

## **Cadillac Professional Vehicle Protection Plan (PVPP)**

Cadillac DTS and Escalade professional vehicle models are an integral part of Cadillac's continued product renaissance. With breakthrough design, advanced performance, purposeful technology and world-class craftsmanship, the competitive advantages of Cadillac's professional vehicle products have never been stronger. Cadillac is committed to the professional vehicle industry with a substantial product portfolio, dedicated dealerships, and a host of Cadillac professional vehicle owner privileges. One of the privileges Cadillac offers is the Professional Vehicle Protection Plan (PVPP), available to eligible industry members on select professional vehicle models. The Professional Vehicle Protection Plan (PVPP), an extended service agreement that complements the GM New Vehicle Limited Warranty, is available on the DTS livery sedan (W20), the DTS-L short stretch livery sedan (W30), the limousine chassis (V4U), the funeral coach chassis (B9Q), and the Escalade, Escalade ESV, Escalade EXT (ZR3) and any other identified PVPP program vehicle. Any parts added or modified for conversion are excluded from protection. Conversions are expected to meet Federal Motor Vehicle Safety Standards (FMVSS) when properly completed, and be within weight limitations as specified by Cadillac.

## **Professional Vehicle Coverage Exclusive to Cadillac Master Coachbuilders**

Cadillac has developed the Cadillac Master Coachbuilder Program to support efforts, provide quality products, and increase levels of customer satisfaction with professional vehicles. Since Cadillac recognizes that Cadillac Master Coachbuilders are committed to these objectives, along with continuous improvement of their conversions, Cadillac limits this protection to those professional vehicles manufactured by Cadillac Master Coachbuilders.

Coverage through this plan begins on the date the vehicle is first delivered or put into use. This will be the date the Cadillac dealer sells the DTS-L short stretch livery sedan (W30), limousine chassis (V4U) or funeral coach chassis (B9Q) to the Cadillac Master Coachbuilder. The actual selling date of the chassis/vehicle can be modified for the end-user by submission of the "Delayed Warranty Start" form, which is submitted by the selling Cadillac dealer or Cadillac Master Coachbuilder Dealer/Distributor. Repairs must be performed by authorized Cadillac dealerships.

Once you have invested in a Cadillac professional vehicle, your Cadillac dealer is aware of their responsibility in safeguarding your Cadillac and assuring you complete satisfaction throughout the ownership experience. As always, proper maintenance is your responsibility under the Professional Vehicle Protection Plan.

## ***What's Covered***

Provided that regularly scheduled maintenance has been performed on the vehicle, warranty coverage is the same for all items under the GM New Vehicle Limited Warranty *with the exception* of the following:

- § Interior trim
- § Exterior trim
- § Battery
- § Wheels/tires
- § Front/rear wheel alignments
- § Paint
- § Body (i.e. water leaks, door handles, emblems, knobs)
- § Rotors/pads (machining or replacement)
- § Light bulbs
- § Glass & trim (i.e. weather stripping, glass run channel, etc.)

- § Belts (i.e. serpentine, water pump, auxiliary generator)
- § Hoses (i.e. engine cooling system hoses)
- § Muffler & exhaust pipe only
- § Wiper blades
- § Spark plugs & wires

### **Towing**

Charges will be accepted if ALL these conditions prevail: vehicle cannot be driven safely; continued driving would result in further damage to the vehicle; breakdown is due to a part covered by the plan which failed under normal driving conditions; towing charge is reasonable and does not exceed the charge of towing to the nearest Cadillac dealership.

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### ***Owner's Responsibility***

Damage or Corrosion Due to Accidents, Misuse or Alterations. Proper use of your vehicle is discussed in your owner's manual. Accidents or damage caused by collision, fire, theft, freezing, vandalism, riot, explosion or from objects striking the vehicle; misuse of the vehicle such as driving over curbs, overloading, racing or other competition; and alterations to the vehicle are not covered. Coverage does not apply if the odometer has stopped or has been altered. Damage or Corrosion Due to Environment, Chemical Treatments or Aftermarket Products. Damage caused by airborne fallout (chemicals, tree sap, etc.), stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered. Damage Due to Lack of Maintenance or Use of Wrong Fuel, Oil or Lubricants Damage caused by failure to follow the requirements of the Cadillac maintenance schedule is not covered. Proof of proper maintenance is the owner's responsibility.

### **Regularly Scheduled Maintenance**

Cleaning and polishing the finish, vehicle lubrication, replacing filters, spark plugs and brake linings, as well as performing other normal maintenance service detailed in the maintenance schedule and owner's manual are not covered and are performed at the owner's expense.

### **Extra Expenses**

This service agreement does NOT cover any vehicle rental expense, economic loss including payment for the loss of time or pay, inconvenience, storage, loss of vehicle use, lodging, meals or other travel costs.

### **Vehicle Alterations**

Failures caused by vehicle alterations are not covered in this service plan but may be covered by the particular Cadillac Master Coachbuilder warranty. Should any Cadillac Master Coachbuilder's conversion exceed the rated GVWR, the GM New Vehicle Limited Warranty and the Professional Vehicle Protection Plan service agreement may be cancelled.

### ***Other Important Information***

#### **Eligible Vehicles**

Coverage applies to any new Cadillac DTS livery sedan (W20), Escalade, Escalade ESV or Escalade EXT (ZR3). Coverage also applies to any new Cadillac DTS-L short stretch livery sedan (W30), limousine (V4U) or funeral coach (B9Q) as completed by a Cadillac Master Coachbuilder. Note that all conversions must be within weight limitations as specified by Cadillac.

### ***Terms of Service Agreement***

Coverage for the DTS livery sedan (W20), the DTS-L short stretch livery sedan (W30), the limousine (V4U) and Escalade, Escalade ESV, or Escalade EXT (ZR3) shall continue in effect for a term of 36 months or 150,000 miles, whichever occurs first. The funeral coach (B9Q) will be covered for a term of 72 months or 100,000 miles, whichever occurs first. Agreement is eligible from the original date of the retail delivery of an eligible Cadillac vehicle to the end user.

***Deductible***

Following the mileage or time expiration of the manufacturer's GM New Vehicle Limited Warranty, vehicle repairs of systems and components covered under this service agreement will be made without charge, including parts and labor, except for the first \$50.00\* of repair costs incurred at each service visit to a participating Cadillac dealer.

***Second Owner Coverage***

This agreement may be carried over to a second owner. The second owner would be eligible for the unexpired portion of the PVPP coverage. Third and subsequent owners are not eligible.

\* MY2002 and prior professional vehicle deductible is \$100.00

Cadillac Roadside Service: 1-800-882-1112

Cadillac owners enjoy the security of round-the-clock Cadillac Roadside Service.

Just like Cadillac vehicles for personal use, Cadillac vehicles in commercial service are protected by our outstanding Roadside Assistance Program. In the event of a breakdown, one toll-free call will provide on-the-spot service from the nationwide network of Cadillac dealers – including nights, weekends and holidays.

Consumer Relations Hotline: 1-800-43-FLEET

At Cadillac, we are committed to your complete satisfaction. Cadillac continuously strives to provide and develop not only superior products but also a full complement of services to meet or exceed all customers' needs and expectations. A call to this toll-free number at our Consumer Relations Center is handled by a Cadillac specialist who can help you with any Cadillac product inquiry or concern.

Cadillac Professional Vehicle Program Headquarters: 1-800-528-5515

The Cadillac Professional Vehicle Program Team is a committed, focused group dedicated to a single purpose – to provide Cadillac professional vehicle customers with the highest quality products and services. The Cadillac Professional Vehicle Program Team works closely with coachbuilders, Cadillac dealers and operators to achieve this goal. A call to this toll-free number at Cadillac Professional Vehicle Program Headquarters is handled by a professional vehicle specialist who can assist you with your professional vehicle needs