

2024



Canadian BrightDrop Electric Vehicle
Limited Warranty and
Owner Assistance Information



IMPORTANT: This booklet contains important information about your vehicle's warranty coverage. It also explains **owner assistance information**.

Keep this information readily accessible and be prepared to make it available to an EV Certified BrightDrop authorized service station if warranty work is needed.

Owner's Name:

Phone Number:

Street Address:

City & Province:

Vehicle Identification Number (VIN):

Date Vehicle First Delivered or Put In Use:

Odometer Reading on Date Vehicle First Delivered or Put In Use:

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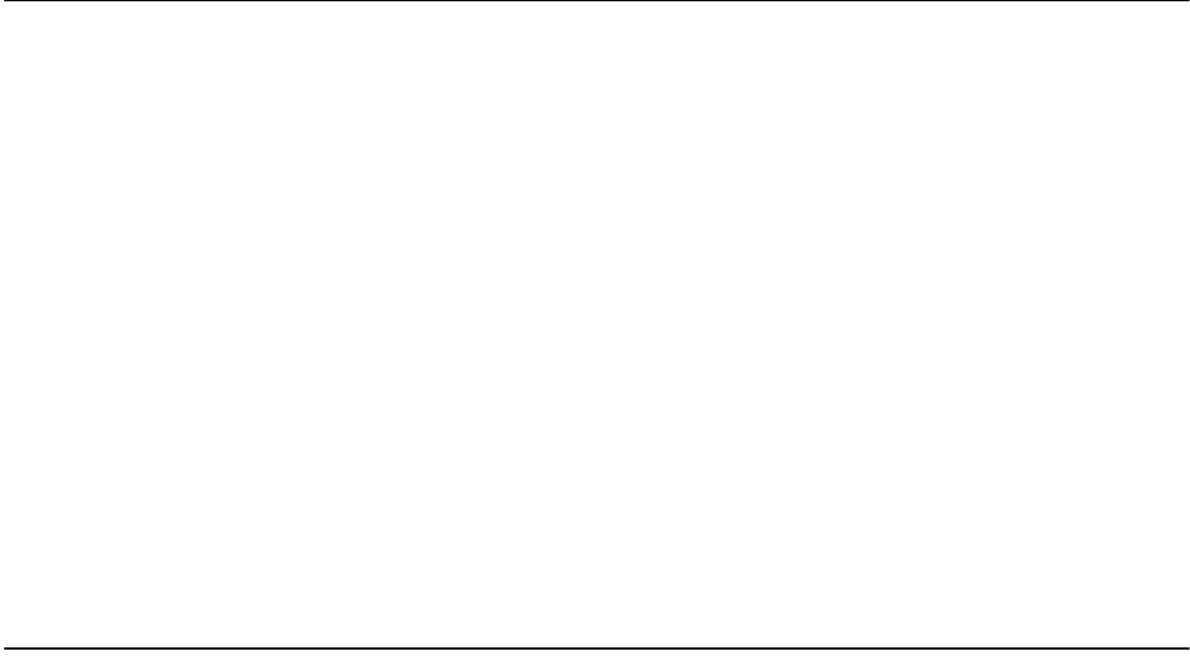
2024 Canadian BrightDrop Electric Vehicle Limited Warranty and Owner Assistance Information

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BrightDrop's Commitment

BrightDrop is committed to ensuring an excellent ownership experience with your new vehicle.

We thank you for choosing BrightDrop.



2 Warranty Coverage at a Glance

The warranty coverages are summarized below.

New Vehicle Limited Warranty

New Vehicle Limited Warranty for BrightDrop						
Coverage	3 yrs/ 60,000 km ¹	6 yrs/ 120,000 km ¹	6 yrs/ 160,000 km ¹	8 yrs/ 160,000 km ¹		
Base Warranty Coverage	X					
Electric Vehicle Propulsion Battery Warranty				X		
Restraint System Warranty		X				
Sheet Metal (Corrosion) Warranty Coverage	X					
Sheet Metal (Rust-Through) Perforation Warranty Coverage					X	

¹ Whichever comes first.

BrightDrop will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions, and limitations.

What Is Covered

Warranty Applies

This warranty is for BrightDrop vehicles registered in Canada and normally operated in Canada and is provided to the original and any subsequent owners of the vehicle during the warranty period.

Repairs Covered

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period, excluding slight noise, vibrations, or other normal characteristics of the vehicle. Needed repairs will be performed using new, remanufactured, or refurbished parts.

No Charge

Warranty repairs, including parts and labor, will be made at no charge.

Obtaining Repairs

To obtain warranty repairs, take the vehicle to an EV Certified BrightDrop dealer or authorized service station within the warranty period and request the needed repairs. It is your responsibility to transport the vehicle to an EV certified BrightDrop dealer or authorized service station. In addition to the time required for transporting the vehicle, reasonable time must be allowed for the authorized dealer or service station to perform necessary repairs.

Warranty Period

The warranty period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the coverage period.

Base Coverage

The complete vehicle is covered for 3 years or 60,000 kilometres, whichever comes first, except for other coverages listed here under “What Is Covered” and those items listed under “What Is Not Covered” later in this section.

Restraint Systems Warranty

Provides repair or replacement needed to correct defects in materials or workmanship of any seat belt or airbag system, supplied by General Motors. Coverage is for 6 years or 120,000 kilometres, whichever comes first. This warranty is subject to the exceptions indicated in the “What Is Not Covered” section or cosmetic appearance defects such as color fade.

Electric Vehicle Propulsion Battery Warranty

For vehicles sold in Canada, in addition to the Base Coverage described previously, BrightDrop will warrant defects related to materials or workmanship to the propulsion battery pack and its internal components for 8 years or 160,000 kilometres, whichever comes, from the first the date the vehicle is first delivered or put in use

This warranty is for electric vehicles registered and normally operated in Canada. In addition to the initial owner of the vehicle, the coverage described in this Electric Vehicle Propulsion Battery Warranty is transferable at no cost to any subsequent person(s) who assumes ownership of the vehicle within the 8 years or 160,000 kilometres term. No deductibles are associated with this warranty.

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This warranty is in addition to the express conditions and warranties described previously. The coverage and benefits described under "New Vehicle Limited Warranty" are not extended or altered because of this Electric Vehicle Propulsion Battery Warranty.

Battery Capacity Coverage

Like all batteries, the amount of energy that the high voltage propulsion battery can store will decrease with time and miles driven. The battery will be replaced/repaired if the capacity falls below 75% of its original value during the warranty period, as determined by a certified dealer, with a battery appropriate for the age and mileage of the vehicle.

Propulsion Battery Service

BrightDrop has EV certified dealers and/or authorized servicers who are trained to perform repairs on electric vehicle battery packs. If the Propulsion Battery requires service due to a defect in materials or workmanship, BrightDrop will either repair or replace the Propulsion Battery with new or refurbished components at BrightDrop's discretion.

Sheet Metal Coverage

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

Surface Corrosion: Body sheet metal panels are covered against rust for 3 years, 60,000 kilometres, whichever comes first.

Important: Surface rust resulting from accidents, stone chips or scratches in the paint is not included in sheet metal coverage.

Rust-Through Corrosion: Any body sheet metal panel that rusts through — that develop an actual hole in the sheet metal — is covered for up to 6 years, 160,000 kilometres, whichever comes first.

Important: Your vehicle was designed and built to resist corrosion. Application of additional rust inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. BrightDrop makes no recommendations concerning the usefulness or value of such products. Application of after manufacture rust proofing products may create an environment which reduces the corrosion resistance built into your vehicle. Repairs to correct damage caused by such applications are not covered under your New Vehicle Limited Warranty.

Tire Coverage

The tires supplied with your vehicle are covered by BrightDrop against defects in material or workmanship under the base warranty coverage. Wear-out is not considered a defect, and it may occur before the vehicle warranty expires. In this case, the owner is responsible to purchase replacement tires, or seek coverage solely from the tire manufacturer. For vehicles within the base warranty coverage, defective tires will be replaced on a prorated adjustment basis according to the following mileage-based schedule:

station or the tire manufacturer of the brand of tires on your vehicle for more information. The following is a list of current tire manufacturer's websites and toll-free customer assistance numbers.

Tire Pro-Rate Chart

Distance (km) (within 3 years of warranty start date)	Percentage Covered by General Motors (Tire Cost)	Percentage Covered by General Motors (Labour – Mount/Balance)
0-19,000	100%	100%
19,001-24,000	60%	100%
24,001-32,000	50%	100%
32,001-40,000	40%	100%
40,001-48,000	30%	100%
48,001-60,000	20%	100%
60,001 +	0%	0%

This schedule applies to the price of the tires only. BrightDrop will cover 100% of the cost to mount and balance the tires replaced under warranty for the full base warranty period.

After your Base Warranty expires, you may still have prorated warranty coverage on your original equipment tires by the tire manufacturer. Contact your EV Certified BrightDrop dealer or authorized service

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Tire Companies

Tire Companies

Company	Website	Toll-Free Number
Bridgestone/Firestone	www.bridgestonetire.ca www.firestone.ca	1-800-724-3012
Continental/General	www.generaltire.ca www.continentaltire.ca	1-855-453-1962
Goodyear/Dunlop	www.goodyear.ca www.dunlop.ca	1-800-387-3288
Michelin	www.michelin.ca	1-888-871-4444
BFGoodrich	www.bfgoodrichtires.ca	1-888-871-6666
Hankook	www.hankooktire.ca	1-800-843-7709
Kumho	www.kumhotire.ca	1-877-445-8646
Maxxis	www.maxxiscanada.com	1-905-789-0882

When a tire is removed from service due to a covered warranty condition under a tire manufacturer's limited warranty program, you may be eligible for a tire replacement or a comparable new tire on a prorated basis.

The tire manufacturer's limited warranty program, which can be obtained by calling or visiting the tire manufacturer's website or any authorized dealer, is in lieu of all other remedies or warranties, expressed or implied, arising by law or otherwise,

including fitness for a particular purpose or merchantability. The tire manufacturers expressly disclaim liability for indirect, special, incidental, or consequential damages, lost profit, loss of business, loss of goodwill, loss of reputation, punitive or any other damage, cost, or loss of any kind.*

Accessory Coverages

Most BrightDrop or General Motors parts and accessories sold and permanently installed on a BrightDrop vehicle by an EV Certified BrightDrop Dealer or authorized service station prior to delivery will be covered under the applicable portion of the New Vehicle Limited Warranty. In the event BrightDrop or General Motors accessories are installed after vehicle delivery, or are replaced under the New Vehicle Limited Warranty, they will be covered, parts and labor, for the balance of the applicable portion of the New Vehicle Limited Warranty, but in no event less than 12 months/unlimited kilometres from the date of installation or replacement.

BrightDrop or General Motors accessories sold over the counter, or those not requiring installation, will receive the standard BrightDrop or General Motors Dealer Accessory Warranty of 12 months from the date of purchase, parts only.

GM Licensed and Integrated Business Partner (IBP) Accessories are covered under the accessory-specific manufacturer's warranty and are not warranted by BrightDrop or General Motors or its dealers.

Caution
<p>This warranty excludes:</p> <p>Any communications device that becomes unusable or unable to function as intended due to unavailability of compatible wireless service or GPS satellite signals.</p>

What Is Not Covered

Tire and Wheel Damage or Wear

Normal tire wear or wear-out is not covered. Tire wear is influenced by many variables such as road conditions, driving styles, vehicle weight, and tire construction.

Uniform tire wear is a normal condition, and is not considered a defect. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb impact, or from other objects is not covered.

Tire wear due to misalignment beyond the warranty period is not covered. Also, damage from improper inflation, overloading, spinning, as when stuck in mud or snow, tire chains, racing, improper mounting or dismounting, misuse, negligence, alteration, improper repair, accident, collision, fire, vandalism, or misapplication is not covered. Damage to

wheels or tire sidewalls caused by automatic car washes or cleaning agents is not covered.

Damage Due to Accident, Misuse, or Alteration

The New Vehicle Limited Warranty does not cover damage caused as the result of any of the following:

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the owner manual.
- Alteration, modification, or tampering to the vehicle, including, but not limited to the body, chassis, software, or other components after final assembly by General Motors.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.
- Installation of non-BrightDrop or non-General Motors parts
- Water or fluid contamination

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- Damage resulting from hail, floods, windstorms, lightning, and other environmental conditions
- Alteration of glass parts by application of tinting films

Important: This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or otherwise considered a total loss.

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

Damage caused by airborne fallout, rail dust, salt from sea air, salt or other materials used to control road conditions, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered. See “Chemical Paint Spotting” under *Things to Know About the New Vehicle Limited Warranty* ⇨ 11.

Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain proper fluids, or maintain fluids between

recommended maintenance intervals, lubricants, or refrigerants recommended in the owner manual is not covered.

Damage Due to Impact, Use, or the Environment

Windshield or glass cracks, chips, or scratches due to impact are not covered. Windshield cracks will be covered for the first 12 months, regardless of mileage if caused by defects in material or workmanship.

Lights, lenses, mirrors, polycarbonate roof panels, paint, grille, moldings and trim are not covered for cracks, chips, scratches, dents, dings, and punctures or tears as a result of impact with other objects or road hazards. In addition, cracks, chips, scratches, or other damage to the face of a radio or instrument cluster from impact or foreign objects are not covered.

Third Party Externally Connected Electrical Products

This warranty does not apply to hardware or software of a third party device that is connected to the vehicle or its components, even if integrated or delivered with the vehicle. BrightDrop is not responsible for the quality or accuracy of any information,

or service accessed through or from any third party device or platform. Software distributed by General Motors, BrightDrop or their affiliates inside or outside the vehicle (including, but not limited to system software or applications) is not covered by this Warranty. BrightDrop does not warrant that connections to, from or through the vehicle will be uninterrupted or error-free. Also, the user should back-up their data and information frequently. BrightDrop is not responsible for any loss or damage to data or information made available in connection with the use of the vehicle. In addition, this Warranty does not apply: (a) to consumable parts that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to damage caused by use with another product or service; (c) to damage caused by a third party device or service (including upgrades and expansions), or (d) to obsolescence or lack of utility due to incompatibility with future versions of external hardware or software, including, but not limited to mobile devices.

Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the owner manual are the owner's expense. Vehicle lubrication, cleaning, or polishing are not covered. Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

Items such as:

- Brake Pads/Linings
- Coolants and Fluids
- Filters
- Tire Rotation
- Wheel Alignment/Balance
- Wiper Inserts

are covered by the New Vehicle Limited Warranty for up to 12,000 kilometres; any replacement after 12,000 kilometres is considered maintenance and is not covered as part of the New Vehicle Limited Warranty. Keyless Entry batteries (or other remote transmitter/receiver batteries) and exterior incandescent bulbs are covered for up to 12 months only; any replacement after 12 months is considered maintenance and is not covered as part of the New Vehicle

Limited Warranty. The New Vehicle Limited Warranty only covers components when replacement or repair of these components is the result of a defect in material or workmanship.

Extra Expenses

Economic loss or extra expense is not covered.

Examples include:

- Inconvenience
- Towing or other expenses associated with transporting the vehicle to an EV certified BrightDrop dealer or authorized service station
- Lodging, meals, or other travel costs
- Loss of vehicle use
- Payment for loss of time or pay
- Storage

General Terms : The express warranties in this booklet give you specific legal rights. You may have different rights which may vary from province to province according to applicable legislation.

TO THE FULL EXTENT PERMITTED BY APPLICABLE CANADIAN LAW: The foregoing express written warranties are the only and the entire warranties provided with your

new vehicle (unless extended warranties are purchased separately) and are in lieu of and exclude all other representations, warranties or conditions, express or implied (including any implied warranty or condition of merchantability or fitness for a particular purpose).

The performance of repairs and the provision of replacement parts, as described herein, is the exclusive remedy under these express written warranties or under any otherwise applicable implied warranty or condition. The New Vehicle Limited Warranty has no cash value.

Any applicable implied warranty or condition that cannot be disclaimed or excluded is limited in duration to the periods specified in the express written warranties in this booklet.

BrightDrop DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATIONS or liability in connection with GM products and no person is permitted to extend or enlarge this warranty on behalf of BrightDrop by written, verbal or other representation, and if made such representation or warranty will not be enforceable against BrightDrop.

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DISCLAIMER OF LIABILITY: Except as provided in the express written warranties in this booklet, BrightDrop will not be liable in contract, tort or otherwise for any direct, indirect, economic, commercial, incidental, consequential, or special loss or damage or expense or claim, howsoever caused, arising in connection with the sale, use, loss of use, performance or non-performance of the subject vehicle or part thereof.

NOTICE REGARDING LIMITATIONS: The terms contained in this limited warranty are not intended to limit or otherwise modify or exclude any warranty that by law cannot be limited, disclaimed or excluded. When and to the extent that any applicable Canadian law prohibits in a particular situation, any term contained in this warranty, such term will be considered severable and deemed deleted from this warranty in that situation.

BrightDrop does not authorize any person to create for it any other obligation or liability in connection with these vehicles. **Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of this written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. BrightDrop shall not be liable for incidental or consequential damages, such as, but not limited to, lost wages or vehicle rental expenses, resulting from breach of this written warranty or any implied warranty.***

Warranty Repairs – Component Exchanges

In the interest of customer satisfaction, BrightDrop may offer exchange service on some vehicle components. This service is intended to reduce the amount of time your vehicle is not available for use due to repairs. Components used in exchange are service replacement parts that may be new, remanufactured, or refurbished.

Remanufactured parts meet BrightDrop approved service part requirements and are made from previously used components in a process that involves disassembly, inspection, cleaning, update of software and replacement of parts as appropriate, testing and reassembly.

Refurbished parts meet BrightDrop approved service part requirements and are previously used parts that are inspected, cleaned, tested, and repackaged.

All exchange components used meet BrightDrop standards and are warranted the same as new components. Examples of the types of components that might be serviced in this fashion includes, but is not limited

to: instrument cluster assemblies, infotainment systems, cameras, batteries, and control modules.

Warranty Repairs – Recycled Materials

Environment Canada guidelines and BrightDrop and General Motors support the capture, purification, and reuse of automotive air conditioning refrigerant gases and coolant. As a result, any repairs BrightDrop or General Motors may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

Tire Service

Any authorized BrightDrop dealer or service station or tire dealer for your brand of tires can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, contact the BrightDrop Service Operations and Support at 1-888-987-4377.

Aftermarket Vehicle Propulsion Enhancement Products and Modifications

Some aftermarket vehicle propulsion products and modifications promise a way to increase the horsepower and torque levels of your vehicle. You should be aware that these products may have detrimental effects on the performance and life of the propulsion system. The vehicle propulsion system has been designed and built to offer industry leading durability and performance. Vehicle propulsion enhancement products may enable the vehicle to operate at horsepower and torque levels that could damage, create failure, or reduce the life of the propulsion system. Damage, failure, or reduced life of the propulsion system or other vehicle components caused by aftermarket vehicle propulsion enhancement products or modifications may not be covered under your vehicle warranty.

12 Things to Know About the New Vehicle Limited Warranty

Paint, Trim, and Appearance Items

Defects in paint, trim, upholstery, or other appearance items are normally corrected during new vehicle preparation. If you find any paint or appearance concerns, advise your dealer as soon as possible. Your owner manual has instructions regarding the care of these items.

Vehicle Operation and Care

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

If you have questions on how to keep your vehicle in good working condition, see your EV Certified BrightDrop dealer or authorized service station, the place many customers choose to have their maintenance work done. You can rely on your EV Certified BrightDrop dealer or authorized service station to use the proper parts and repair practices.

Maintenance and Warranty Service Records

Receipts and records covering the performance of regular maintenance or emergency repairs should be retained in the event questions arise concerning maintenance. These receipts and records should be transferred to each subsequent owner of this vehicle. BrightDrop may, deny a warranty claim if a failure to perform scheduled maintenance is suspected to have resulted in the failure of a warranted part.

Chemical Paint Spotting

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

Although no defect in the factory applied paint causes this, BrightDrop will repair, at no charge to the owner, the painted surfaces of new vehicles damaged by this fallout condition within 12 months or 20,000 kilometres of purchase, whichever comes first.

Warranty Coverage – Extensions

Distance Extensions : Prior to delivery, some kilometres are put on your vehicle during testing at the assembly plant, during shipping, and while at the dealer facility. The dealer records this odometer reading on the first page of this warranty booklet at delivery. For eligible vehicles, this distance will be added to the distance limits of the warranty ensuring that you receive full benefit of the coverage. Warranty distance extension eligibility:

- Applies only to new vehicles held exclusively in new vehicle inventory.
- Does not apply to used vehicles, BrightDrop-owned vehicles, dealer owned used vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with more than 1,600 kilometres on the odometer even though the vehicle may not have been registered for license plates.

Original Equipment Alterations

This warranty does not cover any damage or failure resulting from modification or alteration to the vehicle's original equipment as manufactured or assembled by General Motors. Examples of the types of alterations

that would not be covered include cutting, welding, or disconnecting of the vehicle's original equipment parts and components.

Additionally, BrightDrop does not warranty non-BrightDrop or non-General Motors parts, calibrations, and/or software modifications.

The use of parts, control module calibrations, software modifications, and/or any other alterations not issued through BrightDrop will void the warranty coverage for those components that are damaged or otherwise affected by the installation of the non-BrightDrop or non-General Motors part, control module calibration, software modification, and/or other alteration.

Recreation Vehicle and Special Body or Equipment Alterations

Installations or alterations to the original equipment vehicle or chassis, as manufactured and assembled by General Motors, are not covered by this warranty. The special body company, assembler, or equipment installer is solely responsible for warranties on the body or equipment and any alterations to any of the parts, components, systems, or assemblies installed by General Motors. Examples include, but are not limited to, special body installations, such as recreational vehicles,

the installation of any non-BrightDrop or non-General Motors part, cutting, welding, or the disconnecting of original equipment vehicle or chassis parts and components, extension of the wheelbase, suspension and driveline modifications, and axle additions.

Pre-Delivery Service

Defects in the mechanical, electrical, sheet metal, paint, trim, and other components of your vehicle may occur at the factory or while it is being transported to the dealer facility. Normally, any defects occurring during assembly are identified and corrected at the factory during the inspection process.

Any defects still present at the time the vehicle is delivered to you are covered by the warranty. If you find any defects, advise BrightDrop without delay.

Production Changes

General Motors, BrightDrop and EV Certified BrightDrop dealers reserve the right to make changes in vehicles built, distributed and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built, distributed and/or sold by them.

14 Customer Satisfaction Procedure

Your satisfaction is important to BrightDrop.

STEP ONE : Discuss your concern with your BrightDrop Fleet Account Manager.

STEP TWO : An additional resource for concern resolution is the **BrightDrop Service Operations and Support** at 1-888-987-4377.

Please have the following information available to give the BrightDrop Fleet Account Care Representative:

- The Vehicle Identification Number (VIN).
This is available from the vehicle registration or title, or the plate above the top of the instrument panel on the driver side, and visible through the windshield.
- The vehicle delivery date and present mileage.

BrightDrop is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when BrightDrop will establish a special coverage adjustment program to pay all or part of the cost of certain repairs not covered by the warranty or to reimburse certain repair expenses you may have incurred. Check with your EV Certified BrightDrop dealer or authorized service station, or call BrightDrop Service Operations and Support at 1-888-987-4377 to determine whether any special coverage adjustment program is applicable to your vehicle.

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

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To assist the hearing or speech impaired, please contact our BrightDrop Service Operations and Support Contact Center at support@gobrightdrop.com.

BrightDrop Service Operations and Support:
1-888-987-4377