

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 for parts only and begins on the date of sale. Mopar alternators and starters are approved for all warranty repairs.
- ▶ **bproauto® PARTS:** bproauto aftermarket alternators and starters are a cost-effective alternative to O.E. parts but their use in warranty repairs is limited; that is, bproauto parts may only be used to replace other bproauto parts.

bproauto PARTS LIFETIME COVERAGE: For dealer-installed parts, after the 24-month warranty expires, bproauto 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 an FCA Canada Inc. dealer. The lifetime coverage is for parts only (labour is not included) and no parts markup is allowed.

For repair facility installations of bproauto 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 O.E.-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 O.E.-type brake pads and shoes are approved for all warranty repairs.
- ▶ **VALUE LINE AND bproauto PARTS:** Value Line and bproauto aftermarket brake pads and shoes (with traditional or ceramic friction materials) are a cost-effective alternative to O.E. parts, but their use in warranty repairs is limited; that is, Value Line and bproauto parts may only be used to replace other Value Line and bproauto parts.

Value Line and bproauto parts may NOT BE USED in new-vehicle warranty repairs on CHRYSLER, DODGE, JEEP® OR RAM BRAND 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 bproauto brake pads and shoes with part numbers beginning with 1BP are eligible for limited lifetime warranty.

VALUE LINE AND bproauto 24-MONTH COVERAGE: If Value Line or bproauto brake pads or shoes require replacement within 24 months from installation date, the cost of Value Line and bproauto 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.

WARRANTIES

VALUE LINE AND bproauto LIFETIME COVERAGE: For dealer-installed parts, after the 24-month warranty expires, Value Line and bproauto 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 an 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 bproauto 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.

CATALYTIC CONVERTERS

Mopar® and bproauto replacement catalytic converter Limited Warranty

Mopar and bproauto 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.

HYBRID BATTERIES AND COMPONENTS

MODELS AFFECTED: All 2022 model year and forward hybrid vehicles

ACTION: On all 2022 model year and forward hybrid vehicles, the warranty coverage terms on hybrid batteries and the associated components have been changed to 8 years or 160,000 kilometers, whichever comes first.

THIS AFFECTS THE FOLLOWING COMPONENTS:

- ▶ Catalytic converter
- ▶ Powertrain control module
- ▶ Air system controls
- ▶ Electronic fuel injection system, including injector
- ▶ Evaporative-emission canister and controls
- ▶ Exhaust manifold
- ▶ Exhaust gas recirculation valve and control system
- ▶ Exhaust pipes (between exhaust manifold and catalyst)
- ▶ Fuel cap and tank assembly, pump, and fuel lines
- ▶ Hybrid charging system
- ▶ Hybrid electric system
- ▶ Hybrid power inverter system
- ▶ Ignition system
- ▶ Intake manifold
- ▶ On-board diagnostic-system components
- ▶ Oxygen sensors
- ▶ Positive crankcase-ventilation (PCV) valve or orifice
- ▶ Secondary ignition wires
- ▶ Spark plugs
- ▶ Throttle body
- ▶ Transmission-control module
- ▶ Vacuum hoses, clamps and fittings, as well as tubing used for these components
- ▶ Vacuum, temperature, altitude, speed, time-sensitive valves, sensors and switches used in these components and systems

Service Administration Manual Volume 1 will include these terms when the 2022 model year updates are completed.

NOTE: Warranty Coverage Code 538 will continue to be used for all Stellantis hybrid vehicles.

ELECTRONIC EXCHANGE PARTS

The following components may be serviced on an exchange basis through an authorized service depot. Dealers submit orders and a replacement part is shipped immediately, usually arriving within 1 or 2 days. Once replaced, the failed component is then returned by prepaid courier. When replacing these components under warranty, you should always use a remanufactured/exchange replacement from an authorized service depot (provided they are available through the exchange order process) unless the vehicle is new unsold stock. Non-warrantable failures such as theft, physical damage, etc., should be serviced with new components.

There is no list of specific part numbers that details every exchange part. Some exchange order parts depend on vehicle body style and model year. The practice of replacing the first letter with a "Z" depends on the type of part being ordered.

"Z" Part Numbers

- ▶ Radio
- ▶ Amplifier
- ▶ DVD
- ▶ Monitor with DVD
- ▶ Centre stacks
- ▶ All other applicable audio components

Non "Z" Part Numbers

- ▶ Body control module
- ▶ Cluster
- ▶ Speedometer
- ▶ Lock cylinder
- ▶ Ignition door
- ▶ Glove box

***NOTE:** FIAT®, Crossfire, Sprinter and ProMaster Key Fobs are ordered as customer pay, and FIAT body control modules and program control modules are ordered as customer pay.

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 24-Month Mopar Parts Warranty, whichever is more favourable to the customer, applies.

The 24-Month Mopar Parts Warranty covers Mopar Radios sold over-the-counter. 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.

WARRANTIES

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

IDENTIFYING RADIOS: For 2000 and later models, the radio's 3-digit sales code may be visible on the faceplate and can be used to assist identifying the correct radio part number. The radio sales code can also be found in the vehicle options list of a VIP inquiry.

WHAT DO I NEED TO DO BEFORE ORDERING AN EXCHANGE RADIO?

The Radio Diagnostic Form (SAB 2016-17) is to be used when ordering exchange units through the Audio and Electronics Exchange Program. The Radio Diagnostic Form is a digital form which is filled out directly on DealerCONNECT. Completion of the Radio Diagnostic Form is required before the exchange radio order can be processed to ensure proper diagnosis and root cause identification.

Effective Monday, June 8, the window to return radio core drops to 30 days. You will still receive a reminder at 15 days through your invoice that your core is due or you will be charged \$1,000 for not returning a core. Once you are charged, you still are allotted an additional 30 days (for a total of 60) for the charge to be reversed. Once the 60 days have passed, your case will be closed and the credit is not reversible. Any radio that was shipped to you prior to this change will NOT be affected by the change, you will be "grandfathered" in and will still have the remainder of the 90 days to return the core.

Reminder: The cost of not returning a core within the 60 days is \$1,000.

ORDER SUPPORT

SPECIAL INSTRUCTIONS FOR AUDIO PART NUMBERS

When entering exchange orders for audio products, it is necessary to replace the first digit of the part number with a "Z." For example, 05064010AJ must be entered as Z5064010AJ. Because some audio products are available as both new and exchange, the "Z" is required to identify the part as an exchange part. New parts ordered for FCA covered repairs will not be reimbursed if a corresponding exchange (Z) part number is available. If the part number does not show as a "Z" number in DealerCONNECT, please use the "Ask a Question" function in the Warranty Information Centre to submit an inquiry to make them aware of it, and to resolve the problem.

When ordering an exchange unit and the radio part number has a "Z" in the 9th position, you will need to:

1. Place the "Z" in the 1st position (as normal).
2. Change the "Z" in the 9th position to an "A".

Example: 68224525ZF – New (O.E. part number)
Z8224525AF – Exchange part number

CANCELING AN ORDER

To cancel an order, submit a web request at DealerCONNECT > Parts > Contact Mopar > Expediting. Select SSD from the drop-down box, then provide the VIN and kilometrage in the comments section. Your web request will be routed to the SSD group to handle the inquiry.

PRODUCTION OR SHORTAGE AND ERROR

If a new vehicle is received directly from the factory with an incorrect odometer installed, a wrong radio or other electronic exchange component, order a replacement immediately. In the "Customer Complaint" box of the Order Detail screen, enter "NEW VEHICLE EQUIPMENT ERROR." See "Core Returns for Production Errors" in the When The Part Arrives section.

NEW AND UNSOLD UNITS

If an exchange part is needed for a new and unsold vehicle, you must place an order through the Exchange Order Entry system. You MUST put in the Order Comment section, "This is a new/unsold unit. Please send a new part."

ODOMETER REPLACEMENT & GPOP EXCHANGE ORDER FORM

Replacement of any speedometer/odometer, remote odometer, body computer with odometer or dash cluster requires the Odometer Replacement form to be completed. The form contains the necessary information to support a request for a replacement odometer and to ensure compliance with applicable laws. The form must be completed prior to ordering any replacement odometer through the DealerCONNECT Exchange Order Entry.

Once completed, the form should be attached to the repair order hard copy. When the repair is completed, the hard copy and form should be retained in the vehicle's service file. The Odometer Replacement form is located in ePublishing.

WHEN THE PART ARRIVES

RECEIVING THE EXCHANGE PART: The label on the box includes the VIN. When you open the box, you will find a sealed static guard bag. DO NOT open the protective bag unless you are ready to install the component in the vehicle. Once the seal on the bag has been opened, the part cannot be returned as new and unused. Also inside the box, you will find the pre-printed return shipping documents along with instructions. The documents and instructions can differ slightly, based on where the core is to be sent.

REPAIRING THE VEHICLE: Do not give the technician the new Exchange Part until he hands the parts department the defective part. Then immediately put the defective part back into the box. Inside the box, you will find an ARS (Authorized Return Service) label. It must be used to return the defective part.

RETURNING UNUSED PARTS: Exchange components can be returned as new/unused only if the protective packaging has not been opened. Return the unused part with the same process as a core. On the Order Acknowledgement received with the part, boldly mark "NEW AND UNUSED" and enclose it with the part. If the part was ordered for a "Customer Pay" repair, you will be credited for the dealer cost, less handling fee.

CORE RETURNS FOR PRODUCTION ERRORS: For Shortage and Error Claims, the core being returned will not be the same as the new part that was shipped. For this reason, you must include a copy of the Warranty Claim for the labor using the SE (Shortage or Error) failure code with the return core. A copy of this claim needs to be enclosed to ensure proper core credit and to avoid unnecessary chargebacks.

PROCESSING THE CLAIM

The claim process to be used is determined by the “claim type” that was selected during the order process.

These order types are for repairs covered by FCA and ordered as “1 – Warranty/Non-Warranty Goodwill,” “2 – Service Contract” or “3 – Mopar.” Parts ordered as type 1 and type 3 are not invoiced to the dealer if the corresponding claim is processed correctly within 60 days of the part shipment. Parts ordered as a type 2 will need to be processed on a Service Contract claim.

PARTS ORDERED “CUSTOMER PAY”

This is for a retail repair that was ordered as “0 – Customer Pay.” The dealer will be invoiced for the part on their Parts Statement. The repair must be paid for by the customer, since there is no coverage from FCA Canada Inc.

There are a few service exchange exceptions, such as FIAT[®] key fobs. These parts can only be ordered as customer pay. If they’re needed for warranty, add the part to the warranty claim and proceed with all other claim entry guidelines and procedures.

CLAIM PROCESSING GUIDELINES

The claim type MUST match the order type to prevent an invoice charge for no claim input.

Make sure the correct 8-digit LOP (Labor Operations Number) for the replacement part is used on the claim.

Claims should be processed within 48 hours of installation.

For warranty repairs, a warranty claim must be processed within 60 days of order. If not, FCA will assume the part was for a customer pay order and you will be invoiced for the part at Dealer Net. If you were invoiced in error, you should contact your Service & Parts District Manager. The appeal must include the VIN, dealer code, claim number of your submitted claim and the parts invoice. Appeals are only reviewed within 60 days of the chargeback/invoice date.

It is important to return the defective part in the same box the new part was shipped in since ARS labels are assigned by VIN.

The UPS shipping charges are PREPAID. The dealer does not have to pay for shipping when this procedure is followed.

An over-the-counter Mopar® exchange item REQUIRES a claim to be processed to avoid an invoice charge for the part. Enter the part number at no cost and mark the part as the failed part. Enter another parts line for 000000NPN at \$1.00. The labour will be entered at no charge.

SERVICE EXCHANGE CORE RETURN POLICY

CORE RETURN TIMING (FROM SHIP DATE)

- 15 days - Dealer receives warning message
- 30 days - Dealer receives another warning message
- 45 days - Dealer receives another warning message
- 60 days - Dealer charged core charge with warning of no reimbursement
- 75 days - Final warning
- 90 days - Cut off for system automated dealer reimbursement if core is returned

CORE CHARGES

Returned "New/Unused"

Dealer charged \$25 service/restocking fee on all non-warranty orders returned "New/Unused".

Dealer Net < \$500

Dealer will be charged \$500 for the core.

Dealer Net > \$500

Dealer will be charged \$750 for the core.

CHARGEBACK DISPUTE PROCESS: If you were charged back in error on your Parts Statement, you should contact your Service & Parts District Manager to appeal. The appeal must include the VIN, dealer code and parts invoice with the core chargeback and OMC number identified. Appeals are only reviewed within 60 days of the chargeback date.

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.

WARRANTIES

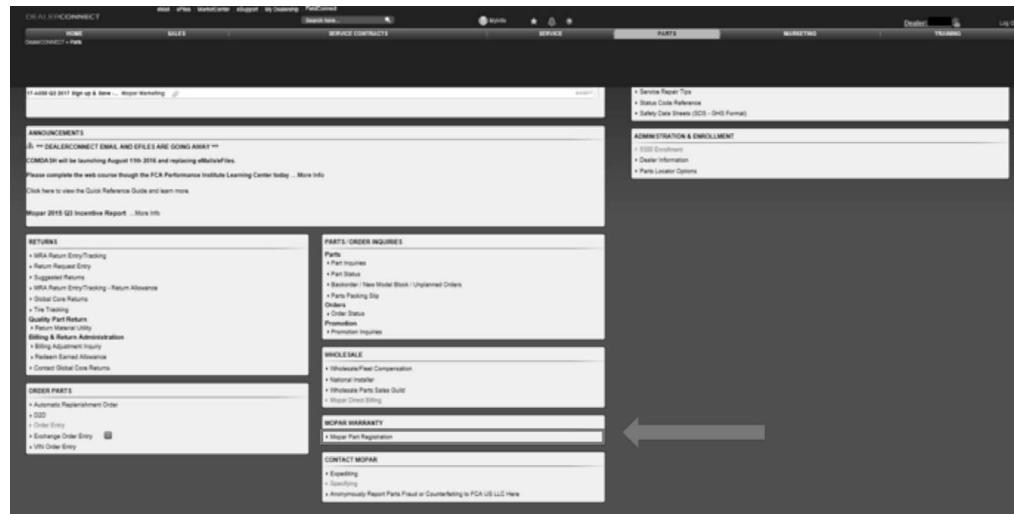
SERVICE AFTER WARRANTY: The exchange procedure is the same as within warranty, except the shipment will arrive with an invoice for the part plus shipping (both ways). No costs are recoverable from FCA Canada Inc. and the core must be returned. (See also "Goodwill".)

GOODWILL: If your Service and Parts District Manager 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 limit and repair authorization. A goodwill note entered by the District Manager will allow the claim to be paid by the warranty authorization centre.

ELECTRONIC REGISTRATION PROCESS

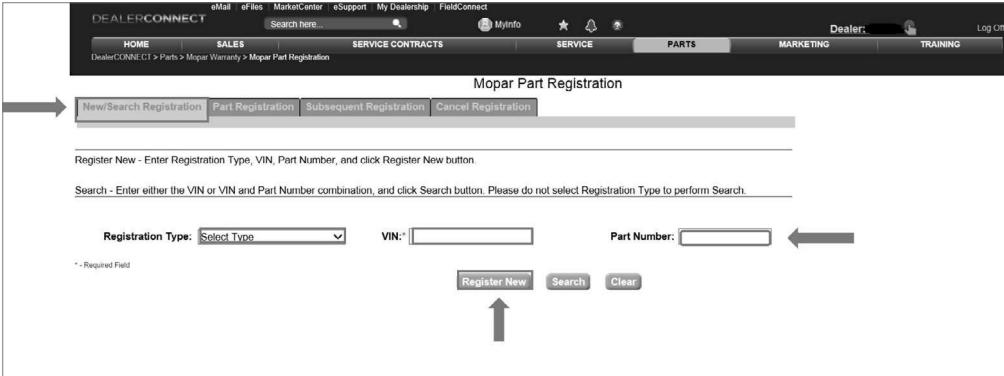
How to Process Your Warranty Registrations on DealerCONNECT

From the DealerCONNECT main menu at www.DealerCONNECT.com, select > **Parts** > **Mopar® Warranty** > **Mopar Part Registration**.



SECTION 1: Powertrain Warranty Registration Entry Screen - For All Types

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



1. Under New/Search Registration tab, 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 **Mopar® Part Registration** tab of DealerCONNECT.

NOTE: To verify, update an existing registration or add a subsequent registration, simply enter the **VIN** or **VIN with Part Number** into the required fields and click on **Search**. The **Search** function will provide more details.

SECTION 2: New Electronic Registration - Dealer Installed

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. Under New/Search Registration tab, select **Registration Type > Dealer Installed**.
2. Enter **VIN**.
3. Enter the **Part Number** you are selling/installing.
4. Select **Register New**.
5. Enter **Invoice/RO Number** (Sale Invoice Number optional).
6. Tab to **Odometer**. Enter the kilometres at the time of sale/installation (no tenths).
7. Tab to the **Part Serial Number** box. Enter the serial number of the unit you are installing.
8. Tab to the **Part Warranty Start Date** box. Enter the date you installed the part. This is the start date of the Powertrain Warranty.
9. After reviewing the information you entered, click on the **Register** button.

NOTE: Selecting **Clear** will clear all 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.

SECTION 3: New Electronic Registration - Repair Facility Installed

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.

The screenshot shows the DealerCONNECT interface for Mopar Part Registration. The 'New Registration' tab is selected. The 'Vehicle Information' section shows a VIN (1C4RJFBG1HC830515) and a vehicle description (JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DR 2017). The 'Part Information' section includes a Part Number (68227291AB), Part Description (TRANS), and a Part Warranty Start Date field. The 'Repair Facility Information' section includes a Company Name field and a Phone Number field (9999999999). Arrows from the numbered steps in the list below point to the 'Part Number' field, the 'Part Warranty Start Date' field, the 'Company Name' field, and the 'Phone Number' field.

1. Under New/Search Registration tab, select **Registration Type > Repair Facility Installed**.
2. Enter **VIN**.
3. Enter the **Part Number** you are selling/installing.
4. Select **Register New**.
5. Enter **Invoice/RO Number** (Sale Invoice Number optional).
6. Tab to **Odometer**. Enter the kilometres at the time of sale/installation (no tenths).
7. Tab to the **Part Serial Number** box. Enter the serial number of the unit you sold to the Repair Facility.
8. 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.
9. Proceed to the **Repair Facility Information** section.
10. Enter the **Company Name** and **Phone Number**.
11. Click on the **Register** button.

SECTION 4: New Electronic Registration - Over-The-Counter Retail Sale

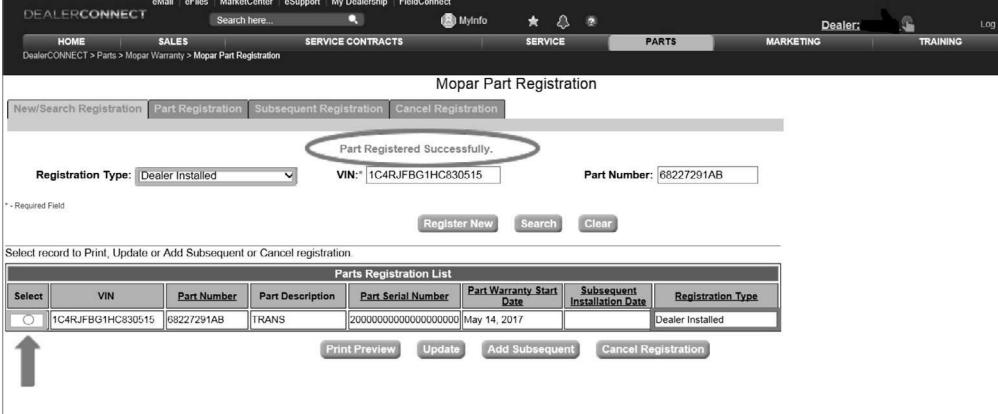
Upon completion of an over-the-counter retail sale transaction, you are required to input the Powertrain Warranty registration on DealerCONNECT. This documents that the sale occurred and the warranty is valid.

1. Under New/Search Registration tab, select **Registration Type > Over-The-Counter Retail Sale.**
2. Enter **VIN**.
3. Enter the **Part Number** you are selling/installing.
4. Select **Register New**.
5. Enter **Invoice/RO Number** (Sale Invoice Number optional).
6. Tab to **Odometer**. Enter the kilometres at the time of sale (no tenths).
7. Click on the **Part Serial Number** box. Enter the serial number of the unit you are selling.
8. Click on the **Part Warranty Start Date** box. Enter the date you sold the part. This is the start date of the Powertrain Warranty.
9. After reviewing the information you entered, click on the **Register** button.

SECTION 5: Confirm Warranty Registration - For All Types

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

Example of a confirmed Dealer Install Registration Card:



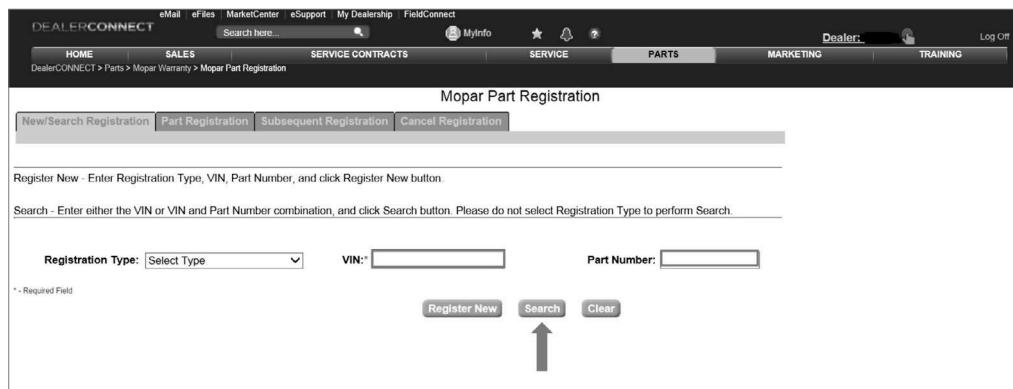
The screenshot shows the DealerCONNECT interface for Mopar Part Registration. The top navigation bar includes links for eMail, eFiles, MarketCenter, eSupport, My Dealership, and FieldConnect. The main menu has options for HOME, SALES, SERVICE CONTRACTS, SERVICE, PARTS, MARKETING, and TRAINING. The current page is 'Mopar Part Registration' under the 'SALES' tab. The sub-menu shows 'DealerCONNECT > Parts > Mopar Warranty > Mopar Part Registration'. The main content area displays a registration form with fields for Registration Type (Dealer Installed), VIN (1C4RJFBG1HC830515), and Part Number (68227291AB). A message 'Part Registered Successfully.' is displayed in a box. Below the form is a table titled 'Parts Registration List' with columns: Select, VIN, Part Number, Part Description, Part Serial Number, Part Warranty Start Date, Subsequent Installation Date, and Registration Type. The table shows one entry: 1C4RJFBG1HC830515, 68227291AB, TRANS, 20000000000000000000, May 14, 2017, (empty), and Dealer Installed. At the bottom of the table are buttons for Print Preview, Update, Add Subsequent, and Cancel Registration. A large upward-pointing arrow is overlaid on the left side of the table.

1. Under New/Search Registration tab, select **Registration Type** > Select Type.
2. Enter **VIN**.
3. Enter the **Part Number** you are selling/installing.
4. 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.
5. Select the **Print Preview** button, and the detailed warranty registration will appear as a PDF that you can print and keep in your records.

SECTION 6: Subsequent Repair/Replacement Update Registration - For All Types

STEP 1

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.



The screenshot shows the 'Mopar Part Registration' page within the DealerCONNECT system. At the top, there are navigation links for eMail, eFiles, MarketCenter, eSupport, My Dealership, and FieldConnect. Below that is a search bar and a 'MyInfo' link. The main menu includes HOME, SALES, SERVICE CONTRACTS, SERVICE, PARTS, MARKETING, and TRAINING. The current page is 'DealerCONNECT > Parts > Mopar Warranty > Mopar Part Registration'. The sub-menu shows 'New/Search Registration', 'Part Registration', 'Subsequent Registration', and 'Cancel Registration'. The main content area is titled 'Mopar Part Registration'. It contains three input fields: 'Registration Type' (dropdown menu), 'VIN:' (text input), and 'Part Number:' (text input). Below these fields are three buttons: 'Register New', 'Search', and 'Clear'. A note at the bottom left says '* - Required Field'. An arrow points from the 'Search' button to the next screen.

1. Under New/Search Registration tab, enter the **VIN**.
2. Enter the **Part Number** (optional).
3. Click on the **Search** button. This will automatically bring up the next screen under the **Mopar® Part Registration** tab of DealerCONNECT.

STEP 2

Mopar Part Registration

Registration Type: **Select Type** VIN: **2B3CA3CV5AH216492** Part Number:

* - Required Field

Register New Search Clear

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

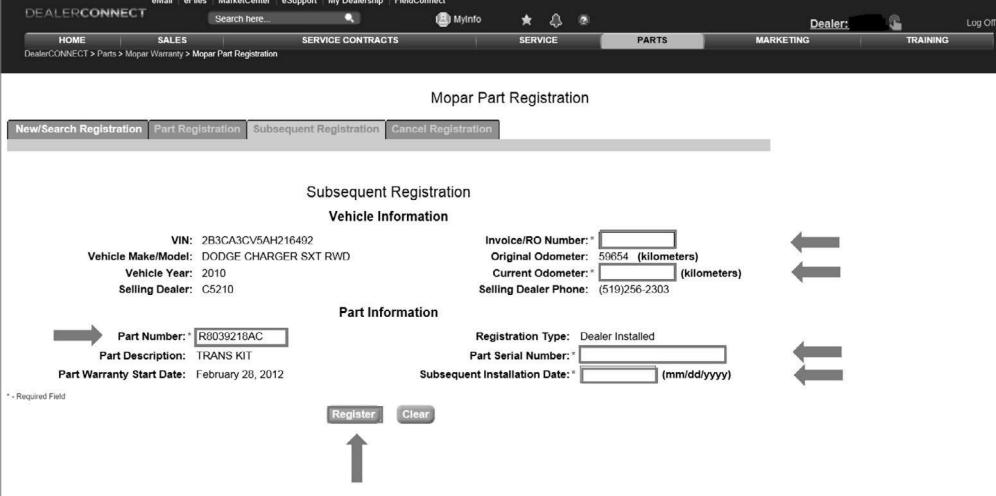
Parts Registration List							
Select	VIN	Part Number	Part Description	Part Serial Number	Part Warranty Start Date	Subsequent Installation Date	Registration Type
<input type="radio"/>	2B3CA3CV5AH216492	R8039218AC	TRANS KIT	14118021	June 6, 2014		Dealer Installed
<input type="radio"/>	2B3CA3CV5AH216492	RL039218AC	TRANS KIT	059022500	January 7, 2013		Dealer Installed
<input type="radio"/>	2B3CA3CV5AH216492	RL039218AC	TRANS KIT	RL039218AC	June 11, 2012		Dealer Installed
<input type="radio"/>	2B3CA3CV5AH216492	RL039218AC	TRANS KIT	0132E2173	February 28, 2012		Dealer Installed

Print Preview Update Add Subsequent Cancel Registration

4. Select **Registration Type > Dealer Installed, Repair Facility Installed OR Over-The- Counter Retail Sale.**
5. Use your mouse and click on the circle in the **Select** column on the far left of your screen to select the **initial 3/160 part warranty registration** (earliest part warranty start date) that needs to be updated with a subsequent replacement information.
6. Click the **Add Subsequent** button, and the detailed warranty registration will appear.

WARRANTIES

STEP 3



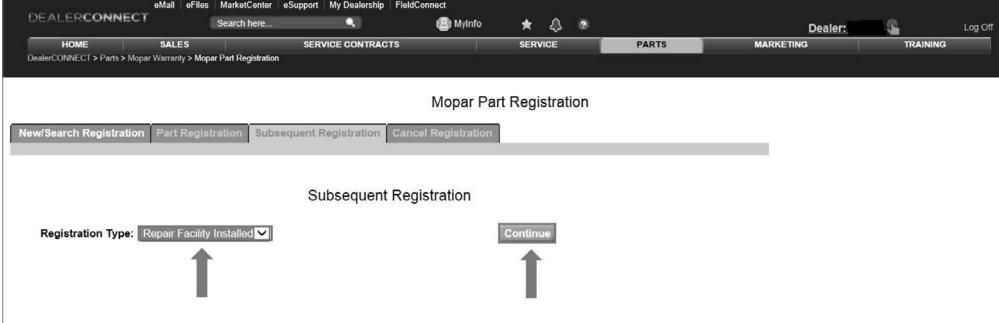
The screenshot shows the 'Mopar Part Registration' screen within the DealerCONNECT software. The interface includes a top navigation bar with links like eMail, eFiles, MarketCenter, eSupport, My Dealership, FieldConnect, and a search bar. Below the navigation is a main menu with categories: HOME, SALES, SERVICE CONTRACTS, SERVICE, PARTS, MARKETING, and TRAINING. The current page is 'DealerCONNECT > Parts > Mopar Warranty > Mopar Part Registration'. The main content area is titled 'Mopar Part Registration' and contains several input fields. On the left, 'Vehicle Information' includes fields for VIN, Make/Model (DODGE CHARGER SXT RWD), Year (2010), and Dealer (C5210). On the right, 'Subsequent Registration' includes fields for Invoice/RO Number, Original Odometer (50654 kilometers), Current Odometer (50654 kilometers), and Selling Dealer Phone (519)256-2303. In the center, 'Part Information' includes fields for Part Number (R8039218AC), Part Description (TRANS KIT), and Part Warranty Start Date (February 28, 2012). At the bottom are 'Register' and 'Clear' buttons. Arrows and an upward arrow on the right side of the form indicate the sequence of data entry steps: Part Number, Current Odometer, Part Serial Number, and Subsequent Installation Date.

7. Enter **Invoice/RO Number** (Sale Invoice Number optional).
8. Tab to **Current Odometer**. Enter the current kilometres (no tenths).
9. Click on the **Part Serial Number** box. Enter the new serial number of the part you are selling/installing.
10. Tab to **Subsequent Installation Date**. Enter the date the unit was replaced.
11. After reviewing the information you entered, click on the **Register** button.

SECTION 7: Subsequent Electronic Repair/Replacement Update Registration - Repair Facility Installed

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. The **Registration Type**, whether **Dealer Installed** or **Repair Facility Installed**, informs Mopar® who is performing the subsequent repair/replacement.

STEP 1



1. Under New/Search Registration tab, select **Registration Type** > Select Type.
2. Enter **VIN**.
3. Enter the **Part Number** you are selling/installing.
4. Click on the **Search** button. This will automatically bring up the next screen under the Part Registration tab of DealerCONNECT.
5. Select **Registration Type** > **Repair Facility Installed**.
6. 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 need to update with a subsequent replacement.
7. Click the **Add Subsequent** button, and the **Subsequent Registration** will appear.
8. Click on the **Continue** button.

WARRANTIES H

STEP 2

DEALERCONNECT Search here MyInfo Dealer Log Off

HOME SALES SERVICE CONTRACTS SERVICE PARTS MARKETING TRAINING

DealerCONNECT > Parts > Mopar Warranty > Mopar Part Registration

Mopar Part Registration

New/Search Registration Part Registration Subsequent Registration Cancel Registration

Subsequent Registration

Vehicle Information

VIN: 2B3CA3CV5AI1216492
Vehicle Make/Model: DODGE CHARGER SXT RWD
Vehicle Year: 2010

Invoice/RO Number:
Original Odometer: 167947 (kilometers)
Current Odometer: (kilometers)

Part Information

Part Number: R8039218AC
Part Description: TRANS KIT
Part Warranty Start Date: June 6, 2014

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

Repair Facility Information

Company Name:
Phone Number: 9999999999

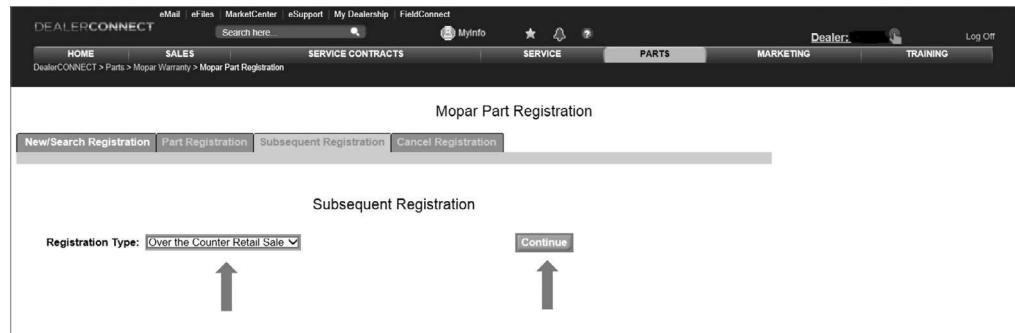
* - Required Field

9. Enter **Invoice/RO Number** (Sale Invoice Number optional).
10. Tab to **Odometer**. Enter the kilometres at the time of sale/installation (no tenths).
11. Click on the **Part Serial Number** box. Enter the new serial number for new unit that is being installed.
12. Click on the **Subsequent Installation Date** box. Enter the date of the subsequent installation.
13. Proceed to the **Repair Facility Information** section. Enter the **Company Name** and **Phone Number**.
14. After reviewing the information you entered, click on the **Register** button.

SECTION 8: Subsequent Electronic Repair/Replacement Update Registration - Over-The-Counter Retail Sale

STEP 1

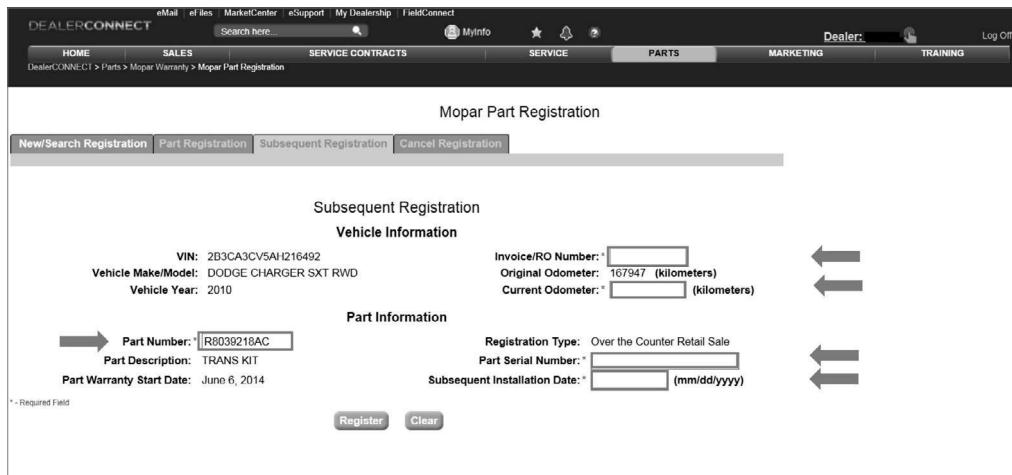
Upon receipt of a completed registration card from your repair facility, you are required to input the registration on DealerCONNECT to document that the sale occurred and the warranty is valid. The **Registration Type > Over-The-Counter Retail Sale** informs Mopar® who is performing the subsequent repair/replacement.



1. Under New/Search Registration tab, select **Registration Type > Select Type**.
2. Enter **VIN**.
3. Enter the **Part Number** you are selling/installing.
4. Click on the **Search** button. This will automatically bring up the next screen under the Part Registration tab of DealerCONNECT.
5. Select **Registration Type > Over-The-Counter Retail Sale**.
6. 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 need to update with a subsequent replacement.
7. Click the **Add Subsequent** button, and the **Subsequent Registration** will appear.
8. Click on the **Continue** button.

WARRANTIES

STEP 2



The screenshot shows the 'Mopar Part Registration' page within the DealerCONNECT system. The top navigation bar includes links for eMail, eFiles, MarketCenter, eSupport, My Dealership, FieldConnect, MyInfo, and a search bar. The main menu has options for HOME, SALES, SERVICE CONTRACTS, SERVICE, PARTS, MARKETING, and TRAINING. The current page is 'DealerCONNECT > Parts > Mopar Warranty > Mopar Part Registration'. The registration form is titled 'Mopar Part Registration' and includes tabs for 'New/Search Registration', 'Part Registration', 'Subsequent Registration', and 'Cancel Registration'. The 'Subsequent Registration' tab is active. The 'Vehicle Information' section contains fields for VIN (2B3CA3CV5AJ1216492), Vehicle Make/Model (DODGE CHARGER SXT RWD), and Vehicle Year (2010). The 'Part Information' section contains fields for Part Number (R8039218AC), Part Description (TRANS KIT), and Part Warranty Start Date (June 6, 2014). The 'Subsequent Registration' section contains fields for Invoice/RO Number, Original Odometer (167947 kilometers), Current Odometer, Registration Type (Over the Counter Retail Sale), Part Serial Number, and Subsequent Installation Date (mm/dd/yyyy). Arrows on the right side of the form point to the 'Invoice/RO Number' and 'Original Odometer' fields.

9. Enter **Invoice/RO Number** (Sale Invoice Number optional).
10. Tab to **Odometer**. Enter the kilometres at the time of sale.
11. Click on the **Part Serial Number** box. Enter the serial number of the unit you are selling.
12. Click on the **Subsequent Installation Date** box. Enter the date you sold the part.
13. After reviewing the information you entered, click on the **Register** button.

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.

MOPAR® WINDSHIELD MADE WITH CORNING GORILLA GLASS

Mopar® Windshield Made with Corning Gorilla Glass has a 2-year limited (from date of install), unlimited-kilometre warranty, which provides for labour and parts needed to repair or replace your windshield under certain conditions.

Mopar warrants your windshield from damage associated with road debris such as pebbles or other small objects which may cause initial damage larger than a Canadian quarter (1 inch/25mm) and less than 3 inches/.76 cm. Larger instances or smaller blemishes, along with the subsequent cracking that may be caused by not repairing them, are not covered by this warranty.

Dealer requires proof of purchase and windshield will only be repaired or replaced under the warranty once within the warrantable period.

WHAT IS NOT COVERED: Damage caused by any other force such as an accident, large debris, fraud, falling objects or other acts of God are not warrantable. The damage from road debris referred to in this section is warrantable notwithstanding other provisions in the Mopar warranty. Additional exclusions may apply.

MASTER SHIELD PRODUCTS

For FCA Canada Inc. MASTER SHIELD Terms & Conditions, see document SVD275 (MASTER SHIELD (S/C) Terms & Conditions) located in DealerCONNECT > Service > Service Bookstore.

MOPAR® BASIC LIMITED WARRANTY

Subject to the terms and exclusions below, Mopar® Parts and bproauto 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 bproauto acquired or installed outside of Canada are not covered by the Mopar Basic Limited Warranty.

Mopar Parts and bproauto parts 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: bproauto parts or Value Line Parts may not be used in factory warranty, recall, transportation or goodwill repairs on Chrysler, Dodge, FIAT®, Jeep® or Ram vehicles. bproauto parts or Value Line Parts may only be used to replace other bproauto parts 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.

To the extent allowed by law, if the parts are installed on a vehicle used primarily for commercial purposes, no implied warranties apply. Some provinces may 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 for Mopar® Parts and Accessories and bproauto parts. 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.

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 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 provinces 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.

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 > Warranty Administration > Vehicle Option Updates.

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 an 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.

The dealer must notify FCA Canada Inc. whenever you install accessory upgrades. Transmit the Option Update via DealerCONNECT Service Tab > Warranty Administration > Vehicle Option Updates.

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. Parts and labour are covered.

The dealer must notify FCA Canada Inc. whenever you install accessory upgrades. Transmit the Option Update via DealerCONNECT Service Tab > Warranty Administration > Vehicle Option Updates.

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 labour 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 (bproauto)
- ▶ Batteries
- ▶ Brake pads and shoes (bproauto, Value Line)
- ▶ Bulbs
- ▶ Catalytic converters (bproauto)
- ▶ Collision replacement parts
- ▶ Gaskets and seals (90 days)*
- ▶ Master Shield products
- ▶ Mopar Performance Parts
- ▶ Mopar Windshield Made with Corning Gorilla Glass Warranty

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/20,000-kilometre warranty. For all part numbers that begin with “77”, the warranty is the Mopar Basic Limited Warranty.

- ▶ Mufflers (Value Line)
- ▶ Reman Cummins diesel components (12-month/unlimited kilometres)
- ▶ Shocks and struts (bproauto, Value Line)
- ▶ Tires
- ▶ Wiper blades
- ▶ 3/160 EcoDiesel
- ▶ 3/160 powertrain parts

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 which the customer receives.

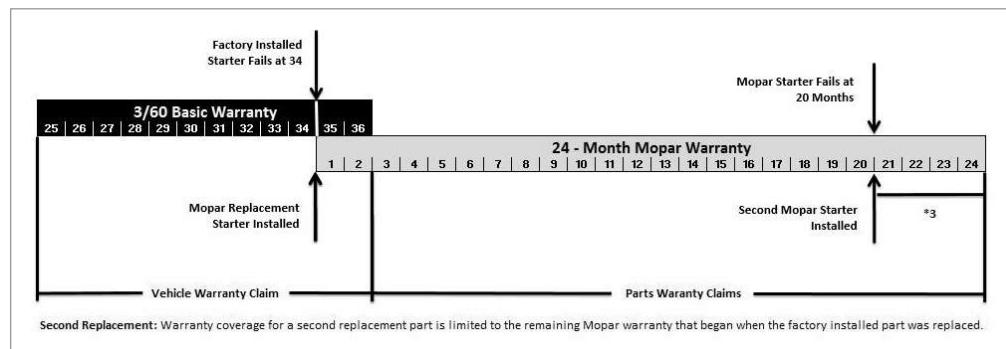
In this manual, written for corporate and dealership employees only, we have chosen to simplify the language by not using certain terms and phrases which would be necessary if we were writing for our customers. We do not use “limited” every time we refer to a warranty, nor do we say “whichever occurs 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 5,000 km, whichever comes first. Applying this policy to the previous example, the second-replacement starter would be covered for 3 months or 5,000 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.

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”.

MOPAR® BATTERY WARRANTY PROCEDURE

The following warranty procedure applies to all Continental Battery Systems (CBS) 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. CBS 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 CBS.
- ▶ 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.

Limited Warranty (Free Replacement)

Every Mopar® battery supplied by CBS includes a "Free Replacement" Limited Warranty as indicated on the battery label. If a battery is returned within the Free Replacement period (calculated from the date of sale, or alternate) 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.

STEP 3 Claiming Warranty

Dealer Installed: Both parts and labour are covered. Labour is paid at FCA Canada warranty labour hours at the dealer's warranty labour rate. The dealer places an "M" warranty claim through DealerCONNECT.

Repair Facility Installed: Both parts and labour are covered for batteries purchased wholesale and installed by an automotive business, fleet or municipal garage. Up to \$100 for labour is paid at FCA Canada warranty labour hours at the Repair Facility or Dealer Labour Rate, whichever is lesser of the repair facility's rate or the selling dealer's warranty rate determined by original customer installation receipt. When submitting a warranty claim, the WD must provide the part and a copy of the installer's original repair order including the VIN, repair date, part number and labour hours if claiming labour reimbursement. The selling dealer places an "M" warranty claim through DealerCONNECT.

Over-The-Counter Purchase: Only the battery is covered under warranty. There is no warranty coverage for labour.

MOPAR® BATTERY FREE REPLACEMENT PERIOD

Part Number	Free Replacement Warranty	Part Number	Free Replacement Warranty
FLOODED			
BA0V4520AB	12 months	BA34R800AB	28 months
BA24C500AB	12 months	BA34U800AB	28 months
BA24D550AB	12 months	BA35F550AB	28 months
BA27C575AB	12 months	BA35F640AB	28 months
BA27D650AB	12 months	BA3EF875AB	28 months
BAQ85520AB	12 months	BA40R650AB	28 months
BA01F640AB	28 months	BA41F650AB	28 months
BA02F675AB	28 months	BA42F500AB	28 months
BA10F650AB	28 months	BA48F680AB	28 months
BA12F700AB	28 months	BA49F900AB	28 months
BA12R550AB	28 months	BA4DF105AB	28 months
BA12R700AB	28 months	BA4DF850AB	28 months
BA15R335AB	28 months	BA50F600AB	28 months
BA24F650AB	28 months	BA51F450AB	28 months
BA24F725AB	28 months	BA51R450AB	28 months
BA24M460AB	28 months	BA51R500AB	28 months
BA24M550AB	28 months	BA58F500AB	28 months
BA24M675AB	28 months	BA58F580AB	28 months
BA24M800AB	28 months	BA59F590AB	28 months
BA24R650AB	28 months	BA5DF880AB	28 months
BA24R725AB	28 months	BA65F675AB	28 months
BA26F540AB	28 months	BA65F750AB	28 months
BA26R540AB	28 months	BA70F540AB	28 months
BA27F710AB	28 months	BA75F540AB	28 months
BA27F840AB	28 months	BA75F650AB	28 months
BA27M840AB	28 months	BA75F690AB	28 months
BA27R710AB	28 months	BA75U690AB	28 months
BA27R840AB	28 months	BA79F840AB	28 months
BA30F650AB	28 months	BA85F650AB	28 months
BA31C650AB	28 months	BA86F540AB	28 months
BA31D700AB	28 months	BA86F690AB	28 months
BA31F100AB	28 months	BA8DF110AB	28 months
BA31F950AB	28 months	BA8DF140AB	28 months
BA31S100AB	28 months	BA8DF142AB	28 months
BA31S760AB	28 months	BA90F600AB	28 months
BA31S950AB	28 months	BA91F700AB	28 months
BA34F690AB	28 months	BA92F750AB	28 months
BA34R690AB	28 months	BA93F800AB	28 months

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MOPAR® BATTERY FREE REPLACEMENT PERIOD

Part Number	Free Replacement Warranty	Part Number	Free Replacement Warranty
FLOODED (continued)			
BA94R765AB	28 months	BAA15220AD	12 months
BA95R850AB	28 months	BAA16325AC	12 months
BA96R600AB	28 months	BAA16325AD	12 months
BA97R600AB	28 months	BAA18340AB	12 months
BAGCF155AB	28 months	BAA20310AB	12 months
BAGCF165AB	28 months	BAA30400AC	12 months
BAGCF215AB	28 months	BAA30400AD	12 months
BAGCF230AB	28 months	BAAU1200AB	12 months
BAGCF235AB	28 months	BAAX9120AB	12 months
BAGCF255AB	28 months	BA24N145AB	28 months
BAGCU230AB	28 months	BA27N185AB	28 months
BAU1L230AB	28 months	BA31U210AB	28 months
BAU1L300AB	28 months	BA4DA413AB	28 months
BAU1L350AB	28 months	BA8DA517AB	28 months
BAU1R230AB	28 months	BAAUA200AB	28 months
BAU1R300AB	28 months	BAAUA300AB	28 months
BAU1R350AB	28 months	BAGCA409AB	28 months
BA34F850AB	36 months	BAMIA320AB	28 months
BA36R650AB	36 months	BA34A775AB	36 months
BA47F650AB	36 months	BA34R775AB	36 months
BA48F730AB	36 months	BA35A680AB	36 months
BA65F850AB	36 months	BA65A750AB	36 months
BA75U650AB	36 months	BA75U680AB	36 months
BA78F800AB	36 months	BA78A775AB	36 months
BA78U690AB	36 months	BAPRA325AB	36 months
EFB			
BAH5E001AA	36 months	BA48A650AB	48 months
BAH6E001AA	36 months	BA48A760AB	48 months
AGM			
BA31A925AB	12 months	BA78U775AB	48 months
BA31P925AB	12 months	BAAH5550AB	48 months
BAA12180AB	12 months	BAAH7700AB	48 months
BAA14220AC	12 months	BAAH8800AB	48 months
BAA14220AD	12 months	BAAH9850AB	48 months
BAA15220AC	12 months	BA4DA413AA	28 months

MOPAR® COLLISION REPLACEMENT PARTS LIFETIME LIMITED WARRANTY

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

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 an 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 an 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 transferable to a subsequent owner of the vehicle.

WHAT IS NOT COVERED:

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 an FCA Canada Inc. dealer, warranty replacement must be performed by an 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 an 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

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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.

MOPAR® 3/160 POWERTRAIN PARTS

The Mopar® 3-year/160,000-kilometre warranty on Mopar Powertrain covers 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 an FCA Canada Inc. dealer. Mopar will reimburse the independent repair facility (IRF) at the lesser 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 is covered by a 12-month/160,000-kilometre limited warranty.

Remanufactured Cummins diesel engine components are covered by a 12-month limited nationwide warranty.

EcoDiesel engine (complete assembly or a long block) is covered by a 3-year/160,000-kilometre limited warranty.

Cummins, Sprinter and EcoDiesel 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, Dodge, Jeep®, 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:** If a Mopar® 3/160 Powertrain 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.

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 New/Search Registration tab.
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 **Company 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. Goto **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 Centre (1-866-262-8517). When the repair facility calls the Authorization Centre, one of the following three situations will result:

1. **Repair facility will repair:** If the Authorization Centre 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 Centre 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.
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 LOP 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. Goto **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. Goto **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.

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/20,000-kilometre 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 O.E.-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 O.E. 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, DODGE, JEEP® OR RAM BRAND 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 an FCA Canada Inc. dealer. The lifetime coverage is parts-only (labour is not included).

WARRANTIES

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, Dodge, Jeep®, 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. Mopar Reman Parts may be used in all repairs performed under an FCA Canada Inc. new vehicle warranty except for pre-delivery repairs. Pre-delivery repairs must use new (not remanufactured) Mopar Parts.

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, Dodge, Jeep® 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.

WARRANTIES

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

- ▶ Mopar Cummins Diesel Reman engine components are covered for 12-month/unlimited kilometres effective as of May 1st, 2017. Mopar Running Complete Cummins Diesel Reman engines are covered for 2 years or 160,000 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 an 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.

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. Many of these parts can record and store the distance a vehicle has been driven (its 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-programmed 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: These parts are ordered using the "Exchange Order Entry" function in DealerCONNECT. All required fields must be completed on the order form. Detailed ordering information is available by selecting the help icon at the top of the screen. You will not be billed for exchange parts provided by the Repair Centres unless the repair is beyond warranty.

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

COUNTER SALES: Do not order a preset-metrag part for a counter-sale customer unless they surrender the defective part, and never sell more than one part at a time. The metrage 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 metrage, see #3 in "Specifying Metrage".)

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 metrage 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 metrage ordered.
2. If an electronic part is "dead" or if an odometer has not been working for some time, the vehicle's metrage can often be read from the engine controller computer. Try that.
3. Review the vehicle history for the odometer values from previous repairs to see if you can reasonably estimate the current metrage.

NOTE: FCA Canada Inc. reserves the right to inspect returned parts to verify meterage.

CONVERSIONS: If U.S. 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 an FCA Canada Inc. dealer, at the owner's expense. Customers must contact FCA Canada Customer Care to review the parameters in which Canadian warranty coverage can be established.

If you need to service a mileage-sensitive component for a U.S. owner travelling in Canada, contact your Service and Parts Dealer Manager for assistance.

If a Canadian owner moves to the United States, the conversion to miles must be done by an FCA US LLC 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 to the Repair Centre. If the Repair Centre does not receive the core within 15 days, you will be billed for the core. (If necessary, contact the Repair Centre to arrange for an extension.)
2. 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.

HOW TO CLAIM: For warranty replacements, submit a warranty claim via DealerCONNECT.

1. 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.
2. 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.

PARTS WARRANTIES – VALUE LINE BRAKES

TWO LIFETIME WARRANTY CERTIFICATES: The Value Line and bproauto 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 and bproauto 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 bproauto Parts 24-month coverage.

NOTE: For Value Line or bproauto brake parts, no warranty parts markup is allowed after 24 months.

TIRES

THE LAW: The Motor Vehicle Tire Safety Act requires that all manufacturers provide a tire and customer identification number. When necessary, tire manufacturers use these dealer-created records to recall defective tires. If you sell a tire, be sure to complete and forward a Tire Registration form, which is available for download or link directly online to the manufacturer's site. These links can also be found in the moparpartsconnection.ca website.

TREAD LIFE: A tire has delivered its full original tread life when worn down to the treadwear safety indicators, molded into the tire tread. These are evident during the last 2/32 inch of tread depth.

MEASURING TREAD DEPTH: Tire warranty adjustments are usually based on the depth of tread remaining on the tire. Use a reliable tire tread depth gauge, which is calibrated in 32nds of an inch and measure depth per the instructions received with the gauge. Record three depth measurements at equidistant points around the circumference of the tire, avoiding the tread-wear safety indicators, and average the results. Use a yellow crayon to mark the places where measurements were taken. Record the average remaining tread depth and refer to the "Adjustment Wear Chart" in the current Dealer Tire Guide to determine the percentage figure to be used in the adjustment calculation. (The chart is updated from time to time, so be sure to use the current tire price list.)

HANDLING REPLACED TIRES: Some manufacturers require replaced tires to be returned for inspection. Tires which do not have to be returned for inspection are disposed of at the dealership, after the tire has been destroyed by cutting through the bead.



All replaced tires not returned for inspection must be destroyed by cutting the bead.

FACTORY-INSTALLED TIRES

COVERAGE: Factory-installed tires are warranted by the tire manufacturers. Details are in the manufacturers' warranty brochures, provided in the vehicle glove-box packet. Problems with factory-installed tires must be handled by the tire manufacturer's retailer, which may be you (see "Tire Programs"). If your dealership does not represent the tire manufacturer, then for the sake of customer satisfaction and dealer loyalty, it is recommended that you assist the customer with tire warranty issues if possible, perhaps even taking the vehicle to the tire store for replacement of the defective tire (instead of sending the customer there).

Valve stems on tubeless tires are covered by the vehicle's basic warranty.

TRANSPORTATION DAMAGE: New-vehicle tires which must be replaced because of transportation damage must be scrapped at the dealership by cutting the bead. Replacement of the damaged tire is claimed on a Transportation Claim. (See also SAM Volume 2, Section D.)



All tires replaced because of transportation damage must be destroyed by cutting the bead.

SUBSTITUTING TIRES BEFORE DELIVERY: The procedure for substituting tires on a new vehicle, prior to delivery to the customer, is outlined in Service Bulletins. (See also "Optional Equipment" in SAM Volume 2, Section D.)



Tire substitutions can cause handling, wear and safety problems. You must report tire substitutions to the government.



For all the latest Mopar® Program information, please visit:
www.dealers-mopar.com

Questions? Please contact Mopar Program Headquarters at: 888-771-3257.

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