for full details on the Courtesy Transportation program. ² Whichever comes first. See dealer for limited warranty details. ³ Includes first required maintenance visit as stated in vehicle maintenance schedule. Maintenance visit consists of oil change, tire rotation and Multi-Point Vehicle Inspection. Service will be performed using ACDelco dexos1® Full Synthetic oil and ACDelco filter. Service visit must occur within the first year of ownership from date of purchase. Does not include air filters. See participating dealer for other restrictions and complete details. Excludes vehicles ordered with fleet delete option RY9.

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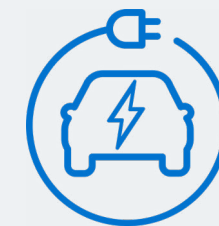
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