

**WARRANTY COVERAGE AT A GLANCE**

<b>DESCRIPTION</b>	<b>1 Yr/ 12,000</b>	<b>2 Yr/ 24,000</b>	<b>3 Yr/ 36,000</b>	<b>3 Yr/ 50,000</b>	<b>3 Yr/ Unlmtd</b>	<b>5 Yr/ 50,000</b>	<b>5 Yr/ 100,000</b>	<b>7 Yr/ 70,000</b>	<b>7 Yr/ 100,000</b>	<b>8 Yr/ 80,000</b>
Basic Limited Warranty Coverage										
<b>Special Extended Warranty Coverage</b>										
Anti-Corrosion Perforation Limited Warranty: All Panels										
Outer Panels										
Federal Emission Warranty										
Federal Emission Warranty - Specified Comp.										
California Emission Warranty										
California Emission Warranty - Specified Comp.										

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## 1. Your Legal Rights Under These Limited Warranties

The warranties contained in this booklet are the only express warranties that DaimlerChrysler Motors Company LLC ("DaimlerChrysler") makes for your vehicle. **These warranties give you specific legal rights. You may also have other rights that vary from state to state.** For example, you may have some implied warranties, depending on the state where your vehicle was sold or is registered.

These implied warranties are limited, to the extent allowed by law, to the time periods covered by the express written warranties contained in this booklet.

If you use your vehicle primarily for business or commercial purposes, then these implied warranties do not apply and DaimlerChrysler completely disclaims them to the extent allowed by law. And the implied warranty of fitness for a particular purpose does not apply if your vehicle is used for racing, even if the vehicle is equipped for racing.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

### 1.1 Incidental and Consequential Damages Not Covered

**Your warranties don't cover any incidental or consequential damages connected with your vehicle's failure, either while under warranty or afterward.**

Examples of such damages include:

- lost time;
- inconvenience;
- the loss of the use of your vehicle;
- the cost of rental vehicles, gasoline, telephone, travel, or lodging;
- the loss of personal or commercial property; and
- the loss of revenue.

**Some states don't allow incidental or consequential damages to be excluded or limited, so this exclusion may not apply to you.**

## 2. What's Covered Under DaimlerChrysler's Warranties

### 2.1 Basic Limited Warranty

#### A. Who Is Covered?

You are covered by the Basic Limited Warranty if you are a purchaser for use of the vehicle.

#### B. What's Covered

The Basic Limited Warranty covers the cost of all parts and labor needed to repair any item on your vehicle when it left the manufacturing plant that is defective in material, workmanship or factory preparation. There is no list of covered parts since

the only exception are tires. You pay nothing for these repairs. These warranty repairs or adjustments — including all parts and labor connected with them — will be made by your dealer at no charge, using new or remanufactured parts.

#### C. Items Covered by Other Warranties

The following are covered by separate warranties offered by their makers. They are **not covered** by the Basic Limited Warranty:

- tires; or
- items added or changed after your vehicle left the

## WHAT'S COVERED UNDER DAIMLERCHRYSLER'S WARRANTIES

manufacturing plant, such as accessories or protection products, or items changed because of customization or van conversion.

Be sure you get a copy of any warranty that applies to these items from your dealer, or from the maker of the product. You can find the tire warranty statements in your Owner's Literature Package.

### **D. Towing Costs Are Covered Under Certain Circumstances**

The Basic Limited Warranty covers the cost of towing your vehicle to the nearest Chrysler, Dodge or Jeep dealer if your vehicle can't be driven because a

covered part has failed. If you choose to go to another dealership, you will be responsible for the cost if the extra distance exceeds 10 miles. See Section 6.2 for information on how to get towing service in the United States and Canada.

### **E. When It Begins**

The Basic Limited Warranty begins on either of the following dates, whichever is earlier:

- the date you take delivery of the vehicle; or
- the date when the vehicle was first put into service — for example, as a dealer “demo” or as a DaimlerChrysler company vehicle.

## **F. When It Ends**

The Basic Limited Warranty lasts for 36 months from the date it begins or for 36,000 miles on the odometer, whichever occurs first. But the following items are covered only for 12 months or for 12,000 miles on the odometer, whichever occurs first:

- brakes (rotors, pads, linings, and drums);
- wiper blades;
- clutch discs or modular clutch assembly (as equipped);
- windshield and rear window; and
- wheel alignment and wheel balancing

## **G. Registration and Operation Requirements**

The Basic Limited Warranty covers your vehicle only if:

- it was built for sale in the U.S.;
- it's registered in the U.S.;
- it's driven mainly in the U.S. or Canada; and
- it's operated and maintained in the manner described in your Owner's Manual.

**H. If Your Vehicle Leaves the United States  
(We Include U.S. Possessions and Territories  
as Part of the United States for Warranty  
Purposes):**

**EXCEPT WHERE SPECIFICALLY REQUIRED  
BY LAW, THERE IS NO WARRANTY  
COVERAGE ON THIS VEHICLE IF IT IS  
SOLD IN OR REGISTERED IN COUNTRIES  
OTHER THAN THE UNITED STATES.**

This policy does not apply to vehicles that have received authorization for export from Daimler-Chrysler. Dealers may not give authorization for export. You should consult an authorized dealer to determine this vehicle's warranty coverage if you have any questions.

This policy does not apply to vehicles registered to U.S. government officials or military personnel on assignment outside of the United States.

## **2.2 Corrosion Warranty**

### **A. Who Is Covered?**

You are covered if you are a purchaser for use of the vehicle.

### **B. What's Covered**

This warranty covers the cost of all parts and labor needed to repair or replace any sheet metal panels that get holes from rust or other corrosion. If a hole occurs because of something other than corrosion, this warranty does not apply. Cosmetic or surface corrosion — resulting, for example, from stone chips or scratches in the paint — is not covered. For more details on what isn't covered by this warranty, see 3.5.



### C. How Long It Lasts

This warranty starts when your Basic Limited Warranty begins under 2.1(E).

This warranty has two time-and-mileage limits:

- For sheet metal panels, the limit is 36 months, with no mileage limit.
- For an outer-body sheet metal panel — one that is finish-painted and that someone can see when walking around the vehicle — the limits are 5 years or 100,000 miles on the odometer, whichever occurs first.

### 2.3 Restraint System Limited Warranty (Vehicles sold and registered in the State of Kansas only)

For vehicles sold and registered in the State of Kansas, seatbelts and related seatbelt components are warranted against defects in workmanship and materials for 10 years, regardless of mileage. This warranty does not cover replacement of seatbelts and related components required as the result of collision.

## 3. What's Not Covered

### 3.1 Modifications Not Covered

#### A. Some Modifications Don't Void the Warranties But Aren't Covered

Certain changes that you might make to your vehicle do not, by themselves, void the warranties described in this booklet. Examples of some of these changes are:

- installing non-DaimlerChrysler Motors Company LLC ("DaimlerChrysler") parts, components, or equipment (such as a non-DaimlerChrysler radio or speed control); and
- using special non-DaimlerChrysler materials or additives.

But your warranties don't cover any part that was not on your vehicle when it left the manufacturing plant or is not certified for use on your vehicle. Nor do they cover the costs of any repairs or adjustments that might be caused or needed because of the installation or use of non-DaimlerChrysler parts, components, equipment, materials, or additives.

Performance or racing parts are considered to be non-DaimlerChrysler parts. Repairs or adjustments caused by their use are not covered under your warranties.

Examples of the types of alterations not covered are:

- installing accessories — except for genuine DaimlerChrysler / MOPAR accessories installed by an authorized Chrysler, Dodge or Jeep dealer;

- applying rustproofing or other protection products;
- changing the vehicle's configuration or dimensions, such as converting the vehicle into a limousine or food service vehicle; or
- using any refrigerant that DaimlerChrysler has not approved.

## **B. Modifications That WILL Void Your Warranties**

These actions will void your warranties:

- disconnecting, tampering with, or altering the odometer will void your warranties, unless your repairing technician follows the legal requirements for repairing or replacing odometers; or
- attaching any device that disconnects the odometer will also void your warranties.

## **3.2 Environmental Factors Not Covered**

Your warranties don't cover damage caused by environmental factors such as airborne fallout, bird droppings, insect damage, chemicals, tree sap, salt, ocean spray, acid rain, and road hazards. Nor do your warranties cover damage caused by hailstorms, windstorms, tornadoes, sandstorms, lightning, floods, and earthquakes.

Your warranties do not cover conditions resulting from anything impacting the vehicle. This includes cracks and chips in glass, scratches and chips in painted surfaces, or damage from collision.

### 3.3 Maintenance Costs Not Covered

Your warranties don't cover the costs of repairing damage caused by poor or improper maintenance. Nor do they cover damage caused by the use of contaminated fuels, or by the use of fuels, oils, lubricants, cleaners or fluids other than those recommended in your Owner's Manual.

The warranties don't cover the costs of your vehicle's normal or scheduled maintenance — the parts and services that all vehicles routinely need. Some of these parts and services, which your warranties don't cover, include:

- lubrication;
- engine tune-ups;
- replacing filters, coolant, spark plugs, bulbs, or fuses (unless those costs result from a covered repair);
- cleaning and polishing; and
- replacing worn wiper blades, worn brake pads and linings, or clutch linings.

### 3.4 Racing Not Covered

Your warranties don't cover the costs of repairing damage or conditions caused by racing, nor do they cover the repair of any defects that are found as the result of participating in a racing event.

### 3.5 Certain Kinds of Corrosion Not Covered

Your warranties don't cover the following:

- corrosion caused by accident, damage, abuse, or vehicle alteration;
- surface corrosion caused by such things as industrial fallout, sand, salt, hail, and stones;
- corrosion caused by the extensive or abnormal transport of caustic materials like chemicals, acids, and fertilizers; and

- corrosion of special bodies, body conversions, or equipment that was not on your vehicle when it left the manufacturing plant or was not supplied by DaimlerChrysler.

### 3.6 Other Exclusions

Your warranties don't cover the costs of repairing damage or conditions caused by any of the following:

- fire or accident;
- abuse or negligence;
- misuse — for example, driving over curbs or overloading;
- tampering with the emission systems, or with a part that could affect the emission systems;

- use of used parts, even if they were originally supplied by DaimlerChrysler (however, authorized DaimlerChrysler / MOPAR remanufactured parts are covered);
- windshield or rear window damage from external objects;
- any changes made to your vehicle that don't comply with DaimlerChrysler; or
- using any fluid that doesn't meet the minimum recommendations in your Owner's Manual.

### 3.7 Total Loss, Salvage, Junk, or Scrap Vehicles Not Covered

A vehicle has no warranty coverage of any kind if:

- the vehicle is declared to be a total loss by an insurance company;
- the vehicle is rebuilt after being declared to be a total loss by an insurance company; or
- the vehicle is issued a certificate of title indicating that it is designated as “salvage,” “junk,” “rebuilt,” “scrap,” or some similar word.

DaimlerChrysler will deny warranty coverage without notice if it learns that a vehicle is ineligible for coverage for any of these reasons.

### 3.8 Restricted Warranty

Your warranties can also be restricted by DaimlerChrysler. DaimlerChrysler may restrict the warranty on your vehicle if the vehicle is not properly maintained, or if the vehicle is abused or neglected, and the abuse or neglect interferes with the proper functioning of the vehicle. If the warranty is restricted, coverage may be denied or subject to approval by DaimlerChrysler before covered repairs are performed.

## 4. Other Terms of Your Warranties

### 4.1 Exchanged Parts May Be Used in Warranty Repairs

In the interest of customer satisfaction, DaimlerChrysler Motors Company LLC ("DaimlerChrysler") may offer exchange service on some vehicle parts. This service is intended to reduce the amount of time your vehicle is not available for your use because of repairs. Parts used in exchange service may be new, remanufactured, reconditioned, or repaired, depending on the part involved.

All exchange parts that might be used meet DaimlerChrysler standards, and have the same warranties as new parts.

Examples of the kinds of parts that might be serviced in this way are:

- engine assemblies;
- transmission assemblies;
- instrument cluster assemblies;
- radios, tape, CD and DVD players;
- speedometers; and
- powertrain control modules.

To help control suspected ozone-depleting agents, the EPA requires the capture, purification, and reuse of automotive air-conditioning refrigerant gases. As a result, a repair to the sealed portion of your air-conditioning system may involve the installation of purified reclaimed refrigerant.



## 4.2 Pre-Delivery Service

A defect in or damage to the mechanical, electrical, sheet-metal, paint, trim, and other components of your vehicle may have occurred at the factory or while it was being shipped to the dealer.

Such a defect or damage is usually detected and corrected at the factory. In addition, dealers must inspect each vehicle before delivery. They repair any defects or damage detected before the vehicle is delivered to you.

## 4.3 Production Changes

Changes may be made in vehicles sold by DaimlerChrysler and its dealers at any time without incurring any obligation to make the same or similar changes on vehicles previously built or sold.

## 4.4 Governing Law and Other Terms

All of the warranties, except for the Federal Emissions and noise warranty and the California Emissions warranties, are made under Michigan law, and Michigan law will be used to interpret them. Punitive, exemplary or multiple damages may not be recovered unless applicable state or local law prohibits their disclaimer. No person, including DaimlerChrysler employees or dealers may modify or waive any part of these warranties.

## 5. Emission Warranties Required By Law

### 5.1 Federal Emission Warranty

#### A. Parts Covered for 2 Years or 24,000 Miles

Federal law requires DaimlerChrysler Motors Company LLC ("DaimlerChrysler") to warrant the following emissions parts for 2 years or 24,000 miles, whichever occurs first. DaimlerChrysler covers all of these parts under the Basic Limited Warranty for 3 years or 36,000 miles, whichever occurs first.

- Air system controls;
- distributor and its components;
- 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;
- ignition coil and ignition module;
- 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.

## **B. Parts Covered for 8 years or 80,000 miles**

If your vehicle has one of the following parts, this Federal Emission Warranty covers that part for a period of 8 years or 80,000 miles, whichever occurs first.

These limits are counted from the time when your Basic Limited Warranty begins under 2.1(E). The covered parts are:

- catalytic converter; and
- powertrain control module.

## **C. Additional Emission Warranties**

If your vehicle is equipped with a California Certified Emission Control System and is registered in California, Massachusetts, Maine, Vermont, Connecticut, Rhode Island or Pennsylvania the California Emission Warranty — described in Section 5.3 — also applies.

### 5.2 Emission Performance Warranty

This warranty supplements the federal warranty under 5.1. It lasts for 2 years or 24,000 miles on the odometer, whichever occurs first. If your vehicle has one of the following parts, catalytic converter and powertrain control module, this Federal Emission Warranty covers that part for a period of 8 years or 80,000 miles, whichever occurs first. These limits are counted from the time when your Basic Limited Warranty begins under 2.1(E). The Emission Performance Warranty covers the cost of repairing or adjusting any components or parts that might be needed for your vehicle to pass Federal Emission Standards for a federally approved state or local emissions test, but only if:

- your vehicle has failed a federally approved state or local emissions test;
- your vehicle has been maintained and operated properly up until it fails such a test; and
- you face a real penalty — for example, a fine or the loss of the use of your vehicle — because the vehicle has failed the test.

Section 6.4 explains how to get service under this warranty.

### 5.3 California Emission Warranty

#### **Your Warranty Rights and Obligations (Applies Only to Vehicles Certified for Sale and Registered in the State of California)**

The California Air Resources Board is pleased to explain the emission control system warranty on your 2008 model vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. DaimlerChrysler Motors Company LLC ("DaimlerChrysler") must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts such as the fuel-injection system, the ignition system, catalytic converter, and powertrain control module. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, DaimlerChrysler will repair your vehicle at no cost to you, including diagnosis, parts and labor.

## MANUFACTURER'S WARRANTY COVERAGE

**For 3 years or 50,000 miles, whichever first occurs:**

1. If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by DaimlerChrysler to ensure that your vehicle passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
2. If any emission-related part on your vehicle is defective, the part will be repaired or replaced by DaimlerChrysler. This is your short-term emission control system **DEFECTS WARRANTY**.

**For 7 years or 70,000 miles, whichever first occurs:**

1. If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by DaimlerChrysler. This is your long-term emission control system **DEFECTS WARRANTY**.

### 5.3 California Emission Warranty Contd.

#### Owner's Warranty Responsibilities:

- As the vehicle owner, you are responsible for the performance of the **required maintenance listed in your owner's manual**. DaimlerChrysler recommends that you retain all receipts covering maintenance on your vehicle, but DaimlerChrysler cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.
- You are responsible for presenting your vehicle to a Chrysler, Dodge or Jeep dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed **30 days**.
- As the vehicle owner, you should also be aware that DaimlerChrysler may deny your warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

### 5.3 California Emission Warranty Contd.

If you have any questions regarding your warranty rights and responsibilities, you should contact the DaimlerChrysler Customer Assistance Center at (800) 992-1997 or the California Air Resources Board at 9480 Telstar Avenue, Suite 4, El Monte, CA 91731.

#### **A. Parts and Performance Covered for 3 Years or 50,000 Miles, Whichever Occurs First**

California law requires DaimlerChrysler to warrant that if any emission-related part on your vehicle is defective, DaimlerChrysler will repair or replace the part. The repair or replacement will be made at no charge to you for diagnosis, parts or labor. Any other parts damaged by the failure of a defective part will also be repaired or replaced.

In addition, if your vehicle fails a smog check inspection, DaimlerChrysler will make all necessary repairs and adjustments to ensure that your vehicle passes the inspection.

Your emission control system may include parts such as the fuel injection system, ignition system, catalytic converter and powertrain control module. Also included may be hoses, belts, connectors and other emission-related assemblies.

#### **B. Parts Covered for 7 Years or 70,000 Miles, Whichever Occurs First**

DaimlerChrysler also warrants that every part listed below — if installed as original equipment — is free from defects. These parts are:



**Nitro**

- Plastic Fuel Tank - 3.7L Auto (21.5 gallon)
- Plastic Fuel Tank Assembly - 3.7L Auto (21.5 gallon)

Where parts are scheduled for replacement as required maintenance, this warranty applies until the first scheduled maintenance point listed in the owner's manual.

**C. Parts Covered for 8 Years or 80,000 Miles, Whichever Occurs First**

(See Federal Emission Warranty 5.1.B).

- catalytic converter
- powertrain control module

**D. Getting Service Under This Warranty**

Section 6.5 explains how to get service under this warranty.

**E. Parts Covered for 8 Years or 100,000 Miles, Whichever Occurs First**

If your vehicle qualifies for this warranty, you will find this statement, "Certified to optional useful life per 1961 (a) (8).", located on the Vehicle Emission Control Information label located on the under side of the hood on the driver's side.

DaimlerChrysler also warrants that every part listed below — if installed as original equipment — is free from defects. All powertrain control modules and catalyst are covered, in addition to the specific parts listed below.

**Nitro**

- Plastic Fuel Tank - 3.7L Man / 4.0L Auto (21.5 gallon)
- Plastic Fuel Tank Assembly - 3.7L Man / 4.0L Auto (21.5 gallon)

## 6. How to Get Warranty Service

### 6.1 Where to Take Your Vehicle

#### A. In the United States (We Include U.S. Possessions and Territories as Part of the United States for Warranty Purposes):

Warranty service must be done by an authorized Chrysler, Dodge or Jeep dealer. We strongly recommend that you take your vehicle to your Selling Dealer. They know you and your vehicle best, and are most concerned that you get prompt and high quality service. If you move within the United States, warranty service may be requested from any authorized Chrysler, Dodge or Jeep dealer.

#### B. In Canada and Mexico:

If you are traveling temporarily in Canada or Mexico, and your vehicle remains registered in the United States, your DaimlerChrysler warranty still applies. Service may be requested at any authorized Chrysler, Dodge or Jeep dealership.

#### C. In a Foreign Country Outside of North America:

If you are traveling temporarily outside of North America, and your vehicle remains registered in the United States:

- You should take your vehicle to an authorized Chrysler, Dodge or Jeep dealer. They should give you the same warranty service you receive in the United States.

- If the authorized dealership charges you for repairs which you feel should be covered under your warranty, please get a detailed receipt for the work done. Make sure that this receipt lists all warranty repairs and parts that were involved. (This receipt will be similar to the one used by the dealer who normally services your vehicle.)
- When your vehicle returns to the United States, contact the DaimlerChrysler Customer Assistance Center (section 7.2) for reimbursement consideration. You will normally need to provide a copy of the receipt, your vehicle registration and any other relevant documents.
- Reimbursement will not be considered if the vehicle does not return to the United States.

### **D. If You Move:**

If you move to another country, be sure to contact the DaimlerChrysler Customer Assistance Center (section 7.2) and the customs department of the destination country before you move. Vehicle importation rules vary considerably from country to country. You may be required to present documentation of your move to DaimlerChrysler in order to continue your warranty coverage. You may also be required to obtain documentation from DaimlerChrysler in order to register your vehicle in your new country.

### **E. Notice:**

If your vehicle is registered outside of the United States, and you have not followed the procedure set out above, your vehicle will no longer be eligible for

warranty coverage of any kind. (Vehicles registered to United States government officials or military personnel on assignment outside of the U.S. will continue to be covered.)

### 6.2 How To Get Tow Service - U.S. or Canada Only \*

#### A. What To Do:

If your vehicle requires towing due to a defect covered under the Basic Limited Warranty, dial toll-free 1-800-521-2779. Provide your name, vehicle identification number, license plate number, and your location, including the telephone number from which you are calling. Briefly describe the nature of the problem and answer a few simple questions.

You will be given the name of the service provider and an estimated time of arrival. If you feel you are in an "unsafe situation", please let us know. With your consent, we will contact local police or safety authorities.

#### B. If Unable to Contact 24-Hour Towing Assistance:

If you are unable to contact 24-Hour Towing Assistance and you obtain towing services on your own, you may submit your original receipts from the licensed towing or service facility, for services

\* Towing services provided through Cross Country Motor Club, Inc., Medford, MA 02155, except in AK, CA, HI, OR, WI, and WY, where services are provided by Cross Country Motor Club of California, Inc., Medford, MA 02155.

rendered within 30 days of the occurrence. Be sure to include your vehicle identification number, odometer mileage at the time of service and current mailing address. We will process the claim based on vehicle and service eligibility. If eligible, we will reimburse you for the reasonable amounts you actually paid, based on the usual and customary charges for that service in the area where they were provided. DaimlerChrysler Motors Company LLC's determination relating to reimbursement are final. Correspondence should be mailed to:

**DaimlerChrysler Towing Assistance**  
**P.O. Box 9145**  
**Medford, MA 02155**  
**Attention: Claims Department**

### 6.3 Emergency Warranty Repairs

If you have an emergency and have to get a warranty repair made by someone other than an authorized Chrysler, Dodge or Jeep dealer, follow the reimbursement procedure in 6.1(C).

### 6.4 Getting Service Under the Federal Emission Performance Warranties

#### A. What to Do

If your vehicle has failed an emissions test described in 5.2:

- Take it to an authorized Chrysler, Dodge or Jeep dealer as soon as possible.
- Give the service representative the printout showing that your vehicle failed the test.

## HOW TO GET WARRANTY SERVICE

- If possible, bring all service receipts, maintenance logs, and records proving that your vehicle has been properly maintained, since you may be required to show them.

### **B. Further Steps You Can Take, and How to Get More Information**

If you think your dealer has wrongly denied you emission-warranty coverage, follow the steps described in 7.1. DaimlerChrysler will reply to you in writing within 30 days after receiving your complaint (or within the time limit required by local or state law). If the owner is not notified within 30 days that a performance warranty claim is denied, the manufacturer must repair the vehicle free of charge.

If you want more information about getting service under the Federal Emission Warranty or the

Performance Warranty, or if you want to report what you think is a violation of these warranties, you can contact:

Manager, Certification and Compliance  
Division Warranty Claims  
Environmental Protection Agency  
1200 Pennsylvania Avenue, NW  
Mail Code 6403J  
Washington, D. C. 20460

## **6.5 Getting Service Under the California Emission Warranty**

### **A. What to Do If You Fail a Smog Check**

If a vehicle fails a state Smog Check test during the coverage period, DaimlerChrysler Motors

Company, LLC ("DaimlerChrysler") will repair the vehicle so that it will pass a State Smog Check re-test. The owner should take the vehicle to any authorized Chrysler, Dodge or Jeep dealer for warranty repairs and give a copy of the failed Smog Check test report to the dealer. If the owner is not notified within 30 days that a performance warranty claim is denied, the manufacturer must repair the vehicle free of charge.

### **B. What to Do to Get Warranty Service**

To get warranty service -- even if you're traveling -- take your vehicle to any Chrysler, Dodge or Jeep dealer. (DaimlerChrysler recommends that you take your vehicle to a dealer who sells the same make of vehicle as yours.) That dealer will perform any warranty service without charging you for diagnosis, parts or labor.

### **C. Emergency Emission Warranty Service**

If you need emergency service under this warranty and a Chrysler, Dodge or Jeep dealer is not readily available, you may have your vehicle repaired by anyone using any brand of repair parts. However, DaimlerChrysler recommends that you do the following before having repairs made:

- Contact the DaimlerChrysler Motors Company, LLC Customer Assistance Center and ask for help with emission warranty service. (You'll find the address and telephone number of the Customer Assistance Center at 7.2.)
- The Customer Assistance Center will recommend an authorized servicing dealer or help you find a qualified independent servicing dealer.
- If you are going to have to use an independent servicing dealer, make arrangements during your first contact with the Customer Assistance Center

for getting reimbursed for emergency repairs (including labor and diagnosis). You will need to get and keep the replaced parts, as well as the original invoice marked "paid".

- You should review with the Customer Assistance Center any questions you have about the emission warranty. Reimbursement for parts will be based on DaimlerChrysler's suggested retail price. Reimbursement for labor will be based on DaimlerChrysler's recommended time allowance for the repair and on the appropriate hourly labor rate in the geographic area where you had the work done.

Before DaimlerChrysler will reimburse you for emergency repairs under this warranty, you will have to provide DaimlerChrysler with details on why the situation was an emergency and why dealer service was unavailable.

Under this warranty, an emergency occurs if a part will not be available within 30 days or if a repair can't be completed within 30 days.

### **D. How to Get More Information**

If you want more information about getting service under the California Emission Warranty, you can contact one of the following:

DaimlerChrysler Motors Company LLC  
Customer Assistance Center  
(800)992-1997

California Air Resources Board  
9480 Telstar Avenue, Suite 4  
El Monte, California 91731



## 7. How to Deal with Warranty Problems

### 7.1 Steps to Take

#### A. In General

Normally, warranty problems can be resolved by your dealer's sales or service departments. That's why you should always talk to your dealer's service manager or sales manager first. But if you're not satisfied with your dealer's response to your problem, DaimlerChrysler Motors Company LLC ("DaimlerChrysler") recommends that you do the following:

**Step 1:** Discuss your problem with the owner or general manager of the dealership.

**Step 2:** If your dealership still can't resolve the problem, contact the DaimlerChrysler Customer Assistance Center. You'll find the address in section 7.2.

#### B. What DaimlerChrysler Will Do

Once you have followed the two steps described in 7.1(A), a DaimlerChrysler representative at DaimlerChrysler headquarters will review your situation. If it's something that DaimlerChrysler can help you with, DaimlerChrysler will provide your dealer with all the information and assistance necessary to resolve the problem. Even if DaimlerChrysler can't help you, DaimlerChrysler will acknowledge your contact and explain DaimlerChrysler's position.

### **C. If Your Problem Still Isn't Resolved For Customers Residing in Arkansas, Idaho, Kentucky and Minnesota ONLY:**

(NOTE: This Process is not available for residents of other states.)

If you can't resolve your warranty problem after following the two steps described in 7.1(A), and you live in Arkansas, Idaho, Kentucky or Minnesota ONLY, you can contact the DaimlerChrysler Motors Company LLC Customer Arbitration Process in your area.

You may obtain a brochure describing DaimlerChrysler Motors Company LLC's Customer Arbitration Process, including an application, by calling 1-800-992-1997. This service is strictly voluntary, and you may submit your dispute directly to the Customer Arbitration Process (CAP) at no cost. The CAP is administered by an independent dispute settlement organization and may be contacted in writing at the following address:

National Center for Dispute Settlement  
DaimlerChrysler Motors Company LLC  
Customer Arbitration Process  
P.O. Box 560208  
Dallas, TX 75356-0208

The CAP reviews only vehicle disputes involving DaimlerChrysler Motors Company LLC ("DaimlerChrysler") Limited Warranty or a DaimlerChrysler / Mopar Part Limited Warranty. The CAP does not review disputes involving the sale of a new or used vehicle, personal injury/property damage claims, disputes relating to design of the vehicle or part, or disputes which are already the subject of litigation.

The CAP will need the following information from you: 1) Legible copies of all documents and repair orders relevant to your case, 2) Vehicle identification number of your vehicle, 3) A brief description of your unresolved

concern, 4) The identity of your servicing/selling dealer, 5) The date(s) of repair(s) and mileage at the time, 6) Current mileage, and 7) A description of the action you expect to resolve your concern.

Upon receipt of your request:

- The National Center for Dispute Settlement (NCDS) will acknowledge receipt of your request, by mail, within ten (10) days, and advise you whether or not your dispute is within the jurisdiction of the Process.
- When your request is within jurisdiction NCDS will request DaimlerChrysler and the dealer to present their side of the dispute. You will receive copies of their responses.
- While your dispute is pending NCDS or DaimlerChrysler may contact you to see if your case can be settled by agreement. If a settlement is offered to you,

DaimlerChrysler will ask you to sign a form that contains that settlement. Your case will then be closed. There is no requirement for you to participate in this settlement process.

- If you requested an oral hearing, a decision-maker will contact you to arrange a convenient time and place for a hearing. Usually, this will be at a dealership near you.
- If you request a documents-only review, an NCDS panel will review and decide your case. Neither you, the dealer nor DaimlerChrysler need be present.
- NCDS will send you a written Statement of Decision. This statement will include the decision, any action to be taken by the dealer or DaimlerChrysler and the time by which the action must be taken. The decision will be binding on the dealer and DaimlerChrysler but not on you unless you accept the decision.

- If any action is required on the part of the dealer or DaimlerChrysler you will be contacted within ten (10) days after the date by which the dealer or DaimlerChrysler must act to determine whether performance has been rendered.
- The entire dispute settlement process will normally take no longer than 40 days.
- The CAP dispute settlement procedure does not take the place of any state or Federal legal remedies available to you. Whether or not you decide to submit your dispute to the Process, you are free to pursue other legal remedies.

### **D. Notice Under State Lemon Laws**

Some states have laws allowing you to get a replacement vehicle or a refund of the vehicle's purchase price under certain circumstances. These

laws vary from state to state. If your state law allows, DaimlerChrysler requires that you first notify us in writing of any service difficulty that you may have experienced so that we can have a chance to make any needed repairs before you are eligible for remedies provided by these laws.

In all other states, we ask that you give us written notice of any service difficulty. Send your written notice to the DaimlerChrysler Customer Assistance Center at the address in 7.2.

## **7.2 Helpful Addresses and Telephone Numbers**

Here are the addresses and telephone numbers of the DaimlerChrysler Customer Assistance Center that can help you wherever you happen to be. Contact the one that covers your area:

- **In the United States:**

**DaimlerChrysler**

**Customer Assistance Center**

P.O. Box 21-8004

Auburn Hills, Michigan 48321-8004

Phone: (800) 992-1997

**To contact DaimlerChrysler by email,**

simply access the following website:

[www.dodge.com](http://www.dodge.com) (click on the "Contact Us" button)

- **In Canada:**

**DaimlerChrysler Canada, Inc.**

**Customer Service**

Chrysler Centre

P.O. Box 1621

Windsor, Ontario N9A-4H6

Phone: (800) 465-2001

- **In Mexico, contact the Customer Relations Office for Chrysler, Jeep and Dodge vehicle at:**

1240 Prolongacion Paseo de la Reforma Av.

Santa Fe, C.P. 05109

Deleg. Cuajimalpa, Mexico

Phone (in Mexico): (015) 5081-7568

Phone (outside Mexico): (800) 505-1300

- **In Puerto Rico and U.S. Virgin Islands:  
Customer Service**

Chrysler International Services, S.A.

Box 191857

San Juan, Puerto Rico 00919-1857

Phone: (787) 782-5757

Fax: (787) 782-3345

## 8. Optional Service Contract

DaimlerChrysler Motors Company LLC's or DaimlerChrysler Service Contract Company LLC's optional service contracts offer valuable protection against repair costs when these warranties don't apply. They complement but don't replace the warranty coverages outlined in this booklet. Several plans are available, covering various time-and-mileage periods and various sets of components. (Service contracts aren't available if you live in a U.S. possession or territory.) Ask your dealer for details.

## 9. Maintenance

### 9.1 General Information

It's your responsibility to properly maintain and operate your new vehicle. Follow the instructions contained in the General and Scheduled Maintenance Service guidelines in your Owner's Manual. Regular, scheduled maintenance is essential to trouble-free operation. If there is a dispute between you and DaimlerChrysler Motors Company LLC ("DaimlerChrysler") concerning your maintenance of your vehicle, DaimlerChrysler will require you to provide proof that your vehicle was properly maintained.

For your convenience, DaimlerChrysler has prepared a Maintenance Log which is included in this book. You should use this Maintenance Log to keep track of scheduled maintenance, either by routinely having the repairs entered in your Maintenance Log, or by keeping receipts or other documentation of work you've had done on your vehicle in your Maintenance Log.

## 9.2 Where To Go For Maintenance

DaimlerChrysler recommends that you return to the dealer from whom you bought your vehicle for all maintenance service both during and after the warranty periods. Although you can get warranty service from any dealer who sells your particular make, returning to your selling dealer will help ensure that all your service needs are met and that you're completely satisfied. The dealership technicians are specifically trained to proficiently perform maintenance and repair procedures on your DaimlerChrysler Corporation vehicle.

Authorized Chrysler, Dodge or Jeep dealers will help ensure that all your service needs are met and that you're completely satisfied. DaimlerChrysler strongly recommends you use genuine DaimlerChrysler / MOPAR parts to maintain your vehicle.