



MOPAR® POWERTRAIN LIMITED WARRANTY

POWERTRAIN COVERAGE

All Mopar® Warranties provided use the original date of purchase as the warranty start date, as reported on the sales receipt, to the consumer. Subsequent replacements under the warranty will receive the balance of the original warranty period. All powertrain items covered under the 3-year/100,000-mile limited warranty are transferrable to subsequent owners. All other warranties are given only to the original retail purchaser, and this warranty is thus nontransferable, unless otherwise stated, when the vehicle is sold or otherwise disposed of (i.e., the vehicle is no longer titled in consumer's name), the limited warranty ends.

COVERAGE	TRANSFERABLE	DEALER INSTALLED	REPAIR FACILITY INSTALLED	DIY CUSTOMER INSTALLED (OTC)	HOW TO SUPPORT WARRANTY REQUEST
Mopar 3-Year/100,000-Mile Limited Warranty, whichever comes first.					
Gas Engines - Long Block, Short Block, Cylinder Head, Reman & SUSTAINera*****	Yes	Parts*, Labor (1), Towing*	Parts*, Labor (2)	Parts*	Mopar Powertrain Warranty Registration System*, Claim Support*
2.8 and 3.0 Liter Diesel Long Blocks					
HEMI® Crate Engine Kits**					
All Transmissions/Transaxles - Automatic and Manual					
Transfer Cases					
Sprinter Diesel Engines - Long Block, Short Block, Cylinder Head					
Cummins 2-Year/100,000-Mile Limited Warranty, whichever comes first.					
Cummins Remanufactured and SUSTAINera Diesel Running Complete Engines - effective 6/1/2016	Yes	Parts*, Labor (1), Towing*	Parts*, Labor (2)	Parts*	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 mileage at time of repair. Claim Support*
Cummins 1-Year/Unlimited-Miles Limited Warranty***					
Cummins Remanufactured and SUSTAINera Diesel Engines - Long Block, Short Block, Cylinder Head and Components - effective 5/1/2017****	Yes	Parts*, Labor (1), Towing*	Parts*, Labor (2)	Parts*	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 mileage at time of repair. Claim Support*

NOTE: Torque converters and transmission rebuild kits are covered under the Mopar 2-Year/Unlimited-Miles Basic Limited Warranty.

INSTALLATION TYPES:

- 1. Dealer Installed** - Assemblies installed by a Chrysler, Dodge, Jeep®, Ram, FIAT® and Alfa Romeo location.
- 2. Repair Facility Installed** - Assemblies purchased wholesale and installed by an automotive business, fleet or municipal garage. If the part is purchased by a customer and it has been validated that the part has been installed by an automotive business, fleet or municipal garage, the selling dealer can register the part as Repair Facility Installed. A copy of the repair order will need to be attached to the dealer's invoice or WRO.
- 3. DIY Customer Installed** - Assemblies purchased and installed by an individual and not by a dealer or repair facility.

Parts* – Parts are covered if the failure is determined to be a warrantable defect. DIY customer must submit the Mopar® Powertrain Part in question, or vehicle it is installed in and proof of purchase containing part number, serial number and the date of purchase and/or the completed Warranty Registration Card that has been registered electronically in DealerCONNECT. Effective June 1, 2016, Cummins Running Complete 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 mileage at time of repair. The authorized Chrysler, Dodge, Jeep®, Ram, FIAT® and Alfa Romeo location will verify the Mopar Powertrain Part's eligibility and determine the disposition (all diagnostic and labor fees are the responsibility of the retail consumer). Part restrictions may apply. Contact 866-262-8517 Prompt 1 if you have any questions. Mopar Parts and Magneti Marelli Offered by Mopar Parts replaced on an FCA US LLC vehicle still covered by the FCA US LLC New Vehicle Basic Limited Warranty are warranted for the remainder of the Powertrain New Vehicle Basic Limited Warranty, or for the Mopar 24-Month Basic Limited Warranty from the original installation date, whichever is more favorable to the customer.

Labor (1) – Labor is paid at FCA US warranty labor hours at the dealer's warranty labor rate.

Labor (2) – Labor is paid at FCA US warranty labor hours at the repair facility or dealer labor 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 labor hours if claiming labor reimbursement. Warranty pre-approval is required: 866-262-8517 Prompt 2.

Towing* – Towing is covered with a maximum allowance of \$75.00. VIN, mileage and date of tow are required on invoice.

Mopar Powertrain Warranty Registration System* – To activate the Powertrain Warranty, complete the Mopar Parts Powertrain Warranty Registration at the time of sale via DealerCONNECT for both dealer installed, independent repair facility installed and over-the-counter wholesale Mopar and Mopar Remanufactured and SUSTAINera Powertrain components. At the time of sale, a copy of the limited warranty and registration card found in the component packaging must be provided to the customer.

Claim Support* – Part registration at time of installation or customer's original repair order or receipt showing date of purchase, purchased location and labor details if applicable.

It is required that all 3-Year/100,000-Mile Limited Warranty Powertrain Parts be registered at the time of sale to the installer. You can verify that a powertrain part has been registered with FCA US by entering the "Mopar Part Registration" application under the Service tab on DealerCONNECT. Once in the application, just enter the last eight digits of the VIN and click on the "Search" button. Any available registrations should then come up. If the part has not been registered, the message "Registration Not Found" will appear at the top of the application.

** HEMI® crate engine kits are covered by a 3-Year/100,000-Mile Powertrain Limited (parts exchange only) Warranty. Crate Engine Controller Kit must be purchased on the same invoice as the engine to qualify for the 3-Year/100,000-Mile Parts Exchange Warranty. Failure to provide proof of the installation kit with the engine will void the 3-Year/100,000-Mile Powertrain Warranty. Direct Connection HEMI crate engines would then be covered against defects in materials and workmanship for a 90-day period (parts exchange only).

*** Complete remanufactured and SUSTAINera Cummins diesel engines purchased for use in any other application than an FCA US Ram truck will void the 2-Year/100,000-Mile Warranty. Mopar Powertrain Parts are covered against defects in materials and workmanship for a 90-day period (parts exchange only) for any installation which varies from the original equipment specifications.

**** For Cummins short and long block engines and cylinder heads purchased prior to May 1, 2017, the coverage is for 6 months and unlimited mileage.

***** Some individual parts listed are covered by the Mopar 3-Year/100,000-Mile Powertrain Parts Limited Warranty only if they are purchased as part of the engine or transmission assembly. Parts purchased individually are covered by the Mopar 2-Year/Unlimited-Mileage Basic Limited Warranty.

WHAT IS NOT COVERED:

Mopar Warranties cover neither non-FCA US LLC or 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 any non-FCA US LLC 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 parts 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 Owners 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 a total loss by any insurance company; or is rebuilt after being declared 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 US LLC will deny warranty coverage without notice if it finds that a vehicle is ineligible for warranty coverage because it has been salvaged or declared a total loss as set forth in this paragraph.

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

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

Damage caused by any other force such as an accident, large debris, fraud, falling objects, road debris or other Acts of God are not warrantable.

Additional exclusions may apply.

OTHER TERMS:

NOTE: Powertrain components purchased in the United States and installed on Canada or Mexico market vehicles do not receive the applicable Powertrain Warranty, with the exception of travelers from Canada or Mexico with proof of registration. These travelers can receive warranty coverage through a U.S. dealer. U.S. dealers are not allowed to register powertrain components on Canadian or Mexican registered vehicles. Powertrain components sold to businesses in Canada or Mexico for the purpose of resale do not receive the applicable Powertrain Warranty. International purchases made online are not covered.

Mopar Parts are covered against defects in materials and workmanship for a 90-day period (parts exchange only) for any installation which varies from the original equipment specifications.





OVERHEATED ENGINES WARRANTY POLICY

Mopar® is announcing a new warranty policy change for any previously replaced engine due to engine overheat conditions. This policy change is effective with vehicles received for repair on or after September 30, 2023.

Engine overheating conditions are not warrantable, and therefore are not covered under any applicable warranty (Powertrain, Mopar, etc.).

The exceptions that could be covered under warranty would be:

- A Mopar cooling system part caused the overheat condition (water pump, thermostat, etc.).

Note: Proof of the Mopar causal part purchase or work order must be provided for Mopar (M) type claims. For Warranty (W) type claims, the failed cooling system component must be identified and noted in the technician notes.

If a customer/independent repair facility (IRF) returns an engine that was purchased over-the-counter with a warranty concern, the dealer will verify that the correct engine was returned by checking the engine serial number, confirm if the part was registered and inspect the heat tabs. If the heat tabs are pink or red, the rules below apply. If the heat tabs are pink or red, confirm a warrantable cooling system failure. If this process is not followed, the dealer could be subject to chargeback for accepting the incorrect or defective engine.



Normal White Sensor



**Overheated Pink Sensor
255°F Coolant Temp**



**Overheated Red Sensor
+255°F Coolant Temp**

When a customer returns with an engine warranty concern from a prior repair, the dealer's technician must complete the following:

- Verify the engine serial number.
- Inspect the heat tabs.
- If the heat tabs are pink or red, root cause a warrantable Mopar cooling system failure prior to installing a Mopar replacement engine.

Note: If this process is not followed, the dealer could be subject to chargeback for accepting the incorrect or defective engine.

MOPAR® RECOMMENDATION

- Inspect and/or replace the cooling system components on the initial replacement (examples below):
 - Water Pump
 - Thermostat
 - Radiator
 - Hoses/Clamps
 - Drain and fill the cooling system according to procedure.
 - Inspect cooling fans.
-

ADDITIONAL INFORMATION

- Multi-layered steel head gasket failures and warped head/block are the result of an overheat, not the cause of the overheat.
- Loose head bolts are a result of a collapsed head gasket after an overheat condition.
- All Mopar® Service engines are end-of-the-line tested for leak down, compression and oil pressure compliance.



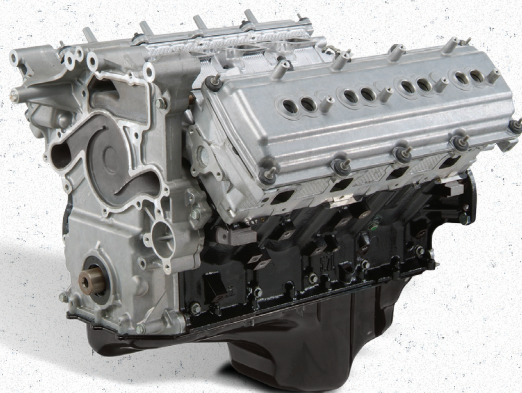


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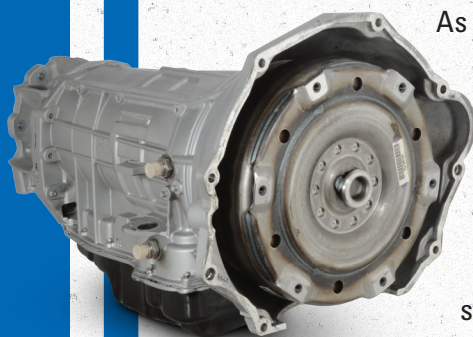


MOPAR® 3-YEAR/100,000-MILE POWERTRAIN PARTS LIMITED WARRANTY

ADMINISTRATIVE GUIDE

Revised July, 2013

The Mopar® 3-Year/100,000-Mile Powertrain Parts Limited Warranty (3/100) available on O.E., remanufactured and RL prefix Long and Short Block Engine Assemblies*, Cylinder Heads*, FWD transaxles, RWD transmissions and Transfer Cases provides unparalleled factory assurance for dealers, repair facilities and customers.



As with any warranty program, there are always questions that arise regarding issues such as coverage, payment, registration procedures, etc. This guide is designed to address these questions and give you all the information you need to successfully administer the program.

Please review the inside information carefully. Then refer to the Q & A section if you have any further questions. Mopar is pleased to offer this 3-Year/100,000-Mile Nationwide Powertrain Parts Limited Warranty to your customers. With your help, it will lead to an increase in sales and customer appreciation of Mopar Parts for your dealership.

Refer to your 3/100 Electronic Registration Guide on DealerCONNECT for processing questions.

* Excludes Cummins and Sprinter

AUTHENTIC PERFORMANCE

This warranty applies to Mopar Powertrain Parts sales in the United States, Canada and Puerto Rico.

WARRANTY PROCESS

NOTE: Powertrain Components purchased in the United States and installed on vehicles registered in Canada do not receive the applicable Powertrain Warranty. U.S. dealers are not allowed to register Powertrain Components on Canadian registered vehicles. Powertrain Components sold to businesses in Canada, for the purpose of resale, do not receive the applicable Powertrain Warranty.

REGISTRATION OF WARRANTY FOR ALL SALES

1. Dealer sells eligible part to service customer, repair facility, or over-the-counter (do-it-yourself) customer.
2. Dealer registers warranty on DealerCONNECT on the date of sale.

Part eligibility:

- 3/100 eligible parts are long and short block engine assemblies*, cylinder heads*, automatic & manual transmissions and transaxles, and transfer cases
- Remanufactured Sprinter Engines are covered by a 12-month/100,000-mile limited warranty
- Remanufactured Mopar® Cummins Diesel parts feature a six-month unlimited mile warranty

*Excludes Cummins and Sprinter

DEALER INSTALLED ASSEMBLY

1. Customer returns to any dealership with warranty concern.
2. Dealer verifies warranty coverage over DealerCONNECT.

NOTE: If registration is not found on DealerCONNECT and customer can provide copy of warranty or original repair invoice, dealer must enter original warranty registration on DealerCONNECT. Warranty coverage will not be honored if the warranty registration is not verifiable. If unit should have been registered and was not, repairing dealer **MUST** capture serial number and part number from removed unit and enter this information into the registration system.

3. Dealer performs diagnosis.
4. Concern is covered by the Mopar® 3/100 Powertrain Parts Warranty (if not, advise customer the concern is non-warrantable):
 - Dealer repairs or (if required) contacts the Powertrain Service Center (PTSC) to submit for request for preapproval to replace warranted assembly.
 - Dealer removes three-part adhesive label (containing serial number and part number of replacement unit) from outside packaging and places a label on each copy of repair order (customer copy, dealer copy and registration document).
 - Dealer returns vehicle to customer at no charge.
 - Dealer submits Warranty Repair Order (WRO) to Chrysler Group LLC.

- Dealer updates warranty registration, as a subsequent repair/replacement, on DealerCONNECT with the serial number of the replacement assembly and new installation date.

DEALER SALE TO INDEPENDENT REPAIR FACILITY

1. Customer returns to Independent Repair Facility with warranty concern.

NOTE: The customer does not have to return to the Independent Repair Facility for the warranty concern. If the customer chooses to take their vehicle directly to the dealer, refer to the **DEALER INSTALLED ASSEMBLY** for process.

2. Independent Repair Facility will call the PTSC at (866) 262-8517 for repair/replace authorization.

NOTE: If registration is not found on DealerCONNECT and customer can provide copy of warranty or original repair invoice, dealer or PTSC must enter original warranty registration on DealerCONNECT. Warranty coverage will not be honored if the warranty registration is not verifiable.

ONE OF TWO SCENARIOS MAY OCCUR:

I. PTSC Determines that the Independent Repair Facility Can Perform Published Diagnostic Procedures.

1. PTSC diagnoses concern and authorizes the Independent Repair Facility to repair or replace the part.
2. PTSC faxes dealer the authorization form.
3. Prior to sending the replacement unit to the Independent Repair Facility, dealer will remove the three-part adhesive label (containing serial number and part number of replacement unit) from outside packaging and place a label on each copy of repair order (customer copy, dealer copy and registration document).
4. Independent Repair Facility repairs or replaces part in customer's vehicle.
5. Independent Repair Facility returns vehicle to customer at no charge.
6. Independent Repair Facility submits detailed commercial invoice to dealer along with the failed part or assembly.
7. Dealer submits WRO to Chrysler Group LLC and reimburses Independent Repair Facility for the labor amount.

8. Dealer updates warranty registration as a subsequent repair/replacement on DealerCONNECT with the serial number of the replacement assembly and new installation date.

II. PTSC Determines that Independent Repair Facility Cannot Perform Published Diagnostic Procedures.

It is recommended by the PTSC to take the vehicle to the dealership for additional diagnosis.

1. Dealer performs diagnosis.
2. Concern is covered by the Mopar 3/100 Powertrain Parts Warranty (if not, advise customer the concern is non-warrantable):
 - Dealer repairs or contacts PTSC to submit for request for preapproval to replace warranted assembly.
 - Dealer removes three-part adhesive label (containing serial number and part number of replacement unit) from outside packaging and places a label on each copy of repair order (customer copy, dealer copy and registration document).
 - Dealer returns vehicle to customer at no charge.
 - Dealer submits WRO to Chrysler Group LLC.
 - Dealer updates warranty registration as subsequent repair/replacement on DealerCONNECT with the serial number of the replacement assembly and new installation date.

DEALER SALE TO DO-IT-YOURSELF CUSTOMER (PARTS ONLY WARRANTY)

CUSTOMER RETURNS TO DEALERSHIP WITH WARRANTY CONCERN.

1. Dealer verifies warranty coverage over DealerCONNECT.

NOTE: If registration is not found on DealerCONNECT and customer can provide copy of warranty or original repair invoice, dealer must enter original warranty registration on DealerCONNECT. Warranty coverage will not be honored if the warranty registration is not verifiable. If unit should have been registered and was not, repairing dealer **MUST** capture serial number and part number from removed unit and enter this information into the registration system.

2. Dealer performs visual inspection (if applicable). If further diagnosis is required, customer must assume responsibility for payment and sign the repair order (RO).
3. Dealer confirms warranted assembly failure (if unrelated issue, advise customer the concern is non-warrantable).
 - Dealer contacts the PTSC by submitting a preauthorization request per the Warranty Administration Manual.
 - Dealer removes three-part adhesive label (containing serial number and part number of replacement unit) from outside packaging and places a label on each copy of repair order (customer copy, dealer copy and registration document).
 - Dealer provides customer warranted assembly (parts exchange only).
 - Customer is responsible to dealer for any labor and diagnostic charges.
 - Dealer submits WRO to Chrysler Group LLC for part only.
 - Dealer updates warranty registration as subsequent repair/replacement on DealerCONNECT with the serial number of the replacement assembly and new sale date.

NOTE: If the customer pays the dealership for the labor and fluids for installation of the DIY unit, it changes the warranty type to Dealer Installed for any future warranty needs.

MOPAR 3/100 POWERTRAIN PARTS WARRANTY CLAIM PROCESS

NOTE: If registration is not found on DealerCONNECT and customer can provide copy of warranty or original repair invoice, dealer must enter original warranty registration on DealerCONNECT. Warranty coverage will not be honored if the warranty registration is not verifiable. All claims are submitted via DealerCONNECT for reimbursement to the dealer. It is the dealer's responsibility to reimburse the labor amount to the Independent Repair Facility.

If unit should have been registered and was not, repairing dealer MUST capture serial number and part number from removed unit and enter this information into the registration system.

DEALER-INSTALLED ASSEMBLY FAILURE

1. Dealer submits WRO to Chrysler Group LLC.
2. Normal parts pricing, parts markup and labor should be entered in the body of the claim. Refer to the Warranty Administration Manual for claim preparation steps and helpful hints.
3. Attach a copy of the original repair order invoice to the dealer copy of the WRO to substantiate the Mopar claim. If any towing charges were incurred (not to exceed \$75.00 allowance) attach a copy of the towing invoice to the repair order. Every towing invoice MUST list:
 - Vehicle's VIN
 - Mileage
 - Date of tow

DEALER SALE TO A DO-IT-YOURSELF INSTALLER PART FAILURE

1. Follow the same steps as noted above. However, sales to DIYers do not include a labor amount. The labor amount requested for a DIY claim must be listed as "NC" for no charge.
2. A copy of the DIYer's counter slip substantiating the original purchase of the part should be attached to the dealer copy of the WRO.

DEALER SALE TO INDEPENDENT REPAIR FACILITY PART FAILURE

1. Prepare the claim as stated in the section above.
2. Attach a copy of the detailed commercial invoice to the dealer from the Independent Repair Facility for the preapproved labor amount. If any towing charges were incurred (not to exceed \$75.00 allowance) attach a copy of the towing invoice to the repair order. Every towing invoice MUST list:
 - Vehicle's VIN
 - Mileage
 - Date of tow
3. The labor amount must be added to the special service section of the WRO using special service labor operation number 95-36-36-36 for the appropriate amount.
4. Follow the directions provided on the Warranty Authorization Document which will be faxed to your dealership by the PTSC. Retain this document for your records. Do not release parts to a repair facility without first receiving this document.

CURRENT MOPAR 3/100 POWERTRAIN PARTS WARRANTY LABOR AMOUNT FOR INDEPENDENT REPAIR FACILITIES

LABOR AMOUNT FOR REPLACEMENT

If the part is found to be defective, Mopar will reimburse installer at Chrysler 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 PTSC.

SUPPORTING DOCUMENTATION AND RIGHT TO AUDIT

Dealers must maintain documents related to the purchase and sale of Mopar Parts. These documents should include Warranty DIAL acknowledgement forms, Mopar Basic Limited Warranty and Mopar 3/100 Limited Warranty records, accounting and hard copies of Mopar Warranty Repair Orders, Dealer repair orders, related repair orders, time cards, and invoices and/or receipts from Independent Repair Facilities, sublet vendors and suppliers.

Chrysler Group LLC reserves the right, specifically, to make periodic, unannounced audits of all records that deal with Mopar warranty claims. Refer to the Dealer Policy Manual for complete information on record retention and audit policies.



QUESTIONS & ANSWERS

3/100 WARRANTY OVERVIEW

Q. Which Powertrain units are eligible for the 3/100 Warranty?

A. All RL prefixed and remanufactured long and short block engine assemblies*, cylinder heads*, FWD transaxles, and RWD transmissions installed on or after March 1, 2008, qualify for the 3/100 Warranty.

Beginning July 1, 2013, 3/100 coverage includes all O.E. long and short block engine assemblies*, cylinder heads*, FWD transaxles, RWD transmissions, along with remanufactured and O.E. transfer cases. Cummins and Sprinter are excluded.

*Excludes Cummins and Sprinter

Q. What is the difference between an over-the-counter sale, an Independent Repair Facility, and a dealer install sale?

A. An over-the-counter sale is by a dealer directly to the vehicle owner who does the installation. Warranty coverage is for parts exchange only. An Independent Repair Facility sale is by a dealer directly to an Independent Repair Facility who performs the replacement. Warranty coverage is for parts and a flat labor allowance. A dealer installed sale is by a dealer directly to his service customer. Warranty is for parts and labor.

CUSTOMER RELATIONS

Q. What do I have to give the customer when I install a 3/100-eligible Mopar® part?

A. Federal law requires that the dealer/installer provide a copy of the 3/100 limited warranty to the retail customer at the time of sale. Additionally, you must give a copy of the registration card to the customer. Note that federal law also requires you to have a copy of the warranty available for inspection by the customer before the sale and to post a sign indicating that a copy is available for inspection by the customer upon request.

Q. An Independent Repair Facility installed a transmission yesterday and the customer returned today with a warranty concern. The registration is not on DealerCONNECT. Is it still under warranty?

A. Yes. The Independent Repair Facility contacts the dealer, who must enter the warranty registration information over DealerCONNECT immediately to ensure warranty coverage.

Q. I have a customer who doesn't have his warranty paperwork. What should I do?

A. Electronic registration is provided for the customer's convenience. The selling dealer must retain original invoices. Customer must also retain a copy of the invoice and provide it to subsequent owner(s). In the case where the customer does not have the invoice, it should be obtained from the selling dealer.

Q. If the registration is not submitted to the dealer by the Independent Repair Facility or cannot be found on DealerCONNECT, what paperwork does the customer need to determine if they are eligible for 3/100 warranty coverage?

A. Customer must provide a copy of the original repair invoice complete with the following information: VIN, part number, date and mileage at time of repair.

Q. If a customer brings their vehicle across the U.S. border from Canada, does the 3/100 warranty apply?

A. Yes. The 3/100 warranty is in effect in the U.S. and Canada (3-year/160,000 -kilometers). The customer must provide the original repair invoice. Service under the 3/100 warranty must be performed at an authorized Chrysler, Jeep®, Dodge, Ram or SRT® dealer, FIAT® studio or through the selling Independent Repair Facility.

3/100 WARRANTY AUTHORIZATION

Q. Who authorizes the warranty repair for an Independent Repair Facility sale?

A. The PTSC (866-262-8517) will fax an approval document to the dealer upon successful authorization. This document must also be copied and one copy attached to the returned core.

Q. How is the labor reimbursement determined for work performed at Independent Repair Facilities?

A. The PTSC (866-262-8517) will determine the Independent Repair Facility's current shop rate. This rate will be compared to the selling dealer's current approved warranty reimbursement rate. The lesser will be multiplied by Chrysler Group's warranty time.

Q. Who authorizes the warranty repair for a failed part/assembly at the dealership?

A. PTSC provides preauthorization for replacements. Dealers may repair as they see fit.

Q. Why are some vehicles placed on restriction for future warranty repairs?

A. When a dealer replaces a transmission under warranty in a 1994 or newer vehicle, the VIN becomes restricted for any future warranty claims with no regard to time or mileage. For a subsequent warranty replacement, the dealer must call the PTSC to get authorization. Authorizations for repairs under the established threshold percent of the replacement cost are not needed from the PTSC, only replacements. If the dealer tries to submit a second claim against that VIN, he will get an RB4 rejection code.

WARRANTY COVERAGE

Q: If an authorized powertrain product is used in a new vehicle warranty repair does the powertrain part need to be registered using the Electronic Warranty Registration System?

A. No, if an authorized powertrain product is used in a new vehicle warranty repair the part does not need to be registered. Under these circumstances, the customer receives the remainder of the new vehicle warranty or the 12-month/12,000-mile limited warranty, whichever is more favorable to the customer.

Q: Is a torque convertor covered under the Mopar 3/100 Powertrain Parts Warranty?

A: Torque converters are covered by the 12-month limited warranty. However, transmission/transaxle assemblies which are equipped with torque converters are covered by the Mopar 3/100 Powertrain Parts Warranty.

Q: The Mopar® Reman engine for the Sprinter vehicle is covered by a 12-month/100,000-mile limited warranty. Does this Reman product need to be registered using the Electronic Warranty Registration System?

A: No, Mopar Reman Sprinter Engines are not included in the Electronic Warranty Registration requirements. In order to validate warranty coverage, the customer must present either the completed warranty registration card (specific for the Reman Sprinter Diesel Engine) or the original repair order complete with the following information: VIN, part number, serial number, date and mileage at time of repair.

Q: Does the Mopar 3/100 Powertrain Parts Warranty apply to fleet vehicles?

A: Yes.

Q: Some customers have a Chrysler Service Contract. If a Powertrain assembly was replaced, does it qualify for the 3/100 warranty?

A: Yes. If the assembly that was installed is listed under the group of covered powertrain assemblies, the Mopar 3/100 Powertrain Parts Warranty applies.

Q: Is the Do-It-Yourself customer covered?

A: Repairs made by someone other than an authorized dealer or an Independent Repair Facility are warranted for part exchange only.

Q: A customer purchases a covered Powertrain Component over-the-counter and takes it to an Independent Repair Facility for installation. The Independent Repair Facility installs the unit and the customer pays them for the labor. Sometime later, the unit fails and the customer returns to the

Independent Repair Facility for relief. What is the coverage?

A: The repair is covered by the Mopar 3/100 Powertrain Warranty for the parts and labor because the installation was done by an Independent Repair Facility.

Q: A customer purchases a covered Powertrain Component over-the-counter and installs it themselves. There is a subsequent failure and they take it to a Dealership for repairs. The Do-It-Yourself customer pays for the labor to install a new covered component. What is the coverage for all subsequent repairs?

A: The subsequent installation should be registered as a Dealer Installation and future repairs would be parts and labor.

Q: I purchased a previously uninstalled Mopar 3/100 Powertrain Part from a warehouse distributor, auto parts retailer, or other reseller. Is it still eligible for coverage under the Mopar 3/100 Powertrain Warranty?

A: Yes. The selling dealer is responsible for coordinating the proper registration of these parts.

Q: I installed a Transmission Controller. Is this covered under the Mopar 3/100 Powertrain Parts Warranty?

A: No. Transmission Controllers and Powertrain Control Modules are not covered under the Mopar 3/100 Powertrain Parts Warranty.

Q: Is the transfer case covered under the Mopar 3/100 Powertrain Parts Warranty?

A: Yes. Transfer cases are covered under the Mopar 3/100 Powertrain Parts Warranty.

Q: Are Mopar Performance engines covered?

A: No. Only Mopar gasoline engines with the part number prefixes Q, R, RL and JR are covered.

Q: Are Mopar Cummins Diesel Remanufactured parts covered under the Mopar 3/100 Powertrain Parts Warranty?

A: No, Mopar Cummins Diesel Remanufactured parts are covered by a 6-month/unlimited miles limited nationwide warranty.

Q: Is towing covered under the Mopar 3/100 Powertrain Parts Warranty?

A: Yes, towing is covered with a maximum allowance of \$75.00. Refer to the Global Warranty Administration Manual for details. Attach a copy of the towing invoice to the repair order.

Every towing invoice MUST list:

- Vehicle's VIN
- Mileage
- Date of tow

Q: Are vehicles that share the same powertrain assemblies as Chrysler, Jeep®, Dodge, Ram, SRT® or FIAT® vehicles covered under the Mopar 3/100 Powertrain Parts Warranty?

A: No. Only vehicles that contain a VIN issued by Chrysler Group LLC are covered. All other makes and models receive the 12-month limited warranty for parts (exchange) only. These sales should not be registered on DealerCONNECT.

TRANSFERABILITY

Q: Is the Mopar 3/100 Powertrain Parts Warranty transferable?

A: Yes. The Mopar 3/100 Powertrain Parts Warranty is transferable to subsequent owners.

DIAGNOSTICS

Q: Is there an alternative for a customer if the Independent Repair Facility cannot perform a certain diagnostic procedure?

A: The customer can always return the vehicle to the local dealership and pay for the diagnostics. Sometimes Independent Repair Facilities do not have the tools or technical support to diagnose the warranty concern. The important thing is that the vehicle is repaired correctly and that the customer is totally satisfied.

QUESTIONS & ANSWERS

ADMINISTRATION/CLAIM PROCESSING

Q. How is the warranty registration card used?

A. The warranty registration card is the reference document used when entering registration information on DealerCONNECT. The dealer or Independent Repair Facility completes the registration card. The selling dealer is responsible for entry onto DealerCONNECT. **IMPORTANT!** Claims will not be honored without proper warranty registration on DealerCONNECT. Refer to your Mopar 3/100 Powertrain Parts Warranty Electronic Registration Process Guide.

Q. If a Mopar Reman torque converter is installed on a vehicle, does this reman product need to be registered using the Electronic Warranty Registration System?

A. Mopar Reman torque converters now carry a 12-month limited warranty and are not required to be registered in the Electronic Warranty Registration System.

Q. I noticed an error on the original Mopar 3/100 Powertrain Parts Warranty registration that was on DealerCONNECT. How do I correct this?

A. You have 10 days from the date of submission on DealerCONNECT to make changes. Refer to your 3/100 Electronic Registration Process Guide for details. After the 10-day period, you must call the PTSC and provide the required paperwork to make any changes.

ADMINISTRATION/CLAIM PROCESSING (CONTD.)

Q. I am performing warranty service on a 3/100-warranted assembly that an Independent Repair Facility installed. Who is responsible for the invoice?

A. If the assembly failed, complete the repair and file the appropriate WRO. But, if the assembly was installed improperly by the Independent Repair Facility (the assembly itself did not fail); the customer or Independent Repair Facility must

authorize the repair and take responsibility for the invoice.

Q. I installed two cylinder heads on one vehicle. How many Mopar® 3/100 Powertrain Parts Warranty registration cards do I need?

A. Two. Each registration should include only one sale (one part number).

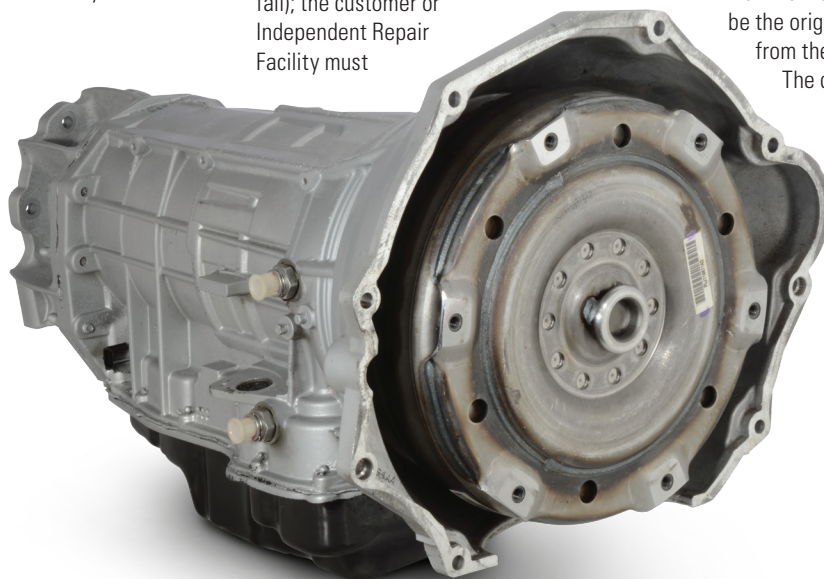
Q. Does an over-the-counter sale need to be registered?

A. Yes. It is important that all sales are registered including the odometer and parts warranty start date (date of sale). This keeps track of warranted items and is helpful should a warranty question arise concerning the assembly.

Q. Do I complete and submit a replacement Warranty Registration Card for a replacement warranted assembly?

A. No. The warranty start date will continue to be the original installation date and mileage from the first entry on DealerCONNECT.

The dealer is required to update the serial number, part number, subsequent installation date and mileage. Refer to your Mopar 3/100 Powertrain Parts Warranty Registration Process Guide for online entry directions.



SUPPORT MATERIAL

For the latest up-to-date warranty and marketing support material please log on to www.dealers-mopar.com.



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