

WHEN “GENTLY USED” ISN'T GOOD ENOUGH



FACTORY BACKED BY FCA US LLC

✓ **WARRANTIES**

✓ **OPTIONAL MOPAR® VEHICLE PROTECTION PLANS**

 **Certified Pre-owned**
CHRYSLER • DODGE • JEEP • RAM • FIAT

WARRANTIES

3 YOUR LEGAL RIGHTS UNDER THESE LIMITED WARRANTIES 7-YEAR/100,000-MILE CERTIFIED PRE-OWNED VEHICLE POWERTRAIN LIMITED WARRANTY (FOR LATE-MODEL VEHICLES)

- What's Covered 3
- \$100 Deductible 3
- Persons to Whom the Limited Warranty Is Offered..... 3
- Towing 3
- Transfer of Your Powertrain Limited Warranty 3

4 3-MONTH/3,000-MILE MAXIMUM CARE COVERAGE (INCLUDED WITH YOUR WARRANTY)

- What's Covered 4
- What's Not Covered 4
- \$100 Deductible 4

4 WHAT IS NOT COVERED UNDER ANY FCA US LLC LIMITED WARRANTY

- Modifications That Will Void Your Limited Warranties 4
- Environmental Factors Not Covered..... 4
- Maintenance Costs Not Covered..... 4
- Certain Kinds of Corrosion Not Covered 5
- Other Exclusions..... 5
- Total Loss, Salvage, Junk or Scrap Vehicles Not Covered 5
- Restricted Limited Warranty 5
- Registration and Operation Requirements 5
- Other Terms of These Limited Warranties 5

5 OTHER CERTIFIED PRE-OWNED VEHICLE SERVICES

- Towing/Roadside Assistance 5
- How to Use Roadside Assistance..... 6
- Car Rental Allowance 6

6 HOW TO OBTAIN LIMITED WARRANTY SERVICE FOR YOUR VEHICLE

- Limited Warranty Service in the U.S. or Canada 6
- Limited Warranty Service Tips 6
- Documentation 7
- Limited Warranty Service in Foreign Countries..... 7
- Emergency Limited Warranty Repairs..... 7

7 HOW TO DEAL WITH LIMITED WARRANTY PROBLEMS

- What FCA US LLC Will Do 7
- If Your Problem Still Isn't Resolved 7

8 SCHEDULED SERVICE MAINTENANCE LOG

- Notice Under State Lemon Laws 8
- Helpful Address and Telephone Number 8

9 UPGRADING YOUR VEHICLE PROTECTION PLAN

- When Plan Coverage Begins and Ends 9
- Personalized Plan Provisions 9
- \$100 Deductible 9
- Car Rental Allowance 9
- First Day Rental..... 9
- \$1,000 Trip Interruption Coverage..... 9
- Key Fob Repair/Replacement 9
- \$100 Towing/Roadside Assistance 9
- Transfer Policy..... 10
- Eligible Vehicles..... 10

11 UPGRADE PLAN COVERAGE LEVELS

- Powertrain Care Plus..... 11
- Added Care..... 11
- Added Care Plus 11
- Maximum Care 11

12 OPTIONAL MOPAR VEHICLE PROTECTION PLAN

Please keep this limited warranty brochure with your vehicle as it provides details about your Certified Pre-Owned Vehicle's warranty as well as facts about parts and service.



YOUR LEGAL RIGHTS UNDER THESE LIMITED WARRANTIES

The limited warranties contained in this booklet, and any remaining coverage that your vehicle may have under its FCA US LLC New Vehicle Basic Limited Warranty, are the only express limited warranties that FCA US LLC makes for your Certified Pre-Owned Vehicle. These limited warranties give you specific legal rights, and you may also have other rights that vary from state to state. For example, you may have some implied warranties, depending on the state in which your vehicle is registered.

- An “implied warranty of merchantability” means that your vehicle is reasonably fit for the general purpose for which it was sold
- An “implied warranty of fitness for a particular purpose” means that your vehicle is suitable for your special purposes if those special purposes were specifically disclosed to FCA US LLC itself — not merely to the dealer — before your purchase.

These implied warranties are limited to the time periods covered by the express written limited warranties contained in this booklet to the extent allowed by the law. Some states do not allow limitations on how long an implied limited warranty lasts, so the above limitations may not apply to you.

If your vehicle is primarily used for business or commercial purposes, then these implied warranties do not apply. FCA US LLC disclaims them to the extent allowed by the law.

There is no limited warranty coverage and the implied limited warranty of fitness for a particular purpose does not apply if your vehicle is used for racing, even if the vehicle is equipped for racing.

7-YEAR/100,000-MILE CERTIFIED PRE-OWNED VEHICLE POWERTRAIN LIMITED WARRANTY (FOR LATE-MODEL VEHICLES) (ALSO REFERRED TO AS “POWERTRAIN LIMITED WARRANTY”)

What’s Covered

FCA US* warrants the following parts and components of your Certified Pre-Owned Vehicle’s powertrain against defects in workmanship, materials and factory preparation for 7 years or 100,000 miles on the odometer, whichever occurs first (for late-model vehicles), measured from the vehicle’s original limited warranty start date when sold as new.

*FCA US LLC and FCA Service Contracts LLC collectively referred to as FCA US. The actual company issuing and/or administering this Powertrain Limited Warranty and Maximum Care Coverage will vary from state to state depending upon regulation in that state.

Engine: Cylinder block and all internal parts, cylinder head assemblies, timing case, chain, gears, belt and sprockets, harmonic balancer, oil pump, water pump and housing, intake and exhaust manifolds, flywheel with starter ring gear, core plugs, valve covers, oil pan, oil filter adapter housing, turbocharger housing and all internal parts, turbocharger wastegate actuator, supercharger, serpentine belt tensioner, seals and gaskets for listed components. NOTE: Gas engines include fuel injectors, but exclude clogged injectors. Diesel engines include fuel injector pump and injector.

Transmission: Transmission case and all internal parts, torque converter, flex plate/drive plate, transmission range switch, transmission control module, bell housing, oil pan, seals and gaskets for listed components (manual transmission clutch parts are not covered at any time).

Front-Wheel Drive: Transaxle case and all internal parts, axle shaft assemblies, constant velocity joints and boots, front wheel bearings, differential cover, oil pan, transaxle speed sensor, transaxle solenoid assembly, PRNDL position switch, transaxle electronic controller, torque converter, seals and gaskets for listed components (manual transmission clutch parts are not covered at any time).

Rear-Wheel Drive: Rear axle housing and all internal parts, axle shafts, axle shaft bearings, driveshaft assemblies, driveshaft center bearings, universal joints and yokes, seals and gaskets for listed components only.

Four-Wheel Drive/All-Wheel Drive: Transfer case/power transfer unit and all internal parts, viscous coupler, front and rear axle housing assemblies and all internal parts, rear driveline module, axle shafts, axle shaft bearings, constant velocity joints and boots, driveshaft and axle shaft assemblies, driveshaft center bearings, universal joints and yokes, disconnect housing assembly, differential carrier assembly and all internal parts, output ball bearing and flange, end cover, overrunning clutch, shift motor, vacuum motor, torque tube, pinion spacer and shim, seals and gaskets for listed components only.

\$100 Deductible

You are responsible for the first \$100 of the total cost of covered component repairs performed during each repair visit. The Powertrain Limited Warranty pays the remaining cost of covered repairs.

Persons to Whom the Limited Warranty Is Offered

The Certified Pre-Owned Vehicle Powertrain Limited Warranty is extended to the original purchaser of the Certified Pre-Owned Vehicle. In addition, the Powertrain Limited Warranty is also offered to the first transferee from that original purchaser if a \$150 transfer fee is paid. The fee must be paid at an FCA US LLC dealership. Second and subsequent transfers are not covered by the Powertrain Limited Warranty.

Towing

The Powertrain Limited Warranty also covers the cost of towing your vehicle (up to a \$100 maximum per occurrence) to the nearest Chrysler, Dodge, Jeep, or Ram dealer if your vehicle can’t be driven because of a failure of a covered powertrain part.

Transfer of Your Powertrain Limited Warranty

Your Powertrain Limited Warranty may be transferred only ONCE — to the person to whom you sell or transfer your Certified Pre-Owned Vehicle. There is a fee of \$150 for this transfer, and the transfer must be recorded and the fee paid at an authorized FCA US LLC dealer.



3-MONTH/3,000-MILE MAXIMUM CARE COVERAGE (INCLUDED WITH YOUR WARRANTY)

(ALSO REFERRED TO AS “MAXIMUM CARE”)

What’s Covered

FCA US* warrants the following components of your Certified Pre-Owned Vehicle for 3 Months or 3,000 Miles, whichever comes first, measured from the date when the Certified Pre-Owned Vehicle is sold and delivered to the purchaser, or on the expiration of any remaining coverage under the 3-Year/36,000-Mile New Vehicle Limited Warranty, whichever date comes later.

All major assembly components and steering, air conditioning, engine cooling/fuel system, front suspension, all electrical systems, all engine computers, shocks, torsion bars, engine mounts, brakes, antilock brakes, instrumentation, rear suspension and all seat, hood, trunk, lid, liftgate, door and window mechanisms.

*FCA US LLC and FCA Service Contracts LLC collectively referred to as FCA US. The actual company issuing and/or administering this Powertrain Limited Warranty and Maximum Care Coverage will vary from state to state depending upon regulation in that state.

What’s Not Covered

These items are not covered by the Maximum Care Coverage: wear items, tires, wipers, maintenance services and items used in those services, glass and plastic lenses, body and paint repairs including dents, soft-trim items, remote transmitters, accessories added after manufacture including snowplows, winches and trailer hitches, manual clutch assembly and facings, belts and hoses, and normally replaceable brake parts, including shoes, pads, rotors and drums.

\$100 Deductible

You are responsible for \$100 of the total cost of covered component repairs performed during each repair visit. The Maximum Care Coverage pays the remaining cost of covered repairs.



WHAT IS NOT COVERED UNDER ANY FCA US LLC LIMITED WARRANTY

Modifications to Your Certified Pre-Owned Vehicle That Are Not Covered

Certain changes that you might make to your vehicle do not, by themselves, void the limited warranties that apply to your Certified Pre-Owned Vehicle. Examples of some of these changes are:

- Installing non-FCA US LLC parts, components or equipment (such as a non-FCA US LLC radio or speed control)
- Using special non-FCA US LLC materials or additives

Your limited warranties do not cover any part that FCA US LLC did not supply or did not certify for use on your vehicle. Nor do they cover the costs of any repairs or adjustments that might be caused or needed because of the installation or use of non-FCA US LLC parts, components, equipment, materials or additives.

Performance or racing parts are considered to be non-FCA US LLC parts. Repairs or adjustments caused by their use are not covered under your limited warranties.

Examples of the Types of Alterations Not Covered Are:

- Installing accessories — except for Authentic FCA US LLC Accessories by Mopar®, installed by an authorized FCA US LLC dealer
- Applying rustproofing or other protection products
- Using any fluid, including refrigerant, motor oil or transmission fluid, not listed in your Owner’s Manual as approved for use in your Certified Pre-Owned Vehicle

Modifications That Will Void Your Limited Warranties

These actions will void your limited warranties:

- Disconnecting, tampering with or altering the odometer (unless your repairing technician follows the legal requirements for repairing or replacing odometers)
- Attaching any device that disconnects the odometer

Environmental Factors Not Covered

Your limited warranties do not cover damage caused by environmental factors, such as airborne fallout, chemicals, tree sap, salt, ocean spray, acid rain and road hazards. Your limited warranties do not cover damage caused by hailstorms, windstorms, tornadoes, sandstorms, lightning, floods and earthquakes. Your limited warranties do not cover conditions resulting from anything impacting the vehicle. This includes cracks and chips in the glass, scratches and chips in painted surfaces or damage from collision.

Maintenance Costs Not Covered

Your limited warranties do NOT cover the costs of repairing damage caused by poor or improper maintenance. Nor do they cover damage caused by the use of fuels, oils, lubricants, cleaners or fluids other than those recommended in your Owner’s Manual.

Your limited warranties do not cover the costs of your vehicle’s normal or scheduled maintenance (the parts and services that all vehicles routinely need), including: lubrication, tires, engine tune-ups, replacing filters, coolant, spark plugs, bulbs or fuses (unless those costs result from a covered repair), cleaning and polishing, replacing worn wiper blades, worn brake pads and linings or clutch linings.

Your limited warranties do not cover any incidental or consequential damages connected with your vehicle's failure, either while under warranty or afterward. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the below limitation or exclusion may not apply to you.

Examples of such damages include:

- Lost time/inconvenience
- The loss of the use of your vehicle
- Gasoline, telephone, travel or lodging
- The loss of personal or commercial property
- The loss of revenue

Certain Kinds of Corrosion Not Covered

Your warranties do not cover the following:

- Corrosion caused by accident, damage, abuse or vehicle alteration
- Surface corrosion caused by such things as industrial fallout, sand, salt, hail and stones
- Corrosion caused by the extensive or abnormal transport of caustic materials, like chemicals, acids and fertilizers
- Corrosion of special bodies, body conversions or equipment not made or supplied by FCA US LLC

Other Exclusions

Your limited warranties do not cover the costs of repairing damage or conditions caused by any of the following:

- Fire or accident
- Abuse or negligence
- Racing
- Misuse — for example, driving over curbs or overloading
- Windshield or rear window damage from external objects
- Tampering with the emissions system or with a part that could affect the emissions system
- Use of used parts, even if they were originally supplied by FCA US LLC (however, authorized FCA US LLC or Mopar® remanufactured parts are covered)
- Using any fluid that does not meet the minimum recommendations in your Owner's Manual
- Using the vehicle for business or commercial uses that are not merely incidental to personal, family or household purposes

Total Loss, Salvage, Junk or Scrap Vehicles Not Covered

A vehicle has no limited warranty coverage of any kind if:

- The vehicle is declared to be a total loss by an insurance company
- The vehicle is rebuilt after being declared to be a total loss by an insurance company
- The vehicle is issued a certificate of title indicating that it is designated as "salvage," "junk," "rebuilt," "scrap" or similar words

FCA US LLC will deny limited warranty coverage without notice if it learns that a vehicle is ineligible for coverage for any of these reasons.

Restricted Limited Warranty

FCA US LLC may restrict the limited warranty on your vehicle if the vehicle is not properly maintained, or if the vehicle is abused or neglected and the abuse or neglect interferes with the proper functioning of the vehicle. If the limited warranty is restricted, coverage may be denied or subject to approval by FCA US LLC before covered repairs are performed.

Registration and Operation Requirements

The Certified Pre-Owned Vehicle Powertrain Limited Warranty, including Maximum Care Coverage, covers your vehicle only if:

- It is registered in the U.S.
- It is driven mainly in the U.S. or Canada
- It is operated and maintained in the manner described in your Owner's Manual

There is no limited warranty coverage on your Certified Pre-Owned Vehicle if it is sold, registered or operated, other than temporarily by you, outside of the United States (including the 50 states, the District of Columbia, Puerto Rico or Guam).

This policy does not apply to vehicles that have received authorization for export from FCA US LLC. Dealers may not give authorization for export. If you have any questions, you should consult an authorized dealer to determine this vehicle's limited warranty coverage.

This policy does not apply to vehicles registered to U.S. government officials or military personnel on assignment outside of the U.S.

Other Terms of These Limited Warranties

Punitive, exemplary or multiple damages may not be recovered unless applicable state or local law prohibits this disclaimer. No person, including FCA US LLC employees or dealers, may modify or waive any part of this limited warranty.

OTHER CERTIFIED PRE-OWNED VEHICLE SERVICES

In addition to the benefits of the Powertrain Limited Warranty and Maximum Care Coverage, FCA US LLC is pleased to offer the following additional services for your Certified Pre-Owned Vehicle during its warranty period.

Towing/Roadside Assistance*

As a Certified Pre-Owned Vehicle owner, you are provided 24-hour/7-day-per-week towing and roadside assistance (up to \$100 per occurrence) by FCA US LLC if your Certified Pre-Owned Vehicle is disabled. You must call (800) 521-2779 for service.

Any expense beyond \$100 is your responsibility at the time and site of service. The plan provides coverage for such items as:

- Towing to the nearest Chrysler, Dodge, Jeep® or Ram dealer or FCA US LLC authorized repair facility
- Flat-tire change (with your good spare)
- Battery jump
- Out-of-gas fuel delivery (maximum two gallons)
- Lockout service (e.g., keys locked in car or frozen lock)

Towing assistance will be dispatched only for a mechanical disablement that renders the vehicle inoperative. This service is provided to you as part of your FCA US LLC Certified Pre-Owned Vehicle Powertrain Limited Warranty to minimize any unforeseen vehicle operation inconvenience and is available all day, every day.

How to Use Roadside Assistance*

All required towing, roadside assistance, lockout and other Roadside Assistance services described previously **MUST BE ARRANGED AT TIME OF OCCURRENCE** by calling (800) 521-2779. You should be prepared to provide the FCA US LLC representative with your name, your vehicle identification number, vehicle license plate number, your location (including the phone number you are calling from) and a brief description of the problem.

All Roadside Assistance services are provided by and/or through Agero Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming where services are provided by and/or through Cross Country Motor Club of California, Inc., Thousand Oaks, CA 91360. Both collectively referred to as CCMC, CCMC acts merely as a dispatcher of referral service to persons or entities who provide the actual service. These persons and/or entities are independent contractors. Accordingly, FCA US LLC and CCMC assume no responsibility for the acts, errors, omissions, negligence and misconduct of such persons and/or entities. All persons availing themselves of the benefits of FCA US LLC Roadside Assistance are to look solely to such persons and/or entities for liability arising in connection therewith and not to FCA US LLC or CCMC.

In some cases, FCA US LLC Roadside Assistance may authorize you or your Chrysler, Dodge, Jeep, or Ram dealer to arrange for local service and will provide an authorization number to do so. Your FCA US LLC Certified Pre-Owned Vehicle Powertrain Limited Warranty will, in these instances, provide reimbursement of up to \$100 maximum per roadside assistance incident, provided that the claim contains: A) a valid original receipt of payment from the tow/repair facility for the services rendered (claims which contain anything other than original receipts may be denied) and B) the FCA US LLC Roadside Assistance authorization number. All Roadside Assistance claims that meet these requirements should be sent to:

**FCA US LLC Roadside Assistance/Attn: Claims Department
PO Box 9145
Medford, MA 02155
Phone: (800) 521-2779**

*FCA US LLC Roadside Assistance will not cover services that are solicited without first contacting FCA US LLC Roadside Assistance for prior authorization.



Car Rental Allowance*

As a Certified Pre-Owned Vehicle owner, you will be reimbursed up to \$45 per day by FCA US LLC for a rental vehicle (\$225 maximum per occurrence) any time if: A) a component fails and the component is covered by the Certified Pre-Owned Vehicle Powertrain Limited Warranty, B) any coverage is under the New Vehicle Basic Limited Warranty, C) the vehicle is inoperable because of the failure and D) repairs take overnight. Car Rental Allowance coverage is not provided where loaner vehicle coverage is provided by the warranty or the dealer.

The Plan will not pay for rental charges for a vehicle that is awaiting service or parts unless the vehicle is inoperable due to a mechanical failure of a covered component, or unless continued operation would cause further damage.

When a rental is not available, or you are not eligible for a rental car, the Plan will pay up to \$45.00 per day for alternate public transportation (including but not limited to Taxi, Uber, Lyft or other modes of public transportation) in lieu of car rental. Receipts must be from a licensed provider. Charges in excess of the amount allowed by the Plan are your responsibility.

*The rental car must be obtained from a dealer or from a licensed rental agency. Rental coverage is subject to state and local laws and those imposed by the rental agency. FCA US LLC is not responsible for any refusal of a rental agency to rent a vehicle to you.

First Day Rental

Provides a \$45 First Day Car Rental Allowance or Taxi Reimbursement for any dealership mechanical repair or maintenance service.

Please note: Excludes rental for bodywork to the exterior sheet metal/composite panel or collision repairs.

HOW TO OBTAIN LIMITED WARRANTY SERVICE FOR YOUR VEHICLE

Limited Warranty Service in the U.S. or Canada

In general, FCA US LLC recommends that you take your Certified Pre-Owned Vehicle to the Chrysler, Dodge, Jeep, or Ram dealer from which you bought it. Your selling dealer knows you and your vehicle best. You may, however, take your vehicle to ANY authorized Chrysler, Dodge, Jeep, or Ram dealer for limited warranty work, as long as the dealership is equipped to perform the services and repairs you need.

Except in emergencies, limited warranty service on your vehicle may be performed **ONLY** at an authorized Chrysler, Dodge, Jeep, or Ram dealer.

Limited Warranty Service Tips

Give thought to your appointment time. Mondays and Fridays are usually the busiest days at most dealerships. Make midweek appointments whenever you can.

Prepare for your service visit. Make a list, in priority order, of the service work you want done. Bring along all the documentation you have that relates to the problem you have or the work you want done. All work may not be covered by your FCA US LLC limited warranties.

If you've listed a number of service or repair items, be prepared to make a second visit or to leave your vehicle at the dealership for more than one day. (Many dealers have loaner vehicles available at a low daily rate.)

Accurately describe the problem. Be prepared to tell your Service Advisor what problem(s) you're having in simple, operational terms. If your vehicle is "acting funny" or is making "strange" noises, try to describe the condition in layman's terms. Tell him or her the "symptoms," not what you think the mechanical problem is. Let your dealership's service technicians diagnose the problem.

Check limited warranty work promptly. Check the service or repairs done to your vehicle as soon as you can. Tell the Service Advisor or Service Manager **IMMEDIATELY** about any work not done properly. If you can't take your vehicle back right away for corrections, make an appointment to do so at the earliest possible time.

Documentation

You should keep a complete and accurate record of all maintenance and service work done on your vehicle. This record should include both limited warranty and non-warranty work. And each entry should include the date the work was done and your vehicle's mileage at the time of service.

Every time you have a limited warranty repair done on your vehicle, you should get — and keep — a copy of the Warranty Repair Order (WRO); you're entitled to this document by law. This document lists the warranty repair services performed and the limited warranty parts that were involved.

Most dealers — as well as most other vehicle service facilities — use similar forms for recording non-warranty service work.

Limited Warranty Service in Foreign Countries

Overseas FCA US LLC dealers are authorized to provide no-charge limited warranty service to vehicles operated temporarily outside the U.S. and its possessions or territories but registered in the U.S. and its possessions and territories at the time of repair. However, if an overseas dealer charges you for limited warranty work, here's what you should do to get reimbursed:

1. Get a paid receipt from the dealer; make sure that this receipt lists ALL the limited warranty repairs AND limited warranty parts that were involved.
2. On your return home, contact the FCA US LLC Customer Assistance Center at (800) 992-1997 and explain your request for limited warranty reimbursement.
3. If the FCA US LLC Customer Assistance Center representative asks you to do so, send him or her a copy of the receipt, your vehicle registration at the time of repair and all other relevant documents (see "Documentation" above).

Emergency Limited Warranty Repairs

If you have an emergency and have to get a limited warranty repair made by an unauthorized dealer, follow the reimbursement procedure for "Limited Warranty Service in Foreign Countries" above.

HOW TO DEAL WITH LIMITED WARRANTY PROBLEMS

Normally, your dealer's sales or service departments can resolve limited warranty problems. That's why you should always talk to your dealer's Service Manager or Sales Manager first. If you're not satisfied with the dealership's response, FCA US LLC recommends that you do the following:

- Discuss the problem with the Owner or General Manager of the dealership
- If your dealership still can't resolve the problem, contact the FCA US LLC Customer Assistance Center at (800) 992-1997

What FCA US LLC Will Do

An FCA US LLC representative at headquarters will review your situation and provide your dealer with all the information and assistance necessary to resolve the problem. Even if FCA US LLC can't help you, FCA US LLC will acknowledge your contact and explain the FCA US LLC position.

If Your Problem Still Isn't Resolved

For customers residing in Arkansas, Idaho, Kentucky or Minnesota ONLY. If you're unable to resolve your limited warranty problem through these steps and you live in Arkansas, Idaho, Kentucky or Minnesota ONLY, you can contact the FCA US LLC Customer Arbitration Process (CAP) in your area.

This process is not available for residents in other states. You may obtain a brochure describing the FCA US LLC Customer Arbitration Process, including an application, by calling (800) 992-1997.

This service is strictly voluntary, and you may submit your dispute directly to the CAP at no cost. The CAP is administered by an independent dispute settlement organization and may be contacted in writing at the following address:

**National Center for Dispute Settlement
FCA US LLC
Customer Arbitration Process
PO Box 560208
Dallas, TX 75356-0208**

The CAP reviews only vehicle disputes involving FCA US LLC Limited Warranties or a Mopar® Part Limited Warranty on a Chrysler, Dodge, Jeep®, or Ram vehicle. The CAP does not review disputes involving the sale of a new or used vehicle, personal injury/property damage claims, disputes relating to design of the vehicle or part or disputes which are already the subject of litigation.

The CAP will need the following information from you: 1) legible copies of all documentation and repair orders relevant to your case, 2) vehicle identification number of your vehicle, 3) a brief description of your unresolved concern, 4) the identity of your service/selling dealer, 5) the date(s) of repair(s) and mileage at the time, 6) current mileage and 7) a description of the action you expect to resolve your concern.



UPGRADING YOUR VEHICLE PROTECTION PLAN

MOPAR® VEHICLE PROTECTION CERTIFIED PRE-OWNED VEHICLE UPGRADE PLANS

Enhance your Certified Pre-Owned Vehicle's 7-Year/100,000-Mile Powertrain Limited Warranty with a genuine Mopar® Vehicle Protection Plan, fully backed by FCA US LLC. You may choose additional protection during your 7-Year/100,000-Mile Powertrain Limited Warranty and even extend your coverage for as long as you own the vehicle.

Mopar® Vehicle Protection also offers a variety of other plans to keep your vehicle well-maintained inside and out. See your dealer for details.

WHEN PLAN COVERAGE BEGINS AND ENDS

All time and mileage specifications begin at the vehicle's original warranty start date and 0 miles (when the vehicle was new). Plan expiration is specified in your Plan Provisions.

PERSONALIZED PLAN PROVISIONS

Upon receipt of a Mopar® Vehicle Protection application form, you will be mailed Personalized Plan Provisions. They will identify you and your vehicle to the servicing dealer as being eligible for plan service.

DEDUCTIBLE

You pay for the first \$100 or \$200 of the total cost of covered component repair per repair visit. The Plan pays the remaining cost of covered repairs.

CAR RENTAL ALLOWANCE

Plans will pay up to \$45 per day (\$225 maximum per occurrence) anytime a covered component described in your Plan Provision fails, causing the vehicle to be both inoperable and require overnight repairs. Car rental allowance is not provided where loaner or rental vehicle coverage is provided by applicable vehicle warranties or the dealer.

FIRST DAY RENTAL

Provides a \$45 First Day Car Rental Allowance or Taxi Reimbursement for any dealership mechanical repair or maintenance service (excluding bodywork).

\$1,000 TRIP INTERRUPTION COVERAGE

Plans will pay up to \$1,000 for lodging, meals and car rental expenses if: 1) the vehicle becomes inoperable due to a covered component failure and 2) the failure occurs more than 100 miles from home.

\$100 TOWING/ROADSIDE ASSISTANCE**

The Plan provides 24-hour "Sign-And-Go" Towing and Roadside Assistance (up to \$100 per occurrence). Benefits include towing, flat-tire change (with your good spare), battery jump, out-of-gas fuel delivery (maximum of two gallons) and lockout service (e.g., keys locked in car or frozen lock).

**Administered by Agero Cross Country Motor Club, Inc., Medford, MA 02155. You must call (800) 521-2779 for prior authorization to receive these Plan benefits.

TRANSFER POLICY

Remaining Plan coverage may be transferred one time only to the subsequent purchaser of the vehicle at the time of vehicle sale provided the Certified Pre-Owned Vehicle Powertrain Limited Warranty is also transferred. A \$50 Plan transfer fee will be applied to transfer the service contract (in most states). Lifetime Certified Upgrade Plans are transferable only in the states of Florida and North Carolina.

ELIGIBLE VEHICLES

All FCA US LLC Certified Vehicles.

NOTE: See your dealer for additional details, eligibility and restrictions. Disclaimers and disclosures can be found on the inside back cover of this brochure.



ENHANCE YOUR PROTECTION

ROAD HAZARD TIRE AND WHEEL PROTECTION

Provides repair or replacement coverage for all four tires and wheels damaged due to road hazard conditions.

AUTO APPEARANCE CARE

Auto Appearance Care provides unlimited paintless dent repair (PDR) ding and dent coverage for new and pre-owned vehicles, including plans that cover eligible pre-existing conditions.

ETCH VEHICLE THEFT DETERRENT

The Etch Vehicle Theft Deterrent System leaves a permanent and traceable registration number on the vehicle's windshield, rear window and side windows (up to six locations) that cannot be removed like other anti-theft devices.

LUBE, OIL AND OIL FILTER CHANGE PACKAGES

Available plans terms range from 1 to 6 years and are tailored to the specific service needs of any vehicle owner. Ask your dealer for more information on any or all of these plans.

UPGRADE PLAN COVERAGE LEVELS



MAXIMUM CARE IS THE BEST VEHICLE PROTECTION FOR YOUR RIDE.

	Basic Protection	Good Protection	Better Protection	Best Protection
	Powertrain Care Plus	Added Care	Added Care Plus	Maximum Care
Engine	•	•	•	•
Transmission	•	•	•	•
Driveline	•	•	•	•
Steering	•	•	•	•
Air Conditioning	•	•	•	•
Brakes		•	•	•
Power Group		•	•	•
Engine Cooling and Fuel		•	•	•
Front Suspension		•	•	•
Electrical		•	•	•
Rear Suspension			•	•
Luxury Group			•	•
Instrumentation			•	•
Anti-Lock Brakes			•	•
Expanded Electrical			•	•
Body Mechanisms				•
Manual Interior Mechanisms				•
Safety and Security				•
Full Mechanical				•

MAXIMUM CARE



SERIOUS PROTECTION FOR YOUR PRE-OWNED VEHICLE

Maximum Care provides Full Mechanical Coverage for:

- | | |
|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
|  Engine & Emissions |  Brakes/Anti-Lock Brakes |
|  Transmission |  Instrumentation |
|  Driveline |  Power Group |
|  Steering |  Luxury Group |
|  Air Conditioning |  Body Mechanisms |
|  Engine Cooling and Fuel System |  Manual Interior Mechanisms |
|  Electrical/Expanded Electrical |  Safety and Security |
|  Front/Rear Suspension | |

INCLUDING:

- Heated Seats and Steering Wheels
- Power Liftgate Motors
- Power Sliding Door Motors
- Navigation Systems
- Factory-installed Remote Start Systems
- In-Vehicle Wireless Charging Stations
- Backup Assist Cameras and much more!

WHAT'S NOT COVERED UNDER OUR MAXIMUM CARE PLANS

- The only parts and labor not covered:
- Maintenance Services and items used in such services
 - Catalytic Converter and Particulate Filter
 - Glass, Plastic Lenses and Light Bulbs
 - Body and Paint items (including Soft Trim)
 - Snowplows, Winches and Trailer Hitches
 - Wear items (such as Tires, Manual Clutch Assembly, Brake Pads, Shoes, Rotors, Drums, Belts and Wipers)

OPTIONAL MOPAR® VEHICLE PROTECTION PLAN

**IF IT'S MECHANICAL, IT'S COVERED!
PLAN COVERS 5,000-PLUS COMPONENTS.**

The only parts and labor NOT covered:

- Maintenance Services and items used in such services
- Glass and Plastic Lenses
- Body and Paint items (including Soft Trim)
- Snowplows, Winches and Trailer Hitches
- Wear items (such as Tires, Manual Clutch Assembly, Brake Pads, Shoes, Rotors, Drums, Belts and Wipers) are not covered at any time

NOTE: This brochure is for your general information regarding these Mopar® Vehicle Protection Plans. Services and component repairs made prior to the purchase of this contract are not covered. Complete details are provided in the Plan Provisions of the contract available from your dealer. All transactions relating to these service contracts are governed solely by the provisions of the purchased contract.

Mopar® Vehicle Protection Plans are offered and issued by FCA US LLC.

FCA Service Contracts LLC is a wholly owned subsidiary of FCA US LLC and, in some instances, may be the obligor and/or administrator of your plan.

Extended Vehicle Protection LLC is registered to conduct business in all 50 U.S. states and Puerto Rico and may be the obligor and/or administrator of your plan.

Mopar® Vehicle Protection
PO Box 2700
Troy, Michigan 48007-2700
(800) 521-9922 in United States and Puerto Rico
moparvehicleprotection.com



COVERAGE FOR THOSE WHO GO





PLAN SERVICE

Plan service will be provided by the dealer who sold you the Plan. In the event that you cannot return to the selling dealer for service, you may request Plan service from any Chrysler, Dodge, Jeep, or Ram dealer within the 50 United States, District of Columbia, Canada, Guam, Puerto Rico or Mexico. If you are unable to obtain Plan service from an authorized dealer, call our toll-free number between 8:00 a.m. and 8:00 p.m. EST Monday–Friday, 9:00 a.m. and 5:00 p.m. EST Saturday to receive service instructions:

(800) 521-9922 in United States and Puerto Rico
moparvehicleprotection.com



**FOR WARRANTY-COVERED TOWING OR 24-HOUR ROADSIDE ASSISTANCE,
CALL (800) 521-2779.**

SpotiCar.com



CHRYSLER
CAPITAL



VEHICLE
PROTECTION
A PRODUCT OF FCA US LLC



(SiriusXM)
EXCLUSIVO RADIO

CARFAX
VEHICLE HISTORY REPORTS