TERMS AND CONDITIONS

including Roadside Assistance

Congratulations on your recent vehicle purchase and on selecting an FCA Canada Inc. Certified Pre-Owned Vehicle Service Contract to enhance your vehicle's mechanical coverage. FCA Canada Inc. Service Contracts are responsive to your unique, daily automotive needs, allowing you to drive in complete comfort and security.

These terms and conditions outline the provisions of your FCA Canada Inc. Certified Pre-Owned Vehicle Service Contract. We encourage you to read this information and we thank you for your confidence in FCA Canada Inc. **Please keep this document in your vehicle's glove compartment.**



OBTAINING SERVICE

In the event that service becomes necessary under the Terms and Conditions of the contract, you must contact the selling retailer's Service Department, or any authorized FCA retailer in Canada or the United States if you are travelling.

EMERGENCY ROAD SERVICE

Call toll-free at 1-800-363-4869. Available 24 hours a day, 7 days a week from anywhere in Canada and the continental United States.

"CPOV", wherever it appears, means Certified Pre-Owned Vehicle.

ELIGIBLE OWNERS

The contract purchaser and subsequent owners who transfer coverage are eligible for contract services.

ELIGIBLE VEHICLES

FCA Canada Inc. vehicles which have less than 180,000 km and are less than 6 years old (measured from the warranty start/vehicle original in-service date) are eligible for a CPOV contract. FCA Canada Inc. Models with the following active plans - 415, 425C, 425D, 425S, 425V, J25C, J25S are eligible for a XPOV plan.

SERVICE CONTRACT PLAN START DATE

Plans begin on the plan sale date and metreage.

SERVICE CONTRACT DURATION

The terms of your coverage are stated in the "welcome letter" in your membership kit. Any expenses for covered services incurred prior to plan acceptance by FCA Canada Inc. are your responsibility.

WHAT IS COVERED?

Each plan has specified coverage. Please refer to the chart "PLAN CODES, COVERAGE BENEFITS AND DEDUCTIBLE" for your plan's specific coverage benefits and deductible amount.

DEDUCTIBLE

For each covered repair visit, you pay only the deductible amount plus applicable taxes (in the currency of the country where the repair was performed).

OWNER'S RESPONSIBILITY

Your responsibility is to properly operate, care for and maintain the vehicle as described in the Owner's Manual supplied with each new vehicle. All maintenance receipts must be retained to allow transfer of remaining contract terms to a subsequent owner and to avoid any misunderstandings as to whether the maintenance services were performed as required.

The contract owner must inform a subsequent purchaser of the vehicle of the requirement to transfer the balance of any remaining terms of the contract at an FCA Canada Inc. dealership **within 30 days** of the ownership change.

RESPONSIBILITY OF FCA CANADA INC.

The protection purchased is a Service Contract. In addition to any factory warranty and any applicable statutory warranty, the Service Contract protects you against repair bills for parts and labour should a covered component supplied by the vehicle's manufacturer prove defective in material or workmanship in normal use, for the duration of the contract. The contract is between you (the purchaser) and FCA Canada Inc. FCA Canada Inc. is solely responsible for fulfillment of the provisions of the contract. If FCA Canada Inc. fails to correct a problem covered by your plan or if a replacement part fails, our sole liability will be to correct the problem or replace the part.

TRANSFER OF COVERAGE

Service Contract coverage can be transferred to all subsequent owners at no charge. Transfers of coverage must be handled by an FCA Canada Inc. retailer and must be applied for **within 30 days** of the sale of the vehicle to the subsequent owner. Proof of maintenance must be presented at that time. A subsequent owner is not eligible for any contract benefits until acceptance of the contract transfer by FCA Canada Inc.

Within **4 to 6 weeks** the applicant will receive confirmation that the balance of the original coverage has been transferred. If contract service is needed in the meantime, notify the Service Manager at the FCA Canada Inc. retailer where the application for transfer was made.

SERVICE CONTRACT PLANS DO NOT COVER

- Repairs to any parts not listed and specifically covered by the contract.
- Damages caused or contributed to by ordinary wear and tear, or for gradual reduction in operating performance.
- Valve grinds or oil consumption not caused by mechanical breakdown but by ordinary wear and tear, or the consequences thereof, including gradual reductions in operating performance.
- Damages caused or contributed to by overheating, loss of coolant and/or lubricants.
- Damages to covered components due to some external causes and/or failure of non-covered components.
- Repairs made prior to or without the approval FCA Canada Inc.
- Repairs to any vehicle wherein the odometer reading has been stopped or altered.
- The repair or replacement of any component, related towing, rental, or deductible charges, when it has been determined that the condition existed prior to purchasing the contract.
- Maintenance services specified in the Owner's Manual, other than those allowed by specific plans, and items requiring periodic replacement due to wear or driver technique such as spark plugs, filters, fluids, lubrication, wheel alignment, tires, batteries, tune-ups (including ignition cables, distributor cap and rotor), brake shoes, pads, rotors or drums; manual clutch linings; exhaust system and wiper blades.
- Damages caused or contributed to by the driver's failure to use all reasonable means to protect the vehicle from further damage following malfunction or breakdown.
- Repairs to a vehicle registered outside of Canada or the United States.
- Recall repairs or repair or replacement of any component covered by the FCA Canada Inc. New Vehicle Limited Warranty or any other sources.
- Repairs required as a result of failure to properly care for or maintain the vehicle; fire, accident or insurance write-off; abuse or negligence; failure to properly operate the vehicle (including modifications, alterations or added equipment); using the vehicle in competition events such as races or acceleration trials; pulling a trailer that exceeds the rated capacity of the vehicle or failure to adhere to the requirements for vehicles used to pull a trailer as outlined in the Owner's Manual.
- Loss of use of the vehicle, incidental, consequential, special, punitive or exemplary loss or damage.
- To the fullest extent permitted by law, FCA Canada Inc. disclaims, except as noted above, all representations, warranties or conditions of any kind, whether express or implied including without limitation, implied representations, warranties or conditions of, or relating to fitness for a particular purpose, merchantability, performance or durability.

INELIGIBLE VEHICLES

The following vehicles or types of use are ineligible for FCA Canada Inc. contracts:

- All non-FCA Canada Inc. vehicles.
- Vehicles with an altered or reset odometer, or where the actual metreage cannot be determined.
- Taxis, ride sharing, buses and service vehicles such as police, ambulance and postal delivery.
- Dump trucks, snow-removal trucks and tow trucks.
- Vehicles subjected to severe off-road use.
- Vehicles not built to Canadian specifications (including imported vehicles, except those allowed by FCA Canada Inc.) or not registered in Canada.
- Vehicles not used in accordance with manufacturer's specifications for payload and/or towing capacities.
- Vehicles altered or converted from the original manufacturer's specifications, including motor homes. Conversion vans by body builders that are approved by FCA Canada Inc. are eligible, but require pre-authorization for plan registration.
- Vehicles that have been declared a total loss by an insurer, or where the factory warranty has been voided or restricted by the manufacturer.
- Vehicles with a gross vehicle weight (GVW) rating of more than 8,900 kg.

CANCELLATION OF SERVICE CONTRACTS

If you request cancellation of your contract **within 60 days** from the date of contract application, a full refund of the contract amount will be paid, less the cost of any paid repairs or covered services provided. Cancellation must be requested through the FCA Canada Inc. selling retailer. Refunds are issued to the retailer.

FCA Canada Inc. will deny any request to cancel a contract if the retailer is notified **after 60 days** from the date of contract application.

FCA Canada Inc. reserves the right to cancel a Service Contract at any time should it be discovered that a vehicle is ineligible, or is involved in an accident to the extent of becoming an insurance write-off, or the contract information provided to FCA Canada Inc. has been misrepresented.

ROADSIDE ASSISTANCE

NOTE: The FCA Canada Inc. Roadside Assistance and Trip and Travel programs are administered by Assistance Services Group. All service requests, claims and inquiries regarding those programs should be directed to Assistance Services Group. See "IF YOU HAVE ANY QUESTIONS".

An FCA Canada Inc. Certified Pre-Owned Vehicle Service Contract will extend the existing roadside assistance coverage provided on new FCA Canada Inc. vehicles to the terms of the plan selected.

If your vehicle cannot be driven and you require assistance, call toll-free **1-800-363-4869** anytime, from any location in Canada or the continental United States.

Please identify yourself as an FCA Canada Inc. Certified Pre-Owned Vehicle Service Contract owner and be ready to provide your Vehicle Identification Number (VIN), licence plate number, odometer reading (kilometres driven) and the location and phone number from which you are calling.

SERVICES PROVIDED

Towing: If your vehicle cannot be driven because of a mechanical breakdown not related to a motor vehicle accident, it will be towed at no charge to the nearest authorized FCA Canada Inc. retailer which services your brand of vehicle. If required, the cost of dollies, flatbed or underground access fees is covered.

Winching: If your vehicle is stuck in a ditch, mud or snow adjacent to a publicly maintained roadway and is accessible, it will be winched to the road surface. If the vehicle cannot be driven and a tow is also required, you are responsible for both the tow and the winching.

Flat Tire: If you have a flat tire, your usable spare will be installed. Otherwise, the vehicle will be towed to the nearest service station. Tire repairs are not covered.

Out of Fuel: If your vehicle has run out of fuel, a small amount will be delivered free to your location. Where fuel delivery is prohibited, your vehicle will be towed to the nearest service station in lieu of fuel delivery.

Dead Battery: If your battery is dead, jump-start assistance will be dispatched to your location. If your battery does not respond, your vehicle will be towed to the nearest authorized FCA Canada Inc. retailer.

Lockout: If you are locked out of your vehicle or your locks are frozen, help will be dispatched up to 100 km to your location. Replacement of keys is not covered.

ABOUT ROADSIDE ASSISTANCE

The Roadside Assistance program is administered by Assistance Services Group. Covered service must be provided in Canada or the continental United States and is limited to vehicles that use public, non-seasonal roadways. Cross-country, logging, autocross and any other form of off-road use is not covered. **In severe weather, some delays may be expected.**

FCA Canada Inc. Roadside Assistance does not pay for parts, tires, repairs, labour or vehicle storage. Parts, repairs, or labour covered under your FCA Canada Inc. Certified Pre-Owned Vehicle Service Contract will be provided by your authorized servicing FCA Canada Inc. retailer.

FCA Canada Inc. Roadside Assistance does not cover any "incidental or consequential damages" connected with the failure of your vehicle or providing services to you. Such damages include lost time, inconvenience, loss of use of your vehicle, rental cars, fuel, telephone, loss of personal or commercial property, loss of revenue or any other expenses not listed as being specifically covered in part or in full.

All service providers are independent contractors and are not employees or agents of FCA Canada Inc. Any loss or damage to your vehicle or personal property resulting from providing roadside service is the responsibility of the roadside service provider. Report any damage or loss to the manager of the service provider and to your own insurance company **within 24 hours** and before any repairs are performed.

FCA Canada Inc. reserves the right to discontinue providing

roadside assistance, if in opinion of FCA Canada Inc. there is abuse of the services.

FCA Canada Inc. Roadside Assistance is designed to prevent out-of-pocket expenses for covered services under normal circumstances. However, if you call the toll-free number and due to extenuating circumstances help cannot be dispatched in a reasonable time and you pay for a covered service, you may then claim reimbursement under the following conditions:

- Towing claims to the nearest authorized FCA Canada Inc. retailer must be accompanied by the original towing and repair invoice.
- Reimbursement will be limited to the local roadside assistance contractor rates, to a maximum of $100.00 per incident.
- You must submit **original** receipts, bills and/or charge card copies for consideration for reimbursement. Originals will be returned upon request.
- FCA Canada Inc. reserves the right to decline any claim presented for payment later than **30 days** from the date of service, or if service was provided by an unlicensed garage or individual.
- Mail your claims to Assistance Services Group. See "IF YOU HAVE ANY QUESTIONS".

TRIP AND TRAVEL

Trip Interruption: If your vehicle experiences a mechanical breakdown within the contract term limits, while at least 200 kilometres from home, up to $100 per day of hotel, meals or return transportation (not including car rentals) expense can be claimed for reimbursement, to a maximum of $300. Call Assistance Services Group toll-free at **1-800-363-4869** for claim instructions.

Travel Planning: On request by the contract owner, trip directions, maps and relevant points of interest and attractions will be issued in a customized package. Allow two weeks for delivery. Call toll-free **1-800-363-4869**.

RENTAL VEHICLE

Substitute transportation coverage starts on the date the Service Contract is purchased, subject to approval by FCA Canada Inc., and is in effect for the duration of the contract. A deductible does not apply.

The plan will pay for the rental of substitute transportation, provided your vehicle is inoperable and must be kept overnight at an FCA Canada Inc. retailer for covered component repairs. **The plan will pay up to $50.00 per day for no more than five (5) days per occurrence.**

Substitute transportation must be obtained through the servicing FCA Canada Inc. retailer from a recognized and established rental agency. FCA Canada Inc. is not responsible for the rental agency's policies, which may not allow you to rent a vehicle (e.g. age or credit card requirements), or any extra expenses above that of the daily rental fee (e.g. insurance, fuel or mileage charges).

Rental charges incurred while the vehicle is operable but awaiting parts or service, and any charges in excess of the allowable amount, are your responsibility.

IMPORTANT NOTE: If service or access to substitute transportation is not obtainable from an authorized FCA Canada Inc. retailer, **you must call the FCA Canada Inc. Customer Care Department at 1-800-465-2001 for authorization before renting a vehicle.**

NON-POWERTRAIN COVERED COMPONENTS

Electrical: Modules; wiring harnesses; pumps; switches, sensors, relays, actuators, solenoids and motors; factory-installed monitor/display screen and camera; alternator; ignition coil; window defrost grid/antenna; starter; instrument cluster; gauges; cigarette lighter; horn; power window regulator; power sunroof motor, module and cables; air bags; LED lamps; bi-xenon HID headlamps and ballast; air suspension compressor; distributor; block heater; power window gears; power antenna.

High-Tech Features: Factory installed monitor/display screens and cameras; forward collision warning, lane departure, blind spot components and cameras; park assist and self-parking components; grill shutter actuator; adaptive cruise control components; lane departure/lane sense cameras; factory-installed audio, video and navigation systems; remote keyless entry system; factory installed remote start system; dealer installed Mopar remote start system; heads up display instrumentation; night vision systems; windshield mounted rain sensor and module; infotainment systems; power retractable assist step.

Brakes/ABS: Wheel cylinders and brake calipers; vacuum assist booster and valve; master cylinder; proportioning and load-sensing valve; ABS hydraulic and pump motor assembly; parking brake cables; levers; linkages; brake pedal and bushings; hubs; modules; wiring harnesses; switches, sensors, relays, actuators, solenoids, and motors; all hoses, tubes, lines, and fittings. Gaskets and seals for listed components only.

Steering: Rack and pinion gear and all internal parts; steering box and all internal parts; power steering pump, pulley, and reservoir; steering column; intermediate shafts and couplings; air bag module/clock spring; steering spindles; steering knuckle; pitman arm; centre link; tie rod ends and boots; modules; wiring harnesses; switches, sensors, relays, actuators, solenoids, and motors; all hoses, tubes, and lines. Gaskets and seals for listed components only.

Engine Cooling System: Water pump pulley; radiator; fan assembly, clutch, shroud, and motor; hot water valve; turbo intercooler; coolant tank; modules; wiring harnesses; switches, sensors, relays, actuators, solenoids, and motors; all hoses, tubes, and lines. Gaskets and seals for listed components only.

Air Conditioning: Compressor; clutch assembly and pulleys; condenser and evaporator; Accumulator/expansion valve and receiver drier; cooling fans; controls; cables; heater core; blower motors; "O" rings; modules; wiring harnesses; switches, sensors, relays, actuators, solenoids, and motors; all hoses, tubes, and lines. Gaskets and seals for listed components only.

Clutch: Clutch master cylinder; hydraulic cylinders; cables; linkages; release bearing and fork.

Front Suspension: Air suspension system, including front spring compressor and reservoir; control arms, shafts, and bushings; torsion bar/sway bar, brackets, bushings and bearings; ball joints; struts/shock absorbers; steering knuckle front springs; height-sensing valve; front disconnecting stabilizer bar, including actuators and switches.

Rear Suspension: Air suspension system, including rear spring compressor and reservoir; control arms, shafts, and bushings; stub axle spindles; struts/shock absorbers; axle track/sway bar; height-sensing valve; rear coil springs; rear springs, bushings, U-bolts, hangers, isolators, and shackles.

Body: Exterior door and rear-view mirrors; seat mechanisms; door glass regulators, tracks, slides and runs; door catches, latches and hinges; lock/ignition cylinders; hood and lift gate props; door handle mechanism.

Fuel System: Throttle body; fuel rails and regulator; all hoses, tubes, and lines; fuel pump and tank; modules; wiring harnesses; switches, sensors, relays, actuators, solenoids, and motors; all hoses, tubes, and lines. Gaskets and seals for listed components only.

DEF (Diesel Exhaust Fluid) System: DEF pump; DEF lines and tank; DEF injector; modules; wiring harnesses; switches, sensors, relays, actuators, solenoids, and motors; all hoses, tubes, and lines. Gaskets and seals for listed components only.

POWERTRAIN COVERED COMPONENTS

Engine: Cylinder block and all internal parts; intake and exhaust manifolds; cylinder head assemblies; overhead camshaft carrier, oil pump; oil pan/valve cover; timing gears and cover; timing belts, chains and tensioner; serpentine belt tensioner; engine mounts and supports; water pump and housing; diesel fuel injection pump; diesel fuel injectors; gasoline direct injection pump; gasoline direct injectors; fuel injectors; vibration damper; harmonic balancer; flywheel/flex plate with starter ring gear; supercharger; turbocharger housing and internal parts; turbocharger waste-gate actuator; blow out valves; intercooler; oil cooler; filler tubes; heat control valve; diesel vacuum pump; core plugs; engine control module; all hoses, tubes and lines. Gaskets and seals for listed components only

Transmission/Transfer Case: Transmission case and all internal parts; cables, hoses, and lines; supports and mounts; torque converter, flex plate and flywheel; gearshift mechanism; bell housing; oil pan; input shaft; vacuum modulator; oil cooler; filler tubes; transmission control module; transaxle solenoid assembly; power transfer unit, transfer case and all internal parts; transfer case control module. Gaskets and seals for listed components only.

Front-Wheel Drive: Transaxle case and all internal parts; torque converter, flex plate and flywheel; axle shaft/drive shaft assemblies and centre bearings; axle shaft/drive shaft joints and boots; oil pan and differential cover; front wheel and drive axle bearings; disconnect actuator filler tubes. Gaskets and seals for listed components only.

Rear-Wheel, Four-Wheel and All-Wheel Drive: Power transfer unit, transfer case and all internal parts; motor assembly; viscous coupler; axle shaft/drive shaft assemblies and centre bearings; axle shaft/drive shaft joints and boots; axle housing, bearings, shafts and all internal parts; differential carrier assembly and all internal parts; rear wheel and drive axle bearings; differential cover; output flange and ball bearing; end cover; overrun clutch; vacuum motor; torque tube; disconnect housing assembly; transfer case control module. Gaskets and seals for listed components only.

PLAN CODES, COVERAGE BENEFITS AND DEDUCTIBLE

PLAN CODES	ROADSIDE ASSISTANCE	TRIP AND TRAVEL	RENTAL VEHICLE	NON-POWERTRAIN COMPONENTS	POWERTRAIN COMPONENTS	DEDUCTIBLE
C10, C15, C20, C25, C30	•	•	•	•		$100
C40, C45, C50, C55, C60	•	•	•		•	$100
C70, C75, C80, C85, C90	•	•	•	•	•	$100
X40, X45, X50	•	•	•		•	$100
X70, X75, X80	•	•	•	•	•	$100

IF YOU HAVE ANY QUESTIONS

FCA Canada Inc. and its retailers are vitally interested in your satisfaction. In the event a repair or covered service is not handled to your complete satisfaction, the following action is recommended:

- Discuss the matter with the Service Manager of your authorized FCA Canada Inc. retailer; then with the General Manager or owner, if necessary.
- Give your retailer a reasonable length of time or number of opportunities to satisfy you. In fact, your retailer may contact FCA Canada Inc. on your behalf.
- If the problem still has not been resolved, call us toll-free at **1-800-465-2001** and give us an opportunity to satisfy you.
- If service is not available from an authorized FCA Canada Inc. retailer, call us toll-free at **1-800-465-2001** before obtaining service.
- For questions about Roadside Assistance, Tire Road Hazard Protection or Trip and Travel Plans, call toll-free at **1-800-363-4869** or mail to:

Assistance Services Group
248 Pall Mall, P.O. Box 5845
London, Ontario N6A 4T4