

**WARRANTY  
AND OWNER  
ASSISTANCE INFORMATION**

Owner's Name \_\_\_\_\_

Street Address \_\_\_\_\_

City &amp; State \_\_\_\_\_

Vehicle Identification Number (VIN):  
\_\_\_\_\_  
\_\_\_\_\_

Date Vehicle First Delivered or Put In Use: \_\_\_\_\_

Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

Odometer Reading on Date Vehicle First Delivered

or Put in Use: \_\_\_\_\_ .  X**IMPORTANT**

This booklet contains important information about the vehicle's warranty coverage. It also explains **Owner Assistance Information and GM's Participation in an Alternative Dispute Resolution Program.**

Keep this booklet with your vehicle and make it available to a Pontiac dealer if warranty work is needed. Be sure to keep it with your vehicle when you sell it so future owners will have the information.



Have you purchased the Genuine GM Protection Plan? The GM Protection Plan may be purchased within specific time/mileage limitations. See the information request form on page 31 of this booklet. Remember, if the service contract you are considering to purchase does not have the GM Protection Plan emblem shown above on it, then it is not the Genuine GM Protection Plan from General Motors.

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Part No. 25735875 A

# 2003 Pontiac Warranty and Owner Assistance Information

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# **An Important Message to Pontiac Owners . . .**

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## **Pontiac's Commitment to You**

We are committed to assure your satisfaction with your new Pontiac.

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

## **Vehicle Operation and Care**

Considering the investment you have made in your Pontiac, we know you will want to operate and maintain it properly. We urge you to follow the maintenance instructions contained in your owner's manual.

If you have questions on how to keep your Pontiac in good working condition, see your Pontiac dealer, the place many Pontiac customers choose to have their maintenance work done. You can rely on your Pontiac dealer to use the proper parts and repair practices.

## **Maintenance 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.

Receipts should be retained in the glove box literature portfolio. Also, a "Maintenance Record" form is provided in the Maintenance Schedule section of the owner's manual for your convenience in recording services performed.

## **Owner Assistance**

Your Pontiac dealer is best equipped to provide all your service needs. Should you ever encounter a problem during or after the limited warranty period that is not resolved, talk to a member of dealer management. Under certain circumstances, General Motors and/or GM dealers 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 your problem has not been resolved to your satisfaction, follow the Customer Satisfaction procedures as outlined on page 25 of this booklet.

We thank you for choosing a Pontiac.

## ***Pontiac Division***

## **GM Participation in an Alternative Dispute Resolution Program**

On page 25 of this booklet, you will also find information on the voluntary, non-binding Alternative Dispute Resolution Program in which GM participates.

# Warranty Coverage at a Glance

The 2003 warranty coverages are summarized below. Please read pages 6 through 24 for complete details.

New Vehicle Limited Warranty			
Coverage	3 YRS/ 36,000 MI		6 YRS/ 100,000 MI
	Bumper-to-Bumper (includes tires)	[Shaded]	
Sheet Metal	[Shaded]		
• Corrosion	[Shaded]		
• Rust-Through	[Shaded]		

Emission Control Systems Warranties					
Coverage	2 YRS/ 24,000 MI	3 YRS/ 36,000 MI	3 YRS/ 50,000 MI	7 YRS/ 70,000 MI	8 YRS/ 80,000 MI
	<b>Federal</b>				
• Defect & Performance	[Shaded]	[Shaded]			
• Catalytic Converters & Powertrain Control Module	[Shaded]				
<b>California</b>					
• Defect & Performance	[Shaded]	[Shaded]	[Shaded]		
• Specified Components	[Shaded]	[Shaded]	[Shaded]	[Shaded]	



Defects in material or workmanship continue to be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage.

# 2003 General Motors Corporation New Vehicle Limited Warranty

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General Motors Corporation 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 GM vehicles registered in the United States and normally operated in the United States or Canada, and is provided to the original and any subsequent owners of the vehicle during the warranty period.

### Repairs Covered

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. Needed repairs will be performed using new or remanufactured parts.

### 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 3 years or 36,000 miles, whichever comes first, except for other coverages listed here under “What Is Covered” and those items listed under “What Is Not Covered” on pages 8, 9 and 10.

## Sheet Metal Coverage

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

**Corrosion:** Body sheet metal panels are covered against rust for 3 years or 36,000 miles, whichever comes first.

**Rust-Through:** Any body sheet metal panel that rusts through (an actual hole in the sheet metal) continues to be covered for up to 6 years or 100,000 miles, whichever comes first.

**NOTE: Cosmetic or surface corrosion (resulting from stone chips or scratches in the paint, for example) is not included in sheet metal coverage.**

## Towing

Towing is covered to the nearest Pontiac dealer facility if your vehicle cannot be driven because of a warranted defect.

## Tire Coverage

The tires supplied with your vehicle are covered against defects in material or workmanship under the bumper-to-bumper coverage. Any tire replaced will continue to be warranted for the remaining portion of the bumper-to-bumper coverage period.

Following expiration of the bumper-to-bumper coverage, tires may continue to be covered under the tire manufacturer's warranty. Review the tire manufacturer's warranty booklet or consult the tire manufacturer distributor for specific details.

## No Charge

Warranty repairs, including towing, parts and labor, will be made at No Charge.

## Obtaining Repairs

To obtain warranty repairs, take the vehicle to a Pontiac dealer facility within the warranty period and request the needed repairs. A reasonable time must be allowed for the dealer to perform necessary repairs.



## What Is Not Covered

### Tire Damage or Wear

Normal tire wear or wear-out is not covered. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb impact, or from other objects is not covered. Also, damage from improper inflation, spinning (as when stuck in mud or snow), tire chains, racing, improper mounting or dismounting, misuse, negligence, alteration, vandalism, or misapplication is not covered.

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

Damage caused as the result of any of the following is not covered:

- 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 or modification to the vehicle including the body, chassis or components after final assembly by GM. In addition, coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.

**This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or totaled.**

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

Damage caused by airborne fallout (chemicals, tree sap, etc.), stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered. See page 12 for details regarding chemical paint spotting.

## **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 fluids, fuel, lubricants, or refrigerants recommended in the owner's manual is not covered.

## **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, as well as items requiring replacement or repair as a result of vehicle use, wear, or exposure are not covered.

Items such as:

- Filters
- Brake Pads / Linings
- Clutch Linings
- Keyless Entry Batteries \*
- Audio System Cleaning
- Coolants and Fluids
- Wiper Inserts
- Limited Slip Rear Axle Service
- Tire Rotation
- Wheel Alignment / Balance \*\*

are covered only when replacement or repair is the result of a defect in material or workmanship.

Failure or damage of components due to vehicle use, wear, exposure, or lack of maintenance is not covered.

\* Consumable battery covered up to 12 months only.

\*\* Maintenance items after 7,500 miles.

## Extra Expenses

Economic loss or extra expense is not covered.

Examples include:

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

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

General Motors does not authorize 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. General Motors 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.

# Things You Should Know About the New Vehicle Limited Warranty

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## Warranty Repairs — Component Exchanges

In the interest of customer satisfaction, General Motors 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 which may be new, remanufactured, reconditioned, or repaired, depending on the component involved.

All exchange components used meet GM standards and are warranted the same as new components. Examples of the types of components that might be serviced in this fashion include: engine and transmission assemblies, instrument cluster assemblies, radios, compact disc players, tape players, batteries, and powertrain control modules.

## Warranty Repairs — Recycled Materials

Environmental Protection Agency (EPA) guidelines and GM support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant. As a result, any repairs GM may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

## Tire Service

Any authorized Pontiac or tire dealer for your brand of tires can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, please contact Pontiac's Customer Assistance Center. The toll-free telephone numbers are listed on page 29.

## After-Manufacture “Rustproofing”

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 recommendation concerning the usefulness or value of such products.

Application of after-manufacture rustproofing products 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 GM New Vehicle Limited 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 your dealer as soon as possible. Your owner's manual has instructions regarding the care of paint, trim, upholstery, glass, and other appearance items.

### Chemical Paint Spotting

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and attack painted surfaces on your vehicle. This damage can take two forms: blotchy, ringlet-shaped discolorations, and small irregular dark spots etched into the paint surface.

Although no defect in the factory applied paint causes this, Pontiac will repair, at no charge to the owner, the painted surfaces of new vehicles damaged by this fallout condition within 12 months or 12,000 miles of purchase, whichever comes first.

## 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 authorized dealer facility 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 state law.

**Mileage Extensions:** Prior to delivery, some mileage is put on your vehicle during testing at the assembly plant, during shipping and while at the dealer facility. The dealer 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, GM owned vehicles, dealer owned used vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with more than 1,000 miles on the odometer even though the vehicle may not have been "registered" for license plates.

## **Warranty Service — United States and Canada**

For your records, the servicing dealer should provide a copy of the Warranty Repair Order listing all warranty repairs performed. Your selling dealership has made a large investment to ensure that they have the proper tools, training, and parts inventory to make any necessary warranty repairs should they be required during the warranty period. We ask that you return to your selling dealer for warranty repairs. In the event of an emergency repair, you may take your vehicle to any authorized General Motors dealer for warranty repairs. However, certain warranty repairs require special tools or training that only a dealer selling your brand may have. Therefore, not all dealers are able to perform every repair. If a particular dealership cannot assist you, then contact the Customer Assistance Center. If you have changed your residence, visit any Pontiac dealer in the United States or Canada for warranty service.

## **Touring Owner Service — Foreign Countries**

If you are touring in a foreign country and repairs are needed, it is suggested you take your vehicle to a General Motors dealer facility, preferably one which sells and services Pontiacs. Once you return to the United States, for reimbursement consideration, you should provide your dealer with a statement of circumstances, the original repair order, proof of ownership, and any “paid” receipt indicating the work performed and parts replaced. Please note that repairs made necessary by the use of improper or dirty fuels and lubricants are not covered under the warranty. See your owner’s manual for additional information on fuel requirements when operating in foreign countries.

## **Warranty Service — Foreign Countries**

This warranty applies to GM vehicles registered in the United States and normally operated in the United States or Canada. If you have permanently relocated and established household residency in another country, GM may authorize the performance of repairs under the warranty authorized for vehicles generally sold by GM in that country. Contact an authorized GM dealer in your country for assistance. GM warranty coverages may be void on GM 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, installation or use of any non-GM part, accessory, materials, or the cutting, welding, or disconnecting of the vehicle's original equipment parts and components.

## **Recreation Vehicle and Special Body or Equipment Alterations**

Installations, or alterations to the original equipment vehicle (or chassis) as manufactured and assembled by General Motors, 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 GM. Examples include, but are not limited to, special body installation (such as recreational vehicles), the installation of a non-GM part, cutting, welding or the disconnecting of original equipment vehicle or chassis parts and components, extension of 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 dealer facility. Normally, any defects occurring during assembly are detected and corrected at the factory during the inspection process. In addition, dealers are obligated to 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 such defects when you take delivery, please advise your dealer without delay. For further details concerning any repairs which the dealer may have made prior to your taking delivery of your vehicle, please ask your dealer.

## **Production Changes**

General Motors Corporation and GM dealers reserve 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.

# 2003 Emission Control Systems Warranties

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This section outlines the emission warranties that General Motors provides for your vehicle in accordance with the U.S. Federal Clean Air Act. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

## What Is Covered

The parts covered under the emission warranty are listed under Emission Warranty Parts List on pages 18 through 22.

### 1. Federal Emission Control Warranty

Both the Emission Defect Warranty and the Emission Performance Warranty described below begin on the date the vehicle is first delivered or put into use and continues for a period of 2 years or 24,000 miles, whichever comes first.

If a catalytic converter or vehicle (powertrain) control module is found to be defective under either of these warranties, those parts are warranted for 8 years or 80,000 miles, whichever comes first.

### Emission Defect Warranty

General Motors Corporation warrants to the owner that the vehicle:

- was designed, equipped, and built so as to conform at the time of sale with applicable regulations of the Federal Environmental Protection Agency (EPA), and
- is free from defects in materials and workmanship which cause the vehicle to fail to conform with those regulations during the emission warranty period.

Emission related defects in the genuine GM parts listed under Emission Parts Covered, including related diagnostic costs, parts and labor are covered by this warranty.



## Emission Performance Warranty

Some states and/or local jurisdictions have established periodic vehicle Inspection and Maintenance (I/M) programs to encourage proper maintenance of your vehicle. If an EPA-approved I/M program is required in your area you may also be eligible for Emission Performance Warranty coverage when all of the following three conditions are met:

- The vehicle has been maintained and operated in accordance with the instructions for proper maintenance and use set forth in the owner's manual or maintenance schedule supplied with your vehicle.
- The vehicle fails an EPA-approved I/M test during the emission warranty period.
- The failure results, or will result, in the owner of the vehicle having to bear a penalty or other sanctions (including the denial of the right to use the vehicle) under local, state, or federal law.

If all these conditions are met, GM warrants that your dealer will replace, repair, or adjust to GM specifications, at no charge to you, any of the parts listed on page 18 through 22 which may be necessary to cause your vehicle to conform to the applicable emission standards. Non-GM parts labeled "Certified to EPA Standards" are covered by the Emission Performance Warranty.

## 2. California Emission Control Warranty

This section outlines the emission warranties that General Motors provides for your vehicle in accordance with the California Air Resources Board. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

This warranty applies if your vehicle meets both of the following requirements:

- Your vehicle is registered in California **or other states adopting California emission and warranty regulations** \*;
  - is certified for sale in California as indicated on the vehicle's emission control information label.
- \* Currently MA and VT only. Note: NY and ME have adopted California emission regulations, but not California warranty regulations. The Federal Emission Control Warranty applies in NY and ME.

## **Your Rights and Obligations (For Vehicles Subject to California Exhaust Emission Standards)**

The California Air Resources Board and General Motors are pleased to explain the emission control system warranty on your 2003 vehicle. In California, new motor vehicles must be designed, equipped, and built to meet the states' stringent anti-smog standards. GM must warrant your vehicle's emission control system for the periods of time and mileage listed provided there has been no abuse, neglect, or improper maintenance of your vehicle. Your vehicle's emission control system may include parts such as the fuel injection system, ignition system, catalytic converter, and engine computer. Also included are hoses, belts, connectors, and other emission related assemblies.

Where a warrantable condition exists, GM will repair your vehicle at no cost to you including diagnosis, parts and labor.

### **General Motors Warranty Coverage:**

- For 3 years or 50,000 miles, whichever comes first:  
If your vehicle fails a Smog Check inspection, GM will make all necessary repairs and adjustments to ensure that your vehicle passes the inspection. This is your vehicle emission control system Performance Warranty.

If any emission related part on your vehicle is defective, GM will repair or replace it. This is your short-term emission Defects Warranty.

- For 7 years or 70,000 miles, whichever comes first:  
If an emission related part listed in your vehicle warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, GM will repair or replace it. This is your long-term emission control system Defects Warranty.
- For 8 years or 80,000 miles, whichever comes first:  
If the catalytic converter or vehicle (powertrain) control module is found to be defective, GM will repair or replace it under the Federal Emission Control Warranty.

Any authorized Pontiac dealer will, as necessary under these warranties, replace, repair, or adjust to General Motors specifications any genuine GM parts that affect emissions.

The applicable warranty period shall begin on the date the vehicle is delivered to the first retail purchaser or, if the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail, on the date the vehicle is placed in such service.

## Owner's Warranty Responsibilities:

As the vehicle owner, you are responsible for the performance of the scheduled maintenance listed in your Owner's Manual/Maintenance Schedule. GM recommends that you retain all maintenance receipts for your vehicle, but GM cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a GM dealer selling your vehicle line as soon as a problem exists. The warranted repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that GM may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper or insufficient maintenance, or modifications not approved by GM.

If you have any questions regarding your rights and responsibilities under these warranties, you should contact the Customer Assistance Center at 1-800-762-2737 or, in California, the State of California Air Resources Board, Mobile Source Operations Division, P.O. Box 8001, El Monte, California 91731-2990.

## What Is Covered

The parts covered under the Emission Control Systems Warranties are listed under Emission Warranty Parts List.

## What Is Not Covered

The Emission Control Systems Warranties obligations do not apply to conditions resulting from tampering, abuse, neglect, or improper maintenance; or any other item listed under "What Is Not Covered" in the New Vehicle Limited Warranty on pages 8, 9 and 10. The "Other Terms" presented in the New Vehicle Limited Warranty also apply to the emission related warranties.

## 3. Emission Warranty Parts List

The parts that may affect your vehicle's emissions are on the following pages. These emission parts are covered under emission warranties as follows:

- **Federal coverage**— 2 years/24,000 miles, whichever comes first. (GM extends this coverage through the New Vehicle Limited Warranty period)
- **California coverage**— 3 years/50,000 miles, whichever comes first.

**NOTE: Certain parts may be covered beyond these warranties if shown with asterisk(s) as follows:**

- (\*) 7 years/70,000 miles, whichever comes first, California emission coverage.
- (\*\*) 8 years/80,000 miles, whichever comes first, Federal emission coverage.

## **Powertrain Control System**

Barometric Pressure Sensor  
Brake Switch  
Camshaft Position Actuator Assembly\*  
Camshaft Position Actuator Valve  
Coolant Fan Control Relay  
Coolant Level Sensor  
Data Link Connector  
Electric Throttle Control (ETC) Motor  
Engine Control Module (ECM)\*\*  
Engine Coolant Temp. Sensor  
Fast Idle Solenoid  
Flexible Fuel Sensor\*

Intake Air Temperature Sensor  
Malfunction Indicator Lamp  
Manifold Absolute Pressure Sensor  
Mass Air Flow Sensor (7/70 Tracker Only\*)  
Oxygen Sensors  
Powertrain Control Module (PCM)\*\*  
Programmable Read Only Memory (PROM)  
Throttle Position Sensor  
Throttle Position Switch  
Vehicle Control Module (VCM)\*\*  
Vehicle Speed Sensor

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## **Transmission Controls and Torque Management**

Manual Transmission Clutch Switch  
Torque Converter Clutch Switch  
Torque Converter Clutch Solenoids  
Transmission Control Module\*\*

Transmission Gear Selection Switch (Diesel)  
Transmission Internal Mode Switch  
Transmission Speed Sensors

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## **Fuel Management System**

Common Rail Assembly (6.6L Duramax Diesel)  
Diesel Fuel Injection Pump\*  
Diesel Fuel Injection Pump Timing Adjust  
Diesel Fuel Injector Control Module – EDU  
(6.6L Duramax Diesel)\*  
Diesel Fuel Temperature Sensor  
Direct Fuel Injector Assembly  
(6.6L Duramax Diesel)\*

Function Block (6.6L Duramax Diesel)  
Fuel Injectors  
Fuel Pressure Regulator  
Fuel Rail Assembly  
Fuel Rail Sensor (6.6L Duramax Diesel)

## **Air Management System**

Air Cleaner  
Air Cleaner Diaphragm Motor  
Air Cleaner Resonator  
Air Cleaner Temp. Compensator Valve  
Air Intake Ducts  
Charge Air Control Actuator  
Charge Air Control Solenoid Valve  
Charge Air Control Valve  
Charge Air Cooler (6.6L Duramax Diesel)\*  
Charge Air Cooler Fan  
Idle Air Control Valve  
Idle Speed Control Motor

Intake Manifold\*  
Intake Manifold Tuning Valve  
Intake Manifold Tuning Valve Relay  
Supercharger Assembly\*  
Throttle Body\*  
Throttle Body Heater  
Throttle Closing Dashpot  
Turbocharger Assembly\*  
Turbocharger Boost Sensor (6.6L Duramax Diesel)  
Turbocharger Oil Separator  
Turbocharger Thermo Purge Switch  
Vacuum Pump (6.6L Duramax Diesel)

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## **Ignition System**

Camshaft Position Sensor(s)  
Crankshaft Position Sensor(s)  
Distributor\*  
Distributor Cap  
Distributor Pick Up Coil  
Distributor Rotor  
Glow Plug(s) (Diesel)  
Glow Plug Controller (Diesel)

Glow Plug Relay (Diesel)  
Ignition Coil(s)  
Ignition Control Module  
Ignition Timing Adjustment  
Knock Sensor  
Spark Plug Wires  
Spark Plugs

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## **Catalytic Converter System**

Catalytic Converter(s) and  
Muffler if attached as assembly\*\*  
Exhaust Manifold (7/70 Only Cadillac 4.6L,  
Aurora 4.0L, C/K Truck <14,000 GVWR 8.1L\*)

Exhaust Manifold with Catalytic Converter  
attached as assembly\*\*  
Exhaust Manifold Gasket  
Exhaust pipes and/or Mufflers (when located  
between catalytic converters and exhaust manifold)

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### Positive Crankcase Ventilation System

Oil Filler Cap  
PCV Filter

PCV Oil Separator  
PCV Valve

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### Exhaust Gas Recirculation System

EGR Feed and Delivery Pipes or Cast-in Passages  
EGR Valve

EGR Valve Cooler (6.6L Duramax Diesel)

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### Secondary Air Injection System

Air Pump  
Cut Off-Valve

Check Valves  
Vacuum Control Solenoid

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### Evaporative Emission Control System (Gasoline Engines)

Canister  
Canister Purge Solenoid Valve  
Canister Vent Solenoid  
Fuel Feed and Return Pipes and Hoses  
Fuel Filler Cap

Fuel Limiter Vent Valve\*  
Fuel Tank Filler Pipe (with restrictor)  
Fuel Tank(s)\*  
Fuel Tank Vacuum or Pressure Sensor

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### Miscellaneous Items Used with Above Components are Covered

Belts	Connectors	Gaskets	Housings	Pipes	Springs
Boots	Ducts	Grommets	Mounting	Pulleys	Tubes
Clamps	Fittings	Hoses	Hardware	Sealing Devices	Wiring

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\* 7 years/70,000 miles, whichever comes first, California emission coverage.

\*\* 8 years/80,000 miles, whichever comes first, Federal emission coverage.  
(Also applies to California Certified Light Duty and Medium Duty vehicles.)

Parts specified in your maintenance schedule as requiring scheduled replacement are covered up to their first replacement interval or the applicable emission warranty coverage period, whichever comes first.

If failure of one of these parts results in failure of another part, both will be covered under the Emission Control System warranties.

If equipped, items marked with an asterisk are covered by the California long-term emission control system Defects Warranty for 7 years/ 70,000 miles. (For example, if one of these parts causes a Smog Check failure after the 3-year/50,000-mile performance warranty has expired, the part is still covered for 7 years/70,000 miles.)

For detailed information concerning specific parts covered by these emission control systems warranties, ask your dealer.

## 4. Things You Should Know About the Emission Control Systems Warranties

### Replacement Parts

The emission control systems of your vehicle were designed, built, and tested using genuine GM parts\* and the vehicle is certified as being in conformity with applicable federal and California emission requirements. **Accordingly, it is recommended that any replacement parts used for maintenance or for the repair of emission control systems be new, genuine GM parts.**

The warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-genuine GM parts for replacement purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emission control systems.

If other than new, genuine GM parts are used for maintenance replacements or for the repair of parts affecting emission control, the owner should assure himself/herself that such parts are warranted by their manufacturer to be equivalent to genuine GM parts in performance and durability.

\* “genuine GM parts,” when used in connection with GM vehicles means parts manufactured by or for GM, designed for use on GM vehicles and distributed by any division or subsidiary of General Motors Corporation.

## **Maintenance and Repairs**

Maintenance and repairs can be performed by any qualified service outlet; however, warranty repairs must be performed by an authorized dealer except in an emergency situation when a warranted part or a warranty station is not reasonably available to the vehicle owner.

In an emergency, where an authorized dealer is not reasonably available, repairs may be performed at any available service establishment or by the owner, using any replacement part. Pontiac will consider reimbursement for the expense incurred (including diagnosis), not to exceed the manufacturer's suggested retail price for all warranted parts replaced and labor charges based on Pontiac's recommended time allowance for the warranty repair and the geographically appropriate labor rate. A part not being available within 10 days or a repair not being completed within 30 days constitutes an emergency. Retain receipts and failed parts in order to receive compensation for warranty repairs reimbursable due to an emergency.

If, in an emergency situation, it is necessary to have repairs performed by other than a Pontiac dealer and you believe the repairs are covered by emission warranties, take the replaced parts and your receipt to a Pontiac dealer for reimbursement consideration. This applies to both the Emission Defect Warranty and Emission Performance Warranty.

Receipts and records covering the performance of regular maintenance or emergency repairs should be retained in the event questions arise concerning maintenance. These receipts and records should be transferred to each subsequent owner. GM will not deny warranty coverage solely on the absence of maintenance records. However, GM may deny a warranty claim if a failure to perform scheduled maintenance resulted in the failure of a warranty part.



## Claims Procedure

As with the other warranties covered in this booklet, take your vehicle to any authorized Pontiac dealer facility to obtain service under the emission warranties. This should be done as soon as possible after failing an EPA-approved Inspection/Maintenance test or a California Smog Check test, or at any time you suspect a defect in a part.

Those repairs qualifying under the warranty will be performed by any Pontiac dealer at no charge. Repairs which do not qualify will be charged to you. You will be notified as to whether or not the repair qualifies under the warranty within a reasonable time (not to exceed 30 days after receipt of the vehicle by the dealer, or within the time period required by local or state law).

The only exceptions would be if you request or agree to an extension, or if a delay results from events beyond the control of your dealer or GM. If you are not so notified, GM will provide any required repairs at no charge.

In the event a warranty matter is not handled to your satisfaction, refer to the Customer Satisfaction Procedure in this booklet under "Owner Assistance" on page 25.

For further information or to report violations of the emission control systems warranties, you may contact the Environmental Protection Agency at:

Manager, Certification and Compliance  
Division (6405J)  
Warranty Claims  
Environmental Protection Agency  
Ariel Rios Building  
1200 Pennsylvania Avenue, N.W.  
Washington, DC 20460

For a vehicle subject to the California Exhaust Emission standards, you may contact the:

State of California Air Resources Board,  
Mobile Source Operations Division,  
P.O. Box 8001,  
El Monte, California 91731-2990.

# Owner Assistance

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## Customer Satisfaction Procedure

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

**STEP ONE — Discuss your concern with a member of dealer management.** Normally, concerns can be quickly resolved at that level. If the matter has already been reviewed with the Sales, Service, or Parts Manager, **contact the owner of the dealer facility** or the General Manager.

**STEP TWO** — If after contacting a member of dealer management, it appears your concern cannot be resolved by the dealer without further help **contact the Pontiac Customer Assistance Center** by calling 1-800-762-2737. (In Canada, contact GM of Canada Central Office in Oshawa by calling 1-800-263-3777: English, or 1-800-263-7854: French).

**We encourage you to call the toll-free number in order to give your inquiry prompt attention.** Please have the following information available to give the Customer Assistance Representative:

- Vehicle Identification Number (This is available from the vehicle registration or title, or the plate above the left top of the instrument panel and visible through the windshield.)
- Dealer name and location
- Vehicle's delivery date and present mileage

When contacting Pontiac, please remember that your concern will likely be resolved at a dealer's facility. That is why we suggest you follow Step One first if you have a concern.

**STEP THREE** — Both General Motors and your GM dealer are committed to making sure you are completely satisfied with your new vehicle. However, if you continue to remain unsatisfied after following the procedure outlined in Steps One and Two, you should file with the GM/BBB Auto Line Program to enforce any additional rights you may have.

The BBB Auto Line program is an out of court program administered by the Council of Better Business Bureaus to settle automotive disputes regarding vehicle repairs or the interpretation of the New Vehicle Limited Warranty. Although you may be required to resort to this informal dispute resolution program prior to filing a court action, use of the program is free of charge and your case will generally be heard within 40 days. If you do not agree with the decision given in your case, you may reject it and proceed with any other venue for relief available to you.

You may contact the BBB using the toll-free telephone number or write them at the following address:

BBB Auto Line  
Council of Better Business Bureaus, Inc.  
4200 Wilson Boulevard  
Suite 800  
Arlington, VA 22203-1804  
Telephone: 1-800-955-5100

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

### **Assistance For Text Telephone (TTY) Users**

To assist customers who are deaf or hard of hearing and who use Text Telephones (TTYs), Pontiac has TTY equipment available at its Customer Assistance Center.

Any TTY user can communicate with Pontiac by dialing:  
1-800-833-7668 in the United States  
1-800-263-3830 in Canada

TTY for Pontiac Roadside Assistance is:  
1-888-889-2438 in the United States

### **Pontiac Roadside Assistance**

Pontiac is proud to offer the response, security and convenience of Pontiac's 24-hour Roadside Assistance Program. Please refer to your owner's manual for details, or consult your dealer. (Pontiac Roadside Assistance: 1-800-ROADSIDE). This program is not available in Puerto Rico or the U.S. Virgin Islands.

## **Pontiac Courtesy Transportation**

During the Bumper-to-Bumper warranty coverage period, interim transportation may be available under the Pontiac Courtesy Transportation Program. Please consult your dealer for details.

## **State Warranty Enforcement Laws**

Laws in many states permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. The provisions of these laws vary from state to state. To the extent allowed by state law, General Motors requires that you first provide us with written notification of any service difficulty you have experienced so that we have an opportunity to make any needed repairs before you are eligible for the remedies provided by these laws. Your written notification should be sent to the Pontiac Customer Assistance Center.

## **Warranty Information for California Only**

California Civil Code Section 1793.2(d) requires that, if General Motors or its representatives are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranties after a reasonable number of attempts, General Motors shall either replace the new motor vehicle or reimburse the buyer the amount paid or payable by the buyer. California Civil Code Section 1793.22(b) creates a presumption that General Motors has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- The same nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by General Motors or its agents AND the buyer or lessee has directly notified General Motors of the need for the repair of the nonconformity: OR

- The same nonconformity has been subject to repair 4 or more times by General Motors or its agents AND the buyer has notified General Motors of the need for the repair of the nonconformity;
- The vehicle is out of service by reason of repair nonconformities by General Motors or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

**NOTICE TO GENERAL MOTORS AS  
REQUIRED ABOVE SHALL BE SENT TO  
THE FOLLOWING ADDRESS:**

General Motors Corporation  
P.O. Box 33170  
Detroit, Michigan 48232-5170  
Fax: (313) 381-2617

When you make an inquiry, you will need to give the year, model and mileage of your vehicle and your Vehicle Identification Number (VIN).

## **Special Policy Adjustment Programs Beyond the Warranty Period**

Pontiac is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when Pontiac will establish a special policy adjustment program to pay all or part of the cost of certain repairs not covered by the warranty or to reimburse certain repair expenses you may have incurred. Check with your Pontiac dealer or call the Pontiac Customer Assistance Center to determine whether any special policy adjustment program is applicable to your vehicle.

When you make an inquiry, you will need to give the year, model and mileage of your vehicle and your Vehicle Identification Number (VIN).

## Customer Assistance Offices

Pontiac encourages customers to call the toll-free number for assistance. If a U.S. customer wishes to write to Pontiac, the letter should be addressed to Pontiac's Customer Assistance Center in Detroit, Michigan.

### United States

Pontiac-GMC Customer Assistance Center

P.O. Box 33172

Detroit, MI 48232-5172

1-800-762-2737

1-800-833-7668 (For Text Telephone devices (TTYs))

Roadside Assistance: 1-800-ROADSIDE

#### From:

Puerto Rico: 1-800-496-9992 (English)

1-800-496-9993 (Spanish)

U.S. Virgin Islands: 1-800-496-9994

313-381-0022 (Fax Number)

### Canada

General Motors of Canada Limited

Customer Communication Centre, 163-005

1908 Colonel Sam Drive

Oshawa, Ontario L1H 8P7

1-800-263-3777 (English)

1-800-263-7854 (French)

1-800-263-3830 (For Text Telephone devices (TTYs))

Roadside Assistance: 1-800-268-6800

### Mexico, Central America and Caribbean Islands/Countries (Except Puerto Rico and U.S. Virgin Islands)

General Motors de Mexico, S. de R.L. de C.V.

Customer Assistance Center

Paseo de la Reforma # 2740

Col. Lomas de Bezares

C.P. 11910, Mexico, D.F.

01-800-508-0000

Long Distance: 011-52 - 53 29 0 800



# NOTES

# Don't Wait Until Your New Vehicle Limited Warranty - and Your Opportunity to Purchase the GM Protection Plan - Expire.

Learn how to protect yourself, with the GM Protection Plan, against costly repairs after your new vehicle limited warranty expires. A monthly payment plan makes it convenient and affordable. Just call or mail this request and you'll find out how you can get the security of knowing you're covered if something breaks down.



## No-Obligation GM Protection Information Request

YES! Please send me free information about how I can protect myself from costly repair bills after my new vehicle limited warranty expires.

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Apt#: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Daytime Phone: ( ) \_\_\_\_\_ Evening Phone: ( ) \_\_\_\_\_

### Vehicle Information

Vehicle Identification Number (17 Digits)

\_\_\_\_\_

Make/Model: \_\_\_\_\_ Year: \_\_\_\_\_

Purchase Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

Complete and mail this request today and we'll send you FREE details about how you can add years and miles of protection.

Mail to: **GM Protection Plan** Or call **800-981-4677** toll-free for  
P.O. Box 02968 details today.  
Detroit, MI 48202





