

POLICIES AND PROCEDURES - MOPAR® PARTS & ACCESSORIES LIMITED WARRANTIES

MOPAR BASIC LIMITED WARRANTY

Subject to the terms and exclusions below, Mopar Parts, and Magneti Marelli Parts offered by Mopar sold in Canada, on or after October 1, 2014 and installed by an authorized FCA Canada Inc. dealership or studio are warranted against defects and workmanship or materials for 24 months for both parts and labour. Warranty commences on the retail date of purchase, or the installation date by an installer. Mopar Parts, and Magneti Marelli Parts offered by Mopar acquired or installed outside of Canada are not covered by the Mopar Basic Limited Warranty.

Mopar Parts, and Magneti Marelli Parts offered by Mopar sold in Canada, before October 1, 2014 are covered by the 12 month, unlimited kilometres warranty. There is no labour allowance for parts sold wholesale to an automotive facility.

Mopar Parts which are replaced on an FCA Canada Inc. vehicle and still covered by the FCA New Vehicle Basic Limited Warranty are warranted for the remainder of the New Vehicle Basic 3-year/60,000-kilometre Limited Warranty, or for the Mopar Basic Limited Warranty from the original installation date, whichever is more favourable to the customer.

Note: Magneti Marelli Parts offered by Mopar or Value Line Parts **may not be used** in factory Warranty, Recall, Transportation or goodwill repairs on Chrysler, Dodge, Jeep, Ram or Fiat vehicles. Magneti Marelli Parts offered by Mopar or Value Line Parts may only be used to replace other Magneti Marelli Parts offered by Mopar or Value Line Parts under the parts warranty guidelines described within this document.

The Mopar Basic Limited Warranty covers the cost of towing a vehicle to the nearest authorized FCA Canada Inc. dealership if the failure of a covered part causes the vehicle to be inoperative. If a Mopar Part is installed on an FCA Canada Inc. vehicle by an authorized FCA Canada Inc. dealer, and if, while that part is still under warranty, it causes other parts to be damaged or to fail, those other parts will be repaired or replaced under warranty, regardless of whether the other parts were covered by an FCA warranty at the time of failure.

These warranties are the only express warranties made by FCA for Mopar Parts and Accessories and Magneti Marelli Parts offered by Mopar. Except where prohibited by law, this warranty is the sole and exclusive remedy. No person, including a dealer or employee of FCA Canada Inc. or its affiliated corporations, has the authority to vary or change these warranties. In order to validate warranty coverage, the customer must present the Original Bill of Sale.

Mopar Parts sold with a separate manufacturer's warranty are not eligible for the Mopar Basic Limited warranty. Warranty information on these parts is provided with the part or in its packaging. Examples include but are not limited to: Garmin Navigation, TomTom Navigation, Katzkin Leather, Koss Headphones, Truck Bedliners, Master Shield Rust Inhibitor, Paint Sealant and Fabric Protection.

HOW TO OBTAIN WARRANTY SERVICE

Where both parts and labour are covered warranty items, repairs will be made by any FCA Canada Inc. dealership at no charge. Where parts only are covered, FCA Canada Inc. dealership will provide replacement parts at no charge. It is recommended that you take your vehicle to your selling dealership or to the dealer who sold or installed your Mopar part or accessory. However, you may obtain replacement parts or service under warranty from any authorized FCA Canada Inc. dealer.

WHAT IS NOT COVERED

Mopar warranties cover neither non- FCA Canada Inc. nor non-Mopar parts, components or equipment. These warranties also do not cover the costs of any repairs or adjustments that might be caused by or needed because of the use or installation of either a non- FCA Canada Inc. or non-Mopar parts, equipment, materials or additives.

Mopar warranties do not cover the costs of repairing damage or conditions caused by fire or accident; by abuse, negligence, or misuse (for example: driving over curbs, or overloading or racing the vehicle); by improper adjustment, alteration or failure to

maintain the vehicle on which they are installed; or corrosion or damage caused by the use of caustic materials.

Mopar warranties do not cover parts installed on a vehicle used for racing or competition, nor do they cover the repair of any damage or conditions caused by racing or competition.

Mopar warranties do not cover the costs of repairing or replacing any part due to damage caused by poor or improper maintenance, contaminated fuels, or the use of fuels, oils, lubricants or fluids of a type other than those recommended in your Owner's Manual.

Mopar warranties do not cover the costs of damage caused by environmental factors or Acts of God. "Environmental factors" include such items as airborne fallout, chemicals, tree sap, salt, ocean spray and road hazards. "Acts of God" include such things as hail, floods, windstorms, lightning, tornadoes, sandstorms and earthquakes.

Mopar warranties do not apply to parts installed on a vehicle that has had its odometer or emissions systems tampered with or disconnected, or that has been declared to be a total loss by any insurance company, or is rebuilt after being declared to be a total loss; or is issued a certificate of title indicating that it is designated as "salvage," "junk," "rebuilt" or words of similar import. FCA Canada Inc. will deny warranty coverage without notice if it finds that a vehicle is ineligible for warranty coverage because it has been salvaged or declared a total loss as set forth in this paragraph.

Mopar Limited Warranties do not cover any incidental or consequential damages connected with the failure of the part under warranty. Such damages include lost time; inconvenience; the loss of the use of your vehicle; the cost of rental cars, gasoline, telephone, travel or lodging; the loss of personal or commercial property; or the loss of revenue. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Your warranties can also be restricted by FCA Canada Inc., as set forth in the New Vehicle Limited Warranty. If your new vehicle limited warranty is restricted by FCA Canada Inc., coverage under your Mopar Parts and Accessories Limited Warranties may also be restricted or denied.

OTHER TERMS

To the extent allowed by law, any implied warranties, including any implied warranty of merchantability or fitness for a particular purpose, are limited in duration to the duration of these express warranties. To the extent allowed by law, if the parts are installed on a vehicle used primarily for business or commercial purposes, no implied warranties apply. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

These warranties are the only express warranties made by FCA Canada Inc. for Mopar Parts and Accessories. Except where prohibited by law, this warranty is the sole and exclusive remedy.

No person, including a dealer or employee of FCA Canada Inc. has the authority to vary or change these warranties.

Provincial law governs this warranty to the extent allowed by law. Interpretation of the terms of this warranty must be done using provincial law.

These limited warranties give you specific legal rights and you may also have other rights which vary from province to province.

NOTE TO DEALER

The Dealer must notify FCA Canada Inc. whenever you install Accessory Upgrades. Transmit the Option Update via DealerCONNECT Service Tab > Vehicle Option Update.

PARTS CLASSIFICATION AND COVERAGE

Mopar parts and accessories fall into one of five categories and most are covered by the Mopar Parts Warranties described here. However, a few have different coverage and some require special handling (see "Parts Guidelines" in this section for details).

Mopar Parts Warranties cover parts and accessories against failures caused by defects in material or workmanship. All owners are covered, unless otherwise specified. No deductibles apply. Failures caused by improper installation are not covered. If failure of one part causes failure or damage to another part, replacement of both will be covered under warranty.

To qualify as a Mopar claim, the part which caused the failure must have been installed within the previous 24 months, and it must appear on the repair order which is cited as the “original repair order number.”

NOTE: Unless otherwise specified, vehicle warranties provide primary coverage; that is, the Mopar Parts Warranty provides coverage only when a vehicle warranty (such as Basic or Powertrain) will not.

1. **Parts and Accessories Installed Before Delivery:** Parts and accessories installed at the factory, or by a FCA Canada Inc. dealer or authorized installer prior to delivery of the vehicle to the customer, are considered to be Original Equipment (O.E.), and are covered by the applicable vehicle warranties.
2. **Dealer Installed Mopar Service Parts:** Mopar parts that you install are warranted for the unexpired term of any applicable FCA Canada Inc. vehicle warranty, or for 24 months from the date of original installation, whichever is more favourable to the customer. Parts and labour are covered.
3. **Dealer Installed Mopar Accessories:** Mopar accessories that you install are warranted for 24 months from date of original installation. Mopar accessories installed during the Basic Warranty of a new vehicle are covered by either the Basic Warranty or the 24-month Mopar Parts Warranty, whichever is more favourable to the customer (see illustration). Parts and labour are covered.
4. **Independent Repair Facility (IRF) Installed Mopar Service Parts:** Mopar parts sold wholesale to an automotive service facility and installed by a licensed technician are warranted for defects in workmanship or materials for 24 months from date of original retail installation and up to \$150.00 in labour reimbursement.

Labour Reimbursement* Installer warranty and labor reimbursement requests must be supported with the following documentation:

- Repair order must include the vehicle identification number (VIN) and repair date
 - Warranty concern
 - Diagnostic steps taken to correct concern
 - Labour time is calculated at installer’s hourly rate multiplied by time taken to complete repair
 - Labour time to be supported by a published time standard
5. **Over-The-Counter (OTC) Sales:** Mopar parts and accessories that you sell “over the counter” at retail are warranted for 24 months from date of sale. Labour is not covered.
 6. **Goodwill Parts:** Mopar parts and accessories installed on a goodwill basis (either shared cost or at no charge) are warranted for 24 months from date of original installation. Parts and labour are covered.

UNIQUE COVERAGE: The warranty for most Mopar parts is 24 months for parts and labour (parts-only for OTC parts). However, the products listed here have different or additional coverage and you should be familiar with their warranties. They are all described under “Parts Guidelines” in this section of the manual.

- Alternators and starters (Magneti Marelli offered by Mopar)
- Batteries
- Brake pads and shoes (Magneti Marelli, Value line)
- Catalytic Converters (Mopar and Magneti Marelli offered by Mopar)
- Collision replacement parts
- Gaskets and seals (90 days)*
- Koss wireless headphones
- Master Shield products
- Mopar Performance parts

Note: Mopar Performance Parts with part numbers beginning with “P5” are sold “as-is” without warranty coverage of any kind by Mopar unless otherwise noted. Mopar Performance Parts with part numbers beginning with “PW” are covered by a 12-month/20000 kilometres warranty. For all part numbers that begin with “77” the warranty is the Mopar Basic Limited Warranty.

- Mufflers (Value line)
- Shocks and struts (Magneti Marelli, Value line)
- Reman Cummins Diesel parts (6 months / unlimited kilometres)
- 3/160 Powertrain Parts
- Tires

LIMITED WARRANTIES: All Mopar parts warranties are officially “limited warranties”, meaning there are certain conditions under which coverage may not apply. Those conditions are fully described in the official warranty booklet, card or certificate which the customer receives.

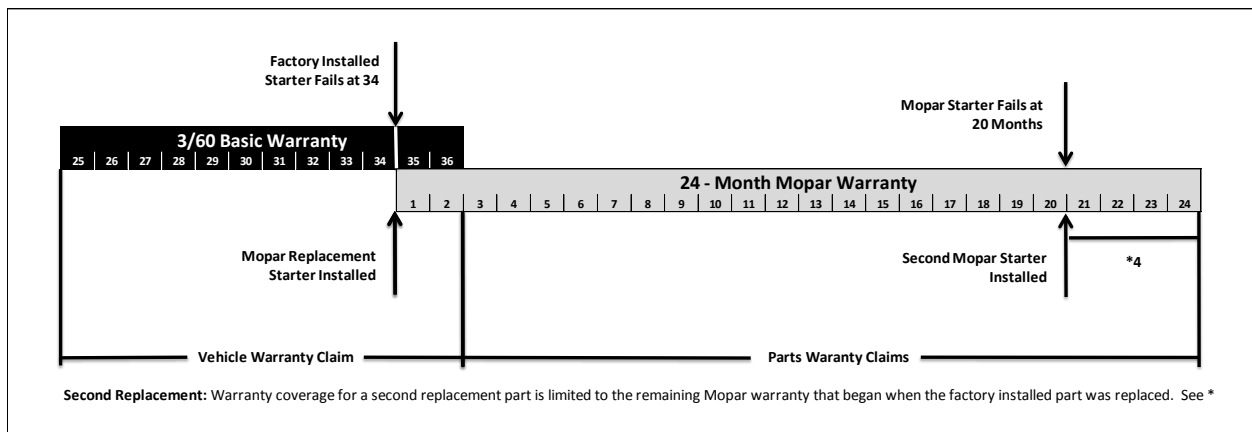
In this manual, written for corporate and dealership employees only, we have chosen to simplify the language by not using certain terms and phrases which would be necessary if we were writing for our customers. We do not use “limited” every time we refer to a warranty, nor do we say “whichever occurs first” when both time and distance apply to the length of a warranty’s coverage. We all work in the automotive industry and we all simply understand that these terms do apply.

SECOND-REPLACEMENT COVERAGE

A second-replacement repair occurs when a Mopar part which has been used to service a vehicle fails and must be replaced by another Mopar part. The original Mopar service part had a 24-month warranty, but how much coverage does the second-replacement part have?

Answer: When a Mopar part fails and is replaced under warranty, the replacement part is only covered for the balance of the warranty on the original Mopar part.

Example (see illustration below): (1) A factory-installed starter fails after 34 months on a vehicle with 3/60 Basic Warranty. (2) A Mopar replacement starter is installed and the repair is claimed under the Basic Warranty. The Mopar starter is then covered for the remaining 2 months of the vehicle’s Basic Warranty. If the Mopar starter fails after 20 months (3) and is replaced 4 months before the Mopar Parts Warranty expires, the second-replacement starter (4) is only covered for the remaining 4 months of the Mopar Parts Warranty (5), not for another 24 months.



Note- for dealers in Ontario and Quebec only, to ensure compliance with Ontario’s Motor Vehicle Repair Act and Quebec’s Consumer Protection Act, when a Mopar part fails and is replaced under warranty, the replacement part is covered for the greater of: (i) the balance of the warranty on the original Mopar part; or (ii) 3 months or 5000 km, whichever comes first. Applying this policy to the previous example, the second-replacement starter would be covered for 3 months or 5000 km, whichever comes first, not just 3 months.

WHAT TYPE OF CLAIM?

If a service replacement part fails and must be replaced, the first decision to be made when claiming is what type of claim to submit:

- Submit a Vehicle Warranty Claim for dealer-installed parts if the part fails within the coverage period of an applicable vehicle warranty, and the customer is eligible for that coverage.
- Submit a Mopar Claim for dealer-installed parts if the applicable vehicle warranty has expired or the owner is ineligible, but the failure can be covered by the Mopar Parts Warranty.

- Submit a Mopar Claim if the part was sold over-the-counter (wholesale or retail).
- Submit a Mopar Claim for shocks, struts, mufflers or Value Line brake parts replaced under the Mopar Lifetime Guarantee.
- Use GCRS for remanufactured part core credits (see below).
- Use the MRA claim system for parts found to be defective before installation.
- Use the MRA claim system for most tire claims.

CORE CREDITS AND RETURNS: All core credits for remanufactured parts must be claimed using the Global Core Return System (GCRS). Basically, if you pay a core charge when you buy a part from FCA Canada Inc., you must use GCRS to return the core and claim your core credit (see Remanufactured Parts). For more information on GCRS, see the QRG entitled “Global Core Return System”.

THE ONTARIO MOTOR VEHICLE REPAIR ACT

The Motor Vehicle Repair Act (Ontario) – we will use the term MVRA – is an Act to regulate vehicle repairs It applied to all vehicle repairers in the province of Ontario, and came into force on September 30, 1988. It affects FCA Canada Inc. dealers in the area of parts sold over-the-counter to others in the auto-repair trade.

A tip – as you read this, think of the “Repairer” as an independent shop (gas station, department store, etc.) and the “Supplier” as you, the dealer.

REQUIREMENTS OF THE ACT: Repairers (defined as anyone operating a vehicle-repair business) must provide a parts-and-labour warranty of 90 days or 5,000 km for the parts they install. If a part fails within a warranty, the customer returns to the Repairer, who replaces it without charge. If the Repairer bought the part from a FCA Canada Inc. dealer, our 24-month Mopar Parts Warranty will cover its replacement.

When the customer cannot reasonably return to the original Repairer for replacement of the part, he will have to have the replacement done elsewhere at his own expense. The MVRA allows him to recover his out-of-pocket expense from the original Repairer, but the amount is limited to what the customer paid for the original repair, plus reasonable towing caused when the part failed.

The MVRA then allows the Repairer to recover his reimbursement expense from the Supplier (the dealer) who sold him the part. Fluids, filters, lights, tires and batteries are excluded from the MVRA’s coverage, and misuse or abuse are the only grounds under which payment (or recovery) under this warranty may be withheld.

The MVRA contains other requirements, such as mandatory signs to be posted in the dealership. Dealers must ask their legal advisors to assess the full impact of the act on their business.

WHAT IT MEANS TO ONTARIO DEALERS: If a FCA Canada Inc. dealer sells parts over-the-counter to a Repairer and the Repairer has to reimburse a customer because the customer had to pay for repairs performed elsewhere, the Repairer can recover his expense from the Supplier (the dealer). FCA Canada Inc. will reimburse the dealer under terms described here.

WHAT IS RECOVERABLE? For repairs which cannot reasonably be done by the original Repairer, the customer can recover from the original Repairer, and the Repairer from the Supplier: the original cost of the work (parts and labour when first installed by the Repairer), plus reasonable towing. The Supplier (dealer) can recover from FCA Canada Inc.: parts at cost plus handling allowance, labour at warranty rate and established time allowance, plus reasonable towing at cost. (The dealer recovers from FCA Canada Inc. as though he replaced the part himself.)

Example 1: The second repair is made by the original Repairer: Corner Garage buys a water pump from City Chrysler/Dodge and installs it in Joe’s 2008 Caliber. Corner Garage charges Joe \$150 for parts and \$160 for labour. The water pump fails within

the 90-day or 5000-km warranty and Joe has to be towed back to Corner Garage, where they replace the pump at no charge to Joe.

Corner Garage (the Repairer) is entitled to a new pump at no charge from City Chrysler/Dodge (the Supplier). Towing and labour are not covered. City Chrysler/Dodge can then submit a Mopar Claim to FCA Canada Inc. and recover the dealer cost of the pump (plus handling).

Example 2: This is the same as the previous scenario, but this time Joe is travelling and cannot return to Corner Garage (the original Repairer). Joe drives to Quebec, where the water pump from Example 1 fails within the 90-day or 5000-km warranty. Joe's Caliber has to be towed to Garage Gascon, where he pays \$55 for towing, \$175 for a new pump and \$185 labour.

From Corner Garage (the original repairer), Joe can recover \$150 for parts and \$160 for labour from the original installation, plus the \$55 towing charge in Quebec. Corner Garage can recover all those costs from City Chrysler/Dodge (the Supplier). City Chrysler/Dodge can then submit a Mopar Claim to FCA Canada Inc. and recover the dealer cost of the pump (plus handling), labour at warranty rate and FCA Canada Inc. time, and \$55 towing.

Regardless of the amount the dealer (Supplier) has to pay to the Repairer, recovery from FCA Canada Inc. is limited to what FCA Canada Inc. would pay the dealer if the dealer had replaced the part himself.

Return of parts: Under the MVRA, the original Repairer may, at his own expense and if it is reasonable to do so, require the customer to return the failed parts (FCA Canada Inc. does not require the failed parts to be returned).

What is reasonable? It would seem reasonable to require the return of a radio, alternator or water pump, but not a fuel tank, battery or short block. Dealers with questions should ask their SPDM.

TO CLAIM FOR A FCA CANADA INC. VEHICLE: When a FCA Canada Inc. dealer in Ontario has to reimburse a Repairer under the MVRA, he can claim reimbursement from FCA Canada Inc. by submitting a MOPAR CLAIM, completed as though the FCA Canada Inc. dealer had done the repair. The RO file copy must be clearly marked "MVRA CLAIM" and must be accompanied by:

1. A copy of the dealer's Credit Note to the repairer, showing:

- Repairer's name and address
- Customer's name and address
- Dollar amount of parts credit
- Dollar amount of labour credit
- Date of original installation of the part
- Date of failure of the part

2. A copy of the Repairer's Credit Note, cheque or other evidence of payment to the customer.

3. If the Repairer had to pay for towing, a copy of the towing invoice must also be attached, showing distance and charges. Towing is shown on the claim in the normal manner and if the towing cost was over \$100, the claim must be authorized.

TO CLAIM FOR A NON- FCA CANADA INC. VEHICLE: When a claim is made for a part sold over-the-counter (or a reimbursement under the MVRA) and a non- FCA Canada Inc. vehicle is involved, the labour time and LOP chosen should be for the nearest comparable FCA Canada Inc. vehicle to the one repaired. Use the actual VIN of the vehicle on the claim.

FAST FEEDBACK PROGRAMS

“Fast feedback” parts returns programs are used by FCA Canada Inc. to monitor major assemblies (typically, engines and transmissions) newly released into production. For a few months, dealers will assist FCA Canada Inc. in this effort by complying with temporary repair rules for these designated components.

Assemblies to be monitored by fast-feedback are announced by a Service Administration Bulletin (SAB). The bulletin will identify the part(s), specify the duration of the program, and give special instruction for you to follow if you encounter one of the parts for service.

SERVICE BY REPLACEMENT: Parts identified as being controlled by a fast feedback program are serviced by replacement only, unless instructed otherwise. This provides maximum quality information through teardown and inspection of assemblies which have not been subjected to attempted repairs.

STOP! Do not attempt to disassemble the defective assembly unless instructed to do so by Tech Hotline staff.

CALL THE TECH HOTLINE FIRST! When technician diagnosis suggests a problem requiring disassembly, contact the Tech Hotline at 1-800-361-2702 (en français: 1-800-361-1702). After reviewing the problem and your diagnosis, Hotline staff will determine the proper course of action. Complete replacement may be authorized, or engineering staff may be dispatched to your dealership for a hands-on inspection.

If replacement is approved, the Hotline staff will provide complete instructions regarding removal and handling and will arrange shipping. A replacement assembly will be sent to your dealership by courier to minimize downtime and customer inconvenience. Do not attempt to disassemble the defective assembly unless instructed to do so by Tech Hotline staff. Availability of parts needed to repair assemblies in a fast-feedback program is usually restricted for the duration of the program.

OFFER A LOANER: When appropriate, offer a loaner car to the customer. Take time to explain why it is necessary to keep their vehicle, and assure them that it will be returned as quickly as possible. Keep in touch with the customer, both during and after this process, to ensure complete satisfaction.

CLAIMS: When required, a replacement assembly will be provided at no charge. Any special handling allowance or other claim considerations will be announced in the SAB.

If loaner-car usage exceeds your self-approval limit, it will be necessary to obtain SPDM approval for the claim.

Return shipping costs, if any, may be recovered on the claim by entering the amount in the “Prepaid Freight” Special Services field.

PARTS RETURN: Tech Hotline staff will instruct you on preparation of the removed assembly for return shipment and will make arrangements for the defective part to be picked up as soon as possible. Be sure to enclose a copy of the Repair Order with the part when it is returned.

Chargebacks will be issued for components not returned within a 45-day time period.

AIR BAG ON-OFF SWITCHES

Customers who wish to have air bag on-off switches installed must contact Transport Canada (1-800-333-0371) for an information package. In Québec, they must contact the Société de l'assurance automobile du Québec (SAAQ). A validated (stamped) copy of the form “Declaration of Requirement for Air Bag Deactivation”, from Transport Canada or the SAAQ must be presented when the service is requested. (We will refer to this form as the “Declaration Form” here.)

PARTS: FCA Canada Inc. will not permit over-the-counter sales of air bag switch kits. Only dealer installations are allowed. Switch kits are not available for all vehicles. To obtain parts, see procedure step #4.

WARRANTY: Installation of air bag on-off switches is strictly customer-pay. The components are covered by the 24-month Mopar Parts Warranty.

PROCEDURE: If you agree to perform the switch installation, follow these steps:

1. Check for proper validation of the customer's Declaration Form and keep the form until the work is complete. Valid Declaration Forms will have a blue Transport Canada or SAAQ stamp and date on the back. Accept nothing less.
2. Have the customer read and complete form SVD133-E/F: "Air Bag Deactivation Acknowledgement, Release and Indemnity Agreement" (available from Xerox). Keep the original in your files (it is for your protection) and give the copy to the customer.
3. Check the customer's name and address on the Declaration Form against that recorded in DealerCONNECT VIP. If the owner's name on VIP is not the same as on the form, call Customer Assistance for help. If only the address is different, correct the information using the DealerCONNECT "Owner Update" application.
4. Call the Tech Hotline 1-800-361-2702 (English) or 1-800-361-1702 (Français). Hotline staff will require you to fax a copy of the front (page 1 only) of the Declaration Form to Windsor at 1-800-999-6553 and will then arrange for the appropriate switch kit to be released and billed to you.
5. Install the switch according to the instructions included in the kit. Sun visor and switch labels and a yellow instruction insert for the Owner's Manual are included in the switch kit. These must be installed.
6. When the customer takes the vehicle, you must show them the operating instructions on the Owner's Manual insert. Encourage the customer not to use the switch without reading the instructions carefully.
7. Complete the last box on the back (page 2) of the Declaration Form. Fax a copy of the completed page 2 to the Tech Hotline. Keep a photocopy of both sides in your files.
8. Mail the (original) Declaration Form to Transport Canada (or the SAAQ) within 7 days of the installation.

CAUTION—THIS PROCESS IS SAFETY -RELATED AND SUBJECT TO AUDIT. ALL STEPS MUST BE FOLLOWED AS INSTRUCTED.

VEHICLE HISTORY: To ensure that the installation is recorded in the vehicle's history file, FCA Canada Inc. will generate a special no-cost claim, which will appear on your Weekly Claim Statement with a unique claim number: Z00000*. We will do this for you when the installation is complete and properly reported via fax; there is no action required on your part.

* "Z00000" is the actual number that will be used every time.

MOPAR BATTERY WARRANTY PROCEDURE

The following warranty procedure applies to Exide and East Penn batteries.

Step 1: Inspect & Test Battery

Dealership is to visually inspect and use a calibrated battery tester to determine if the battery needs a boost or replacement. Most batteries that fail are simply discharged and need a boost. East Penn recommends having the battery tested first to determine the cause of failure. If the battery is simply in need of a boost, have it re-charged and re-tested.

WARRANTY does not cover discharged product, damage to the battery caused by abuse or neglect, or damage to batteries which are opened or tampered with in any manner including the introduction of any special additives or electrolyte into the battery. In addition, use of a battery in a non-specified application may void the limited warranty.

Keep a copy of the final test result print out if battery will be claimed as a warranty.

Step 2: Determine if Battery is Within Warranty Period

Determine Warranty Date:

From the **Original Bill of Sale** to the Consumer, use the date the battery was sold to the consumer as the date for warranty calculation. If the Original Bill of Sale is not available, then use the next closest method listed below to use as the date for warranty calculation.

- **Dealer Invoice** from when the battery was purchased from Exide or East Penn
- **Ship Date Code** from the round sticker on side of battery. The ship code is a letter (indicating month) followed by a 2 digit year code. Example "A-15" would indicate the battery was shipped to the dealership in January 2015. "B-Feb, C-Mar" etc.
- **Dater Label** is located on top of the battery and is a dealer managed indicator for month and year of battery sale to customer.

Determine Months of Service:

From the warranty date determined above, calculate the **Months of Service**. Deduct the current date from the warranty date. Example: On December 22, a battery that was purchased from the dealership-has a manufacturing defect. By deducting the current date from the purchased date will result in 7 months and 7 days of service. 7 Months would be the months of service.

Determine if Free Replacement or Pro Rata:

Using the Months of Service, determine if warranty falls within the Free Replacement or Pro-Rata warranty period (only batteries purchased before January 1, 2013). The label on every battery specifies the total number of months covered by the Free Replacement and the Pro-Rata periods.

The Pro Rata Period applies after the Free Replacement Period expires, until the end of the total limited warranty. So for a battery with 72 total months in the Limited Warranty, and a 24 month Free Replacement Period, the Free Replacement Limited Warranty applies in months 1 through 24, and the Pro Rata Limited Warranty applies in months 25 through 72.

Limited Warranty (Free Replacement)*

If a battery is returned within the Free Replacement Period (calculated from the date of sale, or alternate above) for failure to perform due to defects in materials or workmanship, the customer should be provided a new replacement battery of the same type at no charge. Dealer will make an "M" warranty claim on DealerCONNECT to replace the returned battery.

Pro-Rated Warranty*

Pro-rated warranty applies to Exide batteries purchased before January 1, 2013 and can be claimed through the East Penn program. If a battery is returned within the Pro-Rata Warranty Period (calculated from the date of sale, or alternate above) for failure to perform due to defects in materials or workmanship, the customer should be offered a credit towards a new replacement battery of the same type. See Step 3 for calculation examples.

***NOTE:** This limited warranty limits East Penn's responsibility to providing a replacement battery or a pro rata in the event of defects, under the below terms; however, the consumer or end user may also have other rights which vary from province to province. WARRANTY does not cover discharged product, damage to the battery caused by abuse or neglect, or damage to batteries which are opened or tampered with in any manner including the introduction of any special additives or electrolyte into the battery. In addition, use of a battery in a non-specified application may void the limited warranty. Warranty does not cover installation or installation reimbursement to the consumer or dealership.

Step 3: Dealer Pro-Rata Calculations

When replacing a battery under a Pro-Rata Warranty, the consumer is required to pay a portion of the new battery. This is calculated based on a percentage of use of the total warranty.

Example:

An 84 month total warranty battery with a current retail price of \$100 that failed after 49 months:

1. Determine the warranty cost per month. Take the retail price (\$100) and divide by pro rata warranty (84) = \$1.19
2. Determine the customer replacement portion. Use the warranty cost per month \$1.19 and multiply by the number of months in service (49) = \$58.31

Customer pays \$58.31 towards the cost of a new battery

Step 4: Dealer Claiming Warranties Through East Penn

Limited Warranty (Free Replacement) Claim

Battery will be picked up by East Penn Driver with supporting paperwork

Paperwork: East Penn Battery Failure Vehicle Data Sheet, Bill of Sale (or Dealer invoice), replacement battery invoice, and test result print out

Battery will be tested at East Penn

Dealer to claim the labour and parts (includes core deposit) as an “M” claim on DealerCONNECT

If defect not covered under warranty, battery will be returned to dealership and FCA Canada will charge the Dealer back the labour and parts claim.

Pro-Rated Warranty Claim

Battery will be picked up by East Penn Driver with supporting paperwork

Paperwork: Bill of Sale (or Dealer invoice), replacement battery invoice, and test result print out

Battery will be tested at East Penn

If defect covered under warranty, a cheque will be issued to the dealer for the unused portion* of the battery

If defect not covered under warranty, battery will be returned to dealership

***Unused Portion Calculation**

Pro-Rata payment to dealership is based on dealer net pricing. The same example used in step 3 (an 84 month total warranty battery with a current retail price of \$100 that failed after 49 months) will be used along with a \$75 dealer net.

1. Determine Cost per Month: Dealer Net (\$75) divided by total pro rata (84) = \$0.8929
2. Unused number of months: Total Pro Rata months (84) – number of months in service (49) = unused months (35)
3. Warranty Reimbursement: Cost per month (.8929) x unused months (35) = \$31.25

Dealer will receive a cheque for \$31.25

Dealer Total Pro Rata Reimbursement:

The dealer will receive the following reimbursement against the \$75 Dealer Net cost of the replacement battery

\$58.31 Reimbursement from Customer (from Step 3)

\$31.25 Reimbursement cheque from Exide (from Step 4)

\$89.56 Total Reimbursement to dealer

ALTERNATORS & STARTERS

- **FACTORY-INSTALLED:** All factory-installed alternators and starters are covered for 36 months or 60,000 kilometres. Parts and labour are included.
- **MOPAR PARTS:** All Mopar alternators and starters are warranted for defects in workmanship and materials for 24 months from installation date. The cost of parts and labour is covered for dealer installed parts. For Mopar parts sold over-the-counter (OTC) to independent repair facilities or to do-it-yourselfers, coverage is parts-only and begins on the date of sale. Mopar alternators and starters are approved for all warranty repairs.
- **MAGNETI MARELLI OFFERED BY MOPAR PARTS:** Magneti Marelli Offered by Mopar aftermarket alternators and starters are a cost-effective alternative to OE parts but their use in warranty repairs is limited; that is, Magneti Marelli Offered by Mopar parts may only be used to replace other Magneti Marelli Offered by Mopar parts.

Magneti Marelli Offered by Mopar Lifetime Coverage: For dealer-installed parts, after the 24-month warranty expires, Magneti Marelli Offered by Mopar brake alternators and starters are warranted for defects in workmanship and materials for as long as the original purchaser (the vehicle owner at time of installation) owns the vehicle on which they were installed. Commercial and emergency vehicles are excluded. Original installation and warranty replacement must be done by a FCA Canada Inc. dealer. The lifetime coverage is parts-only (labour is not included) and no parts markup is allowed.

For repair-facility installations of Magneti Marelli Offered by Mopar alternators and starters, this same lifetime coverage applies. Only parts which you sell for installation by an independent repair facility are covered, not parts sold to do-it-yourselfers.

BRAKE PADS & SHOES

- **FACTORY-INSTALLED:** All factory-installed brake pads and shoes are covered for 12 months or 20,000 kilometres. Parts and labour are included.
- **MOPAR PARTS:** All Mopar OE -type brake pads and shoes are warranted for defects in workmanship and materials for 24 months from installation date. The cost of parts and labour is covered for dealer installed parts. For Mopar parts sold over-the-counter (OTC) to independent repair facilities or to do-it-yourselfers, coverage is parts-only and begins on the date of sale. Mopar OE-type brake pads and shoes are approved for all warranty repairs.
- **VALUE LINE AND MAGNETI MARELLI OFFERED BY MOPAR PARTS:** Value Line and Magneti Marelli Offered by Mopar aftermarket brake pads and shoes (with traditional or ceramic friction materials) are a cost-effective alternative to OE parts but their use in warranty repairs is limited; that is, Value Line and Magneti Marelli Offered by Mopar parts may only be used to replace other Value Line and Magneti Marelli Offered by Mopar parts.

Value Line and Magneti Marelli Offered by Mopar parts may NOT BE USED in new-vehicle warranty repairs on CHRYSLER, JEEP, DODGE OR RAM VEHICLES.

Unique part numbers: All Value Line brake part numbers begin with V but parts with ceramic friction material begin with V30 (front) or V40 (back). Only Magneti Marelli brake pads and shoes with part numbers beginning with 2AM are eligible for limited lifetime warranty.

Value Line and Magneti Marelli Offered by Mopar 24-month coverage: If Value Line or Magneti Marelli Offered by Mopar brake pads or shoes require replacement within 24 months from installation date, the cost of Value Line and Magneti Marelli Offered by Mopar replacement parts and labour is covered for dealer-installed parts. For parts sold over-the-counter (OTC) to independent repair facilities or to do-it-yourselfers, coverage is parts-only and begins on the date of sale.

Value Line and Magneti Marelli Offered by Mopar Lifetime Coverage: For dealer-installed parts, after the 24-month warranty expires, Value Line and Magneti Marelli Offered by Mopar brake pads and shoes are covered against normal wear or material defects for as long as the original purchaser (the vehicle owner at time of installation) owns the vehicle on which they were installed. Commercial and emergency vehicles are excluded. Original installation and warranty replacement must be done by a FCA Canada Inc. dealer. The lifetime coverage is parts-only (labour is not included) and no parts markup is allowed.

For repair-facility installations of Value Line and Magneti Marelli Offered by Mopar pads and shoes, this same lifetime coverage applies. Only parts which you sell for installation by an independent repair facility are covered, not parts sold to do-it-yourselfers.

PARTS WARRANTIES

Two Lifetime Warranty Certificates: The Value Line Lifetime Warranty Certificate is critical for coverage. Use one or the other, depending on whether the parts were dealer installed or sold for installation by an independent repair facility. Enter the original purchase information on the back of the certificate and give the card to the customer.

If warranty service is required, the customer must present both the Value Line certificate and the original bill of sale. If parts are replaced, a new certificate must be given to the customer. Be sure to explain the card and the coverage to the customer.

HOW TO CLAIM: If you replace any brake pads or shoes under warranty, submit a claim via DealerCONNECT. Use a Vehicle Warranty claim or a Mopar Parts claim as applicable. Labour for replacing dealer-installed parts may only be claimed if replacement occurred within the Mopar , Value Line or Magneti Marelli Offered by Mopar Parts 24-month coverage.

Note: For Value Line or Magneti Marelli Offered by Mopar brake parts, no warranty parts markup is allowed after 24 months.

CATALYTIC CONVERTERS

Mopar and Magneti Marelli offered by Mopar Replacement Catalytic Converter Limited Warranty

Mopar and Magneti Marelli offered by Mopar replacement Catalytic Converters are warranted against defect in materials or workmanship for 3 years/40,000 kilometres from the date of installation, whichever comes first. Over-the-counter sales are covered against defects in materials or workmanship for 3 years, parts only. .

MOPAR COLLISION REPLACEMENT PARTS LIFETIME LIMITED WARRANTY

This warranty is not transferable to a subsequent owner of the vehicle.

FCA Canada Inc. warrants, to the original purchaser only, Mopar Replacement Sheet Metal products, including plastic bumpers covers and grilles, against defects in material or workmanship for as long as the original purchaser owns the vehicle on which the part is installed.

This warranty includes perforation (metal rust-through) due to corrosion in normal use. Replacement sheet metal products which prove to be defective due to perforation (inside-out rust-through only) will be repaired or replaced at the option of FCA Canada Inc. If the vehicle is eight (8) model years old or more, FCA Canada Inc. may replace the defective part with a comparable salvage part. This warranty covers the cost of parts, labour and paint for replacement parts, including outer-panel sheet metal parts, if incurred as a result of the failure; if preapproved by FCA Canada Inc.; and if an authorized FCA Canada Inc. dealer originally installed the part. Parts are covered on a replacement basis only, if the original part was sold over the counter. This warranty is not transferable.

What is Not Covered:

This warranty does not cover corrosion due to fire, accident, vehicle abuse, owner negligence or vehicle alteration; corrosion caused by sand, hail, airborne fallout, chemicals, salt, road hazards or stone damage; or surface paint deterioration or corrosion (other than inside-out perforation).

LIFETIME WARRANTY: Mopar Collision Replacement Parts are covered against defects in materials or workmanship for as long as the original purchaser owns the vehicle on which the part is installed. Coverage includes perforation (metal rust-through) due to corrosion in normal use, and covered parts include sheet-metal products, plastic bumper covers and grilles which you install or sell at retail or wholesale.

If the parts were originally installed by a FCA Canada Inc. dealer, the warranty covers parts, labour and paint, provided the replacement or repair is pre-approved by FCA Canada Inc. and is performed by a FCA Canada Inc. dealer.

Coverage lasts as long as the original purchaser owns the vehicle on which the part is installed. This warranty is not transferrable to a subsequent owner of the vehicle.

For full warranty details, see the customer warranty certificate.

COUNTER SALES: Coverage for parts sold over the counter (OTC) is parts-only. A replacement part will be provided at no charge if the original part was also sold OTC. Labour and paint are not covered. (If the original part was installed by a FCA Canada Inc. dealer, warranty replacement must be performed by a FCA Canada Inc. dealer.)

AGING VEHICLES: If the vehicle is eight model years old or more, the defective part may be replaced with a comparable salvage part.

SHEET-METAL CAUTIONS: The Mopar Lifetime Warranty covers perforation (rust-through) of sheet metal parts, but only if the part rusts through from the inside out. If a part is perforated from the inside out, it may be repaired or replaced at the option of FCA Canada Inc. Surface paint deterioration and outside-in perforation are not covered by the Mopar warranty.

Except in an emergency, all warranty service for Mopar replacement sheet metal parts must be obtained through a FCA Canada Inc. dealer.

CUSTOMER CERTIFICATE: Customer certificate form is a pad of 50 tear-sheet certificates which explain the Mopar Lifetime Limited Warranty in full detail. Pads are available in English or French from Archway. Be sure to give a sheet to every customer who purchases an eligible part or has one installed at your dealership. We recommend attaching the tear-sheet certificate to the invoice, but also be sure to explain the coverage to the customer.

ELECTRONIC EXCHANGE PARTS

The following components are serviced by advance exchange through one authorized service depot in. Dealers submit orders and a replacement part is shipped immediately, usually arriving within 24 hours. The defective component is then returned by prepaid courier.

- Audio amplifier
- EVIC console display
- Junction block
- Navigator
- Radio or CD player
- CD changer
- DVD systems

- Body computers, certain instrument clusters and junction blocks are also serviced, but because these parts store vehicle odometer data, the replacement procedure is different. See “Speedometers and Odometers”.

WARRANTY COVERAGE: Factory-installed electronic components are covered by the vehicle’s Basic Warranty. For Mopar electronic accessories installed by the selling dealer within the Basic Warranty period, either the Basic Warranty or the 12-month Mopar Parts Warranty, whichever is more favourable to the customer, applies.

Mopar radios sold over-the counter are covered by the 24-month Mopar Parts Warranty. For radios sold over-the-counter, services such as trimming the antenna, setting push buttons for station selection and elimination of static interference are not covered.

The supplier will replace any exchange component supplied by them if found to be defective within 1 year. Contact Crescent by phone for this service.

BECKER RADIOS : There is no repair or exchange program for German-built Becker radios installed in Crossfire and Sprinter vehicles. If a Becker radio is determined to be defective, it must be replaced by a new part. Order Becker radios from your PDC. If replacement is done under the vehicle’s Basic Warranty, submit a warranty claim.

IDENTIFYING RADIOS: For 2000 and later models, the radio’s 3-digit Sales Code is visible on the faceplate and can be used to identify the correct radio part number. Using either Star Parts or the Mopar Parts Catalogue, locate the model year and type of vehicle and go to the radio section. Illustrations with Sales Code information make it easy to determine the proper part number to order. (For 1999 and older radios, call Crescent Electronics for identification assistance.)

SERVICE UNDER WARRANTY: When it has been determined through careful diagnosis that an exchange component is defective and must be replaced under warranty:

1. Use VIP to verify the vehicle's eligibility for warranty.
2. Order through Exchange Order Process. The supplier will immediately ship an exchange part via courier, prepaid. The shipment will include a prepaid return waybill.
3. If the vehicle can be safely driven with the defective part, tell the customer that another appointment will be made when the replacement arrives—usually within 24 hours.
4. Do not close the RO and then create another when the exchange part arrives. Keep the original repair open until the job can be completed.
5. When the part arrives, recall the vehicle and remove the defective part (core), intact. Do not remove knobs, controls, fuses, relays or lamps. Install the replacement. If an instrument cluster, remove the blue shipping mask from the replacement part and install it on the defective part. Install the original mask on the replacement part. If the mask is defective, call Crescent Electronics.
6. Complete an Equipment Manufacturer's Claim Request (EMCR), form #SVD136.
7. Carefully pack the core in the shipping container received from the repair centre. Include the EMCR.
8. The return shipping documents received from the repair centre with the exchange component have two parts, shown below. One is your receipt and the other is a barcoded UPS return shipping label. Apply the bar-coded label to the outside of the return shipping container (there is nothing to fill in). Keep the receipt for your records.
9. Call UPS and arrange for the core to be picked up. Use this toll-free number: 1-877-770-5300

CORES — TIME LIMIT FOR RETURNS: Returned parts must be received at the repair centre within 15 days from the original order or you will be billed by them for the core). In unusual circumstances, such as a customer who cannot return immediately to have a part replaced, call the repair centre to arrange for a reasonable extension of the time limit.

PARTS FOR NEW, UNSOLD VEHICLES : New electronic components must be used in unsold new vehicles. These may be ordered from the PDC and claimed as parts and labour in the normal manner.

WARRANTY CLAIMS: You may claim reimbursement for removal and installation labour for parts replaced under warranty (be sure to use the "replace with exchange" LOP). Because you were not charged for the part or for shipping, those costs are not reimbursable.

IF YOU SUBMIT A CLAIM FOR THE COST OF A PART WHICH SHOULD HAVE BEEN A NO-CHARGE EXCHANGE, YOU WILL BE CHARGED BACK FOR THE PART.

SERVICE AFTER WARRANTY: The exchange procedure is the same as within warranty, except the shipment will arrive with an invoice for the part plus shipping (both ways). The EMCR is not necessary, but do include a note describing the defect. No costs are recoverable from FCA Canada Inc. and the core must be returned. (See also "Goodwill" on next page.)

Parts replaced after warranty must be returned to Crescent Electronics.

GOODWILL: If your SPDM decides to allow replacement of an out-of-warranty part on a goodwill basis. Order part as warranty. If the core is not returned within 60 days, full dealer cost will be charged to the dealer. If a claim is not submitted for labour within 60 days, the dealer will be billed for the part on their statement. The claim will be past warranty limits and repair authorization. A goodwill note entered by the District Manager will allow the claim to be paid by the warranty authorization centre.

GASKETS AND SEALS

Gaskets and seals are covered for 24 months. However, gaskets and seals which fail within 90 days of installation are not covered under the Mopar Parts Warranty. Failures within this period are considered to be “comeback” repairs, as a result of improper installation or inspection of the seal or mating surfaces prior to installation.

GLASS

Only glass purchased from FCA Canada Inc. may be used for warranty replacements; this includes glass used in the repair of transportation damage on new vehicles. Parts invoices must be retained as evidence.

SUBLET GLASS INSTALLATION: FCA Canada Inc. will only reimburse you for labour on a sublet glass installation, just as if you installed the glass in your shop. We will reimburse you for the glass only if you bought it from FCA Canada Inc.

Koss Wireless Headphones

The optional rear DVD system (Sales Code XRV), available since 2004 in Pacifica, minivan and now several other models, includes two sets of Koss wireless headphones.

WARRANTY COVERAGE: The headphones have a Koss limited lifetime warranty, described on a blue (bilingual) warranty card in the glove box kit. Be sure to review the Koss card with the customer at new-vehicle delivery.

SPECIAL HANDLING: If a replacement headphone set is required, the card instructs the customer to contact Koss via e-mail at customersupport@koss.com to locate the nearest authorized distributor.

If you choose to assist the customer during the 3/60 Basic Vehicle Warranty period, call the Koss toll-free number, 1-800-872-5677 + 1 + 2, to order replacement headphones from Koss Customer Service. For providing this service, you may submit a Warranty Claim with LOP 08-20-03-70 at no charge (NC) and LO P 95-85-01-10 to recover your shipping and handling charges.

TRANSPORTATION CLAIM: If the headphones are missing from a new vehicle when it arrives at the dealership, order replacement parts from your PDC in the normal manner (P/N 05064037AA). On the TCR, use LO P 08-20-03-15 (Replace Koss wireless headphone set—TCR only) and show NC (no charge) for labour.

MASTER SHIELD PRODUCTS

COVERAGE FOR NEW VEHICLES:

ELIGIBILITY: For new vehicle plans MS1, 2, 3, 4, 5 and packages MS6, 7, 8, and 9, only new FCA Canada Inc. vehicles built for the Canadian market which have been purchased or leased and registered in Canada are within 90 days of the original vehicle in-service date are eligible. Package MS9 is further restricted to vehicles and uses listed in the Appearance Care plan offerings (see Service Administration Bulletin 2008-13).

1. RUST PROTECTOR: This product is fogged into inner body cavities, where it protects against corrosion from within. Treated parts are covered against rust-through for the life of the vehicle. A lifetime claim limit of \$3,000 applies.

2. PAINT SEALANT: It seals and strengthens painted surfaces, maintaining the lustre and colour of the original finish. Treated surfaces are covered against loss of lustre, fading or discolouration for the life of the vehicle, provided the vehicle is re-treated at owner expense every five years. Limited renewable warranty. A lifetime claim limit of \$2,000 applies.

3. FABRIC PROTECTOR: Its soil-resistant coating also improves the wearability of upholstery fabric. Treated fabrics are covered against food and beverage stains for the life of the vehicle, provided the vehicle is re-treated at owner expense every five years. A lifetime claim limit of \$1,000 applies.

4. UNDERCOAT: This wax-based product is applied to the underside of the vehicle to resist corrosion. Treated underbody parts are covered against rust-through for the life of the vehicle. A lifetime claim limit of \$2,000 applies.

5. LEATHER/VINYL PROTECTOR: Bonds to the leather or vinyl upholstery of your vehicle's interior to provide a soil repellent or waterproof shield. Leather or vinyl treated with the Master Shield Protector is covered against food and beverage stains for the life of the vehicle, provided the vehicle is retreated at owner expense every five years. A lifetime claim limit of \$1,500 applies.

COVERAGE FOR USED VEHICLES:

ELIGIBILITY: For pre-owned vehicle plans MU1, 2, 3, 4, 5 and packages MU6, 7, 8, and 9, only vehicles within 5 years and 160,000km from in-service date are eligible. For non-FCA vehicles, only eligible vehicles listed in the Certified Pre-owned Vehicle Eligibility Guide are eligible except in the provinces of Quebec, Saskatchewan and Alberta. Package MU9 is further restricted to vehicles and uses listed in the Appearance Care plan offerings (see Service Administration Bulletin 2008 - 13).

1. RUST PROTECTOR: This product is fogged into inner body cavities, where it protects against corrosion from within. Treated parts are covered against rust-through for eight years and coverage is non-renewable. A lifetime claim limit of \$3,000 applies.

2. PAINT SEALANT: It seals and strengthens painted surfaces, maintaining the lustre and colour of the original finish. Treated surfaces are covered against loss of lustre, fading or discolouration for eight years and coverage is non-renewable. A lifetime claim limit of \$2,000 applies.

3. FABRIC PROTECTOR: Its soil-resistant coating also improves the wearability of upholstery fabric. Treated fabrics are covered against food and beverage stains for eight years and coverage is non-renewable. A lifetime claim limit of \$1,000 applies.

4. UNDERCOAT: This wax-based product is applied to the underside of the vehicle to resist corrosion. Treated underbody parts are covered against rust-through for eight years and coverage is non-renewable. A lifetime claim limit of \$2,000 applies.

5. LEATHER/VINYL PROTECTOR: Bonds to the leather or vinyl upholstery of your vehicle's interior to provide a soil repellent or waterproof shield. Leather or vinyl treated with the Master Shield Protector is covered against food and beverage stains for eight years and coverage is non-renewable. A lifetime claim limit of \$1,500 applies.

WARRANTY REGISTRATION: After applying any Master Shield product, follow these warranty registration steps:

1. Complete the Master Shield warranty registration using the Service Contract Application entry screens in DealerCONNECT.
2. Process a Service Contract claim via DealerCONNECT for reimbursement of the product application on the vehicle.
2. Master Shield will mail a warranty certificate directly to the customer.
3. Confirmation of registration is immediate and will appear on VIP.

MASTER SHIELD OR VEHICLE CLAIM? If a component protected by a Master Shield product fails within a vehicle's Basic Warranty or Corrosion Warranty, submit a Vehicle Warranty Claim. After the vehicle warranty has expired, claims must be made under the Master Shield program.

Claim approvals: Master Shield claims must be submitted for approval before repairs are begun and within 60 days of the customer's first knowledge of the problem. Your SPDM will advise you if repairs are approved or if any further action is required.

1. Inspect the damaged area.

2. Submit your claim via DealerCONNECT as a Mopar Claim.
3. Your SPDM will inspect the vehicle. Repairs may begin after his or her approval.

FCA CANADA INC. PARTS MUST BE USED FOR ALL SHEET METAL REPAIRS

WARRANTY TRANSFERS: There is no charge to transfer the Master Shield Limited Lifetime Warranty. Complete the electronic warranty transfer application found on DealerConnect>Service Contracts>Transfers/Owner Update.

MOPAR PERFORMANCE PARTS

Mopar Performance Parts Limited Warranty

Mopar Performance Crate Engine Assemblies – Crate engine assemblies are warranted for “parts only” “as delivered” against defects in materials or workmanship for 90 days from the date of purchase. The following covered components for Performance Engine Assemblies, which prove to be defective in materials or workmanship, will be replaced on an exchange basis for 90 days: cylinder blocks and all internal parts; cylinder head assemblies; intake manifold; core plugs; valve covers; oil pan; timing gear and/or chain and cover; water pump; gasket and seals.

Mopar Performance Parts with part numbers beginning with “P5” are sold “as-is” without warranty coverage of any kind by Mopar unless otherwise noted.

Mopar Performance Parts with part numbers beginning with “PW” are covered by a 12-month/20000 kilometres warranty.

For all part numbers that begin with “77” the warranty is the Mopar Basic Limited Warranty.

See Mopar Accessory Databook or Mopar Performance Catalogue for more details.

MUFFLERS, SHOCK ABSORBERS AND STRUTS

- **FACTORY-INSTALLED:** All factory-installed mufflers, shocks and struts are covered by the FCA Canada Inc. new-vehicle Basic Warranty. Parts and labour are included.
- **MOPAR PARTS:** All Mopar OE -type mufflers, shocks and struts are warranted for 24 months from installation date. The cost of parts and labour is covered for dealer installed parts. For Mopar parts sold over-the-counter (OTC) to independent repair facilities or to do-it-yourselfers, coverage is parts-only and begins on the date of sale.
- **VALUE LINE PARTS:** Value Line aftermarket mufflers, shocks and struts are a cost effective alternative to OE parts but their use in warranty repairs is limited; that is, Value Line parts may only be used to replace other Value Line parts.

Value Line parts may NOT BE USED in new-vehicle warranty repairs on CHRYSLER, JEEP, DODGE OR RAM VEHICLES.

Unique part numbers: Value Line part numbers have identifying prefixes:

- Value Line mufflers begin with E00
- Value Line shocks and struts begin with OSG

Value Line 24-month coverage: If replacement is required within 24 months from installation date, the cost of Value Line replacement parts and labour is covered for dealer-installed parts. For parts sold over-the-counter (OTC) to independent repair facilities or to do-it-yourselfers, coverage is parts-only and begins on the date of sale.

Value Line Lifetime Coverage: For dealer-installed parts only, after the 24-month warranty expires, Value Line mufflers, shocks and struts are covered against normal wear or material defects for as long as the original purchaser (the vehicle owner at time of installation) owns the vehicle on which they were installed. Commercial and emergency vehicles are excluded. Original installation and warranty replacement must be done by a FCA Canada Inc. dealer. The lifetime coverage is parts-only (labour is not included).

Lifetime Warranty Certificate: The Value Line Lifetime Warranty Certificate is critical for coverage. Enter the original purchase information on the back of the certificate and give the certificate to the customer. Be sure to explain the certificate and the coverage to the customer.

If warranty service is required, the customer must present both the Value Line certificate and the original bill of sale. If covered parts are replaced, a new certificate must be given to the customer.

HOW TO CLAIM: If you replace any muffler, shock or strut under warranty, submit a claim via DealerCONNECT. Use a Vehicle Warranty claim or a Mopar Parts claim as applicable. Labour for dealer-installed parts may only be claimed if replacement occurred under the vehicle's Basic Warranty or the Mopar or Value Line 24-month coverage.

REMANUFACTURED PARTS

FCA Canada Inc. distributes two types of remanufactured parts, described in detail on the following pages. These parts are for use on Chrysler, Jeep, Dodge, Ram and other brands of vehicles, such as Plymouth and Eagle, sold by us in previous years.

1. Mopar Reman Parts

Also included in the Mopar Reman Parts family are:

- a. Mopar Reman Cummins Diesel Parts
- b. Mopar Reman 3/160 Powertrain Parts

IMPORTANT NOTES ON REMAN PARTS USAGE:

1. Brake repairs done under a new-vehicle warranty must use new (not remanufactured) Mopar brake pads and shoes.
2. Pre-delivery repairs must use new (not remanufactured) Mopar parts.
3. Mopar Reman Parts may be used in all repairs performed under a FCA Canada Inc. new vehicle warranty (except as noted in 1 and 2).

CORES AND CREDITS: Most FCA Canada Inc. remanufactured parts are sold with a core charge added to the price of the part. The core charge is refunded as a credit when the replaced part is returned to FCA Canada Inc. The Global Core Return System (GCRS) is the only means by which cores can be returned and credits claimed. If you pay a core charge when you buy a remanufactured part from FCA Canada Inc., you must return the core via GCRS to receive a core credit.

1. Cores must be returned in the package or container in which the replacement part was received. There are no exceptions to this requirement.
2. Assemblies must be returned intact.
3. All fluids must be drained.
4. All GCRS rules for returning cores must be followed.

Core credits can only be claimed via GCRS. The warranty system will not accept core-credit claims.

PENALTIES: Failure to return a core will result in an adjustment or chargeback equal to the core charge, or, if the part is one which is required to be returned anyway, the entire repair may be denied. For cores returned improperly, the following penalties will be charged:

- Engine not in original container \$50%
- Other cores not in original container No core credit
- Disassembled core No core credit
- Any core with fluids not drained \$75%
- Assembly with missing parts Dealer price of missing parts

* To this penalty may be added the cost of clean-up of spilled fluids, or the cost of cleaning an engine container

REMAN CLAIMS: To claim for most FCA Canada Inc. remanufactured parts:

- Submit an MRA claim and return the part if it was found to be defective before installation. The MRA system will refund the full price of the part, including any applicable core charges
- Submit a Vehicle Warranty Claim or a Mopar Warranty Claim, whichever is appropriate, if the Reman part was used in repairs under warranty. Do not claim a core charge
- If a core charge was paid, use GCRS to return the core and claim a core credit

PARTS AND APPLICATIONS: Mopar Reman Parts include brake components (except pads and shoes), driveline, electrical, electronics, gasoline and diesel engines and engine components designed for Chrysler, Jeep, Dodge and Ram vehicles and many of our previous brands. Except for pre-delivery repairs noted earlier, Mopar Reman Parts are acceptable for use in all new-vehicle warranty repairs.

WARRANTY COVERAGE: All Mopar Reman Parts have the same 24 month warranty as new Mopar replacement parts, with the following exceptions:

- Cummins Diesel Reman Parts are covered for 6 months /unlimited kilometres.
- Mopar Reman Powertrain Parts are covered for 3 years or 160,000 kilometres under the Mopar 3/160 Powertrain Parts Warranty.

Warranty coverage begins on the date of installation for parts installed by a FCA Canada Inc. dealer or by an independent repair facility. For parts sold over-the-counter (OTC) to a do-it-yourself customer, warranty begins on the date of sale. Except for Mopar 3/160 Reman Powertrain Parts, warranty coverage includes parts and labour for dealer-installed parts only. Coverage for parts sold to an independent repair facility or to a do-it-yourselfer is parts-only.

NOTE: If a Mopar Reman Part fails and is replaced under warranty, the replacement part is covered for the balance of the warranty on the original part—the warranty does not start afresh with each replacement. However, if the customer pays for the replacement as a retail transaction, full warranty coverage will apply to any eligible parts used.

MOPAR 3/160 POWERTRAIN PARTS

Mopar's 3 year/160,000 kilometre warranty on Mopar Powertrain cover the following Mopar powertrain products including O.E., (R) Remanufactured or (RL) Relabel: gasoline long and short block engine assemblies, gasoline engine cylinder heads, automatic and manual transaxles and transmissions including heavy-duty transmissions, and transfer cases. Parts and labour are covered when original installations and warranty repairs are performed by a FCA Canada Inc. dealer. Mopar will reimburse the Independent Repair Facility (IRF) at the lessor of the repair facility's rate or of the selling dealer's warranty rate.

To activate the Powertrain Warranty, at time of sale complete the Mopar Powertrain Warranty Registration via DealerCONNECT for both dealer installed retail and over-the-counter wholesale Mopar Powertrain Components. At the time of sale, a copy of the limited warranty and registration card (PN 5401W902E or 5401W902F) found in the component packaging must be provided to the customer.

Remanufactured 2.7L Sprinter Van Diesel Engine and Remanufactured Sprinter Transmission is covered by a 36 month/160,000 kilometre limited warranty.

Remanufactured Cummins Diesel Engine components are covered by a 6 month limited nationwide warranty.

Cummins and Sprinter Diesel Engines do not need to be registered using the Electronic Mopar Powertrain Warranty Registration System. In order to validate warranty coverage, the customer must present the repair order complete with the following information: VIN, part number, serial number, date and metrage at time of repair.

Within the Mopar Reman Parts family is a select group of major powertrain assemblies known as Mopar 3/160 Powertrain Parts. They are gasoline engines, cylinder heads, transaxles, transmissions and torque converters for Chrysler, Jeep, Dodge, Ram and many of our previous vehicle brands. Except for pre-delivery repairs noted earlier, they are acceptable for use in all new-vehicle warranty repairs.

WARRANTY COVERAGE: Mopar 3/160 Powertrain Parts are warranted for 3 years or 160,000 kilometres, whichever occurs first*, from the date of original installation (or date of sale, if OTC). Unique features of this program include a warranty eligibility database, a technical/administrative hotline and the ability of the selling dealer to provide a labour allowance if a part sold to an independent Repair Facility has to be serviced

under the warranty. These components are covered:

- Gasoline Engines and Cylinder Heads: Long and short blocks and all internal parts; cylinder head assemblies; timing gears and drive belts or chains; oil pumps; rear main oil seals.
- Transmissions and Transaxles (manual and automatic): Case and all internal parts; torque converter and ring gear; front pump seals.
- Torque converters, gaskets and seals, water pumps, external parts, switches and sensors not specifically mentioned may not be covered.
- Transfer Cases: Case and all internal parts.

* NOTE: Some vehicles use up distance quickly. A failure which occurs beyond 160,000 km but within 12 months will be covered by the regular Mopar 12-month warranty.

For complete coverage details, see the “Mopar Powertrain Parts Limited Warranty” certificate, which is part of form 5401W902E (English) or 5401W902F (French).

WARRANTY REGISTRATION: Mail-in registrations are not accepted. The key to the new 3/160 Powertrain Warranty system is an online database which tracks eligibility of installed parts and even their replacements. You must register each eligible part and then update the record if that part is replaced under warranty. At any time, you can quickly check the database to determine warranty eligibility.

When you install an eligible 3/160 Powertrain part, complete the warranty registration card in form 5401W902E (English) or 5401W902F (French), a small folder which contains the two-copy card and the details of the 3/160 warranty. After completion, remove the white copy of the card and give the folder and the yellow copy to the customer. Use your copy to register the warranty on DealerCONNECT (see How to Register) and then attach it to the file copy of the repair order.

In the case of parts sold for installation outside the dealership, you must ensure that the purchaser returns the completed white copy so you can register the warranty. The folder and the yellow copy must be kept by the customer.

IN ALL CASES, THE WARRANTY MUST BE registered by the dealer, USING INFORMATION FROM THE COMPLETED CARD.

IF A PART IS NOT REGISTERED, subsequent MOPAR WARRANTY CLAIMS WILL BE DENIED.

HOW TO REGISTER ONLINE:

To register an eligible powertrain part for 3/160 warranty, follow these simple steps:

1. Go to **DealerCONNECT > Parts > Mopar Warranty > Mopar Part Registration** and select the tab **New/Search Registration**.
2. From the **Registration Type** menu, select one of: **Dealer Installed**; **Repair Facility Installed**; or **Over-the-Counter Retail Sale**.
3. Enter the **VIN** (17 digits or last-8) and the **Part Number** of the eligible Reman part you are installing or selling.
4. Click on **Register New** and the system will take you to the Part Registration screen.
5. In the Part Registration screen, enter the **Sale Invoice Number** (optional), the vehicle’s **Current Odometer Reading** (no tenths) and the **Serial Number** of the Reman part. In the **Part Warranty Start Date** box, enter the date you installed the part; this will be the start date for the 3/160 warranty.
 - a. If you selected **Repair Facility Installed** in Step 2, you will also be asked to enter the **Comp any Name** and **Phone Number** of the repair facility.
 - b. If you selected **Over-the-Counter Retail Sale** in Step 2, enter the date you sold the part in the **Part Warranty Start Date** box.

- Registration cards 5401W902E (English) or 5401W902F (French) are available from Archway.

6. After reviewing the information you entered, click on **Register**.

Here are some tips for registering the Mopar 3/160 Powertrain Warranty:

- Use a separate registration card for each eligible 3/160 Powertrain part.
- Fill in the card completely for proper data entry.
- Register all eligible parts, regardless of type of sale (warranty, repair facility or do-it-yourselfer).

HOW TO VERIFY ELIGIBILITY: Warranty coverage for Mopar 3/160 Powertrain Parts will be denied if the part has not been registered. Fortunately, you can verify warranty eligibility quickly in DealerCONNECT:

1. Go to **DealerCONNECT > Parts > Mopar Warranty > Mopar Part Registration** and select the tab **New/Search Registration**.
2. Enter the **VIN** and click on **Search** to see a list of all registered parts for the vehicle. Click a button in the **Select** column for details for a particular part.
3. Click on the **Print Preview** button and the detailed warranty registration for that part will appear as a PDF file which you can print and keep in your records.

NOT REGISTERED? If verification in DealerCONNECT shows that the part was not registered and the customer can provide a valid and complete invoice or repair order for the original part, you will have to register the part and verify coverage successfully before submitting a warranty claim. Do not provide warranty service until the part's coverage can be verified online.

SERVICING DEALER-INSTALLED PARTS: Verify coverage of the part and perform a technical diagnosis. If the failure is covered by the Mopar 3/160 Powertrain Warranty, repair or replace the assembly at no charge to the customer and submit a Mopar warranty claim for parts and labour (see "How to Claim"). If the concern cannot be covered by the 3/160 Mopar Reman Warranty, then the diagnosis and service will have to be authorized by the customer and paid as a retail transaction.

If you replace a Mopar 3/160 Powertrain Part under warranty, you must update the warranty registration record (see "Subsequent Registration").

SERVICING OVER-THE-COUNTER PARTS: Verify coverage of the part and inspect it visually. If further diagnosis of the part is required, or if in-vehicle diagnosis is needed, the customer must assume responsibility for payment (i.e. diagnosis labour) and sign a Repair Order.

If the failure is covered by the Mopar 3/160 Powertrain Warranty, provide a replacement part to the customer at no charge and submit a "parts-only" Mopar warranty claim (see "How to Claim"). The customer is responsible for labour and diagnosis time, if any. If the failure is not covered by the 3/160 Powertrain Warranty, the customer will have to agree to pay for a replacement part and all charges for parts, labour and diagnosis.

If you replace a Mopar 3/160 Powertrain Part under warranty, you must update the warranty registration record (see "Subsequent Registration").

SERVICE FOR A REPAIR FACILITY: When an eligible Reman part installed by an independent Repair Facility needs service, the customer may return to the Repair Facility or bring the vehicle directly to you. If the vehicle is brought to you, service as a dealer installed part.

If the customer returns to the Repair Facility, the facility should contact you to verify coverage and provide assistance. Once coverage is successfully verified, provide the phone number of the Repair Facility Authorization Center (1-800-361-1603). When the Repair Facility calls the Authorization Center, one of the following three situations will result.

1. **Repair Facility will repair:** If the Authorization Center determines that repairs are necessary and the Repair Facility is capable, they will fax to the Repair Centre an approval document with a unique authorization code.
 - a. The Repair Facility will repair the vehicle and return it to the customer at no charge. They will then submit a detailed commercial invoice to the dealership for labour at the published rate (see Labour Allowances).
 - b. Reimburse the Repair Facility for labour and submit a Mopar warranty claim (see How to Claim).

2. **Repair Facility will replace:** If the Authorization Center determines that the part must be replaced and the Repair Facility is capable, they will fax to the Repair Centre an approval document with a unique authorization code.

a. When the Repair Facility presents the approval document, provide the replacement part at no charge and advise the Repair Facility of the applicable flat-rate Labour Allowance (see Labour Allowances).

b. The Repair Facility will replace the part and return the vehicle to the customer at no charge. They will then submit a detailed commercial invoice to the dealership for the flat-rate Labour Allowance and they will return the failed part (Subsequent Registrations).

3. Repair Facility cannot service: If the Hotline determines that the Repair Facility cannot perform the appropriate diagnosis, they will recommend that the vehicle be taken to the dealership. When the vehicle arrives, perform the required diagnostic steps.

a. If diagnosis discloses a warrantable condition, repair or replace the warranted part and return the vehicle to the customer at no charge. Submit a Mopar warranty claim for parts and labour (see How to Claim) and update the 3/160 warranty registration if the part was replaced (see Subsequent Registrations).

b. If diagnosis reveals a non-warrantable condition, advise the customer and request repair authorization (i.e. customer pays).

- If the customer authorizes repairs, perform the service and charge the customer for parts and labour (including diagnosis). Be sure to register (as new) any eligible customer-paid Mopar Reman Powertrain replacement parts.

- If the customer does not authorize repairs, release the vehicle and charge the customer for diagnosis only.

LABOUR AMOUNT FOR REPLACEMENT: If the part is found to be defective, Mopar will reimburse the installer at FCA Warranty Time for the authorized repair at the lesser of the repair facility's rate or the selling dealer's warranty rate determined by the Repair Facility Authorization Centre (RFAC).

HOW TO CLAIM:

a. For dealer-installed parts, complete and submit a Mopar warranty claim for parts and labour in the normal manner, using established parts pricing, markups and LOPs. To substantiate your claim for audit purposes, attach a copy of the RO from the original installation to the file copy of the Mopar claim.

b. For OTC parts, prepare the Mopar warranty claim as above but do not include any labour (enter "NC"). To substantiate your claim for audit purposes, attach a copy of the counter slip from the original sale of the part to the file copy of the Mopar claim.

c. For Repair Facility parts and service, enter the Labour Allowance in the "Special Service" section of the claim, using LO P 95-36-36-36 and the flat-rate or calculated dollar amount. In the "Authorization" field, enter the code issued by the Repair Facility Authorization Centre. To substantiate your claim for audit purposes, attach a copy of the Repair Centre's detailed invoice to the file copy of the Mopar claim.

RECORDS: All rules and procedures applicable to warranty record-keeping and audit requirements apply. You must keep records related to the purchase and sale of all Mopar Remanufactured Parts. These include DealerCONNECT Mopar warranty registrations, dealer RO copies and time-keeping records and receipts and invoices from Repair Facilities, sublet vendors and suppliers. FCA Canada Inc. reserves the right to make periodic, unannounced audits of all records that deal with Mopar warranty claims.

Subsequent Registration: If you replace a registered part under warranty, you must update the registration of the part by providing the new part's serial number, date of installation or replacement and the odometer reading:

1. Go to **DealerCONNECT > Parts > Mopar Warranty > Mopar Part Registration.**

2. Do not select a Registration Type. Enter the **VIN** and click on **Search** to see all the registrations for that vehicle.

3. Click on the appropriate button in the Select column to choose the part you need to update. Click on **Add Subsequent.**

4. In the next screen, select the appropriate **Registration Type** from the menu and click on **Continue.** The Subsequent Registration screen for that type of registration will appear next.

5. Tab through the Subsequent Registration screen to add the new **Invoice Number, Current Odometer Reading, Serial Number** of the replacement part, **Subsequent Installation Date** and other data as required by the screen.

6. Click on **Register** to enter the updated information. (The Search screen will appear with confirmation of your updated registration.)

REGISTRATION UPDATES (CHANGES): After a part has been registered, you have 10 days to make any necessary changes to the registration:

1. Go to DealerCONNECT > Parts > Mopar Warranty > Mopar Part Registration
2. Do not select a Registration Type. Enter the VIN and click SEARCH to see all the registration for that vehicle
3. Click on the appropriate button in the Select column to choose the part you need to update. Click on Update.
4. Tab through the Registration screen and make the required changes, where allowed. The only fields you may change are the sale invoice number, odometer, part serial number, warranty start date and the repair facility.
5. Click on Register to complete the update.

After 10 days, you must contact your SPDM to update a part registration.

Electronic Registration Process

Initial Registration Entry Screen for all Types

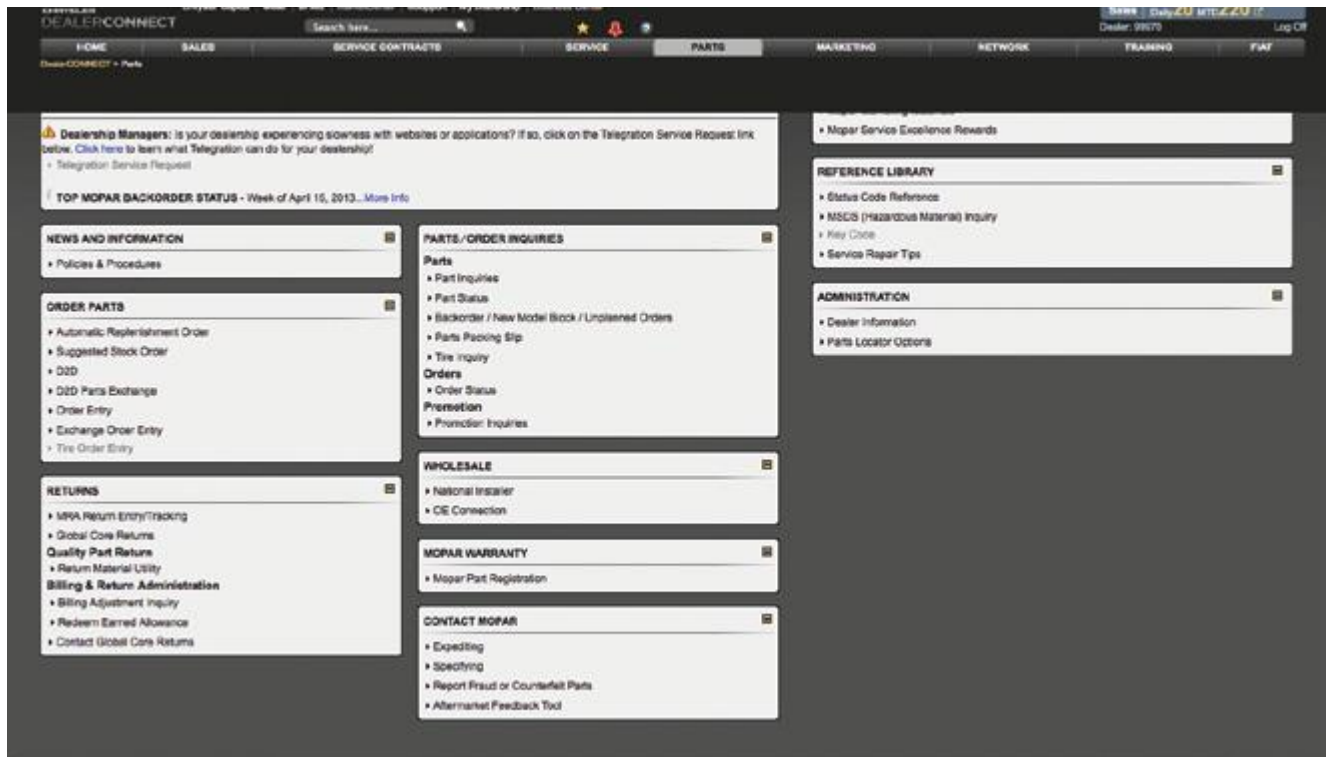
STEP 1

How to Process Your Warranty Registrations on DealerCONNECT

Dealer inputs their customer and repair facility information from the Powertrain Part Warranty Registration Card on DealerCONNECT.

From the DealerCONNECT main menu at www.DealerCONNECT.com select “Parts,” “Mopar® Warranty,” then “Mopar Part Registration.”

DealerCONNECT Main Menu



STEP 2

Initial Registration Entry Screen for all Types

1. Using your mouse, click on the arrow and select **Registration Type** (“Dealer Installed,” “Repair Facility Installed,” or “Over-The-Counter Retail Sale”).
2. Tab to **VIN**. Enter the last eight digits of the vehicle identification number or all 17 digits.
3. Tab to **Part Number**. Enter the part number of the part you are selling/installing.
4. Use your mouse and click on the **Register New** button. This will automatically bring up the next screen under the Part Registration tab of DealerCONNECT.

Begin the Powertrain Warranty Registration.



[New/Search Registration](#) [Part Registration](#) [Subsequent Registration](#) [Cancel Registration](#)

Register New - Enter Registration Type, VIN, Part Number, and click Register New button.

Search - Enter either the VIN or VIN and Part Number combination, and click Search button. Please do not select Registration Type to perform Search.

Registration Type: VIN:* Part Number:

* - Required Field

Begin the registration process by entering the data into the required fields and click the “Register New” button. This will take you to the Part Registration tab. To verify, update an existing registration, or add a subsequent registration, enter the data into the required fields and click on the “Search” tab. Refer to the "Search" section for more details.

STEP 3 — Dealer Install

ELECTRONIC REGISTRATION

Upon completion of a dealer install, you are required to input the Powertrain Warranty registration on DealerCONNECT. This documents that the sale occurred and the warranty is valid.

1. Using your mouse, click on the box to the right of **Invoice/RO Number**. Enter the Sale Invoice Number (optional).
2. Tab to **Odometer**. Enter the mileage at the time of sale/installation (no tenths).
3. Tab to the **Part Serial Number** box. Enter the serial number of the unit you are installing.
4. Tab to the **Part Warranty Start Date** box. Enter the date you installed the part. This is the start date of the Powertrain Warranty.
5. After reviewing the information you entered, click on the **Register** button.

Enter a New Registration – Dealer Install



[New/Search Registration](#) [Part Registration](#) [Subsequent Registration](#) [Cancel Registration](#)

New Registration

Vehicle Information

VIN: 1P3ES42C9SD157777
Vehicle Make/Model: PLYMOUTH NEON TWO-DOOR
SEDAN
Vehicle Year: 1995

Invoice/RO Number: *
Odometer: * (miles)

Part Information

Part Number: RX883030
Part Description: TRANS
Part Warranty Start Date: * (mm/dd/yyyy)

Registration Type: Dealer Installed
Part Serial Number: *

* - Required Field

Note: Selecting "Clear" will clear all of the text boxes on the screen. If you have entered data in an incorrect format or have not included all required information, a message will appear.

STEP 4 —REPAIR FACILITY INSTALL

ELECTRONIC REGISTRATION

Upon receipt of a completed registration card from your repair facility, you are required to input the registration on DealerCONNECT to document that the sale occurred and the warranty is valid.

1. Using your mouse, click on the box to the right of Invoice/RO Number. Enter the Sale Invoice Number (optional).
2. Tab to Odometer. Enter the mileage at the time of sale/installation (no tenths).
3. Tab to the Part Serial Number box. Enter the serial number of the unit you sold to the Repair Facility.
4. Tab to the Part Warranty Start Date box. Enter the date the Repair Facility installed the part. This is the start date of the Powertrain Warranty.

5. Proceed to the Repair Facility Information section. Enter the company name and telephone number.
6. Click on the Register button.

Enter a New Registration – Repair Facility Install



[New/Search Registration](#)
[Part Registration](#)
[Subsequent Registration](#)
[Cancel Registration](#)

New Registration

Vehicle Information

VIN: 1P3ES42C9SD157777
 Vehicle Make/Model: PLYMOUTH NEON TWO-DOOR
 SEDAN
 Vehicle Year: 1995

Invoice/RO Number: *
 Odometer: * (miles)

Part Information

Part Number: RX883030
 Part Description: TRANS
 Part Warranty Start Date: * (mm/dd/yyyy)

Registration Type: Repair Facility Installed
 Part Serial Number: *

Repair Facility Information

Company Name: *
 Phone Number: * 9999999999

* - Required Field

STEP 5 — OVER-THE-COUNTER SALE

ELECTRONIC REGISTRATION

Upon completion of an over-the-counter sale transaction, you are required to input the Powertrain Warranty registration on DealerCONNECT. This documents that the sale occurred and the warranty is valid.

1. Using your mouse, click on the box to the right of **Invoice/RO Number**. Enter the Sale Invoice Number (optional).
2. Tab to **Odometer**. Enter the mileage at the time of sale (no tenths).
- 3 Click on the **Part Serial Number** box. Enter the serial number of the unit you are selling.
4. Click on the **Part Warranty Start Date** box. Enter the date you sold the part. This is the start date of the Powertrain Warranty.
5. After reviewing the information you entered, click on the **Register** button.

Enter a New Registration – Over-the-Counter Retail Sale

The screenshot shows the DealerCONNECT interface for entering a new registration. The top navigation bar includes links for Chrysler Capital, eMail, eFiles, MarketCenter, eSupport, My Dealership, and Business Center. The main navigation menu has tabs for HOME, SALES, SERVICE CONTRACTS, SERVICE, PARTS (selected), and MARKETING. Below the navigation is a breadcrumb trail: DealerCONNECT > Parts > Mopar Warranty > Mopar Part Registration. A secondary menu contains buttons for New/Search Registration, Part Registration, Subsequent Registration, and Cancel Registration. The main form is titled 'New Registration' and is divided into two sections: 'Vehicle Information' and 'Part Information'. The 'Vehicle Information' section includes fields for VIN (1P3E542C9SD157777), Vehicle Make/Model (PLYMOUTH NEON TWO-DOOR SEDAN), Vehicle Year (1995), Invoice/RO Number (with an empty input field), and Odometer (with an empty input field and '(miles)' label). The 'Part Information' section includes fields for Part Number (RX883030), Part Description (TRANS), Part Warranty Start Date (with an empty input field and '(mm/dd/yyyy)' label), Registration Type (Over the Counter Retail Sale), and Part Serial Number (with an empty input field). A red asterisk indicates required fields. At the bottom of the form are 'Register' and 'Clear' buttons.

Chrysler Capital | eMail | eFiles | MarketCenter | eSupport | My Dealership | Business Center
DEALERCONNECT | Search here... | ★ | 🔔 | 🌐

HOME | SALES | SERVICE CONTRACTS | SERVICE | **PARTS** | MARKETING
DealerCONNECT > Parts > Mopar Warranty > Mopar Part Registration

New/Search Registration | Part Registration | Subsequent Registration | Cancel Registration

New Registration

Vehicle Information

VIN: 1P3E542C9SD157777
Vehicle Make/Model: PLYMOUTH NEON TWO-DOOR SEDAN
Vehicle Year: 1995

Invoice/RO Number: *
Odometer: * (miles)

Part Information

Part Number: RX883030
Part Description: TRANS
Part Warranty Start Date: * (mm/dd/yyyy)

Registration Type: Over the Counter Retail Sale
Part Serial Number: *

* - Required Field

Register Clear

STEP 6 — CONFIRMATION

CONFIRM WARRANTY REGISTRATION FOR ALL TYPES

Verify that the warranty registration you just entered has been accepted.

1. Use your mouse and click on the circle in the **Select** column on the far left of your screen to select the warranty registration you want to view.
2. Press the **Print Preview** button, and the detailed warranty registration will appear as a PDF that you can print and keep in your records.

Confirm Dealer Install Registration Card

CHRYSLER DEALERCONNECT
 Chrysler Capital | eMail | eFiles | MarketCenter | eSupport | My Dealership | Business Center
 Search here...

HOME | SALES | SERVICE CONTRACTS | SERVICE | PARTS | MARKETING
 DealerCONNECT > Parts > Mopar Warranty > Mopar Part Registration

New/Search Registration | **Part Registration** | Subsequent Registration | Cancel Registration

Part Registered Successfully.

Registration Type: Dealer Installed | VIN:* 1P3ES42C9SD157777 | Part Number: JR775095

* - Required Field

Register New | Search | Clear

Select record to Print, Update or Add Subsequent or Cancel registration.

Parts Registration List							
Select	VIN	Part Number	Part Description	Part Serial Number	Part Warranty Start Date	Subsequent Installation Date	Registration Type
<input type="radio"/>	1P3ES42C9SD157777	JR775095	REMAN	999999	April 15, 2013		Dealer Installed

Print Preview | Update | Add Subsequent | Cancel Registration

SUBSEQUENT REGISTRATIONS

STEP 1

SUBSEQUENT ELECTRONIC REGISTRATION FOR ALL TYPES

To validate a repair or replacement of the warranted part, you must update the registration record with the new serial number and installation date. This is only an update; the warranty in-service date does not change.

1. Tab to VIN. Enter the last eight digits of the vehicle identification number or all 17 digits.
2. Tab to Part Number. Enter the part number (optional).
3. Use your mouse and click on the Search button. This will automatically bring up the next screen under the Part Registration tab of DealerCONNECT.

Subsequent Repair/Replacement Update

[New/Search Registration](#) [Part Registration](#) [Subsequent Registration](#) [Cancel Registration](#)

Register New - Enter Registration Type, VIN, Part Number, and click Register New button.

Search - Enter either the VIN or VIN and Part Number combination, and click Search button. Please do not select Registration Type to perform Search.

Registration Type:

VIN:*

Part Number:

* - Required Field

[Register New](#)

[Search](#)

[Clear](#)

STEP 2

SUBSEQUENT ELECTRONIC REGISTRATION FOR ALL TYPES

Select the initial 3/160 part registration that needs to be updated with a subsequent replacement information.

1. Use your mouse and click in the circle in the Select column on the far left of your screen to select the warranty registration you need to update with a subsequent replacement.
2. Press the Add Subsequent button, and the detailed warranty registration will appear.

Subsequent Repair/Replacement Update

[New/Search Registration](#) | [Part Registration](#) | [Subsequent Registration](#) | [Cancel Registration](#)

Registration Type: : VIN:* Part Number:

* - Required Field

Select record to Print, Update or Add Subsequent or Cancel registration.

Parts Registration List							
Select	VIN	Part Number	Part Description	Part Serial Number	Part Warranty Start Date	Subsequent Installation Date	Registration Type
<input type="radio"/>	1P3ES42C9SD157777	R4897859AB	TRANS	325SD2421	January 1, 2005		Dealer Installed
<input type="radio"/>	1P3ES42C9SD157777	R4897859AB	TRANS	54SD53454	December 6, 2006		Dealer Installed
<input type="radio"/>	1P3ES42C9SD157777	R4897859AB	TRANS	SDF4654	December 6, 2005	December 3, 2006	Dealer Installed
<input type="radio"/>	1P3ES42C9SD157777	R4897859AB	TRANS	00098	December 6, 2005		Dealer Installed
<input type="radio"/>	1P3ES42C9SD157777	R0633403	BLOCK	656635	March 2, 2001		Dealer Installed

STEP 3 — Dealer Install

SUBSEQUENT ELECTRONIC REGISTRATION

1. Tab to Invoice/RO Number, and enter the Sale Invoice Number (optional).
2. Using your mouse, click on the box to the right of Current Odometer. Enter the current mileage (no tenths).
3. Tab to Part Serial Number. Enter the new serial number of the part you are selling/ installing.
4. Tab to Subsequent Installation Date. Enter the date the unit was replaced.
5. Use your mouse and click on the Register button.

Subsequent Repair/Replacement Update Registration

[New/Search Registration](#)
[Part Registration](#)
[Subsequent Registration](#)
[Cancel Registration](#)

Subsequent Registration

Vehicle Information

VIN: 1P3ES42C9SD157777
 Vehicle Make/Model: PLYMOUTH NEON TWO-DOOR SEDAN
 Vehicle Year: 1995
 Selling Dealer: 99970

Invoice/RO Number: *
 Original Odometer: 213 (miles)
 Current Odometer: * (miles)
 Selling Dealer Phone: (714)442-2100

Part Information

Part Number: *
 Part Description: BLOCK
 Part Warranty Start Date: March 2, 2001

Registration Type: Dealer Installed
 Part Serial Number: *
 Subsequent Installation Date: * (mm/dd/yyyy)

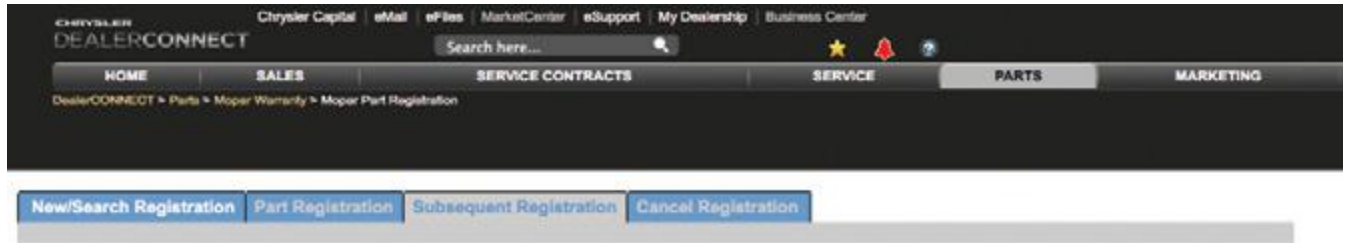
* - Required Field

STEP 4 — REPAIR FACILITY INSTALL SUBSEQUENT ELECTRONIC REGISTRATION

Upon receipt of a completed registration card from your repair facility, you are required to input the registration on DealerCONNECT to document that the sale occurred and the warranty is valid.

1. Using your mouse, click on the arrow and select Registration Type ("Dealer Installed," or "Repair Facility Installed"). This informs Mopar® who is performing the subsequent repair/replacement.
2. Click on Continue.

Subsequent Repair/Replacement Update Registration



Subsequent Registration

Registration Type:

STEP 4 — REPAIR FACILITY INSTALL (CONT.) SUBSEQUENT ELECTRONIC REGISTRATION

3. Using your mouse, click on the box to the right of Invoice /RO Number. Enter the Sale Invoice Number (optional).
4. Tab to current Odometer. Enter the mileage at the time of sale/installation (no tenths).
5. Click on the Part Serial Number box. Enter the new serial number for new unit that is being installed.
6. Click on the Subsequent Installation Date box. Enter the date of the subsequent installation.
7. Proceed to the Repair Facility Information section. Enter the company name and telephone number.
8. Click on Register.

Subsequent Repair Replacement Update Registration

[New/Search Registration](#) | [Part Registration](#) | [Subsequent Registration](#) | [Cancel Registration](#)

Subsequent Registration

Vehicle Information

VIN: 1P3E842C9SD157777
 Vehicle Make/Model: PLYMOUTH NEON TWO-DOOR SEDAN
 Vehicle Year: 1995

Invoice/RO Number: *
 Original Odometer: 213 (miles)
 Current Odometer: * (miles)

Part Information

Part Number: *
 Part Description: BLOCK
 Part Warranty Start Date: March 2, 2001

Registration Type: Repair Facility Installed
 Part Serial Number: *
 Subsequent Installation Date: * (mm/dd/yyyy)

Repair Facility Information

Company Name: * Phone Number: * 9999999999

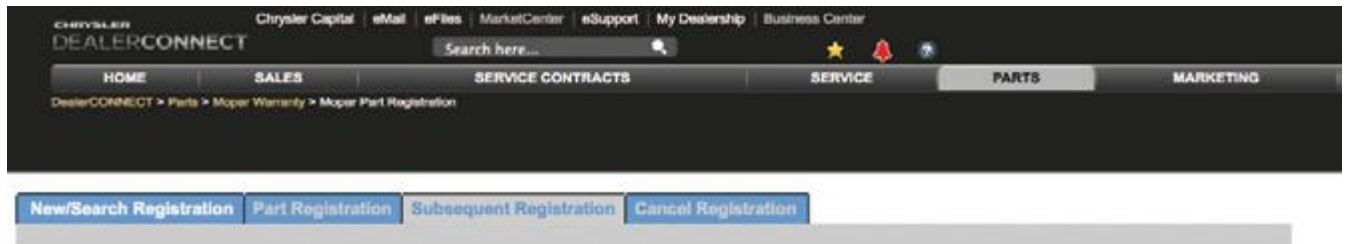
* - Required Field

STEP 5 — OVER-THE-COUNTER SALE SUBSEQUENT ELECTRONIC REGISTRATION

Upon receipt of a completed registration card from your repair facility, you are required to input the registration on DealerCONNECT to document that the sale occurred and the warranty is valid.

1. Using your mouse, click on the arrow and select Registration Type ("Over-the- Counter Retail Sale"). This informs Mopar® who is performing the subsequent repair/ replacement.
2. Click on Continue.

Subsequent Repair/Replacement Update



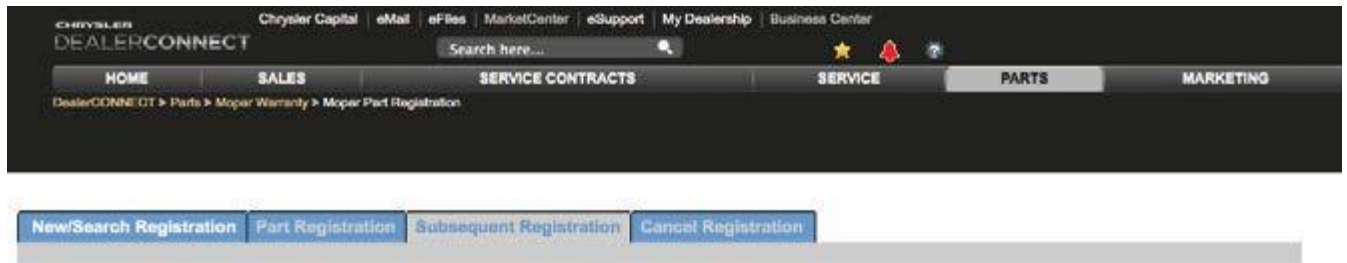
Subsequent Registration

Registration Type:

STEP 5 — OVER-THE-COUNTER SALE (CONT.) SUBSEQUENT ELECTRONIC REGISTRATION

3. Tab to Invoice/RO Number. Enter the Sale Invoice Number (optional).
4. Using your mouse, click on the box to the right of Current Odometer. Enter the mileage at the time of sale.
5. Click on the Part Serial Number box. Enter the serial number of the unit you are selling.
6. Click on the Subsequent Installation Date box. Enter the date you sold the part.
7. After reviewing the information you entered, click on the Register button.

Subsequent Repair/Replacement Update



Subsequent Registration

Vehicle Information

VIN: 1P3ES42C9SD157777
Vehicle Make/Model: PLYMOUTH NEON TWO-DOOR
SEDAN
Vehicle Year: 1995

Invoice/RO Number: *
Original Odometer: 213 (miles)
Current Odometer: * (miles)

Part Information

Part Number: *
Part Description: BLOCK
Part Warranty Start Date: March 2, 2001

Registration Type: Over the Counter Retail Sale
Part Serial Number: *
Subsequent Installation Date: * (mm/dd/yyyy)

* - Required Field

SPEEDOMETERS AND ODOMETERS

This procedure applies to speedometers with integral odometers, odometer assemblies, Body Control Modules (BCMs), Junction Blocks and Electronic Instrument Clusters (EICs) with odometers. These parts have the ability to record and store the distance a vehicle has been driven (it's metrage). Several laws apply to the accuracy of this information, so FCA Canada Inc. requires that special steps be taken when any of these components are replaced.

This entire procedure is subject to audit, and includes special instructions for ordering and selling parts, ensuring accuracy, metrage conversions, destruction of removed parts, claims submission and record retention.

Most replacement parts which store metrage are supplied pre-adjusted to display the vehicle's current metrage. You can order the part directly from the repair centre through the exchange order process, and it arrives by courier a day or two later.

Under the law, the dealer is responsible for ensuring that the metrage ordered is the same as the metrage indicated on or in the defective part.

FCA Canada Inc. may restrict a vehicle's warranty if it is discovered that the odometer reading has been tampered with.

WARNING: Replacing a vehicle's odometer for the purpose of changing the indicated metrage is a violation of applicable laws which require the metrage registered on a replacement odometer to be the same as that indicated on the odometer being replaced. Requesting metrage that differs from that indicated on the odometer being replaced violates these laws and may subject you, and individuals involved in such activities, to significant civil and criminal penalties.

ORDERING PARTS: Crescent Electronics and Flight Systems supply most pre-adjusted odometer-type parts. When the order is received, a replacement assembly is adjusted to the specified metrage and shipped by prepaid courier, usually arriving within 48 hours.

Parts are ordered by completing form #SVD108 and sending it by fax to the supplier (see next page). An "SP Ruling" published for each part number will indicate the source of the part and provide a toll-free fax number. Parts without an SP Ruling may be ordered in the normal manner from the PDC (see "Zero Odometers").

Parts ordered from Flight Systems will be billed to your Parts Account. You will not be billed for exchange parts provided by Crescent Electronics unless the repair is beyond warranty. (See also "Return All Cores" and "How To Claim".) Crescent publishes their own price lists.

PRESET SPEEDOMETERS AND ODOMETERS ARE CUSTOM-BUILT PARTS. THEY ARE NOT RETURNABLE.

To order a preset odometer part from Crescent Electronics for Flight Systems, complete a Preset Odometer Order, form #SVD108, and send it by fax to the supplier, using the toll-free number shown in the SP ruling. You must complete all applicable areas of the form. Be sure to include a brief description of the problem in the blank area provided on the form. Incomplete or unsigned orders will be returned unprocessed.

The Parts Manager or the Service Manager (only) must sign the form and include his or her S-ID. If the subsequent audit shows that someone other than the Parts or Service Manager signed an order form, you will be charged back for the warranty claim, and for the part at retail price. Legal penalties may also apply.

Incomplete or unsigned forms will be returned.

COUNTER SALES: Do not order a preset-metragage part for a counter-sale customer unless they surrender the defective part, and never sell more than one part at a time. The metragage you order must be observed on the defective part or electronically measured by one of your technicians; otherwise, refuse to order the replacement part. (If the customer presents a removed computer or EIC and you cannot read the metragage, see #3 in "Specifying Metragage".)

The surrendered part must be returned as a core. Do not return the surrendered part to the customer.

SPECIFYING METRAGE: Under the law, the dealer is responsible to ensure the accuracy of the metragage on the replacement part.

1. If the vehicle will be driven until the new part is installed, consult with the owner to estimate the number of kilometres that will be driven, and add that number to the metragage ordered.
2. If an electronic part is "dead" or if an odometer has not been working for some time, the vehicle's metragage can often be read from the engine controller computer. Try that.
3. If you cannot determine the metragage of an EIC or a computer supplied by the repair centre, remove the part and send it via UPS (Express) to the repair centre for metragage analysis. Complete and include form #SVD108 and an EMCR form. Crescent will read the metragage on the defective part and send you a replacement with the same metragage. If the replacement is done under warranty, your expense for shipping the part can be claimed as "Special Services" on the warranty claim.

FCA Canada Inc. reserves the right to inspect returned parts to verify metragage.

CONVERSIONS: If American owners who move to Canada replace their “miles” odometer with one reading in kilometres, FCA Canada Inc. will consider establishing Canadian warranty coverage for their vehicle (if applicable). The conversion must be done by a FCA Canada Inc. dealer, at the owner’s expense. Use form #SVD108 to order a kilometre odometer.

If you need to service a mileage-sensitive component for an American owner travelling in Canada, contact your SPDM for assistance. His signature will be required on the order form if a “miles” odometer is requested.

If a Canadian owner moves to the United States, the conversion to miles must be done by a FCA Canada Inc. dealer in the United States.

To calculate kilometres from miles, multiply miles by 1.62 and round to the nearest whole kilometre.

FCA Canada Inc. will not supply parts to convert a Canadian vehicle from kilometres to miles.

RETURN ALL CORES! FCA Canada Inc. supports the efforts of law-enforcement groups to prevent falsification of odometer readings. To avoid the possibility of a used part being installed in another vehicle, all removed odometer-type parts must be returned, whether replaced in or out of warranty.

Failure to RETURN A CORE will be seen as a most serious breach of these procedures.

1. Parts From the repair centre will arrive with a prepaid return waybill. Use it to return the core with an EMCR (form #SVD136) to Crescent Electronics. Attach a copy of the EMCR to the hard copy of the RO. If Crescent Electronics does not receive the core within 15 days, you will be billed for the core. (If necessary, contact Crescent to arrange for an extension.)
2. Core charges do not currently apply to parts from Flight Systems, so replaced parts do not have to be returned; they must be destroyed and scrapped at the dealership. (A core return program for Flight Systems parts will be announced in the future.)
3. Take Care! These are expensive parts, with expensive core charges. If you return a core to the wrong location, the core will be lost. This will either prevent a credit or incur a charge. Misdirected cores will not be forwarded and FCA Canada Inc. will not authorize a claim to recover the penalty.

Canadian dealers may ignore any American supplier’s instructions to return a part to a destination in the United States.

HOW TO CLAIM: For warranty replacements, submit a warranty claim via DealerCONNECT. The following guidelines may also apply (see also “Special Record Retention”, below):

1. Don’t wait for a bill for Flight Systems parts. You can expect some delay in billing—at least 45 days—so you should claim for the repair without waiting for the bill.
2. If the correct “order for exchange” LOP is not used, subsequent warranty claims may be denied. Use the “Z” part number for audio/video parts.
3. Shipments from the U.S. may arrive with a Customs Invoice. Some of these look like commercial invoices but they are only to establish the value of the part for duty. Do not pay or claim for these invoices.

SPECIAL RECORD RETENTION: This entire procedure is subject to audit. Form #SVD108 (and the EMCR copy, if used) must be attached to the hard copy of the RO and kept in the vehicle file for the life of the vehicle or seven years, whichever is shorter.

TIRES

Refer to tire manufacturer for any warranty coverage.