

2021 FLEET SERVICE GUIDE



December 2021



THE GM FLEET
ADVANTAGE

GM SIMPLIFIED
MAINTENANCE

TECHNICAL
RESOURCES

PARTS & SERVICE
PROGRAMS

LIMITED
WARRANTIES

ELECTRIC VEHICLE
READINESS

THE GM FLEET ADVANTAGE

WHY CHOOSE GM FLEET PARTS & SERVICE

EXCEPTIONAL CUSTOMER SUPPORT

DEDICATED FLEET ACTION CENTER

WHY CHOOSE GM FLEET PARTS & SERVICE

General Motors Fleet 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**
- ✓ **GM FLEET PARTS CONSOLIDATED BILLING PROGRAMS**
- ✓ **ADVANCED TECHNICAL TRAINING**
- ✓ **FLEET SERVICE RESOURCES**
- ✓ **WARRANTY COVERAGE YOUR BUSINESS CAN COUNT ON**



DELIVERING AND SERVICING YOUR VEHICLES WITH
THE LARGEST DEALER NETWORK

GM DEALERS
4,000+

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.

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EXCEPTIONAL CUSTOMER SUPPORT

We're available every step of the way to make sure your business has the tools it needs to succeed. Our team of parts and service experts is experienced in assisting you get answers and find solutions to help keep your vehicles on the road.

FLEET SERVICE, OPERATIONS & SUPPORT TEAM



Renee Smith
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HOW CAN WE HELP?

TALK TO ONE OF OUR REPRESENTATIVES TO SEE HOW GM FLEET CAN

BENEFIT YOUR BUSINESS.

FLEET SERVICE MANAGERS



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MEDIUM DUTY SERVICE MANAGERS



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EXCEPTIONAL CUSTOMER SUPPORT (CONT.)

FLEET ACCOUNT EXECUTIVES — SERVICE



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DEDICATED FLEET ACTION CENTER

Your complete satisfaction is important to us, and we're here to help. Our dedicated Fleet Action Center has experts available who can assist with account inquiries, as well as any incentive, order management, vehicle logistics and service questions you may have. Speak with an experienced professional Monday through Friday from 8 a.m. to 6 p.m. at 1-800-FLEETOP (1-800-353-3867).

FLEET ACTION CENTER TEAM



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CALL AGENTS

- | | |
|------------------|--------------|
| Norman Ball | Kelly Parker |
| Teri Butler | Tonya Rainey |
| Jorjeana Higgins | Mark Sly |
| Jim Klescic | Tim Watts |
| Steve Padalino | |

BILLING SPECIALISTS

- Lenna Ball
Betty Parker (Team Lead)
Tracy Turvill

FLEET ACCOUNT NUMBER (FAN) ADMINISTRATOR

- Jan Urbin



DEDICATED FLEET ACTION CENTER (CONT.)

CUSTOMER SUPPORT TEAM

Fabio Agostinelli

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Piemonte, Ray Chevrolet,
Union Leasing

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Variance, Wheels

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SVM, Walser

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CST Team

CALL



FLEET ACTION CENTER



1.800.FLEETOP

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GM SIMPLIFIED MAINTENANCE

THE GM CERTIFIED SERVICE DIFFERENCE
GM GENUINE PARTS AND ACDELCO

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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.



1

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.



2

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.



3

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.



LOCATE A DEALER

FIND YOUR LOCAL GM CERTIFIED SERVICE DEALER



gmfleet.com/locate-a-dealer

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.

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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.



OE

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.



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.



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.

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TECHNICAL RESOURCES

WORLD-CLASS TRAINING OPPORTUNITIES

ON-SITE TECHNICAL TRAINING

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 techs experts in servicing yours. We offer a wide range of courses and materials to help service professionals better understand the many aspects involved with GM vehicles and their systems' inner workings.

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

LEARN MORE!

GENERAL MOTORS FLEET TECHNICAL TRAINING



gmfleet.com/parts-and-service/technician-training



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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 Fleet-specific courses, with technical assistance delivered on-site at your location



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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.

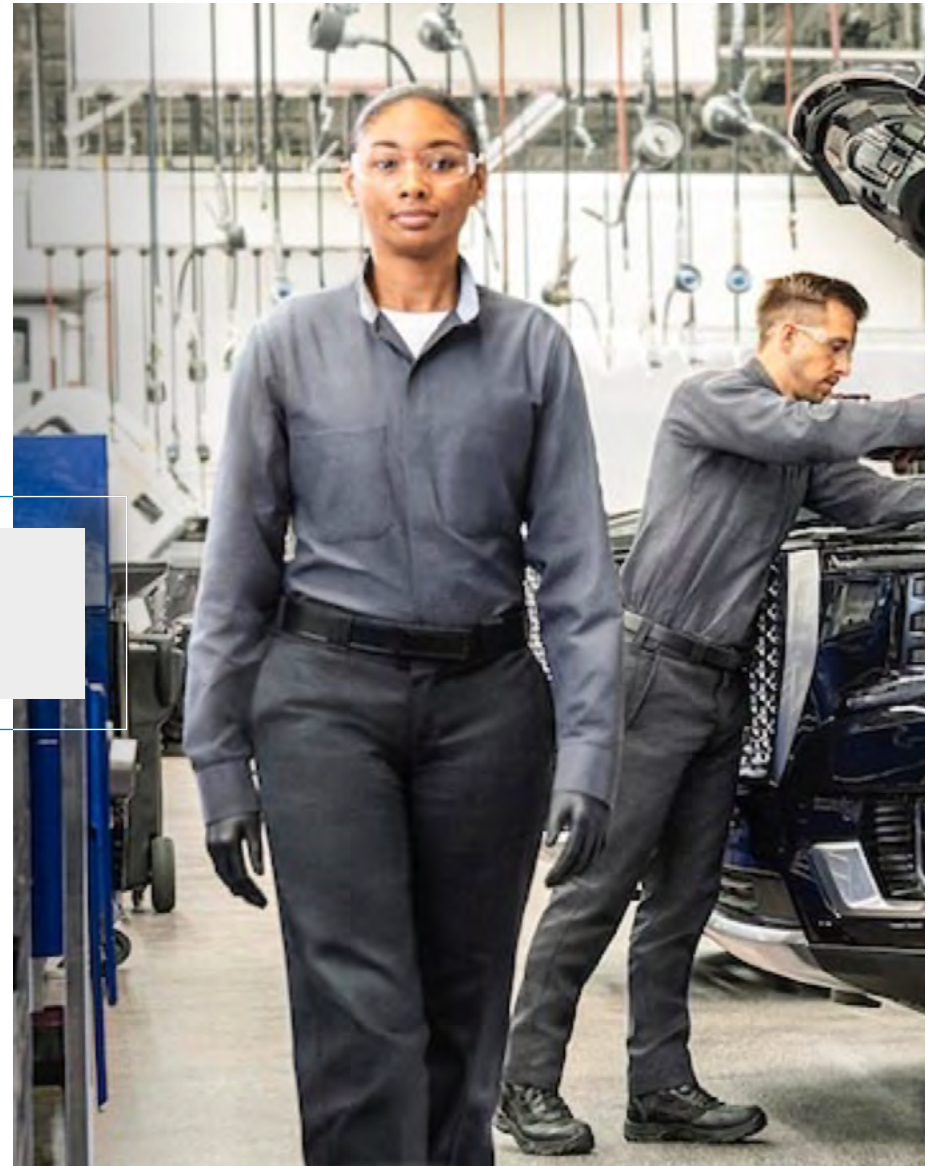
KEY BENEFITS

- 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!



gmstc.com



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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



acdelcotraining.com

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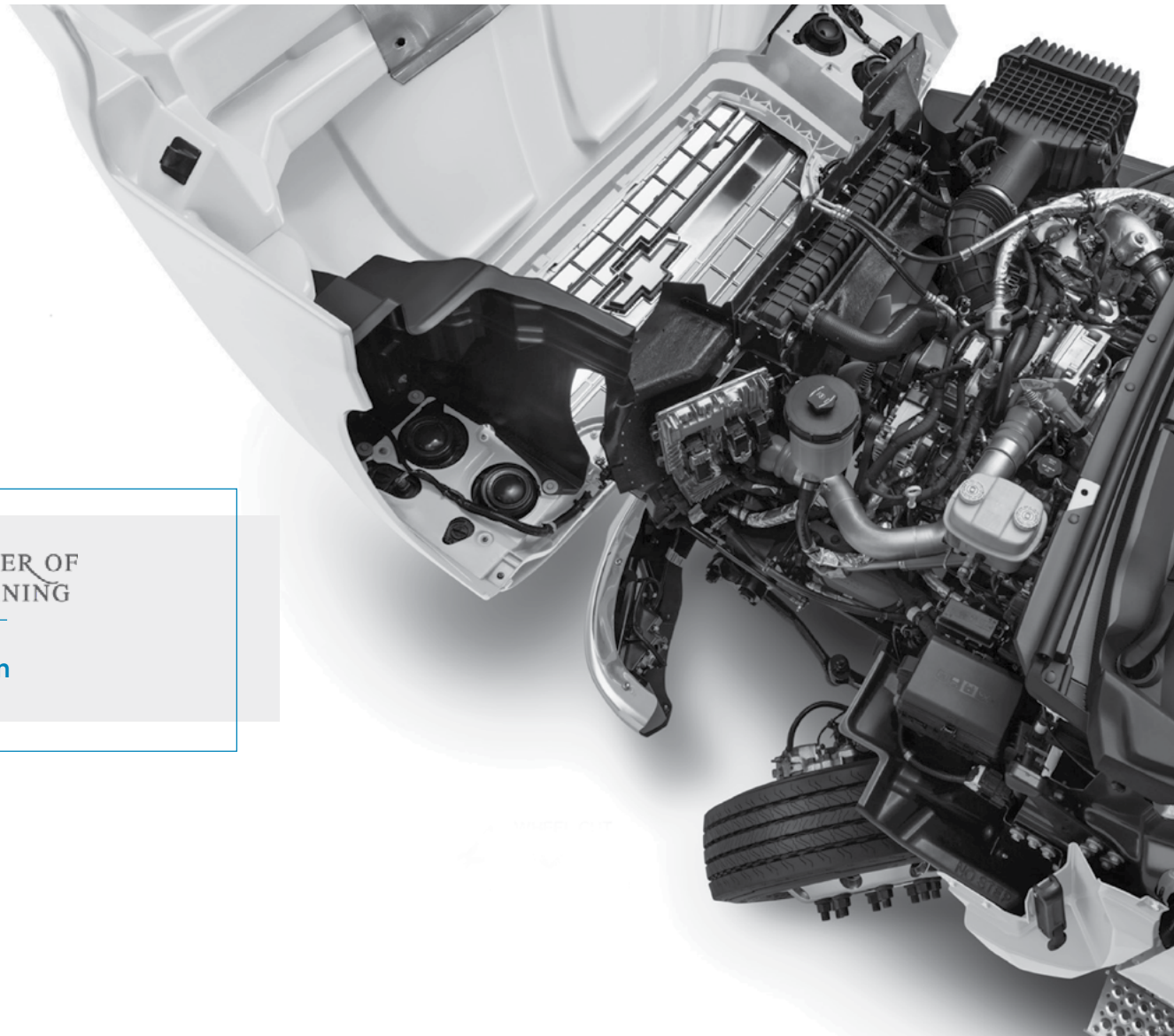
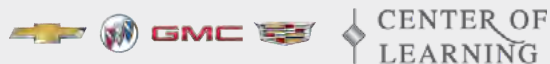
GM MEDIUM DUTY TRAINING PROGRAM

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!



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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. Service Information (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

LEARN MORE!

Eligible my GM Partner Perks participants can receive discounts on Techline Connect and Si subscriptions.¹



mygmpartnerperks.com

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

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CONSOLIDATED BILLING PROGRAM OVERVIEW

GM MEGA FLEET

GM NATIONAL FLEET MAINTENANCE

GM FLEET PARTS DISCOUNT PROGRAM

ACDELCO NATIONAL FLEET PARTS PROGRAM

MY GM PARTNER PERKS

GET EFFICIENT WITH CONSOLIDATED BILLING

Regardless of fleet type or size, GM Fleet 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!

GENERAL MOTORS FLEET
PARTS AND SERVICE
CONSOLIDATED BILLING PROGRAMS



gmfleet.com



866-463-5338



CustomerSupport@GMFleetBillingPrograms.com

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AVAILABLE CONSOLIDATED BILLING PROGRAMS

GM DEALER PROGRAMS

	GM Mega Fleet	GM National Fleet Maintenance	GM Fleet Parts Discount
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	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• Purchase of service and/or parts• Eligible for my GM Partner Perks	<ul style="list-style-type: none">• Custom electronic invoicing (EDI)	<ul style="list-style-type: none">• Consolidated billing• Part price capped at up to 32% off list price on many GM and ACDelco parts• Purchase of service and/or parts• Collision parts excluded• Eligible for my GM Partner Perks
Vehicle Enrollment Requirements	GM Fleet Account Number (FAN)	Fleet Management Company only	5 vehicles or more and a GM Fleet Account Number (FAN)

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 5 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. Designed for fleets with more than 350 vehicles, this program consolidates billing and helps simplify repairs. Plus, you can enjoy discounts on all GM Original Equipment and ACDelco parts.

KEY BENEFITS

- Invoicing 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)

► PROVIDER

Enrolled GM Dealers, including GM Medium-Duty Dealers

LEARN MORE!

GM FLEET PARTS
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gmfleetconsolidatedbilling.com

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GM NATIONAL FLEET MAINTENANCE PROGRAM

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 your Fleet Management Company 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, and initiate a claim for payment
- 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 automatic billing data to your Fleet Management Company

► PURCHASE

Vehicle service repairs

► ENROLLMENT

Limited to Fleet Management Companies

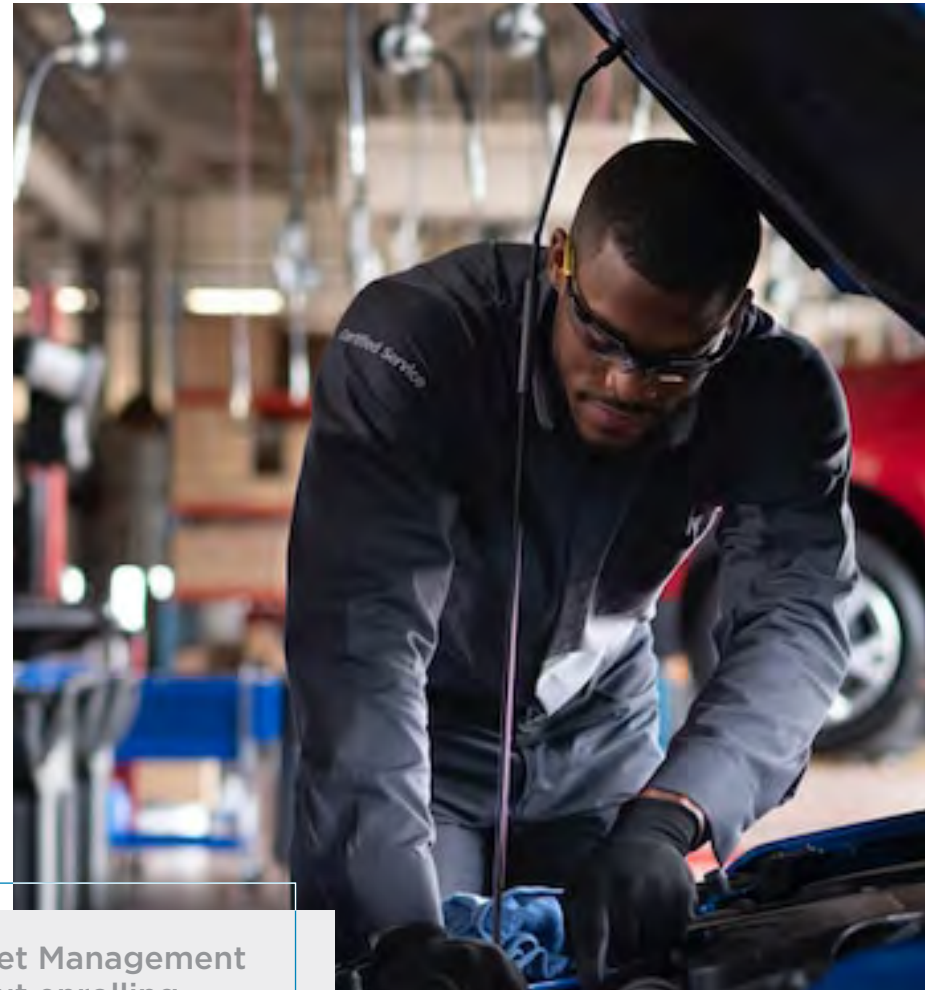
► PROVIDER

Enrolled GM Dealers

LEARN MORE!

GM NATIONAL FLEET
MAINTENANCE PROGRAM

Talk with your Fleet Management
Company about enrolling.



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GM FLEET PARTS DISCOUNT PROGRAM

You count on the vehicles in your fleet to keep your business moving. With the GM Fleet Parts Discount Program, you have a one-stop shop for the quality parts and service need to do that. Streamline the maintenance process by having parts on hand when you need them so your vehicles can stay productive and on the road.

KEY BENEFITS

- Designed specifically for fleets
- Receive discounts of up to 32%¹ on quality eligible parts purchased both over the counter and through vehicle service
- Not-to-exceed pricing on many ACDelco and GM Genuine Parts
- 10% discount on dealer-installed tires
- 10% discount on eligible GM Powertrain² purchases
- 10% discount on eligible GM Accessories

► PURCHASE

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

► ENROLLMENT

Self-managed fleets (not using a Fleet Management Company for service management) operating 5 or more vehicles and have a GM Fleet Account Number (FAN)

► PROVIDER

Enrolled GM Dealers



UP TO
32%
DISCOUNT
ON PARTS¹

LEARN MORE!



acdelco.com/gm-fleet-parts-discount-program

¹ Discount based on part type and size of fleet. Businesses with 5-49, 50-349 and 350+ vehicles in their operation receive 28%, 30% and 32% off list price, respectively. See participating dealer for details. Does not include collision parts. Program not available for businesses that handle vehicle service through a third party. ² GM Genuine Parts Engines, Transmissions and Transfer Cases.

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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



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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 5 new vehicles in one year or have registered 15 vehicles in a company name

► PROVIDER

Enrolled GM Dealers and ACDelco Warehouse Distributors

LEARN MORE!



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¹ Roadside Assistance provided by Signature Motor Club from Allstate Roadside Services.

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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 Fleet vehicles to be an excellent one. Our comprehensive 2021 and 2022 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 and Hybrid Warranty	Propulsion Battery Warranty ³	Brake Modulator Assembly ³ 8 years/100,000 miles ²	Electric Drive Unit ³
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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

When you purchase a new GM vehicle for your fleet, you'll also gain peace of mind knowing your vehicle comes with benefits.



ROADSIDE ASSISTANCE¹

Enjoy the confidence in knowing help is available 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 you get back on the road.

- Chevrolet/GMC qualified Fleet customers: 5 years/100,000 miles²
- Chevrolet/GMC Retail customers: 5 years/60,000 miles³
- Electric/Hybrid: 8 years/100,000 miles³
- Buick: 5 years/60,000 miles³
- Cadillac: 6 years/70,000 miles³



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
- Electric/Hybrid: 8 years/100,000 miles³
- Buick: 5 years/60,000 miles³
- Cadillac: 6 years/70,000 miles³



INCLUDED MAINTENANCE

Technicians at more than 4,000 Buick, Cadillac, Chevrolet and GMC 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.

Services include:

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

¹Roadside service provided by Allstate Roadside Services for vehicles only. Limitations and restrictions apply. ²Whichever 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. ³Whichever comes first. See dealer for limited warranty details. ⁴If the vehicle has a warrantable failure, see your Owner's Manual for full details on the Courtesy Transportation program. ⁵Includes 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.

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2021 LIMITED WARRANTY COMPARE: CHEVROLET/GMC

LOOKING FOR MORE INFORMATION? Download the complete 2021 Limited Warranty and Owner Assistance Information Guide at chevrolet.com and gmc.com.

	CHEVROLET/GMC	TOYOTA	FORD	RAM	NISSAN
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	3 years/36,000 miles, 5 years/100,000 miles (Titan)
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	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, 5 years/100,000 miles (Titan)
HYBRID/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	10 years/150,000 miles for the following hybrid-related components: high-voltage battery, battery control module, hybrid control module and inverter with converter	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 2021	3 years/36,000 miles basic coverage; 5 years/60,000 miles powertrain and electric vehicle system coverage; 8 years/100,000 miles lithium-ion battery coverage
RUST-THROUGH	6 years/100,000 miles ^{1,4}	5 years/unlimited miles	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)	Tires are covered by a separate warranty provided by the tire manufacturer	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	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	5 years/60,000 miles	10 years (for state of Kansas only)	10 years/unlimited miles

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.

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2021 COURTESY SERVICES COMPARE: CHEVROLET/GMC

	CHEVROLET/GMC	TOYOTA	FORD	RAM	NISSAN
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} (hybrid/electric) (not offered for Chevrolet LCF)	3 years/36,000 miles if vehicle must be kept overnight for warranty-covered repairs	Fee-based extended service plan (Ford Protect Extended Service Plans)	Fee-based Maximum Care program provides a \$100 deductible, \$35 First Day Car Rental Allowance (\$175 maximum per occurrence), plus \$1,000 Trip Interruption Insurance for any dealership mechanical repair or maintenance service	3 years/36,000 miles, 3 years/unlimited miles (LEAF), 5 years/100,000 miles (Titan)
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} (hybrid/electric)	2 years/unlimited miles - Toyota Care (vehicle cannot be part of a rental or commercial fleet, or a livery or taxi vehicle)	5 years/60,000 miles	5 years/60,000 miles (gas), 5 years/100,000 miles (diesel)	3 years/36,000 miles, 3 years/unlimited miles (LEAF), 5 years/60,000 miles (GT-R), 5 years/100,000 miles (Titan)
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} (hybrid/electric)	2 years/unlimited miles - Toyota Care	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)	3 years/36,000 miles, 3 years/unlimited miles (LEAF), 5 years/100,000 miles (Titan) (replacement key is customer's responsibility)
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} (hybrid/electric) (when equipped with a properly inflated spare tire or tire inflator kit service)	2 years/unlimited miles - Toyota Care	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)	3 years/36,000 miles, 3 years/unlimited miles (LEAF), 5 years/100,000 miles (Titan)
EMERGENCY FUEL 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} (hybrid/electric) (enough fuel for vehicle to get to the nearest service station, mobile EV charging for select markets)	2 years/unlimited miles - Toyota Care	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)	3 years/36,000 miles, 5 years/100,000 miles (Titan), (not offered for LEAF)
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} (hybrid/electric) (service to jump-start a dead battery)	2 years/unlimited miles - Toyota Care	5 years/60,000 miles	5 years/60,000 miles (gas), 5 years/100,000 miles (diesel)	3 years/36,000 miles, 3 years/unlimited miles (LEAF), 5 years/100,000 miles (Titan)
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} (hybrid/electric) (to the nearest Chevrolet/GMC Dealer)	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)	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 or any within 10 miles of where vehicle became disabled)	3 years/36,000 miles, 3 years/unlimited miles (LEAF), 5 years/100,000 miles (Titan) (towing to the nearest authorized dealership)
INCLUDED MAINTENANCE	One visit within first year of vehicle delivery ⁶	2 years/25,000 miles - Toyota Care (maximum 4 visits)	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)	Extra-cost Paid Maximum Care Plan up to 8 years/125,000 miles. Added Care Plus Plan from 5 to 8 years and up to 150,000 miles	Extra-cost Security+Plus plans are available for up to 96 months and 120,000 miles, prepaid maintenance plans from 1 to 8 years available

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 Hybrid warranty period, towing is covered to the nearest Chevrolet/GMC/Buick/Cadillac servicing dealer if your vehicle cannot be driven because of a warranted Hybrid-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.

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2021 LIMITED WARRANTY COMPARE: BUICK

LOOKING FOR MORE INFORMATION? Download the complete 2021 Limited Warranty and Owner Assistance Information Guide at [buick.com](https://www.buick.com).

	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
HYBRID/ELECTRIC	No hybrid or electric vehicles offered for 2021	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

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

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2021 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.

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2021 LIMITED WARRANTY COMPARE: CADILLAC

LOOKING FOR MORE INFORMATION? Get more details and answers to frequently asked warranty questions at [cadillac.com](https://www.cadillac.com).

	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
HYBRID/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

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

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2021 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 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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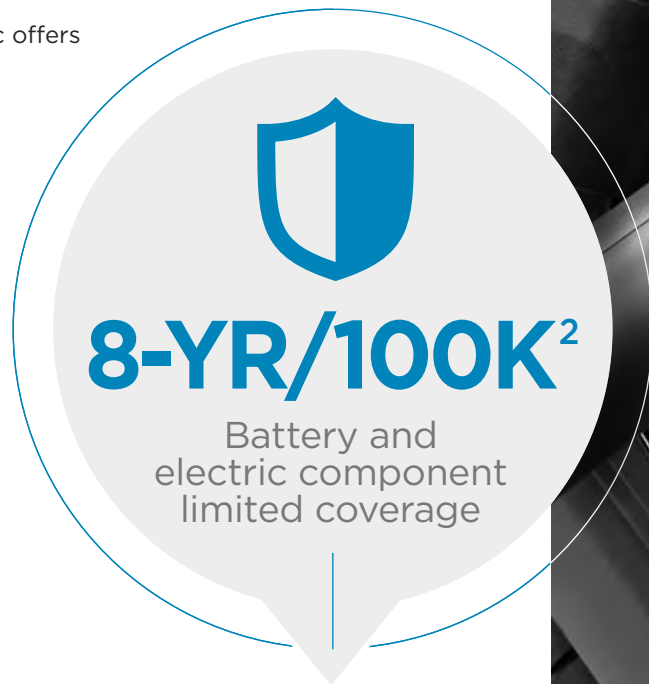
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PREPARING FOR AN ELECTRIC FLEET FUTURE

Charge into an electric future with General Motors. Our team of EV experts is ready to help you transition your fleet to electric vehicles with complete confidence. When it comes to the evolving maintenance, repair, collision and propulsion needs of Chevrolet, Buick, GMC and Cadillac vehicles, only GM Genuine Parts and ACDelco offer true GM Original Equipment built for what's next. Plus, we offer ACDelco Gold and Silver parts for your aftermarket needs.

COMPREHENSIVE EV SUPPORT

- Total cost of ownership analysis
- Placing EV fleet orders or locating current inventory
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- EV discounts or industry-specific offers
- Vehicle financing
- Technical questions
- Questions about upfitting¹
- Finding parts and service
- Help with warranty repairs



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FLEET



gmfleet.com/get-plugged-in

¹ Equipment from independent suppliers is not covered by the GM New Vehicle Limited Warranty. GM is not responsible for the safety or quality of independent supplier alterations. ² Whichever comes first. See dealer for limited warranty details.

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BRIGHTDROP PRODUCTS & SERVICES

Reimagine how deliveries are done with BrightDrop. Its solutions are designed to help reduce your business costs while helping maximize productivity through an ecosystem of connected and electrified products and services.

Seamless access to OEM parts and components, helpful service centers for EVs in the BrightDrop dealer network, mobile repair units for EP1s and official training certifications can help keep your BrightDrop products up and running at peak efficiency.



PARTS DISTRIBUTION



SERVICE CENTERS & MOBILE REPAIR¹



ONLINE ACCESS TO OE PARTS & MAINTENANCE PRODUCTS¹



SERVICE TRAINING & CERTIFICATION¹



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¹ Available late 2021. Subject to change.

