

**IMPORTANT:** This booklet contains important information about your vehicle's warranty coverage. It also explains **owner assistance information and Cadillac's participation in an Alternative Dispute Resolution Program.**

Keep this information readily accessible and be prepared to make it available to a Cadillac Service Centre if warranty work is needed.

Owner's Name:

Phone Number:

Street Address:

City & County:

Vehicle Identification Number (VIN):

Date Vehicle First Delivered or Put In Use:

Odometer Reading on Date Vehicle First Delivered or Put In Use:

© 2023 Cadillac Motor Car Division, General Motors, LLC. All rights reserved. GENERAL MOTORS, GM, CADILLAC, and the CADILLAC emblem are registered trademarks of General Motors.

DEVAEBBE2408EN

### **Pre-Delivery Inspection**

#### **Pre-delivery inspection and vehicle delivery**

Before delivering the vehicle, we carried out a thorough pre-delivery inspection in order to ensure that your Cadillac vehicle is in proper operating condition.

We have provided you with information on the service intervals and required fluid level checks.

---

#### **Vehicle Data**

Model

---

Vehicle identification number

---

Colour, code

---

Upholstery, code

---

Key number

---

Date of first registration

---

#### **Prepared by**

Cadillac Service Centre who made the delivery

---

Cadillac Service Centre number

---

Location

---

Date

---

Stamp and signature of supplying  
Cadillac Service Centre

## 2024 Cadillac Electric Vehicle Warranty and Service Booklet

---

<p><b>Important Message to Owners...</b> ..... 1</p> <p>    Cadillac's Commitment ..... 1</p> <p>    Owner Assistance ..... 1</p> <p>    Warranty Service – Europe, Switzerland,     Norway, and the United Kingdom ..... 1</p> <p><b>Warranty Coverage at a Glance</b> ..... 2</p> <p>    New Vehicle Limited Warranty ..... 2</p> <p><b>New Vehicle Limited Warranty</b> ..... 3</p> <p>    What Is Covered ..... 3</p> <p>    What Is Not Covered ..... 5</p> <p><b>Things to Know About the New Vehicle</b></p> <p>    <b>Limited Warranty</b> ..... 8</p> <p>        Warranty Repairs – Component         Exchanges ..... 8</p> <p>        Warranty Repairs – Recycled Materials .. 8</p> <p>        Tyre Service ..... 8</p> <p>        Aftermarket Vehicle Propulsion         Enhancement Products and         Modifications ..... 8</p> <p>        Paint, Trim, and Appearance Items ..... 8</p> <p>        Vehicle Operation and Care ..... 8</p> <p>        Maintenance and Warranty Service         Records ..... 9</p> <p>        Chemical Paint Spotting ..... 9</p>	<p>    Warranty Coverage – Extensions ..... 9</p> <p>    Warranty Service — Foreign Countries .. 9</p> <p>    Permanent Relocation ..... 9</p> <p>    Original Equipment Alterations ..... 10</p> <p>    Recreation Vehicle and Special Body or     Equipment Alterations ..... 10</p> <p>    Pre-Delivery Service ..... 10</p> <p>    Production Changes ..... 10</p> <p><b>Customer Satisfaction Procedure</b> ..... 11</p> <p><b>Roadside Assistance Programme</b> ..... 12</p> <p>    Cadillac Roadside Assistance ..... 12</p> <p>    Additional Services ..... 16</p> <p>    Cadillac Assistance emergency telephone     numbers ..... 16</p> <p><b>Maintenance Records</b> ..... 19</p> <p>    Corrosion protection service ..... 20</p>
---	---



### **Cadillac's Commitment**

Cadillac is committed to ensuring satisfaction with your new vehicle.

Cadillac also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

### **Owner Assistance**

The Cadillac Service Centre is best equipped to provide all your vehicle's service needs. Should you ever encounter a problem that is not resolved during or after the limited warranty period, talk to a member of Cadillac Service Centre management. Under certain circumstances, Cadillac and/or Cadillac Service Centres may provide assistance after the limited warranty period has expired when the problem results from a defect in material or workmanship. These instances will be reviewed on a case-by-case basis. If the issue has not been resolved to your satisfaction, follow the Customer Satisfaction Procedure.

We thank you for choosing Cadillac.

### **Warranty Service – Europe, Switzerland, Norway, and the United Kingdom**

Cadillac Service Centre have invested in the proper tools, training, and parts inventory to ensure that any necessary warranty repairs can be made to your Cadillac vehicle. Cadillac requests that you contact Cadillac to enable all warranty repairs.

## 2 Warranty Coverage at a Glance

The warranty coverages are summarised below.

### New Vehicle Limited Warranty

		10,000	20,000	30,000	40,000	50,000	60,000	70,000	100,000	160,000	Unlimited	Km	
<b>Bumper to Bumper</b>									4 years/100,000 km <sup>1</sup>				
<b>Electric Vehicle Propulsion Battery Warranty</b>											8 years/160,000 km <sup>1</sup>		
<b>Restraint System</b>									6 years/100,000 km <sup>1</sup>				
<b>Sheet Metal</b>	<b>Corrosion Coverage</b>								4 years/100,000 km <sup>1</sup>				
	<b>Rust-through Coverage</b>											10 years, unlimited km	

<sup>1</sup> Whichever comes first

Cadillac will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions, and limitations.

### **What Is Covered**

#### **Warranty Applies**

This warranty is for Cadillac vehicles sold by Cadillac and registered in the European Union, Norway, Switzerland and the United Kingdom and normally operated in these countries and is provided to the original and any subsequent owners of the vehicle during the warranty.

This warranty provided by the manufacturer does not adversely affect the statutory rights of the purchaser against the seller and gives remedies in addition to those against the seller under the contract of sale.

#### **Repairs Covered**

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period, excluding slight noise, vibrations, or other normal characteristics of the vehicle.

#### **No Charge**

Warranty repairs, including towing, parts, and labour, will be made at no charge.

#### **Obtaining Repairs**

To obtain warranty repairs, contact Cadillac within the warranty period and request the needed repairs. Reasonable time must be allowed for the Cadillac Service Centre to perform necessary repairs.

#### **Warranty Period**

The warranty period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the coverage period.

#### **Bumper-to-Bumper Coverage**

The complete vehicle is covered for 4 years or 100,000 km (60,000 miles), whichever comes first, except for other coverages listed here under "What Is Covered" and those items listed under "What Is Not Covered" later in this section.

#### **Electric Vehicle Propulsion Battery Warranty**

For vehicles sold in the European Union, Norway, Switzerland, and the United Kingdom, in addition to the Bumper-to-Bumper Coverage described

previously, Cadillac will warrant defects related to materials or workmanship to the propulsion battery pack and its internal components for 8 years or 160,000 km (100,000 miles), whichever comes first, from the original in-service date of the vehicle.

This warranty is for the electric vehicles registered and normally operated in the European Union, Norway, Switzerland, and the United Kingdom. In addition to the initial owner of the vehicle, the coverage described in this Electric Vehicle Propulsion Battery Warranty is transferable at no cost to any subsequent person(s) who assumes ownership of the vehicle within the 8 years or 160,000 km (100,000 miles) term. No deductibles are associated with this warranty.

This warranty is in addition to the express conditions and warranties described previously. The coverage and benefits described under "New Vehicle Limited Warranty" are not extended or altered because of this Electric Vehicle Propulsion Battery Warranty.

#### **Battery Capacity Coverage**

Like all batteries, the amount of energy that the high voltage propulsion battery can store will decrease with time and distance

## 4 New Vehicle Limited Warranty

driven. The battery will be replaced/repaired if the capacity falls below 75% of its original value during the warranty period, as determined by a certified service centre, with a battery appropriate for the age and mileage of the vehicle.

### Propulsion Battery Service

Cadillac has a network of certified service centres who are trained to perform repairs on electric vehicle battery packs. If the Propulsion Battery requires service due to a defect in materials or workmanship, Cadillac will either repair or replace the Propulsion Battery with new or refurbished components at Cadillac's discretion.

### Towing Coverage

During the 4 year or 160,000 km (100,000 miles) Electric Vehicle Propulsion Battery warranty period, recovery to the nearest EV Certified Cadillac Service Centre is covered. If your vehicle cannot be driven because of a warranted defect, contact Cadillac or the Roadside Assistance Service.

### Restraint System Warranty

Provides repair or replacement needed to correct defects in materials or workmanship of any seatbelt or airbag system, supplied by General Motors. Coverage is for 6 years

or 100,000 km (60,000 miles), whichever comes first. This warranty is subject to the exceptions indicated in the "What Is Not Covered" section or cosmetic appearance defects such as colour fade.

### Sheet Metal Coverage

Body sheet metal panels are covered against corrosion and rust-through as follows:

**Surface Corrosion:** Body sheet metal panels are covered against rust for 4 years or 100,000 km (60,000 miles), whichever comes first.

**Important:** Surface rust resulting from accidents, stone chips or scratches in the paint is not included in sheet metal coverage.

**Rust-Through Corrosion:** Any body sheet metal panel that rusts through — that develop an actual hole in the sheet metal — is covered for up to 10 years, unlimited miles.

**Important:** Your vehicle was designed and built to resist corrosion. Application of additional rust inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. GM makes no recommendations concerning the usefulness or value of such products. Application of rust

proofing products after manufacture may create an environment which reduces the corrosion resistance built into your vehicle. Repairs to correct damage caused by such applications are not covered under your New Vehicle Limited Warranty.

### Accessory Coverages

Most Cadillac parts and accessories sold and permanently installed on a Cadillac vehicle by a Cadillac service centre or GM approved Accessory Distributor prior to delivery will be covered under the applicable portion of the New Vehicle Limited Warranty. In the event Cadillac accessories are installed after vehicle delivery, or are replaced under the New Vehicle Limited Warranty, they will be covered, parts and labour, for the balance of the applicable portion of the New Vehicle Limited Warranty, but in no event less than 12 months/unlimited miles.

Cadillac accessories sold over the counter, or those not requiring installation, will receive the standard Cadillac Accessories European Warranty of 24 months from the date of purchase, parts only.



GM Licensed and Integrated Business Partner (IBP) Accessories are covered under the accessory-specific manufacturer's warranty and are not warranted by GM or its service centres.

**Towing**

Recovery is covered to the nearest Cadillac Service Centre if your vehicle cannot be driven because of a warranted defect.

<b>Caution</b>
This warranty excludes: Any communications device that becomes unusable or unable to function as intended due to unavailability of compatible wireless service or GPS satellite signals.

**What Is Not Covered**

**Tyre and Wheel Damage or Wear**

Normal tyre wear or wear-out is not covered. Tyre wear is influenced by many variables such as road conditions, driving styles, vehicle weight, and tyre construction. Uniform tyre wear is a normal condition, and is not considered a defect. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb

impact, or from other objects is not covered. Tyre wear due to misalignment beyond the warranty period is not covered. Also, damage from improper inflation, overloading, spinning, as when stuck in mud or snow, tyre chains, racing, improper mounting or dismounting, misuse, negligence, alteration, improper repair, accident, collision, fire, vandalism, or misapplication is not covered. Damage to wheels or tyre sidewalls caused by automatic car washes or cleaning agents is not covered.

**Damage Due to Accident, Misuse, or Alteration**

The New Vehicle Limited Warranty does not cover damage caused as the result of any of the following:

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the Owner's Manual.

- Alteration, modification, or tampering to the vehicle, including, but not limited to the body, chassis, driveline, software, or other components after final assembly by GM.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.
- Installation of non-GM (General Motors) parts
- Water or fluid contamination
- Damage resulting from hail, floods, windstorms, lightning, and other environmental conditions
- Alteration of glass parts by application of tinting films

**Important:** This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or otherwise considered a total loss.

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

Damage caused by airborne fallout, rail dust, salt from sea air, salt or other materials used to control road conditions, chemicals, tree sap, stones, hail, earthquake, water or

## 6 New Vehicle Limited Warranty

flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture etc., is not covered. See “Chemical Paint Spotting” under *Things to Know About the New Vehicle Limited Warranty* ⇨ 8.

### Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain proper fluids, or maintain fluids between recommended maintenance intervals, fuel, lubricants, or refrigerants recommended in the Owner's Manual is not covered.

### Damage Due to Impact, Use, or the Environment

Windscreen or glass cracks, chips, or scratches due to impact are not covered. Windscreen cracks will be covered for the first 12 months, regardless of mileage if caused by defects in material or workmanship.

Lights, lenses, mirrors, paint, grille, mouldings, and trim are not covered for cracks, chips, scratches, dents, dings, and punctures or tears as a result of impact with other objects or road hazards. In addition,

cracks, chips, scratches, or other damage to the face of a radio or instrument cluster from impact or foreign objects are not covered.

### Third Party Externally Connected Electrical Products

This warranty does not apply to hardware or software of a third party device that is connected to the vehicle or its components, even if integrated or delivered with the vehicle. GM is not responsible for the quality or accuracy of any information, or service accessed through or from any third party device or platform. Software distributed by GM inside or outside the vehicle (including, but not limited to system software or applications) is not covered by this Warranty. GM does not warrant that connections to, from, or through the vehicle will be uninterrupted or error-free. Also, the user should back up their data and information frequently. GM is not responsible for any loss or damage to data or information made available in connection with the use of the vehicle. In addition, this Warranty does not apply: (a) to consumable parts that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to

damage caused by use with another product or service; (c) to damage caused by a third party device or service (including upgrades and expansions); or (d) to obsolescence or lack of utility due to incompatibility with future versions of external hardware or software, including, but not limited to mobile devices.

### Maintenance

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

Items such as:

- Audio System Cleaning
- Brake Pads/Linings
- Coolants and Fluids
- Filters
- Rear Axle Service
- Tyre Rotation
- Wheel Alignment/Balance
- Wiper Inserts/Blades

are covered by the New Vehicle Limited Warranty for up to 12,000 km (7,500 miles); any replacement after 12,000 km (7,500 miles) is considered maintenance and is not covered as part of the New Vehicle Limited Warranty. Keyless Entry batteries (or other remote transmitter/receiver batteries) are covered for up to 12 months only; any replacement after 12 months is considered maintenance and is not covered as part of the New Vehicle Limited Warranty. The New Vehicle Limited Warranty only covers components when replacement or repair of these components is the result of a defect in material or workmanship.

#### **Extra Expenses**

Economic loss or extra expense is not covered.

Examples include:

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

While extra expenses are not covered by the New Vehicle Limited Warranty, Cadillac does provide many additional customer benefits, such as Cadillac Owner Benefits. See your Owner's Manual.

**Other Terms :** This warranty gives you specific legal rights and you may also have other rights which vary from country to country.

Cadillac does not authorise any person to create for it any other obligation or liability in connection with these vehicles. **Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of this written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. Cadillac shall not be liable for incidental or consequential damages, such as, but not limited to, lost wages or vehicle rental expenses, resulting from breach of this written warranty or any implied warranty.\***

\* Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

## **8 Things to Know About the New Vehicle Limited Warranty**

### **Warranty Repairs – Component Exchanges**

In the interest of customer satisfaction, Cadillac may offer exchange service on some vehicle components. This service is intended to reduce the amount of time your vehicle is not available for use due to repairs. Components used in exchange are service replacement parts that may be new, remanufactured, or refurbished.

Remanufactured parts meet Cadillac approved service part requirements and are made from previously used components in a process that involves disassembly, inspection, cleaning, update of software and replacement of parts as appropriate, testing, and reassembly.

Refurbished parts meet Cadillac approved service part requirements and are previously used parts that are inspected, cleaned, tested, and repackaged.

All exchange components used meet Cadillac standards and are warranted the same as new components. Examples of the types of components that might be serviced in this fashion include: transmission assemblies,

instrument cluster assemblies, radios, compact disc players, and battery control modules.

### **Warranty Repairs – Recycled Materials**

European guidelines and Cadillac support the capture, purification, and reuse of automotive air conditioning refrigerant gases. As a result, any repairs Cadillac may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

### **Tyre Service**

Any authorised Cadillac Service Centre can assist you with tyre service. Contact the Cadillac Customer Assistance Centre. Contact details can be found at [www.cadillaceurope.com](http://www.cadillaceurope.com)

### **Aftermarket Vehicle Propulsion Enhancement Products and Modifications**

Some aftermarket vehicle propulsion products and modifications promise a way to increase the horsepower and torque levels of your vehicle. You should be aware that these products may have detrimental effects on the performance and life of the propulsion system. The vehicle propulsion system has been designed and built to offer

industry leading durability and performance. Vehicle propulsion enhancement products may enable the vehicle to operate at horsepower and torque levels that could damage, create failure, or reduce the life of the propulsion system. Damage, failure, or reduced life of the propulsion system or other vehicle components caused by aftermarket vehicle propulsion enhancement products or modifications may not be covered under your vehicle warranty.

### **Paint, Trim, and Appearance Items**

Defects in paint, trim, upholstery, or other appearance items are normally corrected during new vehicle preparation. If you find any paint or appearance concerns, advise the Cadillac Service Centre as soon as possible. Your Owner's Manual has instructions regarding the care of these items.

### **Vehicle Operation and Care**

Considering the investment you have made in your Cadillac, we know you will want to operate and maintain it properly. We urge you to follow the maintenance instructions in your Owner's Manual.

## Things to Know About the New Vehicle Limited Warranty 9

If you have questions on how to keep your vehicle in good working condition, contact Cadillac. You can rely on the Cadillac service partner to use the proper parts and repair practices.

### Maintenance and Warranty Service Records

Retain receipts covering performance of regular maintenance. Receipts can be very important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship.

A “Maintenance Record” is provided in the maintenance schedule section of the Owner’s Manual for recording services performed.

The Cadillac Service Centre can provide a copy of any warranty repairs for your records.

### Chemical Paint Spotting

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and adhere to painted surfaces on your vehicle. This damage can take two forms: blotchy,

ring-shaped discolorations, and/or small irregular dark spots etched into the paint surface.

In the event of damage caused by chemical fallout, contact Cadillac for best advice.

### Warranty Coverage – Extensions

**Time Extensions :** The New Vehicle Limited Warranty will be extended one day for each day beyond the first 24 hour period in which your vehicle is at an authorised Cadillac Service Centre for warranty service. You may be asked to show the repair orders to verify the period of time the warranty is to be extended. Your extension rights may vary depending on the different country laws.

**Mileage Extensions :** Prior to delivery, some mileage is put on your vehicle during testing at the assembly plant, during shipping, and while at the Cadillac Service Centre. The Cadillac Service Centre records this mileage on the first page of this warranty booklet at delivery. For eligible vehicles, this mileage will be added to the mileage limits of the warranty ensuring that you receive full benefit of the coverage. Mileage extension eligibility:

- Applies only to new vehicles held exclusively in new vehicle inventory.
- Does not apply to used vehicles or demonstrator vehicles.
- Does not apply to vehicles with more than 1,000 km on the odometer even though the vehicle may not have been registered for number plates.

### Warranty Service — Foreign Countries

#### Touring Owner Service

If you are touring in a foreign country and repairs are needed, take your vehicle to the nearest Cadillac Service Centre or contact Cadillac for advice.

**Important:** Repairs made necessary by the use of improper components and lubricants are not covered under the warranty. See your Owner’s Manual for additional information on charging requirements when operating in foreign countries.

#### Permanent Relocation

This warranty applies to Cadillac vehicles registered in the European Union, Switzerland, Norway, and the United Kingdom. If you have permanently relocated and established household residency in another country other than European Union,

## 10 Things to Know About the New Vehicle Limited Warranty

Switzerland, Norway, and the United Kingdom, Cadillac may authorise the performance of repairs. Contact Cadillac for assistance.

**Important:** GM warranty coverages may be void on Cadillac vehicles that have been imported/exported for resale.

### Original Equipment Alterations

This warranty does not cover any damage or failure resulting from modification or alteration to the vehicle's original equipment as manufactured or assembled by General Motors. Examples of the types of alterations that would not be covered include cutting, welding, or disconnecting of the vehicle's original equipment parts and components.

**Additionally, General Motors does not warranty non-GM parts, calibrations, and/or software modifications.** The use of parts, control module calibrations, software modifications, and/or any other alteration not issued through General Motors will void the warranty coverage for those components that are damaged or otherwise affected by the installation of the non-GM part, control module calibration, software modification, and/or other alteration.

### Recreation Vehicle and Special Body or Equipment Alterations

Installations or alterations to the original equipment vehicle or chassis, as manufactured and assembled by Cadillac, are not covered by this warranty. The special body company, assembler, or equipment installer is solely responsible for warranties on the body or equipment and any alterations to any of the parts, components, systems, or assemblies installed by Cadillac. Examples include, but are not limited to, special body installations, such as recreational vehicles, the installation of any non-GM part, cutting, welding, or the disconnecting of original equipment vehicle or chassis parts and components, extension of the wheelbase, suspension and driveline modifications, and axle additions.

### Pre-Delivery Service

Defects in the mechanical, electrical, sheet metal, paint, trim, and other components of your vehicle may occur at the factory or while it is being transported to the Cadillac Service Centre. Normally, any defects occurring during assembly are identified and corrected at the factory during the inspection process. In addition, Cadillac Service Centres inspect each vehicle before

delivery. They repair any uncorrected factory defects and any transit damage detected before the vehicle is delivered to you.

Any defects still present at the time the vehicle is delivered to you are covered by the warranty. If you find any defects, advise your Cadillac Service Centre without delay. For further details concerning any repairs which may have made prior to you taking delivery of your vehicle, contact Cadillac.

### Production Changes

Cadillac reserves the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

This warranty covers this vehicle as designed, built, and equipped by GM, and is not limited to any particular part, component, or system of the vehicle manufactured by GM. Defects in design, or assembly, or in any part, component, or vehicle system as manufactured by GM, which, at the time it left GM's control, caused noise emissions to exceed Federal Standards, are covered by this warranty for the life of the vehicle.

Your satisfaction and goodwill are important to Cadillac. Normally, any concerns with the sales transaction or the operation of your vehicle will be resolved by Cadillac service departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your concern has not been resolved to your satisfaction, the following steps should be taken:

**Discuss your concern with a member of the Cadillac Customer Assistance Centre.**

Concerns can be quickly resolved by our Customer Assistance Team.

**When you make contact with the Cadillac Customer Assistance Centre, we encourage you to email or use our web chat in order for your inquiry to receive prompt attention.** Have the following information available to give to the Customer Assistance Representative:

- The Vehicle Identification Number (VIN). This is available from the vehicle registration or title, or the plate above the top of the instrument panel on the driver side, and visible through the windscreen.
- The Cadillac Service Centre name and location.

- The vehicle delivery date and present mileage.

**Europe**

**[www.cadillaceurope.com](http://www.cadillaceurope.com)**

**Country telephone numbers are listed at this website.**

**E-mail**

**[cadillac.europe@gm.com](mailto:cadillac.europe@gm.com)**

## 12 Roadside Assistance Programme

### Cadillac Roadside Assistance

Your choice of a new Cadillac was a truly positive one. You now own a vehicle that stands for driving pleasure, reliability, comfort and safety. Part of its overall safety includes individual service that guarantees that you will always remain mobile.

If a technical problem should arise despite the most modern technology and highest quality standards, do not be concerned. As the owner of a new Cadillac, there is no need to agonise over a possible breakdown. Cadillac Assistance will get you up and running again. Simply call the Cadillac Assistance number and our skilled, courteous workers will handle the rest. For 48 months from the initial registration of your new Cadillac, we will ensure your mobility around the clock.

All that is required in order to reap the benefits of Cadillac Assistance during the first 48 months from initial registration is that you carry out the prescribed service work at the proper intervals.

**Important:** In the event of a breakdown, the Cadillac Assistance Centre must always be called before any services are arranged.

Costs for any services not arranged through or pre-approved by the Cadillac Assistance Centre will not be covered.

All countries and the emergency numbers are listed at the end of this booklet.

#### An overview of the services provided by Cadillac Assistance:

- Roadside Assistance
- Towing
- Rental Car
- Onward or Homeward Travel
- Hotel Accommodation
- Vehicle Collection
- Spare Parts Dispatch
- Bank Arrangements

#### Before calling...

Ensure that you have the following important information to hand:

- the telephone number where you can be reached
- the location of the vehicle
- cause or description of the breakdown
- vehicle identification number and registration plate number
- colour of the vehicle
- registration date

### Definition

#### Breakdown

A breakdown is a sudden and unforeseeable malfunction of the insured vehicle which is caused by a fault in the mechanical parts or electrical equipment that disables the insured vehicle and is covered by the technical warranty.

The term breakdown also refers to

- tyre damage
- loss of battery power
- broken keys

The term breakdown does not refer to events such as general product recall, routine or other service checks, inspections, or the installation of accessories.

Accidents, theft, fire, glass breakage, lost keys, lock out, wrong fuel, fuel shortage, and trailer defects are not considered breakdowns in the above sense.

#### Cadillac Assistance Centre

Selected service stations in each country that are manned around the clock and offer you the support of qualified personnel.



The services in detail:

### 1. Roadside Assistance

If the insured vehicle is no longer driveable due to a breakdown, the Cadillac Assistance Centre dispatches an assistance vehicle to make the vehicle driveable where it stands and covers the costs of this dispatch as well as travel to and from the scene and supplies used by the assistance vehicle.

Technical measures undertaken during Roadside Assistance do not affect the "Cadillac New Vehicle Warranty".

Roadside Assistance is only available on roads open to public traffic and at home, provided it is possible and permitted by law. Roadside Assistance does not include vehicle recovery.

Roadside Assistance also applies to safety-related defects in the following components: Seat belts, windscreen wipers, direction indicators, lights in the front and rear.

### 2. Towing

If the insured vehicle is no longer driveable due to a breakdown and the Roadside Assistance specified in item 1 is unsuccessful, the Cadillac Assistance Centre undertakes towing measures. The vehicle is then towed to the nearest Cadillac EV Service Centre.

Any trailer or caravan attached to the vehicle will be towed to the same workshop.

### 3. Rental car

#### (self driven Rental Car)

If the insured vehicle is no longer driveable due to a breakdown, the Roadside Assistance specified in item 1 is unsuccessful and the repair at the service centre to which the vehicle was towed requires more than 2 hours, the Cadillac Assistance Centre shall provide a Rental Car. Rental Car costs shall be covered (excluding additionally required options) until repair is completed, for a maximum of 15 days.

Please note that Rental Car companies often require a credit card as security for their services.

This service is not available if a service described in item 4 (travel by train or air) or item 5 (Hotel accommodation) is chosen.

### 4. Onward/homeward travel (by train or air)

If the insured vehicle is no longer driveable due to a breakdown and the repair at the service centre to which the vehicle was towed requires more than 2 hours, Cadillac Assistance shall cover the cost of a first class train ticket. If such train travel should exceed 6 hours, Cadillac Assistance shall cover the cost of an economy class airline ticket. The covered costs are for travel of the authorised person or persons from the point of breakdown to his or her residence or to the proven original destination. Reimbursement is limited to 613 euro per person.

This service is not available if a service described in item 3 (Rental Car) or item 5 (Hotel accommodation) is chosen.

## 14 Roadside Assistance Programme

### 5. Hotel accommodation

If the insured vehicle is no longer driveable due to a breakdown, if it is located 80 km or more from the residence of the authorised person or persons and cannot be made drivable on the day of the breakdown and if the authorised person or persons have to stay overnight, the Cadillac Assistance Centre shall cover the cost of accommodation in a 3 star hotel or a hotel of similar class.

The authorised person or persons will be compensated for hotel costs incurred until repair is completed, for a maximum of 4 nights. Only the costs of accommodation are covered, extras are not included.

This service is not available if a service described in item 3 (Rental Car) or item 4 (Travel by train or air) is chosen.

### 6. Combination option

As an exception, the services described in item 3 (Rental Car), item 4 (Travel by train or air), and item 5 (Hotel accommodation) can be combined. This, however, requires express approval from the Cadillac Assistance Centre.

### 7. Vehicle collection

If the insured vehicle is to be picked up by the owner, the driver or an authorised representative after repair, reimbursement will be paid for the cost of a first class train ticket. If such a train journey should exceed 6 hours, the cost of an economy class airline ticket will be covered.

Reimbursement for train or flight costs will only be made for one person at a cost of no more than 613 euro.

### 8. Spare parts dispatch

If replacement parts are necessary to make the insured vehicle drivable after a breakdown abroad and it is not possible to procure the parts in the country in which the breakdown occurred, the Cadillac Assistance Centre shall procure the parts and send them to the workshop in question or to the nearest airport. In addition, the Cadillac Assistance Centre shall handle any customs formalities.

Shipping charges will be covered. Costs for the replacement part and customs duties will not be reimbursed.

### 9. Bank arrangements

If an emergency situation arises in connection with the repair of the insured vehicle abroad, the Cadillac Assistance Centre will advise and help the authorised person to the greatest possible extent when using regional bank details to establish a personal line of credit.

**General conditions**

**1. Start of coverage**

For new vehicles, the insurance coverage for a vehicle registered for Cadillac Assistance begins on the date of initial registration or final delivery, whichever occurs first.

**2. Coverage period**

Up to 48 months after first registration.

**3. Condition**

The prescribed service work must be carried out at the proper intervals. Services will not be covered for defects stemming from use of parts that are not Genuine Cadillac parts.

**4. Service readiness**

365 (366) days a year, 24 hours a day.

**5. The following are covered:**

All new Cadillac vehicles which have been purchased from Cadillac Europe or its European partners for the first time and which are registered.

Rental Cars, driving school vehicles in commercial use, and taxis are only insured for "Roadside Assistance" and "Towing".

**6. Scope**

Coverage is granted for damages within the geographical area of the European Union, Norway, Switzerland, and the United Kingdom.

Countries and emergency numbers are listed at the end of this booklet.

**7. Authorised persons**

Coverage extends to the owner, authorised driver, and each authorised passenger of the insured vehicle, up to a limit of 9 persons.

**8. Damage not covered**

The following are not covered:

- A. Damages resulting from force majeure, war risks, strike, impoundment, official force, official bans, explosion of objects as well as nuclear and radioactive impact;

B. Damage resulting from participation in motor sport events and corresponding test laps;

C. Damage to the load or loss of earnings resulting from the breakdown;

D. Breakdown resulting from a defective trailer;

E. Accidents<sup>1</sup>, vandalism<sup>1</sup>, theft<sup>1</sup>, fire<sup>1</sup> involving the insured vehicle;

F. Breakdowns resulting from the installation of replacement parts or accessories that have not been approved by Cadillac.

<sup>1</sup>In those cases, as well as in cases of lost keys, locking yourself out, wrong fuel, fuel shortage, the Cadillac Assistance Centre will help you to organise Assistance. The costs for the additional Services shall be paid by the beneficiary.

<sup>2</sup>Accidents must be omitted if the country offers "Towing after Accident".

## 16 Roadside Assistance Programme

### 9. Availability and limitations

Cadillac Assistance in its entirety is also available for lease vehicles and driving school vehicles being used privately.

For hire cars (self-driven hire cars and other hire cars), driving school vehicles being used commercially and taxis, only the "Roadside Assistance" and "Towing" are available. Rental Cars with proof of use as a long-term lease vehicle (minimum of 12 months) can use the full scope of services.

From the point of breakdown, the authorised person(s) can only use one type of transport to the Partner/Rental Car Company - and not several different means of transport.

Please note that rental car companies often require a credit card or deposit as security for their services, and that limitations may apply according to their general terms and conditions.

Cadillac Assistance accepts no liability for shortcomings and deficiencies in performing these services if such deficiencies stem from force majeure, acts of war, strikes etc.

For additional limitations, see item 8 under "General conditions".

### Additional Services

#### Towing after accident

After an accident involving the vehicle, professional recovery to the nearest Cadillac Service Centre can be provided (cost to be borne by customer).

When the accident occurs in the area in which the vehicle was originally purchased, the vehicle can be recovered to that Cadillac Service Centre for repair.

Any trailer or caravan attached to the vehicle will be towed to the same workshop.

### Cadillac Assistance emergency telephone numbers

Listed on the following pages are the emergency telephone contact numbers of European countries.

We recommend that you call the number of the country that you purchased the vehicle in, even when travelling in a different country.

**Roadside Assistance Programme 17**

<b>Country</b>	<b>Local phone number</b>	<b>International phone number</b>
Andorra	0900 151 886	0034 900 151 886
Austria	0800-20 19 10	0043-1-25 119 19399
Belgium	0800-14 134	0032 2 233 22 90
Bosnia and Herzegovina	(033)-282 102	00387-33-282-102
Bulgaria	(02)-986 73 52	00359-2-986 73 52
Croatia	0800 79 87	00385-1-464 01 41
Cyprus	22 31 31 31	00357-22-31 31 31
Czech Republic	261-10 43 48	00420-2-61 10 43 48
Denmark	80 20 22 07	0045-80 20 22 07
Estonia	(0)-69 79 199	00372-69 79 199
Finland	(09)-77 47 64 00	00358-9-77476400
France (+ Corsica)	0800-25 66 59	0033-4-72 17 12 81
Germany	0800-22 34 552	0049-89-76 76 48 70
Greece	(210)-606 88 13	0030-210-60 68 813
Hungary	(06-1) 345 17 47	0036-1-345 17 47
Ireland	1800-304 500	00353-1-617 95 61
Italy	800-836-056	0039-02-66 16 55 23
Latvia	67 56 65 86	00371-67 56 65 86

## 18 Roadside Assistance Programme

Country	Local phone number	International phone number
Lithuania	(85)-210 44 25	00370-5-210 44 25
Luxembourg	25 36 36 301	00352-25 36 36 301
Malta	21 24 69 68	00356-21 24 69 68
Monaco	0033-4-72 17 12 81	0033-4-72 17 12 81
Netherlands	0800-099 11 20	0031-70-314 51 12
Norway	800-30 466	0047-800-30 466
Poland	061 83 19 885	0048 61 83 19 885
Portugal	800-20 66 68	00351-21-942 91 05
Romania	021-317 46 90	0040-21-317 46 90
Serbia	(011)-240 43 51	00381-11-240 43 51
Slovakia	(02)-492 05 963	00421-2-49 20 59 63
Slovenia	(01)-530 53 10	00386-1-530 53 10
Spain	900-151 886	0034 900 151886
Sweden	020-78 77 88	0046-771-78 77 88
Switzerland (+Liechtenstein)	0800-55 19 46	0041-58-827 61 06
United Kingdom	0800 - 072 4791	00 800 33 22 88 77



## 20 Maintenance Records

---

### **Corrosion protection service**

#### **Body and underbody corrosion protection service**

To maintain the Cadillac warranty against corrosion, the vehicle must be subjected to an inspection by a Cadillac Service Centre every 24 months.

The vehicle must be submitted to the workshop in a clean state so that the corrosion protection service can be carried out. Please bear in mind that this applies to the underbody, wheel arches, etc., as well as to the outside of the vehicle. If you are unsure about this point, we recommend that you seek the advice of your Cadillac Service Centre in advance.

All paint damage must be repaired before the corrosion protection service by a paint and body shop in accordance with guidelines issued by Cadillac.

To maintain the warranty, all prescribed corrosion protection services must be confirmed in the relevant form on the following pages.

### **Recommendations for collision damage repairs**

Body and paintwork repairs must be performed in accordance with guidelines issued by Cadillac so that they meet the requirements for permanent corrosion protection and corrosion protection measures carried out in repairs.

As faulty or inadequate repairs can be "concealed", we must exclude from the warranty areas of the vehicle where paintwork repairs have taken place.

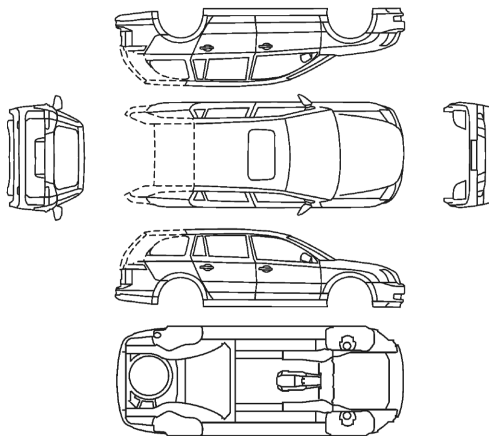
Your Cadillac Service Centre has the necessary qualifications, equipment and materials to perform corrosion protection measures properly. If necessary, after the repair, he/she will recommend further sensible measures to maintain the value of your vehicle.

### **Visual inspection and confirmations**

When the vehicle is being checked, a visual inspection of the paintwork, bodywork and corrosion protection of the underbody is prescribed to check for damage. The customer will be notified in writing of any damage and its rectification. Any damage and confirmation of servicing carried out will be noted on the following pages.



Die Grafik gilt für alle Modelle.



**Ermittelte Schäden mit entsprechendem Symbol markieren:**

- |               |                               |
|---------------|-------------------------------|
| ● Steinschlag | ■ Karosserieschaden           |
| ○ Beule       | # Lackschaden                 |
| + Kratzer     | ▶ Unterbodenschutz beschädigt |

**1. Inspektion**

Fahrzeug OK

Ja  Nein

Fahrzeug repariert

Ja  Nein

Unfall- / Karosserieschaden gemäß  
Richtlinien von Cadillac repariert

Ja  Nein

Kommentare

---

---

---

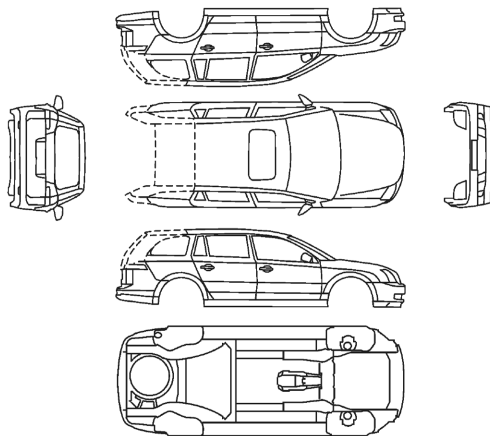
Datum

km

Stempel und Unterschrift  
des Partners

## 22 Maintenance Records

Die Grafik gilt für alle Modelle.



### Ermittelte Schäden mit entsprechendem Symbol markieren:

- |               |                               |
|---------------|-------------------------------|
| ● Steinschlag | ■ Karosserieschaden           |
| ○ Beule       | # Lackschaden                 |
| + Kratzer     | ▶ Unterbodenschutz beschädigt |

### 2. Inspektion

Fahrzeug OK

Ja  Nein

Fahrzeug repariert

Ja  Nein

Unfall- / Karosserieschaden gemäß

Richtlinien von Cadillac repariert

Ja  Nein

Kommentare

---

---

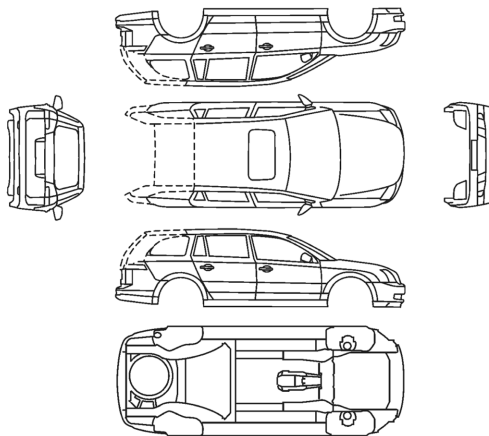
---

Datum

km

Stempel und Unterschrift  
des Partners

The graphic is applicable to all models.



**Mark test result using relevant symbol:**

- Stone chips
- Dent/bump
- + Scratch
- Bodywork damage
- # Paintwork damage
- ▶ Underbody protection damaged

**3. Inspection**

Vehicle OK

Yes  No

Vehicle repaired

Yes  No

Accident / body damage repaired to Cadillac guidelines

Yes  No

Comments

\_\_\_\_\_

\_\_\_\_\_

Date

\_\_\_\_\_

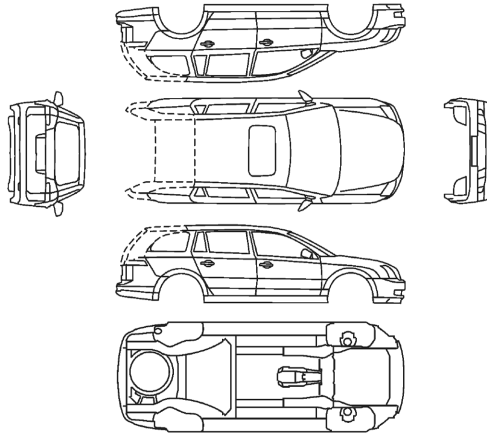
km

\_\_\_\_\_

Partner stamp and signature

## 24 Maintenance Records

Die Grafik gilt für alle Modelle.



### Ermittelte Schäden mit entsprechendem Symbol markieren:

- |               |                               |
|---------------|-------------------------------|
| ● Steinschlag | ■ Karosserieschaden           |
| ○ Beule       | # Lackschaden                 |
| + Kratzer     | ▶ Unterbodenschutz beschädigt |

### 4. Inspektion

Fahrzeug OK

Ja  Nein

Fahrzeug repariert

Ja  Nein

Unfall- / Karosserieschaden gemäß

Richtlinien von Cadillac repariert

Ja  Nein

Kommentare

---

---

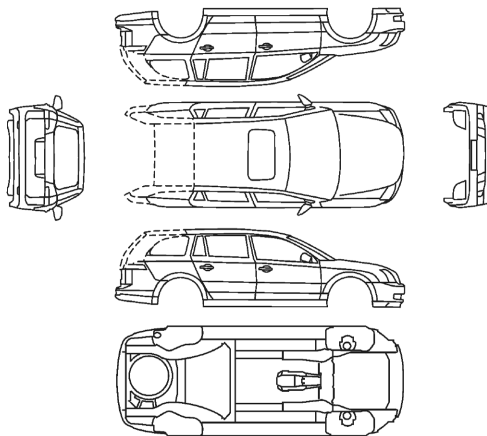
---

Datum

km

Stempel und Unterschrift  
des Partners

Die Grafik gilt für alle Modelle.



**Ermittelte Schäden mit entsprechendem Symbol markieren:**

- |               |                               |
|---------------|-------------------------------|
| ● Steinschlag | ■ Karosserieschaden           |
| ○ Beule       | # Lackschaden                 |
| + Kratzer     | ▶ Unterbodenschutz beschädigt |

**5. Inspektion**

Fahrzeug OK

Ja  Nein

Fahrzeug repariert

Ja  Nein

Unfall- / Karosserieschaden gemäß  
Richtlinien von Cadillac repariert

Ja  Nein

Kommentare

---

---

---

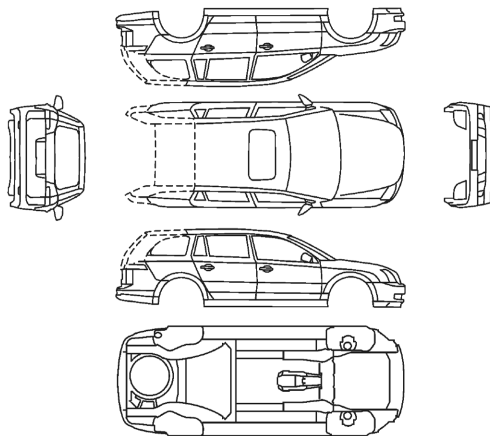
Datum

km

Stempel und Unterschrift  
des Partners

## 26 Maintenance Records

Die Grafik gilt für alle Modelle.



### Ermittelte Schäden mit entsprechendem Symbol markieren:

- |               |                               |
|---------------|-------------------------------|
| ● Steinschlag | ■ Karosserieschaden           |
| ○ Beule       | # Lackschaden                 |
| + Kratzer     | ▶ Unterbodenschutz beschädigt |

### 6. Inspektion

Fahrzeug OK

Ja  Nein

Fahrzeug repariert

Ja  Nein

Unfall- / Karosserieschaden gemäß

Richtlinien von Cadillac repariert

Ja  Nein

Kommentare

---

---

---

Datum

km

Stempel und Unterschrift  
des Partners



