



Cadillac Professional Vehicle Protection Plan (PVPP)

For Cadillac Chauffeured Transportation and Funeral Industries

PVPP is an extended service agreement for Cadillac Professional Vehicles and runs concurrently with the Cadillac Bumper-to-Bumper New Vehicle Limited Warranty. See dealer for details on other Cadillac warranties applicable to Professional Vehicles.

Eligible Models

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 on professional vehicle models.

Any parts added or modified for conversion are excluded from protection. Conversions are expected to meet Federal Motor Vehicle Safety Standards (FMVSS) when completed, and be within weight limitations as specified by General Motors.

The PVPP extended service agreement is available on these current/future vehicles:

- DTS Livery Sedan (W20)
- DTS-L Short Stretch Livery Sedan (W30)
- DTS Limousine (V4U)
- DTS Light Funeral Coach (W29)
- DTS Funeral Coach (B9Q)

- XTS Livery Sedan (W20)
- XTS-L Short Stretch Livery Sedan (W30)
- XTS Limousine (V4U)
- XTS Funeral Coach (B9Q)

- Escalade 2WD (ZR3)
- Escalade AWD (ZR3)
- Escalade ESV 2WD (ZR3)
- Escalade ESV AWD (ZR3)
- Escalade Hybrid (ZR3)

PVPP Exclusive for Cadillac Professional Vehicles

Cadillac has developed the Cadillac Master Coachbuilder (CMC) Program to support the secondary manufacturers who provide consistent, quality products and are committed to customer satisfaction.

Coverage through this plan begins on the date the vehicle is first delivered to the customer. This date is established by submission of the "Delayed Warranty Start" form, which is submitted by the selling

Cadillac Dealer or CMC dealer/broker. Repairs must be performed by authorized Cadillac dealerships to qualify for PVPP coverage. In the event that a Cadillac Dealer is not within 60 miles of the customer, the customer can call (800) 43-FLEET to be redirected to another General Motors dealership for assistance and authorization to perform service.

As always, proper maintenance is the customer's responsibility under the PVPP.

Terms of Service Agreement

Coverage for the DTS and XTS livery sedan (W20), the DTS-L and XTS short stretch livery sedan (W30), the DTS and XTS limousine (V4U), the Escalade and Escalade ESV (ZR3) shall continue in effect for a term of **36 months or 150,000 miles**, whichever occurs first.

The DTS and XTS funeral coach (B9Q) and DTS light funeral coach (W29) will be covered for a term of **72 months or 100,000 miles**, whichever occurs first.

\$50.00 Deductible

Following the mileage or time expiration of the Cadillac bumper-to-bumper New Vehicle Limited Warranty, vehicle repairs of systems and components covered under PVPP 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.

What's Covered

The following components are covered under the Professional Vehicle Protection Plan (PVPP). Please be aware that any components that are determined to be damaged or inoperable because of customer neglect or abuse, or components affected as a result of a conversion/modification will not be covered.

AIR CONDITIONING AND HEATING

- A/C Accumulator
- A/C Clutch and Clutch Bearings
- A/C Compressor
- A/C Compressor Head
- A/C Compressor Seals
- A/C Compressor/Clutch Switch
- Automatic Temperature Control
- OEM Condenser
- OEM Evaporator
- OEM Field Coil
- OEM Heater Blower Motor
- OEM Heater Core Assembly
- Pulley

BRAKES

- Anti-Lock Brake Module & Sensor
- Brake Booster, Power
- Calipers
- Combination Valve
- OEM Lines & Fittings
- Master Cylinder
- OEM Parking Brake Linkage, Cables and Modules
- OEM Retainers & Clips
- Shaft, Brake Pedal

ELECTRICAL

- Alternator
- OEM Heated Backglass (Electrical only)
- Distributor Assembly
- Fuel Pump
- Fuel Pump Sending Unit
- Ignition Module, Electronic
- OEM Radiator Fan Relay & Motor
- Starter Motor
- Starter Motor Solenoid
- Starter Motor Clutch
- OEM Switches, Manually Operated Electrical
- Voltage Regulator
- Wiper Motor
- All OEM Control Modules (Powertrain, BCM, and Others)
- OEM Wiring Harnesses (excluding Spark Plug Wires)

ENGINE

- All Internal Parts
- Cylinder Block
- Cylinder Heads
- Engine Mounts
- Exhaust Manifold
- Flywheel
- OEM Fuel Tank & Lines
- Fuel Injectors & Lines
- Harmonic Balancer & Bolt
- Intake Manifold
- Oil Pan
- Oil Pump
- OEM Radiator & Radiator Fan
- OEM Radiator Fan Clutch or Motor
- Seals & Gaskets
- Thermostat
- Thermostat Housing
- Timing Chain Cover
- Timing Gears, Chain or Belt

- Valve Covers
- Water Pump
- Catalytic Converter
- Engine Oil Cooler

FRONT WHEEL DRIVE

- Axle Shafts
- Bearings, Front-Wheel
- Bearings, Rear-Wheel & Axle Hub
- Constant Velocity & Universal Joints
- Final Drive Housing & All Internal Parts
- Seals and Gaskets

HIGH - TECH

- Air Suspension/Rear Shocks
- Compass & Thermometer Readout Displays
- Instrument Cluster
- Keyless Entry System
- OEM Power Door Locks
- OEM Power Seat Motors
- OEM Power Window Motors/Regulators
- Speed Control
- OEM Windshield (Electric only)
- Electric Outside Rearview Mirror Motor
- Push Button Start

REAR-WHEEL DRIVE

- Axle Shafts
- Bearings, Front-Wheel
- Bearings, Rear-Wheel & Axle Hub
- Drive Axle Housing & All Internal Parts
- Drive Shaft
- Retainers
- Seals & Gaskets
- Universal & Constant Velocity Joints

STEERING

- Column Lock
- Cooler and Lines
- Control Valve
- Cylinder
- Idler Arm
- Linkages & Coupling
- Power Steering Pump
- Pulley Assembly, Power Steering Pump
- Seals and Gaskets
- Steering Gear Housing (includes all internal parts)
- Power Steering Cooler

SUSPENSION

- Ball Joints, Upper & Lower
- Control Arms, Upper & Lower
- Control Arm Shafts & Bushings
- King Pins & Bushings
- Linkage & Bushings
- Spindle & Spindle Supports
- Stabilizer Bar
- Struts, Mounts and Bearings
- Tie Rods
- Rear Air Springs, Compressor & All Associated Components
- Shocks

TRANSMISSION

- All Internal Parts
- Governor Assembly
- Seals & Gaskets
- Torque Converter
- Transfer Case
- Transmission Case
- Transmission Module, External
- Transmission Mounts
- Vacuum Module

What's Not Covered

The following items are **not covered** under PVPP, even though regularly scheduled maintenance has been performed on the vehicle:

- 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

Cadillac Roadside Service: 1-800-882-1112

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

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 which is covered and failed under normal driving conditions;
- Towing charge is reasonable/does not exceed the towing charge to the nearest Cadillac dealership.

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 CMC warranty. Should any CMC's conversion exceed the rated GVWR, the GM New Vehicle Limited Warranty and the PVPP service agreement may be cancelled.

GVWR Limits :

- DTS-L Short Stretch Livery Sedan (W30) – 5,346 lbs. GVWR, stretched up to 8”
- DTS Limousine (V4U) – 7,485 lbs. GVWR, stretched up to 130”
- DTS Light Funeral Coach (W29) – 5,346 lbs. GVWR
- DTS Funeral Coach (B9Q) – 6,790 lbs. GVWR with P tires, 7,250 lbs. GVWR with LT tires

- XTS-L Short Stretch Livery Sedan (W30) – 6,150 lbs. GVWR, stretched 5-7”
- XTS Limousine (V4U) – 6,885 lbs. GVWR, stretched 18-70”
- XTS Funeral Coach (B9Q) – 6,885 lbs. GVWR, stretched 36-47”

Revised 10.01.12