

## STANDARD LIMITED WARRANTY COVERAGE

### 1. SCOPE

General Motors India Private Limited, a private limited company incorporated under the companies Act 1956 and having its Works/Registered office at Chandrapura Industrial Estate, Halol, District Panchmahals, Gujarat 389351 (“General Motors India”) warrants that your new Chevrolet Cruze (“vehicle”) is free from defect in material or workmanship, subject to your compliance with the following terms and conditions mentioned hereunder and other vehicle maintenance norms as mentioned elsewhere in this service booklet.

Only an authorized CHEVROLET retailer as mentioned in this booklet will make the necessary repairs, using new, re-conditioned or re-manufactured parts with a view to correcting any defect covered by this warranty.

### 2. WHAT IS COVERED

Time and distance limits for New Vehicle Warranty coverage.

Warranty Type	Warranty Limits	Other Warranties
<b>A : General</b>	Three (3) years or 1,00,000 kms (whichever is earlier) from the date of delivery by a CHEVROLET retailer or the date of first registration of the motor vehicle, whichever occurs first.	These parts are covered by other warranties : 1. Battery (one (1) year) (covered by the battery manufacturer**) 2. Tyres (one (1) year) (covered by the tyre manufacturer**) 3. Audio/Radio/Acc. (one (1) year) (covered by the Audio/Radio/Acc. manufacturer**) See clause 5.
<b>B : Rust Through*</b>	Three (3) years from the date of delivery of the motor vehicle or from the date of first registration of the motor vehicle, whichever occurs first.	The warranty covers exterior body metal except : 1. Items not covered by warranty listed in Section 3 2. Exhaust pipe and fuel system rust

\* A hole through a body panel caused by rust / corrosion from inside to outside.

\*\* Service / warranty shall be provided by the concerned equipment manufacturer.

- The obligation under this New Vehicle Warranty is limited to the repair of the new motor vehicle at no charge by the Chevrolet authorized retailer. For parts replaced during such repair the same warranty applies until the end of the New Vehicle Warranty period as stipulated herein. All warranty claims expire at the end of the warranty period as specified under Clause 2. The Owner is responsible for any repair or replacement which are not covered by this warranty.
- Liability of **General Motors India Pvt. Ltd.** under this New Vehicle Warranty is limited to the value of the service, repairs/ replacement of parts found to be defective within the warranty period. Beyond servicing and/or repairing defective parts in the vehicle, **General Motors India Pvt. Ltd.** does not undertake to replace the vehicle / or reimburse the purchaser by payment of any money in respect of the vehicle purchased by them.
- Under the terms of New Vehicle Warranty, installation, free service will be provided only within the municipal limits of the cities/towns where **General Motors India Pvt. Ltd.** has its service network, *as elaborated elsewhere in this Owner's Manual*. This list of authorized retailers is subject to change/modification without prior notice. Service outside the municipal limits specified above will be provided after charging the actual to and fro traveling and incidental expenses, as prevailing from time to time.
- Necessary care and caution is taken in manufacturing of the vehicle, however, **General Motors India Pvt. Ltd.** shall not be liable for any loss or damage caused to any article, property, death or disability caused to any human life arising out of fire, electric fault, short circuit, accidental handling or negligent use of the vehicle. The maximum liability in monetary terms shall be restricted to the value of the defective parts and / or value of services rendered only. Furthermore, the New Vehicle Warranty, in no case, shall extend to the payment of any monetary consideration whatsoever, of the replacement or return of the vehicle as a whole.
- The decision of **General Motors India Pvt. Ltd.** will be final and binding on all matters arising out of this New Vehicle Warranty.
- The owner should preserve the original Invoice for necessary verification and produce the same, as and when required.
- The optimum performance of the vehicle is under standard test conditions.

This New Vehicle Warranty is issued at Halol, District Panchmahals, Gujarat and competent courts shall have exclusive jurisdiction over matters by or following from time to time.

### 3. WARRANTY LIMITATIONS

The warranty will cease to exist in following conditions:

- a. Failure to have the required periodic inspection and required service performed as per the Periodic Maintenance Schedule.
- b. Improper or wrong maintenance and in deviation with guidelines mentioned in this service booklet.
- c. Any modification, alterations made to the vehicle such as including but not restricted to adding lights, changing engine specifications to increase horsepower, or using wide tyres, and or any other modification in the vehicle that may likely to have an effect on the performance of the vehicle. (e.g. defects caused by the installation of non homologated wheels and tyres are not covered by the warranty).
- d. Failure to use genuine parts / fluids (oil, coolant, brake fluid) and / or other accessories / consumables recommended or approved by General Motors India Pvt. Ltd.
- e. Use of the vehicle for purposes or in a manner other than the one mentioned in the Owner's Manual. Exceeding specified capacities such as loading weight, passenger, speed, use as a commercial vehicle and rpm limitations.
- f. Damage caused by driving the vehicle under severe conditions such as un-pliable or water-logged roads, in races or rallies.
- g. Damage caused by natural disasters including but not restricted to earthquakes, storms, floods, fire and accidents. The owners are recommended to keep their vehicle insurance valid at all times.
- h. Damage caused by smoke, chemicals, bird-droppings, salt, stone chipping, scratches, iron dust or any other extraneous circumstances like external mechanical or chemical influences (regarding paint or body damage, specially stone throw, air-borne rust, industrial fall out), damage to catalytic converter due to use of wrong/bad quality fuel acting on the vehicle.
- i. Damage caused by normal wear (for instance brake-pad, etc.) or exposure to the elements such as discoloring or deformation of any interior, plastic, chrome or painted part or surface.
- j. Sensory complaint by the owner against symptoms such as noise, vibration or oil stains which do not effect performance.

- k. Damage which should have been detected during normal usage but became serious when left unattended to and/or the owner of the vehicle having failed to claim and having rectified a defect which was already apparent during vehicle delivery, immediately after delivery or a defect which becomes apparent at a later date immediately after it became apparent.
- l. Failure of the owner to adhere to the requirements outlined in Clause 4.
- m. Fuel system damage caused by water or other foreign matter in the fuel system.
- n. Damage caused by the installation of non genuine accessories or equipment after the vehicle has been purchased from the CHEVROLET retailer such as radio, car telephone, CD radio set, or cargo carrier and / or other activities of a similar nature.
- o. Damage caused by running vehicle on adulterated fuel/lubricants or fuel/lubricants other than those specified by General Motors India Pvt. Ltd.

#### **WHAT IS NOT COVERED**

- Adjustments, cleaning, inspection, or required periodic maintenance.
- Parts designated as requiring periodic replacement.
- Warranty repair not performed by a CHEVROLET retailer.
- Charges or fees for telephone, tow, transportation charges of the vehicle to the nearest CHEVROLET retailer, rental car, and so forth; compensation for inconvenience or commercial losses; all other consequential costs relating to the owner being unable to use the vehicle.
- Any accident, damage, loss or destruction due to negligent, careless use of vehicle.
- Damage to the engine while driving in water logged conditions or entry of water in to the engine.
- Consumptive parts and oil/grease and other fluids. (See the following tables of consumptive parts and oil/grease and other fluids.)

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<b>Consumptive Parts</b>	<b>Oil/Grease and other fluids</b>
Drive belt	Engine oil
Air cleaner element	Transmission oil
Fuel filter	Power steering fluid
Oil filter	Brake fluid
Clutch disc, clutch parts	Coolant
Brush holders	Grease
Brake pads	Washer fluid
Brake discs	Battery fluid
Wiper blades	Diesel
Light bulbs	Air conditioner refrigerant
Motor brushes	Other lubricants, etc.
Fuses, etc.	

No warranty repair shall be made if it is found that the vehicle Identification number like chassis / engine number, odometer or the warranty & service booklet, have been tampered with. This list is neither exclusive nor exhaustive and the decision of General Motors India Pvt. Ltd. shall be final and binding.

#### **4. WHAT THE OWNER MUST DO**

In order to keep this warranty valid you must:

- a. Use your vehicle as instructed in the Owner's Manual.
- b. Have your vehicle inspected according to this schedule.

The cost of the service is borne by the owner. If the services are not performed within the specified time limits, the general and the rust through warranty as referred to under Clause 2 above, shall be rendered null and void and shall not be reinstated by a subsequent service.

- c. Keep the warranty & service booklet (Owner's Manual) and all receipts in a safe place to present to the CHEVROLET retailer at regular maintenance visits and when repair work is required.

#### **5. PARTS COVERED BY OTHER WARRANTY CONDITION**

- a. Battery : The coverage period is 1 year from the date of new vehicle registration regardless of the distance traveled.
- b. Tyres : This warranty is covered by the tyre manufacturer. The coverage period is one year. Please check with your CHEVROLET retailer for details.
- c. Audio/Radio/Acc. : This warranty is covered by the audio/radio/Acc. manufacturer. The coverage period is one year. Please check with your CHEVROLET retailer for details.

#### **6. MAKING THE WARRANTY EFFECTIVE**

The warranty goes into effect after CHEVROLET authorized retailer fills in the appropriate information about your vehicle and places the retailer's official seal and signature in the warranty & service booklet (Owner's Manual).

#### **7. REQUIREMENTS FOR WARRANTY WORK**

To have warranty work carried out, present the warranty & service booklet (Owner's Manual) to the authorized CHEVROLET retailer as mentioned in this booklet. If the warranty & service booklet is lost or incomplete, work to be carried out with respect to the standard warranty shall be refused.

**8. CHANGE OF OWNERSHIP**

If the vehicle is sold during the warranty period, please deliver the warranty & service booklet (Owner's Manual) to the new owner.

The new owner will need to complete the change of address or subsequent ownership notification card located elsewhere in this booklet in order for the coverage to be transferred.

**9. EXPENSES ASSOCIATED WITH WARRANTY WORK**

The expenses of repair work and parts of your CHEVROLET vehicle will be covered by CHEVROLET standard limited warranty in accordance with the WARRANTY & SERVICE BOOKLET (OWNER'S MANUAL). Other expenses that are not covered by the CHEVROLET Standard Limited Warranty must be covered by the owner.

10. General Motors India Private Limited is launching the Chevrolet Cruze in different cities in a phased manner. The CHEVROLET retailer responsible for delivering your Cruze is qualified to provide all Cruze related services within the city where he is located. As other CHEVROLET retailers become operational to handle the Cruze, they will also be able to provide similar Cruze related services. **IN ORDER FOR THE WARRANTY ON YOUR VEHICLE TO APPLY, IT IS IMPERATIVE THAT YOUR CRUZE BE SERVICED, HANDLED AND ATTENDED TO ONLY BY CHEVROLET RETAILER AS SET FORTH IN THIS BOOKLET.**
11. The following requisite document should be presented to the CHEVROLET retailer at the time of making a claim under New Vehicle Warranty:
- Original invoice issued by CHEVROLET retailer.
  - Warranty and service booklet / maintenance record.
  - Any other document deemed to be necessary by CHEVROLET retailer and/or General Motors India.

## **PREDELIVERY INSPECTION AND VEHICLE DELIVERY**

Before delivering the vehicle we carried out a thorough predelivery inspection in order to ensure that your Chevrolet vehicle is in a fault-free condition. Accompanying this appropriately filled out service booklet (Owner's Manual) are the tool kit and your vehicle documents.

You have been informed of the service intervals and necessary service checks, including under extreme operating conditions and in particular with regard to oil changing of diesel engines.

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City, date :

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CHEVROLET Retailer's / ASO's Stamp and Signature





**OWNER'S  
STATEMENT OF ACCEPTANCE**

I hereby certify that the vehicle has been delivered in an orderly and proper operating condition, including **Keys, Service booklet (Owner's Manual) and tool kit. I have read and understood the terms and conditions pertaining to the New Vehicle Warranty and agree to abide by the same.**

I have been informed of the service intervals and necessary service checks, including under extreme operating conditions.

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Date of delivery :

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City, date :

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Name and signature of customer :

This sheet must be detached prior to vehicle delivery and placed with the vehicle file **after it has been signed** by the customer.





Dear Customer,

We are confident that you and your family would be enjoying the safe and comfortable drive of the Chevrolet Cruze.

We would like to undertake a thorough check-up of the vehicle at 1000 kms or 30 days, whichever occurs earlier. This will also allow us to re-emphasize the salient features of the Cruze to you.

**In the unlikely event of an emergency assistance, please call your nearest CHEVROLET retailer as mentioned in this booklet or please feel free to call our 24 hr. helpline at 1800 3000 8080.**

1000 kms /30 days reassurance check-up (whichever is earlier)

VIN no. \_\_\_\_\_

PDI no. \_\_\_\_\_

Date of service \_\_\_\_\_

Date of delivery \_\_\_\_\_

Retailer code \_\_\_\_\_

Customer's name \_\_\_\_\_

Customer's tel. no. \_\_\_\_\_

I confirm that the vehicle has been inspected and delivered to my satisfaction.

Retailer's Signature

Customer's Signature

<b>1000 kms Reassurance check-up</b>	
<p><b>General Status review</b> Check closing efforts of doors, keyless entry system &amp; other functions</p> <p><b>Under hood</b> Visually check routing, leaks &amp; damage</p> <ul style="list-style-type: none"> <li>— Check fluid levels</li> <li>— Engine oil level</li> <li>— Brake/clutch oil level</li> <li>— Coolant level</li> <li>— Power steering oil</li> <li>— M/T oil</li> </ul> <p>Windscreen washer level &amp; add washer fluid</p> <p><b>Underbody, wheels</b> Visually check routing, leaks &amp; damage</p> <p>Check tyre pressure</p> <p><b>Electrical Checks</b> Malfunction indicator lamp Service vehicle soon lamp Charging lamp Oil pressure lamp</p>	<p>Parking brake lamp/indicator High beam/Turn signal Hazard indicator &amp; all other telltale lamp Cigarette lighter/rear defogger Check lighting system Horn/Radio/Outside Mirrors High/Low beam/Hazard signal Turn signal/Flash to pass signal Front/Rear fog lamps/Tail lamps Stop lamp/Reversing lamp/Trunk lamp</p> <p><b>Dynamic Evaluation</b> Steering function/noise/abnormal drag Clutch &amp; gear shifting function/noise Accelerating &amp; braking function/noise Check tyres Any other abnormal noise</p>



**CHEVROLET Inspection**

2nd Service Check 1 year / 15000 kms whichever occurs earlier

VIN \_\_\_\_\_

Regn. No. \_\_\_\_\_

Delivery date \_\_\_\_\_

Date of service \_\_\_\_\_

Kms \_\_\_\_\_

I confirm that the job has been attended to my satisfaction.

Customer's Signature

Labour free & Parts are chargeable  
(Retain with job card)

**CHEVROLET Inspection**

1st Service Check 6 months / 7500 kms whichever occurs earlier

VIN \_\_\_\_\_

Regn. No. \_\_\_\_\_

Delivery date \_\_\_\_\_

Date of service \_\_\_\_\_

Kms \_\_\_\_\_

I confirm that the job has been attended to my satisfaction.

Customer's Signature

Labour free & Parts are chargeable  
(Retain with job card)

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Delivering Retailer's stamp & date

I hereby certify that the work has been carried out as per the schedule.

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Servicing Retailer's / ASO stamp & date

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Delivering Retailer's stamp & date

I hereby certify that the work has been carried out as per the schedule.

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Servicing Retailer's / ASO stamp & date

**CHEVROLET Inspection**

4th Service Check 2 years / 30000 kms whichever occurs earlier

VIN \_\_\_\_\_

Regn. No. \_\_\_\_\_

Delivery date \_\_\_\_\_

Date of service \_\_\_\_\_

Kms \_\_\_\_\_

I confirm that the job has been attended to my satisfaction.

Customer's Signature

Labour & Parts are chargeable  
(Retain with job card)

**CHEVROLET Inspection**

3rd Service Check 1.5 years/22500 kms whichever occurs earlier

VIN \_\_\_\_\_

Regn. No. \_\_\_\_\_

Delivery date \_\_\_\_\_

Date of service \_\_\_\_\_

Kms \_\_\_\_\_

I confirm that the job has been attended to my satisfaction.

Customer's Signature

Labour & Parts are chargeable  
(Retain with job card)



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Delivering Retailer's stamp & date

I hereby certify that the work has been carried out as per the schedule.

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Servicing Retailer's / ASO stamp & date

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Delivering Retailer's stamp & date

I hereby certify that the work has been carried out as per the schedule.

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Servicing Retailer's / ASO stamp & date





## BATTERY

Battery type : \_\_\_\_\_

Battery make : \_\_\_\_\_

Battery number : \_\_\_\_\_

### Important Instructions

- The battery must be fitted firmly in the cradle.
- Connecting cables and connectors must be fastened securely on to the battery.
- Connections must be made in the right polarity.
- Terminals must be kept coated with petroleum jelly/vaseline. DO NOT USE GREASE.
- Battery top & vent plugs must always be kept clean & dry .
- Electrolyte level must always be maintained in line with the bottom of the vent hole. In case of any drop in electrolyte level, add pure distilled water. NEVER ADD ACID.
- Battery is warranted for a period of one year only.
- Liability under this warranty is limited to defects arising out of faulty material or workmanship developing under proper use and NOT when the battery is merely discharged.

- Defects arising out of faulty vehicle electrical systems, negligent maintenance, incorrect charging or improper filling of the battery by unauthorized dealers/auto electricians are not covered by warranty.
- Consequent liabilities are not covered by this warranty policy.
- Get battery checked every 3 months.

CHEVROLET retailer's  
Stamp

**SEPARATE  
CORROSION PROTECTION  
SERVICE**

**Body/ Underbody Corrosion Protection Service**

General Motors India provides a three (3) years or 1,00,000kms (whichever is earlier) warranty vehicle that no rust-through of the body/underbody will occur, provided that the directives from General Motors India Pvt. Ltd. concerning the treatment, maintenance, and care of the vehicle (Owner's Manual) and especially the inspection and checks prescribed in the service booklet have been carried out.

Furthermore, the body paintwork and the corrosion protection must be visually inspected for damage as part of the regular annual inspection or 15,000 kms service. The customer is informed of any damage detected and measures to rectify this damage. Any damage discovered is also indicated in the following corrosion protection diagram.

Confirmation of the inspection is indicated by a stamp and dated signature, accompanied by indication of the vehicle mileage on the following verification documents.

Make use of this possibility in order to avoid problems during warranty claims regarding rust- through of the body / underbody.

The rust through warranty is not applicable if areas damaged by any reason remain unattended and become the cause of corrosion.

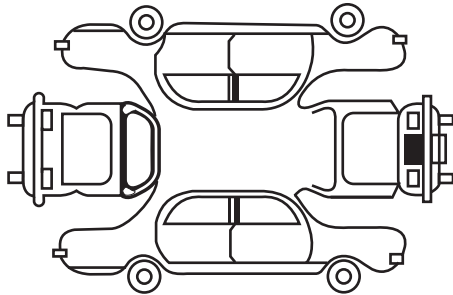
All repairs when required should be carried out promptly and by the CHEVROLET retailer.

## BODY INSPECTION RECORD

Vehicle identification number \_\_\_\_\_

Registration number \_\_\_\_\_

Name / address of owner \_\_\_\_\_  
 \_\_\_\_\_



**Use the following symbols to indicate damage.**

- Chipping                      × Dent / Bumpy
- ▲ Scratch                      ■ Other damage
- ↑ Antirust re-treatment necessary

In order to maintain the General Motors India Pvt. Ltd. rust-through warranty, the vehicle must be subjected to an inspection by CHEVROLET retailer once a year. Any resulting work is subject to a charge.

Check-up 1st year after initial registration.

Check-up date \_\_\_\_\_

Odometer reading \_\_\_\_\_

- Damage found
- |                       |                              |                             |
|-----------------------|------------------------------|-----------------------------|
| 1. Outer body         | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2. Under body         | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 3. Engine compartment | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Retailer stamp / signature \_\_\_\_\_

Damage repaired                      Yes                       No

Remarks : \_\_\_\_\_

\_\_\_\_\_

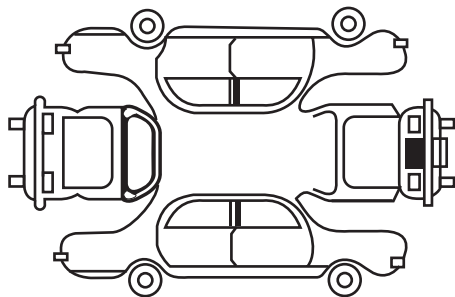
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## BODY INSPECTION RECORD

Vehicle identification number \_\_\_\_\_

Registration number \_\_\_\_\_

Name / address of owner \_\_\_\_\_  
 \_\_\_\_\_



Use the following symbols to indicate damage.

- Chipping                      × Dent / Bumpy
- ▲ Scratch                        ■ Other damage
- ↑ Antirust re-treatment necessary

In order to maintain the General Motors India Pvt. Ltd. rust-through warranty, the vehicle must be subjected to an inspection by CHEVROLET retailer once a year. Any resulting work is subject to a charge.

Check-up 2nd year after initial registration.

Check-up date \_\_\_\_\_

Odometer reading \_\_\_\_\_

- Damage found
- |                       |                              |                             |
|-----------------------|------------------------------|-----------------------------|
| 1. Outer body         | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2. Under body         | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 3. Engine compartment | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Retailer stamp / signature \_\_\_\_\_

Damage repaired                      Yes                       No

Remarks : \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## EMISSION WARRANTY

(Applicable in NCR Delhi, Chennai, Kolkata and Mumbai)

Subject to other terms of the warranty policy and the conditions and obligations laid down hereunder, General Motors India Pvt. Ltd., hereafter called General Motors India Pvt. Ltd., certifies that the components liable to affect the emission of the gaseous pollutants in the vehicle in the normal use despite the use to which it may be subjected, comply with the provisions of Rule 115 (2) of the central Motor Vehicle Rules, 1989, and further warrants that if on examination by a service center duly authorized by the General Motors India Pvt. Ltd., the vehicle is discovered to be failing to meet the emission standard as specified in the said rule, our authorized service center shall take such corrective measures as may be necessary and shall at its sole discretion either repair or replace free of charge such components of emission control system as are specified in Annexure II hereof.

The definitions of various terms used in Emission warranty proposal are given

in Annexure –I. These definitions shall be in line with the definition of the existing product Warranty definition.

### Conditions :

1. This warranty will be in addition to and will run concurrently and parallel to the product warranty and will apply only in respect to components as mentioned in Annexure-II.
2. The period of the vehicle's warranty shall commence from the date of the vehicle sale.
  - 2.1 Warranty period - **1,00,000 kms or 3 years** whichever occurs earlier, from date of the vehicle sale.
3. The warranty claim will be accepted only after examination carried out by CHEVROLET retailers leading to a firm conclusion that none of the original settings/specifications have been tampered with and that the components (s) as mentioned in Annexure –II has/have a manufacturing defect, and /or, that the vehicle is unable to meet the In-use emis-

sion standards.

4. The methods of examination to determine the warrantable condition of the components will be at sole discretion of General Motors India Pvt. Ltd. and or its retailers and results of such examination will be final and binding. If, on examination, the warrantable condition is not established, General Motors India Pvt. Ltd. will have the right to charge full, or part, of the cost of such examination and resulting repairs /rectification.
5. In case of acceptance of the warranty under Emission Warranty, General Motors India Pvt. Ltd. will replace, at retailers, free of charge, the components which are covered as mentioned in Annexure-II, but the consumables as mentioned in OM shall be charged as per actual applicable rates.
6. In case of a vehicle in which the components covered under Emission Warranty or the associated parts, are