

# MYCHEVROLET , MYBUICK , MYGMC AND MYCADILLAC MOBILE APP



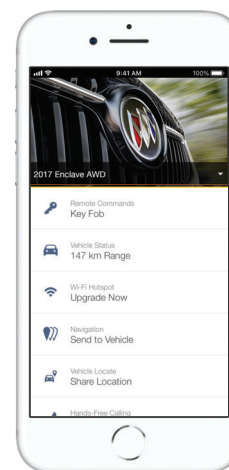
2019 Chevrolet Equinox with optional equipment shown.

## MYCHEVROLET, MYBUICK, MYGMC AND MYCADILLAC MOBILE APP<sup>1</sup> KEEPS DEALERS AND CUSTOMERS IN THE LOOP

The myChevrolet®, myBuick®, myGMC® and myCadillac® Mobile App lets customers send certain remote commands to their properly equipped vehicle<sup>2</sup> right from their compatible smartphone, allowing them to turn their vehicle's engine on or off<sup>3</sup>, and perform tasks like viewing How Things Work videos, making service appointments and more.

We continue to add features to the vehicle's mobile app to make it a tool customers can use every day. Encouraging your customers to use it and make your dealership their Preferred Dealer is a great way for you and your customers to stay connected – which could help drive loyalty and service retention. Features may vary by model year, trim level and country.

The mobile app is available for use with select properly equipped 2010 and newer Chevrolet, Buick, GMC and Cadillac models in the U.S. and Canada. A limited feature set is available for select pre-2010 model year vehicles. These features are limited to “Parked Location” and “Owner's Manual.”



NOTE: Dashboard may vary.

## SUPPORTED DEVICES

- Compatible Apple®<sup>4</sup> iPhones
- Compatible Apple Watch®<sup>5</sup> devices
- Compatible Android™<sup>6</sup> smartphones



<sup>1</sup> Available on select Apple and Android devices. Service availability, features and functionality are subject to limitations and vary by model and/or vehicle configuration, device and the plan in which you are enrolled. Device data connection required. Visit [onstar.ca](http://onstar.ca) for more details. <sup>2</sup> Visit [onstar.ca](http://onstar.ca) for coverage maps, details and system limitations. Services vary by model and/or vehicle configuration, service plan and conditions as well as geographical and technical restrictions. Service plan required. <sup>3</sup> Requires subscription to OnStar Basic Plan, OnStar Protection Plan, OnStar Security Plan, OnStar Guidance Plan, Remote Access Plan or Premium Access Plan. Services are subject to user terms and limitations and vary by model and/or vehicle configuration. Unlock feature requires automatic locks. Remote start requires GM factory-installed and enabled remote start system. Visit [onstar.ca](http://onstar.ca) for more details. <sup>4</sup> Apple, the iPhone and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries. <sup>5</sup> Apple Watch is a registered trademark of Apple Inc., registered in the U.S. and other countries. Some features may require a paid service plan. Features and capability may vary by vehicle, device and conditions. Device data connection required. <sup>6</sup> Android and Google Play are trademarks of Google LLC. Use of these trademarks are subject to Google Permissions.

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## MYCHEVROLET, MYBUICK, MYGMC AND MYCADILLAC MOBILE APP<sup>1</sup> FEATURES

After downloading the mobile app on their phone, customers will either log into their existing Owner Centre account or tap “Create Account” to register a new account in Owner Centre. They can also reset their password, if need be. Here’s a look at the features of the app — many of which we think your customers will use time and time again. Some features require a paid plan.

### CONNECTED ACCESS<sup>7</sup> FEATURES (standard connectivity for 10 years for new properly equipped vehicles<sup>2</sup>)

#### AVAILABLE BUILT-IN 4G LTE WI-FI<sup>®</sup> HOTSPOT

- Change Hotspot name and password
- Purchase data

#### TRAILERING FEATURES<sup>8</sup> (MY2020 - CHEVROLET SILVERADO 1500 AND GMC SIERRA ONLY)

- Create, manage and share trailer profiles
- Monitor trailer health and trailering-related vehicle status (including trailer mileage, vehicle estimated fuel economy when a trailer is attached, and, if equipped, trailer tire pressure and temperature)
- Pre-departure checklists, including custom checklist items
- Trailer lighting sequence
- Create trailer maintenance reminders
- How-to videos and instructions
- Glossary of terms
- A Load Calculator allowing you to input the weights of your truck, trailer and load to help ensure safe operation
- iN-Command<sup>®9</sup> allows you to Bluetooth<sup>®10</sup> pair your properly-equipped RV and view certain aspects of your RV such as floor plan information (capabilities will vary based on trailer manufacturer, model and installed options)

#### PREFERRED DEALER

- Set your Preferred Dealer or search for nearest dealer (dealer participation required)
- Schedule service (dealer participation required)
- Check for recalls

#### ASSISTANCE

- Reach OnStar<sup>®</sup>, Chevrolet, Buick, GMC or Cadillac Support or Roadside Assistance<sup>11</sup>

#### VEHICLE SERVICE

- View select recommended maintenance and service
- Schedule appointments with your Preferred Dealer (dealer participation required)
- Manage scheduled appointments (change/cancel appointments; dealer participation required)
- Keep track of service visit status once you’ve checked in (dealer participation required)

#### ROADSIDE ASSISTANCE<sup>11</sup>

- Request and track Roadside Assistance

#### OWNER’S MANUAL

- Search complete Owner’s Manual content

#### HOW THINGS WORK

- Understand key features by viewing videos specific to the vehicle

#### SOCIAL MEDIA

- Connect with Chevrolet, Buick, GMC and Cadillac brands

<sup>7</sup> Services, connectivity and capabilities are subject to user terms and limitations and vary by model and/or vehicle configuration, as well as geographical and technical restrictions. Connected Access does not include emergency or security services; service availability requires compatible 4G LTE wireless networks; standard connectivity available to original purchaser for a limited period from the trial activation date for properly equipped vehicles and is not transferable. 4G LTE service available in select markets; requires data plan (credit card needed for purchase) to access the vehicle’s built-in Wi-Fi Hotspot; Accessory Power must be active to use the Wi-Fi Hotspot; data plans are provided by AT&T or its local service provider and may change. Visit [onstar.ca](http://onstar.ca) for vehicle availability, coverage maps, details and system limitations. <sup>8</sup> Device data connection required. Available on select Apple and Android devices. Some features require connected vehicle services trial or active plan and working electrical system. Service availability, features and functionality vary by model and/or vehicle configuration. Available only for select Chevrolet Silverado 1500 and select GMC Sierra trucks. Visit [onstar.ca](http://onstar.ca) for details and limitations. <sup>9</sup> iN-Command<sup>®</sup> is provided by ASA Electronics and is designed to operate within 9 metres of the trailer. Works with trailers equipped with iN-Command<sup>®</sup> Control System with Global Connect<sup>™</sup> via Bluetooth<sup>®</sup> connection. Control and monitoring functionality varies by trailer manufacturer, model, and installed options. Use of the iN-Command<sup>®</sup> Control System feature through the myChevrolet or myGMC mobile app requires an active service plan. User terms apply. Visit [onstar.ca](http://onstar.ca) for details and limitations. <sup>10</sup> Visit [my.gm.ca/chevrolet/en/learnAbout/bluetooth](http://my.gm.ca/chevrolet/en/learnAbout/bluetooth), [my.gm.ca/buick/en/learnAbout/bluetooth](http://my.gm.ca/buick/en/learnAbout/bluetooth), [my.gm.ca/gmc/en/learnAbout/bluetooth](http://my.gm.ca/gmc/en/learnAbout/bluetooth) or [my.gm.ca/cadillac/en/learnAbout/bluetooth](http://my.gm.ca/cadillac/en/learnAbout/bluetooth) for more information. Full Bluetooth feature functionality varies by device, model and/or vehicle configuration, and software version. Bluetooth is a registered trademark of Bluetooth SIG, Inc. <sup>11</sup> Roadside service provided by Allstate Roadside Services. Limitations and restrictions apply. Coverage required to be able to access this service via the vehicle’s mobile app.

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## MYCHEVROLET, MYBUICK, MYGMC AND MYCADILLAC MOBILE APP<sup>1</sup> FEATURES

In addition to Connected Access<sup>7</sup> that comes standard on new properly equipped vehicles<sup>2</sup>, below are the Remote Access<sup>12</sup> services available to your customers during their 1-month trial<sup>13</sup>.

### REMOTE ACCESS<sup>12</sup> FEATURES (paid plan required after the trial period<sup>13</sup>)

|   |   |  |
|---|---|--|
|  <b>REMOTE COMMANDS</b> <ul style="list-style-type: none"> <li>Start or stop engine</li> <li>Lock or unlock vehicle</li> <li>Sound the vehicle's horn</li> <li>Flash the vehicle's lights</li> </ul>   |  <b>VEHICLE LOCATE</b> <ul style="list-style-type: none"> <li>View your vehicle's approximate location on a map. If your vehicle is moving, an arrow will show you the direction it's traveling.</li> <li>Allow your selected contacts to receive text notifications when your vehicle has arrived at a pre-determined destination</li> <li>Set and share notifications for arrivals and departures</li> <li>Set boundary notifications</li> </ul> |  <b>VOICE CONTROL INTEGRATION</b> <ul style="list-style-type: none"> <li>Connect with your vehicle simply by speaking. You can ask Google Assistant<sup>14</sup> or Amazon® Alexa<sup>15</sup> to start/stop your engine or lock/unlock your doors<sup>16</sup> (commands only available in English).</li> </ul>  |
|  <b>VEHICLE STATUS</b> <ul style="list-style-type: none"> <li>Estimated fuel level or efficiency</li> <li>Tire pressure (does not monitor spare tire)</li> <li>Oil life status (Good, Service soon or Service immediately)</li> <li>Odometer reading</li> <li>Diesel Exhaust Fluid (DEF) level (if equipped) (Optimal, Low, Critically low)</li> </ul> |  <b>SEND-TO-VEHICLE NAVIGATION</b> <ul style="list-style-type: none"> <li>Search for and send directions from your compatible smartphone to your vehicle's navigation system</li> <li>Plot your vehicle's location on a map</li> </ul>   |  <b>REMOTE PERSONALIZATION</b> <ul style="list-style-type: none"> <li>Personalize your compatible infotainment<sup>17</sup> system from outside your vehicle using the vehicle's mobile app; your selection will sync to the infotainment system on the next ignition cycle (if equipped; requires data connection).</li> <li>Choose in-vehicle apps<sup>18</sup> available for download</li> </ul> |
|   |   |  <b>SMART DRIVER</b> <ul style="list-style-type: none"> <li>Gain insights into your driving habits, including a monthly summary of tips to help you improve your driving.</li> <li>Access a quick view of hard braking and acceleration events, as well as distance driven.</li> <li>View select events from a recent trip on a map or timeline.</li> </ul>   |

Shaded area = New features

<sup>12</sup> Services and capabilities may vary by model and/or vehicle configuration. Smart Driver is not available for MY2014 and older vehicles. Remote Personalization is not available on MY2016 and older vehicles; requires properly equipped vehicle with compatible hardware and a paid data plan. Diagnostic capabilities do not cover all vehicle conditions; requires email address on file and enrollment in Vehicle Diagnostics to receive alerts; additional message and data rates may apply. Tire Pressure Monitoring System required (excludes spare). Does not include emergency or security services. Vehicle Locate is designed to locate compatible connected vehicles and capabilities vary by model and/or vehicle configuration and mobile device; available in U.S., Canada and Mexico only. Remote Key Fob enables services such as remote start (requires GM factory-installed and enabled remote start system), door lock/unlock (requires automatic locks) as well as lights and horn activation. Send-to-Vehicle Navigation requires a GM factory-installed navigation system to send directions to the vehicle. Amazon Alexa and Google Assistant can interact with properly equipped GM vehicles in the U.S. and Canada in U.S. English; some commands are not supported on some vehicles; requires an Internet connection. Some services require access to the mobile app; available on select Apple and Android devices. Services are subject to user terms and limitations. Visit [onstar.ca](http://onstar.ca) for more details. <sup>13</sup> New properly equipped vehicles are eligible for 1 month of Connected Services trial and OnStar Safety & Security coverage starting at trial activation date; includes emergency and navigation services, Connected Navigation (available on select vehicles), the Remote Access Plan, plus a 3 GB or 1-month (whichever comes first) data plan trial. Services subject to user terms and limitations; capabilities vary by model and/or vehicle configuration; visit [onstar.ca](http://onstar.ca) for details. Data plans offered by AT&T or its local service provider. Availability subject to change. GM Canada may modify, extend or terminate offers for any reason, in whole or in part, at any time, without notice. Requires vehicle electrical system (including battery), wireless service and GPS satellite signal to be available and operating for features to function properly. <sup>14</sup> Google Assistant is not available in certain languages and countries. Requires Internet connection. Google, Android, Google Assistant and other related marks and logos are trademarks of Google LLC. Use of these trademarks is subject to Google Permissions. <sup>15</sup> Amazon, Alexa and all related logos are trademarks of Amazon.com Inc. or its affiliates. <sup>16</sup> Requires the OnStar Basic Plan or paid Remote Access Plan. Service availability, features and functionality are subject to limitations and vary by vehicle, device and location. Device data connection is required. Requires account linking to use. Lock/unlock feature requires automatic locks. Remote start/stop requires GM factory-installed and -enabled remote start system. Visit [onstar.ca](http://onstar.ca) for details and limitations. <sup>17</sup> Functionality varies by model. Full functionality requires compatible Bluetooth and smartphone, and USB connectivity for some devices. Data plan rates may apply. <sup>18</sup> Additional data plan rates may apply. Available on select GM vehicles with compatible hardware. Third-party trademarks are the property of their respective third-party owners and used under agreement. Requires active connected vehicle services and data plan or connection to an external Wi-Fi Hotspot. Vehicle data plans provided by AT&T or its local service provider. Services are subject to user terms and limitations. Visit [onstar.ca](http://onstar.ca) for more details.

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## SPECIAL FEATURES

- Android™<sup>6</sup> phone users with an eligible vehicle/account
  - Use a fingerprint for remote commands or PIN-protected features
  - Perform some basic vehicle management commands using a hard press on the ANDROID LAUNCHER shortcuts icon (requires Nougat 7.1 or later)
- iPhone®<sup>4</sup> users with an eligible vehicle/account
  - iPhone X users will be able to use Face ID to access the mobile app
  - Use Touch ID for remote commands or OnStar PIN-protected features
  - Issue remote commands using 3D Touch™ (iPhone 6s or later)
- Apple Watch®<sup>5</sup> users with an eligible vehicle/account
  - Issue remote commands via Apple Watch
  - Use the “Locate Vehicle” service via Apple Watch for directions to get back to their vehicle via walking, driving or mass transit
  - Change the vehicle they're viewing in the mobile app garage via their Apple Watch

## HOW TO EDIT THE MOBILE APP<sup>1</sup> DASHBOARD

To begin, customers select “Edit Dashboard” from the bottom of the home screen.



1. To hide or make features visible, customers check or uncheck features.
2. To reorder features, they grab the three bars to the right of the feature and drag them up or down.
3. Finally, they should tap the SAVE button at the top right of “Edit Dashboard” screen to save their changes and exit the edit function.

## TIPS FOR USING THE MOBILE APP

- In order for your customers to schedule service appointments using the mobile app, your DMS scheduling software must integrate with the Owner Centre scheduling software. If it doesn't, your customers will have to use the “Contact Dealer” feature.
- Your customers can view their Connected Services and OnStar billing history through the Account section of the vehicle's mobile app.
- The mobile app garage
  - Customers may have up to 10 vehicles in their garage
  - All vehicles must be on the same account
  - Vehicles must be added by VIN through the Owner Centre website
- **Use the app with Apple CarPlay<sup>19</sup> and Android Auto<sup>20</sup>**  
Customers can use the mobile app in Apple CarPlay or Android Auto, if equipped, so they can interact with some of the app's features through their vehicle's infotainment screen. To get started, customers should connect their compatible phone to the dashboard via a Lightning® or Micro-USB cable in their vehicle. Once the vehicle detects the phone is connected, it will display the Apple CarPlay or Android Auto logo and populate compatible apps (requires acceptance of user terms).

Available features include access to:

- Virtual Garage
- Available built-in 4G LTE Wi-Fi® Hotspot plan name and dates
- Vehicle Owner's Manual
- Contact information for Chevrolet, Buick, GMC, Cadillac, OnStar® and Roadside Assistance (if available)
- Dealer Locator to view, manage and navigate to preferred Dealer
- Schedule service

## DEALER SUPPORT:

OnStar Dealer Centre / 1-888-ONSTAR-1 (1-888-667-8271)

<sup>19</sup> Vehicle user interface is a product of Apple and its terms and privacy statements apply. Requires compatible iPhone and data plan rates apply. Apple CarPlay is a trademark of Apple Inc. Siri, iPhone and iTunes are trademarks for Apple Inc, registered in the U.S. and other countries. <sup>20</sup> Vehicle user interface is a product of Google and its terms and privacy statements apply. Requires the Android Auto app on Google Play and an Android compatible smartphone running Android™ 5.0 or higher. Data plan rates apply. Android Auto is a trademark of Google LLC.

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