

Service and Maintenance

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General Information

This maintenance section applies to vehicles with a gasoline engine. For diesel engine vehicles, see "Maintenance Schedule" in the Duramax diesel supplement.

Your vehicle is an important investment. This section describes the required maintenance for the vehicle. Follow this schedule to help protect against major repair expenses resulting from neglect or inadequate maintenance. It may also help to maintain the value of the vehicle if it is sold. It is the responsibility of the owner to have all required maintenance performed.

Your dealer has trained technicians who can perform required maintenance using genuine replacement parts. They have up-to-date tools and equipment for fast and accurate diagnostics. Many dealers have extended evening and Saturday hours, courtesy transportation, and online scheduling to assist with service needs.

Your dealer recognizes the importance of providing competitively priced maintenance and repair services. With trained technicians, the dealer is the place for routine

maintenance such as oil changes and tire rotations and additional maintenance items like tires, brakes, batteries, and wiper blades.

Caution

Damage caused by improper maintenance can lead to costly repairs and may not be covered by the vehicle warranty. Maintenance intervals, checks, inspections, recommended fluids, and lubricants are important to keep the vehicle in good working condition.

Do not have chemical flushes that are not approved by GM performed on the vehicle. The use of flushes, solvents, cleaners, or lubricants that are not approved by GM could damage the vehicle, requiring expensive repairs that are not covered by the vehicle warranty.

The Tire Rotation and Required Services are the responsibility of the vehicle owner. It is recommended to have your dealer perform these services every 12 000 km/7,500 mi. Proper vehicle maintenance helps to keep the vehicle in good working condition, improves fuel economy, and reduces vehicle emissions.

Because of the way people use vehicles, maintenance needs vary. There may need to be more frequent checks and services. The Additional Required Services - Normal are for vehicles that:

- Carry passengers and cargo within recommended limits on the Tire and Loading Information label. See *Vehicle Load Limits* ⇨ 222.
- Are driven on reasonable road surfaces within legal driving limits.
- Use the recommended fuel. See *Recommended Fuel (5.3L Engine)* ⇨ 277 or *Recommended Fuel (6.2L Engine)* ⇨ 277.

Refer to the information in the Maintenance Schedule Additional Required Services - Normal chart.

The Additional Required Services - Severe are for vehicles that are:

- Mainly driven in heavy city traffic in hot weather
- Mainly driven in hilly or mountainous terrain
- Frequently towing a trailer
- Used for high speed or competitive driving
- Used for taxi, police, or delivery service

Refer to the information in the Maintenance Schedule Additional Required Services - Severe chart.

Warning

Performing maintenance work can be dangerous and can cause serious injury. Perform maintenance work only if the required information, proper tools, and equipment are available. If they are not, see your dealer to have a trained technician do the work. See *Doing Your Own Service Work* ⇨ 310.

Maintenance Schedule

Owner Checks and Services

Check the engine oil level. See *Engine Oil* ⇨ 315.

Once a Month

- Check the tire inflation pressures, including the spare. See *Tire Pressure* ⇨ 344.
- Inspect the tires for wear. See *Tire Inspection* ⇨ 349.
- Check the windshield washer fluid level. See *Washer Fluid* ⇨ 324.

Engine Oil Change

When the CHANGE ENGINE OIL SOON message displays, have the engine oil and filter changed within the next 1 000 km/ 600 mi. If driven under the best conditions, the engine oil life system may not indicate the need for vehicle service for up to a year. The engine oil and filter must be changed at least once a year and the oil life system must be reset. Your trained dealer technician can perform this work. If the engine oil life system is reset accidentally, service the vehicle within 5 000 km/3,000 mi since the

last service. Reset the oil life system when the oil is changed. See *Engine Oil Life System* ⇨ 316.

Engine Air Filter Change

When the REPLACE AT NEXT OIL CHANGE message displays, the engine air filter should be replaced at the next engine oil change. When the REPLACE ENGINE AIR FILTER SOON message displays, the engine air filter should be replaced at the earliest convenience. Reset the engine air filter life system after the engine air filter is replaced. See *Engine Air Filter Life System* ⇨ 318.

Extended Idle Use

When the vehicle is used in a way that requires extended idle time, one hour of use shall be deemed the same as 53 km (33 mi). See *Driver Information Center (DIC)* ⇨ 120 for hourmeter.

Air Conditioning Desiccant (Replace Every Seven Years)

The air conditioning system requires maintenance every seven years. This service requires replacement of the desiccant to help the longevity and efficient operation of the air conditioning system. This service can be complex. See your dealer.

Tire Rotation and Required Services Every 12 000 km/7,500 mi

Rotate the tires, if recommended for the vehicle, and perform the following services. See *Tire Rotation* ⇨ 350.

- Check engine oil level and oil life percentage. If needed, change engine oil and filter, and reset oil life system. See *Engine Oil* ⇨ 315 and *Engine Oil Life System* ⇨ 316.
- If equipped with the engine air filter life system, check the air filter life percentage. If necessary, replace the engine air filter and reset the engine air filter life system. See *Engine Air Filter Life System* ⇨ 318. If the vehicle is not equipped with the engine air filter life system, inspect the engine air cleaner filter. See *Engine Air Cleaner/Filter* ⇨ 318.
- Check engine coolant level. See *Cooling System* ⇨ 319.
- Check windshield washer fluid level. See *Washer Fluid* ⇨ 324.
- Check tire inflation pressures, including the spare. See *Tire Pressure* ⇨ 344.
- Inspect tire wear. See *Tire Inspection* ⇨ 349.
- Visually check for fluid leaks.

- Inspect brake system. See *Exterior Care* ⇨ 374.
- Visually inspect steering, suspension, and chassis components for damage, including cracks or tears in the rubber boots, loose or missing parts, or signs of wear at least once a year. See *Exterior Care* ⇨ 374. Lubricate the suspension and steering components at least every other oil change (if equipped with grease fittings).
- Inspect power steering for proper attachment, connections, binding, leaks, cracks, chafing, etc.
- Visually inspect halfshafts and drive shafts for excessive wear, lubricant leaks, and/or damage including: tube dents or cracks, constant velocity joint or universal joint looseness, cracked or missing boots, loose or missing boot clamps, center bearing excessive looseness, loose or missing fasteners, and axle seal leaks.
- Check restraint system components. See *Safety System Check* ⇨ 59.
- Visually inspect fuel system for damage or leaks.
- Visually inspect exhaust system and nearby heat shields for loose or damaged parts.

- Lubricate body components. See *Exterior Care* ⇨ 374.
- Check parking brake and automatic transmission park mechanism. See *Park Brake and P (Park) Mechanism Check* ⇨ 328.
- Check accelerator pedal for damage, high effort, or binding. Replace if needed.
- Visually inspect gas strut for signs of wear, cracks, or other damage. Check the hold open ability of the strut. If the hold open is low, service the gas strut. See *Gas Strut(s)* ⇨ 330.
- Inspect sunroof track and seal, if equipped. See *Sunroof* ⇨ 35.
- Verify spare tire key lock operation and lubricate as needed. See *Tire Changing* ⇨ 356.
- Visually inspect the spare tire to ensure that it is tightly stowed under the vehicle. Push, pull, and try to turn the tire. If the spare tire moves, tighten as necessary. See *Tire Changing* ⇨ 356.

Footnotes — Maintenance Schedule

Additional Required Services - Normal

(1) Or every two years, whichever comes first. More frequent passenger compartment air filter replacement may be needed if driving in areas with heavy traffic, poor air quality, high dust levels, or environmental allergens. Passenger compartment air filter replacement may also be needed if there is reduced airflow, window fogging, or odors. Your GM dealer can help determine when to replace the filter.

(2) Visually check all fuel and vapor lines and hoses for proper attachment, connection, routing, and condition.

(3) Or every four years, whichever comes first. If driving in dusty conditions, inspect the filter at each oil change or more often as needed. See *Engine Air Cleaner/Filter* ⇨ 318.

(4) Do not directly power wash the transfer case and/or front/rear axle output seals. High pressure water can overcome the seals and contaminate the transfer case fluid. Contaminated fluid will decrease the life of the transfer case and/or axles and should be replaced.

(5) Or every five years, whichever comes first. See *Cooling System* ⇨ 319.

(6) Or every 10 years, whichever comes first. Inspect for fraying, excessive cracking, or damage; replace, if needed.

(7) Replace brake fluid every five years. See *Brake Fluid* ⇨ 326.

(8) Or every 12 months, whichever comes first. See *Wiper Blade Replacement* ⇨ 329.

(9) Or every 10 years, whichever comes first. See *Gas Strut(s)* ⇨ 330.

(10) Replace air conditioning desiccant every seven years.

Maintenance Schedule Additional Required Services - Severe	12 000 km/7,500 mi	24 000 km/15,000 mi	36 000 km/22,500 mi	48 000 km/30,000 mi	60 000 km/37,500 mi	72 000 km/45,000 mi	84 000 km/52,500 mi	96 000 km/60,000 mi	108 000 km/67,500 mi	120 000 km/75,000 mi	132 000 km/82,500 mi	144 000 km/90,000 mi	156 000 km/97,500 mi	168 000 km/105,000 mi	180 000 km/112,500 mi	192 000 km/120,000 mi	204 000 km/127,500 mi	216 000 km/135,000 mi	228 000 km/142,500 mi	240 000 km/150,000 mi
Rotate tires and perform Required Services. Check engine oil level and oil life percentage. Change engine oil and filter, if needed. Check engine air filter life percentage and status. Change engine air filter, if needed.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace passenger compartment air filter. (1)			✓			✓			✓			✓			✓			✓		
Inspect evaporative control system. (2)						✓						✓						✓		
If the vehicle is not equipped with the engine air filter life system, replace engine air cleaner filter. (3)						✓						✓						✓		
Change automatic transmission fluid and filter.						✓						✓						✓		
Change transfer case fluid, if equipped with 4WD. (4)						✓						✓						✓		
Replace spark plugs. Inspect spark plug wires and/or boots.													✓							
Drain and fill engine cooling system. (5)																				✓
Visually inspect accessory drive belts. (6)																				✓
Replace brake fluid. (7)																				
Replace front and rear wiper blades. (8)		✓		✓		✓		✓		✓		✓		✓		✓		✓		✓
Replace hood and/or body lift support gas struts. (9)										✓										✓
Replace air conditioning desiccant. (10)																				

Footnotes — Maintenance Schedule Additional Required Services - Severe

(1) Or every two years, whichever comes first. More frequent passenger compartment air filter replacement may be needed if

driving in areas with heavy traffic, poor air quality, high dust levels, or environmental allergens. Passenger compartment air filter replacement may also be needed if there is

reduced airflow, window fogging, or odors. Your GM dealer can help determine when to replace the filter.

(2) Visually check all fuel and vapor lines and hoses for proper attachment, connection, routing, and condition.

(3) Or every four years, whichever comes first. If driving in dusty conditions, inspect the filter at each oil change or more often as needed. See *Engine Air Cleaner/Filter* ⇨ 318.

(4) Do not directly power wash the transfer case and/or front/rear axle output seals. High pressure water can overcome the seals and contaminate the transfer case fluid. Contaminated fluid will decrease the life of the transfer case and/or axles and should be replaced.

(5) Or every five years, whichever comes first. See *Cooling System* ⇨ 319.

(6) Or every 10 years, whichever comes first. Inspect for fraying, excessive cracking, or damage; replace, if needed.

(7) Replace brake fluid every five years. See *Brake Fluid* ⇨ 326.

(8) Or every 12 months, whichever comes first. See *Wiper Blade Replacement* ⇨ 329.

(9) Or every 10 years, whichever comes first. See *Gas Strut(s)* ⇨ 330.

(10) Replace air conditioning desiccant every seven years.

Special Application Services

- Severe Commercial Use Vehicles Only: Lubricate chassis components every oil change.
- Have underbody flushing service performed. See "Underbody Maintenance" in *Exterior Care* ⇨ 374.

Additional Maintenance and Care

Your vehicle is an important investment and caring for it properly may help to avoid future costly repairs. To maintain vehicle performance, additional maintenance services may be required.

It is recommended that your dealer perform these services — their trained dealer technicians know your vehicle best. Your dealer can also perform a thorough assessment with a multi-point inspection to recommend when your vehicle may need attention.

The following list is intended to explain the services and conditions to look for that may indicate services are required.

Battery

The 12-volt battery supplies power to start the engine and operate any additional electrical accessories.

- To avoid break-down or failure to start the vehicle, maintain a battery with full cranking power.
- Trained dealer technicians have the diagnostic equipment to test the battery and ensure that the connections and cables are corrosion-free.

Belts

- Belts may need replacing if they squeak or show signs of cracking or splitting.
- Trained dealer technicians have access to tools and equipment to inspect the belts and recommend adjustment or replacement when necessary.

Brakes

Brakes stop the vehicle and are crucial to safe driving.

- Signs of brake wear may include chirping, grinding, or squealing noises, or difficulty stopping.

- Trained dealer technicians have access to tools and equipment to inspect the brakes and recommend quality parts engineered for the vehicle.

Fluids

Proper fluid levels and approved fluids protect the vehicle's systems and components. See *Recommended Fluids and Lubricants* ⇨ 392 for GM approved fluids.

- Engine oil and windshield washer fluid levels should be checked at every fuel fill.
- Instrument cluster lights may come on to indicate that fluids may be low and need to be filled.

Hoses

Hoses transport fluids and should be regularly inspected to ensure that there are no cracks or leaks. With a multi-point inspection, your dealer can inspect the hoses and advise if replacement is needed.

Lamps

Properly working headlamps, taillamps, and brake lamps are important to see and be seen on the road.

- Signs that the headlamps need attention include dimming, failure to light, cracking, or damage. The brake lamps need to be checked periodically to ensure that they light when braking.
- With a multi-point inspection, your dealer can check the lamps and note any concerns.

Shocks and Struts

Shocks and struts help aid in control for a smoother ride.

- Signs of wear may include steering wheel vibration, bounce/sway while braking, longer stopping distance, or uneven tire wear.
- As part of the multi-point inspection, trained dealer technicians can visually inspect the shocks and struts for signs of leaking, blown seals, or damage, and can advise when service is needed.

Tires

Tires need to be properly inflated, rotated, and balanced. Maintaining the tires can save money and fuel, and can reduce the risk of tire failure.

- Signs that the tires need to be replaced include three or more visible treadwear indicators; cord or fabric showing through the rubber; cracks or cuts in the tread or sidewall; or a bulge or split in the tire.
- Trained dealer technicians can inspect and recommend the right tires. Your dealer can also provide tire/wheel balancing services to ensure smooth vehicle operation at all speeds. Your dealer sells and services name brand tires.

Vehicle Care

To help keep the vehicle looking like new, vehicle care products are available from your dealer. For information on how to clean and protect the vehicle's interior and exterior, see *Interior Care* ⇨ 378 and *Exterior Care* ⇨ 374.

Wheel Alignment

Wheel alignment is critical for ensuring that the tires deliver optimal wear and performance.

- Signs that the alignment may need to be adjusted include pulling, improper vehicle handling, or unusual tire wear.
- Your dealer has the required equipment to ensure proper wheel alignment.

Windshield

For safety, appearance, and the best viewing, keep the windshield clean and clear.

- Signs of damage include scratches, cracks, and chips.
- Trained dealer technicians can inspect the windshield and recommend proper replacement if needed.

Wiper Blades

Wiper blades need to be cleaned and kept in good condition to provide a clear view.

- Signs of wear include streaking, skipping across the windshield, and worn or split rubber.
- Trained dealer technicians can check the wiper blades and replace them when needed.

Recommended Fluids, Lubricants, and Parts

Recommended Fluids and Lubricants

This maintenance section applies to vehicles with a gasoline engine. If the vehicle has a diesel engine, see “Recommended Fluids and Lubricants” in the Duramax diesel supplement.

Fluids and lubricants identified below by name or specification, including fluids or lubricants not listed here, can be obtained from your dealer.

www.carebook.com

Usage	Fluid/Lubricant
Automatic Transmission	DEXRON ULV Automatic Transmission Fluid.
Chassis Lubrication	Lubricant meeting requirements of NLGI #2, Category LB or GC-LB.
Engine Coolant	50/50 mixture of clean, drinkable water and use only DEX-COOL Coolant. See <i>Cooling System</i> ⇨ 319.
Engine Oil	Engine oil meeting the dexos1 specification of the proper SAE viscosity grade. ACDelco dexos1 full synthetic is recommended. See <i>Engine Oil</i> ⇨ 315.
Front Axle (4WD Only) and Rear Axle.	See your dealer.
Hydraulic Brake System	DOT 4 Hydraulic Brake Fluid.
Key Lock Cylinders, Hood Hinges, Body Door Hinge Pins, Power Assist Steps, Liftgate Hinge, and Fuel Door Hinge	Multi-Purpose Lubricant, Superlube. See your dealer.
Transfer Case (4WD Only)	See your dealer.
Weatherstrip Conditioning	Weatherstrip lubricant. See your dealer.
Windshield Washer	Automotive windshield washer fluid that meets regional freeze protection requirements.

Maintenance Replacement Parts

Replacement parts identified below by name, part number, or specification can be obtained from your dealer.

If the vehicle has a diesel engine, see the Duramax diesel supplement.

Part	GM Part Number	ACDelco Part Number
Engine Air Cleaner/Filter		
With high capacity air cleaner	84121219	A3244C
Without high capacity air cleaner	84121217	A3246C
Engine Oil Filter	12690385	PF63E
Passenger Compartment Air Filter	13508023	CF185
Spark Plugs	12622441	41-114
Wiper Blades		
Driver Side – 55 cm (22 in)	84278338	—
Passenger Side – 55 cm (22 in)	84278338	—
Rear– 30 cm (12 in)	84215609	—

Technical Data

Vehicle Identification

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Vehicle Identification

Vehicle Identification Number (VIN)



This legal identifier is in the front corner of the instrument panel, on the driver side of the vehicle. It can be seen through the windshield from outside. The Vehicle Identification Number (VIN) also appears on the Vehicle Certification label and certificates of title and registration.

Engine Identification

The eighth character in the VIN is the engine code. This code identifies the vehicle's engine, specifications, and replacement parts. See "Engine Specifications" under *Capacities and Specifications* ⇨ 396 for the vehicle's engine code.

Service Parts Identification

There may be a large barcode on the certification label on the center pillar that you can scan for the following information:

- Vehicle Identification Number (VIN)
- Model designation
- Paint information
- Production options

If there is not a large barcode on this label, then you will find this same information on a label inside of the glove box.

Vehicle Data

Capacities and Specifications

The following approximate capacities are given in metric and English conversions. See *Recommended Fluids and Lubricants* ⇨ 392.

If the vehicle has a diesel engine, see the Duramax diesel supplement.

Application	Capacities	
	Metric	English
Air Conditioning Refrigerant	For the air conditioning system refrigerant type and charge amount, see the refrigerant label under the hood. See your dealer for more information.	
Engine Cooling System*		
5.3L V8 Engine	14.8 L	15.6 qt
6.2L V8 Engine	14.3 L	15.1 qt
Engine Oil with Filter	7.6 L	8.0 qt
Fuel Tank		
Short Wheelbase	90.8 L	24.0 gal
Long Wheelbase	106.0 L	28.0 gal
Transfer Case Fluid	1.5 L	1.6 qt
Wheel Nut Torque	190 N•m	140 lb ft
All capacities are approximate. When adding, be sure to fill to the approximate level, as recommended in this manual. Recheck fluid level after filling.		
*Engine cooling system capacity values are based on the entire cooling system and its components.		

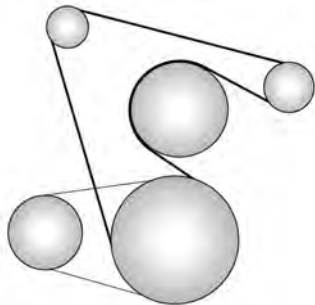
Engine Specifications

Engine	VIN Code	Spark Plug Gap
5.3L V8 Engine (L84)	D	0.95–1.10 mm (0.037–0.043 in)
6.2L V8 Engine (L87)	L	0.95–1.10 mm (0.037–0.043 in)

Spark plug gaps are preset by the manufacturer. Re-gapping the spark plug is not recommended and can damage the spark plug.

Engine Drive Belt Routing

If the vehicle has a diesel engine, see the Duramax diesel supplement.



5.3L and 6.2L Engines

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Customer Information

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Customer Information

Customer Satisfaction Procedure

Your satisfaction and goodwill are important to your dealer and to GMC. Normally, any concerns with the sales transaction or the operation of the 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 dealership 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 your dealership or the general manager.

STEP TWO : If after contacting a member of dealership management, it appears your concern cannot be resolved by your dealership without further help, in the U.S., call 1-800-462-8782. In Canada, call General Motors of Canada Customer Care Centre at 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. Have the following information available to give the Customer Assistance representative:

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

When contacting GMC, remember that your concern will likely be resolved at a dealer's facility. That is why we suggest following Step One first.

STEP THREE — U.S. Owners : Both General Motors and your 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 can file with the Better Business Bureau (BBB) Auto Line Program to enforce your rights.

The BBB Auto Line Program is an out-of-court program administered by the BBB National Programs, Inc. 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 Auto Line Program using the toll-free telephone number or write them at the following address:

BBB Auto Line Program
BBB National Programs, Inc.
3033 Wilson Blvd.
Suite 600
Arlington, VA 22201

Telephone: 1-800-955-5100
<http://www.bbb.org/council/programs-services/dispute-handling-and-resolution/bbb-auto-line>

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 discontinue its participation in this program.

STEP THREE — Canadian Owners : In the event that you do not feel your concerns have been addressed after following the procedure outlined in Steps One and Two, General Motors of Canada Company wants you to be aware of its participation in a no-charge Mediation/Arbitration Program. General Motors of Canada Company has committed to binding arbitration of owner disputes involving factory-related vehicle service claims. The program provides for the review of the facts involved by an impartial third party arbiter, and may include an informal hearing before the arbiter. The program is designed so that the entire dispute settlement process, from the time you file your complaint to the final decision, should be completed in about 70 days. We believe our impartial program offers advantages over courts in most jurisdictions because it is informal, quick, and free of charge.

For further information concerning eligibility in the Canadian Motor Vehicle Arbitration Plan (CAMVAP), call toll-free 1-800-207-0685, or call the General Motors Customer Care Centre, 1-800-263-3777 (English), 1-800-263-7854 (French), or write to:

Mediation/Arbitration Program
c/o Customer Care Centre
General Motors of Canada Company
Mail Code: CA1-163-005
1908 Colonel Sam Drive
Oshawa, Ontario L1H 8P7

Your inquiry should be accompanied by the Vehicle Identification Number (VIN).

Customer Assistance Offices

GMC encourages customers to call the toll-free number for assistance. However, if a customer wishes to write or e-mail GMC, the letter should be addressed to:

United States and Puerto Rico

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

www.gmc.com

1-800-GMC-8782 (1-800-462-8782)
1-888-889-2438 (For Text Telephone devices (TTYs))
Roadside Assistance: 1-888-881-3302

From U.S. Virgin Islands:

1-800-496-9994

Canada

General Motors of Canada Company
Customer Care Centre, Mail Code:
CA1-163-005
1908 Colonel Sam Drive
Oshawa, Ontario L1H 8P7
www.gmc.ca

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

Overseas

Please contact the local General Motors Business Unit.

Customer Assistance for Text Telephone (TTY) Users







To assist customers who are deaf, hard of hearing, or speech-impaired and who use Text Telephones (TTYs), GMC has TTY equipment available at its Customer Assistance Center. Any TTY user in the U.S. can communicate with GMC by dialing: 1-888-889-2438. TTY users in Canada can dial 1-800-263-3830.

Online Owner Center


The GMC Owner Center (U.S.) my.gmc.com

Learn more about your vehicle features, shop for and manage your connected services and OnStar plans, and access diagnostic information specific to your vehicle.

Membership Benefits

-  : Download owner's manuals and view vehicle-specific how-to videos.
-  : View maintenance schedules, alerts, and Vehicle Diagnostic Information. Schedule service appointments.
-  : View service records from your dealership and add your own.
-  : Select a dealer and view locations, maps, phone numbers, and hours.
-  : Track your vehicle's warranty information.
-  : View active recalls by Vehicle Identification Number (VIN). See *Vehicle Identification Number (VIN)* ⇨ 396.

 : Manage your profile and payment information. View your GM Rewards Card earnings and My GMC Rewards points.

 : Chat live with online help representatives.

Visit my.gmc.com and create an account today.

GMC Owner Centre (Canada) **mygmccanada.ca**

Visit the GMC Owner Centre at mygmccanada.ca (English) or my.gmccanada.ca (French) to access similar benefits to the U.S. site.

GM Mobility Reimbursement Program



This program is available to qualified applicants for cost reimbursement, up to certain limits, of eligible aftermarket

adaptive equipment required for the vehicle, such as hand controls or a wheelchair/scooter lift for the vehicle.

To learn about the GM Mobility program, see www.gmmobility.com or call the GM Mobility Assistance Center at 1-800-323-9935. Text Telephone (TTY) users, call 1-800-833-9935.

General Motors of Canada also has a Mobility program. See www.gm.ca, or call 1-800-GM-DRIVE (800-463-7483) for details. TTY users call 1-800-263-3830.

Roadside Assistance Program

For U.S.-purchased vehicles, call 1-888-881-3302; (Text Telephone (TTY): 1-888-889-2438).

For Canadian-purchased vehicles, call 1-800-268-6800.

Service is available 24 hours a day, 365 days a year.

Calling for Assistance

When calling Roadside Assistance, have the following information ready:

- Your name, home address, and home telephone number
- Telephone number of your location

- Location of the vehicle
- Model, year, color, and license plate number of the vehicle
- Odometer reading, Vehicle Identification Number (VIN), and delivery date of the vehicle
- Description of the problem

Coverage

Services are provided for the duration of the vehicle's powertrain warranty.

In the U.S., anyone driving the vehicle is covered. In Canada, a person driving the vehicle without permission from the owner is not covered.

Roadside Assistance is not a part of the New Vehicle Limited Warranty. General Motors North America and GMC reserve the right to make any changes or discontinue the Roadside Assistance program at any time without notification.

General Motors North America and GMC reserve the right to limit services or payment to an owner or driver if they decide the claims are made too often, or the same type of claim is made many times.

Services Provided

- **Emergency Fuel Delivery:** Delivery of enough fuel for the vehicle to get to the nearest service station.
- **Lock-Out Service:** Service to unlock the vehicle if you are locked out. A remote unlock may be available if you have OnStar. For security reasons, the driver must present identification before this service is given.
- **Emergency Tow from a Public Road or Highway:** Tow to the nearest GMC dealer for warranty service, or if the vehicle was in a crash and cannot be driven. Assistance is not given when the vehicle is stuck in the sand, mud, or snow.
- **Flat Tire Change:** Service to change a flat tire with the spare tire. The spare tire, if equipped, must be in good condition and properly inflated. It is the owner's responsibility for the repair or replacement of the tire if it is not covered by the warranty.
- **Battery Jump Start:** Service to jump start a dead battery.
- **Trip Interruption Benefits and Assistance:** If your trip is interrupted due to a warranty event, incidental expenses may be reimbursed within the Powertrain

warranty period. Items considered are reasonable and customary hotel, meals, rental car, or a vehicle being delivered back to the customer, up to 500 miles.

Services Not Included in Roadside Assistance

- Impound towing caused by violation of any laws
- Legal fines
- Mounting, dismounting, or changing of snow tires, chains, or other traction devices

Service is not provided if a vehicle is in an area that is not accessible to the service vehicle or is not a regularly traveled or maintained public road, which includes ice and winter roads. Off-road use is not covered.

Services Specific to Canadian-Purchased Vehicles

- **Fuel Delivery:** Reimbursement is up to 7 L. Diesel fuel delivery may be restricted. Propane and other fuels are not provided through this service.
- **Lock-Out Service:** Vehicle registration is required.

- **Trip Interruption Benefits and Assistance:** Must be over 150 km from where your trip was started to qualify. Pre-authorization, original detailed receipts, and a copy of the repair orders are required. Once authorization has been received, the Roadside Assistance advisor will help to make arrangements and explain how to receive payment.
- **Alternative Service:** If assistance cannot be provided right away, the Roadside Assistance advisor may give permission to get local emergency road service. You will receive payment, up to \$100, after sending the original receipt to Roadside Assistance. Mechanical failures may be covered, however any cost for parts and labor for repairs not covered by the warranty are the owner's responsibility.

Scheduling Service Appointments

When the vehicle requires warranty service, contact your dealer and request an appointment. By scheduling a service appointment and advising the service consultant of your transportation needs, your dealer can help minimize your inconvenience.

If the vehicle cannot be scheduled into the service department immediately, keep driving it until it can be scheduled for service, unless, of course, the problem is safety related. If it is, please call your dealership, let them know this, and ask for instructions.

If your dealer requests you to bring the vehicle for service, you are urged to do so as early in the work day as possible to allow for same-day repair.

Courtesy Transportation Program

To enhance your ownership experience, we and our participating dealers are proud to offer Courtesy Transportation, a customer support program for vehicles with the Bumper-to-Bumper (Base Warranty Coverage period in Canada), extended powertrain, and/or hybrid-specific warranties in both the U.S. and Canada.

Several Courtesy Transportation options are available to assist in reducing inconvenience when warranty repairs are required.

Courtesy Transportation is not a part of the New Vehicle Limited Warranty. A separate manual entitled "Limited Warranty and

Owner Assistance Information" furnished with each new vehicle provides detailed warranty coverage information.

Transportation Options

Warranty service can generally be completed while you wait. However, if you are unable to do so, your dealer may offer the following transportation options:

Shuttle Service

This includes one-way or round-trip shuttle service within reasonable time and distance parameters of your dealer's area.

Public Transportation or Fuel Reimbursement

If overnight warranty repairs are needed, and public transportation is used, the expense must be supported by original receipts and within the maximum amount allowed by GM. If U.S. customers arrange their own transportation, limited reimbursement for reasonable fuel expenses may be available. Claim amounts should reflect actual costs and be supported by original receipts. See your dealer for information.

Courtesy Rental Vehicle

For an overnight warranty repair, the dealer may provide an available courtesy rental vehicle or provide for reimbursement of a rental vehicle. Reimbursement is limited and must be supported by original receipts as well as a signed and completed rental agreement and meet state/provincial, local, and rental vehicle provider requirements. Requirements vary and may include minimum age requirements, insurance coverage, credit card, etc. Additional fees such as fuel, rental vehicle insurance, taxes, levies, usage fees, excessive mileage, or rental usage beyond the completion of the repair are also your responsibility.

It may not be possible to provide a like vehicle as a courtesy rental.

Additional Program Information

All program options, such as shuttle service, may not be available at every dealer. Contact your dealer for specific availability.

General Motors reserves the right to unilaterally modify, change, or discontinue Courtesy Transportation at any time and to resolve all questions of claim eligibility pursuant to the terms and conditions described herein at its sole discretion.

Collision Damage Repair

If the vehicle is involved in a collision and it is damaged, have the damage repaired by a qualified technician using the proper equipment and quality replacement parts. Poorly performed collision repairs diminish the vehicle resale value, and safety performance can be compromised in subsequent collisions.

Collision Parts

Genuine GM Collision parts are new parts made with the same materials and construction methods as the parts with which the vehicle was originally built. Genuine GM Collision parts are the best choice to ensure that the vehicle's designed appearance, durability, and safety are preserved. The use of Genuine GM parts can help maintain the GM New Vehicle Limited Warranty.

Recycled original equipment parts may also be used for repair. These parts are typically removed from vehicles that were total losses in prior crashes. In most cases, the parts being recycled are from undamaged sections of the vehicle. A recycled original equipment GM part may be an acceptable choice to maintain the vehicle's originally designed

appearance and safety performance; however, the history of these parts is not known. Such parts are not covered by the GM New Vehicle Limited Warranty, and any related failures are not covered by that warranty.

Aftermarket collision parts are also available. These are made by companies other than GM and may not have been tested for the vehicle. As a result, these parts may fit poorly, exhibit premature durability/corrosion problems, and may not perform properly in subsequent collisions. Aftermarket parts are not covered by the GM New Vehicle Limited Warranty, and any vehicle failure related to such parts is not covered by that warranty.

Repair Facility

GM also recommends that you choose a collision repair facility that meets your needs before you ever need collision repairs. Your dealer may have a collision repair center with GM-trained technicians and state-of-the-art equipment, or be able to recommend a collision repair center that has GM-trained technicians and comparable equipment.

Insuring the Vehicle

Protect your investment in the GM vehicle with comprehensive and collision insurance coverage. There are significant differences in the quality of coverage afforded by various insurance policy terms. Many insurance policies provide reduced protection to the GM vehicle by limiting compensation for damage repairs through the use of aftermarket collision parts. Some insurance companies will not specify aftermarket collision parts. When purchasing insurance, we recommend that you ensure that the vehicle will be repaired with GM original equipment collision parts. If such insurance coverage is not available from your current insurance carrier, consider switching to another insurance carrier.

If the vehicle is leased, the leasing company may require you to have insurance that ensures repairs with Genuine GM Original Equipment Manufacturer (OEM) parts or Genuine Manufacturer replacement parts. Read the lease carefully, as you may be charged at the end of the lease for poor quality repairs.

If a Crash Occurs

If there has been an injury, call emergency services for help. Do not leave the scene of a crash until all matters have been taken care of. Move the vehicle only if its position puts you in danger, or you are instructed to move it by a police officer.

Give only the necessary information to police and other parties involved in the crash.

For emergency towing see *Roadside Assistance Program* ⇨ 402.

Gather the following information:

- Driver name, address, and telephone number
- Driver license number
- Owner name, address, and telephone number
- Vehicle license plate number
- Vehicle make, model, and model year
- Vehicle Identification Number (VIN)
- Insurance company and policy number
- General description of the damage to the other vehicle

Choose a reputable repair facility that uses quality replacement parts. See “Collision Parts” earlier in this section.

If the airbag has inflated, see *What Will You See after an Airbag Inflates?* ⇨ 64.

Managing the Vehicle Damage Repair Process

In the event that the vehicle requires damage repairs, GM recommends that you take an active role in its repair. If you have a pre-determined repair facility of choice, take the vehicle there, or have it towed there. Specify to the facility that any required replacement collision parts be original equipment parts, either new Genuine GM parts or recycled original GM parts. Remember, recycled parts will not be covered by the GM vehicle warranty.

Insurance pays the bill for the repair, but you must live with the repair. Depending on your policy limits, your insurance company may initially value the repair using aftermarket parts. Discuss this with the repair professional, and insist on Genuine GM parts. Remember, if the vehicle is leased, you may be obligated to have the

vehicle repaired with Genuine GM parts, even if your insurance coverage does not pay the full cost.

If another party's insurance company is paying for the repairs, you are not obligated to accept a repair valuation based on that insurance company's collision policy repair limits, as you have no contractual limits with that company. In such cases, you can have control of the repair and parts choices as long as the cost stays within reasonable limits.

Publication Ordering Information**Service Manuals**

Service manuals have the diagnosis and repair information on the engine, transmission, axle, suspension, brakes, electrical system, steering system, body, etc.

Customer Literature

Owner's manuals are written specifically for owners and are intended to provide basic operational information about the vehicle. The owner's manual includes the Maintenance Schedule for all models.

Customer literature publications available for purchase include owner's manuals, warranty manuals, and portfolios. Portfolios include an owner's manual, warranty manual, if applicable, and zip lock bag or pouch.

Current and Past Models

Service manuals and customer literature are available for many current and past model year GM vehicles.

To order, call 1-800-551-4123 Monday–Friday, 8:00 a.m.–6:00 p.m. eastern time

For credit card orders only (VISA, MasterCard, or Discover), see Helm, Inc. at: www.helminc.com.

To order by mail, write to:

Helm, Incorporated
Attention: Customer Service
47911 Halyard Drive
Plymouth, MI 48170

Make checks payable in U.S. funds.

Radio Frequency Statement

This vehicle uses license-exempt transmitters / receivers / systems that operate on a radio frequency that complies with Part 15/ Part 18 of the Federal Communications Commission (FCC) rules and with Innovation,

Science and Economic Development (ISED) Canada's license-exempt RSS(s) / RSP-100 / ICES-GEN.

Operation is subject to the following two conditions:

1. The device may not cause harmful interference.
2. The device must accept any interference received, including interference that may cause undesired operation of the device.

Changes or modifications to any of these systems by other than an authorized service facility could void authorization to use this equipment.

Reporting Safety Defects

Reporting Safety Defects to the United States Government

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying General Motors.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or General Motors.

To contact NHTSA, you may call the Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY: 1-800-424-9153); go to <http://www.safercar.gov>; or write to:

Administrator, NHTSA
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

You can also obtain other information about motor vehicle safety from <http://www.safercar.gov>.

Reporting Safety Defects to the Canadian Government

If you live in Canada, and you believe that the vehicle has a safety defect, notify Transport Canada immediately,

and notify General Motors of Canada Company. Call Transport Canada at 1-800-333-0510; go to:

www.tc.gc.ca/recalls (English)

www.tc.gc.ca/rappels (French)

or write to:

Transport Canada
Motor Vehicle Safety Directorate
Defect Investigations and Recalls
Division
80 Noel Street
Gatineau, QC J8Z 0A1

Reporting Safety Defects to General Motors

In addition to notifying NHTSA (or Transport Canada) in a situation like this, notify General Motors.

In the U.S., call 1-800-462-8782, or write:

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

In Canada, call 1-800-263-3777 (English) or 1-800-263-7854 (French), or write:

General Motors of Canada Company
Customer Care Centre, Mail Code:
CA1-163-005
1908 Colonel Sam Drive
Oshawa, Ontario L1H 8P7

In Mexico, call 800-466-0812 or 800-466-0801.

In other Central America and Caribbean Countries, call 52-555-901-2369.

Vehicle Data Recording and Privacy

The vehicle has a number of computers that record information about the vehicle's performance and how it is driven or used. For example, the vehicle uses computer modules to monitor and control engine and transmission performance, to monitor the conditions for airbag deployment and deploy them in a crash, and, if equipped, to provide antilock braking to help the driver control the vehicle. These modules may store data to help the dealer technician service the vehicle or to help GM improve safety or features. Some modules may also store data about how the vehicle is operated, such as rate of fuel consumption

or average speed. These modules may retain personal preferences, such as radio presets, seat positions, and temperature settings.

Cybersecurity

GM collects information about the use of your vehicle including operational and safety related information. We collect this information to provide, evaluate, improve, and troubleshoot our products and services and to develop new products and services. The protection of vehicle electronics systems and customer data from unauthorized outside electronic access or control is important to GM. GM maintains appropriate security standards, practices, guidelines and controls aimed at defending the vehicle and the vehicle service ecosystem against unauthorized electronic access, detecting possible malicious activity in related networks, and responding to suspected cybersecurity incidents in a timely, coordinated and effective manner. Security incidents could impact your safety or compromise your private data. To minimize security risks, please do not connect your vehicle electronic systems to unauthorized devices or connect your vehicle to any unknown or untrusted networks (such as Bluetooth, WIFI or similar technology). In

the event you suspect any security incident impacting your data or the safe operation of your vehicle, please stop operating your vehicle and contact your dealer.

Event Data Recorders

This vehicle is equipped with an event data recorder (EDR). The main purpose of an EDR is to record, in certain crash or near crash-like situations, such as an air bag deployment or hitting a road obstacle, data that will assist in understanding how a vehicle's systems performed. The EDR is designed to record data related to vehicle dynamics and safety systems for a short period of time, typically 30 seconds or less. The EDR in this vehicle is designed to record such data as:

- How various systems in your vehicle were operating;
- Whether or not the driver and passenger safety belts were buckled/fastened;
- How far (if at all) the driver was depressing the accelerator and/or brake pedal; and,
- How fast the vehicle was traveling.

These data can help provide a better understanding of the circumstances in which crashes and injuries occur.

Note

EDR data are recorded by your vehicle only if a non-trivial crash situation occurs; no data are recorded by the EDR under normal driving conditions and no personal data (e.g., name, gender, age, and crash location) are recorded. However, other parties, such as law enforcement, could combine the EDR data with the type of personally identifying data routinely acquired during a crash investigation.

To read data recorded by an EDR, special equipment is required, and access to the vehicle or the EDR is needed. In addition to the vehicle manufacturer, other parties, such as law enforcement, that have the special equipment, can read the information if they have access to the vehicle or the EDR.

GM will not access these data or share it with others except: with the consent of the vehicle owner or, if the vehicle is leased, with the consent of the lessee; in response to an official request by police or similar government office; as part of GM's defense of litigation through the discovery process; or, as required by law. Data that GM collects or receives may also be used for GM research needs or may be made available to

others for research purposes, where a need is shown and the data is not tied to a specific vehicle or vehicle owner.

OnStar

If the vehicle is equipped with OnStar and has an active service plan, additional data may be collected and transmitted through the OnStar system. This includes information about the vehicle's operation; collisions involving the vehicle; the use of the vehicle and its features, including infotainment; and the location and approximate GPS speed of the vehicle. Refer to the OnStar Terms and Conditions and Privacy Statement on the OnStar website.

See *OnStar Additional Information* ⇨ 411.

Infotainment System

If the vehicle is equipped with a navigation system as part of the infotainment system, use of the system may result in the storage of destinations, addresses, telephone numbers, and other trip information. See the infotainment section for information on stored data and for deletion instructions.

OnStar

OnStar Overview

OnStar Overview 410

OnStar Services

Emergency 411

Security 411

OnStar Additional Information

OnStar Additional Information 411

OnStar Overview




 Voice Command Button


 Blue OnStar Button

 Red Emergency Button

This vehicle may be equipped with a comprehensive, in-vehicle system that can connect to an OnStar Advisor for Emergency, Security, Navigation, Connections, and Diagnostics Services. OnStar services may require a paid service plan and data plan. OnStar requires the vehicle battery and electrical system, cellular service, and GPS satellite signals to be available and operating. OnStar acts as a link to existing emergency service providers. OnStar may collect information about you and your vehicle, including location information. See OnStar User Terms, Privacy Statement, and Software Terms for more details including system limitations at www.onstar.com (U.S.) or www.onstar.ca (Canada).

The OnStar system status light is next to the OnStar buttons. If the status light is:

- Solid Green: System is ready.
- Flashing Green: On a call.
- Red: Indicates a problem.
- Off: System is off. Press  twice to speak with an OnStar Advisor.

Press  or call 1-888-4ONSTAR (1-888-466-7827) to speak to an Advisor.

Functionality of the Voice Command button may vary by vehicle and region.

Press  to:

- Open the OnStar app on the infotainment display. See *OnStar System* ⇨ 155 for information on how to use the OnStar app.

Or

- Give OnStar Turn-by-Turn Navigation voice commands.
- Obtain and customize the Wi-Fi hotspot name or SSID and password, if equipped.

Press  to connect to an Advisor to:

- Verify account information or update contact information.
- Get driving directions.

- Receive a Diagnostic check of the vehicle's key operating systems.
- Receive Roadside Assistance.
- Manage Wi-Fi Settings, if equipped.

Press **SOS** to get a priority connection to an OnStar Advisor available 24/7 to:

- Get help for an emergency.
- Be a Good Samaritan or respond to an AMBER Alert.
- Get assistance in severe weather or other crisis situations and find evacuation routes.

OnStar Services

Emergency

Emergency Services require an active safety and security plan. With Automatic Crash Response, built-in sensors can automatically alert a specially trained OnStar Advisor who is immediately connected in to the vehicle to help.

Press **SOS** for a priority connection to an OnStar Advisor who can contact emergency service providers, direct them to your exact location, and relay important information.

With OnStar Crisis Assist, specially trained Advisors are available 24 hours a day, 7 days a week, to provide a central point of contact, assistance, and information during a crisis.

With Roadside Assistance, Advisors can locate a nearby service provider to help with a flat tire, a battery jump, or an empty gas tank.

Security

If equipped, OnStar provides these services:

- With Stolen Vehicle Assistance, OnStar Advisors can use GPS to pinpoint the vehicle and help authorities quickly recover it.
- With Remote Ignition Block, if equipped, OnStar can block the engine from being restarted.
- With Stolen Vehicle Slowdown, if equipped, OnStar can work with law enforcement to gradually slow the vehicle down.

Theft Alarm Notification

If equipped, if the doors are locked and the vehicle alarm sounds, a notification by text, e-mail, or phone call will be sent. If the vehicle is stolen, an OnStar Advisor can work with authorities to recover the vehicle.

OnStar Additional Information

In-Vehicle Audio Messages

Audio messages may play important information at the following times:

- Prior to vehicle purchase. Press **On** to set up an account.
- After change in ownership and at 90 days.


Transferring Service

Press **On** to request account transfer eligibility information. The Advisor can cancel or change account information.

Selling/Transferring the Vehicle

Call 1-888-4ONSTAR (1-888-466-7827) immediately to terminate your OnStar or connected services if the vehicle is disposed of, sold, transferred, or if the lease ends.

Reactivation for Subsequent Owners

Press  and follow the prompts to speak to an Advisor as soon as possible. The Advisor will update vehicle records and explain OnStar or connected service options.

How OnStar Service Works

Automatic Crash Response, Emergency Services, Crisis Assist, Stolen Vehicle Assistance, Remote Services, and Roadside Assistance are available on most vehicles. Not all OnStar services are available everywhere or on all vehicles. For more information, a full description of OnStar services, system limitations, and OnStar User Terms, Privacy Statement, and Software Terms:

- Call 1-888-4ONSTAR (1-888-466-7827).
- See www.onstar.com (U.S.).
- See www.onstar.ca (Canada).
- Call TTY 1-877-248-2080.
- Press  to speak with an Advisor.

OnStar or connected services cannot work unless the vehicle is in a place where OnStar has an agreement with a wireless service provider for service in that area. The wireless service provider must also have coverage, network capacity, reception, and

technology compatible with OnStar or connected services. Service involving location information about the vehicle cannot work unless GPS signals are available, unobstructed, and compatible with the OnStar hardware. OnStar or connected services may not work if the OnStar equipment is not properly installed or it has not been properly maintained. If equipment or software is added, connected, or modified, OnStar or connected services may not work. Other problems beyond the control of OnStar — such as hills, tall buildings, tunnels, weather, electrical system design and architecture of the vehicle, damage to the vehicle in a crash, or wireless phone network congestion or jamming — may prevent service.

See *Radio Frequency Statement* ⇨ 407.

Services for People with Disabilities

Advisors provide services to help with physical disabilities and medical conditions.

Press  to help:

- Locate a gas station with an attendant to pump gas.
- Find a hotel, restaurant, etc., that meets accessibility needs.


- Provide directions to the closest hospital or pharmacy in urgent situations.

TTY Users

OnStar has the ability to communicate to deaf, hard-of-hearing, or speech-impaired customers while in the vehicle. The available dealer-installed TTY system can provide in-vehicle access to all OnStar services, except Virtual Advisor and OnStar Turn-by-Turn Navigation.

If equipped, TTY mode can be turned on or off by touching Settings, then Apps, and then Phone. When TTY mode is on, phone calls can be made or received with OnStar using the infotainment display.


OnStar Personal Identification Number (PIN)

A PIN is needed to access some OnStar services. The PIN will need to be changed the first time when speaking with an Advisor. To change the OnStar PIN, contact an OnStar Advisor by pressing  or calling 1-888-4ONSTAR.

Warranty

OnStar equipment may be warranted as part of the vehicle warranty.

Languages

The vehicle can be programmed to respond in multiple languages. Press  and ask for an Advisor. Advisors are available in English, Spanish, and French. Available languages may vary by country.

Potential Issues

OnStar cannot perform Remote Door Unlock or Stolen Vehicle Assistance after the vehicle has been off continuously for 10 days without an ignition cycle. If the vehicle has not been started for 10 days, OnStar can contact Roadside Assistance or a locksmith to help gain access to the vehicle.

Global Positioning System (GPS)


- Obstruction of the GPS can occur in a large city with tall buildings; in parking garages; around airports; in tunnels and underpasses; or in an area with very dense trees. If GPS signals are not available, the OnStar system should still operate to call OnStar. However, OnStar could have difficulty identifying the exact location.
- In emergency situations, OnStar can use the last stored GPS location to send to emergency responders.

A temporary loss of GPS can cause loss of the ability to send a Turn-by-Turn Navigation route. The Advisor may give a verbal route or may ask for a call back after the vehicle is driven into an open area.

Cellular and GPS Antennas

Cellular reception is required for OnStar to send remote signals to the vehicle. Do not place items over or near the antenna to prevent blocking cellular and GPS signal reception.

Unable to Connect to OnStar Message

If there is limited cellular coverage or the cellular network has reached maximum capacity, this message may come on. Press  to try the call again or try again after driving a few miles into another cellular area.

Vehicle and Power Issues

OnStar services require a vehicle electrical system, wireless service, and GPS satellite technologies to be available and operating for features to function properly. These systems may not operate if the battery is discharged or disconnected.

Add-on Electrical Equipment


The OnStar system is integrated into the electrical architecture of the vehicle. Do not add any electrical equipment. See *Add-On Electrical Equipment* ⇨ 306. Added electrical equipment may interfere with the operation of the OnStar system and cause it to not operate.

Vehicle Software Updates

OnStar or GM may remotely deliver software updates or changes to the vehicle without further notice or consent. These updates or changes may enhance or maintain safety, security, or the operation of the vehicle or the vehicle systems. Software updates or changes may affect or erase data or settings that are stored in the vehicle, such as saved navigation destinations or pre-set radio stations. Neither OnStar nor GM is responsible for any affected or erased data or settings. These updates or changes may also collect personal information. Such collection is described in the OnStar privacy statement or separately disclosed at the time of installation. These updates or changes may also cause a system to automatically communicate with GM servers to collect information about vehicle system status,

identify whether updates or changes are available, or deliver updates or changes. An active OnStar agreement constitutes consent to these software updates or changes and agreement that either OnStar or GM may remotely deliver them to the vehicle.

Privacy

The complete OnStar Privacy Statement may be found at www.onstar.com (U.S.), or www.onstar.ca (Canada). We recommend that you review it. If you have any questions, call 1-888-4ONSTAR (1-888-466-7827) or press  to speak with an Advisor. Users of wireless communications are cautioned that the privacy of any information sent via wireless cellular communications cannot be assured. Third parties may unlawfully intercept or access transmissions and private communications without consent.

OnStar - Software Acknowledgements

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit <http://opensource.lge.com>. In addition to the source code, all referred license terms, warranty disclaimers, and copyright notices are available for download. This offer is valid for a period of three years after our last shipment of this product. This offer is valid to anyone in receipt of this information.

*Provided through LG Electronics Inc., who is solely responsible for provisions of related OSS compliance.

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Connected Services


Connected Services

Navigation	415
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Connected Services

Navigation

Navigation requires a specific OnStar or connected service plan.



Press  to receive Turn-by-Turn directions or have them sent to the vehicle's navigation screen, if equipped.

Turn-by-Turn Navigation


1. Press  to connect to an Advisor.
2. Request directions to be downloaded to the vehicle.
3. Follow the voice-guided commands.

Using Voice Commands During a Planned Route

Functionality of the Voice Command button, if equipped, may vary by vehicle and region.


For some vehicles, press  to open the OnStar app on the infotainment display. For other vehicles press  as follows.

Cancel Route


1. Press . System responds: "OnStar ready," then a tone.

2. Say "Cancel route." System responds: "Do you want to cancel directions?"
3. Say "Yes." System responds: "OK, request completed, thank you, goodbye."


Route Preview

1. Press . System responds: "OnStar ready," then a tone.
2. Say "Route preview." System responds with the next three maneuvers.

Repeat


1. Press . System responds: "OnStar ready," then a tone.
2. Say "Repeat." System responds with the last direction given, then responds with "OnStar ready," then a tone.

Get My Destination

1. Press . System responds: "OnStar ready," then a tone.
2. Say "Get my destination." System responds with the address and distance to the destination, then responds with "OnStar ready," then a tone.

Send Destination to Vehicle

Directions can be sent to the vehicle's navigation screen, if equipped.

Press , then ask the Advisor to download directions to the vehicle's navigation system, if equipped. After the call ends, the navigation screen will provide prompts to begin driving directions. Routes that are sent to the navigation screen can only be canceled through the navigation system.

See www.onstar.com (U.S.) or www.onstar.ca (Canada).

Connections

The following services help with staying connected.



For coverage maps, see www.onstar.com (U.S.) or www.onstar.ca (Canada).

Ensuring Security

- Change the default passwords for the Wi-Fi hotspot and myGMC mobile application. Make these passwords different from each other and use a combination of letters and numbers to increase the security.
- Change the default name of the SSID (Service Set Identifier). This is your network's name that is visible to other wireless devices. Choose a unique name and avoid family names or vehicle descriptions.

Wi-Fi Hotspot (If Equipped)

The vehicle may have a built-in Wi-Fi hotspot that provides access to the Internet and web content at 4G LTE speed. Up to seven mobile devices can be connected. A data plan is required. Use the in-vehicle controls only when it is safe to do so.

1. To retrieve Wi-Fi hotspot information, press  to open the OnStar app on the infotainment display, then select Wi-Fi Hotspot. On some vehicles, touch Wi-Fi or Wi-Fi Settings on the screen.
2. The Wi-Fi settings will display the Wi-Fi hotspot name (SSID), password, and on some vehicles, the connection type (no Internet connection, 3G, 4G, 4G LTE), and signal quality (poor, good, excellent). The LTE icon shows connection to Wi-Fi. It is possible that the icon may not illuminate even though the vehicle has an active connection.
3. To change the SSID or password, press  or call 1-888-4ONSTAR to connect with an Advisor. On some vehicles, the SSID and password can be changed in the Wi-Fi Hotspot menu.

After initial set-up, your vehicle's Wi-Fi hotspot will connect automatically to your mobile devices. Manage data usage by turning Wi-Fi on or off on your mobile device, using the myGMC mobile app, or by contacting an OnStar Advisor. On some vehicles, Wi-Fi can also be managed from the Wi-Fi Hotspot menu.

MyGMC Mobile App (If Available)

Download the myGMC mobile app to compatible Apple and Android smartphones. GMC users can access the following services from a smartphone:

- Remotely start/stop the vehicle, if factory-equipped.
- Lock/unlock doors, if equipped with automatic locks.
- Activate the horn and lamps.
- Check the vehicle's fuel level, oil life, or tire pressure, if factory-equipped with the Tire Pressure Monitor System.
- Send destinations to the vehicle.
- Locate the vehicle on a map (U.S. market only).
- Turn the vehicle's Wi-Fi hotspot on/off, manage settings, and monitor data consumption, if equipped.
- Locate a dealer and schedule service.

- Request Roadside Assistance.
- Set a parking reminder with pin drop, take a photo, make a note, and set a timer.
- Connect with GMC on social media.

Features are subject to change. For myGMC mobile app information and compatibility, see my.gmc.com.

An active OnStar or connected service plan may be required. A compatible device, factory-installed remote start, and power locks are required. Data rates apply. See www.onstar.com for details and system limitations.

Remote Services

Contact an OnStar Advisor to unlock the doors or sound the horn and flash the lamps.

Marketplace

OnStar Advisors can provide offers from restaurants and retailers on your route, help locate hotels, or book a room. These services vary by market.

Diagnostics

By monitoring and reporting on the vehicle's key systems, OnStar Advanced Diagnostics, if equipped, provides a way to keep up on maintenance. Capabilities vary by model. See www.onstar.com for details and system limitations. Features are subject to change. For updates on feature capabilities, see my.gmc.com. Message and data rates may apply.

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WARNING

Operating, servicing and maintaining a passenger vehicle or off-highway motor vehicle can expose you to chemicals including engine exhaust, carbon monoxide, phthalates, and lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize exposure, avoid breathing exhaust, do not idle engine except as necessary, service your vehicle in a well-ventilated area and wear gloves or wash your hands frequently when servicing your vehicle. For more information go to www.P65Warnings.ca.gov/passenger-vehicle.

United States:

Customer Assistance:
1-800-462-8782

Roadside Assistance:
1-888-881-3302

Connected Services and OnStar:
1-888-4-ONSTAR



Canada:

Customer Assistance:
1-800-263-3777

Roadside Assistance:
1-800-268-6800

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US

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Canada



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