



WARRANTY INFORMATION AND SERVICE PASSPORT



RETAIL DELIVERY ADVICE

VIN No.

CUSTOMER DETAILS

DSN

TITLE

FIRST NAME

INITIALS

DEALER

SURNAME /
BUSINESS NAME

SALES PERSON

ADDRESS

DEMO

D

RETAIL SALE

R

CITY / TOWN

POSTCODE

REG. DATE

DAY MONTH YEAR

BUS. TEL

PRIVATE TEL

REG No.

THE INFORMATION ABOVE IS SUPPLIED WITH SIGNING CUSTOMER'S AUTHORITY

I acknowledge that I have received my Chrysler Service Passport and that my dealer has explained to me:

1. Terms and conditions of Warranty
2. Importance of regular periodic maintenance service

CUSTOMER SIGNATURE

DEALER SIGNATURE



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Congratulations on the purchase of your new Chrysler, Jeep or Dodge vehicle.

We at Chrysler are sure that you are going to experience driving excellence to the maximum with one of our prestigious models. In an effort to enhance your overall experience with your vehicle, and our company, we have prepared this warranty booklet as a guide for you. Please take the time to acquaint yourself with the contents of the booklet and discuss any queries you may have with your sales facilitator.

Vehicle operators should ensure that they are fully aware of the contents of the vehicle handbook and have familiarised themselves with the vehicle before driving.

All material contained in this publication is based on the latest information available at the time of publication approval. The right is reserved to publish revisions at any time.

After you have read this manual, it should be stored in the vehicle for convenient reference and remain with the vehicle when sold.



1. YOUR LEGAL RIGHTS UNDER THESE WARRANTIES

The warranties contained in this booklet are the only express warranties that Chrysler makes for your vehicle. These warranties give you specific legal rights.

You may also have other rights that are specific to the country where your vehicle is registered.

All warranties implied by law are excluded to the extent permitted by law.

We collect personal information from you for the purpose of providing you with vehicle sales, services, warranty, insurance and financial products and services and for processing and assessing any claims in relation to these products or services.

We may disclose the personal information we hold about you to dealers, vehicle manufacturers, insurers, warranty administrators, credit providers or as required by law. In the event of a claim, we may disclose information and/or collect additional information about you from investigators/legal advisors.

If you wish to update or access the information that we hold about you, please contact us.

All personal information collected by us will be held by us at Fiat Chrysler NZ Ltd 40 Paisley Place, Mt Wellington, Auckland.

*Important Note

Please note that the conditions set down in this warranty booklet in no way affect your statutory rights as laid down in law and with reference to the Consumer Act. Chrysler (The Company) reserves the right to change specifications of their vehicles at any time without notification.

Once again, congratulations, and we hope you enjoy your purchase.



2. WHAT IS COVERED

2.1 BASIC WARRANTY

2.1.1 What is covered at no cost to you

The Basic Warranty covers the cost of parts and labour needed to repair any defective item on your vehicle - that is, defective material, workmanship, or factory preparation. You pay nothing for these repairs. These warranty repairs or adjustments - including all parts and labour connected with them - will be made by your authorised dealer at no charge, using new or re-manufactured parts.

2.1.2 Tyres are covered by other warranties

The basic warranty covers every Chrysler supplied part of your vehicle except tyres. The tyres are covered by separate warranties offered by their makers.

2.1.3 Towing Costs Are Covered Under Certain Circumstances.

The Basic Warranty covers the cost of towing your vehicle to the nearest Chrysler, Dodge or Jeep dealer if your vehicle cannot be driven because a covered part has failed.

For more detailed information, please refer to your Chrysler, Jeep & Dodge Assist pamphlet. Please note: specifics of off road use.

2.1.4 When it Begins

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

- The date of first registration of the vehicle; or
- The date when the car was put into service - for example as a dealer demonstrator or as a Chrysler company vehicle.



2.1.5 When it Ends

The Basic Warranty lasts for 36 months from the date it begins or for 100,000 kilometres on the odometer, whichever occurs first. But the following items are covered only for 12 months or for 20,000 kilometres on the odometer, whichever occurs first:

- Brakes (rotors, pads, linings and drums)
- Wiper blades
- Clutch discs and clutch plates
- Adjustments

Note: The basic warranty on vehicles used as Taxis is 12 months or 20,000 kilometres on the odometer, whichever comes first.

2.1.6 Registration and Operation Requirements

The basic warranty covers your car only if:

- it was built for sale in the country in which it was purchased
- It is registered in the country it was purchased, and
- It is operated and maintained in the manner described in the Owner's Manual.

2.1.7 If your vehicle leaves the country which it was built for

Except as required by law. Chrysler will not provide warranty coverage for vehicles exported from the country which they were built for. (4.1.2)



2.2 CORROSION WARRANTY

2.2.1 Description of Coverage

The Corrosion Warranty covers the cost of parts and labour needed to repair or replace any outer-body metal panel (one that is finish-painted and that someone can see when walking around the vehicle) that gets 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 is not covered by this warranty, see section 3.6.

2.2.2 How Long it Lasts

The Corrosion Warranty starts when your Basic Warranty begins under section 2.1.4, and lasts 3 years/ 100,000 kilometres, whichever occurs first.

2.3 EMISSIONS WARRANTY

2.3.1 Covered for 3 years or 100,000 kilometres

Chrysler is required by law to cover the following components for 3 years or 100,000 kilometres, whichever occurs first from the time when your basic warranty begins, if found defective and cause the vehicle to fail to meet vehicle emission laws. Air Injection System, Carburettor / Throttle Body Catalyst, Electronic Engine Control System (EEC), Exhaust Gas Recirculation System (EGR), Fuel Injectors & Fuel Supply System, Spark Plugs, Coil and Spark Plug Wires, and Positive Crankcase Ventilation System (PCV).



3. WHAT IS NOT COVERED

3.1 MODIFICATIONS NOT COVERED

3.1.1 Some modifications do not void the warranties but are not 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-Chrysler parts, components or equipment (such as a non-Chrysler radio or other accessories), even if such components are installed by a dealer or other qualified person.
- Using special non-Chrysler materials or additives.

But your warranties do not cover any part that Chrysler did not supply. 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-Chrysler parts, components,

equipment, materials or additives.

Examples of this type of alteration not covered are:

- Installing accessories - except for genuine Chrysler / Mopar accessories approved for dealer installation such as sunroof, window tinting, trailer hitches and theft alarm systems
- Applying rustproofing or other protection products
- Using any refrigerant that Chrysler has not approved.

3.1.2 Modifications that will void your warranties

Disconnecting, tampering with, or altering the odometer, unless your repairing dealer technician follows the legal requirements for repairing or replacing odometers. Attaching any device that disconnects the odometer will also void your Warranty.



3.2 ENVIRONMENTAL FACTORS NOT COVERED

Your Warranty does not cover damage caused by environmental factors such as airborne fallout, chemicals, tree sap, salt, ocean spray, acid rain, and road hazards. Nor does your Warranty cover damage caused by hailstorms, windstorms, tornadoes, cyclones, sandstorms, lightning, floods, and earthquakes.

3.3 MAINTENANCE COSTS NOT COVERED

Your Warranties do not cover the costs of repairing damage caused directly or indirectly by poor or improper maintenance. Nor does it cover damage caused by the use of contaminated fuels, or by the use of fuels, oils, lubricants, or fluids other than those recommended in Owners Manual.

The Warranty does not cover the costs of your vehicle's normal or scheduled maintenance - the parts and services that all vehicles routinely need. Examples of some of these

parts and services, which your warranties do not cover include:

- Lubrication
- Engine tune-ups
- Replacing filters, coolant, spark plugs 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 INCIDENTAL AND CONSEQUENTIAL DAMAGES NOT COVERED

Your Warranty does not 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, fuels, telephone, travel, or lodging
- The loss of personal or commercial property, and
- The loss of revenue.

Some countries do not allow incidental or consequential damages to be excluded or limited, so this exclusion may not apply to you.

3.5 RACING NOT COVERED

Your Warranty does not cover the costs of repairing damage or conditions caused by racing, nor does it cover the repair of any defects that are found as the result of participating in a racing event.

3.6 CERTAIN KINDS OF CORROSION NOT COVERED

Your Warranty does not cover the following:

- Corrosion caused by accident, damage, abuse, or vehicle alteration
- Surface corrosion caused by such things as industrial fallout, sand, salt, hail, and stones
- Corrosion caused by the extensive or abnormal transport of caustic materials like chemicals, acids or fertilisers
- Corrosion of special bodies, body conversions, or equipment not made or supplied by Chrysler
- Environmental damage



3.7 OTHER EXCLUSIONS

Your Warranty does not cover the costs of repairing damage or conditions caused directly or indirectly by any of the following:

- Fire or accident
- Abuse or negligence
- Misuse - for example, driving over curbs or over loading your vehicle
- 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 Chrysler (however, authorised Chrysler or Mopar remanufactured parts are covered)
- Any changes made to your vehicle that do not comply with Chrysler specifications.

3.8 TOTAL LOSS, SALVAGE, JUNK, OR SCRAP CARS 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
- The vehicle is issued a certificate of title indicating that it is designated as “salvage”, “junk”, “rebuilt”, “scrap”, or some similar word.



4. HOW TO GET WARRANTY SERVICE

4.1.1 WHERE TO TAKE YOUR VEHICLE

In your country Chrysler generally recommends that you take your vehicle to the dealer where you bought it. But any authorised Chrysler, Jeep or Dodge dealer can work on your vehicle. Except in emergencies (see 4.2), only an authorised Chrysler, Jeep or Dodge dealer may perform warranty service on your vehicle free of charge.

4.1.2 EMERGENCY WARRANTY REPAIRS

Please refer to your Chrysler, Jeep & Dodge Assist pamphlet for specific details.

5. HOW TO OBTAIN WARRANTY

5.1 STEPS TO TAKE

5.1.1 NORMALLY, Warranty problems can be resolved by your authorised dealer's sales and service departments. That is why you should always talk to your dealer's service manager or sales manager first. But if you are not satisfied with your authorised dealer's response to your problem, Chrysler recommends that you do the following:

STEP 1: Discuss your problem with the owner or general manager of the authorised dealership.

STEP 2: If your authorised dealership still cannot resolve the problem, contact your nearest regional office. You will find the address in section 5.2.



5.1.2. WHAT CHRYSLER WILL DO

Once you have followed the two steps described in section 5.1.1, a Chrysler representative will review your situation. If it is something that Chrysler can help you with, Chrysler will provide your authorised dealer with all the information and assistance necessary to resolve the problem. Even if Chrysler cannot help you, Chrysler will acknowledge your contact and explain Chrysler's position.

5.2 Helpful address and telephone numbers:

Fiat Chrysler NZ Ltd 40 Paisley Place, Mt Wellington, Auckland. Telephone 09 979 8000

First Assist Numbers:

Chrysler 0800 286 996

Jeep 0800 286 997

Dodge 0800 286 998

6. OTHER INFORMATION ABOUT YOUR WARRANTIES

6.1 EXCHANGED PARTS MAY BE USED IN WARRANTY REPAIRS

In the interest of customer satisfaction, Chrysler may offer an exchange service on some vehicle parts. This service is intended to reduce the amount of time your vehicle is not available for your use due to 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 Chrysler 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 and CD players
- Speedometers
- Powertrain control modules.

To help control suspected ozone-depleting agents, the 1987 Montreal Protocol requires the capture, purification and re-use 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.

6.2 PRE-DELIVERY SERVICE

A defect 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, authorised dealers must inspect each vehicle before delivery. They repair any defects or damage detected before the vehicle is delivered to you.

6.3 PRODUCTION CHANGES

Chrysler and its authorised dealers reserve the right to make changes in vehicles built or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built or sold.



7. MAINTENANCE LOG

It is your responsibility to properly maintain and operate your vehicle. Follow the instructions contained in the Maintenance Schedule of the Vehicle Operating Booklet.

Regular, scheduled maintenance is essential for trouble-free operation. Any deemed faults should be notified to your dealer for clarification as soon as possible.

To ensure your continued Warranty coverage, Chrysler requires you to keep track of scheduled maintenance either by having your service provider routinely fill out the service records or by keeping receipts or other documentation of work you have had done on your vehicle.

Chrysler recommends that you return to the authorised dealer from whom you bought your car for all maintenance service both during and after the Warranty periods. Although you can get Warranty service from any authorised dealer who sells your particular make or model, returning to your selling authorised dealer will help

ensure that all your service needs are met, and that you are completely satisfied.

Chrysler prefers that you have the normal periodic maintenance performed by an authorised Chrysler, Jeep or Dodge dealer, you are not required to do so. As long as you have the normal periodic maintenance properly performed on your new vehicle then this warranty remains valid.

Please refer to the Maintenance Schedules within the Service and Warranty Handbook for a description of the required maintenance.

Chrysler strongly recommends you use genuine Chrysler / Mopar parts to maintain your vehicle.



8. DAILY CARE

The checks listed below should be performed before the vehicle is operated in order that the vehicle may be maintained in a safe and efficient condition:

1. Check battery condition.
2. Check fuel quantity.
3. Check for fuel, oil or water leaks. (Check under vehicle when parked overnight)
4. Check rear view mirrors.
5. Check clutch & brake pedal for free travel and operation.
6. Check parking brake for proper operation.
7. Check steering wheel for operation.
8. Check all switches for proper operation.
9. Check all instruments for proper operation.

CAUTION!

Always remove the ignition key from the ignition when leaving the vehicle unattended. Failure to do this can cause the vehicle's electrical system to discharge the battery



9. SERVICE RECOMMENDATIONS

In addition to the routine maintenance service you should check (and correct if necessary) the following on a regular basis, as recommended in the vehicle's owners manual/operating information:

- Tyre pressure/condition
- Level of: Engine Oil, Coolant, Brake Fluid, Windscreen Washer, Power Steering, Automatic Transaxle and Clutch (Hydraulic Clutch System only)
- Lights/Indicators/Horn.

Please also see our recommendations about care of the body/paintwork in the vehicle's owners manual/operating information. The certainty of the benefits of the Chrysler Warranty is further assured by entrusting the vehicle's service requirements to any authorised dealer because:

- They are technically equipped, trained and updated to be able to provide the quality of service that you and the Chrysler, Jeep and Dodge product deserve.
- Their in-depth product knowledge means efficiency, excellent value and quality.
- They have access to the whole range of back-up from the worldwide Chrysler Group.



10. SERVICE RECORDS

The following pages provide a log to record the completion of service. Please ensure that each page is completed and stamped by the service provider carrying out the work. We recommend the use of genuine Mopar Parts and Accessories.

DODGE //



Jeep®



PRE-DELIVERY INSPECTION

Date of Inspection

Owner's Name

Owner's Address

Model

Engine Number

VIN

Dealer Representative Signature

Dealer Stamp

We recommend the use of Genuine Mopar Parts and Accessories





SCHEDULED MAINTENANCE

Please refer to Vehicle Handbook for Service Schedule

Date of Service

Kilometres

Signature (Service Representative)



Schedule "A"

Service Provider Stamp



Schedule "B"

We recommend the use of Genuine Mopar Parts and Accessories





SCHEDULED MAINTENANCE

Please refer to Vehicle Handbook for Service Schedule

Date of Service

Kilometres

Signature (Service Representative)

Schedule "A"

Service Provider Stamp

Schedule "B"

We recommend the use of Genuine Mopar Parts and Accessories





SCHEDULED MAINTENANCE

Please refer to Vehicle Handbook for Service Schedule

Date of Service

Kilometres

Signature (Service Representative)



Schedule "A"

Service Provider Stamp



Schedule "B"

We recommend the use of Genuine Mopar Parts and Accessories





SCHEDULED MAINTENANCE

Please refer to Vehicle Handbook for Service Schedule

Date of Service

Kilometres

Signature (Service Representative)

Schedule "A"

Service Provider Stamp

Schedule "B"

We recommend the use of Genuine Mopar Parts and Accessories





SCHEDULED MAINTENANCE

Please refer to Vehicle Handbook for Service Schedule

Date of Service

Kilometres

Signature (Service Representative)

Schedule "A"

Service Provider Stamp

Schedule "B"

We recommend the use of Genuine Mopar Parts and Accessories





SCHEDULED MAINTENANCE

Please refer to Vehicle Handbook for Service Schedule

Date of Service

Kilometres

Signature (Service Representative)

Schedule "A"

Service Provider Stamp

Schedule "B"

We recommend the use of Genuine Mopar Parts and Accessories





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Date of Service

Kilometres

Signature (Service Representative)

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Service Provider Stamp

Schedule "B"

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Date of Service

Kilometres

Signature (Service Representative)

Schedule "A"

Service Provider Stamp

Schedule "B"

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SCHEDULED MAINTENANCE

Please refer to Vehicle Handbook for Service Schedule

Date of Service

Kilometres

Signature (Service Representative)

Schedule "A"

Service Provider Stamp

Schedule "B"

We recommend the use of Genuine Mopar Parts and Accessories





CHANGE OF OWNER

DATE: REGISTRATION:

MODEL:

VIN:

NEW OWNER'S NAME:

NEW OWNER'S ADDRESS:

.....

..... POSTCODE:



CHANGE OF OWNER

DATE:REGISTRATION:

MODEL:

VIN:

NEW OWNER'S NAME:

NEW OWNER'S ADDRESS:

.....

.....POSTCODE:



CHANGE OF OWNER

DATE:REGISTRATION:

MODEL:

VIN:

NEW OWNER'S NAME:

NEW OWNER'S ADDRESS:

.....

.....POSTCODE:



CHANGE OF OWNER

DATE: REGISTRATION:

MODEL:

VIN:

NEW OWNER'S NAME:

NEW OWNER'S ADDRESS:

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..... POSTCODE:

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