MYCHEVROLET , MYBUICK , MYGMC AND MYCADILLAC MOBILE APP


2019 Chevrolet Equinox with optional equipment shown.

MYCHEVROLET, MYBUICK, MYGMC AND MYCADILLAC MOBILE APP[1] 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[2] right from their compatible smartphone, allowing them to turn their vehicle's engine on or off[3], 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."
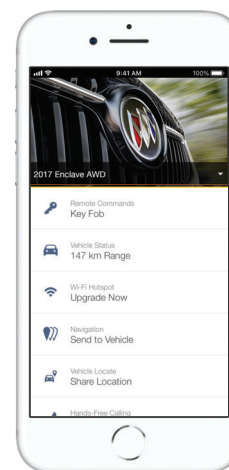
NOTE: Dashboard may vary.

SUPPORTED DEVICES

- **Compatible Apple®[4] iPhones**
- **Compatible Apple Watch®[5] devices**
- **Compatible Android™[6] smartphones**

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FEBRUARY 2020

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MYCHEVROLET, MYBUICK, MYGMC AND MYCADILLAC MOBILE APP[1] 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[7] FEATURES (standard connectivity for 10 years for new properly equipped vehicles[2])

AVAILABLE BUILT-IN 4G LTE WI-FI® HOTSPOT

- Change Hotspot name and password
- Purchase data

TRAILERING FEATURES[8]
(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®[9] allows you to Bluetooth®[10] 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®, Chevrolet, Buick, GMC or Cadillac Support or Roadside Assistance[11]

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[11]

- 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

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MYCHEVROLET, MYBUICK, MYGMC AND MYCADILLAC MOBILE APP[1] FEATURES

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

REMOTE ACCESS[12] FEATURES (paid plan required after the trial period[13])

REMOTE COMMANDS

- Start or stop engine
- Lock or unlock vehicle
- Sound the vehicle's horn
- Flash the vehicle's lights

VEHICLE STATUS

- Estimated fuel level or efficiency
- Tire pressure (does not monitor spare tire)
- Oil life status (Good, Service soon or Service immediately)
- Odometer reading
- Diesel Exhaust Fluid (DEF) level (if equipped) (Optimal, Low, Critically low)

VEHICLE LOCATE

- View your vehicle's approximate location on a map. If your vehicle is moving, an arrow will show you the direction it's traveling.
- Allow your selected contacts to receive text notifications when your vehicle has arrived at a pre-determined destination
- Set and share notifications for arrivals and departures
- Set boundary notifications

SEND-TO-VEHICLE NAVIGATION

- Search for and send directions from your compatible smartphone to your vehicle's navigation system
- Plot your vehicle's location on a map

VOICE CONTROL INTEGRATION

- Connect with your vehicle simply by speaking. You can ask Google Assistant[14] or Amazon® Alexa[15] to start/stop your engine or lock/unlock your doors[16] (commands only available in English).

REMOTE PERSONALIZATION

- Personalize your compatible infotainment[17] 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).
- Choose in-vehicle apps[18] available for download

SMART DRIVER

- Gain insights into your driving habits, including a monthly summary of tips to help you improve your driving.
- Access a quick view of hard braking and acceleration events, as well as distance driven.
- View select events from a recent trip on a map or timeline.

Shaded area = New features

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SPECIAL FEATURES

- Android™[6] 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®[4] 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®[5] 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[1] 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®[19] and Android Auto™[20]** 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)