ROADSIDE ASSISTANCE

800-521-2779

chrysler.rsahelp.com

Available: 24 HOURS, 7 DAYS A WEEK

US or Canada*

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., Thousand Oaks, CA 91360.

Who Is Covered:

You are covered by Roadside Assistance services if you are a purchaser for use of the vehicle. Roadside Assistance is calculated from the start date of the Basic Limited Warranty, as set forth in Section 2.1 E of your Warranty Information book. Roadside Assistance services last for five years or 60,000 miles (gas), whichever occurs first, or five years or 100,000 miles (diesel), whichever occurs first. Hybrid Electric Vehicles that cannot be driven due to failure of a part covered by the Hybrid System Limited Warranty will be eligible for standard towing coverage up to the terms of the applicable Hybrid System Limited Warranty coverage.

What To Do:

If your vehicle requires jump start assistance, out of gas/fuel delivery, tire service, lockout service, or towing as a result of a mechanical breakdown, dial toll-free: 800-521-2779. Provide your name, Vehicle Identification Number (VIN) - required for covered services, 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.
You may also request roadside assistance by going online to chrysler.rsahelp.com.

This document supplements the warranties and conditions described in the vehicle’s Warranty Information book. No other coverages are altered or extended based on this supplement.

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- Flat Tire Service
- Out Of Gas/Fuel Delivery
- Battery Jump Assistance
- Lockout Service
- Towing Service

FCA
FIAT CHRYSLER AUTOMOBILES

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Complete the Roadside Assistance Card and place in your wallet. For future quick reference, enter your vehicle information on the back of your Roadside Assistance Card.

ROADSIDE ASSISTANCE

FOR COMPLIMENTARY HELP, CALL 800-521-2779

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Quick access to the information below will get help to you faster. Know your vehicle's mileage and specific location.

NAME PHONE#

KEY CODE#

VIN#

Free Roadside Assistance is provided throughout the bumper-to-bumper limited warranty period.

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FLAT TIRE SERVICE

If you are inconvenienced by a flat tire, we will dispatch a service provider to use your vehicle's temporary spare tire (if equipped) as recommended in your Owner's Manual. This is not a permanent flat tire repair.

OUT OF GAS/FUEL DELIVERY

Drivers cannot always count on a gas station being nearby, especially when traveling away from home. We will dispatch a service provider to deliver a small amount of fuel (maximum two gallons) to get you to a nearby station. This service is limited to two occurrences in a 12-month time period.

BATTERY JUMP ASSISTANCE

No time is a good time for a depleted battery. With Roadside Assistance, you do not have to worry about being stranded. We will dispatch a service provider to provide you with a battery jump anytime, day or night.

LOCKOUT SERVICE

Whether the keys are locked in your vehicle or frozen locks are keeping you from getting on your way, help is just a phone call away. This service is limited to providing access to the vehicle's seating area. It does not cover the cost of replacement keys.

TOWING SERVICE

Our towing service gives you peace of mind and confidence. If your vehicle becomes disabled as a result of a mechanical breakdown, Roadside Assistance will dispatch towing service to transport your vehicle to the closest authorized Chrysler, Dodge, Jeep® or Ram dealer. If you choose to go to another dealer, you will be responsible for the cost if the extra distance exceeds 10 miles.

IF UNABLE TO CONTACT ROADSIDE ASSISTANCE

If you are unable to contact Roadside Assistance or unable to provide a valid Vehicle Identification Number (VIN) and you obtain towing services on your own, you may submit your original receipts from the licensed towing or service facility for services rendered within 30 days of the occurrence. Be sure to include your VIN, 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 amount actually paid, based on the usual and customary charges for that service in the area where they were provided. FCA US LLC's determination relating to reimbursement is final. Correspondence should be mailed to:

FCA US LLC Customer Assistance
P.O. Box 9145
Medford, MA 02155
Attention Claims Department

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