

# CERTIFIED WARRANTY GUIDE



*Gold*  
**Certified  
Pre-owned**

CHRYSLER • DODGE • JEEP • RAM • FIAT



**FACTORY BACKED BY FCA US LLC**

- ✓ **WARRANTIES**
- ✓ **OPTIONAL FLEXCARE VEHICLE PROTECTION**

# WARRANTIES

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## 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.



## 12-MONTH/12,000-MILE EXTENDED CARE PREMIUM

### What's Covered

FCA US\* warrants the following components of your Certified Pre-Owned Vehicle for 12 Months or 12,000 Miles, whichever comes first, measured from the date when the Certified Pre-Owned Vehicle is sold and delivered to the purchaser, or when the vehicle has been operated 12,000 miles from the date the vehicle was purchased (whichever occurs first).

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 Certified Limited Warranty will vary from state to state depending upon regulation in that state.

### What's Not Covered

These items are not covered by the Extended Care Premium 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 Extended Care Premium 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<sup>®</sup>, 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 Certified Limited Warranty, 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 Certified Limited Warranty, 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 Certified 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.

**Trailer Tow Allowance**

The plan provides an additional \$75 Towing Allowance (maximum per occurrence) for your trailer. The trailer will be towed to whatever location you prefer - home, hotel, campground, horse farm, business location, etc. Plan coverage also provides flat tire change to the trailer provided a good spare is available. This service is provided to you as part of your Plan to minimize any unforeseen vehicle operation inconvenience and is available 24 hours per day, 365 days per year.

NOTE: Trailer towing is only covered if the towing vehicle covered by the Plan is disabled. Trailer is defined as a non-motorized vehicle. Maximum trailer length 40 feet (maximum measurement excludes trailer tongue). We will not be liable for loss or damage to property on the trailer being towed. Trailer towing coverage is provided to the same facility as the disabled towing vehicle, or to an alternative location of the covered motorists choosing. Any expense beyond \$75 is the responsibility of the covered motorist at the time and site of service.

Trailer Towing Allowance expense reimbursement can be used when the vehicle is being repaired at an authorized Mopar dealer or repair facility. Your repair bill for each occurrence must accompany the paid towing receipts, and be mailed to **Vehicle Protection, P.O. Box 2700, Troy, Michigan 48007-2700.**

**Emergency Travel Expense Reimbursement Up To \$500**

Emergency travel expense reimbursement of up to \$500 for helping cover lodging meals and transportation expenses such as taxi, bus, or airplane. To use Emergency travel expense reimbursement, you must be 100 miles or more from home. Emergency travel expense reimbursement, like Roadside Assistance, expires at end of the Mopar Vehicle Protection contract.

Emergency travel expense reimbursement can be used when the vehicle is kept overnight for parts or repair at an authorized Mopar dealer or repair facility. Your repair bill for each occurrence must accompany the lodging, meals and car rental receipts, and be mailed to **Vehicle Protection, P.O. Box 2700, Troy, Michigan 48007-2700.**

**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 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<sup>†</sup> 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.

<sup>†</sup>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.

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