ROADSIDE ASSISTANCE
888-242-6342
Available: 24 hours, 7 days a week

U.S. 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., Medford, MA 02155.

Who Is Covered:

You are covered by the Roadside Assistance services if you are a purchaser for use of the FIAT 500e.

The Roadside Assistance services lasts for 4 years, regardless of mileage, calculated from the start date of the Basic Limited Warranty, as set forth in Section 2.1 E.

What To Do:

If your FIAT 500e requires towing assistance due to a dead battery, tire service, lockout service or towing due to a defect covered under the Basic Limited Warranty and the Electric Powertrain Warranty, dial toll-free 888-242–6342. 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.

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.

ROADSIDE ASSISTANCE

24 hours, 7 days a week

- Flat Tire Service
- Lockout Service
- Towing Service
- Out Of Charge Assistance
- If Unable to Contact Roadside

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Complete the Roadside Assistance Identification 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 888-242–6342
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 FIAT 500e's Tire Service Kit to seal small punctures up to 1/4″ in the tire tread or vehicle's temporary spare tire (if equipped) as recommended in your Owner's Manual. This is not a permanent flat tire repair.

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 at 888-242–6342. 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 FIAT repair facility in the manner described in your Owner's Manual.

OUT OF CHARGE ASSISTANCE

No time is a good time for a dead battery, but with Roadside Assistance, you don't have to worry about being stranded. We will dispatch a service provider to provide you with towing to your residence or the nearest charging station, day or night in the manner described in your Owner's Manual. (A maximum of 12 times during the Roadside Assistance service for 4 years, regardless of mileage, calculated from the start date of the Basic Limited Warranty, as set forth in Section 2.1 E.)

IF UNABLE TO CONTACT ROADSIDE ASSISTANCE:

If you are unable to contact Roadside Assistance 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 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. FCA US LLC's determination relating to reimbursement are final. Correspondence should be mailed to:

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

2019 FIAT
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